

# Improvement Plan 2009 / 2010 - Stage 1 - Reporting

**Our vision: To make our communities the safest places to live, work and visit.**

**Following the end of the reporting year for 2008/09, we review and reflect on some of the achievements of South Wales Fire and Rescue Service.**

At the beginning of the year, we set our annual corporate objectives which reflect the priorities of the organisation and which supports the vision and mission of South Wales Fire and Rescue Service.

## Have we achieved our priorities for 2008/09?

Last year we had 17 corporate objectives, supporting the six strategic themes. Reviews of our business plans confirm that we achieved the majority of the objectives that we set out to realize. Full details will be included in our Improvement Plan which will be published by the end of October.

## Some of our achievements include:-

- Rationalised the support and management functions of the service from disparate locations in our service area to a central Headquarters.
- Simultaneously hosted the 2008 World Extrication Challenge (World Rescue Wales) and Out of the Blue Community Safety Event in Cardiff. World Rescue Wales was a global competition of individual rescue challenges which attracted firefighters from around the globe. Out of the Blue Community Safety Event attracted over 6000 people at Cardiff Castle involving South Wales Fire and Rescue Service and its partner organisations to share best practice and promote community safety messages to the public.
- Completion of the Fire Authority agreement to ensure that all relevant post holders have received a CRB check.
- Putting our stations 'At the Heart of the Community' has started to pay dividends. Community engagement has gone from strength to strength. This increased interaction, and a high level of proactive prevention work, has brought a corresponding reduction in the number of fires we have been called to. This tangibly demonstrates a reduction in risk in our communities.
- The Wildfire project group has developed the education and enforcement work streams. Wildfire operational training has begun and will be complimented by the procurement of vehicles and equipment in 2009/10.
- A Technical Rescue Unit has been established at Malpas providing a greatly enhanced, immediate, rescue facility on a continual basis.
- Developed the statistics public portal on the internet to allow our communities to see how we are performing on a real time basis.
- Significant progress was made in relation to improving awareness and accountability of the Service's Welsh Language Scheme.
- Smoke detector ownership continued to grow during 08/09.
- The number of fires in non-domestic premises continues to reduce. Deliberate school fires and deliberate fires in other premises are both at a low level. This demonstrates the successful ongoing commitment to reduction of risk within Fire Safety.
- We have delivered extensive inclusion and diversionary programmes with young people, delivering changes to adolescent anti-social fire behaviour and reducing risk to our communities.

## Objectives for 2009/2010

### Reduce deaths and injuries from fires and RTCs

- Promote installation of sprinklers in all new builds.
- Target those most at risk from fire in domestic premises.
- Support wild fire project, resource wild fire project pillars of education and enforcement. Appoint staff to deal with grass arson in fire crime and education function of Community Safety and Partnerships. Evaluate effectiveness of activities in Fire Crime and Children Services against Wild Fire action plan.
- Ensure the Service has up to date risk profiles of our communities to enable targeted activities.
- To identify and develop options for improving fire cover and community engagement in urban areas through the Retained Duty System Contract in line with the Risk Reduction Plan.

### Create an organisation that practices our values

- Developing Leadership Capacity - amongst both senior managers and elected members (including attracting effective leaders into Fire and Rescue Services from other sectors.)
- Developing the Organisation - to achieve excellence in people and performance management, partnerships and the efficient delivery of services.
- The 3 Welsh FRSs will work together to identify and develop contractual options to improve RDS availability across the Principality.
- Create a culture where personnel appreciate and understand their role in ensuring service delivery to the public is of the highest standard, whilst respecting and understanding the Services values.

### Implement the Asset Management Plan

- The service will ensure best use of the Organisation's physical assets through the adoption and implementation of a long-term asset management plan. An Asset Management Steering group manages this Plan.

### Re-engineer our business processes

- Developing the skills and capacity of the Workforce - across all areas within Fire and Rescue Services, including technical, specialist and support services, management and the frontline workforce.
- To relocate Fleet and Engineering Services Department to the new HQ site with minimal disruption to the Organisation. To develop the new site via best use of modern equipment and due regard to modern working practices, Health and Safety, modern vehicle design, cost effectiveness and to ensure a seamless relocation of the departments activities.
- Following the relocation to the new headquarters, review the business processes to identify improvements and efficiencies. Encourage staff involvement to identify ongoing improvements.

### Reduce environmental impact of operational activities

- Develop increased capability to mitigate the effects of incidents on the environment. Maintain representation on National Strategic groups. Develop local liaison at all command levels (strategic/tactical/operational).
- To identify opportunities for minimising the environmental impact of fire service operations, sustainability will be included in the debrief process.
- To reduce the environmental impact of Station operations and improve sustainability through the use of Green Champions.

For more information please contact the **Performance Management Unit** on **01443 232000** or email [performance@southwales-fire.gov.uk](mailto:performance@southwales-fire.gov.uk) or by post to **South Wales Fire and Rescue Service Headquarters, Forest View Business Park, Llantrisant, CF72 8LX.**

South Wales  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
De Cymru

**RAISING AWARENESS - REDUCING RISK**