



Freedom of Information Act / Environmental Information Regulations

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Executive Summary

This policy will ensure that Hereford & Worcester Fire and Rescue Service (The Service) is compliant with both the [Freedom of Information Act \(FOIA\) 2000](#) and the [Environmental Information Regulations \(EIR\) 2004](#).

It applies to all Service employees and will identify roles and responsibilities.

Core Code of Ethics

The [Core Code of Ethics for Fire and Rescue Services](#) sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The Service is committed to the ethical principles and professional behaviours contained in the Core Code of Ethics, which sets expectations on governance, behaviour and integrity in the Fire Sector. The principles of the Code are reflected in this policy as well.



Safeguarding Policy Statement:

Safeguarding is everyone's responsibility, and Hereford & Worcester Fire and Rescue Service (HWFRS) are committed to safeguarding children, young people and adults from abuse and neglect. The Service strives to promote the safety, dignity and wellbeing of staff and people in the community.

Safeguarding practices within HWFRS align to the Safeguarding Fire Standard which aims to ensure that Service support and promote the safeguarding of those within the community, employees and volunteers. [Safeguarding - Fire Standards Board](#)

All HWFRS staff will adhere to the Service's Adult Safeguarding Policy and Children and Young People Safeguarding Policy and associated Guidances.

[SPIs \(sharepoint.com\)](#)

Alternative Formats

If you require this document in another format please contact the Human Resources and Development Department.

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Freedom of Information Act / Environmental Information Regulations

1. Introduction

[The Freedom of Information Act \(FOIA\) 2000](#) was introduced to allow any individual the right to access recorded information held by public sector organisations regardless of format, i.e. hard copy documents, electronic media, CD or video recordings.

Equally, the [Environmental Information Regulations \(EIR\) 2004](#) specifically provides access to environmental information.

1.1. Overview

FOIA and EIR are intended to:

- encourage public debate on everyday issues
- promote accountability and transparency in decisionmaking and the spending of public money
- bring to light information affecting public safety
- contribute to the administration of justice and law enforcement
- increase public participation in environmental decisionmaking
- keep the public informed of any danger to public health & safety or to the environment.

Personal information is not regulated under FOIA or EIR but by the [Data Protection Act \(DPA\) 2018](#), the [UK General Data Protection Regulation](#) and the [Data Use and Access Act 2025](#). Data Protection is considered separately at [Data Protection](#).

2. Governance Arrangements

The [Information Commissioner's Office](#) (ICO) is the regulatory authority set up to uphold information rights. The ICO enforces and oversees FOIA and EIR, along with the UK GDPR, DPA, DUA, [Privacy and Electronic Communications Regulations \(PECR\) 2003](#) and [INSPIRE Regulations 2009](#). Closed Circuit Television (CCTV) is regulated by the [Biometrics and Surveillance Camera Commissioner](#).

Within the Service, Information Governance is managed by the Group Commander of Prevention, with the Assistant Chief Fire Officer as the Service's Senior Information Risk Owner (SIRO). The Head of Legal Services is the official Qualified Person as per the FOIA and the Information Governance Officer (IGO) is responsible for processing information requests and for providing advice and assistance on any Information Governance issues.

The Service is a member of the [National Fire Chiefs Council](#)'s Information Management Forum that liaises on Information Governance issues affecting all Fire and Rescue Services.

3. Requirements of FOIA and EIR

3.1. FOIA and EIR Requests

Anyone can make an FOIA or EIR request. The FOIA applications must be in writing and provide a valid name, which includes Company or Authority names and a contact email or postal address.

EIR enquiries can be written or verbal; however a valid name and return address are required, as with FOIA requests.

The applicant does not have to specifically state that they are making a request under FOIA or EIR or state why the information is required.

Full details on how individuals can submit a request are available on the Service's website: [Freedom of Information](#). However, the FOIA applies to all written requests for information regardless of who within the Service receives them.

Unless a request for information is of a routine nature and can be answered as part of 'business as usual' (see below), all other requests must be forwarded as soon as they are received to informationrequests@hwfire.org.uk. There they will be processed by Information Governance, who will respond to the requester directly.

Under FOIA, any information produced / held by the Service or held by contractors or third parties on behalf of the Service is included.

The Service has a statutory duty to respond to FOIA and EIR requests within 20 working days; however the deadline for EIR requests may be extended to 40 working days if the enquiry is particularly extensive.

3.2. Requests for Personal Information

Information about living, identifiable individuals is personal information and as such, requests for it should usually not be treated as FOIA or EIR requests, but as a Subject Access Request under the UK GDPR and the Data Protection Act 2018. All applications for personal data received by HWFRS should be processed in-line with the Service's [Data Protection Policy](#) and forwarded to informationrequests@hwfire.org.uk (Information Governance) immediately upon receipt.

3.3. Business as Usual Requests

Where the information requested has already been produced i.e. statistics in the Community Risk Management Plan or Fire Safety advice leaflet, then these requests are considered as "Business as Usual" and do not need to be logged / processed as FOIAs / EIRs. Such routine enquiries must be responded to by Departments in a timely fashion and advice sought from the Information Governance Officer if required.

3.4. Exemptions/Exceptions

Individuals may apply for any information under FOIA and EIR but the Service is not always obliged to release the requested data. There may be valid reasons why the information is to be withheld; for example where providing information could threaten the Service's security or prejudice legal proceedings. Full details are available on the ICO's website at the following links:

- [FOIA - Exemptions](#)
- [EIR - Exceptions](#)

In some instances there is a valid public interest in releasing the information and this will override an exemption / exception. For example to promote transparency in public spending i.e. a Government expenses scandal. All requests will be considered on a case by case basis and any valid exemptions / exceptions will be applied by [Information Governance](#) before disclosure.

3.5. Charging

All FOIA requests are free, whereas a reasonable fee may be charged for EIR requests.

However, if it is estimated that an FOIA request will cost more than £450 or exceed 18 hours of work, it can be refused on grounds of cost. In such cases the applicant must be provided with an estimate of how much it would be to complete (Fees Notice). Details can be found at [Cost Recovery Including Special Services](#).

3.6. Miscellaneous Information Requests, Incident Reports & Fire Investigation Reports

Miscellaneous Information Requests (MIRs) are requests for Incident Reports and other information that do not qualify as SARs, FOIs or EIR Requests. Such requests must be in writing and submitted to Information Governance for processing.

Fire Investigation Reports are available from the [Fire Investigation Officers](#) and will usually not be provided to the public.

MIRs are free of charge.

In line with the FOIA's [Publication Scheme](#) requirement (see section 3.8), Major Incident Reports will be published on the Service's website after any necessary incident investigation has been completed. Major Incidents are defined by the [Joint Emergency Services Interoperability Programme](#) as "An event or situation requiring a response under one or more of the emergency services' major incident plans". A major incident may be declared by a single blue light service or jointly.

3.7. Complaints / Internal Reviews

If an applicant considers that they have not received the information they are entitled to or has a query on how their request was managed, they can submit a concern or

complaint. The complaint process for FOIs is an Internal Review. The Review should be a fresh decision based on the evidence available at the time of the initial request, not a review of the decision itself. It should be undertaken by a more senior member of staff. Any concerns / complaints will be acknowledged within 3 working days and replied to within 10 working days once the review has been conducted. Details on how to submit either a concern or complaint are available on the Service's website: [Comments and Complaints](#). Further information can be found at [Managing Complaints and Concerns](#).

If an applicant is still not satisfied with the outcome then they can appeal directly to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, SK9 5AF, Tel: 0303 123 1113 (alternatively 01625 545745) or E-mail: casework@ico.org.uk.

3.8. Publication Scheme

Under FOIA, Public Authorities are required to produce a [Publication Scheme](#), as set out by the ICO, which clearly and proactively illustrates what information is routinely made available.

By actively providing more information, it is expected that the number of FOIA / EIR requests received will reduce.

3.9. Transparency

In addition to the Publication Scheme, information on how Local Authorities make decisions, spend money and deliver services must be proactively made available under the [Local Government Transparency Code](#). The Code sets out the minimum data that local authorities should make available, the publication frequency and required format.

The Transparency Code and Publication Scheme work in partnership to promote democratic accountability, to make it easier for local communities to contribute to decision making processes and to participate in public service development.

4. Guidance

Staff requiring assistance or advice should contact either the Information Governance Officer or the Head of Legal Services.

Guidance is also available from the [ICO](#).

5. Further Information

Legislation

- [Data Protection Act 2018](#)

- [Environmental Information Regulations 2004](#)
- [Freedom of Information Act 2000](#)
- [UK General Data Protection Regulation](#)
- [Data Use and Access Act 2025](#)
- [INSPIRE Directive](#)
- [Local Government Transparency Code 2015](#)
- [Privacy and Electronic Communications \(EC Directive\) Regulations 2003](#)

Service Policies/Instructions

- [Cost Recovery](#)
- [Data Protection](#)
- [Information Security Policy Framework](#)
- [Managing Complaints and Concerns](#)
- [Publication Scheme](#)