

Freedom of Information – Response – 27141

Please provide the figures on a month by month basis for the financial year of 2025-2026 relating to the Suffolk Fire & Rescue Fire Control Room, for the following:

1. The number of individual occurrences of sickness absence. (i.e. 1 occurrence being 1 shift).

Using the given example of “1 occurrence being 1 shift”, Suffolk Fire & Rescue refer to this as “shifts lost” and have provided that below. Please be aware that these figures include long term as well as short term sick, therefore number of occurrences would be different to what has been requested:

Quarter	Shifts Lost
Q1	71
Q2	100
Q3	118
Q4	Data currently not available

2. The number of shifts when Fire Control was operating at minimum (Fire Control Operator) staffing levels.

Suffolk County Council (SCC) can confirm that this information is held however, it is being withheld under s.12 of the Freedom of Information Act 2000.

Under Section 12 of the Act, public authorities are not obliged to comply with a request if the estimated cost of doing so would exceed the appropriate limit. For local authorities, this limit is set at £450, which equates to 18 hours of staff time at a rate of £25 per hour.

SCC have conducted a preliminary assessment and estimate that the cost of complying with your request would exceed this limit. In particular responding to part 2 of your request would require:

- A manual review of all rosters held including those prior to the adoption of Gartan Roster, and noting the duty team, staffing adjustments and manually calculating the staffing levels for each day.

This process would involve searching across multiple systems and physical records and reviewing multiple documents. SCC estimate this would take significantly more than 18 hours of staff time.

3. The number of shifts when Fire Control was operating below minimum (Fire Control Operator) staffing levels.

There are 5 occasions noted on the Roster system where the Suffolk Fire Control Room was operating below minimum staffing levels, however in line with the Fire Control Collaboration Business Continuity Agreement, none of these occasions indicate a need to employ the protocols necessary when the Collaboration Hub moves below overall minimum staffing.

4. The number of occurrences when non-Fire Control Operators were employed in the Fire Control room due to low staffing numbers of trained Fire Control Operators.

No non-Fire Control Operators have been employed in the Fire Control Room due to low staffing numbers of trained Fire Control Operators.