Freedom of Information request reference number: 8252.1

Date of response: 23/01/2024

Request:

1) How many times was the London Fire Brigade called out to lift/elevator-related incidents in 2023? (1st Jan-31st Dec)
1a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator?
1b) How many of these total call outs were deemed as an emergency by the fire service?
1c) How many of these total call outs were deemed as a non-emergency by the fire service?
2) How many times was the London Fire Brigade called out to lift/elevator-related incidents in 2022? (1st Jan-31st Dec)
2a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator?
2b) How many of these total call outs were deemed as an emergency by the fire service?
2c) How many of these total call outs were deemed as a non-emergency by the fire service?

Response:

In response to questions 1, 1a, 2 and 2a please see the attached table which shows the Incident group (Lift release), special service detail type (Subcategories) the years and the total:

Incident Group	Special Service Detail Type	2022	2023	Total
Lift Release	Lift release - Other action	144	158	**302**
	Release from lift car - No persons involved	448	446	**894**
	Release from lift car - To able bodied person not in distress	5,140	5,189	**10,329**
	Release from lift car - To child	94	75	**169**
	Release from lift car - To medical case	31	32	**63**
	Release from lift car - To person in distress	290	274	**564**
Total		**6,147**	**6,174**	**12,321**

For questions 1b,1c,2b and 2c all call outs are deemed an emergency.

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/