

Contents

Foreword3

Introduction 4

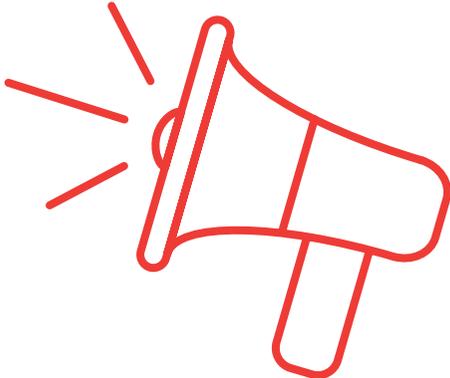
What did we do last year in 2017/2018 and how did we perform?5

What we are doing in 2018/2019 26

What we plan to do in 2019/2020 29

The Wellbeing of Future Generations Act 34

Have your say 37

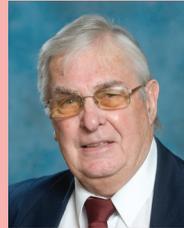


Foreword



Huw Jakeway

Chief Fire Officer
South Wales Fire and Rescue Service



Councillor Tudor Davies

Chairman
South Wales Fire and Rescue Authority

Welcome to our annual update, which will give details of some of the things we have achieved in 2017/2018. We will introduce our proposed priority actions for 2019/2020 and explain why we have chosen them. At the end of this document, we hope you will tell us what you think about this by completing the survey.



Introduction

South Wales Fire and Rescue Service (SWFRS) is one of the largest fire and rescue services in the UK, covering 10 unitary authorities. We cover a large geographical area made up of rural, coastal and urban communities.

We have several legal frameworks that provide us with rules and guidelines on what services we must provide. These include The Fire and Rescue Services Act 2004; The Fire and Rescue National Framework, 2016; The Local Government (Wales) Measure 2009 and the Wellbeing of Future Generations Act (Wales) 2015. These place a duty on us to keep people, communities, businesses and the environment of South Wales safe from fires and other hazards. We do this as effectively and efficiently as possible while aiming to improve social, economic and cultural wellbeing.

We develop services that meet the immediate needs of our community and Service, while enhancing the opportunities for future generations.

We will demonstrate that we have applied the following sustainable development principles in our decision making;

- Balancing short term needs with long term needs.
- Putting resources into preventing problems.
- Using an integrated approach, balancing social, economic and environmental needs.
- Collaborating with others to help meet wellbeing objectives.
- Involving others to reflect the diversity of an area.

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

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

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

What did we do last year (2017/2018) and how did we perform?

The Fire and Rescue Services in Wales report their performance in three areas to the Welsh Government.

There are seven measures within these;

1. Fires and other incidents



i) The total number of fires we attended has decreased from 5,798 to 5,792 (-0.1%).



ii) The total number of false alarms we attended has decreased from 8,191 to 7,689 (-6.1%).



iii) The total number of road traffic collisions we attended has decreased from 1,179 to 1,139 (-3.4%).



iv) The total number of other special service calls we attended has increased from 2,147 to 2,623 (+22.2%).

2. Fire Deaths and Injuries



v) The total number of deaths and injuries arising from all fires has decreased from 92 to 67 (-27.2%).



vi) The total number of deaths and injuries arising from accidental fires has decreased from 74 to 58 (-21.6%).

3. Fires Contained in room of Origin



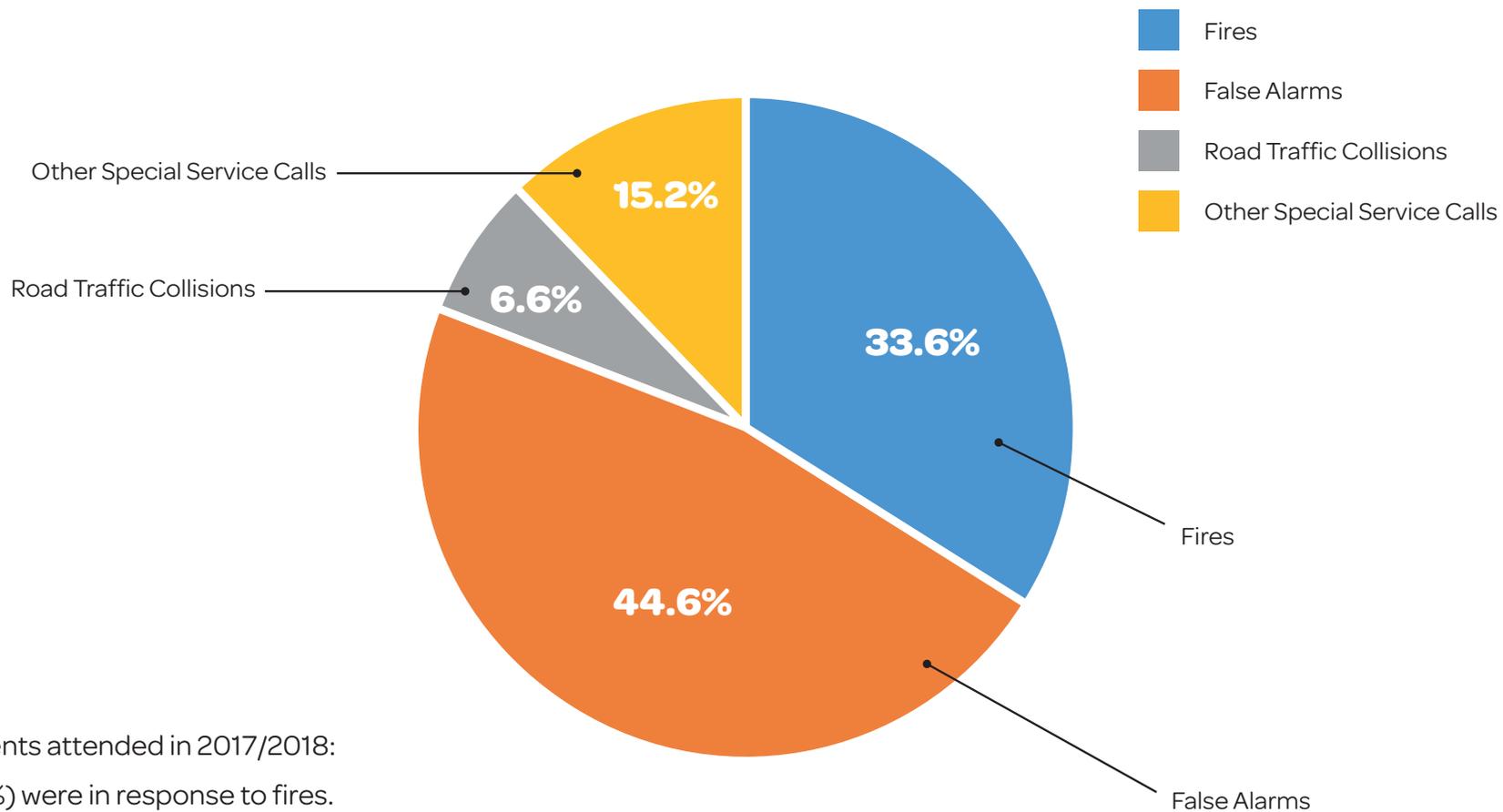
vii) The percentage of dwelling fires which were contained in the room in which they originated has decreased from 84.8% to 83.7% (-1.1%)

What did we do last year (2017/2018) and how did we perform?

As a Service it is important that we evaluate our performance, to ensure that we are performing as effectively as possible. We do this in part by setting ourselves annual targets, comparing our performance against the other Welsh Fire and Rescue Services and the Family Group 4 (FG4).

FG4 is formed of 18 Fire and Rescue Services from Wales, England and Northern Ireland. They are similar to ourselves based on factors such as population, deprivation, risk profiles and incident volumes.

	2016/2017 South Wales	2017/2018 South Wales	2017/2018 Target South Wales	2017/2018 North Wales	2017/2018 Mid & West Wales	2017/2018 FG4 worst	2017/2018 FG4 best
The total number of fires attended	5,798	5,792	5,900	2,029	3,190	5,101	1,888
The total number of false alarms attended	8,191	7,689	7,800	2,112	4,939	7,385	141
The total number of road traffic collisions attended	1,179	1,139	1,100	206	983	1,197	311
The total number of other special service calls attended	2,147	2,623	2,100	1,386	4,665	2,975	915
The total number of deaths and injuries arising from all fires	92	67	81	63	50	435	5
The total number of deaths and injuries arising from accidental fires	74	58	67	59	47	370	4
The percentage of dwelling fires which were contained in the room in which they originated	84.9%	83.7%	86.0%	88.7%	85.3%	Data not available	
Total number of incidents attended	17,315	17,243	16,900	5,733	13,777	15,840	7,062



Of the 17,243 incidents attended in 2017/2018:

- 5,792 (33.6%) were in response to fires.
- 7,689 (44.6%) were in response to false alarms.
- 1,139 (6.6%) were in response to road traffic collisions.
- 2,623 (15.2%) were in response to other special service calls which include large animal rescues, rescue/evacuation from water and all other incidents attended.

Last year (2017/2018) we had seven Priority Actions;

Priority action 1.

Reduce the number of deliberate fires

We reduced the number of deliberate fires during many of our traditionally busy periods for arson, through educational campaigns and by adapting the environment where possible. Our Operation Bang campaign reduced deliberate fires during the Halloween and Bonfire period, while our Inspire2Achieve project educated young adults in the community around the negative effects of arson. We used a Robo-cutter and Bracken Rolling to ensure that areas of local grassland were adapted to avoid being subjected to arson.

Priority action 2.

Obtaining and sharing information where possible with other agencies to reduce risk and improve community well-being

We worked with a wide variety of partners following the tragic incident at Grenfell Tower, to share best practice and reduce risk. We also developed our Home Fire Safety Checks in to Safe & Well visits, which involves gathering information and sharing that with our partners about the vulnerable individuals in our communities. This ensures our initiatives are targeted to those in need.

Priority action 3.

Exploring and understanding the reasons behind fire related injuries and in particular the increase in 2015/2016

We explored the reasons behind fire related injuries through the LIFE BID Project and through studying data gathered by our Business Fire Safety team at visits to businesses. Serious injuries have fallen by 20% and slight injuries have fallen by 24%.

Priority action 4.

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

Various campaigns and events have taken place to engage with the public, which included Community Safety after the tragic events at Grenfell Tower. We have also engaged with accommodation providers and have used a risk based approach to Business Fire Safety inspections to ensure that our engagement has been targeted and meaningful. A number of engagement events are planned to coincide with the United Kingdom Rescue Organisation (UKRO) Challenge 2018 at Cardiff Bay.

Priority action 5.

Ensuring that we attract, develop and retain a suitable resilient workforce that reflects our communities and is capable of delivering our services

We undertook a cultural audit through the Investors in People framework and achieved a Silver award. We also continue to launch various recruitment campaigns to increase the number of On Call Firefighters that can represent the communities we serve, and invested in additional training facilities at Abercarn station to accommodate larger numbers of new recruits. We also invested in a Compartment Fire Behaviour Training (CFBT) Facility at Cardiff Gate.

Priority action 6.

Ensure ICT systems and services are available to enable efficiency and support service delivery

New and improved ICT systems are constantly being developed to streamline the Service and assist us in preventing and responding to incidents. We launched our new website earlier this year, which has enhanced levels of accessibility to provide the user with a better experience. We also developed a new Business Management Information System in house, which has centralised the organisation's Business Plan, Risk Register and Audit Actions, providing real time performance data.

Priority action 7.

Working with others to be more efficient and effective

We have worked with various partners to achieve common goals. We worked with numerous organisations to reduce unwanted fire signals and also worked with our partners within the emergency services to create training scenarios, which prepare our crews for emergency incidents.

We worked with our partners within the Public Service Boards to develop Wellbeing plans that aim to ensure sustainability for future generations.

What did we do last year (2017/2018) and how did we perform?

The following pages explain how we have contributed toward accomplishing the priority actions of work during 2017/2018.

Priority action 1. Reduce the number of deliberate fires

We reduced the number of deliberate fires during many of our traditionally busy periods for arson, through educational campaigns and by adapting the environment where possible. Our Operation Bang campaign reduced deliberate fires during the Halloween and Bonfire period, while our Inspire2Achieve project educated young adults in the community around the negative effects of arson. We used a Robo-cutter and Bracken Rolling to ensure that areas of local grassland were adapted to avoid being subjected to arson.

Operation Bang

Halloween, and the period up to and including Bonfire Night, is traditionally one of our busiest periods of the year for us. Reports of anti-social behaviour are common during this period. A multi-agency approach known as Operation Bang began in Newport in September 2017, where representatives from engagement and enforcement agencies worked together to ensure a seamless approach to issues that may arise across the city.

A number of activities took place as part of Operation Bang during the period 20th October to 5th November, including delivery of Halloween/Bonfire Safety school assemblies to 5,630 pupils across Newport.

The team carried out patrols with Police Community Support Officers (PCSOs) and school liaison events to engage with young people and discuss the safe building of bonfires. Information on more than 30 bonfires was noted and sent to Fire Control along with the names and phone number of a responsible person. Additional safety measures were implemented, including mail box jammers fitted to a number of properties in the Newport area.

The number of calls we received during this period in 2017 was lower than in 2016 and calls to the police also decreased by 23%. As a result of the planning and preventative activities carried out with partner organisations there was a 34% reduction in fire setting during this period.

Inspire2Achieve / Phoenix Project

The Phoenix Project has hosted a number of young people from a variety of schools and organisations. The week long programme aims to increase confidence and self-esteem in young people with behavioural issues. The programme aims to address low school attendance and fire related anti-social behaviour. Its aim is to engage with them and reduce fire related problems such as deliberate fire setting and hoax calls through education, as well as helping them to develop new skills. During one such event, the Phoenix practitioners worked with young people referred by Blaenau Gwent Youth Team through their Inspire2Achieve programme. The team engaged and enthused the young people by explaining what they could expect through the week. Nine individuals completed the course and gained an Agored Cymru qualification.

One person stated - **“It was great, I loved it and want to do it again.”**

Reducing the Impact and Risk of Wildfires Using the Robo-cutter

During wet weather periods, the Service has been trialling a Robo-cutter to reduce wildfires. This is a remote controlled cutting vehicle that can cut a two metre wide fire break to help prevent the spread of wildfires. Funding for the trial was secured from Natural Resources Wales (NRW), and allowed us to rent a vehicle for one month in both the winter and spring. So far, the cutter has been used with great success on the Gaer, Newport, the hills of Tonypany, and in other key areas. This has been welcomed by both the farming community and local residents, as we have opened up paths that have not previously been available to them.



Picture of the Robo-cutter in action creating a fire break.

Bracken Rolling

In another initiative, we have been trialling Landbase, which is a lightweight roller system that stops bracken growth effectively without using chemicals. This trial has been carried out with great success over the last two years at the mountain-side below Penrhys housing estate. In 2018/2019, we are carrying this out in Ferndale and Penrhys with funding again from NRW through the Wildlife Trust.

Priority action 2.

Obtaining and sharing information where possible with other agencies to reduce risk and improve community well-being

We worked with a wide variety of partners following the tragic incident at the Grenfell Tower, to share best practice and reduce risk. We also developed our Home Fire Safety Checks in to Safe & Well visits, which now involve gathering further information about the vulnerable individuals in our communities. We worked with numerous partners to share details about the vulnerable in our communities, ensuring that our initiatives are targeted to those in need.

Our Response to the Grenfell Tower Incident

Following the tragic Grenfell Tower incident in London, we have been working with our Local Authorities and building owners sharing information to ensure there are effective and appropriate responses to fires in high rise properties. A fire of this type with such tragic outcomes is a very rare event in the United Kingdom or South Wales. The vast majority of fires in homes are contained within the room where the fire first starts. We have been working to ensure that we have an appropriate response to incidents of this nature.

We have:

- Created a dedicated High Rise team within our Fire Safety team
- Actively engaged and given advice to owners of high rise buildings with cladding issues
- Carried out 246 visits to high rise buildings
- Attended resident meetings and visits with the Community Safety and Fire Safety teams
- Engaged with Welsh Government
- Provided timely responses to the National Fire Chiefs Council's requests for information
- Trained 276 operational staff with additional high rise firefighting training
- Improved learning for operational crews by using the high rise training facility at West Midlands Fire Service
- Provided further "stay put" training and guidance to Control staff

Momentum Project

We have been assisting survivors of domestic abuse since 2009, identifying those at risk and providing valuable home safety advice. In October 2017, we started the 'Momentum Project', which is unique as it involves the whole family, from young children to adults. It is designed to help build confidence and allow families to make new friends and learn new things. The parent activities include self-care, mindfulness and wellbeing. The young people learn firefighting skills and the discipline that is expected on the drill yard. Two projects have been completed, with 12 families attending Malpas station.

Safe and Well visits

In order to reduce the number of accidental dwelling fires, fire fighters and community safety staff have visited the most vulnerable people in our communities for over a decade. The initiative provides education and supplies equipment, such as smoke detectors and heat detectors.

These visits are an important part of the proactive risk reduction role of the Service, and are continuously improving in their aim of reducing deaths and injuries caused by accidental fires. We have now developed the Home Fire Safety Check into Safe and Well visits, incorporating a slips, trips and falls assessment, carbon monoxide awareness, home security and smoking cessation information.

As a result, 1,050 homes in Newport and Bridgend received falls assessments. Of those, a number of referrals were made to relevant health board departments for individuals over the age of 65. In addition to this, homes were offered carbon monoxide awareness sessions, and 162 home security packs were given out.



Firefighter for a Day

Her Majesty's Prison at Bridgend has a Young Persons Unit that contains 64 young males aged from 15 – 17 years. The unit was opened in response to the Youth Justice Board's desire to detain young Welsh offenders closer to their homes. The unit adopts a holistic approach to the effective rehabilitation and resettlement of young people.

To assist with this, we deliver our Fire Fighter for a Day initiative. The aim of this initiative is to challenge negative decision making processes and develop healthier attitudes. In turn, the young offenders are offered the opportunity to be peer educators to support SWFRS on subsequent interventions as supervised instructors after they move to the adult wing of the prison. This is achieved through a one day course which includes team building, confidence building and education.

In general, those taking part would be known for deliberate fire setting, vehicle crime, road safety issues or any type of anti-social behaviour relating to the Fire and Rescue Service. The feedback from the young people who attended showed that they had never truly considered the consequences of their actions when taking part in criminal or anti-social activities, especially the effects it has on others.

Exercise Hollybush

As part of its commitment to safeguarding the communities of South Wales, Exercise Hollybush was a major resilience exercise that took place to test collaborative working and response.

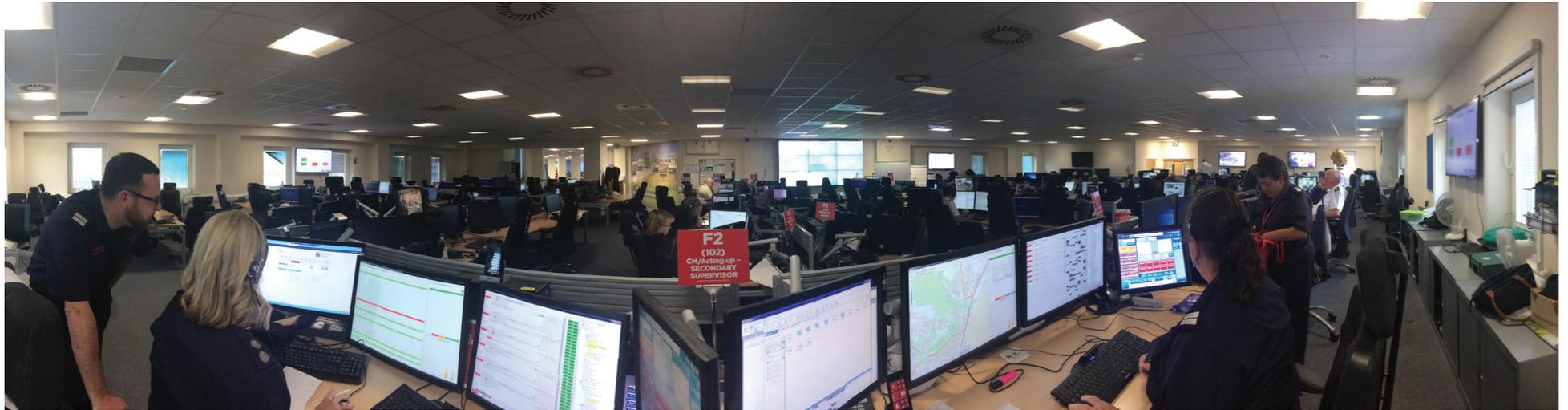
The exercise, which included SWFRS, Welsh Ambulance Service NHS Trust (WAST) and its Hazardous Area Response Team (HART), tested the capability of our partner agencies to respond to and manage a major incident. As part of this exercise we provided a number of appliances and support vehicles.

A total of 49 casualties were treated during the simulated incident. The exercise was a great success, from both an operational and learning perspective and, as a result, we are planning further major exercises on an annual basis.

These exercises will be utilised to incorporate all major risks in the Service area, with a multi-agency approach working to the Joint Emergency Service Interoperability Programme.



Joint Fire Control



Since the relocation and merger of South Wales and Mid and West Wales Fire Controls to South Wales Police HQ Bridgend in October 2017. It has collaborated on information sharing, joint command of operations, responses and provision of resources.

This has included joint snow plan meetings, sharing of information about incidents causing major road closures, fires and other special service responses. The JFC allows us to enhance our intelligent mobilising protocols with visual information from the scene.



Priority action 3.

Exploring and understanding the reasons behind fire related injuries and in particular the increase in 2015/2016

We explored the reasons behind fire related injuries through the LIFEVID project and through studying data gathered by our Business Fire Safety team at visits to businesses. Serious injuries have fallen by 20% and slight injuries have fallen by 24%.

LIFEVID (Lessons In Fire and Evacuation Behaviour In Dwellings)

The LIFEVID project is a collaboration between several professional organisations involved in fire safety. This project was created to learn how people respond when a fire occurs that affects their home. The purpose is to better understand the range and causes of the way people react to fires in the home (i.e. thoughts, feelings, actions), and the outcomes of such incidents.

We took part in the project during the trial phase and interviewed 12 people regarding their experiences. Occupants' experiences were stored anonymously in the LIFEVID database and the data analysed.

When the information is analysed, it is used to help inform initiatives to educate and assist both Fire and Rescue Services and the general public in how to (a) reduce the number of fires and (b) minimise harm to people and property when a fire does occur. The work of other professional organisations involved in public safety, which include: medical services, government agencies, building designers, manufacturers and suppliers of fire protection systems, may also benefit from this enhanced understanding.

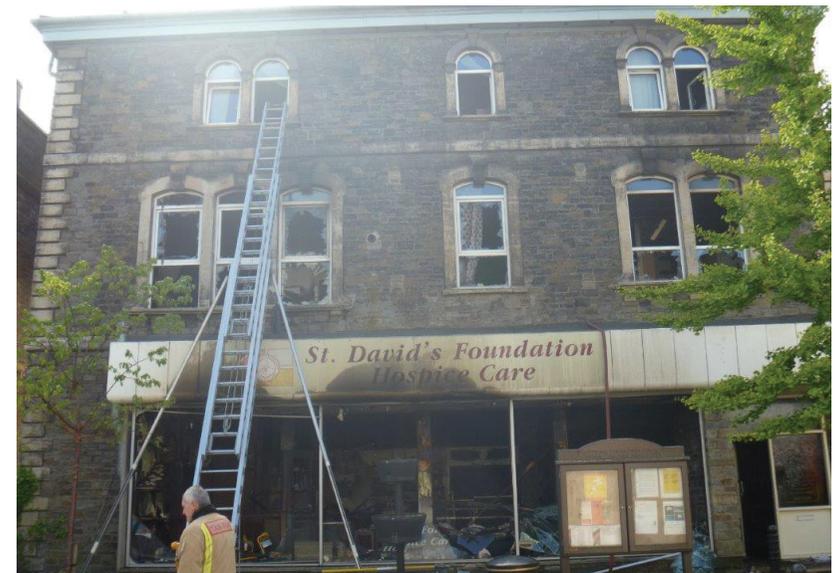


Business Fire Safety

Our Business Fire Safety Department work with businesses across South Wales, providing information and advice to help them stay safe and reduce the risk of fires. They also visit business premises, advising owners how to keep their businesses and customers safe. In some cases, we have to apply enforcement notices to businesses that do not comply with the law and, in extreme circumstances, have no alternative but to prosecute those who break the law.

A ground breaking case was brought against a Fire Risk Assessor who was prosecuted for failing to comply with Fire Safety legislation after an investigation into two major fires at charity shops within the South Wales area. The charity shops had contracted a person to undertake fire risk assessments (FRA) at 30 premises across two Service areas. The investigation found that four of the shops had serious violations that required formal enforcement notices due to the FRAs not being suitable or sufficient. Additionally nine summonses were issued against the assessor. The person who had carried out the FRAs pleaded guilty to all 13 charges and was sentenced to six months imprisonment, suspended for two years, and ordered to carry out 180 hours of community service.

A company in Bridgend was also investigated after a fire caused by a faulty electrical socket spread to neighbouring properties. We found several fire safety failings likely to place people at risk of death or serious injury in the event of a fire. As a result of the findings, the company pleaded guilty to four offences and were fined £16,000 and also ordered to pay costs of £16,000.



Priority action 4. Undertaking engagement to obtain views on service delivery, risk and priorities

Various campaigns and events have taken place to engage with the public, which included Community Safety after the tragic events at Grenfell Tower. We have also engaged with accommodation providers and have used a risk based approach to Business Fire Safety inspections to ensure that our engagement has been targeted and meaningful. A number of engagement events are planned to coincide with the United Kingdom Rescue Organisation (UKRO) Challenge 2018 at Cardiff Bay.

Engagement with Accommodation Providers

A new initiative has been set up to engage with a company that currently manages approximately 400 properties within our area. These properties are used to house foreign nationals whilst their applications for asylum are processed.

This initiative to improve fire safety standards was introduced after a number of fires and reports of fire safety issues with the company owners accepting the need to make procedural changes. This will ensure that the fire precautions within their properties are assessed and upgraded as necessary. Continued engagement with partner agencies ensures any potential risk to the occupants, our communities and firefighters is reduced.

Regular meetings with the building managers and the Local Authority (LA) housing departments have enabled us to monitor progress and establish new ways to assess new properties being used to house foreign nationals. There has been engagement to educate residents on the importance of fire safety. In order to mobilise the correct resources to incidents involving tenanted buildings, these properties have now been identified by Joint Fire Control. This has enabled us to provide detailed information to crews on any previous issues associated with premises and to support them through a potentially challenging incident.

Information is being shared across our Service to ensure the safety of residents and firefighters. We are continually striving to share any intelligence we gather during our inspections to better inform crews of hazards and risks, particularly in any poorly managed buildings.

A Risk Based Approach to Business Fire Safety Inspections

Our Business Fire Safety department have continued their work on a new system to more accurately identify high risk business premises. We have been collaborating with West Midlands Fire Service to develop a Management Information System (MIS). When the system is completed, it will use a wide range of data, from internal and external sources, to create a more up-to-date, risk-based inspection regime. It will connect information from various sources, which will allow a more complete assessment of risk. It will also help us to identify, target and address risk more effectively, therefore improving our performance and service.

Priority action 5. Ensuring that we attract, develop and retain a suitably resilient workforce that reflects our communities and is capable of delivering our services

We undertook a cultural audit through the Investors in People framework and achieved a Silver award. We also continue to launch various recruitment campaigns to increase the number On Call Firefighters that can represent the communities we serve, and invested in additional training facilities at Abercarn station to accommodate larger numbers of new recruits. We also invested in a Compartment Fire Behaviour Training (CFBT) Facility at Cardiff Gate.



Investors in People (IiP) - ‘Not Just Saving Lives But Also Changing Lives’

In 2017, we undertook a cultural audit of the Service through the Investors in People (IiP) framework. It was important that we were able to explore the culture of our Service, and look at how we treat each other. This enabled us to understand what it is that we do well and where the areas for improvement are to enable us to continue to improve. We are extremely pleased, proud and privileged to share with you that we have been awarded Silver level, so we are in an elite band of the top 20% of organisations that are accredited by IiP.

Our adage of ‘not just saving lives but also changing lives’ has been recognised within the IiP assessment. The considerable investment that we make to developing innovative ways of delivering protection, prevention, education services and response was also recognised. We are recognised throughout the report for our outstanding team spirit and how we work together delivering our vision ‘to make South Wales safer by reducing risk’.

As an outcome of this assessment, we have established a Staff Engagement Network to work alongside the Senior Management Team on areas of development.

Compartment Fire Behaviour Training (CFBT) Facility at Cardiff Gate



We have been planning a new live fire training facility at our Cardiff Gate Training Centre site, with the build planned to start in 2018. This world class venue will feature a three storey zero-emission fire house, which allows firefighters to carry out breathing apparatus training in a range of challenging real fire scenarios.

The building includes a smoke treatment system (smoxidiser) contained within the third floor, which will prevent untreated emissions exiting the building. The smoxidiser ensures that any smoke produced within the facility is captured, extracted and filtered whilst meeting all the relevant planning conditions. This includes an air cleaning system which is environmentally friendly.

The internal design of the facility allows for a mixture of scenarios. These including domestic, small commercial, basement fires and small offices, with internal stairs for top and bottom entry. The facility also has the capability for ship firefighting training through the inclusion of ships hatches, ladders, ships doors and internal risers.

The building has both high and low pressure water systems, which stops us needing to use fire engines outside the building. This further reduces the environmental impact from both noise and emissions. Following completion of the build, the training centre will commence a robust piloting and commissioning period with an expected go live date in Autumn 2019.

On Call Initial Firefighter Training at Abercarn

To support the increased level of On Call Firefighter recruitment, we have made a considerable investment to upgrade Abercarn Fire Station to allow for the facilitation of firefighter training, physical and practical entry tests and as a venue to host engagement events.

This has allowed for firefighter training to be completed alongside courses that are running at Cardiff Gate Training Centre. This has increased the number of initial firefighter training courses completed by 50%, resulting in 117 On Call trainees receiving essential firefighting skills training in the last 12 months.

To meet this demand, an additional pool of instructors were trained to manage the on-going training of the new firefighters. The feedback from those involved with training at Abercarn has been positive. This facility will benefit the Service for years to come, providing a venue that allows firefighters to be trained to meet future challenges.



Priority action 6. Ensure ICT systems and services are available to enable efficiency and support service delivery

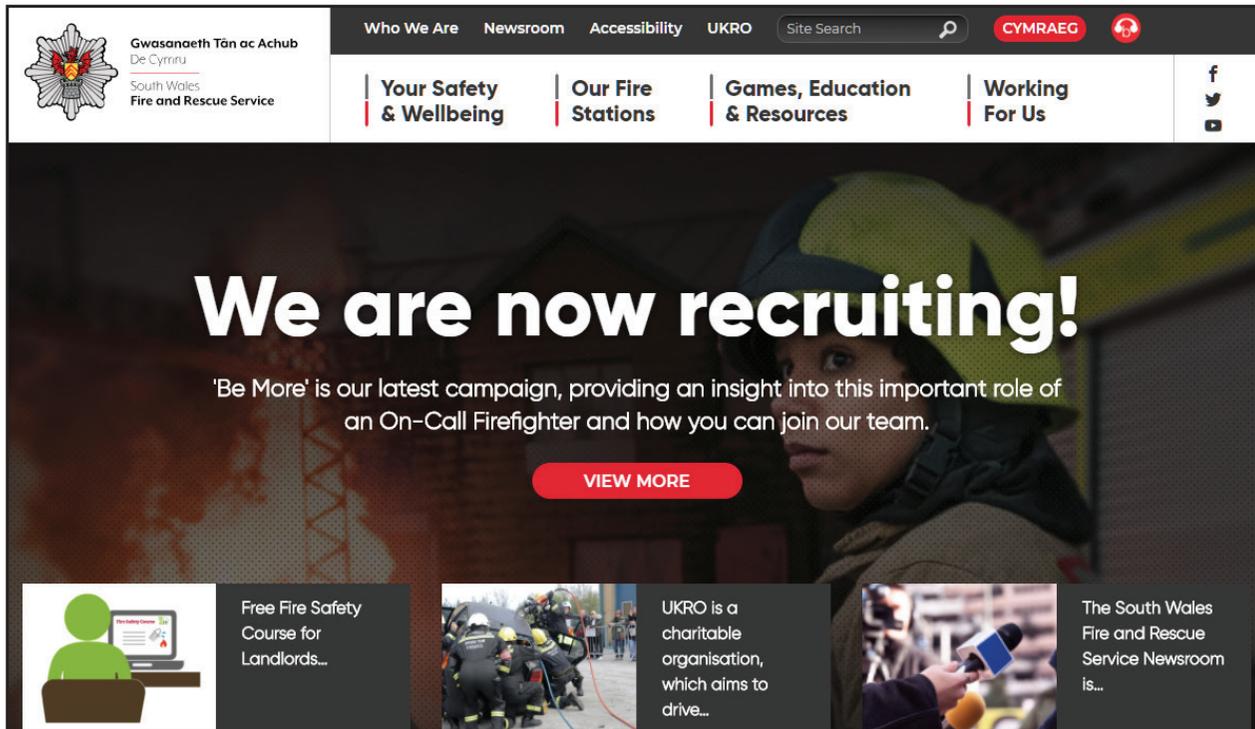
New and improved ICT systems are constantly being developed to streamline the Service and assist us in responding to incidents. We launched our new website earlier this year, which has enhanced levels of accessibility to provide the user with a better experience. We also developed a new Business Management Information System in house, which has centralised the organisation's Business Plan, Risk Register and Audit Actions, providing real time performance data.

Business Management Information System (BMIS)

The Service has developed and implemented a new Business Management Information System, which has centralised our Business Plan, Risk Register and Audit Actions, providing real time performance data. The system has been developed to access key information from the whole Service, increasing transparency and creating a culture of information sharing and monitoring throughout the organisation.

The implementation of the system will ensure that we can continuously monitor our performance in all areas and improve the effectiveness and efficiency of the services we deliver to the public of South Wales.





New Website

Earlier this year, we launched a new website for the Service. The mobile and tablet optimisation has enabled us to provide key safety information within easy read content. The site now has enhanced levels of accessibility, which aims to provide all site visitors with a better experience. This will help in breaking down barriers between content and audience by reading information aloud in multiple languages. This innovative software adds speech, reading and translation, supporting those with dyslexia, low literacy, English as a second language and those with mild visual impairments.

Priority action 7. Working with others to be more efficient and effective

We have worked with various partners to achieve common goals. We worked with organisations to reduce unwanted fire signals and worked with our partners within the emergency services to create training scenarios, which prepare our crews for emergency incidents.

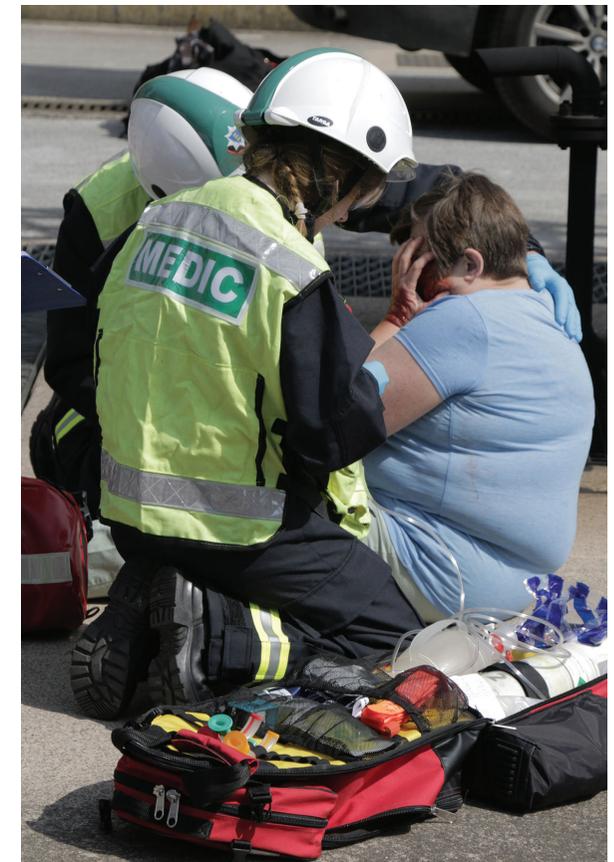
We worked with our partners within the Public Service Boards to develop Wellbeing plans that aim to ensure sustainability for future generations.

Partnership Training Exercises

We have has been working with the Cwm Taf University Health Board, which covers Rhondda Cynon Taff and Merthyr Tydfil local authority areas, and Welsh Ambulance Service NHS Trust (WAST), on plans to integrate training exercises to ensure incidents involving all parties are brought to a successful conclusion. These exercises will also help to prepare doctors of all levels for work in busy and sometimes traumatic environments.

A road traffic collision (RTC) exercise was planned with multiple vehicles and a number of trapped people. The casualties had various injuries for responders to deal with. We supplied the cars through the 'End of Life Vehicle' contract, and also supplied six appliances for the exercise. WAST supplied medical rescue equipment, a fast response vehicle and three ambulances, with Cwm Taf supplying more advanced clinical equipment, three consultants, and one student doctor.

The exercise ran with numerous extrications and medical interventions taking place. Following the exercise, some excellent learning points were raised by personnel from the three services. All parties agreed that the exercise was a great success, with all partners keen to continue and further improve the training offered through the exercise.



Our Approach to Unwanted Fire Signals (UFS)

Over 44% of our activity is driven by false alarms. Automatic fire detection systems can generate what we class as Unwanted Fire Signals (UFS). As a Service, we responded to 4,358 UFS in 2017/2018. This stops crews being available to attend incidents, deliver community safety activities, causes unnecessary travel, wastes fuel, causes wear and tear on our vehicles and increases road risk. To tackle this issue, our Business Fire Safety department are working with Health Board Trusts, Local Education Authorities and local businesses.

In 2017, we engaged with our NHS colleagues and other stakeholders to reduce the number of UFS calls. We are seeing the benefits of this work with a significant drop in the number of UFS we are now attending. We have achieved this by:

- Joint presentations to Heads of NHS Estates
- Engagement that has resulted in the renewal of alarm systems in several NHS premises
- Working with NHS Fire Safety Managers to deliver UFS-Reduction training for staff
- Embarking on a specific media campaign that supports Responsible Business Week
- Delivering UFS reduction content on social media, mainstream news channels and local radio
- Training our operational staff in UFS reduction
- Issuing UFS letter templates to Station Managers to send to persistent problem sites
- Developing a UFS monitoring system to assist our Station Managers in identifying issues and trends within their areas
- Utilising Business Fire Safety staff to raise UFS awareness to our station based staff, and acting as a point of contact for crews
- We have changed the way we respond to suspected UFS calls by reducing the number of fire engines we send from 3 to 1
- Joint Fire Control contact any suspected UFS to confirm if we are needed before we send a fire engine

HOW WE DID IN 2017/18 COMPARED WITH 2016/17	
Total UFS - 2016/2017	5,063
Total UFS - 2017/2018	4,358
Reduction	705 (13.9%)
These are the positive outcomes that allow us to use our time more effectively	
<ul style="list-style-type: none"> • Over 2,000 more hours of fire engine availability • Reducing number of UFS calls to Joint Fire Control • Reducing number of fire appliances turning out to false alarms 	

What we are doing in 2018/2019

Our Vision

Our plan for 2018/2019 is summarised below. There are five Strategic Themes which are supported by six Priority Actions. We revised our Priority Actions for this year and published them for consultation between October 2017 and January 2018, with strong support from our communities.

“To make South Wales safer by reducing risk”

by

Serving our communities needs

Working with others

Facing challenges through innovation and improvement

Reducing risk through education, enforcement and response

Succeeding in making South Wales safer

Our Strategic Themes are;	Our Priority Actions (PA) will enable us to achieve this by;	To deliver this we plan to;
<p>Reduce Risk</p> 	<p>PA01 - Working with others to protect our communities from harm or the risk of harm</p>	<ul style="list-style-type: none"> • Roll out Safe and Well visits to all 10 Local Authorities • Identify the vulnerable in our communities by analysing call trends • Consider recommendations made following the tragic Grenfell Tower fire in London • Work with partners to reduce the number of refuse fires and wildfires • Use social media to inform our communities of ongoing risks • Implement a new Volunteer Scheme to support Community Safety initiatives • Deliver more course at more locations of the “all Wales” Revolution initiative • Explore new ways to deliver the Phoenix and Crimes and Consequences projects
<p>Engage and Communicate</p> 	<p>PA02 - developing more efficient and effective ways of engaging and communicating with our communities about our services</p>	<ul style="list-style-type: none"> • Improve our community engagement at Joint Fire Control • Launch our new website and continue developing this throughout the year • Target our preventative campaigns to specific groups • Interview every occupier of accidental house fires as part of the LIFEID project • Maintain the contact that has been made with the travelling communities • Deliver a successful community safety event during the United Kingdom Rescue Organisation (UKRO) Challenge in September 2018 • Utilise the Education and Engagement vehicle to educate our communities • Open three new fire cadet branches

Our Strategic Themes are;	Our Priority Actions (PA) will enable us to achieve this by;	To deliver this we plan to;
<p>Nurture Sustainable Resources</p> 	<p>PA03 - ensuring we attract, develop and retain a workforce that reflects our communities and is capable of delivering effective services today and in the future</p> <p>PA04 - reducing our Service's impact on the environment to ensure future sustainability</p>	<ul style="list-style-type: none"> • Roll out the Volunteer Scheme to involve the community with our Service • Deliver recruitment messages whilst undertaking Community Safety activities • Continue with the new strategy for On Call Duty System (OCDS) recruitment • Develop succession plans to ensure we attract, develop and retain quality staff • Build a new Compartment Fire Behaviour Training (CFBT) facility to train staff <ul style="list-style-type: none"> • Develop a whole-life system when purchasing new equipment • Explore the use of electric or hybrid vehicles throughout the Service • Install new energy efficient LED lighting across our sites in South Wales • Replace a number of ineffective air conditioning units in our buildings • Extend and develop a number of new 'co-location' projects with our partners
<p>Embrace Technology</p> 	<p>PA05 - ensuring we use technology to enable efficient and improved service delivery</p>	<ul style="list-style-type: none"> • Develop virtual reality risk reduction campaigns • Pilot a mobile device to reduce paper associated with Safe and Well visits • Develop a risk-based Business Fire Safety Management Information System • Seek upgrades and tools to enhance call handling and mobilising • Explore every opportunity to utilise technology when procuring new equipment • Develop the Fleet Management System, aiming to be paperless by 2019 • Procure new firefighting equipment that monitors wellbeing and safety
<p>Strengthen Partnerships</p> 	<p>PA06 - working with our Public Service Boards to support local communities</p>	<ul style="list-style-type: none"> • Implement and support actions outlined within the Wellbeing plans of the PSBs • Engage with Local Authority Planning and Building Regulation Departments • Strengthen our partnerships with South Wales Police via Joint Fire Control • Continue to work with agencies to refer all vulnerable individuals identified • Work with partner agencies at the testing stage of our new website

Our proposed strategic themes and priority actions for 2019/2020

Longer term, the vision of “Making South Wales safer by reducing risk” remains our main objective. In order to achieve this, we intend to continue with the set of five Strategic Themes from last year. This year we have reviewed the Priority Actions that sit underneath these Strategic Themes and wish to gain your feedback on these.

As in previous years, the development of the themes and priority actions has taken into account our commitment to build equality, diversity and sustainability into everything we do – from creating a workplace which truly values the diversity of employees, to delivering people-centred services to all communities in South Wales.

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

These are our proposed Priority Actions for 2019/2020 and how they link to our Strategic Themes.

Strategic Themes	Priority Actions
ST01- Reduce Risk 	PA01 - Ensure we provide an efficient and effective response to our communities PA02 - Work with others to provide education to our communities to prevent harm and protect against the risk of harm
ST02- Engage and Communicate 	PA03 - Develop more efficient and effective ways of engaging and communicating with our communities about our services
ST03- Nurture Sustainable Resources 	PA04 - Ensure we attract, develop and retain a workforce that reflects our communities and is capable of delivering effective services today and in the future PA05 - Reduce our Service’s impact on the environment to ensure future sustainability
ST04- Embrace Technology 	PA06 - Ensure we use technology to enable efficient and improved service delivery
ST05- Strengthen Partnerships 	PA07 - Work with our Public Service Boards and partners to support communities

What we plan to do in 2019/2020

Reduce Risk



This means...

“Making South Wales safer by reducing risk” is our primary aim. We do this through our education, prevention, protection and response services. Our priority actions under this theme will focus on prevention and education, as we believe that education can prevent fires and other emergencies. We will always ensure that we provide an efficient and effective response to our communities when needed. This requires us having highly trained personnel and the latest equipment available to ensure that the safety of our communities is never compromised.

We will do this by...

PA01 - Ensuring we provide an efficient, effective and relevant response to our communities

PA02 - Working with others to provide education to our communities to prevent harm, and protect against the risk of harm

We propose to do this because...

Keeping South Wales attractive, viable, safe and well-connected is our main priority. Preventing and reducing fires enables us to protect our natural environment, thus supporting the rural economy and community wellbeing. We will continue to invest in our front line employees to ensure that they can respond to the wide range of incidents we face now and in the future. This is a fundamental duty and ensures we protect our current and future generations in so many ways.

Some things we are planning...

- Phoenix Project – continue to work with individuals aged 11 to 25 who have offended or have the potential to offend
- Breathing Apparatus Project – to ensure we have the best kit available to allow our firefighters to provide the best service to our communities, as safely as possible
- Extension of our Fire Cadet programme

Engage and Communicate



This means...

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

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

We will do this by...

PA03 - Developing efficient and effective ways of engaging and communicating with our communities to involve them in how we deliver our services

We propose to do this because...

Engaging and communicating allows us to connect with our communities and gain valuable information on the services we provide. We believe engaging with you aids our understanding of those at greater risk and allows us to adapt our activities to suit the needs of communities and individuals.

Some things we are planning...

- Establish our Volunteer Scheme to enhance service delivery and to build and develop relationships in the communities in which we live, work and visit.
- Host and attend recruitment events as an employer of choice.

Nurture Sustainable Resources



This means...

The Service has a wide variety of sustainable resources, from staff to budgets, buildings to vehicles, equipment to fuel. It also covers many of its working practices, such as procurement, operational procedures, energy consumption, asset maintenance and disposal, as well as research and development. Next year, we propose our priority action area should focus on our staff and our environmental impact. This will ensure that we have a diverse, equally valued and inclusive workforce that sustainably serves our communities.

We will do this by...

PA04 - Ensuring we attract, develop and retain a workforce that reflects our communities and is capable of delivering effective services today and in the future

PA05 - Reducing our Service's impact on the environment to ensure future sustainability

We propose to do this because...

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

When purchasing services and supplies, we will use the Wales Procurement Strategy and procedures to ensure fair and transparent processes are used to support local businesses and improve the local economy.

Some things we are planning...

- The introduction of the Inclusive Fire Service Plan pulls into one place the inclusion, cultural, and behavioural remedies needed to make sure that meaningful improvements deliver actual results for staff and potential users of our services
- Creating a Staff Engagement Network that allows us to understand our employees and let them contribute to what we do more effectively

Embrace Technology



This means...

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

We will do this by...

PA06 - Ensuring we use technology to enable efficient and improved service delivery

We propose to do this because...

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

We also believe that effective use of ICT and equipment will ensure that operational resources are best placed to respond effectively to incidents.

Some things we are planning...

- An online education resource that will enhance links with schools and partner agencies and will enable Fire & Rescue personnel to gain access to the tools they need to deliver safety messages
- Our proposed events calendar will further strengthen community engagement across South Wales providing the user with essential event information
- Introduction of new Breathing Apparatus sets, which are equipped with enhanced technology
- Trial body worn CCTV for our operational crews

Strengthen Partnerships



This means...

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

We will do this by...

PA07 - Working with our Public Service Boards and partners to support our communities.

We propose to do this because...

Cohesive working as part of a well-connected community can deliver wider improvement than working alone, therefore ensuring greater opportunity to keep residents, businesses and visitors of South Wales safer. This will not only benefit our communities but it will significantly contribute to the Wellbeing of Future Generations Act.

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

Some things we are planning...

- Joint Fire Control will continue to build on the collaboration with further joint groups, aligned policies, and progression of the internal departments such as Prevention and Protection and Service Delivery.
- We will work with the local farming community to look at the problem of wildfires to encourage more farmers and landowners to develop safe and effective “burn plans”.

The Wellbeing of Future Generations Act (Wales) 2015

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

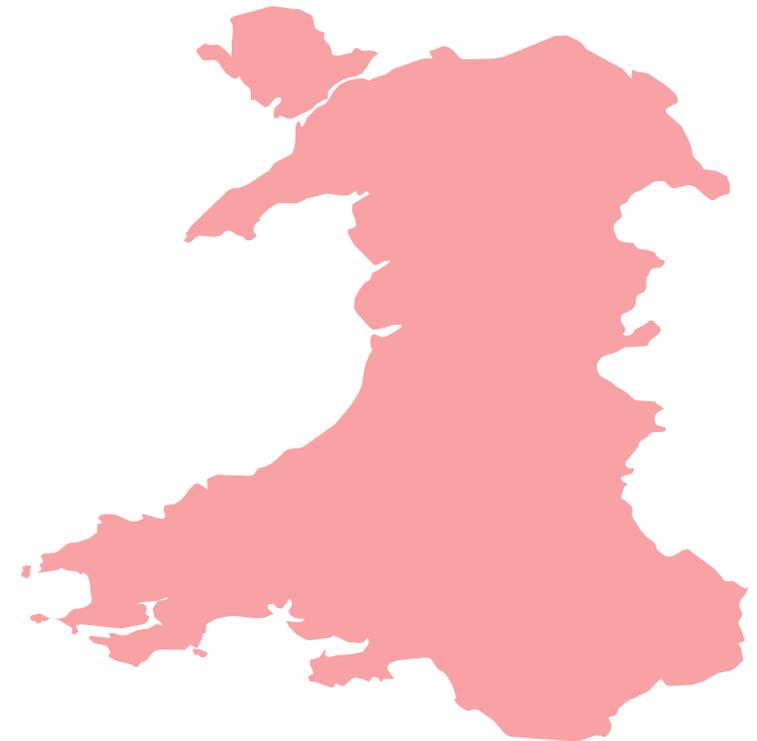
The Act proposes seven goals and we have identified various actions that will contribute to these, as shown below. In addition to this, we have applied a set of five “ways of working” when making decisions within the Service. We will monitor our progress toward these as part of our existing processes.



How we will achieve the Wellbeing Goals

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

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



Have your say

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

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

Write to us

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South Wales Fire and Rescue Service
Forest View Business Park
Llantrisant
CF72 8LX

Call us

01443 232000

How to find out more

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

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

Visit our website

www.southwales-fire.gov.uk

Alternative versions

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



@SWFireandrescue



@SWFireandrescue

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

Volunteers

The Service recognises the benefits that volunteers can bring to the Service, and the opportunities they offer to aid the education and protection of our communities. In return, the Service will provide an opportunity for its volunteers to exercise and enhance their skills in a different environment and to undertake new experiences.

Our Volunteer Scheme has been established to enhance service delivery and to build and develop relationships in the communities in which we all live and work. Volunteering is freely undertaken and not for financial gain; it involves the commitment of time and energy for the benefit of society and the community. Not only does the scheme provide the chance to make a valuable contribution to the safety and security of our communities, it also provides the Service with additional skills, knowledge and resources.

Volunteers from all backgrounds will be engaged to fulfill activity that either:

- Enhances our services by adding value to the services already performed, or
- Frees up time for staff to allow them to perform work that may be more productive and for which their training, skills and expertise are essential



Cynllun **Gwirfoddolwyr**
Volunteer Scheme

Our Volunteers will not be used to replace staff or affect their pay and conditions of service

<https://www.southwales-fire.gov.uk/en-GB/working-for-us/volunteer-scheme/>



Gwasanaeth Tân ac Achub
De Cymru



South Wales
Fire and Rescue Service