

Corporate Policy-04

South Wales Fire and Rescue Service Policy on Communications, Consultation and Engagement

(Responsible Director: DCO Corporate Services)

The Service recognises that effective communication, consultation and engagement with our staff, partner organisations and the communities we serve can help shape service delivery to meet ever evolving requirements and drive improvements and efficiencies throughout our Service.

In order to achieve this, the Service is committed to develop strategies, plans and procedures across all areas of its business to ensure:

- Robust multidirectional internal and external channels of communication are achieved using a variety of mediums to meet the needs of the intended audience.
- communication, engagement and consultation is carried out with employees and representative bodies through a variety of means including a staff forum as appropriate
- Updates, communication, engagement and consultation is carried out with partner organisations and the public through a variety of means as appropriate.
- Any complaints are fully investigated and concluded in a timely manner including a review for lessons learned if appropriate.
- Periodic evaluation of the effectiveness of communication methods in use.

Signed:



DCO Corporate Services
3 June 2020