



# South Wales Fire and Rescue Service STRATEGIC PLAN 2017-2022



March 2017

# FOREWORD



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Chief Fire Officer  
South Wales  
Fire and Rescue Service



**Cllr Tudor Davies**  
Chairman  
South Wales  
Fire and Rescue Authority

Welcome to our Strategic Plan 2017-2022. This plan outlines our strategic direction over the five year period and explains how we intend to meet the challenges over this time in order to continue to deliver a high quality service that meets the needs of our communities. This plan acknowledges, and is based on a clear understanding of the challenges we face. We are confident our long-term Strategic Themes and shorter term Priority Actions will enable South Wales Fire and Rescue Service to not only deliver a sustainable service but also support our partners in the Public Service Boards (PSB) and evidence our commitment to the Wellbeing of Future Generations Act.

Our vision remains our key focus; *“making South Wales safer by reducing risk”* and we will continue to strive for this despite significant financial challenges. We recognise that safer communities can only be achieved by challenging and improving the way we work, through a safe and competent workforce and by effectively managing our resources. At times of austerity, there is a temptation to concentrate on costs and reduced budgets with no regard to the quality of services delivered. However, as a Senior Management Team and Fire and Rescue Authority we have made the decision to concentrate on how we can improve the way we work with the strongly held belief that efficiencies and savings will be made as a result.

In October 2016 we published a consultation document proposing our Priority Actions and we thank you for your feedback. We have taken your suggestions on board, and we hope you will agree this document represents our commitment to you.

This plan sets out our financial commitments from Local Authority settlements and identifies where we intend to allocate spending. It details what we aim to do, who we will work with, how we plan on delivering and why we believe it's important.

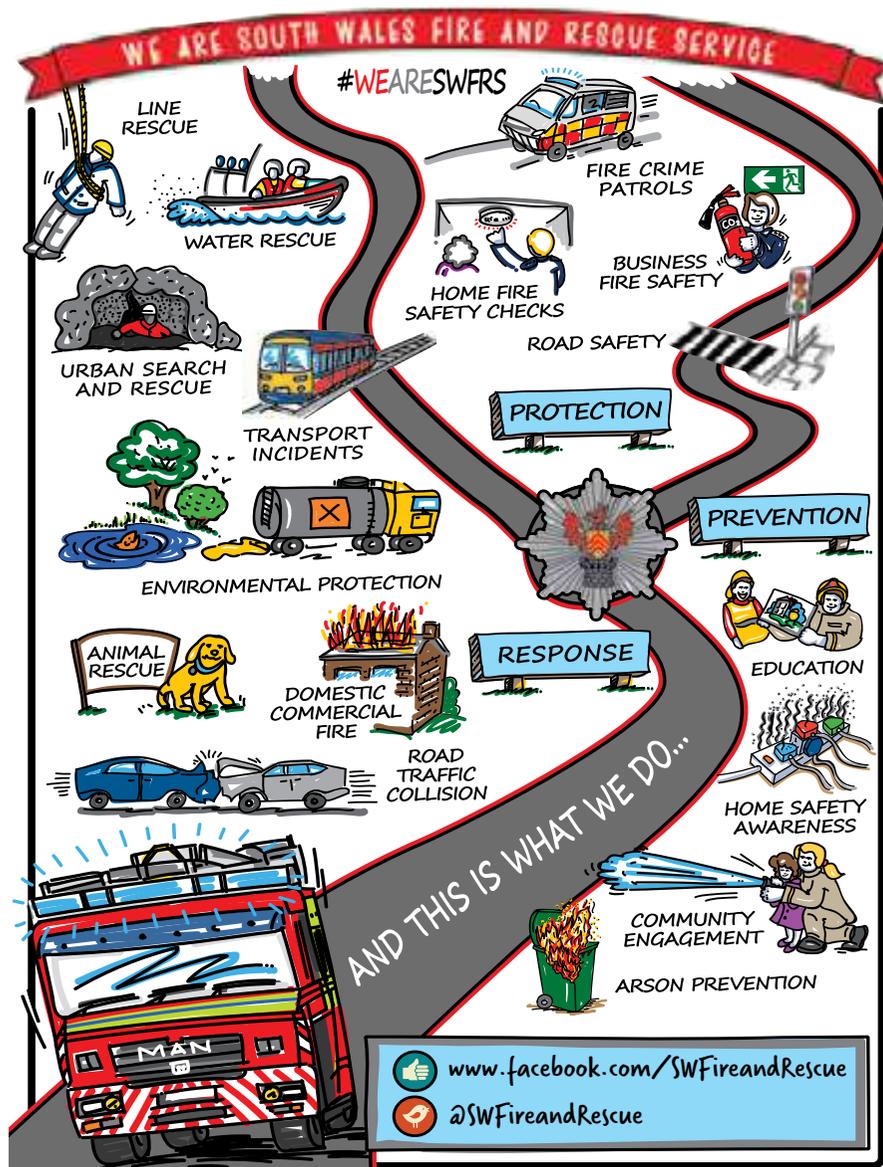
Finally, as always we invite you to feedback your thoughts on this either in Welsh or English as we are always looking for ways to engage with you and improve.

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# WHAT WE DO



South Wales Fire and Rescue Service (SWFRS) covers 10 Local Authorities (LA). There are 24 elected members on the South Wales Fire and Rescue Authority nominated from the 10 LA's. It is one of the largest fire and rescue service areas within the UK and is made up of rural, coastal and urban areas.

**37,931** EMERGENCY CALLS RECEIVED IN 2015/2016

**18,324** TOTAL NUMBER OF INCIDENTS

OF WHICH **6,578** WERE FIRES AND **4,813** WERE DELIBERATE

OF **6,578** FIRES **1,765** WERE ACCIDENTAL

OF **3,423** SPECIAL SERVICE CALLS **1,322** WERE ROAD TRAFFIC COLLISIONS

(Source: Incident Recording System (IRS) + Operational Statistics Return 2015-16 (Welsh Government))

## IN 2015/2016:

WE RESCUED **327** PEOPLE TRAPPED IN VEHICLES.

WE COMPLETED **21,275** HOME FIRE SAFETY CHECKS.

WE DID NOT TURN OUT TO **556** CALLS HAVING IDENTIFIED THEM AS MALICIOUS.

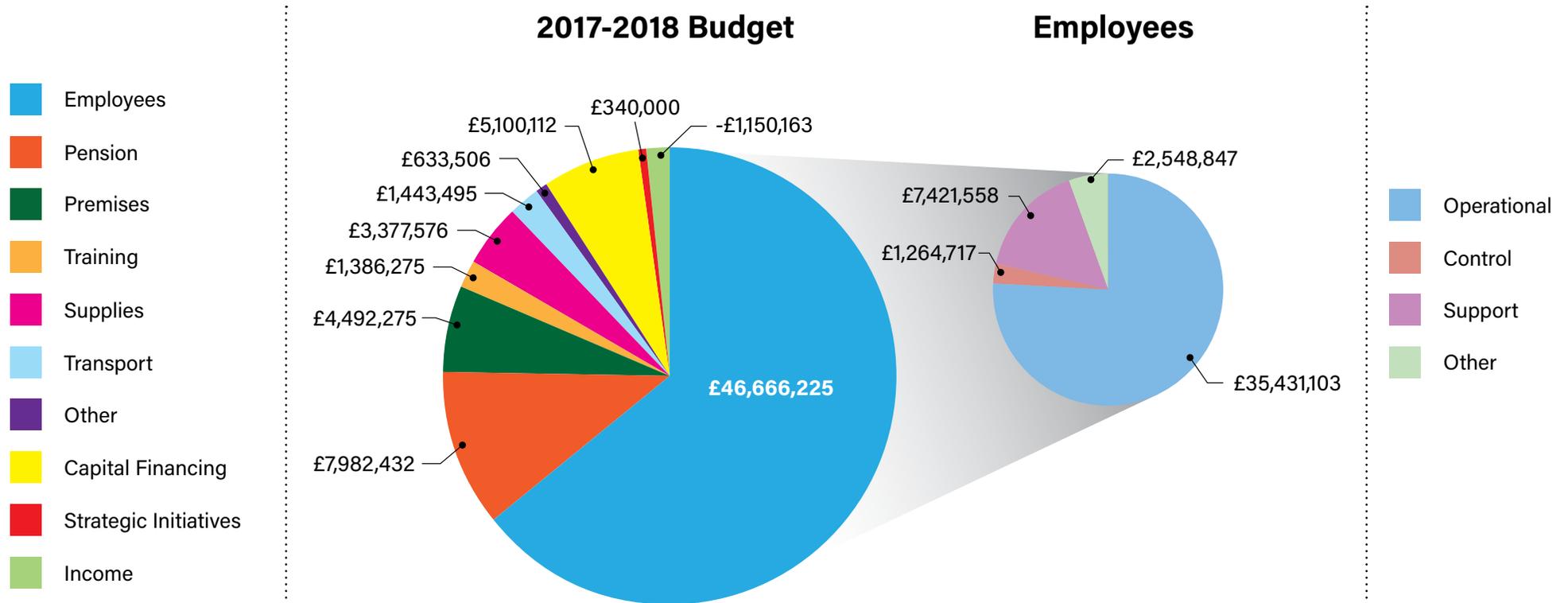
WE HAD FACE TO FACE ENGAGEMENT WITH MORE THAN **37,000** CHILDREN AND YOUNG PEOPLE THROUGH COMMUNITY SAFETY AND EDUCATIONAL EVENTS.

WE TURNED OUT TO **390** CALLS HAVING FAILED TO IDENTIFY THEM AS MALICIOUS.

# FINANCES

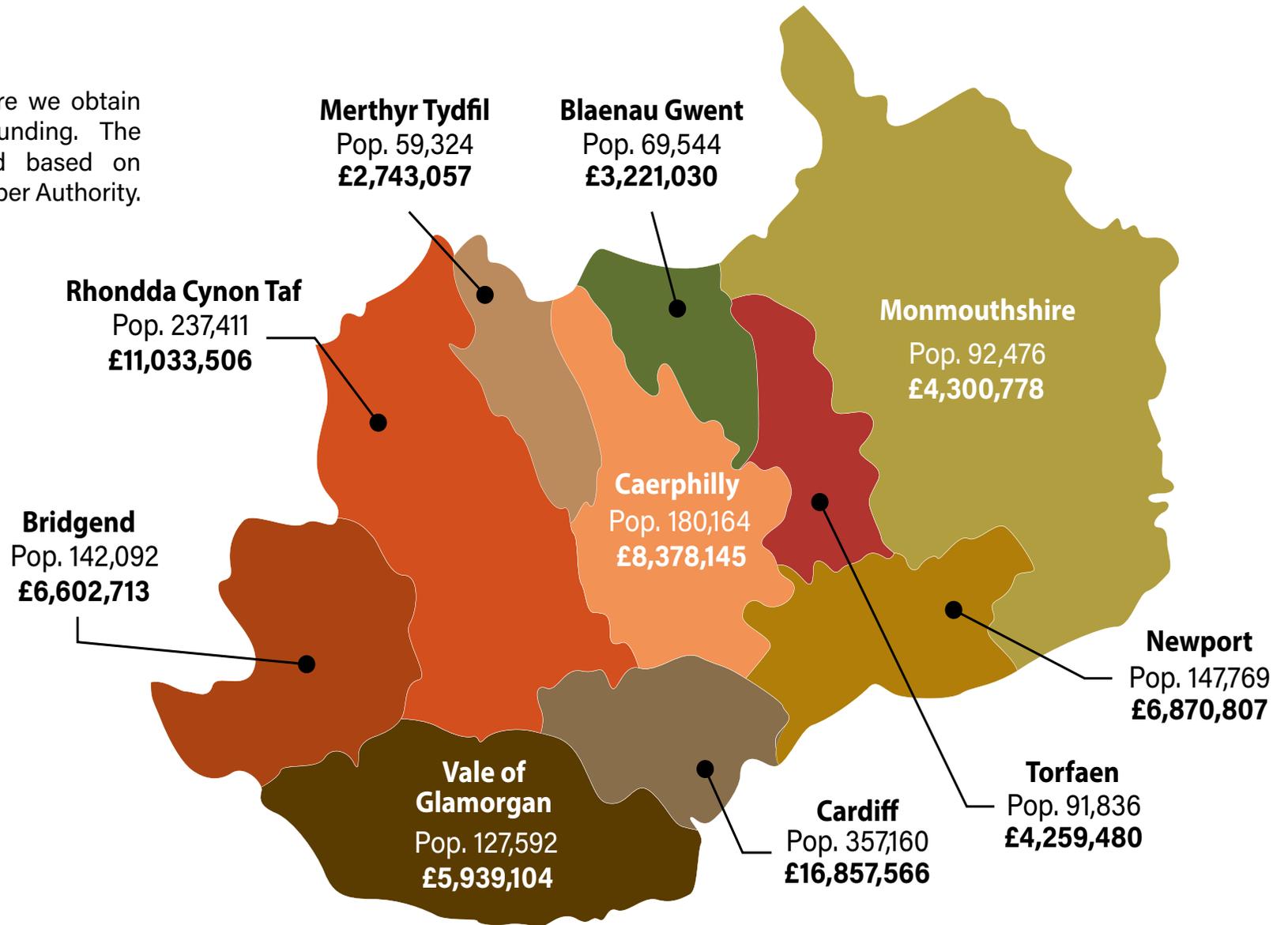
In 2017-2018 the Fire Authority plans to spend just over £70m on delivering services. This equates to 86p per week to keep each person in South Wales safe. The money we spend comes mainly from Local Authorities. There is a constant need for us to demonstrate value for money and to deliver our services at the lowest possible cost. When considering how much to spend, the need to improve the way we provide services and reduce risk in the communities of South Wales remains our priority.

This chart shows our planned expenditure for 2017-2018. The majority of our expenditure is on employee costs, around 66% of which is spent on frontline staff.



# FINANCES

The map illustrates where we obtain the majority of our funding. The amounts are calculated based on population (Pop.) figures per Authority.



# STATEMENT OF WELLBEING

At SWFRS we are committed to meeting our obligations under the Wellbeing of Future Generations Act. The aim of the act is to improve the social, economic, environmental and cultural well-being of Wales. It gives us the opportunity to consider the long-term implications of our actions and to work better with others in a more joined up way to ensure we can enhance and safeguard the communities we serve to protect.

For us, this commitment began at the very beginning of our strategic planning cycle where we worked across our Senior Management Team to identify how we can support the seven goals of the Wellbeing Act. From there we suggested a set of five Strategic Themes which we felt guided us through the longer term. In the shorter term we suggested Priority Actions as a means of delivery. These were detailed in our consultation document ***"How did we do in 2015-2016 and what we plan to deliver in 2017-2018"***. The results of that consultation suggest there is agreement with our priorities, hence the detail in this plan.

We then looked to address how we incorporate the sustainable development principle at all our planning stages; from strategic, through to tactical and operational. This is very much an early attempt and we recognise that with guidance from Welsh Government we will greater embed these principles, but at this stage our planning process includes this understanding and evidences that our work;

1. Looks to the long term by ensuring services are sustainable and we understand the future demands.
2. Takes an integrated approach by considering the whole impact of our multiple goals.
3. Involves our communities in decisions by engaging with the population of South Wales; including a diversity of our population (this also supports our General Duty under the Equality Act 2010).
4. Works in a collaborative way to achieve more by working with others.
5. Understands the root cause of issues; using robust data that gives us the facts behind the story, therefore enabling us to make proactive decisions.

# EQUALITIES AND WELSH LANGUAGE

As with all other public bodies in Wales, we are guided by both the Equality Act (2010) and the Wales Specific Duties, which call on us to set out in clear terms a [Strategic Equality Plan](#) and to report progress on this in an [Annual Equality Report](#). The Plan contains four outcomes, three of which are also contained within this Plan as delivering Strategic Themes.

From 30th March 2017 SWFRS will be subject to Welsh Language Standards as imposed by the Welsh Language Commissioner in the [Compliance Notice](#) dated 30th September 2016. SWFRS seeks to engage with the Welsh speakers and learners that it serves in order to improve the overall standard of service provided, including services that are provided in Welsh. SWFRS is pleased to receive your opinions on how its services can be improved, you are welcome to contact us in either Welsh or English.

# OUR VISION

Our vision is **“To make South Wales safer by reducing risk”** by

**S**erving our communities needs

**W**orking with others

**F**acing challenges through innovation and improvement

**R**educing risk through education, enforcement response, and

**S**ucceeding in making South Wales safer

We will	To support	Because
 <p><b>Reduce Risk</b></p>	<ul style="list-style-type: none"> <li>▪ A prosperous Wales</li> <li>▪ A resilient Wales</li> <li>▪ A healthier Wales</li> <li>▪ A more equal Wales</li> <li>▪ A Wales of cohesive communities</li> <li>▪ A Wales of culture and thriving Welsh Language</li> <li>▪ A globally responsible Wales</li> </ul>	<p>We want to ensure we keep South Wales attractive, viable, safe and well-connected. We need access to data that enables us to make informed and accurate decisions, looking to the future and assists us to understand the circumstances that lead to deaths and injuries from fire related incidents.</p>
 <p><b>Engage and Communicate</b></p>	<ul style="list-style-type: none"> <li>▪ A prosperous Wales</li> <li>▪ A healthier Wales</li> <li>▪ A more equal Wales</li> <li>▪ A Wales of cohesive communities</li> <li>▪ A Wales of culture and thriving Welsh Language</li> <li>▪ A globally responsible Wales</li> </ul>	<p>We recognise that the delivery of public services has to change as our role within society changes and public expectations of the Fire and Rescue Services increase.</p> <p>We want to ensure we talk to all members of our communities, especially our protected groups to ensure our messages of prevention are reaching all areas of South Wales. We will achieve far greater improvements by working with people and organisations than in isolation.</p>

We will	To support	Because
 <p data-bbox="181 454 481 523"><b>Nurture Sustainable Resources</b></p>	<ul data-bbox="544 244 976 355" style="list-style-type: none"> <li>▪ A prosperous Wales</li> <li>▪ A resilient Wales</li> <li>▪ A globally responsible Wales</li> </ul>	<p data-bbox="1339 244 2051 392">We believe it is important to endeavour to encourage an innovative organisation that uses resources efficiently and proportionately while ensuring they are in the correct location according to risk.</p> <p data-bbox="1339 437 2051 738">Our staff are our strongest asset and our greatest investment. Research recognises that employment is no longer a secure root out of poverty but “the investment and development of staff via training etc. increases the likelihood of ensuring a more equal Wales.”* Also, the profile of our operational staff illustrates a need to ensure that we have robust succession planning mechanisms in place.</p>
 <p data-bbox="181 1010 481 1042"><b>Embrace Technology</b></p>	<ul data-bbox="544 802 1245 1058" style="list-style-type: none"> <li>▪ A prosperous Wales</li> <li>▪ A resilient Wales</li> <li>▪ A healthier Wales</li> <li>▪ A more equal Wales</li> <li>▪ A Wales of cohesive communities</li> <li>▪ A Wales of culture and thriving Welsh Language</li> <li>▪ A globally responsible Wales</li> </ul>	<p data-bbox="1339 802 2051 903">We want to ensure our technological development makes a positive contribution to the wider well-being of our staff and the communities we serve.</p> <p data-bbox="1339 954 2051 1094">Embracing technology effectively allows us to provide a more responsive service now while also preparing for what South Wales will need in the future.</p>
 <p data-bbox="241 1361 427 1430"><b>Strengthen Partnerships</b></p>	<ul data-bbox="544 1157 853 1225" style="list-style-type: none"> <li>▪ A prosperous Wales</li> <li>▪ A resilient Wales</li> </ul>	<p data-bbox="1339 1157 2051 1342">Working cohesively within the organisation realises wider improvements and working with partners as part of a well-connected community will ensure greater opportunity to keep the residents, businesses and visitors of South Wales safer.</p>

\* Joseph Rowntree Foundation



# STRATEGIC THEME 1

## We will **Reduce Risk** by:

- Reducing the number of deliberate fires.
- Obtaining and sharing information where possible with other agencies to reduce risk and improve community wellbeing.
- Exploring and understanding the reasons behind fire related injuries and in particular the increase in 2015-2016.

## **This means:**

Educating, preventing, protecting and responding. Evidence suggests that our proactive preventative activities have been extremely influential in the reduction of emergencies. However one of the key drivers for our preventative campaigns programme is the information we obtain and share with other organisations. We therefore want to “get the right data/information at the right time from the right people in order to ensure all we do meets the needs of all our communities” (Equalities outcome 3) and ensure “our systems enable the timely monitoring and reporting of our legally required equality duties” (Equalities outcome 4). While also exploring and understanding the behaviours that led to an uncharacteristic spike in fire related injuries during 2015-2016.

## **To deliver this we plan to:**

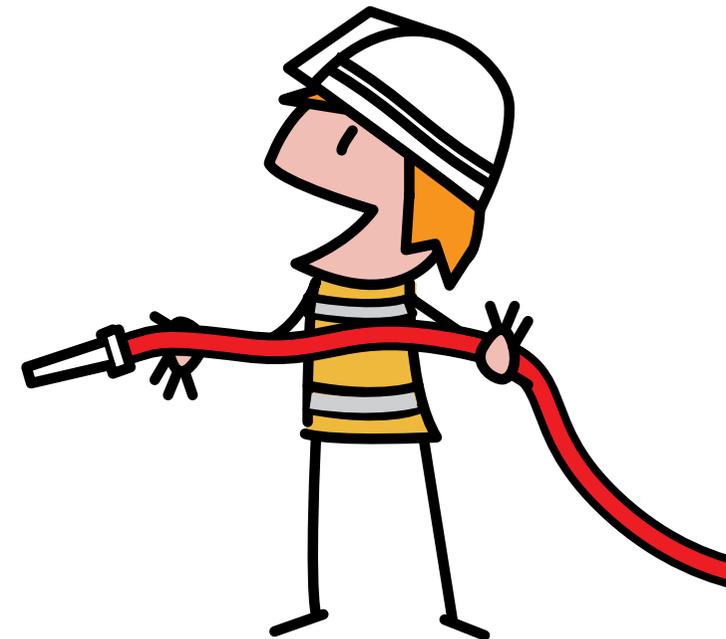
- Work alongside South Wales and Gwent Police, providing reports and statements in the prosecution and conviction of offenders within the criminal justice system for arson incidents.
- Work with insurance companies to provide reports and statements in relation to accidental and deliberate arson incidents.
- Develop relationships with Trading Standards to assist with the passing of information in respect to counterfeit electrical items which are potential sources of incidents.

- Gather wellbeing data at the fire investigation stage and pass this onto our Community Safety department.
- Identify new and review existing partnership data sharing protocols with Estyn, Food Standards Agency and Experian to provide information for our developing Management Information System to ensure effective service delivery through collaboration.
- Work with Care and Social Services Inspectorate Wales (CSSIW) to review the joint protocol and revise current working arrangements and improve data sharing.
- Build on working relationships where we have identified the best agency in order to enable a targeted approach from all involved to reduce the risk to those most at need, e.g. people with alcohol and drug dependencies, people with additional needs etc.
- Continue working closely with the Health and Safety Executive, building on examples such as a pending court case where an individual is being prosecuted in their capacity as a business owner whose premises put people, including their work force, at risk of death or serious injury.
- Conduct a post fire evaluation that enables us to follow up fires in non-domestic premises.
- Build on the Lifebid project to roll out across the Service. This initiative sees our Commanders from Local Authorities visiting people after a fire to conduct an interview to ascertain peoples' behaviours. This information is then submitted to Greenwich University who analyse occupants' behaviour during a fire incident and use this information to tailor future education initiatives.
- Develop a Compartment Fire Behaviour Training facility at Cardiff Gate Training and Development Centre. This is a significant capital investment that will enable all operational personnel within SWFRS to remain at the cutting edge of innovative training and provide a state of the art future proofed facility to meet the demands of an operational fire-fighter in an ever evolving and complex environment.
- Continue to lead campaigns across the Services' areas and supporting all Wales Arson Reduction Strategy and Joint Arson Groups.
- Continue to be involved at the nine PSBs forums, providing organisational intelligence in engagement, planning and data to improve the wellbeing of people in our communities.
- Look at data sets to identify the reasons behind fire related deaths and injuries by working with internal and external partners. We will also be benchmarking with other Welsh Services and wider across the Family Group (Fire and Rescue Services' outside Wales).
- Work with A&E departments in South Wales to obtain data on people presenting with burns injuries.
- Expand our existing Home Safety checks to Safe and Well visits covering the whole of the Service area. This enhancement ensures we now also include advice to help an individual improve their health and wellbeing.

- Work closely with Carer Services in Cwm Taff and provide training for home carers to identify hazards in the home.
- Work with dementia focussing agencies within Cwm Taff to ensure awareness of issues that may impact on our ability to offer necessary intervention and also provide agencies with the knowledge and skills they need to identify persons who may require referral to our services.
- Build an action plan based on the awaited report commissioned by Community Risk Reduction for further information on Dwelling Fire Deaths.
- Implement the new EU Data regulations to ensure all data is held, processed and shared lawfully.

### **We are doing this because:**

We want to ensure we keep South Wales attractive, viable, safe and well-connected. We need access to data that enables us to make informed and accurate decisions, looking to the future and assists us to understand the circumstances that lead to deaths and injuries from fire related incidents.





## STRATEGIC THEME 2

### We will Engage and Communicate by:

- Undertaking engagement to obtain views on service delivery, risk and priorities.

### This means:

As our role within society changes and public expectations on the Fire and Rescue Service increase we recognise that the delivery of our services has to change. We acknowledge the need for a team “South Wales” approach and therefore the importance of engaging, consulting and involving all stakeholders.

### To deliver this we plan to:

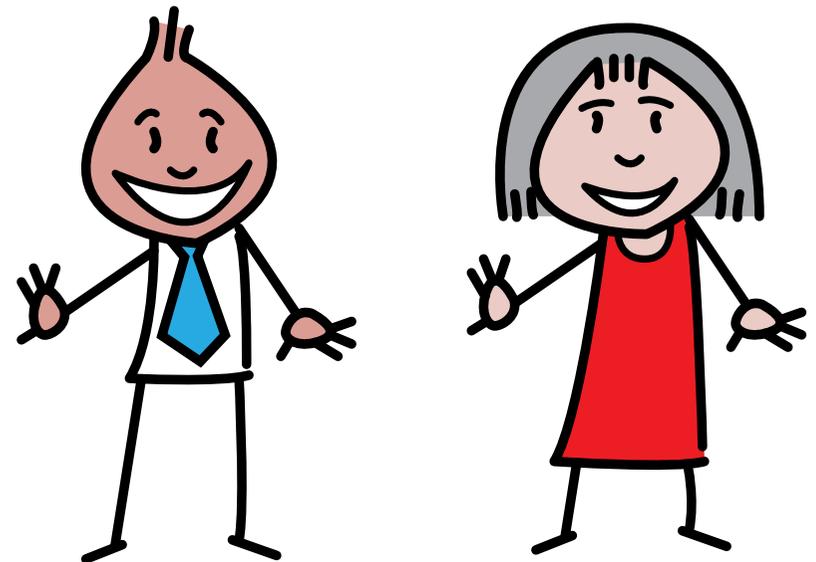
- Implement our Engagement Strategy which outlines our commitment to meaningfully engage with all our stakeholders.
- Deliver, a programme of work in partnerships with our colleagues across Mid and West Wales Fire and Rescue Service (MAWWFRS) and North Wales Fire and Rescue Service (NWFRS) that provides targeted training, education, support, translation and risk reduction to vulnerable groups including refugees, Gypsy and Traveller communities, victims of domestic abuse, alcohol/substance misuse and falls intervention and vulnerable groups in rural areas.
- Reintroduce the building regulations consultation forum with Heads of Local Authority Planning Departments to share best practice and evaluate our relationship to ensure we provide a quality service.
- Work with the Health and Safety Executive and Cwm Taff Health Board to re-design SWFRS Audit procedures in Hospitals, to target the management responsibilities and provide more appropriate fire audit procedures.
- Work with Social Housing both local authority and private landlords to take a joint approach to ensuring safer social housing.

- Develop Business Fire Safety Roadshows to be delivered at various locations engaging with local businesses explaining their responsibilities to ensure they comply with the Fire Safety Order legislation.
- Work with the Federation of Small Businesses and Business in the Community (BiTC) Cymru to maximise exposure with local Small Medium Enterprise premises providing support and education in all business fire safety matters.
- Engage with the people who received Safe and Well visits in the pilot scheme to see how successful the Safe and Well visits were for them.
- Support all partners in the production of the population and needs assessments.
- Identify through our Consultation Engagement Group within the Service how we can improve our interaction with the communities that we serve.
- Deliver our obligations under the Welsh Language Standards to ensure there is continuity of service access for Welsh Language users.

### **We are doing this because:**

We recognise that the delivery of public services has to change as our role within society changes and public expectations of the Fire and Rescue Services increase.

We want to ensure we talk to all members of our communities, especially our protected groups to ensure our messages of prevention are reaching all areas of South Wales. We will achieve far greater improvements by working with people and organisations than in isolation.





## STRATEGIC THEME 3

We will **Nurture Sustainable Resources** by:

- Ensuring that we attract develop and retain a suitably resilient workforce that reflects our communities and is capable of delivering services.

### This means:

Ensuring that we continually attract, develop and retain a suitably resilient workforce that is capable of delivering our services and are a fair reflection of the communities we serve. We recognise that “our workforce is diverse, equally valued, and all have access to development as well as professional opportunities” (Equalities outcome 1).

### To deliver this we plan to:

- Review the location of our Young Firefighter Units as part of the process to move to the Fire Cadet Schemes to ensure we can engage with children and young people in areas that experience a prevalence of fires and antisocial behaviour in their community.
- Work with our colleagues in MAWWFRS and NWFRS to explore the link between Health and Safety accidents and workforce wellbeing with the aim of; identifying good practice for operational road risk, having a common approach and standard of qualification and benchmarking of performance.
- Offer extensive access to Welsh Language training to develop staff and aid us meet our obligations under the Welsh Language Standards.
- Develop a Quality Assurance Mentor ensuring all Business Fire Safety officers conduct audits and follow up activities with a standardised approach.
- Develop and implement a Leadership Development Programme for all supervisory, middle and strategic managers within the Service. This will be a blend of in house subject matter and professional experts delivering role specific training as well as the opportunity to attend academic venues and benefit from not only multi agency learning but also a wide range of learning experiences.

- Support a structural and management review to ensure that the Service is the right size and configuration to meet future demands and challenges.
- Identify team member development requirements through the appraisal system to encourage sustained professional development, improve resilience and increase commitment.
- Participation in PSB working groups to 'identify the workforce for the future.'
- Ensuring Retained Duty System availability is maximised.
- Procure new water rescue equipment following grant funding from Welsh Assembly Government. This initiative, known as Waterbid will also include training on the new equipment.
- Continue to implement our Equality, Diversity and Inclusion Engagement Strategy 2016-2020 to encourage applicants from different cultures and underrepresented groups within the Service. Our "Together Campaign" will continue to assist us in developing a workforce that reflects the communities we serve.
- Expand our current Equalities Risk Assessment process to include Wellbeing Assessments.

## We are doing this because:

We believe it is important to endeavour to encourage an innovative organisation that uses resources efficiently and proportionately while ensuring they are in the correct location according to risk.

Our staff are our strongest asset and our greatest investment. Research recognises that employment is no longer a secure root out of poverty but "the investment and development of staff via training etc. increases the likelihood of ensuring a more equal Wales"\* Also, the profile of our operational staff illustrates a need to ensure that we have robust succession planning mechanisms in place.



\* Joseph Rowntree Foundation



## STRATEGIC THEME 4

We will **Embrace Technology** by:

- Ensuring ICT systems and services are available to enable efficiency and support service delivery.

### **This means:**

Utilising technology to enhance our processes and systems to make them future proof and environmentally robust because we recognise it plays a vital role in continuous improvement and the enhancing of our environmental wellbeing. From our operational firefighter techniques and equipment to our back office support systems we intend to maximise technological advances to support and improve service delivery.

### **To deliver this we plan to:**

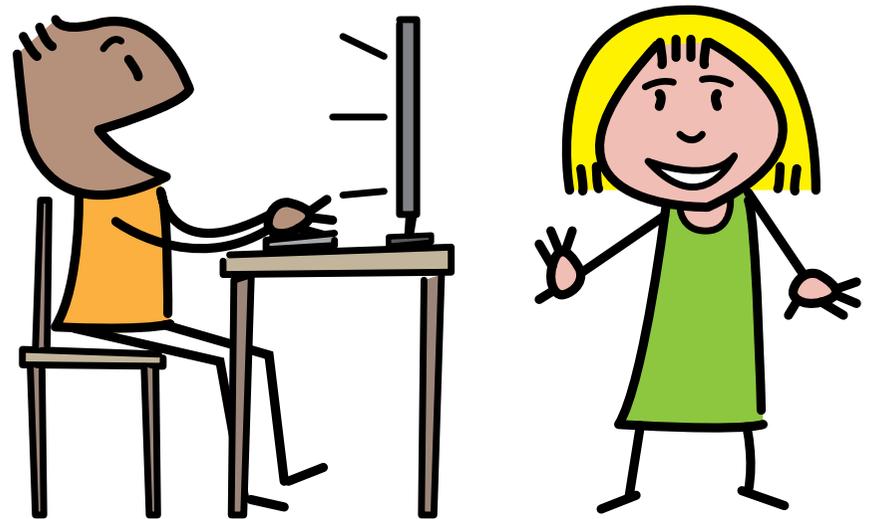
- Continue the development of the Business Fire Safety Department Management Information System which will use comprehensive data sets to provide a more realistic profile of risk which will prioritise our risk based inspection programme.
- Work with Community Safety to introduce “lone working” safety devices, ensuring the safety of our staff is at the heart of what we do.
- Implement a new Corporate Business Management Information System that will be central in supporting SWFRS to plan and monitor improvement activity. It will simplify the way in which we work and provide up to date information and intelligence for making business decisions to ensure that the service continues to reduce risk in our communities.
- Develop our website and intranet to ensure they are accessible, easily navigated and present information to the right audience.
- Provide suitable operational equipment, hardware and software across the Service to facilitate efficient and effective working within SWFRS.

- Continue to implement the Human Resource Department business information system, building on the implementation of Phase 1 which introduced the Payroll Self Service Portal and the latest upgrade. Phase 2 will incorporate the implementation of the modules for expenses, leave, attendance management and recruitment.
- Work with the Transport Officers Group as part of the National Issues Committee on an all Wales Water Ladder tender. This will ensure that these vehicles will meet the latest emissions legislation for vehicles.

### **We are doing this because:**

We want to ensure our technological development makes a positive contribution to the wider well-being of our staff and the communities we serve.

Embracing technology effectively allows us to provide a more responsive service now while also preparing for what South Wales will need in the future.





## STRATEGIC THEME 5

We will **Strengthen Partnerships** by:

- Working with others to be more efficient and effective.

### **This means:**

We have a well-established and proud history of collaborative work with other agencies to deliver measurable improvements whilst securing greater efficiencies. However, we recognise that to meet future demands, collaborative working will become even more important.

### **To deliver this we plan to:**

- Develop joint training with Care and Social Services Inspectorate Wales and Health and Safety Executive staff to understand each other's requirements and to share best practice and better regulation.
- Continue to develop a Primary Authority Scheme (PAS) to support businesses and national companies by offering assured and consistent advice to maintain public safety.
- Implement a programme between the Operations department and Business Fire Safety (BFS) to ensure operational competency is maintained by BFS managers.
- Provide practical Incident Command training to ensure our continued preparedness to respond to incidents of all levels involving multiple agencies.
- Work with our partners in MAWWFRS and South Wales Police to deliver the Joint Public Service Centre, which is a combined Fire Control room co-located with South Wales Police Control room in Bridgend.
- Work closely with Cwm Taf partnership groups looking at a 'place based' approach to local risks which will ensure improved targeted intervention.

- Replace our fireground radio via a £600k investment. We will procure to ensure interoperability between the 3 Fire and Rescue Services in Wales, harnessing the latest generation, digital, mobile radios. This should give us sustainability for the next 10yrs.
- Reaffirm our Auxiliary Firefighter provision ensuring in the event of industrial action a trained provision is available to produce a basic fire cover to the communities of South Wales.
- Work with our partners across multiple agencies to ensure that we can provide our services and ensure public safety during significant events such as the UEFA\* Champions League and Women's Champions League which is being hosted in Cardiff during the summer of 2017.
- We will commence discussion with South Wales and Gwent Police and Welsh Ambulance Service to develop a business case for the development of a joint occupational health services provision.
- We will continue to work collaboratively with MAWWFRS and NWFRS to ensure we maximise the opportunities to share resources and develop opportunities that share best practice and minimise duplication of work in the three Welsh Fire and Rescue Services across the full range of National Issues Committee Work Streams.
- Work with our partners, in particular South Wales Police and Bridgend Local Authority to ensure there is necessary safety provision at several cultural festivals including the Urdd Eisteddfod and Kaya Music Festival.
- Purchase breathing apparatus equipment in collaboration with MAWWFRS and NWFRS to ensure greater value for money.
- Continue to pursue joint occupation of sites with Welsh Ambulance Services and Police.
- Work with our nine PSBs to ensure their agendas reflect local need and demand of Service provision.

## We are doing this because:

Working cohesively within the organisation realises wider improvements and working with partners as part of a well-connected community will ensure greater opportunity to keep the residents, businesses and visitors of South Wales safer.



\* Union of European Football Associations

# DID YOU KNOW, WE HAVE ALREADY...

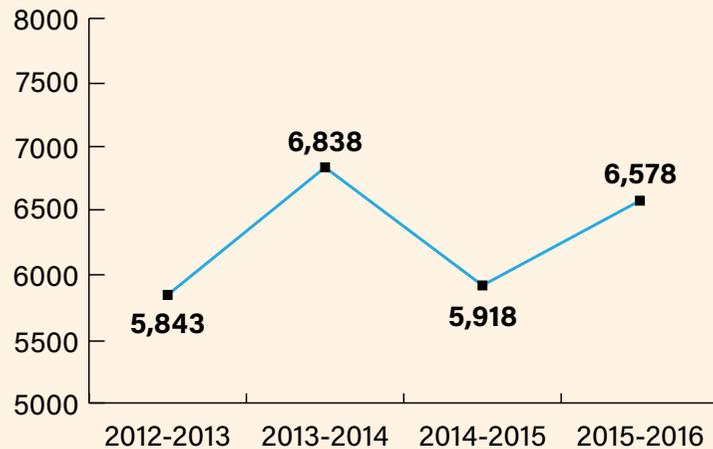
- Received two Gold Chartered Institute of Public Relation PRide Award for our Public Sector Campaign and Community Relations Campaign for the Grass Fires have Consequences Campaign.
- Improved our targeting of at risk households using a variety of data sets generated both internally and from a variety of partners.
- Worked with Welsh Ambulance Service NHS Trust and Gwent Police to develop and launch the Abertillery Emergency Service Station.
- Trialled Fire Medical Response at several Stations to ensure we are working with others to be more efficient and effective.
- As part of our “Together Campaign”, our positive action events attracted interest from over 100 people from traditionally under-represented groups expressing interest in a career in the Fire and Rescue service.
- Relunched the new “Test It” campaign for raising the importance of smoke alarm testing.
- Held a Carers seminar in October and rollout of training Carers in the community on spotting fire hazards and a direct referral route to SWFRS.
- Held an engagement event in Cardiff aimed at Black and Minority Ethnic businesses in the Cardiff area, improving fire safety awareness and reducing risk.
- Launched the Road Safety virtual reality headsets and “Cruise Car” event which attracted over 160 modified vehicles from our target audience to deliver a message of road safety awareness.
- Run Firefighter for a Day events in prisons across South Wales to provide a positive role model and engage constructively with offenders.
- Engaged with 25 secondary schools taking part in the Community Challenge modules as part of the Welsh Baccalaureate.
- Participated in the all Wales “Dawns Glaw” grassfire campaign which led to a reduction of over 40% in grass fires.
- Signed an agreement with Cardiff Local Authority that will enable our staff to access their command room to support a swifter response to incident scenes and provide live information which will assist in improving Firefighter safety.
- Engaged with over 180,000 people at the National Eisteddfod through the medium of Welsh and English.
- Participated in exercise Polygon, a massive multi agency exercise involving a number of partners focussing on extensive flooding scenarios and water rescues.

- Trained a number of Stations across Bridgend and the Vale to become dementia friends which has enabled them to respond and engage more effectively with families affected by dementia.
- Trialled the life bid project at Bridgend Local Authority. This is where a person(s) is/are visited by a Station Manager a few weeks after a fire to obtain and share information with other agencies to explore and understand the reasons behind fire related injuries.
- Assessed all operational incident commanders, 450 personnel including the Chief Fire Officer, to ensure they meet the required standard to safely manage incidents.
- Continued safety critical training for over 1,500 operational personnel ensuring that personnel are trained, assessed and maintain their competency in the wide and varied aspects of a Firefighter role.
- Introduced an Employee Assistance Programme providing 24/7 access to counselling support services.
- Improved our recruitment procedures for whole time and retained staff by introducing an on-line sifting and electronic ability test to save on time and cost in terms of staff resources.
- Addressed a number of employment contractual issues to improve operational availability and workforce planning through increased notice periods.
- Implemented the Modified Pension Scheme (for retained staff), achieved the pension return for the Government Actuary Department and the FPS Pensions Holiday (18-20 Club).
- Introduced asbestos medicals for all operational personnel in line with Health and Safety guidance.
- Provided a vaccination delivery model for all operational personnel involved in Fire Medical Response.
- Undertaken a mandatory Equality and Diversity e-learning package for all employees. Improved our position on the Stonewall index from 310 to 259.
- Introduced the availability of formal Welsh Language lessons to all employees.
- Worked internally and with staff across MWWFRS to shape the specification for the lightweight personal protective equipment needed in the future.
- Begun implementation of our Tranman project in fleet services to realise the benefits of streamlined and interactive working procedures.
- Used water based paints on vehicles to be more environmentally friendly.

# PERFORMANCE

The following charts show performance over a four year trend. The comments detail targets for 2017-2018 and offer an explanation of performance. Details of the 2016-2017 performance are published in October 2017.

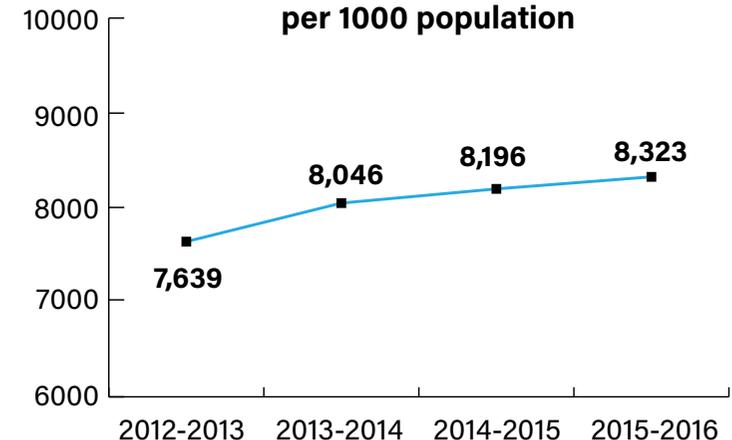
**Total fires attended per 1000 population**



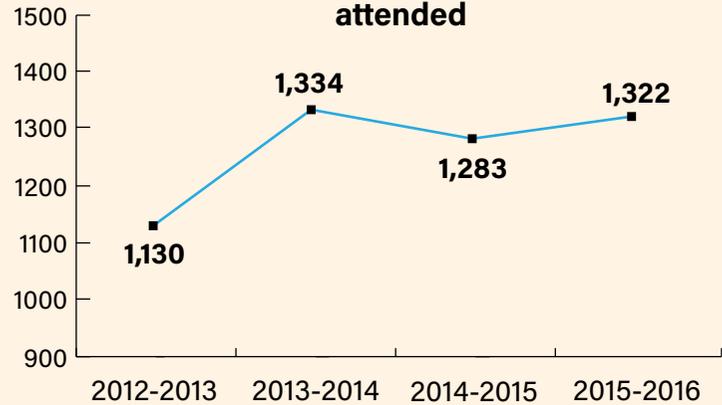
The 'Total fires attended' target for 2017-2018 is set at 5,900 and, when achieved, would reflect the lowest number of fires attended on record for five years.

The 'Total false alarms attended' target for 2017-2018 has been set at 7,800, as Fire Control will aim to challenge all calls received via automatic fire alarms in order to prevent unwanted mobilisations. Agreements are also being negotiated with health and educational premises to reduce attendances during business hours, which should further reduce the total of false alarms attended. This target, when achieved, would be the lowest number of incidents over five years.

**Total false alarms attended per 1000 population**



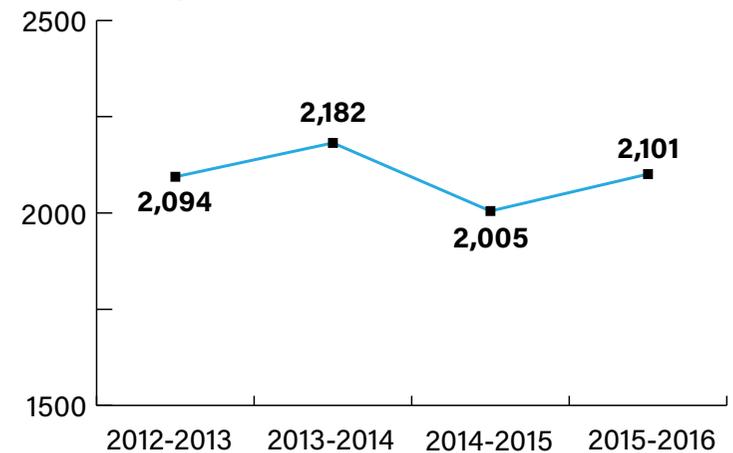
**Total road traffic collisions (RTCs) attended**

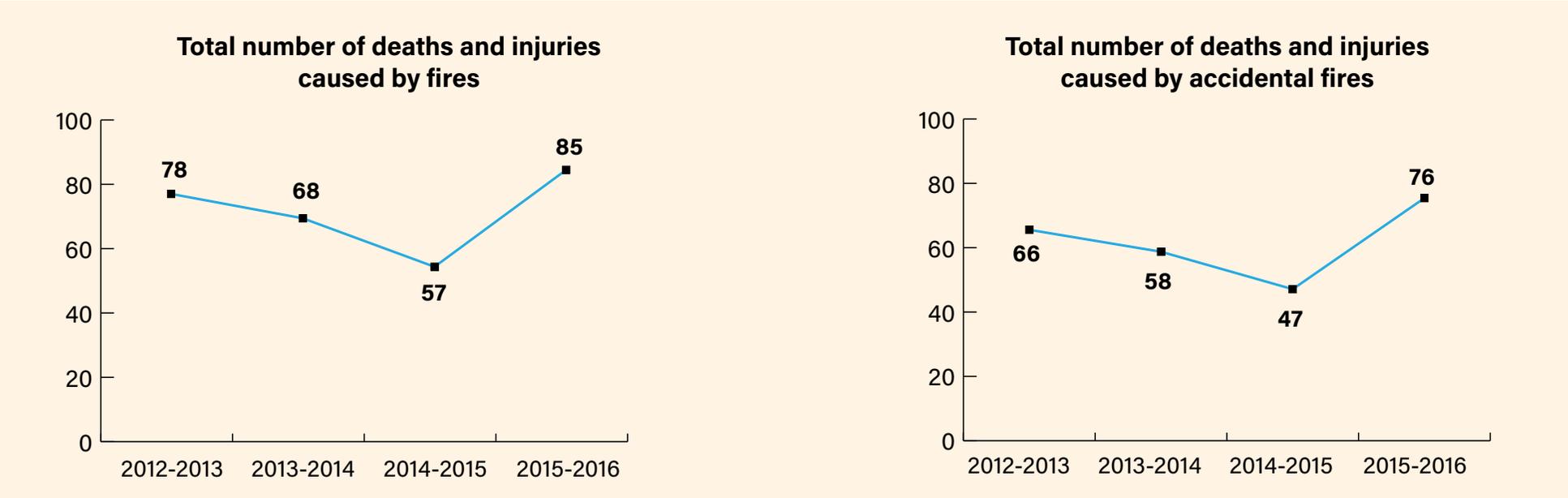


The 'Total road traffic collisions attended' (RTCs) target for 2017-2018 has been set at 1,100 following a significant reduction in RTCs witnessed in 2016/17 compared to the previous year (1,322 reduced to an expected figure of 1,162). Preventative activities are expected to further reduce the number of incidents attended in coming years.

The target number for other 'Special Service Calls attended' (SSC) for 2017-2018 has been set at 2,100. This target set is higher than last year's target of 2,000 in order to accommodate all additional incidents attended as a result of proposed enhancements to the ongoing Fire Medical Response pilot along with the organisations intention to explore further collaborative opportunities with the Welsh Ambulance Service Trust.

**Total number of other special service calls (SSC) attended**





The 'Total number of deaths and injuries caused by fires' and 'Total number of deaths and injuries caused by accidental fires' targets for 2017-2018 have been set at 61 and 53 respectively, following reductions in the number of deaths and injuries witnessed compared to the previous year. Exploring and understanding the reasons behind fire related injuries is one of the organisations Priority Actions for the upcoming year. This will be achieved using a number of ongoing initiatives such as 'Major and Minor Injury Case Studies' and campaigns including Summer, Kitchen and Bonfire Safety. We continue to work with our partners to reduce risk in our communities.

# HAVE YOUR SAY

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 when delivering our activities and presenting information to you.

# WRITE TO US

Engagement, Transformation and Performance  
South Wales Fire and Rescue Service  
Forest View Business Park  
Llantrisant  
CF72 8LX



IF YOU WOULD LIKE FURTHER INFORMATION ABOUT OUR INITIATIVES, PLEASE CONTACT US:

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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