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SOUTH WALES FIRE & RESCUE AUTHORITY

COMMITTEE: HR & Equalities

DATE: Monday, 28 February 2022 at 1030 Hours

VENUE: To be held on **StarLeaf - Access Code: 4957830204**
Please ensure you join the meeting 15 minutes prior to meeting time

Any issues please contact
01443 232000 and ask for Member Services

A G E N D A

1. Apologies for Absence
2. Roll Call
3. Declaration of Interests

Members of the Fire & Rescue Authority are reminded of their personal responsibility to declare both orally and in writing any personal and/or prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Fire & Rescue Authority's Standing Orders and the Members Code of Conduct

4. Chairperson's Announcements
5. To receive the minutes of:

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Signature of Proper Officer:



Councillors:

D	Ali	Cardiff
M	Colbran	Merthyr Tydfil
P	Drake	Vale of Glamorgan
C	Elsbury	Caerphilly
S	Evans	Torfaen
W	Hodgins	Blaenau Gwent
G	Holmes	Rhondda Cynon Taff
A	Hussey	Caerphilly
H	Jarvie	Vale of Glamorgan
A	Lister	Cardiff
S	Malson	Torfaen
D	Naughton	Cardiff
A	Roberts	Rhondda Cynon Taff
R	Shaw	Bridgend
H	Thomas	Newport

SOUTH WALES FIRE & RESCUE AUTHORITY

MINUTES OF THE HR & EQUALITIES MEETING HELD ON MONDAY, 24 JANUARY, 2022

HELD REMOTELY VIA STARLEAF CONNECTION

25. PRESENT:

Councillor	Left	Authority
P Drake (Chair		Vale of Glamorgan
A Roberts (Deputy Chair)		Rhondda Cynon Taff
D Ali		Cardiff
M Colbran		Merthyr Tydfil
S Evans		Torfaen
G Holmes		Rhondda Cynon Taff
A Hussey		Caerphilly
S Malson		Torfaen
D Naughton		Cardiff
R Shaw		Bridgend
H Thomas		Newport

APOLOGIES:

C Elsbury	Caerphilly
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ABSENT:

W Hodgins	Blaenau Gwent
A Lister	Cardiff

OFFICERS PRESENT:- ACO A Reed – Director of People Services, A Jones – Head of HR, Mrs S Watkins – Deputy Monitoring Officer, Mr Mark Fry – Independent Pay Consultant (Item 7 only)

26. DECLARATIONS OF INTEREST

Each Member declared a personal non-prejudicial interest in each agenda item which affected their Authority.

27. CHAIR’S ANNOUNCEMENTS

The Chair and Deputy Monitoring Officer provided Members with an overview of the process and procedure which would be carried out in order to consider Agenda Item 7 ‘Independent Pay Review – Principal Officers Remuneration’. They were advised that Officers would leave the meeting room beforehand so that the item could be discussed by Members, and Mr Mark Fry, an Independent Pay Consultant, would provide an electronic presentation, as well as answering Members questions accordingly.

The Chair highlighted that following Members discussions she would carry out a vote on the final recommendation which would be recorded in the formal minutes.

28. MINUTES OF PREVIOUS MEETING

The minutes of the previous HR & Equalities meeting held on 1 November, 2021, were received and accepted as a true record of proceedings.

29. REPORTS FOR DECISION

29.1. ANNUAL PAY POLICY STATEMENT 2022/2023

The ACO People Services informed Members that South Wales Fire & Rescue Authority was required to publish a Pay Policy Statement for each financial year, which provided information for the following financial year.

The Fire & Rescue Authority at their meeting held on 6 February, 2012, adopted and published its first Pay Policy Statement. The Fire & Rescue Authority also determined that the HR & Equalities

Committee should review the Pay Policy Statement and report to the full Committee. In 2014 Welsh Government issued new guidelines with further amendments which determined the contents of the Pay Policy. The 2022/2023 Pay Policy Statement had been drafted for Members.

RESOLVED THAT

29.1.1 Members agreed to review the South Wales Fire & Rescue Authority's Pay Policy Statement for 2022/2023.

29.1.2 Following a question and answer session, Members agreed to approve the 2022/2023 Pay Policy Statement to be published by 31 March, 2022.

29.2. INDEPENDENT PAY REVIEW – PRINCIPAL OFFICERS REMUNERATION

Mark Fry, TRP Limited, and author of the pay review, joined the meeting remotely to deliver an electronic presentation to Members.

All Officers withdrew from the meeting and left the room whilst Members considered the following report Agenda Item 7 'Independent Pay Review – Principal Officers Remuneration'.

The Chair of the HR & Equalities Committee informed Members that the review of Brigade Manager (BM) / Principal Officers' (PO) remuneration was requested by Fire Authority Members following the completion of the Job Evaluation exercise for Green Book employees, and a report to the Authority on 19 July 2021. It was noted that the South Wales Fire & Rescue Authority (FRA) Pay Policy document stated that Principal Officers' remuneration should be reviewed annually by the local Fire & Rescue Authority and that the HR & Equalities Committee was assigned to consider PO remuneration and report findings to the Fire & Rescue Authority. The National Joint Council for Brigade Managers of Fire & Rescue Services, Constitution and scheme of conditions of service stated there was a two-track approach to determining PO remuneration, as outlined above, one of those which was a local review undertaken by the Fire & Rescue Authority.

Members requested that the report be presented to the full Fire & Rescue Authority and be voted on by all Members. Members also stated that the Treasurer should have an input at the Fire & Rescue Authority meeting.

Following further debate, Members declined to go ahead with the presentation from the Independent Pay Consultant.

With reference to the data contained within the report across each of the UK Fire & Rescue Services, Members noted that although South Wales was 9th on the list as regards head of population, the Chief Fire Officer's pay was listed as 21st in the pay league.

Mark Fry informed Members that the last formal review on South Wales Fire & Rescue Service's Principal Officers pay had been carried out in 2004, and therefore the Service had fallen behind, which had resulted in a disparity between pay levels with other Services. He highlighted the work demand issues per head of population, and advised it would be more appropriate for the Service to be 7th in the pay league. He also took the opportunity to highlight and identify the risks for the Service in trying to attract and maintain key people as it was considered to be low paying compared to other organisations.

Mark Fry advised Members that consideration of the financial implications was important and this could be addressed over time rather than in adjustment, which would make the process more manageable and help to maintain key talent within South Wales Fire & Rescue Service.

RESOLVED THAT

Following consideration of the report and lengthy debate, Members unanimously agreed that the report should be deferred to the full Fire & Rescue Authority for Members to carry out a vote on the important decision.

The Chair thanked Mark Fry for addressing the meeting, and for assisting Members by providing useful background information.

All Officers returned to the room to continue with the formal meeting.

30. REPORTS FOR INFORMATION

30.1. SOUTH WALES FIRE & RESCUE SERVICE PEOPLE PLAN – ANNUAL REVIEW OF PROGRESS AGAINST THEMES

The ACO People Services reported that at the July 2019 HR & Equalities meeting, Members reviewed the outline proposal for the South Wales Fire & Rescue Service (SWFRS) People Plan. The Plan was developed further and subsequently signed off at the February 2020 HR & Equalities meeting.

Members were also made aware of the All Wales People & Organisational Development Strategy which dovetailed to the proposals in the SWFRS Plan:-

https://www.southwales-fire.gov.uk/app/uploads/2021/10/All-Wales-People-and-Organisational-Development-Strategy-2021-2024_en_final.pdf

RESOLVED THAT

- 30.1.1 Following a lengthy question and answer session, Members agreed to note the All Wales People & Organisational Development Strategy.
- 30.1.2 Members agreed to note the South Wales Fire & Rescue Service People Plan attached to the report at Appendix 1.
- 30.1.3 Members agreed to note the progress against the SWFRS Plan attached to the report at Appendix 2.
- 30.1.4 Following a request by Members, Officers agreed to present a report on E-Recruitment at a future meeting.
- 30.1.5 Following a question and answer session, Officers agreed to present a report on the Mental Health Strategy at a future meeting.

30.2 ESTABLISHMENT STRUCTURE UPDATE

The Head of HR provided Members with an overview of the current position with regard to the Service's staffing structure proposed

future changes. This followed the agreement at the Fire & Rescue Authority meeting in September 2018 to approve the establishment restructure in order to meet future challenges and demands.

RESOLVED THAT

Members agreed to note the information contained within the report.

31. FORWARD WORK PROGRAMME 2020/2021

The Director of People Services provided Members with the Forward Work Programme for 2021/2022.

RESOLVED THAT

Members agreed the content of the Forward Work Programme for 2021/2022.

32. TO CONSIDER ANY ITEMS OF BUSINESS THAT THE CHAIRPERSON DEEMS URGENT (PART 1 or 2)

There were no items of urgent business to discuss.

The Chair thanked Members and Officers for their help and support when discussing such important topics.

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN

SOUTH WALES FIRE & RESCUE AUTHORITY

AGENDA ITEM NO 6
28 FEBRUARY 2022

HR & EQUALITIES COMMITTEE

REPORT OF THE ACO PEOPLE SERVICES

GENDER PAY GAP REPORT

THIS REPORT IS FOR DECISION

REPORT PRESENTED BY ACO A REED

SUMMARY

Under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 (the public sector Regulations), all public authorities are required to publish Gender Pay Gap information by reporting the percentage differences in pay between their male and female employees.

Public authorities must publish the required information based on data captured on the snapshot date of 31 March, within 12 months. Accordingly the deadline for publication is 30 March, 2022.

RECOMMENDATION

That Members approve the 2021 Gender Pay Gap report at Appendix 1 attached to the report, to be published by 30 March, 2022.

1. BACKGROUND

- 1.1 The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017, came into force from 6 April, 2017, where relevant employers in the private and voluntary sectors are required to publish Gender Pay Gap information by reporting the percentage differences in pay between their male and female employees.
- 1.2 There are separate but parallel gender pay gap reporting provisions for public sector employers which are contained in the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 (The public-sector Regulations).
- 1.3 The Authority must publish the information within 12 months of the 'snapshot date' of 31 March, meaning that the deadline for publication is 30 March, 2022. The prescribed information must be published on an annual basis.

- 1.4 Members should not confuse the gender pay gap with equal pay, which concerns pay differences between male and female employees performing the same or similar work.
- 1.5 The Authority must publish its gender pay gap information, together with a written statement confirming its accuracy, on its own website and the Government website. While there is no legal requirement to do so, the Authority may also publish a narrative to explain their gender pay gap information.

2. ISSUES

- 2.1 Attached at Appendix 1 of this report is the South Wales Fire & Rescue Authority Gender Pay Gap Statement for 30 March 2021. The statement summarises the required reporting metrics and the Authority's position in terms of the gender pay gap. Members should note that there is no reporting against the metrics that relate to the payment of bonuses because the Authority does not pay performance related bonuses to any of its staff or operate any bonus schemes.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	No
Welsh Language	No
Wellbeing of Future Generations (Wales) Act 2015	No
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	No
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	Yes

3.1.1 The Gender Pay Gap is based on the average pay of females and males, and is directly impacted by the numbers of women and men in different roles and at different levels in the organisation.

3.1.2 Reasons which may contribute to a gap include:-

- Differing terms and conditions and pay scales for groups of staff across the Service.
- A high proportion of women in often lower paid part-time roles.
- Pay or promotional choices that are made at various points of an individual's working life.

- Employee benefits such as salary sacrifice schemes i.e. Child Care Vouchers, Personal lease Car Scheme or Cycle to Work payments.

3.2 Regulatory, Strategy and Policy

Legal	Yes	Data Protection / Privacy	No
Financial	Yes	Health, Safety and Wellbeing	No
Procurement	No	Governance & Audit	No
Corporate Risk	No	Service Policy	Yes
Information Management	No	National Policy	No

3.2.1 An employer who has a headcount of 250 or more must comply with regulations on Gender Pay Gap reporting.

3.3 Resources, Assets and Delivery

Human Resource and People Development	Yes
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. EVALUATION & CONCLUSIONS

- 4.1 We are committed to continuing to reduce the overall gap and as identified in Appendix 1 our approach to do so is multifaceted.
- 4.2 Because there are many contributing factors to a Gender Pay Gap, there is not one simple solution that fixes it.
- 4.3 We will continue to work proactively to encourage applications for roles in the Service from women and all backgrounds. We are working actively with focus groups to better understand how we break down any perceived barriers to females undertaking uniformed roles in the Service.
- 4.4 The Authority has recently signed up to become a Real Living Wage Employer.
- 4.5 The Job Evaluation exercise is nearing completion. Whilst outcomes will not affect the 2021 pay gap, they may impact the 2022 pay gaps.

4.6 We are also reviewing our internal processes to support our approach:

- Mixed gender sift and interview panels
- Blind sifting where all identifiable characteristics are removed
- Changing the perception of some roles in the Service through our media campaigns
- Developing new learning pathways for all staff

5. RECOMMENDATIONS

5.1 That Members approve the 2021 Gender Pay Gap report at Appendix 1 to be published by 30 March, 2022.

Contact Officer:	ACO Alison Reed Director of People Services
Background Papers	Gender Pay Gap Statement



GENDER PAY GAP REPORT 2021

From 2017 onwards, any UK organisation employing 250 or more employees has to publicly report on its gender pay gap. We are required to report on the mean and median gender pay gap and also a breakdown, by quartiles of the proportion of men and women in each quartile, based on hourly rate.

The gender pay gap is the difference between the actual hourly rate of pay between male and female employees, regardless of their role in the Service. These calculations are based on an individual's net earnings paid in March 2020 and include elements such as salary, allowances, honorariums and salary sacrifice payments.

This is different to equal pay which is the difference, in pay, between men and women undertaking the same roles and being paid a different rate of pay. We are confident that men and women are paid equally for undertaking equivalent roles across the Service, as staff are paid, irrelevant of gender, using nationally agreed pay scales.

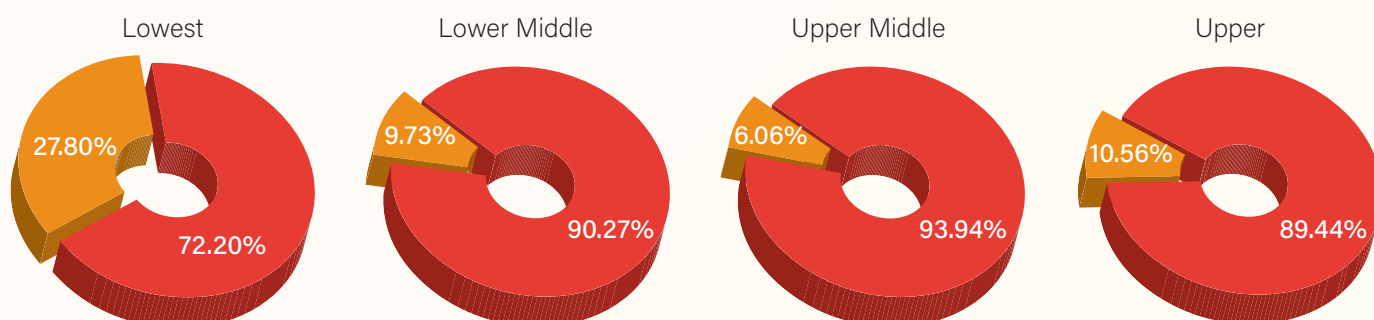
Mean and Median Data

Difference between men and women		
	Mean (Average)	Median (Mid Point)
Hourly rate	15.33% (14.59%)	15.56% (14.59%)

Note: The figures in brackets are the 2020 figures for comparison purposes.

The table above shows our overall mean (average) and median (mid-point) gender pay gap based on hourly rates of pay as at the 31 March 2021. Whilst the Service has seen some success in increasing the number of employment contracts secured by female employees, there has also been an overall increase in contracts in general.

Pay Quartiles (based on hourly rates)



The above information illustrates the gender distribution at South Wales Fire & Rescue Service, as at 31st March 2021, as per Gender Pay Gap Reporting requirements.



Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service

GENDER PAY GAP REPORT 2021

The gender pay gap is based on average pay of females and males, so one of the biggest causes of it can be the numbers of women and men in different roles and at different levels in the organisation.

For example, if the majority of employees in the upper pay levels are male and the majority of employees in the lower pay levels are female, there is likely to be a gender pay gap, even though everyone is being paid the correct pay for the roles they are undertaking.

Other reasons which may contribute to a gap include:

- Differing terms and conditions and pay scales for groups of staff across the Service
- A high proportion of women in often lower paid part-time roles
- Pay or promotional choices that are made at various points of an individual's working life
- Employee benefits such as salary sacrifice schemes i.e. Child Care Vouchers, Personal Lease Car Scheme or Cycle to Work payments

There are many possible root causes to these reasons. Some may be personal, such as choices people make because of their own circumstances, their work preferences and their aspirations. Other causes are part of society generally, such as the roles that people have historically been attracted to or feel comfortable working in.

Because there are many contributing factors to a gender pay gap, there isn't one simple solution that fixes it.

As part of our Recruitment and Attraction Strategy, South Wales Fire & Rescue Service actively encourages applications from women, from all backgrounds, across all roles and is also working actively with focus groups to better understand how we break down any perceived barriers to females undertaking uniformed roles in the Service.

Closing the Gender Pay Gap

We are committed to continuing to reduce the overall gap and this is demonstrated through the following initiatives.

Our processes – recruitment, retaining and developing a diverse workforce:

- Mixed gender sift and interview panels
- Blind sifting where all identifiable characteristics are removed
- Changing the perception of some roles in the Service through our media campaigns
- Developing new learning pathways for all staff
- Unconscious Bias Training
- Creating a more inclusive workplace
- Flexible working options

Councillor Tudor Davies, MBE
Chair, South Wales Fire and Rescue Authority



BWLCH CYFLOG RHWNG Y RHYWIAU 2021

O 2017 ymlaen, rhaid i unrhyw sefydliad o fewn y DU sy'n cyflogi 250 neu fwy o weithwyr gyhoeddi adroddiad ar ei Fwlch Cyflog rhwng y Rhywiau yn gyhoeddus. Mae'n ofynnol i ni adrodd ar y Bwlch Cyflog rhwng y Rhywiau cymedrig a chanolrifol ynghyd ag ymddatodiad, fesul chwarter, o faint y dynion a'r merched sydd ym mhob chwarter, ar sail eu cyfradd yn ôl yr awr.

Y Bwlch Cyflog rhwng y Rhywiau yw'r gwahaniaeth rhwng cyfradd gyfansymiol fesul awr cyflogau gweithwyr gwrywaidd a benywaidd, er gwaethaf eu rôl o fewn y Gwasanaeth. Mae'r cyfrifiadau hyn yn seiliedig ar enillion net unigolyn a dalwyd ym mis Mawrth 2021 ac maent yn cynnwys elfennau megis cyflog, lwfansau, anrhyddedau a thaliadau aberthu cyflog.

Rydym yn hyderus y telir dynion a merched yn gydradd am ymgymryd â rolau cyfartalog ar draws y sefydliad, gan y telir staff, er gwaetha'u rhyw, drwy law cyfraddau cyflog a gytunwyd yn genedlaethol.

Data Cymedrig a Chanolrif

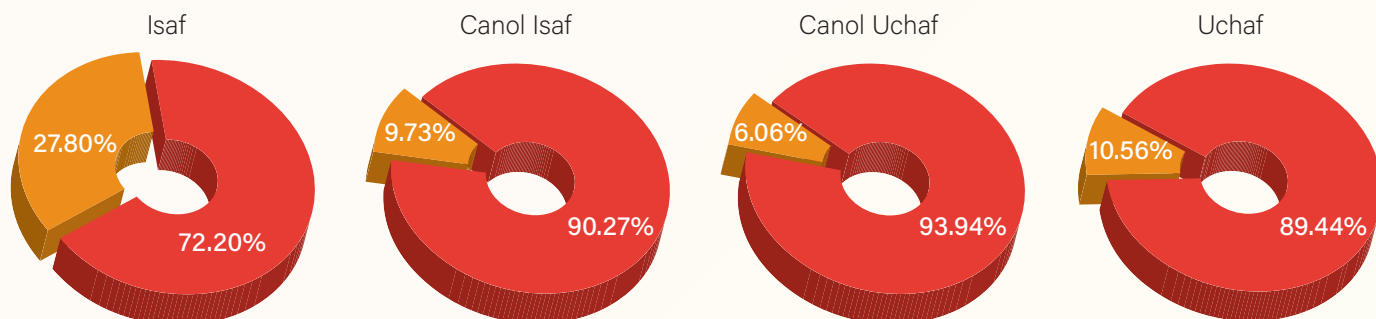
Gwahaniaeth rhwng dynion a menywod

	Cymedr (Cyfartaledd)	Median (Canolbwynt)
Tâl fesul awr	15.33% (14.59%)	15.56% (14.59%)

Noder: Y ffigyrau mewn cromfachau yw ffigyrau 2020 at ddibenion cymharu.

Dengys y tabl uchod ein cymedrig (cyfartalog) a chanolrif (chanolbwynt) cyffredinol Bwlch Cyflog rhwng y Rhywiau yn seiliedig ar gyfraddau cyflog fesul awr fel yr oeddynt ar yr 31ain o Fawrth 2021. Er bod y Gwasanaeth wedi gweld rhywfaint o lwyddiant o ran cynyddu nifer y contractau cyflogaeth a sicrhawyd gan weithwyr benywaidd, bu cynnydd cyffredinol hefyd mewn contractau ar y cyfan.

Chwartelau Cyflog (yn seiliedig ar gyfraddau wrth yr awr)



Mae'r wybodaeth uchod yn disgrifio'r dosbarthiad yn ôl rhyw o fewn Gwasanaeth Tân ac Achub De Cymru, fel y mae ar yr 31ain o Fawrth 2021, yn unol â gofynion Adrodd am y Bwlch Cyflog rhwng y Rhywiau.



Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service

BWLCH CYFLOG RHWNG Y RHYWIAU 2021

Mae'r Bwlch Cyflog rhwng y Rhywiau yn seiliedig ar gyfartaledd cyflog benywod a gwrywod, ac efallai un o'r achosion mwyaf drosto yw bod cynifer o fenywod a dynion mewn gwahanol rolau a gwahanol lefelau o fewn y sefydliad.

Os bydd mwyafrif y gweithwyr ar y lefelau cyflog uwch yn wrywaidd a mwyafrif y gweithwyr ar y lefelau cyflog isaf yn fenywaidd, mae'n debygol bydd bwlch cyflog rhwng y rhywiau, er y telir pawb â'r cyflog cywir ar gyfer y rolau maent yn ymgymryd â hwy.

Mae rhesymau eraill a all gyfrannu at fwllch yn cynnwys:

- Telerau ac amodau a chyfraddau cyflog gwahaniaethol i grwpiau o staff ar draws y Gwasanaeth
- Cyfradd uchel o fenywod yn aml mewn rolau rhan-amser â chyflogau isel
- Tâl neu ddewisiadau dyrchafu a wnaed ar adegau amrywiol ym mywyd gwaith yr unigolyn
- Buddion gweithwyr megis cynlluniau aberthu cyflog, h.y. Tocynnau Gofal Plant, Cynllun Ceir Prydles Bersonol neu daliadau Beicio i'r Gwaith

Gan fod cynifer o ffactorau cyfrannol i'r bwlch cyflog rhwng y rhywiau, does dim un datrysiaid syml sy'n datrys popeth.

Fel rhan o'n Strategaeth Recriwtio ac Atynnu, mae Gwasanaeth Tân ac Achub De Cymru'n annog ceisiadau gan ferched o bob cefndir yn weithredol, ar draws pob rôl, ac mae hefyd yn gweithio'n weithredol â grwpiau ffocws i ddeall yn well sut ydym yn chwalu unrhyw rwystrau ymddangosiadol fydd yn atal merched rhag ymgymryd â rolau gwisg o fewn y Gwasanaeth.

Cau'r Bwlch Cyflog rhwng y Rhywiau

Rydym yn ymrwymedig i barhau i leihau'r bwlch cyffredinol a dangosir hyn drwy'r mentrau canlynol.

Ein prosesau - recriwtio, cadw a datblygu gweithlu amrywiol:

- Paneli rhyw gymysg ar gyfer dethol a chyfweld
- Dethol dall lle mae'r holl nodweddion adnabyddadwy yn cael eu tynnu
- Newid canfyddiad rolau yn y Gwasanaeth drwy ein hymgyrchoedd yn y cyfryngau
- Datblygu llwybrau dysgu newydd ar gyfer yr holl staff
- Hyfforddiant Rhagfarn Anymwybodol
- Creu gweithle mwy cynhwysol
- Dewisiadau gweithio hyblyg

Y Cynghorydd Tudor Davies, MBE

Cadeirydd Awdurdod Tân ac Achub De Cymru

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN

SOUTH WALES FIRE & RESCUE AUTHORITY

AGENDA ITEM NO 7
28 FEBRUARY 2022

HR & EQUALITIES COMMITTEE

REPORT OF THE ASSISTANT CHIEF OFFICER PEOPLE SERVICES

FIREFIGHTERS PENSION SCHEMES – WALES GOVERNMENT CIRCULARS 2021/2022

THIS REPORT IS FOR INFORMATION

REPORT PRESENTED BY ACO A REED

SUMMARY

Under the terms of the Public Services Pension Act 2013, the Fire & Rescue Authority is the recognised Scheme Manager for Firefighters Pension Schemes.

Welsh Government issues regular communications to all Chief Fire Officers, Chairs, and Clerks of Fire & Rescue Authorities, electronically in a standard circular template. These e-mails and circulars can cover a variety of areas, including all aspects of Firefighters Pension Schemes, and have to be noted or actioned as appropriate.

RECOMMENDATIONS

- 1 Members accept the Welsh Government (Firefighters' Pension Scheme Circulars and e-mails) that have been received in the year 2021/2022.
- 2 Members note the actions that have been implemented for each of the circulars.

1. BACKGROUND

- 1.1 Firefighter pensions are devolved to Welsh Ministers under the Fire & Rescue Services Act 2004. The current Pension Schemes for Firefighters in Wales:- the Firefighters Pension Scheme 1992 (FPS), the New Firefighters Pension Scheme 2007 (NFPS 2007), the Firefighters' Pension Scheme (Wales) 2015, and the Modified Pension Scheme.
- 1.2 The South Wales Fire & Rescue Authority is the designated 'Scheme Manager', and as the administering authority for the Firefighters pension fund is responsible for ensuring the effective management of the Schemes, including any changes.

2. ISSUES

- 2.1 Welsh Government issues regular communications to all Chief Fire Officers, Chairs and Clerks of Fire & Rescue Authorities, electronically in a standard circular template which are intended to be a means to ensure that messages are conveyed to the Fire & Rescue Service are clear and consistent.
- 2.2 These emails and circulars encompass a wide variety of issues and areas and as such there is requirement that they consistently and efficiently applied by the Scheme Manager in order to ensure the integrity of the relevant Schemes and the proper exercise of discretionary powers where appropriate.
- 2.3 The appendix attached to the report is a table of Welsh Government (Firefighters' Pension Scheme Circulars) that have been received in the 2021/2022 year to date. The table contains comments to advise Members of the actions that have been implemented. This table will be updated regularly and brought to Members for information and action. The non-shaded rows are those which have been received since the last report.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	No
Welsh Language	No
Wellbeing of Future Generations (Wales) Act 2015	No
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	No
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	No

- 3.1.1 There are no additional financial issues arising as a result of this report.

3.2 Regulatory, Strategy and Policy

Legal	No	Data Protection / Privacy	No
Financial	No	Health, Safety and Wellbeing	No
Procurement	No	Governance & Audit	No
Corporate Risk	No	Service Policy	No
Information Management	No	National Policy	No

3.3 Resources, Assets and Delivery

Human Resource and People Development	No
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. EVALUATION & CONCLUSIONS

- 4.1 An Equality Risk Assessment has been undertaken to assess the potential impact relative to the future roles and responsibilities associated with the governance of the Firefighters' Pension Schemes.
- 4.2 The assessment concluded that there were no adverse impacts on any individual or group of personnel at this juncture.

5. RECOMMENDATIONS

- 5.1 That Members accept the Welsh Government (Firefighters' Pension Scheme Circulars and e-mails) that have been received in the year 2021/2022.
- 5.2 That Members note the actions that have been implemented for each of the circulars.

Contact Officer:	Alison Reed Director of People Services
Background Papers	None

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HR & EQUALITIES COMMITTEE

WELSH GOVERNMENT CIRCULARS – THE FIREFIGHTERS’ PENSION SCHEME (WALES) 2021/2022

NO	TITLE	DATE	SUMMARY
W-FRSC(2021)11	Firefighters Pension Account Estimates	3 Dec 2021	This circular requests each Fire and Rescue Authority (FRA) to complete the financial and non-financial sections of the pensions form (FPF1) by 17 December 2021. Action:- Circular shared with ELT. Finance Team responded by deadline of 17 December 2021.
W-FRSC(2021)09	Firefighter Pension Schemes: Internal Dispute Resolution Procedure (IDRP)	10 June 2021	This circular replaces Welsh Circular W-FRSC (09)01 and provides updated guidance on the IDRP arrangements. Draft application forms and letters relating to each stage of the IDRP process has been provided at Annex 1. Action:- Circular shared with HR, RCT Pensions and SMT
W-FRSC(2021)08	Fire & Rescue Authorities Performance Indicators 2021-22	20 May 2021	Following the introduction of the Fire & Rescue Authorities (Performance Indicators) (Wales) Order 2015, FRAs are under a legal duty to collect and report on three statutory indicators. This circular advises FRAs that the statutory Performance Indicators that apply for 2021-22 remain unchanged. Action:- Circular shared with Corporate Services and SMT

W-FRSC(2021)06	Financial Arrangements for Firefighter Pensions: Top-up Grant Forms 2021-22	8 March 2021	<p>This circular requests each Fire & Rescue Authority to complete the attached pension forms (FPF2 and FPF3), and confirm estimates already provided for 2021-22 (FPF1) by 8 April 2021.</p> <p>This information will be used to calculate final top-up grant payments to FRAs in respect of 2019/20 (FPF3) and 2020/21 (FPF2) and interim payment for 2021-22 (FPF1).</p> <p>Action: Circular shared with Finance, HR, RCT Pensions and Senior Management Team</p>
W-FRSC(2021)05	Firefighters' Pensions – Employer and Employee Contribution Rates 2021-2022	02 March 2021	<p>This circular confirms both the employee and employer contribution rates remain unchanged. The employee contribution rates remain the same as those that came into effect in April 2018. The employer contribution rates remain the same as those that came into effect in April 2019.</p> <p>Action: Circular shared with HR, RCT Pensions, and Senior Management Team</p>
W-FRSC(2021)04	The Firefighters' Pension Schemes and Compensation Scheme (Wales) (Amendment) Regulations 2021	18 February 2021	<p>This circular outlines the implications of the Firefighters' Pension Schemes and Compensation Scheme (Wales) (Amendment) Regulations 2021 on Firefighter Pension Schemes in Wales. The Regulations will come into force on 23 February, 2021.</p> <p>Action: Circular shared with HR, RCT Pensions and Senior Management Team</p>

W-FRSC(2021)03	Firefighters' Pension Schemes (Wales) – Updated Guidance Note and Actuarial Factors – <ul style="list-style-type: none"> • Continual Professional Development (CPD) – Additional Pension Benefit 	11 February 2021	<p>This circular provides an updated guidance note and actuarial factors for Continual Professional Development (CPD) – Additional Pension Benefit, following a factor review for the Firefighters' Pension Schemes (Wales) as undertaken by the Government's Actuary's Department.</p> <p>Action: Circular shared with HR, RCT pensions, and Senior Management Team</p>
W-FRSC(2021)02	Remedying Age Discrimination in Public Sector Pension Schemes – HM Treasury Consultation Response	4 February 2021	<p>This circular outlines the UK Government's approach to addressing unlawful age discrimination in firefighters' pension schemes (and other public sector schemes), and the consequences that will have for pension scheme valuation.</p> <p>Action: Circular shared with HR, RCT Pensions and Senior Management Team</p>
W-FRSC(2021)01	Public Service Pension Indexation and Revaluation 2021	19 January 2021	<p>This circular informs FRAs of the increase in Public Service Pension Indexation and Revaluation which will take effect from 12 April 2021.</p> <p>Action: Circular shared with HR, RCT Pension and Senior Management Team</p>

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THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**AGENDA ITEM NO 8
28 FEBRUARY 2022

HR & EQUALITIES COMMITTEE

REPORT OF THE ASSISTANT CHIEF OFFICER PEOPLE SERVICES

ANNUAL SUMMARY OF HR & TRAINING REPORTS 2021/2022**THIS REPORT IS FOR INFORMATION**

REPORT PRESENTED BY ACO A REED

SUMMARY

This report informs Members of the work that the HR & Equalities Committee has undertaken during the Municipal Year 2021/2022.

RECOMMENDATIONS

That Members note the work of the HR & Equalities Committee.

1. BACKGROUND

- 1.1 This report summarises the work that the HR & Equalities Committee has undertaken over the last twelve months.

2. ISSUES

- 2.1 As Members will be aware, the HR & Equalities Committee was established to demonstrate the Authority's commitment to ensuring that the Service has a well-equipped, skilled, and motivated workforce, that is able to work safely and whose composition reflects the diverse communities it serves.
- 2.2 To discharge its functions the Committee plans its work through a Forward Work Programme. The work of the Committee broadly falls under distinct categories, namely:- Human Resources (including Occupational Health), Training & Development, and Equality & Diversity.
- 2.3 For the purpose this report it is intended that an overview of the work undertaken by the Committee in the 2021/2022 Municipal Year is detailed under each of the sub headings.

2.4 HUMAN RESOURCES DEPARTMENT

2.4.1 The Fire & Rescue Authority established a Local Pension Board (LPB) in April 2015 in order to be able to fulfil its statutory commitments to the management of its devolved Pension Schemes. The HR & Equalities Committee is now responsible for addressing Welsh Government Pension Circulars and as a Board for Internal Disputes Resolution for pension matters, administered through the department. The Committee may provide information to the Local Pension Board.

2.4.2 The HR Department is working towards devolving more HR responsibilities to line management and to equip Line Managers with the skills to undertake HR activities to improve HR performance management and develop reporting procedures.

2.4.3 It continues to develop standardised HR processes and procedures, consolidating HR administration, developing greater self-service HR technology with the implementation of Core HR, and implementing revised and new policies and procedures. Additionally it provides greater support to Line Managers on a day-to-day and face-to-face basis.

2.4.4 The Occupational Health Unit continues to provide a wide range of services required by Fire & Rescue Authorities under Health & Safety Law, Employment Law, Pension Provisions, and in accordance with directions issued by relevant government departments. Firefighting can be an extremely demanding and hazardous occupation, requiring high level of medical and physical fitness. The prevention of unnecessary ill health and incapacitation are essential factors in our continuing effort to maintain optimum operational effectiveness and efficiency.

2.4.5 The HR & Equalities Committee received reports from the HR Department throughout 2021/2022 and these are summarised in Appendix 1 attached to the report.

2.5 TRAINING & DEVELOPMENT DEPARTMENT

2.5.1 Committee Members received reports which appraised them of the structure and functions of the Training & Development Department, the major objectives and issues facing the department, and the issues associated with the delivery of functions through the Cardiff Gate Training Centre contract.

2.5.2 Members noted that the work of the department has developed to continuously meet the ever-changing demands of South Wales Fire & rescue Service by developing a flexible approach to the changing demands linked to key legislation:- Fire & Rescue Service Act 2004, Civil Contingencies Act 2004, Health & Safety at Work Act 1974, etc., and Road Traffic Act 1974.

2.5.3 The HR & Equalities Committee received reports from the Training & Development Department throughout 2021/2022 and these are summarised in Appendix 2 attached to the report.

2.6 EQUALITY & DIVERSITY AND WELSH LANGUAGE

2.6.1 Within South Wales Fire & Rescue Service the main Diversity & Equalities and Welsh Language officers report through the HR Department.

2.6.2 The various strands of equality and diversity are embedded in every directorate plans and throughout functional and operational activities.

2.6.3 The HR & Equalities Committee received a range of reports throughout 2021/2022 and these are summarised in Appendix 3 attached to the report.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	Yes
Welsh Language	Yes
Wellbeing of Future Generations (Wales) Act 2015	Yes
Socio Economic Duty	Yes
Sustainability/Environment/Carbon Reduction	Yes
Safeguarding	Yes
Consultation and Communications	Yes
Consultation with Representative Bodies	Yes
Impact Assessment	Yes

3.1.1 There are no immediate financial issues arising as a result of this report, but the plan provides a strategic planning framework for future years.

3.2 Regulatory, Strategy and Policy

Legal	Yes	Data Protection / Privacy	Yes
Financial	Yes	Health, Safety and Wellbeing	Yes
Procurement	Yes	Governance & Audit	Yes
Corporate Risk	Yes	Service Policy	Yes
Information Management	Yes	National Policy	Yes

3.3 Resources, Assets and Delivery

Human Resource and People Development	Yes
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. EVALUATION & CONCLUSIONS

- 4.1 An Equality Risk Assessment has been undertaken to assess the potential impact of this report. The assessment concluded that there were no immediate or long term adverse impacts on any individual or group of personnel arising from this report.

5. RECOMMENDATIONS

- 5.1 That Members note the work of the HR & Equalities Committee.

Contact Officer:	ACO Alison Reed Director of People Services
Background Papers	Appendices 1, 2 & 3

APPENDIX 1

REPORTS AND CIRCULARS RECEIVED BY THE HR & EQUALITIES COMMITTEE DURING 2021/2022

HR REPORTS:-

- **Report on Personal Reviews**

To update Members on the launch of the new Personal Review process, including the pilot phase, the upskilling and the digital solution.

- **Pension Circulars**

Purpose is to update Members on pension circulars received from the Welsh Government.

- **Annual Pay Policy Statement 2021/2022**

Purpose is to inform Members and to enable the Service's Policy to be evaluated.

- **Summary of HR & Training Reports**

Purpose is for Members to consider the annual report of the work of the HR & Equalities Committee before its submission to the Fire & Rescue Authority.

- **Report on Occupational Health Activity 2020/21**

To provide Members with an update on the variety of services delivered by the Occupational Health Unit.

- **Annual Report on Absence Management**

Purpose is to update Members on the incidence of sickness absence across the Service and to identify the mechanisms to support staff and thereby enable greater organisation improvement.

- **Annual Report on Discipline & Grievance**

Purpose is to update Members on the variety of disciplinary and grievance cases that have occurred throughout the Service, and to identify the actions that have taken place in order to enable greater organisational improvement.

- **Report on Gender Pay Gap**

Purpose is to update Members on analysis of Gender Pay Gap across the Service.

- **Update on Mental Health Strategy**

To share with Members the key work-streams of the Mental Health project and the progress within them.

- **NJC for Brigade Managers Salaries and Numbers Survey 2020**

To provide Members with an update on the NJC annual survey of FRA's Brigade Managers roles in terms of gender, ethnic origin, age, and the use of Grey Book terms and conditions.

- **Report Real Living Accreditation**

To discuss and decide if the Service should gain accreditation as a Real Living Wage employer.

- **Report on People Plan 2021-2024**

To provide Members with an update on South Wales Fire & Rescue Service's People Strategy 2021-2024, and progress against the key themes.

- **Establishment Structure Update**

To update Members on the current staffing structure and changes, as agreed at the December 2021 Fire Authority meeting.

- **Independent Pay Review 2022**

Purpose is to present an independent pay review to Members.

- **Recruitment & Attraction Strategy**

To update Members on the Service's Recruitment & Attraction Strategy, and an overview of recent recruitment exercises.

- **Learning Pathways**

To update Members on the work being undertaken to introduce learning pathways to all staff groups in the Service.

APPENDIX 2

TRAINING REPORTS

- **Update on Investors In People (IiP)**

To provide Members with an overview of the outcome of the latest IiP Assessment.

- **Review of Training & Development Activities 2020/2021**

To update members on the Service's training activities and commitments which identifies how we attract and develop our people to promote organisational improvement.

- **Update on Apprenticeships**

To update Members on the current progress on the Apprenticeship Levy for South Wales Fire & Rescue Service.

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APPENDIX 3**DIVERSITY & WELSH LANGUAGE REPORTS**

- **Strategic Equality Plan Update 2020-2025 & Annual Equality Report**

To update Members on progress towards the Service's Strategic Equality Plan 2020-2025.

- **Annual Welsh Language Report**

The purpose of this report is to update Members on the Service's compliance and progress with the Welsh Language Standards

- **Review of Service response to the Socio Economic Duty**

To update Members

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THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**AGENDA ITEM NO 9
28 FEBRUARY 2022

HR & EQUALITIES COMMITTEE

REPORT OF THE ASSISTANT CHIEF OFFICER PEOPLE SERVICES

UPDATE ON LEARNING & DEVELOPMENT PATHWAYS**THIS REPORT IS FOR INFORMATION**REPORT PRESENTED BY SERENA FORD, LEARNING & DEVELOPMENT
MANAGER**SUMMARY**

This report covers progress made against the Service's new approach to employee development, titled 'Learning & Development Pathways'. The report outlines the individual projects sitting under the pathways banner and potential timelines for implementation.

RECOMMENDATIONS

That Members note the content of the report.

1. BACKGROUND

- 1.1 The Service is committed to delivering a new approach to employee development in the way of 'Learning & Development Pathways'. This new process will enable both technical, professional and leadership skills to be programmed into consistent pathways to ensure all employees reach their potential as they move through their career with the Service.

2. ISSUES**2.1 Pathway Creation**

- 2.1.1 The pathways have been devised for all staff groups:
- Operational, Corporate and Fire Control.
- 2.1.2 The pathways have been mapped against the NFCC Leadership framework, which outlines the leadership behaviours expected at all levels within the Fire & Rescue Service sector.
- 2.1.3 The pathways have been created from an in-house 'Training Needs Analysis', which was undertaken to ascertain the development needs of staff at all levels within the Service.

2.2 Pathways – An Overview

2.2.1 The pathways are split into two separate routes for development:-

- **Maintaining Excellence**
- **Growing Excellence**

2.2.2 The first pathway route 'Maintaining Excellence', accepts and understands that not all employees wish to gain promotion within the Service as they may love their current role. Therefore, this pathway provides bespoke development to enable individuals to grow within role/post. This development is ascertained through the Service's recently introduced Personal Review (PR) process.

2.2.3 The second route, 'Growing Excellence', outlines specific technical, operational, professional and leadership development which supports employees to grow and advance towards their next level of leadership. By combining the mix of technical and operational with softer skills training around leadership development, it supports the employee to grow in both areas of managing people as well as managing more technical aspects of their roles, e.g. for operational staff, incidents.

2.2.4 The pathways project will also look to reduce the Assessment & Development Centre approach of progression within the Service to look at embedding behaviours through training with a portfolio based assessment for promotion.

2.2.5 To support the implementation of such a large work-stream other projects (listed below) have been enacted to support the successful transition from the Service's current development functions into the new. These additional projects include:-

- **Coaching & Mentoring project**
- **Neurodiversity Support project**
- **Psychometrics Support project**
- **Leadership Course Development project**
- **Learning Management System project**

2.3 Rollout & Timeframes

2.3.1 The communication and engagement process linked to the pathways will commence in April 2022 and will last approximately 2-3 months. This will enable staff to ask questions and have information prior to the new process going live.

2.3.2 During Autumn 2022, the Entry level and Supervisory level pathway is due to be launched. Key engagement again will take place along with the new development programmes.

2.3.3 During Spring 2023 the Middle level and Strategic level pathway will be launched, again with engagement and new development programmes.

2.3.4 During all periods, and into 2024, constant review and feedback will take place to ensure that the pathways are meeting the needs of our employees and the Service, in respect to development and progression.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	No
Welsh Language	No
Wellbeing of Future Generations (Wales) Act 2015	No
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	No
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	No

3.1.1 There are no additional financial issues arising as a result of this report.

3.2 Regulatory, Strategy and Policy

Legal	No	Data Protection / Privacy	No
Financial	No	Health, Safety and Wellbeing	No
Procurement	No	Governance & Audit	No
Corporate Risk	No	Service Policy	No
Information Management	No	National Policy	No

3.3 Resources, Assets and Delivery

Human Resource and People Development	Yes
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. EVALUATION & CONCLUSIONS

- 4.1 Further updates relating to the pathways will be provided at a later date in line with other Learning & Development work-streams which will interlink.

5. RECOMMENDATIONS

- 5.1 That Members note the content of the report.

Contact Officer:	Serena Ford Learning & Development Manager
Background Papers	None

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SOUTH WALES FIRE & RESCUE AUTHORITY

AGENDA ITEM NO 10
28 FEBRUARY 2022

HR & EQUALITIES COMMITTEE

REPORT OF THE ASSISTANT CHIEF OFFICER PEOPLE SERVICES

WELSH LANGUAGE STANDARDS UPDATE – JANUARY 2022

THIS REPORT IS FOR INFORMATION

REPORT PRESENTED BY ANDREW JONES, HEAD OF HUMAN RESOURCES

SUMMARY

This report provides Members with an overview of the current position with regards to meeting the legal requirements contained within the Welsh Language Standards Compliance Notice issued to the Fire & Rescue Authority by the Welsh Language Commissioner on 30 September, 2016.

RECOMMENDATIONS

That Members note the information contained within the report.




1. BACKGROUND

- 1.1 As Members will be aware, under the Welsh Language (Wales) Measure 2011, Welsh Language Standards have been placed upon Unitary Authorities, Fire & Rescue Authorities, and many other named public sector bodies.

2. ISSUES

- 2.1 A total of 150 Standards are specified in the Authority's Compliance Notice. The Authority's Welsh Language Standards Compliance Review and Action Plan (Appendix 1 attached to the report) provides a breakdown of each Standard.
- 2.2 A bespoke monitoring framework for evaluating the Authority's compliance with its Standards has been integrated into the Service's Business Management Information System (BMIS). This system will provide real-time reporting and allocate responsibilities to departments for providing regular updates on compliance.

- 2.3 Analysis of all the current Standards using the traffic light system is presented below:-

Number of standards scoring in a Green category		145
Number of standards scoring in an Amber category		5
Number of standards scoring in a Red category		0
Total:		150

Key

 = compliant

 = resources/procedures yet to be allocated

 = non-compliant

- 2.4 The Authority's Welsh Language Standards Compliance Review and Action Plan were updated in January 2022 with improvements being noted for Standard (55) 'Social Media' and Standards (86) and (87) 'Policy Making'. These have subsequently been re-assessed as Compliant.

Scores currently recorded as amber relate to translation work that is still in progress or changes to internal procedures that are in the process of being finalised. Future review of the Welsh Language Standards will be managed through BMIS.

Social Media statistics for 2020/2021 are presented in Appendix 2 attached to the report.

- 2.5 The Service continues to monitor its progress against the Standards and throughout the pandemic it has upheld its commitment to the Welsh Language Rights of our Service users and continued to offer quality bilingual services.
- 2.6 Between June and September 2021, the Welsh Language Commissioner carried out a series of verification checks on the Service's compliance with the Welsh Language Standards. The checks were carried out covertly and the results were announced to the Head of Human Resources in October 2021. Please see Appendix 3 and Appendix 4 attached to this report for further details on this process.
- 2.7 The Fire & Rescue Authority is required to produce and publish an Annual Monitoring report stating what the Authority has achieved during each financial year. The most recent Annual Monitoring Report was published in September 2021, and is available on the Service's Welsh Language Standards webpage.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	Yes
Welsh Language	Yes
Wellbeing of Future Generations (Wales) Act 2015	No
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	No
Safeguarding	No
Consultation and Communications	Yes
Consultation with Representative Bodies	No
Impact Assessment	No

3.1.1 The Service's in-house Translation Service has a system in place for recording the amount of work they undertake and further information on this can be found in the 2020/2021 Annual Monitoring Report.

3.1.2 The Service provides support, both financial and time, for employees to enrol on courses to learn Welsh. During the 2020/2021 Academic Year two members of staff enrolled onto Welsh Language courses. The Covid pandemic has limited the ability to learn Welsh in a face to face environment, and the Service has plans for encouraging and signposting staff to further information on part-time Welsh Language courses.

3.1.3 The Service continues to be part of a 'Community of Practice' hosted by Academi Wales. Community of Practice is a forum for attendees of the 'Leading in a Bilingual Country' workshops in 2021. It will facilitate the sharing of ideas and best practice for creating and implementing the desired culture for the Welsh language. The group last met on 11 January, 2022, when the group's focus was around establishing an accurate organisational baseline of views, attitudes, and general feeling towards the Welsh Language.

3.2 Regulatory, Strategy and Policy

Legal	Yes	Data Protection / Privacy	No
Financial	Yes	Health, Safety and Wellbeing	No
Procurement	No	Governance & Audit	Yes
Corporate Risk	No	Service Policy	Yes
Information Management	No	National Policy	No

3.3 Resources, Assets and Delivery

Human Resource and People Development	Yes
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. EVALUATION & CONCLUSIONS

- 4.1 An Equality Risk Assessment has been undertaken by the Service, and no adverse impacts on any other Protected Characteristics have been identified.
- 4.2 There are positive impacts to the extent that Welsh speaking individuals from within all of the Protected Characteristics groups will benefit from having the option to access and receive the Authority's services in Welsh.

5. RECOMMENDATIONS

- 5.1 That Members note the information contained within the report.

Contact Officer:	Andrew Jones Head of Human Resources
Background Papers	<p>Welsh Language Standards (No 5) Regulations</p> <p>https://www.legislation.gov.uk/cy/wsi/2016/406/made/welsh https://www.legislation.gov.uk/cy/wsi/2016/406/made</p> <p>Welsh Language (Wales) Measure 2011</p> <p>https://www.legislation.gov.uk/cy/mwa/2011/1/contents/enacted https://www.legislation.gov.uk/mwa/2011/1/contents/enacted</p> <p>Appendices 1 - 4</p>

Appendix 1




South Wales Fire and Rescue Authority Welsh Language Standards Compliance Review and Action Plan January 2022

This action plan has been compiled against the Welsh Language Standards (No 5) Regulations 2016 laid down for the three Fire and Rescue Authorities in Wales and other named bodies. The purpose of this review is to determine the extent to which SWFRS has achieved compliance with the standards and to identify any actions that need to be taken in order to achieve full compliance. Where possible, indicative costs are included.

The standards are grouped into 4 areas as described below:




- a **service delivery** standard
- a **policy making** standard
- an **operational** standard
- a **record keeping** standard






Under these areas, **150** individual standards have been imposed upon SWFRA by the Welsh Language Commissioner. Next to each individual standard is shown a simple “traffic light” system of green/amber/red to denote SWFRSA’s current level of compliance against the standards.

	Compliance achieved.
	Not compliant but work in progress to meet compliance.
	Non-compliant and no action plan in place to achieve compliance.




Service delivery standards

1 Standards relating to correspondence sent by a body.	Status	Comment
(1) When a body replies to correspondence Standard 1 If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	●	Covered in Guidance for Staff
(2) When a body initiates correspondence (c) When a body corresponds with several persons (for example, when it issues a circular, or sends the same letter to a number of homes).		
Standard 4 When you send the same correspondence to several persons, you must issue a Welsh language version of the correspondence at the same time as you send any English language version.	●	Covered in Guidance for Staff
(3) General standards relating to correspondence sent by a body.		
Standard 5 If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	●	Covered in Guidance for Staff

(3) General standards relating to correspondence sent by a body.	Status	Comment
Standard 6 If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).		Covered in Guidance for Staff
Standard 7 You must state – (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.		Covered in Guidance for Staff
2 Standards relating to telephone calls made and received by a body. (1) Telephone calls made to a body's main contact number and to any helplines or call centres.		
Standard 8 When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.		Covered in Guidance for Staff

2 Standards relating to telephone calls made and received by a body.	Status	Comment
(1) Telephone calls made to a body's main contact number and to any helplines or call centres.		
Standard 9 When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.		Not applicable to 999 or 112
Standard 10 When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).		Covered in Guidance for Staff
Standard 12 When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.		Covered in Guidance for Staff
Standard 13 If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.		Compliant
Standard 14 When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.		Covered in Guidance for Staff

2 Standards relating to telephone calls made and received by a body <i>continued.</i>	Status	Comment
(1) Telephone calls made to a body's main contact number and to any helplines or call centres.		
Standard 15 If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	●	Reception are recording incoming calls.
Standard 16 Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	●	N/A
Standard 17 When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	N/A	
(2) Telephone calls made to departments and to members of a body's staff.		
Standard 18 If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	●	Covered in Guidance for Staff

(2) Telephone calls made to departments and to members of a body's staff <i>continued</i>.	Status	Comment
Standard 20 When a person contacts you on a direct number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language		Covered in Guidance for Staff
(3) Telephone calls made by a body.		
Standard 21 When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh. This is in the process of being reviewed. This will be verified via the BMIS system, when the project is complete and testing is carried out (anticipated to be by mid 2022).		To be confirmed
(4) A body dealing with telephone calls using an automated system.		
Standard 22 Any automated telephone systems that you have must provide the complete automated service in Welsh: This will be verified via the BMIS system, when the project is complete and testing is carried out (anticipated to be by mid 2022).		To be confirmed

3 Standards relating to a body holding meetings that are not open to the general public.	Status	Comment
(1) Meetings between a body and one other invited person.		
Standard 23 If you invite one person only ("P") to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	●	Covered in Guidance to Staff
(2) Meetings between a body and more than one invited person.		
Standard 25 If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.	●	Covered in Guidance to Staff
Standard 25A If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	●	Covered in Guidance to Staff
Standard 25CH If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	●	Covered in Guidance to Staff




4 Standards relating to a body holding interviews that are not open to the general public.	Status	Comment
(1) Interviews between a body and a person.		
Standard 26 If you invite or require a person ("P") to attend an interview – (a) to assist you with an enquiry (for example as a witness to an event); or (b) if P has been arrested you must ask P whether P wishes to use the Welsh language at the interview, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	●	Covered in Guidance to Staff
Standard 26A If you have invited or required a person "P" to attend an interview – (a) to assist you with an enquiry (for example as a witness to an event); or (b) if P has been arrested and P has informed you that P wishes to use the Welsh language at the interview, you must arrange for a simultaneous translation service from Welsh to English to be available at the interview (unless you conduct the interview in Welsh without the assistance of a translation service).	●	Covered in Guidance to Staff
(2) Interviews between a body and more than one person.		
Standard 27 If you invite or require more than one person to attend an interview – (a) to assist you with an enquiry (for example as a witness to an event); or (b) if one or more of those persons has been arrested you must ask each person whether they wish to use the Welsh language at the interview, and inform them that you will, if necessary, provide a translation service from Welsh to English for that purpose.	●	Covered in Guidance to Staff

(2) Interviews between a body and more than one person <i>cont'd.</i>	Status	Comment
Standard 27A If you invite or require more than one person to attend an interview – (a) to assist you with an enquiry (for example as a witness to an event); or (b) if one or more of those persons has been arrested and if one or more of those persons has informed you that they wish to use the Welsh language at the interview you must arrange for a simultaneous translation service from Welsh to English to be available at the interview (unless you conduct the interview in Welsh without the assistance of a translation service).	●	Covered in Guidance to Staff
5 Standards relating to meetings arranged by a body that are open to the public.		
Standard 28 If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	●	Covered in Guidance to Staff
Standard 29 When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	●	Covered in Guidance to Staff

5 Standards relating to meetings arranged by a body that are open to the public <i>continued</i>.	Status	Comment
<p>Standard 30 If you invite persons to speak at a meeting that you arrange which is open to the public you must –</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>	●	Covered in Guidance to Staff
<p>Standard 31 If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh –</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available</p>	●	Covered in Guidance to Staff
<p>Standard 32 If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p>	●	Covered in Guidance to Staff

6 Standards relating to public events organised or funded by a body.	Status	Comment
Standard 33 If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	●	Covered in Guidance to Staff
Standard 34 If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	●	Covered in Guidance to Staff
7 Standards relating to a body's publicity and advertising.		
Standard 35 Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	●	Covered in Guidance to Staff
8 Standards relating to a body displaying material in public.		
Standard 36 Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	●	Covered in Guidance to Staff

9 Standards relating to a body producing and publishing documents.	Status	Comment
<p>Standard 38 Any documents that you produce for public use must be produced in Welsh.</p> <p>You must comply with standard 38 in every circumstance, except:</p> <ul style="list-style-type: none"> Other papers which are available to the public which relate to board or authority meetings. [See standard 45] 	●	Covered in Guidance to Staff
<p>Standard 45 If you produce a document which is available to the public, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh –</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be.</p>	●	Covered in Guidance to Staff
<p>Standard 46 If you produce a document in Welsh and in English, (whether separate versions or not) you must not treat any Welsh language version less favourably than you treat the English language version.</p>	●	Covered in Guidance to Staff
<p>Standard 47 If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.</p>	●	Covered in Guidance to Staff
<p>10 Standards relating to a body producing and publishing forms.</p>		
<p>Standard 48 Any form that you produce for public use must be produced in Welsh.</p>	●	Covered in Guidance to Staff
<p>Standard 48A If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.</p>	●	Covered in Guidance to Staff

10 Standards in relation to a body producing and publishing forms <i>continued.</i>	Status	Comment
Standard 48B If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).		Covered in Guidance to Staff
11 Standards relating to a body's websites and on-line services. (1) Websites published by a body.		
Standard 49 You must ensure that – (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.		Covered in Guidance to Staff
Standard 52 If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.		Compliance verified 06.11.17

11 Standards relating to a body's websites and on-line services <i>continued.</i>	Status	Comment
(1) Websites published by a body <i>continued.</i>		
Standard 53 You must provide the interface and menus on every page of your website in Welsh.	●	Compliance verified 06.11.17
(2) Apps published by a body.		
Standard 54 All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	●	Compliant SWFRS does not produce apps
12 Standards relating to a body's use of social media		
Standard 55 When you use social media you must not treat the Welsh language less favourably than the English language: The Service uses Facebook, Twitter and Instagram regularly and all Social Media posts are provided in both Welsh and English. As a Service we strive to deliver all posts bilingually, on the same page with Instagram or on separate Welsh and English pages for Facebook and Twitter. See Appendix 2 Social Media Analysis 2020-2021.	●	Covered in social media policy published on Intranet
Standard 56 If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	●	Embedded in current practice

14 Standards relating to signs displayed by a body	Status	Comment
Standard 58 When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	●	Covered in Guidance to Staff
Standard 59 When you erect a new sign or renew a sign (including temporary signs), which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	●	Covered in Guidance to Staff
Standard 60 You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	●	Compliant through translation procedure
15 Standards relating to a body receiving visitors at its buildings.		
Standard 61 Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.	●	Compliant Welsh essential posts cover reception
Standard 64 You must display a sign in your reception area which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	●	Compliant Signs purchased and placed

15 Standards relating to a body receiving visitors at its buildings.	Status	Comment
Standard 65 You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	●	Compliant
16 Standards relating to official notices made by a body		
Standard 66 Any notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	●	Covered in Guidance to Staff
Standard 67 When you publish or display a notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	●	Compliant
17 Standards relating to a body awarding contracts		
Standard 73 Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. You must comply with standard 73 in the following circumstance <ul style="list-style-type: none"> (a) If the subject matter of the invitation to tender suggests that it should be produced in Welsh, or (b) If the anticipated audience, and their expectations, suggests that the text should be produced in Welsh. 	●	Covered in Guidance to Staff
Standard 74 When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	●	Covered within Invitation to Tender documentation

17 Standards relating to a body awarding contracts	Status	Comment
Standard 74A You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	●	Covered in Guidance to Staff
Standard 76 If you receive a tender in Welsh and it is necessary to interview a tenderer as part of your assessment of the tender, you must – (a) Offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview and, (b) If the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	●	Covered in Guidance to Staff
Standard 77 When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	●	Covered in Guidance to Staff
17 Standards for raising awareness about Welsh language services provided by a body.		
Standard 78 You must promote any Welsh language service that you provide, and advertise that service in Welsh.	●	Covered in Guidance to Staff
Standard 79 If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	●	Covered in Guidance to Staff

19 Standard relating to a body's corporate identity.	Status	Comment
Standard 80 When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	●	Covered in Guidance to Staff
20 Standards relating to courses offered by a body.		
Standard 81 If you offer an education course that is open to the public, you must offer it in Welsh.	●	Covered in Guidance to Staff






Policy Making Standards







1 Standards relating to considering the effects of a body's policy decisions on the Welsh language.	Status	Comment
Standard 85 When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on – (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	●	Completed
Standard 86 When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on – (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	●	Factored into ERA Procedure.
Standard 87 When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on – (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	●	Factored into ERA Procedure.







Standards relating to considering the effects of a body's policy decisions on the Welsh language <i>continued</i>.	Status	Comment
<p>Standard 88 When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	●	Covered in Guidance to Staff
<p>Standard 89 When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or altered so that it would have positive effects, or increased positive effects, on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	●	Covered in Guidance to Staff
<p>Standard 90 When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or altered so that it would not have adverse effects, or so that it would have decreased adverse effects, on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	●	Covered in Guidance to Staff

1 Standards relating to considering the effects of a body's policy decisions on the Welsh language <i>continued</i>.	Status	Comment
<p>Standard 92 When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	●	Covered in Guidance to Staff
<p>Standard 93 When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effect, or so that it would have increased positive effects, on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	●	Covered in Guidance to Staff
<p>Standard 94 When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	●	Covered in Guidance to Staff



Operating Standards






1 Standards relating to the use of the Welsh language within a body's internal administration.	Status	Comment
Standard 95 You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.		Compliant, policy produced and published on the Intranet.
Standard 96 When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.		Compliance verified
Standard 97 You must – (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.		Compliance verified
Standard 98 You must ask each employee whether he or she wishes to receive documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.		Compliance verified
Standard 99 You must ask each employee whether he or she wishes to receive documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.		Compliance verified

1 Standards relating to the use of the Welsh language within a body's internal administration <i>continued</i>.	Status	Comment
Standard 100 You must ask each employee whether he or she wishes to receive documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.		Compliance verified
Standard 101 You must ask each employee whether he or she wishes to receive application forms that record and authorise – (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.		Compliance verified
Standard 102 If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.		Compliance verified
Standard 103 If you publish a policy relating to health and well-being at work, you must publish it in Welsh.		Compliance verified
Standard 104 If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.		Compliance verified
Standard 105 If you publish a policy relating to performance management, you must publish it in Welsh.		To be confirmed by The Head of Service, performance and Communications.

1 Standards relating to the use of the Welsh language within a body's internal administration <i>continued.</i>	Status	Comment
Standard 106 If you publish a policy about absence from work, you must publish it in Welsh: OP-02.013, Welfare and Attendance Monitoring		Currently with the Welsh Language Translators
Standard 107 If you publish a policy relating to working conditions, you must publish it in Welsh.		Compliance verified
Standard 108 If you publish a policy regarding work patterns, you must publish it in Welsh.		Compliance verified
2 Standards relating to complaints made by a member of a body's staff.		
Standard 109 You must allow each member of staff – (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or her.		Compliance verified
Standard 109A You must state in any document that you have that sets out your procedures for making complaints that each member of staff may – (a) to make a complaint to you in Welsh, and (b) to respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.		Compliance verified
Standard 110 When you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must – (a) offer to conduct that meeting in Welsh, and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).		Compliance verified

2 Standards relating to complaints made by a member of a body's staff <i>continued</i>.	Status	Comment
Standard 112 When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff – (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	●	Compliance verified
3 Standards relating to a body disciplining staff.		
Standard 113 You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	●	Compliance verified
Standard 113A You must – (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	●	Compliance verified

3 Standards relating to a body disciplining staff <i>continued</i> .	Status	Comment
<p>Standard 115 If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must –</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) explain that you will provide a translation service for that purpose if it is required;</p> <p>and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).</p>		Compliance verified
<p>Standard 116 When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff –</p> <p>(a) responded to allegations made against him or against her in Welsh,</p> <p>(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or</p> <p>(c) asked to use the Welsh language at a meeting regarding the disciplinary process.</p>		Compliance verified






4 Standards relating to a body's information technology and about support material provided by a body, and relating to the intranet.	Status	Comment
Standard 117 You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh languages interfaces for software (where an interface exists).		Covered in Guidance to Staff
Standard 119 You must ensure that – (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or where relevant, your Welsh language intranet homepage is fully functional and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.		Replaces Standard 118. Imposition Day 30 September 2018
Standard 121 If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page. We have an exemption for all our Intranet pages having to be in the Welsh Language other than the 'Home page' which is bilingual.		Most pages are bilingual
Standard 122 You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language. We have five Welsh Language pages for different functions.		Compliant
5 Standards relating to a body developing Welsh language skills through planning and training its workforce.		
Standard 124 You must assess the Welsh language skills of your employees: An updated Welsh language Proficiency Report will be completed by the end of March 2022, through the CoreHR System. The data collated will be reported to the Welsh Language Commissioner's Office and featured in the Service's public facing Welsh Language Annual Monitoring Report for September 2022. Further work will be		In progress




carried out during February - March 2022, to increase the numbers of Staff to self-assess their language skills and complete this page within their personal core Portal.		
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5 Standards relating to a body developing Welsh language skills through planning and training its workforce <i>continued</i>.	Status	Comment
Standard 125 You must provide training in Welsh in the following areas, if you provide such training in English – (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; (dd) health and safety	●	Strategies in place with Welsh speakers in the Service. Can offer simultaneous translation
Standard 126 You must provide training (in Welsh) on using Welsh effectively in – (a) meetings; (b) interviews; (c) complaints and disciplinary procedures.	●	In design stage
Standard 127 You must provide opportunities during working hours – (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	●	Compliant for (a), package to meet compliance for (b) in design stage

5 Standards relating to a body developing Welsh language skills through planning and training its workforce <i>continued</i>.	Status	Comment
<p>Standard 128 You must provide opportunities for staff who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.</p> <p>Staff are offered the opportunity annually to apply for funding for further training with 'Learn Welsh Cymru' at a venue of their choice.</p>	●	Compliant through Welsh Language Skills Training Strategy
<p>Standard 129 You must provide training courses so that your staff can develop –</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p> <p>Since 2018 work has been carried out to raise awareness of Welsh Language and Culture within the Service by promotion of important dates in the Welsh Calendar, some historical and others introduced in recent years. The following annual dates and events are observed and promoted internally:-</p> <ul style="list-style-type: none"> • Diwrnod Shwmae – 15 October • Welsh Language Rights – first week of December • St Dwynwen's Day – 25 January • Dydd Miwsig Cymraeg – 7 February • St David's Day – 1 March 	●	Opportunities and funding provided for staff to study Welsh at a local venue of their choice.
<p>Standard 130 When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.</p>	●	Welsh Language to be factored in at Induction stage for

		new Starters, work ongoing with the Learning and Development Team
Standard 131 You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	●	Covered in Guidance to Staff
Standard 132 You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unable to respond to e-mail messages.	●	Covered in Guidance to Staff

6 Standards relating to a body recruiting and appointing	Status	Comment
Standard 133 You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.		Compliant Badges and lanyards available on Reception
Standard 133A You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.		Covered in Guidance to Staff
Standard 134 When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply – (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary		Compliance verified
Standard 134A If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must – (a) specify that when advertising the post, and (b) advertise the post in Welsh.		Compliance verified
Standard 135 When you advertise a post, you must state that applications may be made in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.		Compliance verified

6 Standards relating to a body recruiting and appointing <i>continued.</i>	Status	Comment
Standard 135A If you publish – (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.		Compliance verified
Standard 135B You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing applicants of decisions).		Compliance verified
Standard 137 You must ensure that your application forms for posts – (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the individual wishes to use the Welsh language, at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).		Compliance verified

6 Standards relating to a body recruiting and appointing <i>continued</i>.	Status	Comment
Standard 138 When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	●	Compliance verified
7 Standards relating to signs displayed in a body's workplace.		
Standard 139 When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	●	Compliance verified
Standard 140 When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh-language text must be positioned so that it is likely to be read first.	●	Covered in Guidance for Staff
Standard 141 You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	●	Covered in Guidance for Staff
8 Standard relating to audio announcements and messages in a body's workplace.		
Standard 142 When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	●	N/A SWFRS does not do this

Record Keeping Standards


1 Standards relating to a body keeping records	Status	Comment
Standard 143 You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	●	Compliance verified
Standard 144 You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	●	Compliance verified
Standard 145 You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	●	Compliance verified
Standard 146 You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	●	Compliance verified
Standard 147 You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	●	In progress


1 Standards relating to a body keeping records <i>continued.</i>	Status	Comment
Standard 148 You must keep a record, for each financial year of – (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 125), and (b) if a Welsh version of a course was offered by you in accordance with standard 125 the percentage of the total number of staff attending the course who attended that version.	●	Compliance verified
Standard 149 You must keep a record of the number of members of staff who wear a badge (made available to them in accordance with standard 133) at the end of each financial year.	●	Compliance verified
Standard 150 You must keep a copy of every assessment that you carry out (in accordance with standard 134) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	●	Compliance verified
Standard 151 You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 134) as posts where – (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt; (c) Welsh language skills are desirable: or (ch) Welsh language skills are not necessary	●	Compliance verified

Supplementary Matters

Service Delivery Standards

1 A body publicising service delivery standards	Status	Comment
Standard 152 You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available – (a) on your website, and (b) in each of your offices that are open to the public	●	Compliant
2 A body publishing a complaints procedure		
Standard 153 You must – (a) ensure that you have a complaints procedure that deals with the following matters – i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	●	Compliance verified Complaints procedure is outlined via Welsh Language Standards page.


3 A body publishing arrangements for oversight, promotion etc.	Status	Comment
<p>Standard 154 You must –</p> <p>(a) ensure that you have arrangements for –</p> <ul style="list-style-type: none"> i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, ii) promoting the services that you offer in accordance with those standards, and iii) facilitating the use of those services. <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>		<p>Annual monitoring self-assessment to capture these and provide scrutiny through SMT and Fire and Rescue Authority</p>

4 A body producing an annual report regarding service delivery standards.	Status	Comment
<p>Standard 155</p> <p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates. The submission date is 30th September.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available –</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>		<p>The second Annual Monitoring Report was published on the Service website in September 2020.</p>

5 A body publicising the way it intends to comply with service delivery standards	Status	Comment
Standard 156 You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	●	Compliant
6 A body providing information to the Welsh Language Commissioner		
Standard 157 You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	●	Compliant

Policy Making Standards

7 A body publicising policy making standards	Status	Comment
Standard 158 You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available – (a) on your website, and (b) in each of your offices that are open to the public	●	Compliant

8 A body publishing a complaints procedure	Status	Comment
<p>Standard 159 You must –</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters –</p> <ul style="list-style-type: none"> i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and ii) how you will provide training for your staff in relation to dealing with those complaints <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>		<p>Compliance verified</p>


9 A body publishing arrangements for oversight	Status	Comment
<p>Standard 160 You must –</p> <p>(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply.</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	●	Annual monitoring self-assessment to capture these and provide scrutiny through SMT and Fire and Rescue Authority
<p>10 A body producing an annual report regarding policy making standards.</p>		
<p>Standard 161</p> <p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available –</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	●	The second Annual Monitoring Report was published on the Service website in September 2020.


11 A body publicising the way it intends to comply with policy making standards	Status	Comment
Standard 162 You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	●	Compliant
12 A body providing information to the Welsh Language Commissioner		
Standard 163 You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the policy making standards with which you are under a duty to comply.	●	Compliant

Operational Standards

13 A body publicising operational standards	Status	Comment
Standard 164 You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available – (a) on your website, and (b) in each of your offices that are open to the public	●	Compliant

14 A body publishing a complaints procedure	Status	Comment
<p>Standard 165 You must –</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters –</p> <ul style="list-style-type: none"> i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and ii) how you will provide training for your staff in relation to dealing with those complaints, and <p>(b) publish a document that records that procedure on your intranet.</p>	●	<p>Compliance verified Procedure in place via Welsh Language Standards web page</p>
15 A body publishing oversight arrangements, promotion etc.		
<p>Standard 166 You must –</p> <p>(a) ensure that you have arrangements for –</p> <ul style="list-style-type: none"> i) overseeing the way you comply with the operational standards with which you are under a duty to comply, ii) promoting the services that you offer in accordance with those standards, and iii) facilitate the use of those services, and <p>(b) publish a document that records that procedure on your intranet.</p>	●	<p>Annual monitoring self-assessment to capture these and provide scrutiny through SMT and Fire and Rescue Authority</p>

16 A body producing an annual report regarding operational standards.	Status	Comment
<p>Standard 167</p> <p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) –</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of records you kept in accordance with Standard 147);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of records you kept in accordance with standard 148);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 148);</p>		<p>Annual monitoring self-assessment to capture these and provide scrutiny through SMT and Fire and Rescue Authority</p>




16 A body producing an annual report regarding operational standards <i>continued.</i>	Status	Comment
<p>Standard 167 continued</p> <p>(ch) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with standard 149);</p> <p>(d) the number of new and vacant posts that you advertised during the year which were categorised as posts where –</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary</p> <p>(on the basis of the records you kept in accordance with standard 151);</p> <p>(dd) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates. This is not the case for Fire and Rescue Services (the date is 30th September)</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available –</p> <p>(a) on your website; and</p> <p>(b) in each of your offices that are open to the public.</p> <p>Work on the Annual Report is currently being carried out for 2019/2020.</p>		<p>Annual Monitoring Reports Published and available on Service website</p>

17 A body publicising the way it intends to comply with operational standards	Status	Comment
Standard 168 You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	●	Compliant
18 A body providing information to the Welsh Language Commissioner		
Standard 169 You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the operational standards with which you are under a duty to comply.	●	Compliant

Record Keeping Standards

21 A body publicising record keeping standards	Status	Comment
Standard 170 You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available – (a) on your website, and (b) in each of your offices that are open to the public	●	Compliant
22 A body providing information to the Welsh Language Commissioner		
Standard 176 You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	●	Compliant

Based on the evidence above, the following is an overview of the position of SWFRS in relation to the 150 standards imposed:

		SWFRS
Number of draft standards scoring in a Green category		145
Number of draft standards scoring in an Amber category		5
Number of draft standards scoring in a Red category		0

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Number of hits received to Welsh Language website pages

The Service's external website is fully bilingual and actively offers all visitors the option of accessing its content through the medium of Welsh or English. The performance of the Welsh language version of the site during April 2020 - March 2021 in comparison with the English version is recorded in the table below:

Criteria	Welsh pages	English pages
Unique page views	7,185 (10,931)	562,226 (723,484)
Users	4,900 (3,802)	217,972 (167,734)
Average time spent on Website (per session)	1 minute 12 seconds (1 minute 41 seconds)	1 min 59 seconds (2 minutes 3 seconds)
Most popular pages	Swyddi gwag diweddaraf Ymladdwr Tan ar Alwad Rol Diffoddwr Tan (Latest Vacancies) (Firefighter Roles) (Working with us)	Latest vacancies Wholetime Firefighters WDS2021 (Latest Vacancies) (On-Call Firefighters) (WDS2020)

The figures in brackets indicate the comparative data for 2019/2020

Analysis of interactions with social media pages

The Service has taken steps to ensure all its promotional and safety campaigns via its social media channels are as readily available to Welsh language speakers as they are to English language speakers. This has been achieved by creating separate channels for both languages, with a Welsh language dedicated twitter account @TanDeCymru and a Welsh language dedicated Facebook page. Below is some performance data for each of the channels for April 2020 – March 2021:-

TWITTER		
Criteria	@TanDeCymru	@SWFireandRescue
Followers April 2020 – March 2021	177 (147)	34,000 (30,000)
Tweets	1600 (2,000)	2100 (2,500)
Likes	202 (361)	30,000 (26,000)

The figures in brackets indicate the comparative data for 2019/2020

Analysis of interactions with social media pages continued..

FACEBOOK		
Criteria	Welsh page	English page
Increase of followers from April 2020 – March 2021	263 to 380 (234 to 262)	28,305 to 35,962 (23,567 to 28,305)
New likes April 2020 – June 2021	79 (10)	3,117 (756)
New likes July 2020 – September 2021	4 (6)	1,698 (590)
New likes October 2020 – December 2021	8 (3)	541 (152)
New likes January 2021 – March 2021	10 (8)	1,609 (2,010)

The figures in brackets indicate the comparative data for 2019/2020

INSTAGRAM	
Criteria	Bilingual page (as of 31 st March 2021)
Followers	7,200
Post likes	48,000
Posts	286



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Commissioner

Andrew Jones
Pennaeth Adnoddau Dynol
Gwasanaeth Tân ac Achub De Cymru

Drwy e-bost: a-jones@southwales-fire.gov.uk

21/10/2021

Annwyl Mr Jones,

Canlyniadau arolygon gwirio Comisiynydd y Gymraeg

Rwy'n ysgrifennu i rannu gyda chi ganfyddiadau arolygon gwirio Comisiynydd y Gymraeg ar gydymffurfiaeth Gwasanaeth Tân ac Achub De Cymru â safonau'r Gymraeg. Cwblhawyd y gwiriadau dros gyfnod o dri mis rhwng Mehefin a Medi eleni. Isod mae crynodeb o'r canlyniadau i chi:

Gohebiaeth

- Anfonwyd 3 e-bost Cymraeg a 3 e-bost Saesneg at gtdc@decymru-tan.gov.uk fis ar wahân.
- Atebwyd 2/3 o e-byst Cymru ac atebwyd 3/3 o'r e-byst Saesneg.
- Ni atebwyd yr e-bost cyntaf a anfonwyd yn Gymraeg ar 14/06/21 ac rydych wedi cytuno i ymchwilio ymhellach ac adrodd yn ôl i mi pam y digwyddodd y methiant ynghyd ag unrhyw gamau y byddwch yn eu cymryd fel sefydliad i sicrhau na fyddyr un methiant yn cael ei ailadrodd.

Ffôn

- Gwnaed 3 galwad ffôn i 01443 232000 fis ar wahân.
- Ymdriniwyd â'r tair galwad yn Gymraeg heb unrhyw broblemau ac roedd cydymffurfiaeth â'r safonau sy'n ymwneud â galwadau ffôn yn uchel iawn.

Comisiynydd y Gymraeg
Siambrau'r Farchnad
5–7 Heol Eglwys Fair
Caerdydd CF10 1AT

0345 6033 221
post@comisiynyddygymraeg.cymru
Croesewir gohebiaeth yn y Gymraeg a'r Saesneg

comisiynyddygymraeg.cymru

Welsh Language Commissioner
Market Chambers
5–7 St Mary Street
Cardiff CF10 1AT

0345 6033 221
post@welshlanguagecommissioner.wales
Correspondence welcomed in Welsh and English

welshlanguagecommissioner.wales



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Cyhoeddusrwydd a hysbysebu

- Gwiriwyd 3 sampl o wahanol ddeunyddiau cyhoeddusrwydd neu hysbysebu ac roedd cydymffurfiaeth llawn â'r safonau cysylltiedig.

Dogfennau

- Gwiriwyd 3 sampl o wahanol ddogfennau sydd ar gael i'w lawrlwytho ar eich gwefan ac roedd y tair ar gael yn Gymraeg gyda'r fersiynau Cymraeg yn adlewyrchu'r fersiynau Saesneg ac yn cydymffurfio â'r prif safonau (38, 45 a 46) yn ymwneud â dogfennau.
- Fodd bynnag, nid oedd y samplau yn cydymffurfio â safon 47, sy'n ei gwneud yn ofynnol i fersiynau Saesneg nodi bod fersiwn Gymraeg ar gael. Rydych wedi cytuno i ymchwilio i pam roedd hyn ac adrodd yn ôl ataf ar ôl i chi gael cynllun gweithredu i sicrhau cydymffurfiad.

Ffurflenni

- Gwiriwyd 3 sampl o wahanol ffurflenni ac roeddent i gyd yn cydymffurfio yn llawn â'r safonau cysylltiedig.

Gwefan

- Gwiriwyd 15 sampl o dudalennau o'ch prif wefan a chydymffurfiodd pob un yn llawn â'r safonau cysylltiedig.

Cyfryngau cymdeithasol

- Samplwyd 10 post Twitter o'ch prif gyfrif ac roedd 9 ar gael yn Gymraeg ac yn cydymffurfio â'r safonau perthnasol.
- Roedd un neges ar Twitter ddim ar gael yn Gymraeg ac felly nid oedd yn cydymffurfio â safon 55.
- Samplwyd 10 neges Facebook o'ch prif gyfrif ac roedd pob un o'r 10 ar gael yn Gymraeg ac yn cydymffurfio â'r safonau perthnasol.

Hunaniaeth gorfforaethol

- Gwiriwyd 3 enghraifft a chydymffurfiodd y tair yn llawn â'r safon gysylltiedig.



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Recriwtio

- Roedd 4 swydd yn cael eu hysbysebu yn ystod yr arolwg ac roedd pob un o'r 4 yn cael eu hysbysebu yn Gymraeg ac roedd y gofynion Cymraeg wedi'u rhestru.
- Nid yw'r ffurflen gais yn cydymffurfio â safon 137, sy'n nodi:

'Rhaid ichi sicrhau bod eich ffurflenni cais am swyddi— (a) yn rhoi lle i unigolion nodi eu bod yn dymuno defnyddio'r Gymraeg mewn cyfweiliad neu mewn unrhyw ddull arall o asesiad, a (b) yn esbonio y byddwch yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw os oes angen; ac, os yw'r unigolyn yn dymuno defnyddio'r Gymraeg yn y cyfweiliad neu'r asesiad, rhaid ichi ddarparu gwasanaeth cyfieithu ar y pryd yn y cyfweiliad neu asesiad (os nad ydych yn cynnal y cyfweiliad neu'r asesiad yn Gymraeg heb y gwasanaeth cyfieithu hwnnw).’.

Rydych wedi cytuno i ymchwilio ymhellach pam nad yw'r ffurflen yn cydymffurfio ac adrodd yn ôl ataf ar ôl i chi gael cynllun gweithredu i sicrhau cydymffurfiad.

A allwch chi ddychwelyd canlyniadau eich ymchwiliadau a'ch cynlluniau gweithredu ataf erbyn 18/11/2021 os gwelwch yn dda?

Hoffwn ddiolch i chi a Deborah am gwrdd â mi i drafod y materion a godwyd yn y llythyr hwn ac am eich agwedd adeiladol at y canlyniadau a amlygodd broblemau gyda chydymffurfio. Fel y mynegais yn ystod ein cyfarfod, gobeithio y gall y ddau ohonoch weld eich bod wedi perfformio'n dda iawn fel sefydliad ac y dylech fod yn falch o'r canlyniadau. Maer hyn o ganlyniad i'ch gwaith caled ac ymrwymiad a buddsoddiad y sefydliad i gydymffurfio â'r safonau.

Yr eiddoch yn gywir,

Ifan Rhys

Ar ran Comisiynydd y Gymraeg



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Andrew Jones
Head of Human Resources
South Wales Fire and Rescue Service

By e-mail: a-jones@southwales-fire.gov.uk

Results of the Welsh Language Commissioner's verification checks

I'm writing to share with you the findings of the Welsh Language Commissioner's verification checks on South Wales Fire and Rescue Service's compliance with the Welsh language standards. The checks were completed over a period of three months between June and September. Below is a summary of the results for you:

Correspondence

- 3 Welsh emails and 3 English emails were sent to gtdc@decymru-tan.gov.uk a month apart.
- 2/3 of the Welsh emails were answered and 3/3 of the English emails were answered.
- The first email sent in Welsh on 14/06/21 wasn't answered and you've agreed to investigate further and report back to me why the failure occurred along with any actions you'll take as an organisation to ensure the same failure isn't repeated.

Telephone

- 3 phone calls were made a month apart to 01443 232000.
- All three calls were dealt with in Welsh without any issues and compliance with the standards relating to telephone calls was very high.

Publicity and advertising

- 3 samples of different publicity or advertising materials were checked and all three complied fully with the related standards.

Documents

- 3 samples of different documents available to download on your website were checked and all three were available in Welsh with the Welsh versions mirroring the English versions and complied with the main standards (38, 45 and 46) relating to documents.
- Each sample wasn't compliant with standard 47, however, that requires English versions to state that there's a Welsh version available and you've agreed to investigate why this was and report back to me once you have an action plan to ensure compliance.

Forms

- 3 samples of different forms were checked and all three complied fully with the related standards.



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Website

- 15 samples of pages from your main website were checked and all 15 complied fully with the related standards.

Social media

- 10 Twitter posts from your main account were sampled and 9 were available in Welsh and compliant with the relevant standards.
- There post was 1 Twitter post not available in Welsh and therefore not compliant with standard 55.
- 10 Facebook posts from your main account were sampled and all 10 were available in Welsh and compliant with the relevant standards.

Corporate identity

- 3 examples were checked and all three complied fully with the related standard.

Recruitment

- 4 posts were being advertised during the checks and all 4 were advertised in Welsh and had the Welsh language requirements listed.
- It was identified that the application form isn't compliant with standard 137, which states:
'You must ensure that your application forms for posts — (a) provide a space for individuals to indicate that they wish to use 30/03/2017 the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service)'.
You've agreed to investigate further why the form isn't compliant and report back to me once you have an action plan to ensure compliance.

Can you please return the results of your investigations and action plans to me by 18/11/2021?

I'd like to thank you and Deborah for meeting with me to discuss the issues raised in this letter and for your constructive attitude to the results that highlighted compliance issues. As I expressed during our meeting, I hope you both can see that you've performed very well as an organisation and should be proud of the results. The results are the consequences of your hard work and the organisation's commitment and investment to comply with the standards.

Yours sincerely,

Ifan Rhys

On behalf of the Welsh Language Commissioner

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Gwasanaeth Tân ac Achub
De Cymru



South Wales
Fire and Rescue Service

At Sylw: Ifan Rhys
Swyddog Gosod Safonau a Chydymffurfiaeth
Comisiynydd y Gymraeg

17/11/2021

Drwy law e-bost: Ifan.Rhys@cyg-wlc.cymru

Dear Mr Rhys

Gwiriadau'r Comisiynydd y Gymraeg
Canlyniad yr archwiliadau allanol

Cydnabyddaf eich llythyr yn ddyddiedig yr 21^{ain} o Hydref mewn perthynas â'r gwiriadau dilysu a gynhaliwyd ar gyfer Gwasanaeth Tân ac Achub De Cymru rhwng mis Mehefin a mis Medi 2021 gan ddiolch i chi am yr adborth ar berfformiad y Gwasanaeth yn erbyn Safonau'r Gymraeg.

Anfonais eich canfyddiadau at y Prif Swyddog Tân, Huw Jakeway, a oedd yn falch iawn o glywed bod y Gwasanaeth wedi perfformio'n dda iawn ac yn gadarnhaol dros ben am ymrwymiad y Gwasanaeth i wella ei berfformiad yn erbyn y Safonau.

Mae'r Gwasanaeth wedi archwilio i bob un o'r pedwar maes dan sylw a nodir ein canfyddiadau a'n sylwadau isod:-

1. Gohebiaeth

Yr e-bost Cymraeg a anfonwyd gennych ar 14/06/2021 i gtdc@decymru-tan.gov.uk na chawsoch ymateb iddo. Cadarnhawyd gennych fod yr e-bost wedi dod o'r cyfeiriad canlynol: cerih3895@gmail.com gan nodi'r testun 'Diogelwch yn y cartref'.

Ymateb GTADC

Mae'r cyfeiriad e-bost gtdc@decymru-tan.gov.uk yn gysylltiedig ag Adran Cymorth Busnes y Gwasanaeth. Yn dilyn cyfathrebu â Goruchwyliwr Gweinyddol yr Adran Cymorth Busnes, cynhaliwyd nifer o ymarferion gwirio ar gyfrifon e-byst yr Adran gan gynnwys cyfrifon staff unigol. Er gwaethaf ymdrechion helaeth, ni ddaethpwyd o hyd i unrhyw negeseuon e-bost a oedd yn cyfateb i'r disgrifiad o'r e-bost na chafodd ymateb.

Ymgynghorwyd hefyd â Rheolwr y Ganolfan Gwasanaethau TGCh ar y mater hwn. Edrychodd drwy ysgubwr post y Gwasanaeth (gan fynd yn ôl hyd at fis Ionawr 2021) heb ddod o hyd i unrhyw gofnodion perthnasol. Dywedodd nad yw pob neges e-bost sy'n cael eu hanfon yn cael eu derbyn gan y sefydliad gwesteia. Os nad oes derbynneb gan y corff a anfonodd yr e-bost gall fod yn anodd iawn sefydlu'r rheswm neu'r rhesymau dros beidio ei dderbyn.

Mae'r holl negeseuon e-bost Cymraeg a dderbynnir gan yr Adran Cymorth Busnes yn cael eu cyfeirio at aelod o staff sy'n siarad Cymraeg i'w derbyn yr un diwrnod. Gallaf gadarnhau bod hanner y staff yn yr Adran Cymorth Busnes yn siarad Cymraeg yn rhugl, a'u bod yn gallu delio'n effeithiol ag unrhyw ohebiaeth, e-byst a galwadau ffôn Cymraeg a ddaw.

Pencadlys Gwasanaeth Tân ac Achub De Cymru
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX
01443 232000 | www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg.
Byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

South Wales Fire and Rescue Service Headquarters
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX
01443 232000 | www.southwales-fire.gov.uk

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



Mae'r Goruchwyliwr Gweinyddol yn monitro cyfrif e-byst yr Adran Cymorth Busnes yn ddyddiol er mwyn sicrhau yr ymdrinnir â phob e-bost mewn modd amserol ac effeithlon. Mae'r Goruchwyliwr Gweinyddol wedi siarad â'i thîm i gadarnhau'r weithdrefn gywir ar gyfer ymdrin ag e-byst.

2. Dogfennau (Safon 47)

Cafwyd tair sampl yn cynnwys gwahanol ddogfennau oedd ar gael i'w lawrlwytho, lle nad oedd y fersiynau Saesneg yn nodi bod fersiwn Gymraeg ar gael.

Ymateb GTADC

Mae'r Adran Gwasanaethau, Perfformiad a Chyfathrebiadau'n cynhyrchu llawer o ddogfennau ar gyfer y wefan allanol. Cynhaliwyd ymarfer gwirio gan y Pennaeth Adran perthnasol, gan ddatgelu'r dogfennau y dylid ychwanegu'r datganiad canlynol: "Mae'r ddogfen hon hefyd ar gael yn Gymraeg".

Y mae hefyd wedi dweud wrth ei staff bod angen ychwanegu'r datganiad hwn at Gynlluniau Gwella a Strategol y Gwasanaeth o hyn allan. Mae'r Tîm Cyfathrebiadau a Chyfryngau hefyd wedi cael gwybod y bydd angen diwygio dogfennau a gyhoeddir ar wefan y Gwasanaeth i gynnwys y datganiad. Mae'r gwaith hwn yn parhau.

3. Y Cyfryngau Cymdeithasol (Safon 55)

Cafwyd un o negeseuon Trydar o brif gyfrif y Gwasanaeth nad oedd ar gael yn Gymraeg.

Ymateb GTADC

Ymgynghorwyd â Swyddog Arweiniol Cyfathrebiadau Digidol i'r We, a chadarnhaodd fod neges am Ddiogelwch Tân Busnes wedi'i threfnu i ymddangos yn Gymraeg, ar dudalen Gymraeg Trydar drwy law llwyfan amserlennu Hootsuite.

Rhoddwyd y neges wedyn ar Drydar. Fodd bynnag, ar ôl edrych i'r mater, nodwyd ei fod wedi cael ei hanfon o'r cyfrif anghywir, ac o ganlyniad cafwyd neges Saesneg yn hytrach na neges Gymraeg. Roedd hwn yn gamgymeriad gwirioneddol gan y Tîm Cyfryngau a Chyfathrebiadau.

Yn anffodus, nid oes modd diwygio negeseuon Trydar ar ôl iddynt gael eu trefnu yn Hootsuite. Yr unig bosibilrwydd arall yw dileu'r neges Trydar a threfnu gosod y neges newydd os bydd amser yn caniatáu. Fodd bynnag, gellir golygu neu ddileu negeseuon Facebook anghywir. Mae'r Tîm Cyfryngau a Chyfathrebiadau wedi cadarnhau y byddant yn parhau i gyrchu pob sianel Gymraeg o bryd i'w gilydd i chwilio am anghywirdebau, yn ogystal â gweithredu mewn perthynas ag unrhyw adborth a gafwyd am negeseuon Cyfryngau Cymdeithasol.

4. Recriwtio

Mae angen i Ffurflen Gais y Gwasanaeth ar gyfer swyddi corfforaethol gydymffurfio â Safon 137. (Gweler y manylion isod) a dylid cynnig cyfle i ymgeiswyr ddefnyddio'r Gymraeg mewn cyfweiliad neu asesiad.

**(Safon 137)**

'Rhaid sicrhau bod eich ffurflenni cais ar gyfer swyddi —

(a) Yn darparu lle i unigolion nodi eu bod yn dymuno defnyddio'r Gymraeg mewn cyfweiliad neu mewn unrhyw ddull arall o asesu, ac

(b) Egluro y byddwch chi'n darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw os bydd angen;

ac, os bydd yr unigolyn eisiau defnyddio'r Gymraeg yn y cyfweiliad neu'r asesiad, rhaid i chi ddarparu gwasanaeth cyfieithu ar y pryd yn y cyfweiliad neu'r asesiad (oni bai eich bod yn cynnal y cyfweiliad neu'r asesiad yn Gymraeg heb y gwasanaeth cyfieithu hwnnw)'.

Ymateb GTADC

Ar gyfer swyddi gwag staff Corfforaethol, mae gan y Gwasanaeth ffurflen gais PDF ar hyn o bryd. Mae'r Gwasanaeth yn cydnabod bod angen diwygio'r i'r ffurflen hon er mwyn sicrhau ei bod yn bodloni gofynion Safon 137.

Mae'n siwr eich bod chi'n gwybod bod y Tîm Recriwtio ac Adnoddau wedi bod yn cyflwyno System Ymgeisio Ar-lein (CoreHR) yn raddol ers nifer o fisoedd. Disgwylir y bydd y system hon, sy'n ddwyieithog, yn cael ei defnyddio cyn bo hir ar gyfer pob swydd wag yn y dyfodol, a hysbysebir yn fewnol ac yn allanol i'r sefydliad ill dau, a bydd yn mynd i'r afael yn llawn â gofynion Safon 137. Yn hyn o beth, trefnwyd cyfarfod i'r Tîm Recriwtio ac Adnoddau gyfarfod ar y 13eg o fis Rhagfyr 2021 er mwyn symud y mater hwn yn ei flaen.

Hyderaf fod y wybodaeth uchod yn bodloni'r pryderon a amlygwyd yn ystod eich gwiriadau dilysu. Gallaf gadarnhau hefyd, os hoffech gael gwybod pryd y bydd y camau adferol perthnasol yn cael eu cymryd, y byddaf yn fodlon iawn i ddarparu'r wybodaeth angenrheidiol.

I gloi, os hoffech drafod unrhyw agwedd ar yr ymateb hwn, mae croeso i chi gysylltu â'm Swyddog Adnoddau Dynol, Deborah Howell neu finnau.

Yr eiddoch yn gywir

Andrew Jones
Pennaeth Adnoddau Dynol
Gwasanaeth Tân ac Achub De Cymru
a-jones@decymru-tan.gov.uk

Pencadlys Gwasanaeth Tân ac Achub De Cymru
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX
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*Rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg.
Byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.*

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FAO: Ifan Rhys
Standards Imposition and Compliance Officer
Welsh Language Commissioner

17/11/2021

By email: Ifan.Rhys@cyg-wlc.cymru

Dear Mr Rhys

Welsh Language Commissioner's verification checks **Outcome of internal investigations**

I acknowledge your letter dated 21st October regarding the verification checks carried out on South Wales Fire and Rescue Service between June and September 2021 and thank you for the feedback on the Service's performance against the Welsh Language Standards.

I communicated your findings to Chief Fire Officer Huw Jakeway, who was very pleased to hear that the Service has been deemed to have performed very well and was extremely positive about the Service's commitment to improving its performance against the standards.

The Service has carried out investigations into each of the four areas in question and our findings and comments are stated below:-

1. Correspondence

The Welsh Language email you sent on 14/06/2021 to gtdc@decymru-tan.gov.uk to which you did not receive a response. You confirmed that the email came from the address: cerih3895@gmail.com with the subject line of 'Diogelwch coginio yn y cartref'.

SWFRS Response

The email address gtdc@decymru-tan.gov.uk links to the Service's Business Support Department. Following communications with the Business Support Administrative Supervisor, several checking exercises were carried out on the Department's email accounts including individual staff accounts. Despite extensive efforts, no email messages were found that matched the description of the email that was not responded to.

The ICT Service Centre Manager was also consulted on this matter. He checked through the Service's mail sweeper (going back to January 2021) and he was unable to find any relevant entries. He has stated that sometimes emails that are sent are not always received by the host organisation and without a delivery receipt from the body that sent the email it can be very difficult to firmly establish the reason(s) why it wasn't received.

All Welsh Language emails received by the Business Support Department, are referred to a Welsh speaking member of staff to take receipt of the email/s on the same day. I can confirm that fifty percent of the Business Support Department are fluent Welsh speakers, and are fully able to deal with incoming Welsh correspondence, emails and telephone calls.



The Administrative Supervisor monitors the Business Support email account on a daily basis to ensure that all emails are dealt with in a timely and efficient manner. The Administrative Supervisor has spoken to her team to reiterate the correct procedure for dealing with emails.

2. Documents (Standard 47)

Three samples of different documents available to download, where the English versions didn't state that there's a Welsh version available.

SWFRS Response

The Service, Performance and Communications Department produces a lot of documents for the external website. A checking exercise was carried out by the respective Head of Department, revealing which documents required the following statement to be added "This document is also available in Welsh".

He has also informed his staff that this statement needs to be added to the Service's Improvement and Strategic Plans going forward. The Communications and Media Team have also been advised that documents published on the Service website will need to be amended to include the statement. This work is ongoing.

3. Social media (Standard 55)

A Twitter post from the Service's main account was not available in Welsh.

SWFRS Response

The Lead Web Digital Communications Officer was consulted and confirmed that a post about Business Fire Safety had been scheduled to appear in Welsh, on the Welsh Twitter page via the Hootsuite scheduling platform.

The post was re-tweeted at a later date. Upon investigation however, it was noted that it was tweeted from the wrong account, resulting in an English Language post instead of a Welsh Language post. This was a genuine error made by the Media and Communications Team.

Unfortunately Twitter posts scheduled in the past, cannot be amended retrospectively in Hootsuite. The alternative option is to delete the Twitter post and re-schedule a new post if time permits. However, Facebook posts which are found to be incorrect can be edited or deleted. The Media and Communications Team have confirmed that they will continue to periodically sweep all Welsh language channels to check for inaccuracies, as well as acting upon any feedback received regarding Social Media posts.

4. Recruitment

The Service's Application Form for corporate job vacancies needs to comply with Standard 137 (see details below) and offer applicants the opportunity to use the Welsh Language at an interview or assessment.

**(Standard 137)**

'You must ensure that your application forms for posts —

(a) Provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and

(b) Explain that you will provide a translation service from Welsh to English for that purpose if it is required;

and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service)'.

SWFRS Response

For Corporate staff vacancies the Service currently has a PDF application form. The Service acknowledges that amendments need to be made to this form to ensure that it meets the requirements of Standard 137.

You will be aware that the Recruitment and Resourcing Team has been phasing in an Online Application System (CoreHR) for a number of months. It is expected that this system, which is a bilingual, will shortly be used for all future job vacancies, advertised both internally and externally to the organisation, and will fully address Standard 137. In this respect the Recruitment and Resourcing Team is scheduled to meet on 13th December 2021 to progress this matter.

I trust the above information satisfies the concerns that were highlighted during your verification checks. I can also confirm that should you wish to be advised of when the relevant remedial actions are undertaken I will be more than happy to provide the necessary information.

Finally, should you wish to discuss any aspect of this response please do not hesitate to contact either my HR Officer, Deborah Howell or myself.

Yours sincerely

Andrew Jones
Head of Human Resources
South Wales Fire and Rescue Service
a-jones@southwales-fire.gov.uk

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**AGENDA ITEM NO 11
28 FEBRUARY 2022

HR & EQUALITIES COMMITTEE

REPORT OF THE ACO PEOPLE SERVICES

RECRUITMENT, ATTRACTION & ENGAGEMENT STRATEGY**THIS REPORT IS FOR INFORMATION**

REPORT PRESENTED BY THE HEAD OF HR

SUMMARY

This report provides Members with an update in relation to the ongoing Recruitment, Attraction and Engagement Strategy.

RECOMMENDATIONS

That Members note the content of the report.

1. BACKGROUND

- 1.1 The purpose of the report is to update Fire & Rescue Authority Members of the HR & Equalities Committee on the work that has been, and will be, undertaken in terms of attracting, engaging and recruiting a diverse workforce.
- 1.2 The Recruitment and Resourcing team delivered and has undertaken two significant recruitment campaigns in the last twelve months:
 - a) **Wholetime Duty System (WDS) Firefighter recruitment (over 3,000 applications)**
 - b) **Firefighter (Control) recruitment (over 400 applications)**
- 1.3 Both campaigns took account of the restrictions resulting from the Covid pandemic and made the relevant adjustments to the recruitment processes.

- 1.4 The team used the CoreHR online application form which proved to be an efficient way of streamlining the application process making it easier for both candidates and staff.
- 1.5 Consideration has been given to the Service's obligations under the Equality Act 2010 ensuring that our processes are free of discrimination.
- 1.6 Considerations have also taken into account the Socio Economic Duty, thus helping to create a fairer and more prosperous Wales and also linking into the Future Generations Act.
- 1.7 The HR Manager of Recruitment & Resourcing is working on a national project through the National Fire Chiefs Council (NFCC) and has done since March 2020. A key theme of this project is the creation of a central hub for all UK Fire and Rescue Services. The Assistant Manager is also involved in similar work-streams thus ensuring that we are at the forefront of any developments in relation to attraction, engagement and recruitment.

2. ISSUES

2.1 Policy

2.1.1 The Recruitment and Resourcing activities link in to the Service's People Plan by aiming to deliver a clear, diverse and sustainable Recruitment Strategy. This Strategy is presently being reviewed and in doing so we will ensure that relevant key issues are covered e.g. Neurodiversity, Right to Work in the UK etc. This review will ensure that our recruitment activities are focused on attracting and recruiting the right people to provide the best possible service to our communities.

2.2 Wholetime Recruitment

2.2.1 The last three Wholetime Firefighter campaigns have resulted in the holding lists as detailed below:

Date	WDS Recruits	Male	Female	BAME
2016/017	76	70	2	4
2019/2020	68	61	7	2
2020/2021	94	86	8	2

- 2.3 Female numbers have increased despite the unprecedented circumstances during 2020-2021. Further investment will continue within this area and in this respect we are forging strong links with the charity Chwarae Teg who are helping the Service to form an engagement strategy.
- 2.4 In order to connect further with local BAME communities the EDI officer, Recruitment, and the Media & Communications team are working with station personnel to pursue avenues now that COVID restrictions are being lifted.
- 2.5 Contact has also been made with South Wales Police and other Fire & Rescue Services to learn from their practices and to ensure that any wider links are identified and utilised.
- 2.6 A new campaign 'Be more than Fire' was introduced for the current 2021/2022 WDS campaign. We have linked in more with a diverse range of applicants and relay the fact that a modern firefighter is about teamwork and being 'More than Fire'. Videos were available via channels such as YouTube, Spotify and still images were used for billboards, advertisements and social media.



- 2.7 A revised WDS working group has been established to help with continuous improvement and engagement for the Wholetime Campaign. It is anticipated that this will also have positive impact on the On-call process.

3. RECENT ACTIVITY AND PROGRESS

- 3.1 Attraction and Engagement work has continued and some examples are:-
- New online career booklet has been developed and published and will be available online shortly.

- Online school events working with 'Cardiff Commitment' linking in with Cardiff and Vale College.
- School career presentation created.
- Female focus groups via "Becoming a Female Firefighter" sessions.
- Input with "Female Fire Service" attraction six-week programme and facilitation of online sessions.
- Women in the Fire Service – online events happening linking in UK wide with other Fire and Rescue Services.
- Website constantly being updated and being made more representative of the modern Service.
- A postcode analysis has been produced to target certain areas to attract talent from all backgrounds, in line with our obligations under the Socio Economic Duty.
- Creation and roll out of "Commit to be fit" aerobic fitness sessions at various locations and female only events.
- Firefighter Fit days continue to be delivered.

4. THE WAY FORWARD

- To develop a longer term Recruitment, Attraction and Engagement Strategy.
- To continue with positive action events and linking in with Stations to help deliver these to benefit from their strong links within their community.
- To ensure that strong communication links are continuously maintained with the community, partners, candidates and staff members.
- Continuously monitor and review processes.

5. IMPLICATIONS

5.1 Community and Environment

Equality, Diversity and Inclusion	Yes
Welsh Language	Yes
Wellbeing of Future Generations (Wales) Act 2015	Yes
Socio Economic Duty	Yes
Sustainability/Environment/Carbon Reduction	No
Safeguarding	Yes
Consultation and Communications	Yes
Consultation with Representative Bodies	No
Impact Assessment	Yes

5.1.1 There are no immediate financial issues arising as a result of this report, but the plan provides a strategic planning framework for future years.

5.2 Regulatory, Strategy and Policy

Legal	Yes	Data Protection / Privacy	Yes
Financial	No	Health, Safety and Wellbeing	No
Procurement	No	Governance & Audit	No
Corporate Risk	No	Service Policy	Yes
Information Management	No	National Policy	Yes

5.3 Resources, Assets and Delivery

Human Resource and People Development	Yes
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

6. EVALUATION & CONCLUSIONS

6.1 There are no Integrated Assessment issues arising as a result of this specific report.

7. RECOMMENDATIONS

7.1 That Members note the content of this report.

Contact Officer:	Deborah Doel HR Manager, Recruitment & Resourcing
Background Papers:	None

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THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN

SOUTH WALES FIRE & RESCUE AUTHORITY

AGENDA ITEM NO 12
28 FEBRUARY 2022

HR & EQUALITIES COMMITTEE

REPORT OF THE AREA MANAGER, HEAD OF TRAINING & DEVELOPMENT

UPDATE ON FIREFIGHTER APPRENTICESHIPS

THIS REPORT IS FOR INFORMATION

REPORT PRESENTED BY AREA MANAGER D LOADER

SUMMARY

In order to deliver the new Level 3 Emergency Fire Service Operations (Wales) Apprenticeship framework, the Welsh Fire & Rescue Services (WFRS) were required to secure the services of a Work-Based Learning (WBL) provider. South Wales Fire & Rescue Service (SWFRS) have secured the services of Cardiff & Vale College (CaVC) in order to achieve this, and will be acting as the sub-contractor for the delivery phase.

RECOMMENDATIONS

Members note the contents of the report.

1. BACKGROUND

- 1.1 As of August 2020 South Wales Fire and Rescue Service became a Sub Contractor for Cardiff & Vale College delivering an Apprenticeship scheme to Firefighter Recruits. This Apprenticeship scheme was a result of a process started in 2016. Following a tender process and a number of "Meet the Buyer" Events, in 2019 Cardiff & Vale College were allocated as our provider.
- 1.2 The process in Wales due to devolution differs from other UK Fire & Rescue Services. This means that the process of getting access to the Apprenticeship levy needs the appointment of a provider such as Cardiff & Vale College. Therefore we drawdown funds automatically based on allocated budget from Welsh Government to Cardiff & Vale College.
- 1.3 To remain within ESTYN guidelines, and meet funding requirements, there are a number of frameworks we need to operate within when providing an Apprenticeship Scheme.

- 1.4 Since the inception of apprentices into South Wales Fire & Rescue Service, 60 staff started the level 3 Firefighter Apprenticeship between 2020 and 2021. This is made up of cohorts 1-5. A further 24 candidates started their careers with the Service in January 2022 (cohort 5), taking the total to 84 apprentices.
- 1.5 The 'Memorandum of Understanding' was updated in August 2021 with a reallocated budget of 24 funded places.

2. ISSUES

2.1 Feedback from Cardiff & Vale College

- 2.1.1 Following the initial induction and assessment day, the following feedback was received from the college:-

'The team and I feel it's important that we let you know how wonderful it was for us to deal with such an organised and professional set of staff and learners. Your staff within Cardiff Gate were all very welcoming and accommodating, and it certainly made our day much easier. It is rare to have that amount of sign up paperwork, and the initial assessment and induction completed in such a short day. So it is a great testament to your team, and the learners, that we were able to complete so much'.

2.2 Funding

- 2.2.1 Cardiff & Vale College secured funding for 24 apprentices for August 2020-July 2021, based on the forecast provided by South Wales Fire & Rescue Service.

Calculated learners for a 12 month period i.e. August 20 to July 2021:-

- **12 Starts August 2020**
- **12 Starts September 2020**
- **12 Starts January 2021**

- 2.2.2 Welsh Government guidelines changed in June 2020, with staff over the age of 24 not eligible to start an apprenticeship if they have been employed in their current role for more than 12 months. This means that the Service is unable to draw funding for current On-Call firefighters with more than 12 months service upon joining the Wholetime Duty System, unless they are under 25.

2.2.3 Following the update of the framework, the funding value has been increased with sub-contracting fees detailed below:-

Tiered sub-contracting fees for South Wales Fire & Rescue Service per apprentice:-

Year 1 (Up to 20%)	£3988
Year 2 (Up to 15%)	£4237
Year 3 (Up to 10%)	£4486

Apprentices funding:-

	Year 1 2020/21	Year 2 2021/22	Attainment Year 2	Total
1 x Apprentice	£3795.57 £316.30 per month)	£4032.70 £336.07 per month	£805.96 (on completion)	£8634.32

2.3 Apprenticeship Skills for Justice Awards

2.3.1 Under the apprenticeship framework we are now providing the accredited dual award Level 3 diploma 'Emergency Fire & Rescue Services' through Skills for Justice Awards. This replaces the single award Skills for Justice Diploma and quality assured workbook previously awarded. In addition to covering the firefighter role-map, new sections are included such as local area risk knowledge, and mental wellbeing. Completing an accredited award means there is no requirement for an end-point assessment as there is in England.

2.4 On-Call Firefighter

2.4.1 Our On-Call RDS firefighters are unable to access the apprenticeship framework due to their hours worked. However, South Wales Fire & Rescue Service are still providing the level 3 knowledge award 'Operations in the Community', through the Skills for Justice Awards. This is then backed by the Quality Assured workbook, meaning our On-Call firefighters are assessed against all compulsory elements of the role-map. The Service has secured an extension to this award which will expire in 2024. There are currently ongoing discussions with Skills for Justice and other Fire & Rescue Services, exploring options for its successor. We are also engaged in discussions with the Retained Management Team to ascertain their ambitions for changes to the On-Call development phase qualification.

2.5 Quality Skills Alliance (QSA)

2.5.1 Cardiff & Vale College is a member of the Quality Skills Alliance, which is a unique consortium of work based learning providers working together to develop excellence in apprenticeships. South Wales Fire & Rescue Service now has access to the services available, including the following:-

- **Access to Apprenticeship Team** – National Training Federation for Wales Apprenticeship team to develop engagement and apprenticeship opportunities.
- **QSA Moodle** – An online learning system offering learning such as Prentis-iaith Welsh modules.
- **One File** – Online recording system used by candidates during their apprenticeships allowing reviews, update of development plans and display of progress such as tasks completed

2.5.2 'One File' means that South Wales Fire & Rescue Service no longer has to issue paper based work books to Wholetime recruits following their initial course. In addition, all practical assessments on station and evidence collected can be recorded electronically, driving down the Service's paper usage. However, One File has proven to be challenging, we are in discussions with the College to overcome the issues.

2.6 Future Firefighter Apprenticeships

2.6.1 Work has been ongoing as part of the Human Foundational Economy cluster for the Regional Skills Partnership (RSP). As a result, we have secured the following in the RSP Forward Action Plan under 'Recommendations for Apprenticeship Provision':-

- Maintain provision for Fire & Rescue Apprenticeships Level 3
- Develop new provision at Level 4 and Level 5, e.g. Fire Inspection and Engineering Level 4

2.6.2 Apprenticeships are required to be in the Regional Skills Partnership Forward Action Plan in order to be able to access public funding from Welsh Government.

2.6.3 Ongoing work alongside Cardiff & Vale College regarding recruitment, in particular investigation into working alongside the

College in encouraging applicants from minority such as BAME learners.

2.6.4 Latest tender for Apprenticeship Commissioning Programme Framework for the 4 year contract period of 2021-2025 has now been issued. Cardiff & Vale College has listed South Wales Fire & Rescue Service as a sub-contractor.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	No
Welsh Language	No
Wellbeing of Future Generations (Wales) Act 2015	No
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	No
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	No

3.1.1 There are no additional financial issues arising as a result of this report.

3.2 Regulatory, Strategy and Policy

Legal	No	Data Protection / Privacy	No
Financial	No	Health, Safety and Wellbeing	No
Procurement	No	Governance & Audit	No
Corporate Risk	No	Service Policy	No
Information Management	No	National Policy	No

3.3 Resources, Assets and Delivery

Human Resource and People Development	No
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. EVALUATION & CONCLUSIONS

4.1 An Equality Risk Assessment has been undertaken to assess any potential impact relate to the Apprenticeship Scheme.

4.2 The Service’s assessment concluded that there was no immediate impact in terms of contractual matters that affect the Service engaging apprentices.

5. RECOMMENDATIONS

5.1 That Members note the contents of the report.

Contact Officer:	Dean Loader Head of Training & Development
Background Papers	None

**FORWARD WORK PROGRAMME FOR
HR & EQUALITIES COMMITTEE 2021/2022**

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
Update on liP – Report and Presentation	To provide Members with an overview of the outcome of the latest liP Assessment	ACFO TS Contact Officer: Garry Davies	5 July 2021	Presented
Strategic Equality Plan Update 2020-2025 & Annual Equality Report	To update Members	ACO PS Contact Officer: Andrew Jones	5 July 2021	Presented
Report on Personal Reviews	To update Members	ACO PS Contact Officer: Serena Ford	5 July 2021	Presented

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
Report on Annual Occupational Health Activity 2020/21	To provide Members with an update on the variety of services delivered by the Occupational Health Unit	ACO PS Contact Officer: Andrew Jones	5 July 2021	Presented
Pension Circulars - Updates	Purpose is to inform Members on pension circulars received from Welsh Government	ACO PS Contact Officer: Alison Reed	5 July 2021	Presented
Annual report on Absence Management	Purpose is to update Members on the incidents of sickness absence across the Service	ACO PS Contact Officers: Andrew Jones/Karen Davies	5 July 2021	Presented

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
Annual report on Discipline & Grievances	Purpose is to update Members on the variety of disciplinary and grievance cases that have occurred throughout the Service.	ACO PS Contact Officers: Andrew Jones/Gill Goss	5 July 2021	Presented
Update on Mental Health Strategy	To update Members	ACO PS Contact Officer – Dave Crews	5 July 2021	Presented
NJC for Brigade Managers Salaries and Numbers Survey 2020	To provide Members with an update on the NJC annual survey of FRA's Brigade Managers roles in terms of gender, ethnic origin, age, and the use of Gold Book terms and conditions.	ACO PS Contact Officer: Alison Reed	1 November 2021	<i>Deferred to the next meeting</i>
Pension Circulars - Updates	Purpose is to inform Members on pension circulars received from Welsh Government	ACO PS Contact Officer: Alison Reed	1 November 2021	Presented

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
Review of Training & Development Activities 2020/2021	To update Members on the Service's training activities and commitments which identifies how we attract and develop our people to promote organisational improvement.	ACFO TS Contact Officer: Brian Thompson	1 November 2021	Presented
Report Real Living Accreditation	To update Members	ACO PS Contact Officer – Alison Reed	1 November 2021	Presented
Report on People Plan 2020-2023	To provide Members with an update on SWFR's People Strategy 2020-2023	ACO PS Contact Officer: Alison Reed	24 January 2022	Presented

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
Establishment Structure Update	To update Members	ACO PS Contact Officer: Alison Reed/Andrew Jones	24 January 2022	Presented
Annual Pay Policy Statement 2021/2022	Purpose is to inform Members and to enable the Service's Policy to be evaluated.	ACO PS Contact Officer: Alison Reed/Kim Jeal	24 January 2022	Presented
Independent Pay Review 2022	Purpose is to present an independent pay review to Members	ACO PS Contact Officer: Alison Reed	24 January 2022	Presented
Recruitment & Attraction Strategy	To update Members	ACO PS Contact Officers: Andrew Jones/ Deb Doel	28 February 2022	On Agenda

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
Learning Pathways	To update Members	ACO PS Contact Officers: Andrew Jones/Serena Ford	28 February 2022	On Agenda
Update on Apprenticeships	To update Members on the current progress on the Apprenticeship Levy for SWFRS.	ACFO TS Contact Officer: Dean Loader	28 February 2022	On Agenda
Annual Welsh Language Report	The purpose of this report is to update members on the Service's compliance and progress with the Welsh Language Standards.	ACO PS Contact officer: Andrew Jones	28 February 2022	On Agenda

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
Pension Circulars - Updates	Purpose is to inform Members on pension circulars received from Welsh Government	ACO PS Contact Officer: Alison Reed	28 February 2022	On Agenda
Gender Pay Gap Statement	Purpose is to update Members on the analysis of the gender pay gap across the Service.	ACO PS Contact Officer: Alison Reed/Kim Jeal	28 February 2022	On Agenda
Review of Service response to the Socio Economic Duty	To update Members	ACO PS Contact Officer: Andrew Jones/Carey Wood	28 February 2022	On Agenda
Annual Summary of HR & Training Reports	To update Members	ACO PS Contact Officer: Alison Reed	28 February 2022	On Agenda

Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Expected Date of Decision/ Submission/ Review	Progress
NJC for Brigade Managers Salaries and Numbers Survey 2020	To provide Members with an update on the NJC annual survey of FRA's Brigade Managers roles in terms of gender, ethnic origin, age, and the use of Gold Book terms and conditions.	ACO PS Contact Officer: Alison Reed	28 February 2022	<i>To be deferred to the next meeting as awaiting further information</i>

Dates of meetings – 5 July, 2021, 1 November, 2021, 24 January, 2022, 28 February, 2022

ACO Alison Reed – Director of People Services

Andrew Jones – Head of Human Resources

AM Dean Loader – Head of Training & Development

AGENDA ITEM NO 14

**To consider any items of business that the Chairperson deems urgent
(Part 1 or 2)**

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1. Apologies for Absence
2. Roll Call
3. Declaration of Interests

Members of the Fire & Rescue Authority are reminded of their personal responsibility to declare both orally and in writing any personal and/or prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Fire & Rescue Authority's Standing Orders and the Members Code of Conduct

4. Chairperson's Announcements

5. To receive the minutes of:

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