



## **Requesting an Incident Report**

Please read through this guidance document carefully, before completing your Incident Report Application Form.

Personal data in an Incident Report is often limited and ordinarily relates to any victims that may have been injured at an incident. Normally, we can only disclose information to the occupier of a property, driver of a vehicle or someone operating a business at a premises at the time of an incident. However, we understand that often it is the landlord/letting agent or insurers who will request the Incident Report – in those cases, we can release the report, provided we have the consent of those individuals. If there are multiple persons involved with an incident, we require consent, from all individuals to release an unredacted version, should it contain their personal data - or another legal basis to disclose their personal data. This is essential, in order to comply with data protection legislation and to protect unwanted intrusions into people's privacy.

If you are acting and requesting on someone's behalf and require the full unredacted Incident Report, then you must provide consent and two forms of identification from all involved.

If there are multiple persons involved within an incident report, we will require consent from **all** individuals to release an unredacted version, should it contain personal data. A signed confirmation in section 3 on the application and two forms of identification that is on the approved list as shown on the UK Government Website Checklist for Individuals is needed to verify identity. <https://www.gov.uk/government/publications/proof-of-identity-checklist/proof-of-identity-checklist>

After receipt of the application form, we will review to see whether the incident occurred in our service area. If the incident did not occur in our service area or the application form needs further information to support your application, then we will advise you. Only on receipt of a satisfactory application form will we request the payment of £114.59 to issue the Incident Report.

## **Completing the Application Form**

**Section 1** - The details required in 'Requester and Incident Details', are used to record and evaluate the lawful basis to receive the Incident Report. It should be filled out as the person requesting the information. Mark the category that is most appropriate and relates to your relationship to the incident. If you are acting on behalf of someone that the report is related to, (solicitor/insurance) please state the name(s) of your client(s). However, if your relationship to the incident is not stated, please, in as much detail as possible, explain in 'Other'.

**Section 2** – This section relates to the incident itself. To locate the incident, detailed and accurate information is required. Part of this section is split in to two, either for a report relating to a property or a report relating to a road vehicle.

**For a report relating to a property, please indicate what property type was affected.**

Dwellings include: House, Flat, Bungalow, Hotel, Care Homes, etc.

Non-Residential Buildings include: Commercial/Retail Space, Offices, Industrial Plants, Warehouses, Schools, Entertainment Centres, Medical Facilities, Sporting Venues, etc.

Outdoor Structures include: Rubbish Tips, Bin Storage Areas, Wheelie Bin, Garden Fences, Sheds, Tents, Post Boxes, etc.

**For a report relating to a road vehicle, please note as much detail of the vehicle as possible.**

Vehicle Type includes: Car, Van, Motor Home, Caravan, Agriculture, LGV/HGV, Motorcycle, Bus, etc.

Please continue to fill the remainder of Section 2, including the date, time, and the address. To reiterate, if the report mentions, or contains personal information of other people, consent and



two forms of identification will be needed from all involved to have access to the full incident report.

**Section 3** – If you are requesting on behalf of someone, your identification is not needed. However, to prove that your interests are legitimate, we will require the consent and the identification from all those you are requesting on behalf of. If you are the requester and the occupier of the property/driver of the vehicle, then your identification will be required, and again, if there are more people involved, then their consent and two forms of identification is required. Use the extra consent slips on Section 3 to gather the consent of others if applicable – if more are required, contact Information Governance.

On receipt of a completed and satisfied application form, will we then conduct a search for the incident. If the incident occurred on the date and time that is stated on the application form, then we will advise you of your unique IG00 reference number and to raise payment for the Incident Report. We will advise you to reconfirm the date and time if the requested incident did not occur on the specified date as an Incident Report would not have been completed. The issuing of an Incident Report can take up to one calendar month after payment has been received.

### **Payment**

Please return your completed Incident Report Application Form to [InformationGovernance@southwales-fire.gov.uk](mailto:InformationGovernance@southwales-fire.gov.uk) or the postal address below, before making payment. Once we have received your completed application form, you will be given a unique IG Reference Number by the Information Governance.

To cover administration costs, it is necessary to charge a fee of **£109.14** (inclusive of VAT).

To ensure we can identify your payment, you **must** reference your unique IG00XXXX Reference Number when raising payment.

Payment can be made via Bankers Automated Clearing System (BACS).

Alternatively, please enclose a cheque made payable to South Wales Fire and Rescue Service and send to the following address, along with the documentation described in this guidance document:

#### **Information Governance**

South Wales Fire and Rescue Service HQ  
Forest View Business Park  
Llantrisant  
CF72 8LX

#### **BACS Details**

Account Name: South Wales Fire & Rescue Service.

Sort Code: 30-80-12

Account Number: 20158268

Lloyds Bank, City Office, PO Box 72, Bailey Drive, Gillingham Business Park, Kent, ME8 0LS.

Email remittance to [salesinvoices@southwales-fire.gov.uk](mailto:salesinvoices@southwales-fire.gov.uk)



## Incident Report Application Form

### Section 1 – Requester and Incident Details

Name: (of person making the request)	
Organisation/Company: (If applicable)	
Signature: (Written or Digital)	
Address: (of person making the request)	
Email Address: (of person making the request)	
Telephone Number: (of person making the request)	

### What is your relationship to the incident?

Owner of the Property/Vehicle	<input type="checkbox"/>
Occupier of the Property/Driver of the Vehicle	<input type="checkbox"/>
Visitor at the Property/Passenger of the Vehicle	<input type="checkbox"/>
Legal Representative of (e.g. Insurer, Solicitor)	<input type="checkbox"/> Please specify of whom you are the Legal Representative:
Other If none of the descriptions apply, please provide information on your relationship with the property, and why you are requesting the information.	



### Section 2 - Incident Details

<u>Please fill out this section if the report relates to a property.</u>				<u>Please fill out this section if the report relates to a road vehicle.</u>	
<b>Type of property:</b>	Dwelling:  <input type="checkbox"/>	Non-Residential Buildings:  <input type="checkbox"/>	Outdoor Structures:  <input type="checkbox"/>	Vehicle Type:	
Other:				Vehicle Make & Model:	
				Vehicle Registration:	
Date of the Incident:				Time of the Incident: (Approximate)	
Address of the Incident:				South Wales Fire and Rescue Service Incident Number: (if known)	
Was the property/vehicle occupied at the time of the incident by anyone that was not yourself? (If yes, you will need to gain consent from <b>all</b> who occupied the property/vehicle, otherwise <b>their personal data will be redacted</b> ).			Yes: <input type="checkbox"/>		No: <input type="checkbox"/>

### Section 3 Identification and consent.

**Declaration - I confirm that I was the occupier of the property/driver of the vehicle at the time of the incident, and I give South Wales Fire and Rescue Service permission to provide the above person/organisation (if applicable) with a copy of their Incident Report, which contains personal information about me.**

Name:	
Signature:	
Date:	
Identification type 1:	Identification type 2:



**Section 3**

Identification and consent.

If there were further occupants/visitors of the property or passengers in the vehicle at the time of the incident, please use these additional boxes to provide their identification and consent.

**Declaration - I confirm that I was an occupier/visitor at the property or passenger in the vehicle at the time of the incident and I give South Wales Fire and Rescue Service permission to provide the above person/organisation (if applicable) with a copy of their Incident Report, which contains personal information about me.**

Name:	
Signature:	
Date:	
Identification type 1:	Identification type 2:

**Section 3**

Identification and consent.

If there were further occupants/visitors of the property or passengers in the vehicle at the time of the incident, please use these additional boxes to provide their identification and consent.

**Declaration - I confirm that I was an occupier/visitor at the property or passenger in the vehicle at the time of the incident and I give South Wales Fire and Rescue Service permission to provide the above person/organisation (if applicable) with a copy of their Incident Report, which contains personal information about me.**

Name:	
Signature:	
Date:	
Identification type 1:	Identification type 2:

**Section 3**

Identification and consent.

If there were further occupants/visitors of the property or passengers in the vehicle at the time of the incident, please use these additional boxes to provide their identification and consent.

**Declaration - I confirm that I was an occupier/visitor at the property or passenger in the vehicle at the time of the incident and I give South Wales Fire and Rescue Service permission to provide the above person/organisation (if applicable) with a copy of their Incident Report, which contains personal information about me.**

Name:	
Signature:	
Date:	
Identification type 1:	Identification type 2: