

**Norfolk Fire and Rescue Service**

Headquarters, Whitegates  
Hethersett, Norwich  
NR9 3DN

Tel: (01603) 810351

request-162086-  
1de677a5@whatdotheyknow.com

Website: [www.norfolkfireservice.gov.uk](http://www.norfolkfireservice.gov.uk)

Please ask for: Rita Thomas  
Extension: 7693  
Email: [foi@fire.norfolk.gov.uk](mailto:foi@fire.norfolk.gov.uk)  
My Ref: FOI 2013/029  
Your Ref:

Date: 18 June 2013

Dear Mr Rufus-Waren,

**FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST No. 029**

I refer to your request for information received on 20 May 2013. In accordance with the provisions of the Freedom of Information Act 2000, I have now processed your request. Norfolk Fire and Rescue Service response is shown in red:

**Your request:**

1. What is your organisation's total Retained Duty System establishment? **530 excluding USAR Oncall**

2. What is the actual number of Retained Duty System employees employed on the date of this request?

**Statistics compiled 31 March 2013: 479 Excluding USAR Oncall, (493 Including USAR)**

3. How many Retained Duty System employees have joined your organisation for the periods of:

2010

2011

2012

2013 To date

**See table below – excluding USAR**

Date	Starters	Leavers
1/4/10-31/3/11	26	43
1/4/11-31/3/12	38	41
1/4/12-31/3/13	40	50

1/4/13 to 20/5/13 (ytd)	2	5
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4. How many Retained Duty System employees left your organisation for the same periods? **Included in table above.**

5. The number of Retained Duty System employees with a Wholetime Duty System contract in your organisation? **102**

6. What is the time or distance from the Retained Duty System employee's home or workplace that your organisation permit for them to responds to incidents? **5 minutes**

In providing you with this information I would like to draw your attention to the Re-use of Public Sector Information Regulations 2005, which came into force on the 1 July 2005. If you intend to re-use the information provided, you must contact the Council's Communications Department, as the Council may wish to place conditions on how this information is used.

Should you have any queries regarding the information provided, please do not hesitate to contact me.

Please acknowledge receipt of this information.

If you are dissatisfied with our handling of your request you have the right of appeal through the Council's internal complaints procedure by setting out the grounds of your appeal in writing to:

The Compliments and Complaints Manager  
FREEPOST 1H 2076  
Norwich NR1 2BR  
E-mail: [complimentsandcomplaints@norfolk.gov.uk](mailto:complimentsandcomplaints@norfolk.gov.uk)

An appeal should be submitted within 40 working days of the date of this notice and should be identified as "FOI Appeal".

If you are dissatisfied after pursuing the complaints procedure, you may apply to the Information Commissioner under Section 50 of the Act for a decision whether your request for information has been dealt with in accordance with the requirements of Part I of the Act. Contact details as follows:-

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely,

Rita Thomas  
Freedom of Information and Data Protection Coordinator