



LONDON FIRE BRIGADE

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Freedom of Information request reference number: 7522.1

Date of response: 21st June 2023

Request:

Dear sir, it is my intention to formulate a complaint to the Ministers of Transport and Disabilities regarding the everyday problems faced by disabled people on TFL public service vehicles. I therefore respectfully request under the FIA the following information, "How many times in the previous 12 months have your services been requested to assist in the removal of disabled people from busses that have either broken down or had faulty equipment which would not allow disabled people to disembark safely."

Response:

The data the LFB collects about the incidents it attends conforms to the standards of the Home Office's national Incident Recording System (see guidance published here <https://www.gov.uk/government/publications/fire-statistics-guidance>). Information about incidents that required assistance in the removal of disabled people would likely be a "special service" incident about which only broad category data would be captured. The structure and classifications in the IRS make identification of the specific information you're requesting difficult.

We have performed the best search of our data that we can, and we can only identify two incidents (between 01 Jan 2022 – 30 May 2023) where it appears we have assisted a wheelchair user from a bus/coach. This is not to say the situation you describe hasn't happened more frequently, its just that our data does not permit their identification.

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](#).