

**Norfolk Fire and Rescue Service**  
Joint Operations and Communications  
Centre  
Jubilee House, Falconers Chase  
Wymondham  
NR18 0WW

Tel: 0300 123 1669

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

Please ask for:

Extension:

Email:

[foi@fire.norfolk.gov.uk](mailto:foi@fire.norfolk.gov.uk)

My Ref:

006/ENQ248704

Your Ref:

Date 30 January 2017

Dear [REDACTED]

**FREEDOM OF INFORMATION ACT 2000 -  
INFORMATION REQUEST No. 006/ENQ248704**

I refer to your request for information received on 16 January 2017.

In accordance with the provisions of the Freedom of Information Act 2000, I have now processed your request.

**Your request:**

Please provide the number of Watch Managers (Control) at the Norfolk Fire and Rescue Service.

Please provide the names of all roles/grades senior to Watch Managers (Control) at both, along with the number of personnel at each role/grade.

**Norfolk Fire and Rescue Service response:**

We have 5 Watch Managers (Control).

A station manager oversees Control and in turn, reports to an area manager.

Norfolk Fire and Rescue Service is a department of Norfolk County Council, County Hall, Martineau Lane, Norwich NR1 2DG.

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:

[Information.management@norfolk.gov.uk](mailto:Information.management@norfolk.gov.uk)

or:

Information Compliance Team  
Room 101, North Wing  
County Hall  
Martineau Lane  
Norwich  
NR1 2DH

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:-

First Contact Team  
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,

  
Freedom of Information and Data Protection Coordinator