



South Wales Fire and Rescue Service

HOW DID WE DO IN 2016/2017 AND WHAT WE PLAN TO DO IN 2018/2019



October 2017

FOREWORD



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South Wales Fire and Rescue Service (SWFRS) covers 10 Unitary Authorities. We are one of the largest Fire and Rescue Services in the UK, made up of rural, coastal and urban communities covering an area of some 300,000 hectares.

At SWFRS we have a responsibility to consult with you, the public to help us shape our future priorities. This document puts together details of our performance during 2016/2017 and proposes our aims for 2018/2019. We hope you find this document meaningful and relevant; and invite you to provide us with your views so that we understand your priorities and make sure they represent your needs.

INTRODUCTION

We have several legal frameworks that provide us with rules and guidelines on what services we must provide. These include the Fire and Rescue National Framework, 2016; The Local Government (Wales) Measure 2009 and more recently the Wellbeing of Future Generations Act (Wales) 2015. These provide an opportunity for us to keep people, communities, businesses and the environment in South Wales safe from fires and other hazards as effectively and efficiently as possible while improving social, economic and cultural wellbeing.

We plan to develop services that meet the immediate needs of our organisation and community without compromising the opportunities of future generations. We endeavour to demonstrate that we have applied the following sustainable governance principles in our decision making;

- Balancing short term needs with long term needs;
- Using an integrated approach, balancing social, economic and environmental needs; and
- Putting resources into preventing problems.

We aim to ensure that where possible we are able to contribute to the wider, all Wales objectives of;

- A prosperous Wales;
- A resilient Wales;
- A healthier Wales;
- A more equal Wales;
- A Wales of cohesive communities;
- A Wales of vibrant culture and thriving Welsh language; and
- A globally responsible Wales.

We continue to work with the nine Public Service Boards who have responsibility to prepare and publish local wellbeing plans and report annually on their progress.

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WHAT DID WE DO LAST YEAR (2016/2017) AND HOW DID WE PERFORM?

In 2016/2017 we collated and reported against three strategic performance indicators. These were;

- "Fire and other incidents",
- "Fire Deaths and Injuries" and
- "Fires Contained in room of Origin".

There were seven individual measures within these;

-  The total number of fires we attended has decreased from 6,578 to 5,798.
-  The total number of false alarms we attended has decreased from 8,323 to 8,191.
-  The total number of road traffic collisions we attended has decreased from 1,322 to 1,179.
-  The total number of other special service calls we attended has increased slightly from 2,101 to 2,147.*
-  The total number of deaths and injuries arising from all fires has increased from 85 to 92.**
-  The total number of deaths and injuries arising from accidental fires has decreased from 76 to 74.
-  The percentage of dwelling fires which were contained in the room in which they originated has increased slightly from 84.6% to 84.9%.

* Although special service calls have increased for the year this is due to additional calls we attended for a Fire Medical Response pilot that was being carried out with the Welsh Ambulance Service Trust for cardiac arrest, choking and severe bleeding.

** The number has increased for the second year running and we are currently investigating the reasons behind this.

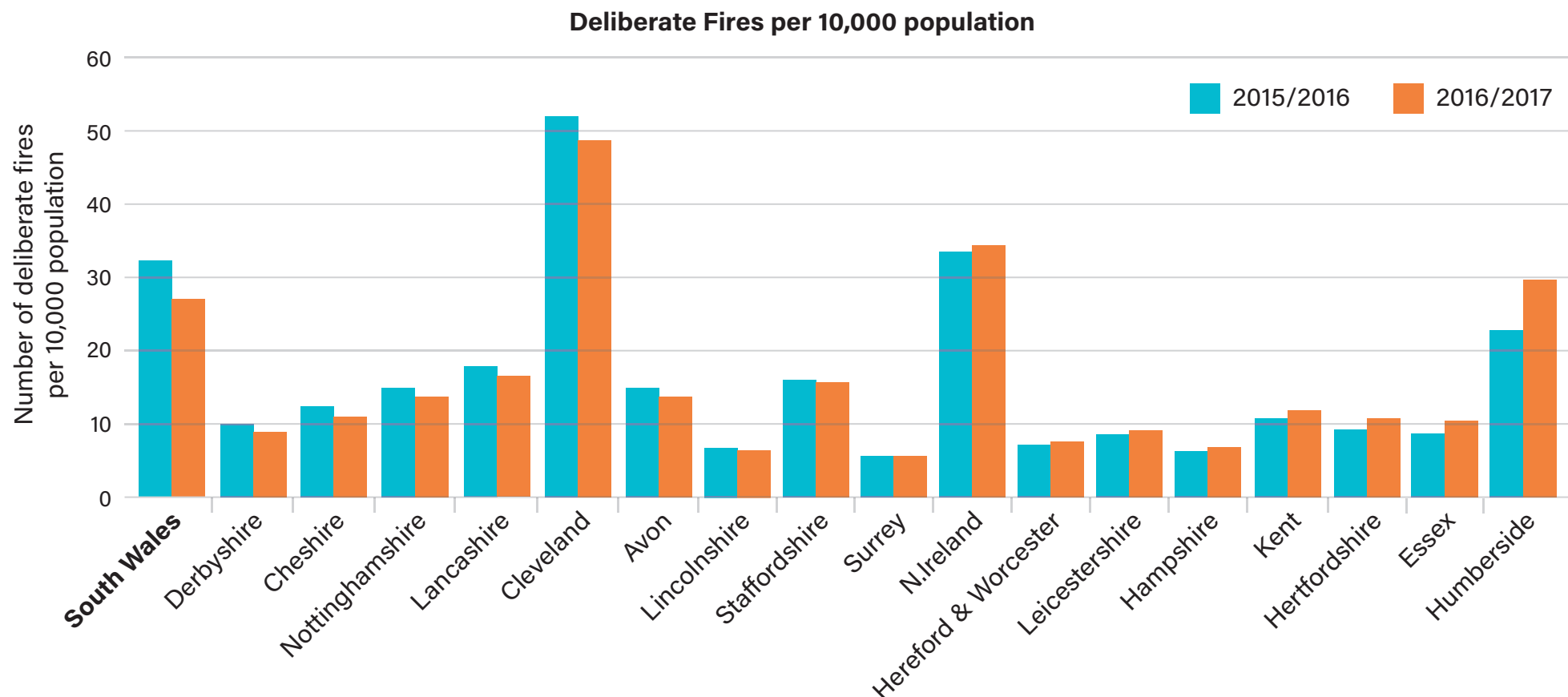
WHAT DID WE DO LAST YEAR (2016/2017) AND HOW DID WE PERFORM?

	2015-2016 South Wales	2016-2017 South Wales	2016-2017 Target South Wales	2016-2017 North Wales	2016-2017 Mid & West Wales	2016-2017 FG4 worst	2016-2017 FG4 best
The total number of fires attended	6,578	5,798	5,800	2,015	2,932	8,230	1,776
The total number of false alarms attended	8,323	8,191	8,000	2,140	4,889		
The total number of road traffic collisions attended	1,322	1,179	1,200	215	997	1,302	333
The total number of other special service calls attended	2,101	2,147	2,000	978	5,732		
The total number of deaths and injuries arising from all fires	85	92	70	50	54	420	15
The total number of deaths and injuries arising from accidental fires	76	74	62	44	52		
The percentage of dwelling fires which were contained in the room in which they originated	84.56%	84.91%	86.00%	89.72%	85.81%		
Total number of incidents attended	18,324	17,315	n/a	5,348	14,555		

Family Group 4 (FG4) is formed of Fire and Rescue Services from England, Wales and Northern Ireland. They are 'similar' Fire Services to ourselves based on factors such as; population, deprivation, risk profiles and incident volumes. We benchmark our performance with these Services where they record similar or the same data.

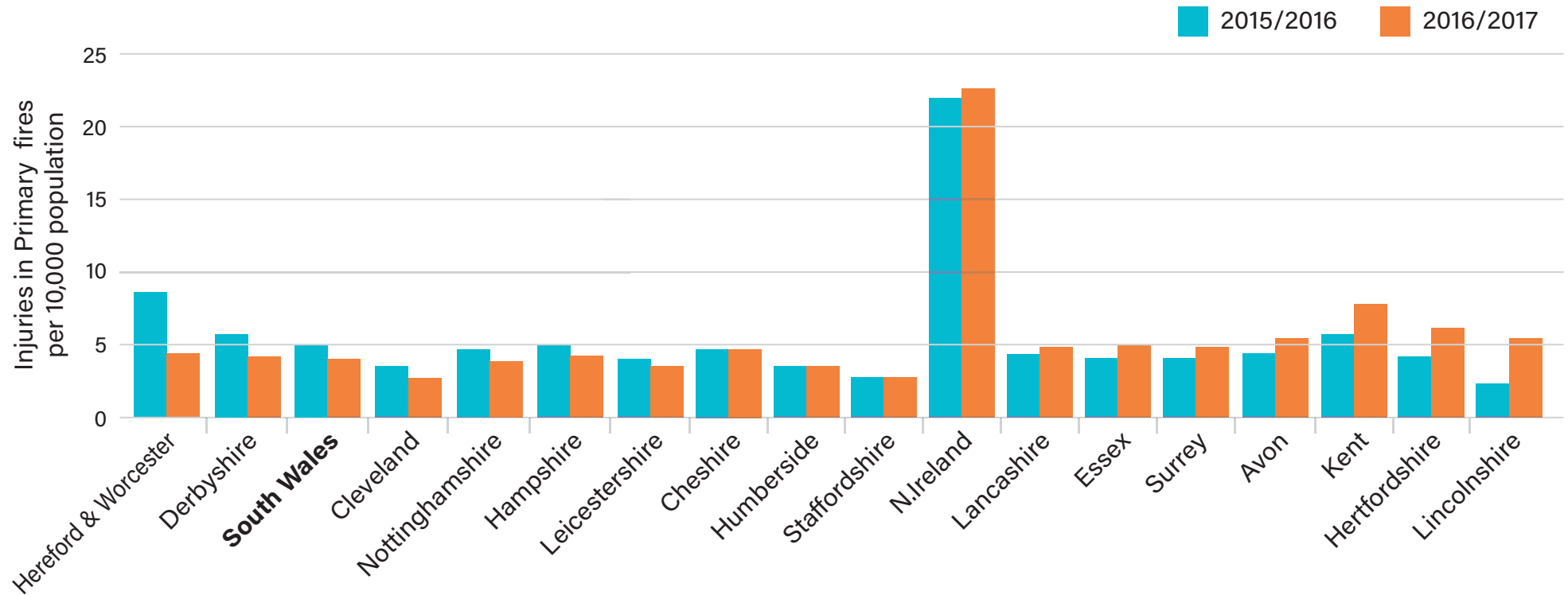
WHAT DID WE DO LAST YEAR (2016/2017) AND HOW DID WE PERFORM?

The following data was submitted by our Family Group 4 during April but is still subject to verification and possible change. It is however envisaged that any changes will be small and therefore this data does provide us with a good indication of how we are performing compared with other similar fire services.

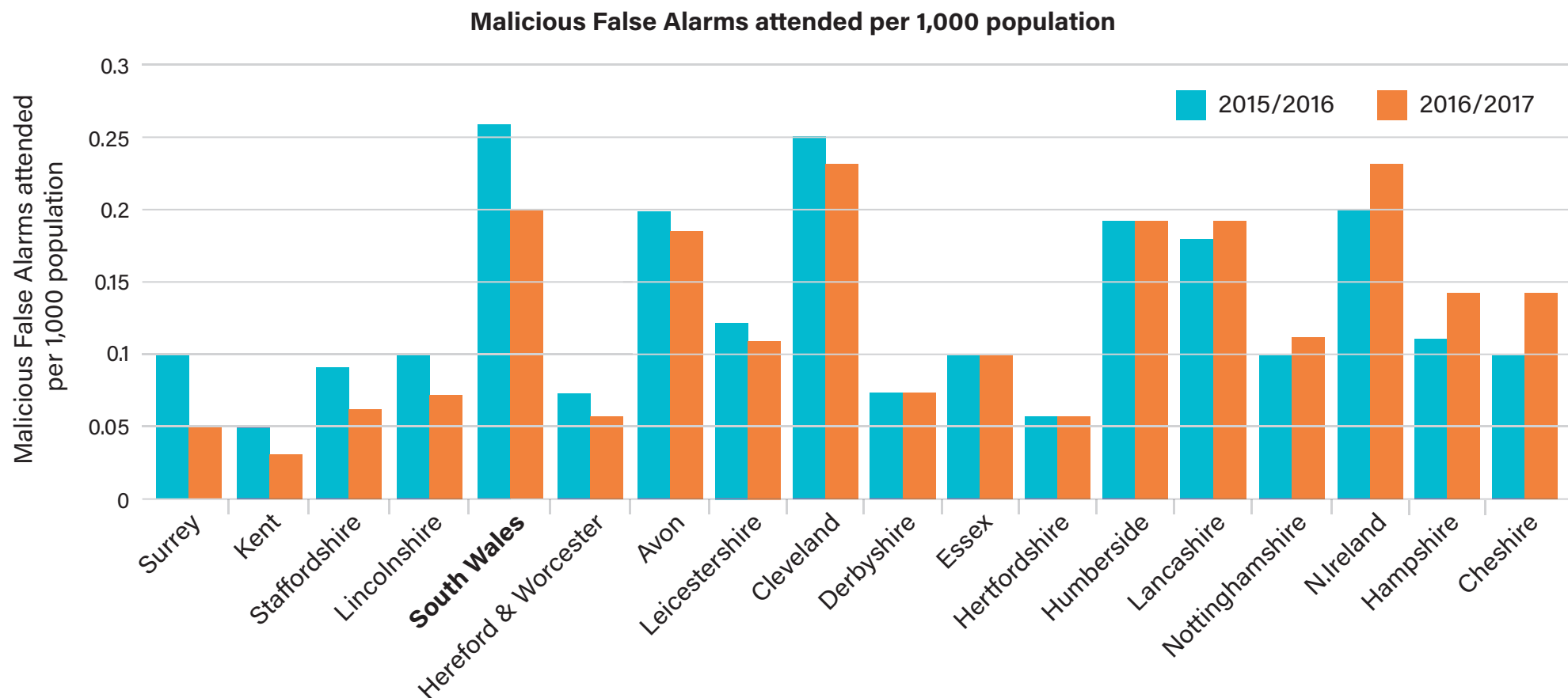


We currently have the 4th highest number of deliberate fires per 10,000 population, but our continued intervention work has this year delivered the highest level of improvement overall with a reduction of 15.8%.

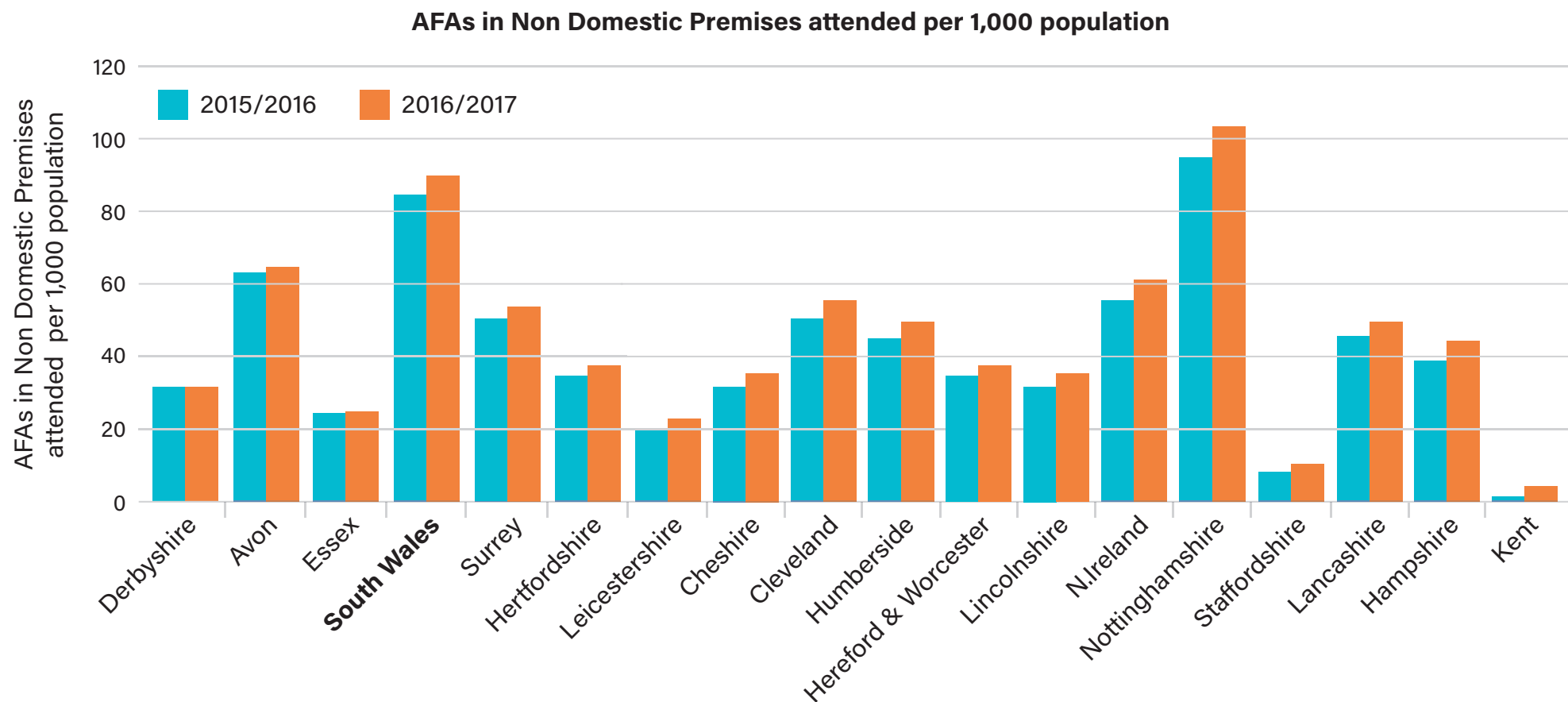
Injuries in Primary Fires per 10,000 population



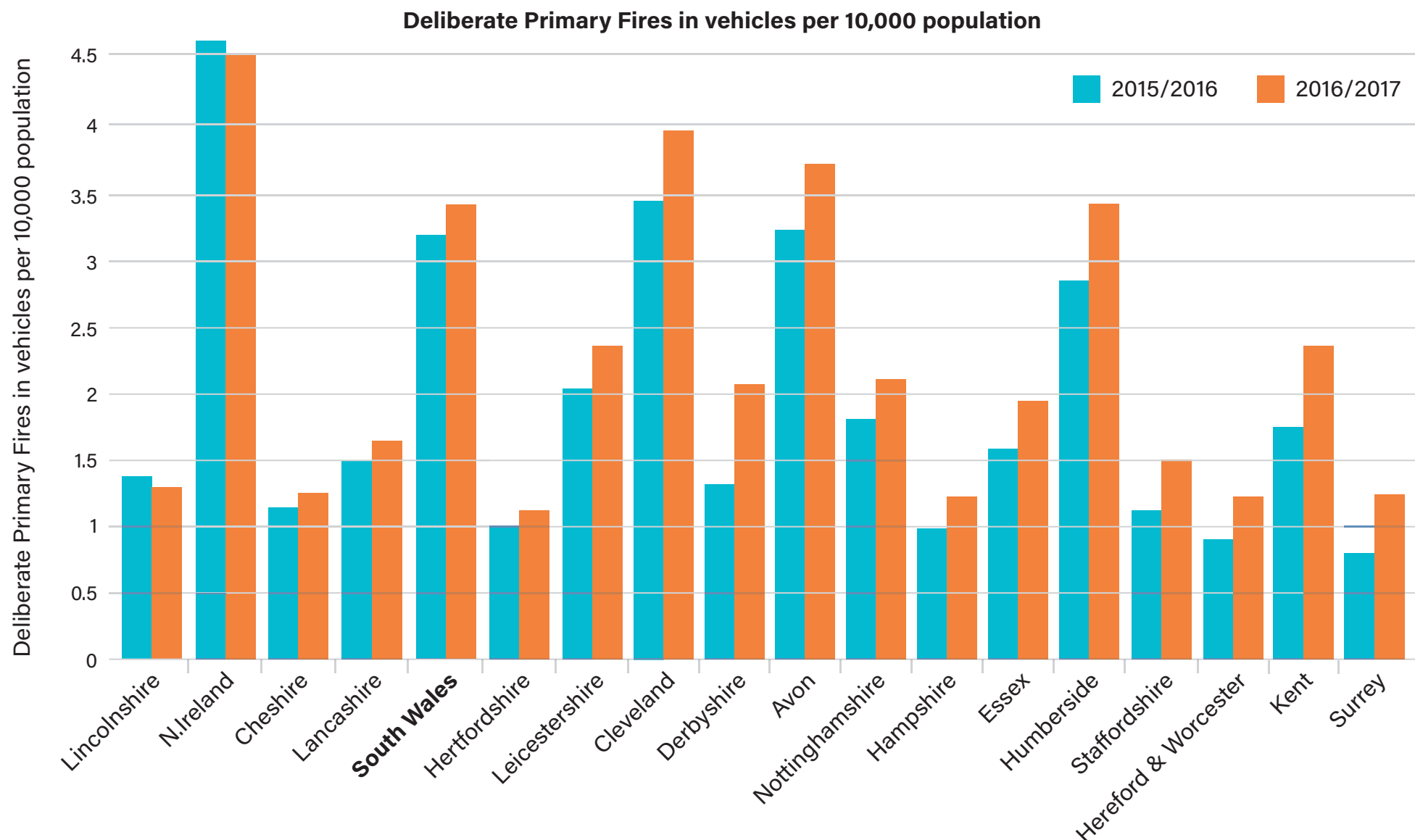
We currently have the 6th lowest number and this year saw an improvement of 23.7%. However we continue to investigate the reasons behind these numbers to further reduce them.



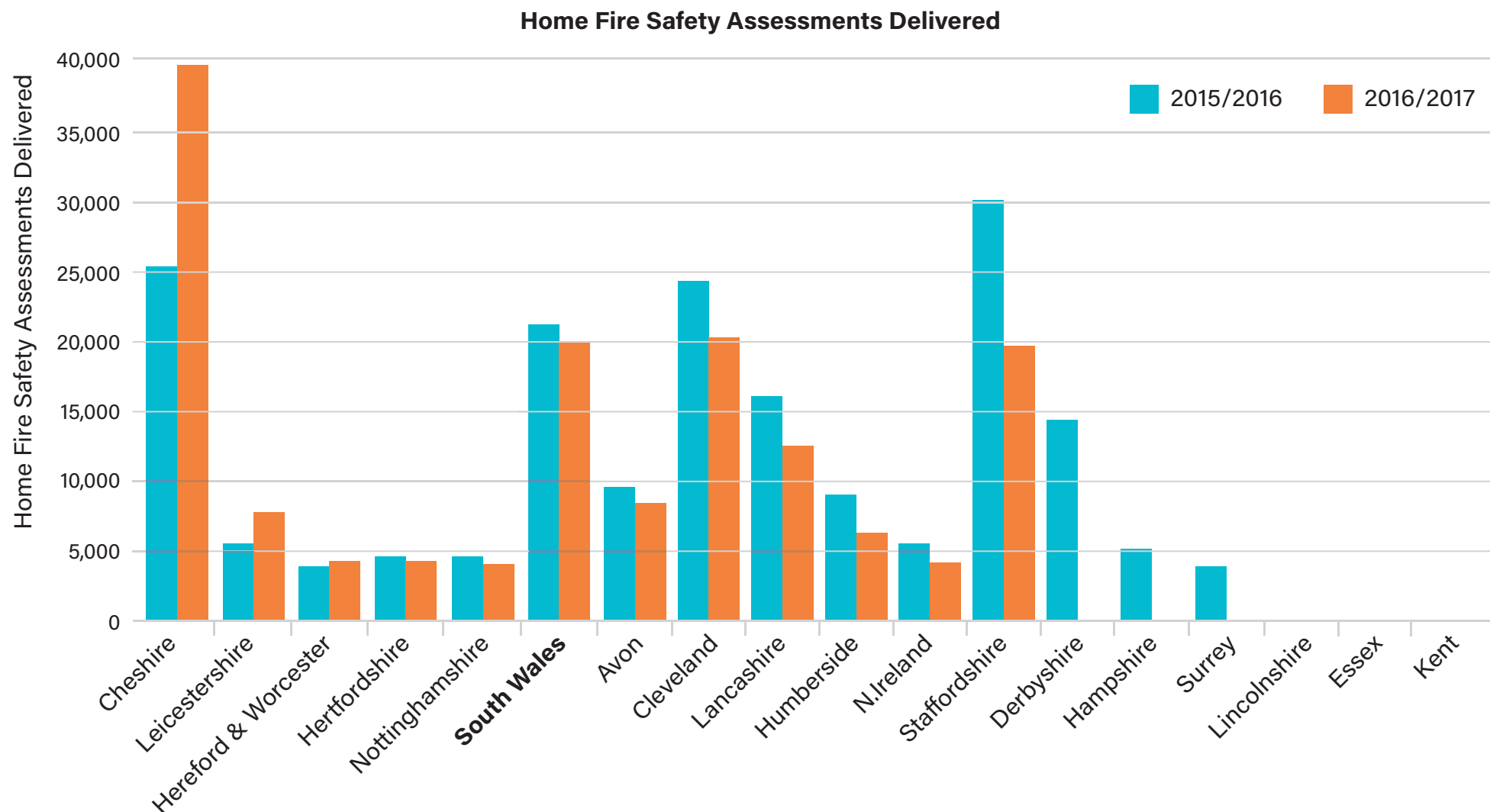
We currently attend the 3rd highest number of false alarms, but this number has reduced by 23%.



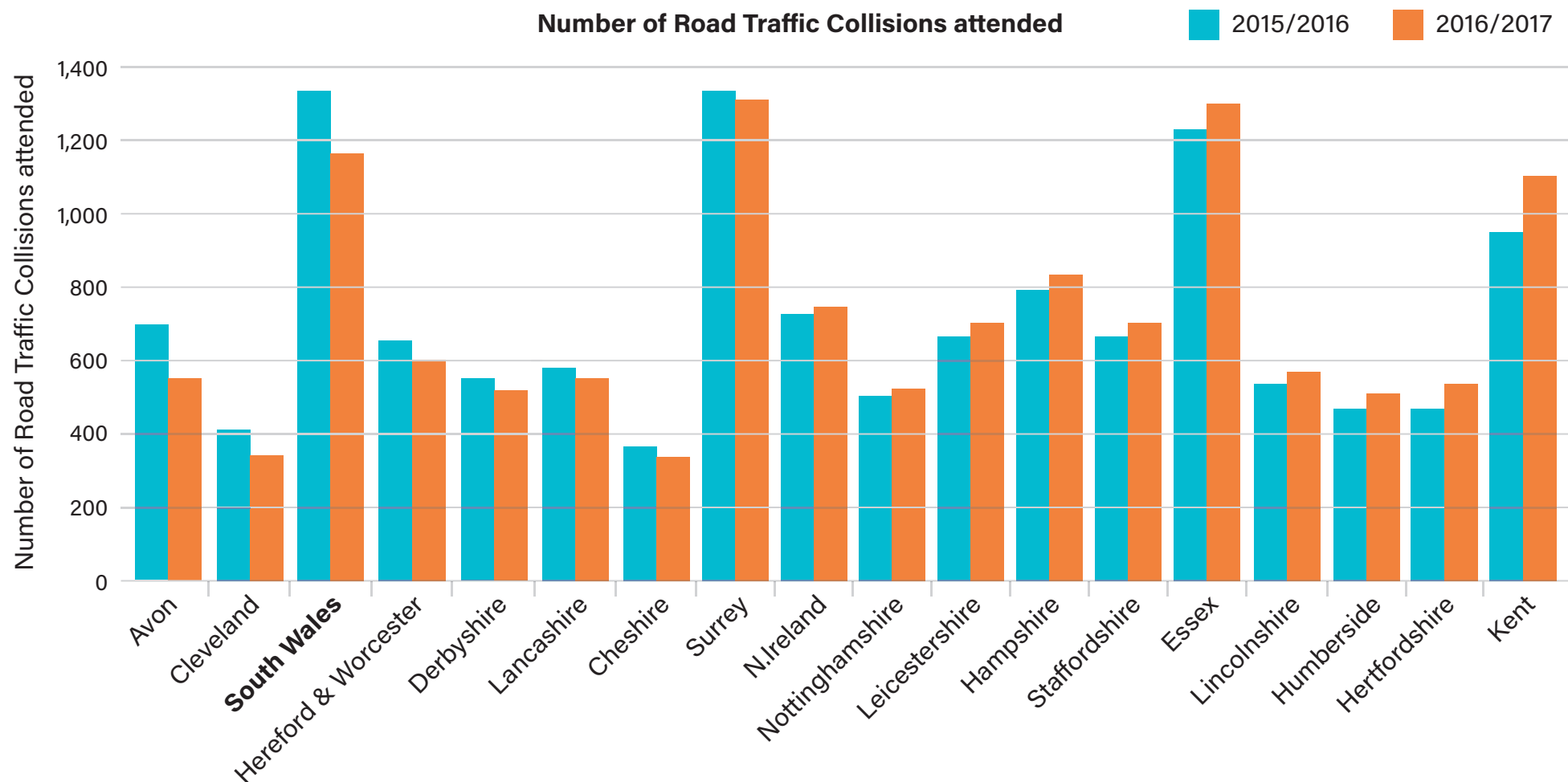
We currently attend the 2nd highest number of automatic fire alarms in non domestic premises and this figure continues to rise by 4.4% last year. It should be noted that policies in relation to these responses varies across Services and is an area we are working on in partnership with the organisations that generate these calls.



We have the 5th highest number of deliberate primary fires in vehicles and the figure has increased by 8.8% since last year. We are working with our partners in South Wales and Gwent Police as well as probation services and Prisons to target intervention and prevention activities.



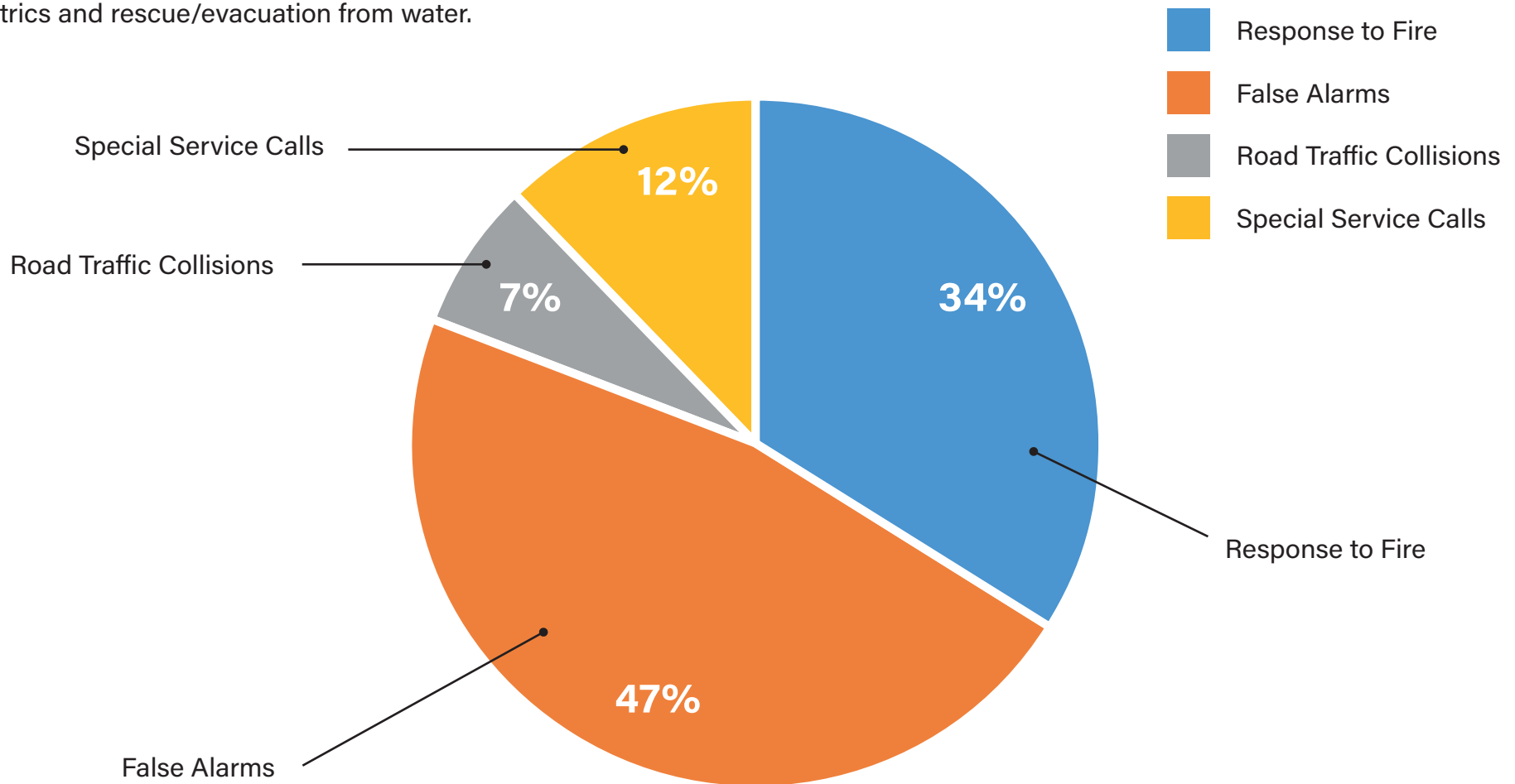
We have delivered the 3rd highest number of home fire safety assessments. These assessments attempt to ensure that the most vulnerable in our society have advice and guidance to keep them safe in the home.



We attended the 2nd highest number of Road Traffic Collisions last year but this figure has improved by 11.5%. We continue to offer targeted education and understanding, aimed primarily at drivers under the age of 24.

WHAT DID WE DO LAST YEAR (2016/2017) AND HOW DID WE PERFORM?

Of the 17,315 incidents attended in 2016/2017, 34% were in response to fires, 47% false alarms, 7% road traffic collisions and the remaining 12% were other special service calls including large animal rescues, bariatrics and rescue/evacuation from water.



WHAT DID WE DO LAST YEAR (2016/2017) AND HOW DID WE PERFORM?

Last year (2016/2017) we proposed to prioritise three areas of work;

OBJECTIVE 1.

REDUCE THE NUMBER OF DELIBERATE FIRES

OBJECTIVE 2.

PRIORITISE RESOURCES AND IMPLEMENT KEY WORKSTREAMS TO SUPPORT THE DELIVERY OF OUR STRATEGIC PLAN

OBJECTIVE 3.

ENSURE ICT SYSTEMS AND SERVICES WERE AVAILABLE TO ENSURE EFFICIENCIES AND SUPPORT SERVICE DELIVERY

In relation to **reducing the number of deliberate fires**, there were two high level actions linked to delivering against this objective; both were categorised as not quite achieving target by year end. They related to vehicle fires linked to crime figures in localised areas and have been carried forward to 2017/2018 and form part of our current aim to **“reduce risk in our communities”**.

In relation to **prioritising resources and implementing key workstreams to support the delivery of our strategic plan**. There were 13 high level actions linked to delivering against this objective; 12 had achieved target but one had not quite achieved target. This one related to our occupational health provision and premises and has been carried forward to 2017/2018 to form part of our current aim to **“nurture sustainable resources”**.

In relation to **ensuring ICT systems and services are available to enable efficiency and support service delivery**. There were seven high level actions linked to delivering against this objective; four had achieved target one had not quite achieved target. Two were not started owing to resource availability and were therefore carried forward to 2017/2018 and form part of our current aim to **“embrace technology”**. These relate to the implementation of an in-house software system that enables us to deliver more efficient and effective Human Resource functions.

WHAT DID WE DO LAST YEAR (2016/2017) AND HOW DID WE PERFORM?

OBJECTIVE 1. WE WILL REDUCE THE NUMBER OF DELIBERATE FIRES

As part of the Wildfire Project we have seen a reduction in deliberate fire setting through targetted campaigns and the introduction of new kit. However, while fire numbers have reduced, the size of the fires has increased owing to changes in land management. With the introduction of a specialist vehicle in 2016 (funded by Welsh Government) another strand of the project was started to manage some of this.

Tonypandy Fire station was trained to carry out prescribed burning to help tackle the sizes of some local wildfires. After this training they could then be used for operational burning at incidents to stop large fires with less resources. Following training crews used prescribed fire to burn fire breaks in selected areas under supervision of the instructors.



Off-road vehicle with burn capability

We have carried out joint community working on our Phoenix and Crimes and Consequences projects with direct referrals and support engagement activities through youth clubs and other groups. Team practitioners work collaboratively on a number of projects which improves resilience and develops multi-disciplinary roles. This collaboration was particularly evident during the Bernie project interventions and the support includes Police Community Support Officers and other partners attending intervention events.

The Grass Fire Summit in 2015 resulted in the creation of a multi-agency Strategic Arson Group. This group sat above the Joint Arson Group and directed its strategy. The Group has worked closely with Welsh Government in order to prioritise plans for the Grass Fire Season which commences in February. Operations Dawns Glow was implemented on March 17th 2016 and this resulted in a reduction of grass fires over the Easter period which continued throughout the spring.

HMP Parc - Invisible Walls Programme

A number of initiatives were carried out in partnership with prison agencies. As well as addressing deliberate fire setting this can have a wider impact on their families and especially their children.

- 2015 saw over 200,000 children in England and Wales with a parent in prison. This is two and a half times the number of those in care and over six times the number of those on the Child Protection Register.
- 6 out of 10 boys with a convicted parent end up in custody themselves.
- 25% of men in Young Offenders Institutes are, or are shortly to become fathers (Prison Reform Trust 2011/Families Outside 2013).

With this in mind, we participated in 'Prison me, No Way!' This is an initiative that sees our Fire Crime Unit working with Parc Prison Bridgend, Swansea Prison and Eastwood Park Prison in delivering intervention to deter anti-social behaviour and deliberate fire setting. In the summer of 2016 there have been 6 Firefighter for the days carried out. Cardiff Prison continued to see a decrease in deliberate fires.

Vehicle Crime Offender One to One

Vehicle crime often culminates with deliberate fire setting. As such, one to one sessions, designed around the topic of Vehicle Crime were trialled with two individuals referred in from Gwent Probation. The session, delivered at HMP Parc, received positive feedback and following the success of the interventions, the one to one work has now been rolled out across the SWFRS area and we are receiving new referrals through both Gwent Probation and the Vale Youth Offending Service.

Doorstep/Pop Up Sports

Through the Doorstep/Pop Up Sports interaction and working in partnership with services such as Street Games Wales, Positive Futures and Communities First, a total of 25 interventions were delivered to 360 attendees during the spring. Doorstep/Pop Up Sports are now in the process of being adopted by Fire and Rescue Stations as a way of engaging young people.

Training through Street Games, has taken place both with members from the Community Safety Team and Operational Firefighters with the intention of Stations using this method of engagement to meet with identified issues contained within their Community Risk Management Plans. An example of this has been a recent partnership arrangement between our Crimes and Consequences team, Cwmbran Fire and Rescue Station and Torfaen Community Services Unit. A collaborative agreement is in place with all three to engage with young people through sport whilst utilising station premises.

Crimes and Consequences are continuing to support the Cardiff City Academy in their work with young people living in Community First areas in South Wales.

High School Group

Workshop interventions were recently carried out with a particular group at a Cardiff High School where high levels of Anti Social Behaviour were identified along with confidence and self-esteem issues.

As a result of the positive engagement with the group, the young people requested they carry out additional research on deliberate fire setting and road safety issues which they then formally presented back to the SWFRS Chief Fire Officer and Community Safety Department. They received praise for all their hard work which helped increase their confidence and self-worth as evidenced in feedback.

OBJECTIVE 2. PRIORITISE RESOURCES AND IMPLEMENT KEY WORKSTREAMS TO SUPPORT THE DELIVERY OF OUR STRATEGIC PLAN

Young Firefighters (known as Fire Cadets from September 2017)

All Young Firefighters (YFF) branches now have healthy relationship input programmed into the syllabus - delivered by local specialists. All YFF branch managers and instructors receive input on Healthy Relationships and disclosures. These were delivered by a third sector specialist agency in November 2016.



Revolution Course

SWFRS Road Safety team has developed the Revolution course for groups of young offenders to raise awareness on Road Safety, Anti-Social Behaviour and the consequences of making the wrong decisions. The course consists of input from the Police, Fire Service, Prison Officers and serving prisoners, this multi-agency approach has proved very successful.

The Road Safety team have successfully run two courses since April with positive feedback from attendees and youth offending teams.

Electrical Safety Week Newport

During November 2016, the three Newport stations offered electrical safety advice at various locations throughout Newport. Electrical Safety Week allows SWFRS to educate and advise members of the public of safe electrical use in the home. It was also an opportunity to inform the public of our free Home Fire Safety Advice visits. Between 21st and 27th November, crews from Duffryn, Maindee and Malpas were carefully coordinated to ensure maximum exposure. They attended a supermarket on Cardiff Road, Spytt Retail Park and Friars Walk shopping centre to engage with the public. Crews handed out safety leaflets and took the details of those wishing to have a further safety visit or had concerns for the electric usage in their property. Over the three locations, crews engaged with over 200 people. The events proved to be a success with people heeding advice, checking their property on return for any electrical issues and ensuring electrical purchases have the "British or European safety mark". To organise electrical safety events in your station area, contact the risk reduction department for dates, literature and hand-outs.

Business Fire Safety

The City Road initiative in Cardiff saw Business Fire Safety actively engaged with business owners in a diverse community where the department has had experiences of enforcement action in the past. Concerns raised by operational crews have highlighted issues in relation to fire safety standards in accommodation provided for immigrants and asylum seekers managed by a letting agency. Following an assessment of the potential risks at each business we discussed options and agreed how risks could be reduced.

Strengthening Partnerships

In response to a fatal fire, South Wales Fire and Rescue Service embarked on training care workers because they have unique access to vulnerable individuals. Numerous high risk vulnerable referrals have been received and hundreds of care workers trained. The training was initially trialled in Blaenau Gwent and has since been rolled out across South Wales.

In Torfaen, we now combine the School Arson Vulnerability Assessments visits with the Local Authority so we can learn from each other and action items identified immediately.

Emergency Services Station Abertillery

A new Emergency Services Station which sees police, fire and ambulance services housed under the same roof for the very first time in South Wales was launched in February 2017.

The newly remodelled station has enabled Gwent Police to re-establish a permanent base in the town following the closure of the police station. Advanced discussions with emergency service partners about how this model could be replicated elsewhere are ongoing.

Gwent Police said "Working together in this way not only ensures value for money for the tax payer but also provides modern and upgraded facilities which all three emergency services can be proud of. Through innovative collaborations like this, we can continue to provide enhanced services to communities across Gwent whilst reducing costs."

Picture top right: [L-R] Huw Jakeway (Chief Fire Officer South Wales Fire and Rescue Service), Patsy Roseblade (Director of Finance and Deputy Chief Executive at the Welsh Ambulance Services NHS Trust), Jeff Cuthbert (Police and Crime Commissioner for Gwent), Jeff Farrar (Chief Constable for Gwent Police) at the opening of the new Emergency Services Station in Abertillery.

Picture bottom right: Emergency Services carrying out a road traffic collision demonstration at the opening of the new Emergency Services Station in Abertillery.



Exercise Polygon

15 organisations who make up the Joint Emergency Services Group (JSEG) took part in a major exercise called Exercise Polygon. Exercise Polygon replicated many different water rescue scenarios, including people trapped in homes in a flooded city, animal rescues, and people trapped in cars. Various locations were used, with simulated rescues taking place in Cardiff Docks, Cosmeston Lakes, Cardiff International White Water, the River Ogmere and the River Usk.

OBJECTIVE 3. ENSURE ICT SYSTEMS AND SERVICES WERE AVAILABLE TO ENSURE EFFICIENCIES AND SUPPORT SERVICE DELIVERY

In order to ensure ICT systems and services are available to enable efficiency and support service delivery we have invested in a new fuel tracking system that allows us to monitor each vehicle ensuring that we reduce waste and maximise efficiency.

We have recently introduced a new tablet and touch screen system within our fleet services that feeds into the fleet management system. This allows us to capture labour, time and equipment being used on vehicles when being repaired or serviced. This ensures efficiency of resources and also in ordering parts. This has replaced and saved paper by ensuring all jobs are captured electronically and allows us to streamline functions.

We are also introducing a new Business Management Information System that gives us greater accountability to ensure that tasks and actions are being met and that the organisation is achieving its commitments to you. During 2016/2017 we set up a team of colleagues from across the Service to ensure that the system we purchased met the needs of as many people as possible.

We wanted to ensure that this system gave us the capability to bring real time information to the hands of those who need it most, in a way they understand and can use. With the ultimate aim of ensuring we have a joined up picture of how support functions and front line operations blend therefore ensuring we all perform to our best capabilities. The system is currently being implemented and is making positive progress so far.



We have also reviewed our server operating systems, to ensure we have adequate and robust plans to secure, protect and maintain functionality.

Our ICT department have improved their processes to identify trends in demand and have managed to create significant time savings in their day to day activities to utilise resources more effectively.

Our e-learning systems are being updated and significant progress was made last year.

We continue to roll out our HR and Payroll system in preparation for additional modules to be commissioned in 2017/2018.



Fire in Newport

At a busy home in Newport, a couple look after their three grandchildren. The grandmother is registered deaf.

During a routine audiology appointment the grandmother raised concerns that she was unable to sleep soundly at night because she was concerned she wouldn't be able to hear her grandchildren if they needed her. When she removed her hearing aids she was unable to hear anything and her husband has a condition that means he finds it difficult to wake up. The audiologist referred her to the home care team who assisted with links for her hearing aid to the doorbell and telephone, but also supplied her with our 0800 referral number. In March she called the number and left her details. At the beginning of April crews called to the house, carried out a Home Safety Check, and fitted a hard of hearing alarm, including a strobe light and a vibrating pad fitted under the pillow.

Less than three weeks after the fitting, in the early hours of the morning the local station were mobilised to a fire at the family home.

The grandmother was woken by her vibrating pad under the pillow and the strobe light in the room, she woke her husband to get him to investigate. As the grandfather opened the bedroom door he could see a glow coming from the door to the spare bedroom, where a friend was staying that night. When the fire service arrived all of the family were safely out of the property, the fire was out, and damage was limited to the mattress and the carpet in the spare bedroom.

The friend spent two months in hospital due to the severity of their burns and has been told that their recovery could take a further two years. The family has recommended the 0800 number to friends, and has said they are happy to use this incident to inform others of the benefits of specialist alarms.

Importance of Smoke Alarms Highlighted After Family's Lives are Saved

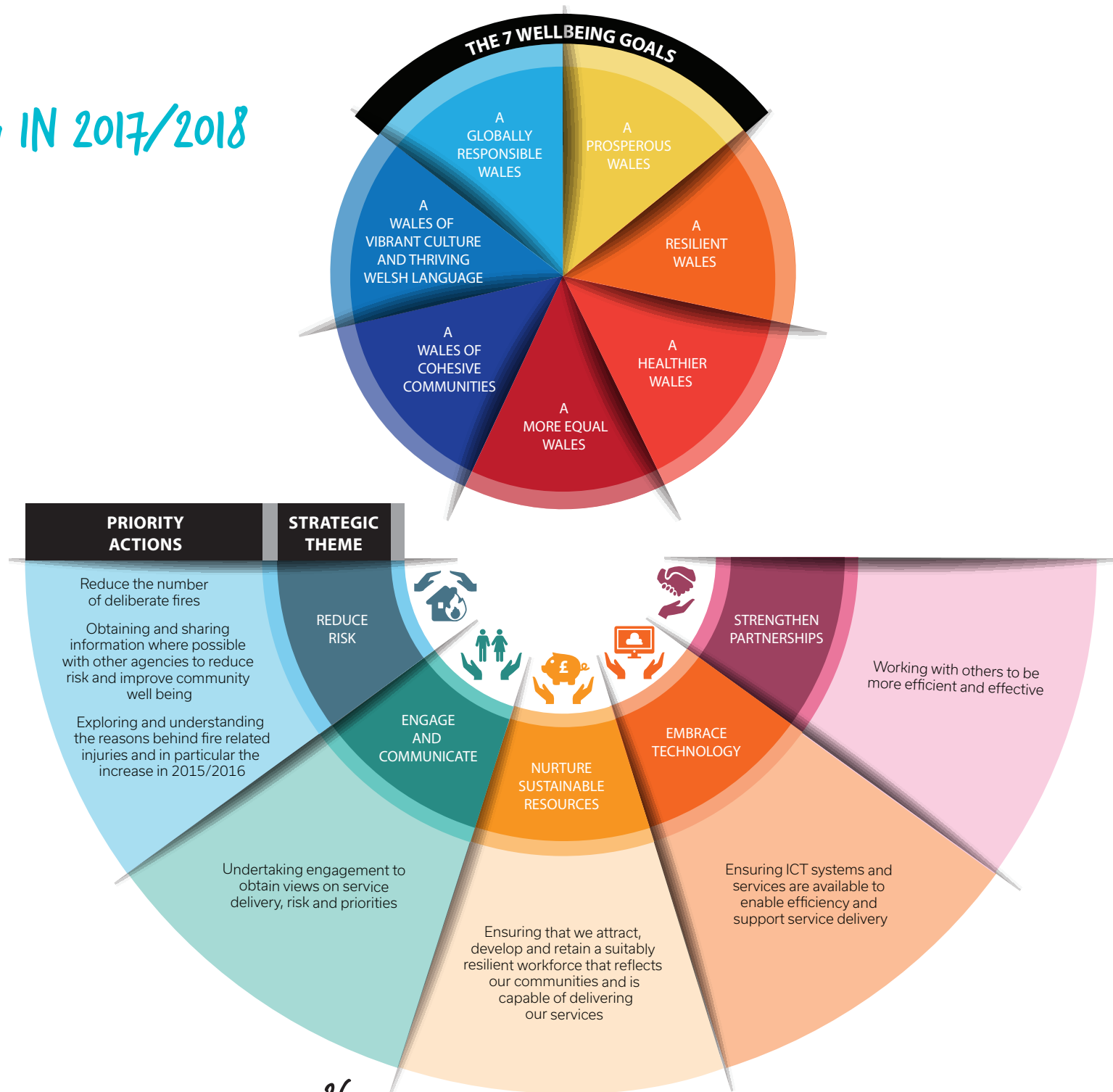
A Dad has spoken of the importance of having a working smoke alarm after his family's lives were saved by one during a fire at their home. The house in Penarth went up in flames in the early hours after the dishwasher caught fire in the kitchen on the ground floor due to an accidental electrical fault.

He, his wife and two children suffered from smoke inhalation. The Dad said the smoke alarm "saved the lives" of his whole family and urged everyone to "fit one today" adding that it costs "just a few pounds." He said: "We were all fine. I had some treatment for smoke inhalation but my wife and children were completely okay." He said that the alarms had alerted them to the fire which had originated in the dishwasher. The Station Commander at Penarth Fire and Rescue Station said: "Fortunately in this instance the residents had working smoke alarms fitted that alerted them to the fire and they escaped safely. If they did not have working smoke alarms, the outcome could have been entirely different. A smoke alarm is your early warning system, which will detect and alert you to a fire.

"If there is a fire in your home, a smoke alarm will give you valuable time to escape."

WHAT WE ARE DOING IN 2017/2018

This diagram shows our plans for 2017/2018. It contains the seven Wellbeing Goals and each of our Strategic Themes can be mapped to one or more of these goals. The Strategic Themes are our longer term planning proposals and each year we review the Priority Actions that we will take in order to work toward achieving the Strategic Themes. During 2017/2018 as can be seen it is our intention to work toward or achieve seven Priority Actions.



WHAT WE ARE DOING IN 2017/2018

Fire Injuries

In order to further understand the reasons behind the number of people who are killed or injured in domestic fire incidents we have taken part in a research project in collaboration with several professional organisations involved in fire safety. We are interested in learning about how people respond when a fire occurs; specifically a fire affecting their home.

By gaining access to and studying the experiences of people who were there as the incident happened, a more detailed picture of dwelling fires, occupant behaviours and needs can be formed.

We currently send letters to all households that experience an accidental dwelling fire where there are no injuries reported and we have recently started carrying out face to face interviews with all households that have had an accidental dwelling fire and have experienced a slight injury.

This information is currently being uploaded to the database and will result in periodic insights that we can learn from, informing campaigns and the Safe and Well model.

False Alarms

Automatic systems can generate unwanted fire signals. As a service we respond to a significant number of these unwanted signals. This detracts crews from being available to attend incidents, wastes our crews' time and effort, causing unnecessary travel, wasting fuel, causing wear and tear on our vehicles and increasing road risk.

To tackle this issue our Business Fire Safety department are working with Health Board Trusts, Local Education Authorities and local businesses. To support this initiative we have embedded an officer within both the University Hospital of Wales and the Royal Gwent Hospital.

High Rise Living

Following the tragic Grenfell incident in London we have been working with our Local Authorities and building owners to continue to ensure there are effective and appropriate responses to fires in high rise properties.

Fortunately a fire of this type and such tragic outcomes is a very rare event in South Wales or the United Kingdom. The vast majority of fires in homes are contained within the compartment where the fire first starts in accordance with the design requirements of the building.

Joint Control

As this publication goes out we see our Joint Public Service Centre Team going live! This is an exciting project which has brought together the control rooms for South Wales Fire and Rescue Service, Mid and West Wales Fire and Rescue Service and South Wales Police. This is a fantastic opportunity for joined up working between all three services and has demanded significant ICT input to ensure our ability to take emergency calls and mobilise an emergency response across South and Mid Wales was not compromised.

On Call Project

27 of our 47 stations are classed as purely "on call" while an additional nine utilise our on call for additional cover. This means in the event of an incident our on call Firefighters attend the station and have five minutes from when their alerter goes off at home, at the shops or wherever they may be to get to the fire station to respond.

We are currently undertaking a project to ensure that we have enough on call Firefighters. We are trialling different ways of working to increase awareness around the role of an on call Firefighter and increase our numbers.

You may already have a job but if you can commit to being at station within five minutes and would like the opportunity to be paid to help keep your community safe then check out our Station Facebook pages (subject to trial) and careers page on twitter @SWFRS_Careers.



Preparedness for Terrorist Events

Over the last few years the UK has experienced a number of terrorist attacks. We are aware that our communities can feel vulnerable to such events and we would like to assure you that we have put in place tested procedures and systems to secure our assets to enable us to respond appropriately if there is an incident in the South Wales area.

WHAT WE WOULD LIKE TO DO IN 2018/2019

Longer term, the vision of making South Wales safer by reducing risk remains as our overriding objective. In order to achieve this we intend to continue on with the set of five strategic themes that were consulted upon and agreed for 2017/2018. This year we have reviewed the priority actions that sit underneath these strategic themes and wish to gain your feedback on these. As in previous years, the development of these themes and priority actions has been assisted by taking into account our commitment to build equality, diversity and sustainability into everything we do – from creating a workplace which truly values the diversity of employees, to delivering people centred services to all communities in South Wales.

Our first priority is always to provide an effective response for our communities in times of need. The priority actions have been developed to supplement the risk reduction activity and response to incidents that our fire control and crews on station provide, day in day out to our communities.



"OUR FIRST PRIORITY IS ALWAYS TO PROVIDE
AN EFFECTIVE RESPONSE FOR OUR COMMUNITIES
IN TIMES OF NEED."

WHAT WE WOULD LIKE TO DO IN 2018/2019

Reduce Risk



This means...

Making South Wales safer by reducing risk is our primary aim as a Fire and Rescue Service. We do this through our education, prevention, protection and response services. Our priority actions under this theme will focus on prevention, as we believe that preventing fires and other emergencies is the correct approach. Evidence confirms that our proactive preventative activities have been extremely influential in the longer term reduction of emergencies. As a result demand is decreased, costs are reduced and our communities suffer less from the effects.

We will do this by...

Working with others to protect our communities from harm or the risk of harm (PA01)

We propose to do this because...

In the period 2015/2016 to 2016/2017 we saw an increase in refuse and grass fires; keeping South Wales attractive, viable, safe and well-connected is our main priority. Preventing and reducing fires enables us to protect our natural environment, thus supporting the rural economy and community wellbeing now and for the future. Ensuring we have as much information as possible from other agencies about those who may be vulnerable to the risks of fire in our communities is also vitally important to help us reduce those risks wherever possible. This is a fundamental duty and ensures we protect our current and future generations in so many ways.

Engage and Communicate



This means...

As our role within society changes and public expectations on the Fire and Rescue Service increases, we recognise that the delivery of public services has to change. Our staff are the backbone of our Service, their commitment to and involvement in making our communities safe is the foundation on which we build our Service.

In addition to this we recognise the need for a team approach and appreciate the importance of engaging, consulting and involving all stakeholders to jointly shape our future services. This approach will ensure we consider the diversity of our communities and staff in our future planning.

We will do this by...

Developing more efficient and effective ways of engaging and communicating with our communities about our services (PA02).

We propose to do this because...

Delivery of public services has to change as our role within society changes and public expectations on the Fire and Rescue Service increase.

We believe engaging with you, our service users, our communities aids our understanding of those at greater risk of vulnerability and allows us to adapt our activities to suit the needs of communities and individuals.

Nurture Sustainable Resources



This means...

The Service has a wide variety of sustainable resources, from staff to budgets; buildings to vehicles; equipment to fuel. It also covers many of its working practices, such as procurement, operational procedures, energy consumption, asset maintenance and disposal and research and development. Next year, we propose our priority action area should focus upon our staff. Having a workforce that is diverse, equally valued, and all have access to development as well as professional opportunities.

We will do this by...

Ensuring we attract, develop and retain a workforce that reflects our communities and is capable of delivering effective services today and in the future (PA03); and reducing our Services' impact on the environment to ensure future sustainability (PA04).

We propose to do this because...

We endeavour to encourage an innovative organisation that uses resources efficiently and proportionately while ensuring they are in the correct location according to risk. We have a responsibility to recognise and act on the principles of sustainable development.

Our workforce should be diverse, equally valued and have access to development as well as professional opportunities.

When purchasing, to support our workforce in delivering services to you, we will use the Wales Procurement Strategy and procedures to ensure fair and transparent processes are used to support local businesses and improve equality and diversity.

Embrace Technology



This means...

Utilising technology to enhance our processes and systems to make them future proof because we recognise it plays a vital role in continuous improvement. From our operational firefighting techniques and equipment to our back office support systems we intend to maximize technological advances to support and improve service delivery.

We will do this by...

Ensuring we use technology to enable efficient and improved service delivery (PA05).

We propose to do this because...

Our technological development will make a positive contribution to the wider wellbeing of our staff and the communities we serve.

We believe we have a duty to get the right data and information at the right time from the right people in order to ensure we meet the needs of all our communities. We also believe that effective use of ICT and equipment will ensure that operational resources are best placed to respond effectively to incidents.

Strengthen Partnerships



This means...

We have a well established and proud history of collaborative work with other agencies to deliver measureable improvements whilst securing greater efficiencies. However, we recognise that to meet future demands, collaborative working will become even more important. This will include contributing to local strategic priorities and assisting in improving community wellbeing through our involvement in key partnership groups.

We will do this by...

Working with our Public Service Boards to support local communities (PA06).

We propose to do this because...

Cohesive working as part of a well-connected community can deliver wider improvement than working alone, therefore ensuring greater opportunity to keep residents, businesses and visitors of South Wales safer.

We believe we have a duty to get the right data and information at the right time from the right people in order to ensure we meet the needs of all our communities. We cannot do this alone; we must work with others to achieve this.

THE WELLBEING OF FUTURE GENERATIONS ACT (WALES) 2015

The Wellbeing of Future Generations Act brings an opportunity for us to work alone and collectively as a member of one of the nine Public Service Boards across South Wales to bring about sustained development in our process of improving the economic, social, environmental and cultural wellbeing of Wales by acting in a “manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs”. In many respects the guidance speaks of a common sense approach to decision making and resource allocation and provides a framework for us to evidence our future endeavours.

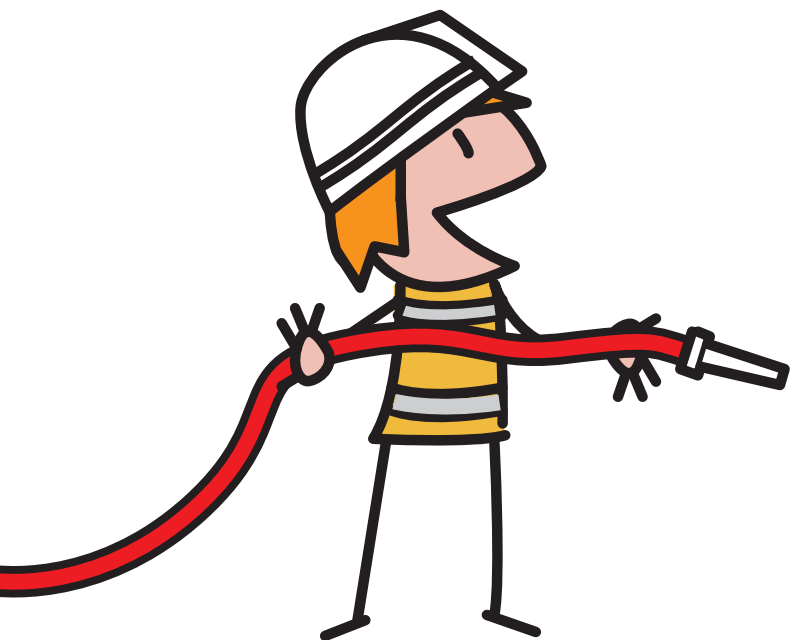
The Act proposes seven goals and below is part of our commitment to ensure we deliver these goals. In addition to this, we have applied a set of five “ways of working” when making decisions within the Service, from a strategic level and a station based level. We will monitor our progress toward these as part of our existing processes.



HOW WE WILL ACHIEVE THE WELLBEING GOALS

Goal	Description of Goal	How we will achieve the goal
A Prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.	<p>We will monitor our carbon output and look at ways to reduce, remove or recycle. We will develop a twenty five year plan to reduce our waste. We will continue to invest in and train our employees as they are our greatest assets. This will include a robust succession planning system being in place.</p> <p>We will work with local businesses to ensure that they are safe and able to grow safely.</p>
A Resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).	<p>We will purchase where possible locally sourced products and integrate where possible more sustainable principles. We have done this through the purchase of breathing apparatus equipment in collaboration with two other Fire and Rescue Services in Wales to ensure greater value for money.</p> <p>We will work with the ageing population of Wales to ensure that fire safety is a key part of home life.</p>
A Healthier Wales	A society in which peoples' physical and mental wellbeing is maximised and in which choices and behaviours that benefit future health are understood.	We will provide health and wellbeing advice and support to our employees and also within our communities.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).	We are constantly exploring partnerships and collaborative opportunities to improve outcomes for people within the community. We help to create jobs, training and interventions to improve skills and education of people from all backgrounds within our community. We will provide an environment to allow people to live long healthy lives.

Goal	Description of Goal	How we will achieve the goal
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.	We are connecting with our communities and working in these communities by connecting with the Public Service Boards.
A Wales of vibrant culture and thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.	We will adhere to all legislation that promotes Welsh language. We will encourage our people to participate in activities that promote Welsh culture and protects our heritage.
A globally responsible Wales	A nation which, when doing anything to improve the economic, social, environmental and cultural wellbeing of Wales, takes account of whether doing such a thing may make a positive contribution to global wellbeing.	We will work throughout the organisation to ensure that we create and maintain positive contributions towards a globally responsible Wales.



WHAT DO YOU THINK?

At South Wales Fire and Rescue Service we are always looking at ways to improve our services and also to present information that is meaningful. In order to do this we want to ensure that your views are considered.

We would be grateful if you could answer a short list of questions and respond to us ["through this link"](#).

WRITE TO US

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South Wales Fire and Rescue Service
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Llantrisant
CF72 8LX

CALL US

01443 232000

HOW TO FIND OUT MORE

Our Website contains more detailed information on topics within this document.

We welcome your comments or suggestions for improvement, if you have any please contact us.

VISIT OUR WEBSITE

www.southwales-fire.gov.uk

ALTERNATIVE VERSIONS

If you would like this information in an alternative language or format such as large print, Braille or audio please contact us.



SWFIREANDRESCUE



@SWFIREANDRESCUE

We welcome correspondence in Welsh and English – we will respond equally to both and will reply in your language of choice without delay.

Gwasanaeth Tân ac Achub
De Cymru



South Wales
Fire and Rescue Service