

Freedom of Information request reference number: 7936.1

Date of response: 17/10/2023

Request:

Please treat this email as a formal request for information made under Section 1 of the Freedom of Information Act 2000 (which I hereby refer to as "the Act").

I request a direct non-emergency telephone number and email address for your control room (or, where you have more than one control room, the aforementioned for each such control room).

Please note that I am not seeking your switchboard telephone number and that I do not seek to "jump the queue", so to speak, but simply to make contact directly with your control room in circumstances where that is required without having to engage with your switchboard.

In order to assist, I believe that the telephone number I am seeking is likely to be that on which calls from your switchboard to your control room are forwarded.

Please contact me at once should you require clarification of my request. I otherwise look forward to hearing from you within the statutory timeframes set out by the Act.

Response:

Further to your request, the London Fire Brigade's switchboard number is 020 8555 1200, which is available Monday to Friday between 8.30-5pm. The number to call in an emergency is 999.

We do not provide direct telephone numbers as this could hinder the provision of services to the public. Therefore, due to the continual threats to national security, we have made a decision to withhold the direct telephone numbers into the public domain. This information is exempt under [section 24 – National Security](#).

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>