



REPORT TITLE: Overview of Comments, Complaints, Compliments, Freedom of Information Requests and Subject Access Requests in Gloucestershire Fire and Rescue Service.

Scrutiny meeting	Fire and Rescue Scrutiny Committee. Friday 19 th July 2024 at 10.00 am.
Chair	Cllr Jeremy Hilton.
Presenting Officer	Watch Manager Philip Dennis.
Item Type	Overview.
Purpose of Report	To provide an overview of Comments, Complaints, Compliments, Freedom of Information Requests (FOI's) and Subject Access Requests (SAR's) in Gloucestershire Fire and Rescue Service (GFRS) within the last twelve months.
Recommendations/ Action sought	None.
Forthcoming Decisions	None.
Background Documents	None.
Appendices	None.
Contact Information	philip.dennis@glosfire.gov.uk

1. Background;

- 1.1. Gloucestershire Fire and Rescue Service (GFRS) have thirty eight contacts recorded through the Corporate Complaints Team within the last twelve months.
- 1.2. GFRS have thirty six Freedom of Information Requests (FOI's) recorded through the Information Management Service within the last twelve months.
- 1.3. GFRS have four Subject Access Requests (SAR's) recorded through the Information Management Service within the last twelve months.

2. Breakdown of the recorded contacts within GFRS;

- 2.1. Twenty three compliments.
- 2.2. Thirteen comments.
- 2.3. Two complaints.

3. The overall themes of the recorded contacts within GFRS;

- 3.1. The overall theme of the compliments recorded relating to GFRS are from members of the public thanking GFRS after responding to emergency incidents.
- 3.2. The overall theme of the comments recorded relating to GFRS are from members of the public commenting on the driving of vehicles when responding to an emergency incident. (Please note: These comments refer to both GFRS vehicles and personal vehicles used by employees).
- 3.3. The overall theme of the complaints recorded relating to GFRS are from members of the public after they have contacted GFRS via telephone and were not satisfied by the service given at the time. (Please note: These two complaints are unrelated to each other).

4. The overall themes of the Freedom of Information Requests (FOI's);

- 4.1. Statistics and data on operational emergency incidents attended by GFRS.
- 4.2. Procurement contracts and suppliers used within GFRS.

5. The overall themes of the Subject Access Requests (SAR's);

- 5.1. The four SAR's recorded are from three previously serving Firefighters within GFRS requesting personal details relating to their career.