



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

SOUTH WALES FIRE AND RESCUE SERVICE

Annual Improvement Plan

How did we do in 2020-21 and what we plan to do in 2022-23

RAISING AWARENESS | REDUCING RISK

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Foreword



Huw Jakeway QFSM

Chief Fire Officer
South Wales
Fire and Rescue Service



Councillor Tudor Davies MBE

Chairman
South Wales
Fire and Rescue Authority

Hello, and welcome to our latest Annual Improvement Plan. The annual plan reflects on our successes and achievements of the last year, but also outlines our plans in achieving our mission of keeping South Wales safe by reducing risk.

The Service's objectives and priorities have been developed in consultation with our communities, our staff and connected stakeholders. Together, the feedback obtained has outlined our eight strategic themes, which will provide a focus, to enable the Service to continue to support our communities in their time of need.

During the challenging times of the Covid-19 pandemic, the dedication and professionalism of our staff ensured we continued to do what we do best – reduce risk and keep our communities safe. The response from our staff during Covid-19 was extraordinary and we are extremely proud of their achievements. Our people have been innovative in establishing new Service models and adapted quickly to change and new ways of working. Through our education, prevention and protection services, despite many challenges, together we have evolved and overcome obstacles to continue to improve throughout the pandemic.

As we look to the future, we must consider how we continue to modify and embrace change, whilst delivering our services efficiently and effectively. The Service has benefitted from a number of lessons learnt during the pandemic, including digitalisation and embracing technology, building better and more wide ranging partnerships, a greater focus on staff well-being and engagement, valuing our people and prioritising their training needs, as well as protecting our environment and much more.

Your views and experiences in recovery after the pandemic are essential in shaping a new way forward for us as a Service. At the end of this document, we hope you will tell us what you think about our objectives, by completing the survey or simply just getting in touch.

Introduction

South Wales Fire and Rescue Service (SWFRS) is one of the largest Fire and Rescue Services in the UK, covering 10 unitary authorities and a population of 1.5 million. 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 legal frameworks, include the Fire and Rescue Services Act 2004, the Local Government (Wales) Measure 2009, the Well-being of Future Generations Act (Wales) 2015 (WFGA), the Welsh Government Fire and Rescue National Framework 2016, the Equality Act 2010 and the Public Sector Equality Duty 2011.

The Local Government (Wales) Measure requires us to set and publish improvement objectives as a designated “Welsh improvement authority”. We will demonstrate where our plans have shown improvement across the seven aspects, which are:

- strategic effectiveness
- service quality
- service availability
- fairness
- sustainability
- efficiency
- innovation

The WFGA contains seven goals and aims under its “sustainable development principle”, to improve the social, economic, environmental and cultural well-being of future generations of people in Wales. SWFRS, as a public body, is included under the Act and must set and publish well-being objectives, designed to maximise our contribution to achieving the Act’s well-being goals and take all reasonable steps to meet those objectives. Each year we will publish a statement and an annual report on progress and any response to recommendations given to us by the Future Generations Commissioner for Wales.

We have a duty 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 well-being. We develop services that meet the immediate needs of all our communities and the Service, while enhancing the opportunities for future generations.

The Well-being of Future Generations Act (Wales) 2015

The Seven Goals of the Well-being of Future Generations Act (Wales) 2015



A
resilient
Wales



A Wales of
cohesive
communities



A Wales
of vibrant
culture and
thriving Welsh
language



A
prosperous
Wales



A
healthier
Wales



A
more equal
Wales



A globally
responsible
Wales

The sustainable development principle of the WFGA is: **“All Public Services should act 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”.**

The WFGA also identifies the following five ways of working which we must consider and act in accordance with when planning and making decisions:

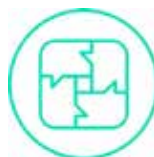
- Balancing short term needs with **long-term** needs
- Putting resources into **preventing** problems
- Using an **integrated** approach, balancing social, economic and environmental needs
- **Collaborating** with others to help meet well-being objectives
- **Involving** others to reflect the diversity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



Long-term



Preventing



Integration



Collaboration



Involvement

Our Public Service Boards

We continue to work with the nine Public Service Boards (PSBs) in our area. A PSB has a responsibility to prepare and publish local well-being plan and report annually on its' progress. We work with nine PSBs, as two local authorities in our area, Rhondda Cynon Taf and Merthyr Tydfil are combined to form one PSB - Cwm Taf.

Our work with the PSBs demonstrate our commitment to the sustainable development principle of the WFGA.

We are committed to meeting our obligations under the WFGA. We will always consider the long-term implications of our actions and how we can be effective members of the nine PSBs, involving others in preventing incidents, collaborating and taking an integrated approach to delivering services, in order to help people to feel safe and well in their daily lives.

When we developed our strategic themes and objectives, we considered the seven goals of the Act and made sure that we apply and integrate the five ways of working; long-term thinking, prevention, integration, collaboration and involvement.

We have identified various actions that will contribute to the achievement of the seven goals, when defining our eight strategic themes and objectives for the year 2022-23 and beyond.

We will monitor and measure our progress toward these objectives, as part of our existing processes.

Please click on the relevant icon for the PSB well- being plan and objectives for your area.



About Us

Our region is identifiable by its mix of urban and rural, industrial and agricultural land, and the diversity of its population. This provides us with differing challenges on a daily basis as we serve to keep the communities of South Wales safe.

AREA AND POPULATION

- 10 Unitary Authorities, covering 2,800km²
- A population of over 1.55m, including Wales' two largest cities
- Over 160km of coastline, some of Wales' largest inland waters and 153,000 hectares of agricultural land

HOUSEHOLDS

- Over 670,000 households, with an average household size of 2.3 people
- 32% of houses are single occupancy, with that figure rising in recent years

EDUCATION


- 614 schools, teaching over 220,000 pupils
- 3 universities, teaching over 56,000 students

TRANSPORT

- Over 9,100km of roads, of which 96km is the M4 motorway
- Over 17m train journeys every year
- Cardiff International Airport services 32,000 flights a year
- 3 major industrial/cargo ports at Cardiff, Barry and Newport

DEMOGRAPHICS

- 126 of our Lower Super Output Areas are classified among Wales' 10% most deprived
- We serve an ageing population. Our largest age group is 55-64 years of age. Our population is becoming more ethnically diverse. 8% are from BAME communities. Over 100 languages are spoken or signed in South Wales



HEALTH

- 3 health boards covering 30 hospitals. Rises in adverse health issues are disproportionately affecting our ageing population
- Almost half of our population report to have longstanding health issues. There has also been a growth in mental health issues among younger adults



BUSINESS

- The economy of our region ranges from agriculture, tourism, heavy industry and chemicals to a growing service sector
- There are over 35,000 business premises
- There are over 40 million tourist visits into South Wales every year

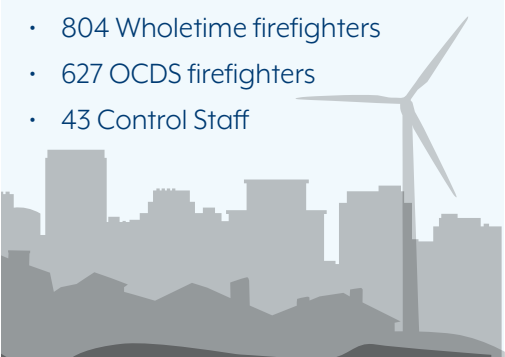
CLIMATE

- We anticipate warmer summers and wetter, milder winters, with more periods of intense rainfall and storm events. Sea levels will rise. A rise in storm surges, coastal and inland flooding is expected
- Over 33,000 properties are at risk of flooding, more than 1,000 of which are high risk

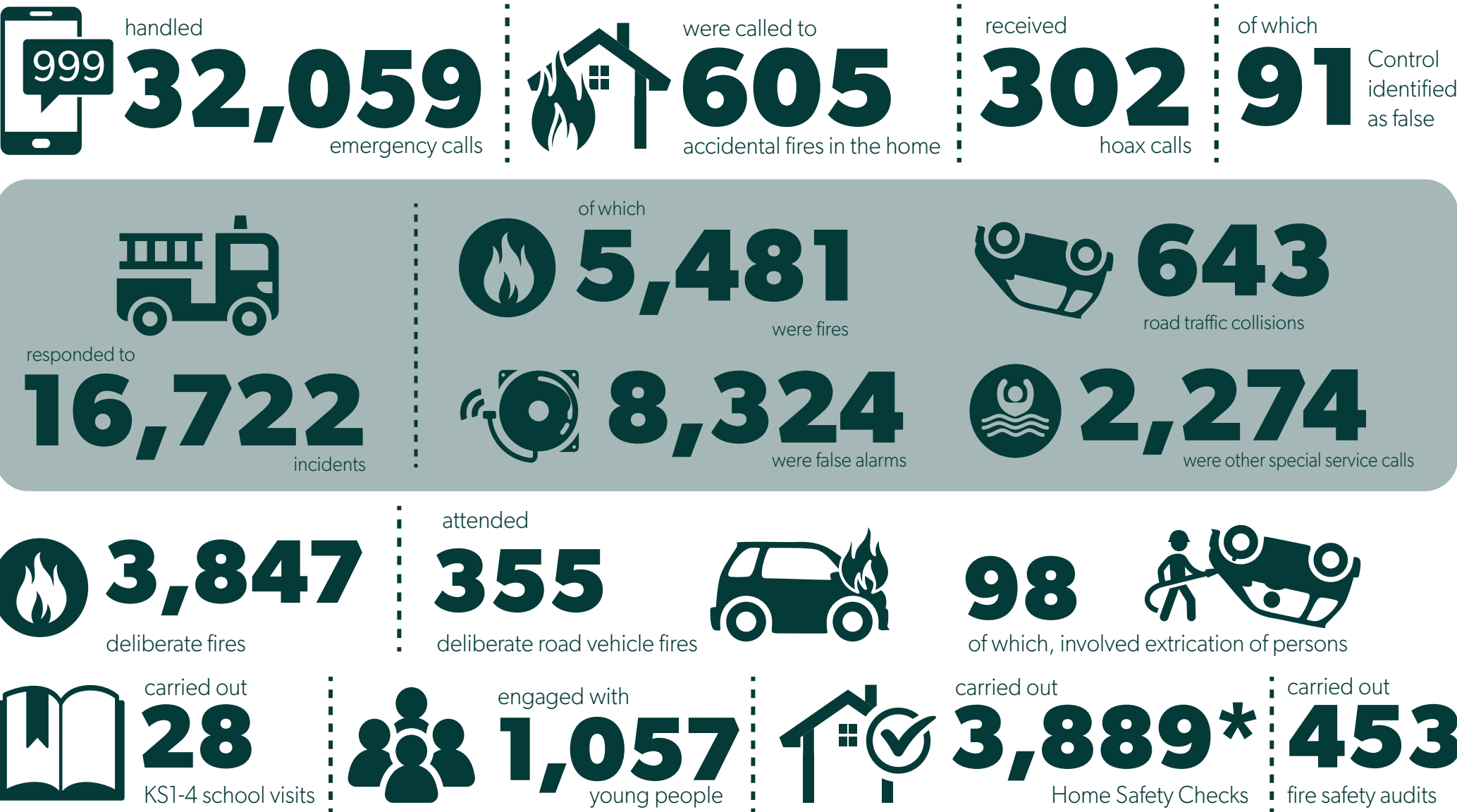


STATIONS AND STAFF

- 47 Stations; (10 Wholetime, 9 Wholetime and OCDS, 28 OCDS)
- 804 Wholetime firefighters
- 627 OCDS firefighters
- 43 Control Staff



In 2020-2021, South Wales Fire and Rescue Service:



Due to COVID-19 , engagement figures are lower than a normal year. *An additional 2,660 Home Safety Checks were conducted over the phone.

We provide:

**prevention,
protection &
response**

24 hours a day

7 days a week

365 days of the year for only

92p

per person per week

What we did in 2020-2021 and how we performed?

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 against Strategic Indicators set by Welsh Government and by comparing our performance against the other Welsh Fire and Rescue Services. This section gives information on the progress we are making against those key performance indicators.



The number of fires across our region was similar to 2019-2020. There were fewer Dwelling Fires but more Refuse Fires. Fire reduction initiatives helped lower the number of deliberate Grass Fires.



There was a significant drop in Road Traffic Collisions this year. We continue to be more likely to attend lower risk incidents. The last two financial years have seen the lowest number of Road Traffic Collisions attended since the current recording process started in 2009-2010.



The number of Other Special Service Calls* attended has decreased as a direct result of fewer Flooding incidents. Our crews have been asked more frequently to assist other agencies in 2020-2021. There has also been a growth in incidents involving Hazardous Material and incidents involving Suicide Attempts this year.



Malicious False Alarm numbers decreased in 2020-2021. Our attendance at False Alarms in buildings and False Alarms made with good intent increased this year.

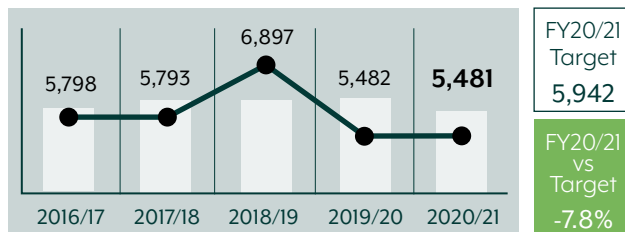


2020-2021 saw the lowest number of fire injuries since the current recording process started in 2009-2010. There were fewer injuries in residential and non-residential buildings, as well as other outdoor locations. The number of fatalities is similar to last year, with most arising from accidental fire incidents.

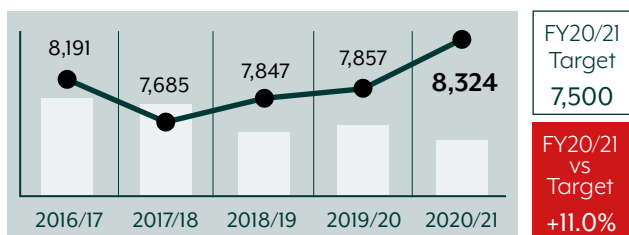
Key



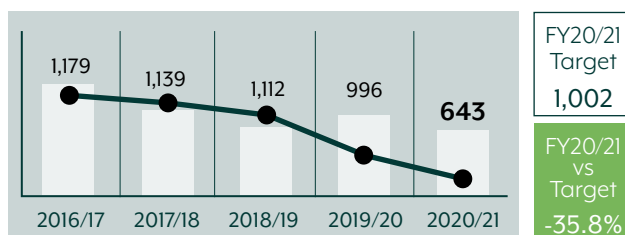
Total number of Fires attended



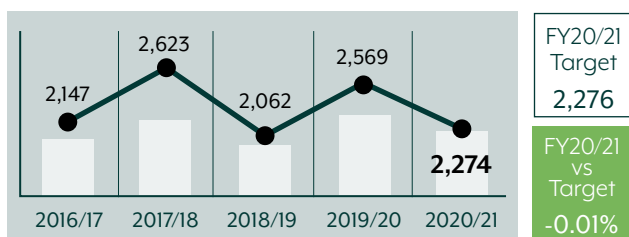
Total number of False Alarms attended



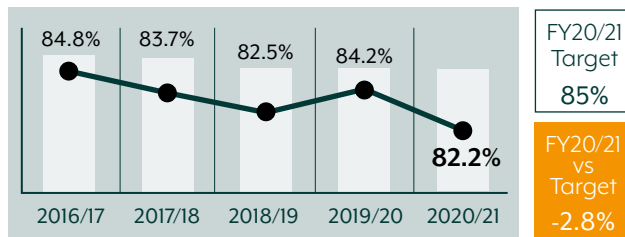
Total number of Road Traffic Collisions attended



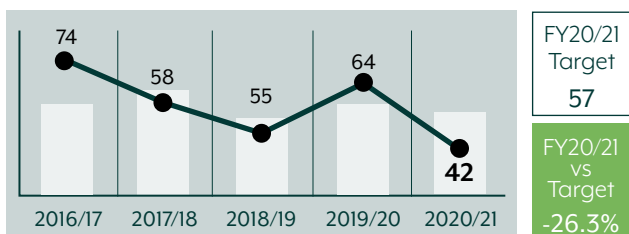
Total number of Other Special Service Calls attended



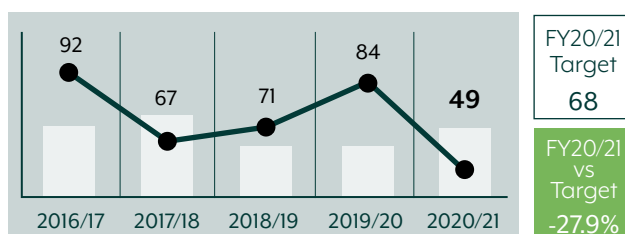
% of Dwelling Fires which were contained to the room in which they originated



Total number of Deaths and Injuries arising from Accidental Fires



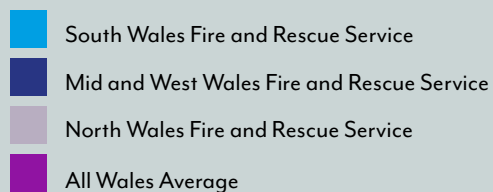
Total number of Deaths and Injuries arising from All Fires



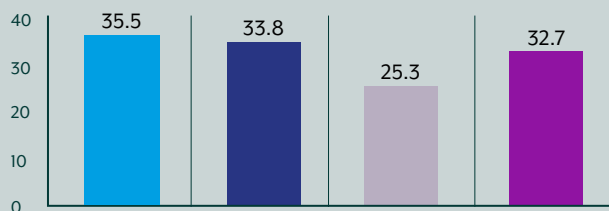
2020-2021 Comparisons to other Welsh Fire and Rescue Services

	South Wales	Mid and West Wales	North Wales
The total number of fires attended	5,481	3,073	1,770
The total number of false alarms attended	8,324	4,798	2,315
The total number of road traffic collisions attended	643	530	105
The total number of other special service calls attended	2,274	2,383	509
The total number of deaths and injuries arising from all fires	49	42	51
The total number of deaths and injuries arising from accidental fires	42	37	48
The percentage of dwelling fires which were contained to the room in which they originated	82.2%	87.0%	87.6%

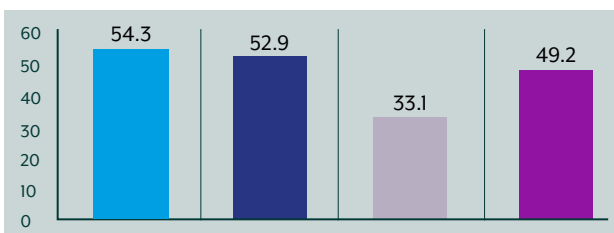
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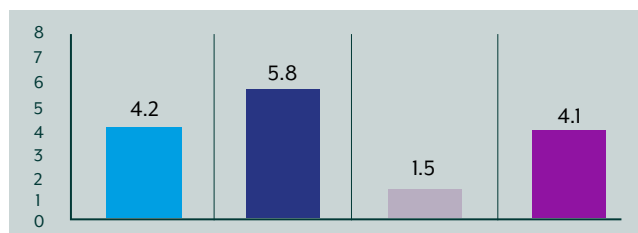
Total number of Fires attended per 10,000 population



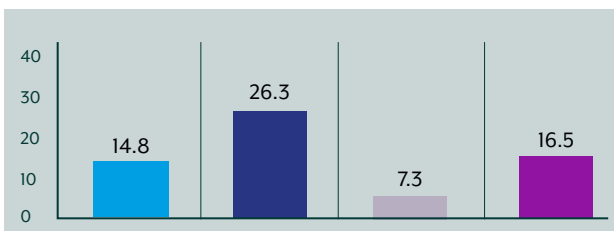
Total number of False Alarms attended per 10,000 population



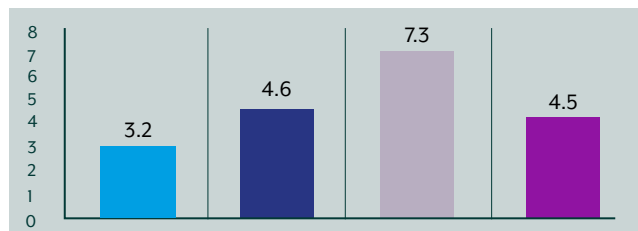
Total number of Road Traffic Collisions attended per 10,000 population



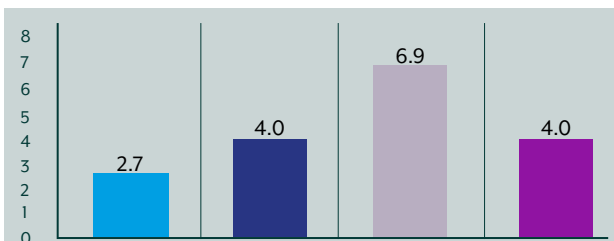
Total number of Other Special Service Calls attended per 10,000 population



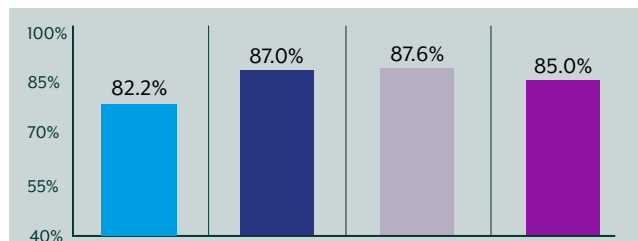
Total number of Deaths and Injuries arising from All Fires per 100,000 population



Total number of Deaths and Injuries arising from Accidental Fires per 100,000 population



% of Dwelling Fires which were contained to the room in which they originated



We had eight strategic themes and a number of objectives in 2020-2021

Keeping you Safe

Supporting the following Well-being Goals:



A resilient
Wales



A Wales of cohesive
communities



A healthier
Wales



A globally
responsible Wales



Focussing on
prevention
work to help
reduce the
need for you
to call us.

We will keep you safe by:

- Reducing the impact of false alarms on our resources
- Reducing the number of fires in the home and understanding the causes and behaviours of them
- Reducing the number of Road Traffic Collisions (RTC)
- Reducing the number of deliberate fires
- Improving safety in and around water
- Improving fire safety in buildings in our communities

We said we would:

- Continue to challenge emergency calls, received after an automatic fire alarm is activated, to attempt to determine whether there is a fire or not
- Continue to work with partners in Health and Education to reduce false alarms
- Continue to roll out enhanced home safety checks
- Investigate new initiatives for Road Traffic Collision (RTC) education and increase use of social media to provide weather warnings and areas to avoid during and after emergencies
- Deliver water safety programmes to reduce the number of drownings and improve water safety education
- Collect information on high-risk premises, e.g. hospitals and factories, through our Site Specific Risk Information (SSRI) process, to make plans to keep people living in high-rise buildings safe and ensure firefighter safety

What we did:

- Our Joint Fire Control (JFC) worked with Mid and West Wales Fire and Rescue Service, South Wales Police and Gwent Police to challenge calls originating from Automatic Fire Alarms (AFAs) and nuisance calls. As a Service we are fully engaged with AFA reduction initiatives with our partners in Health and Education
- The Enhanced Home Safety Check has been rolled out in eight Unitary Authority (UA) areas. We will target the two remaining UAs during 2021-22
- During the pandemic we changed our home safety checks to be delivered over the phone. Between March 16th and June 25th 2020 we:

conducted	nearly	carried out over
1,000	500	200
Enhanced Home Safety Checks	doorstep deliveries across South Wales	critical visits

- We work with Road Safety Wales, the National Fire Chiefs Council (NFCC), South Wales Police, Gwent Police and Local Authority Road Safety Officers to identify trends and reduce instances of Road Traffic Collisions (RTCs) through education, engagement and enforcement
- We analysed road safety data to ensure our interventions are aimed at the right target groups and deliver regular social media messages to educate and engage
- We worked with Water Safety Wales on national campaigns to raise awareness of water safety in line with NFCC strategy
- Water safety programs are in development and we are working with our Royal National Lifeboat Institution (RNLI) and Swim Wales partners to provide safety advice to the public
- We set up a High Rise Working Group to act on the recommendations from the Grenfell Tower Phase 1 inquiry
- Our Chief Fire Officer has briefed relevant partners on the ongoing issues with the High Rise building stock in across South Wales in light of the Grenfell Tower fire, explaining the risk that these buildings pose and how we are working with partners, building owners and contractors alike to resolve the issues

Responding to your Emergency

Supporting the following Well-being Goals:



A resilient Wales



A healthier Wales



Ensuring
we respond
quickly and
effectively
when you
need us.

We will respond to your emergency by:

- Responding effectively when you need us
- Doing all we can to make sure that our On-Call Duty System (OCDS) are available
- Training our firefighters, emergency fire control staff and other staff to respond to current and future risks in our communities

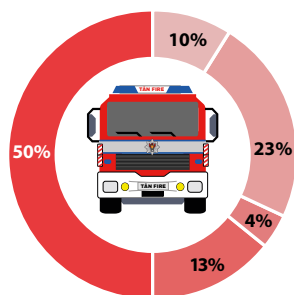
We said we would:

- Develop technology for our Joint Fire Control (JFC) room staff to identify the caller's location and send the nearest fire engine to them
- Continue using our recruitment planner to target numbers of staff required by Station priority and develop a planning and monitoring system for our On Call recruitment activities
- Identify future trends that demand new training programmes and maintain the competence of our staff

What we did:

- The use of new technologies to assist caller location identification has been delayed due to COVID-19 restrictions. We currently use the Enhanced Information Service for Emergency Calls (EISEC) which provides electronic transfer of the 999 callers telephone number and location and also 'What3words' via an online website
- JFC continue to use demand led crewing, i.e. matching resources to varying risk levels, to ensure resilience is in place to support periods of increased activity and/or staff losses

- We aim to recruit 130 On Call Duty System (OCDS) personnel each year to replace and build on establishment. This year we recruited 86 new on call firefighters - 66% of our target. This was achieved despite the fact that no face to face recruitment activities and open days were permitted due to Covid-19
- We monitor exit interview reasons for leaving the OCDS and reasons remain varied. Training courses for initial OCDS firefighters are now set up to run out of a Station location, with minimal involvement from our Cardiff Gate Training and Development Centre (CGTDC)
- An OCDS future availability tool has been developed on our business management information system (BMIS)
- We have been looking towards the future, by reviewing long term data projections on South Wales's population, housing, health, economy, climate and infrastructure, in order to enable the organisation to consider the likely challenges facing the communities that we serve



- Accidental Fires - 10% or 1,634 incidents
- Deliberate Fires - 23% or 3,847 incidents
- Road Traffic Collisions - 4% or 643 incidents
- Other non-fire incidents - 13% or 2,274 incidents
- False Alarms - 50% or 8,324 incidents


SWFRS Performance 2020-21

Obesity 62% 
of people over 16 in Wales are expected to be overweight or obese

by 2025

Frailty 30% 
projected increase in the number of elderly people in the UK falling or being admitted to hospital

by 2030

Isolation 44% 
projected increase in the number of 65-74 year olds in the UK living alone

by 2033

Dementia 39% 
projected increase in the number of people who will suffer from dementia in Wales

by 2035

Ageing 40% 
rise in the number of people aged 65+ in Wales

by 2039

SWFRS Future Trends Report 2019

Working with our Partners

Supporting the following Well-being Goals:



A resilient
Wales



A Wales of cohesive
communities



A globally
responsible Wales



A prosperous
Wales



Working
with the nine
South Wales
Public Service
Boards (PSBs)
and other
partners to
deliver a fire
and rescue
service that
meets your
needs.

We will work with our partners by:

- Working with Public Service Boards (PSBs) to support our communities
- Working with our partners to deliver our services where they are needed
- Reviewing and evaluating our existing partnerships

We said we would:

- Work on joint purchasing arrangements for equipment and services with our PSB partners
- Work with the Joint Emergency Services Group (JESG) to understand demand across the emergency services
- Work with the four Wales Local Resilience Forum areas to establish areas large enough to accommodate the command and logistical support of all agencies, required for a major incident across Wales

What we did:

- **Joint Purchasing:** We have an All Wales FRS' purchasing arrangement for an occupational psychologist, structural Personal Protective Equipment (PPE), Fire Cadet uniform, thermal imaging cameras, other services, training and equipment
- **Supporting the Welsh Ambulance Services NHS Trust (WAST):** 260 of our staff volunteered to train to drive ambulances and support their communities and our colleagues in WAST during the pandemic. Staff completed a course facilitated by WAST and received their inoculations against Hepatitis B and 33 members of staff from across our Service have been actively supporting our communities and WAST as part of the Covid-19 response

- **Vaccination Centres:** 100 staff volunteered to support the community vaccination centres across Cwm Taff and some staff have driven members of our community to their vaccination appointments
- **New Partnerships:** We have developed partnerships with Wales Energy Service, Cynnal Cymru and Centre for Climate Change and Social Transformation Centre (CAST) to raise awareness and develop further schemes to support our Carbon Reduction Plan
- **Multi Agency Exercise at Barry Dock:** In December, a multi-agency water exercise took place at Barry Dock. The exercise involved fire engines from Barry, Llantwit Major, Caerphilly, Cardiff Central and Penarth. Partners included Welsh Ambulance Service Hazardous Area Response Team (HART), South Wales Police and HM Coastguard. A number of casualties both live and mannequins provided a realistic test on our water rescue capability
- **Ysbyty Calon y Ddraig – the Dragon’s Heart Hospital:** We worked in collaboration with Cardiff and Vale University Health Board, Cardiff Council, South Wales Police, the Welsh Government, Welsh Rugby Union, Cardiff Blues and a range of other partners, planners and contractors to prepare the Dragon’s Heart Hospital. We supported the fire safe development and construction of the new facility. In developing and appropriately skilling the city’s public service workforce to meet changing needs and demands in response to Covid-19



The Dragon’s Heart Hospital
(Sourced Cardiff and Vale University Health Board)

Engaging and Communicating

Supporting the following Well-being Goals:



A resilient
Wales



A Wales of cohesive
communities



A Wales of vibrant
culture and
thriving



A more equal
Wales



Ensuring
all our
communities
and staff
are involved
in helping
us provide
an excellent
service.

We will Engage and Communicate by:

- Delivering on the recommendations of the Investors in People report
- Involving our communities and make sure they have their say in what we do
- Helping to keep our communities safe by delivering safety education and attending community events

We said we would:

- Deliver against actions arising from the November 2019 Investors in People (IiP) report and prepare for a full health check in October 2020

What we did:

- **Investors in People (IiP) Investors in People** – We retained our IiP accreditation and also achieved a new award focusing on our staff's well-being. We received a Gold People Award and a Silver Well-being Award which praised our supportive culture, passion to improve and develop, our focus on well-being and our commitment to protecting the communities of South Wales. The People Award specifically highlighted the significant progress we have made in the last three years, with a focus on people, the environment, capabilities to respond to incidents and a widening of expectations on the Service. Audit Wales undertook an examination to review the Service's approach and management of involving stakeholders in decision making

INVESTORS IN PEOPLE™
We invest in people Gold
Rydym yn buddsoddi mewn pobl Aur

INVESTORS IN PEOPLE™
We invest in wellbeing Silver
Rydym yn buddsoddi mewn llesiant Arian

- During the Covid-19 pandemic with the increased number of foodbanks being accessed, there was an opportunity to engage with the most vulnerable individuals within our communities. The Home Safety Department made contact within all local foodbank distributors within the Service area and through strong partnership working were able to arrange for local fire stations to deliver home safety educational material, along with a reusable cotton shopping bag, which would be distributed to all foodbanks within our service area
- This has been a great success ensuring the most vulnerable within our communities had access to the supplies they need, but also educated and signposted in relation to safety within the home



SWFRS personnel assisting at a local foodbank distributor

Protecting our environment

Supporting the following Well-being Goals:



A globally Responsible Wales



A healthier Wales



A resilient Wales



A Wales of cohesive communities



Carrying out our activities in a way that helps sustain the planet for our future generations.

We will protect our environment by:

- Reducing the usage of single use materials
- Exploring the use of electric vehicles
- Reducing our energy use and our carbon footprint
- Considering how our activities impact on the environment

We said we would:

- Review the use of single use materials at emergencies and throughout the Service
- Review our purchasing policy for promotion and marketing items in line with our environmental commitment
- Purchase electric vehicles and install an electric vehicle-charging infrastructure
- Explore opportunities for reducing our carbon footprint by encouraging the sharing of vehicles and the use of technology to access meetings remotely
- Reduce our use of consumables including fuel, paper, ink, cartridges, etc. in our day-to-day activities

What we did:

- We have allocated funds for use on carbon reduction projects
- All personnel have been issued with refillable aluminium water bottles and water cooler dispensers have been installed at all our stations
- New tender packs for products and services are beginning to be used to incorporate sustainable procurement considerations

- The Service has introduced a bank of electric vehicle charging points at headquarters and a number of electric light goods vehicle have been bought. A number of stations have been identified as having potential for further electric charging to be installed and a feasibility study is being undertaken, with a view to rolling this out at five pilot stations
- We significantly increased our use of video conferencing for meetings, with the availability of the technology and infrastructure to do this advancing at pace due to the Covid -19 pandemic. The Service is continuing to promote the use of these facilities to reduce any non - essential travel
- A message to reduce paper use is being communicated cross the Service
- We have conducted Service wide engagement and communication to raise awareness and encourage ideas for carbon reduction. 26 Carbon Literacy certificates were awarded to staff following their successful completion of a Carbon Literacy course facilitated by a PSB and delivered by Manchester Metropolitan University
- We are improving the recording, monitoring and reporting of all carbon impacts across the Service and our data analysts are working on “pulling in” data from stations to calculate their use of all utilities, including water
- An initial feasibility study was undertaken to reduce our water waste at our HQ by reusing water for our vehicle fleet wash facility.
- Work is ongoing to incorporate greener and more sustainable development opportunities into our property development processes
- Active travel solutions are being promoted throughout the organisation; we sit on four active travel forums and are signed up to active travel charters in both Cardiff and Gwent



CFO Huw Jakeway QFSM and
Tracey Cooper, CEO of Public Health Wales
(Sourced Healthy Travel Wales)

Using Technology Well

Supporting the following Well-being Goals:



A globally responsible Wales



A resilient Wales



A healthier Wales



Continually look to use the latest technology where it can improve our service to you

We will use technology well by:

- Using the most suitable technology and equipment to improve our services
- Reviewing the standard and use of technology and equipment across the service

We said we would:

- Improve on the use of the self - service features of our computer based Human Resources System
- Update our Fleet Management System to improve the system and its functions.
- Introduce a 24/7 health and safety accident and near miss reporting system
- Replace some of our network servers in order to ensure that our Information, Communications and Technology (ICT) systems can benefit from the use of the latest technology and be more resilient
- Improve our ICT systems so that they have greater protection from potential cyber-attacks
- Fully complete the upgrade to our mobile computer terminal systems on our fire engines
- Research the next major update of computing hardware and software to meet the needs of users
- Install Geographic Positional System (GPS) on all our Stations to enable our mobile computer terminals on our fire engines to work more effectively

What we did:

- We launched our new [self-assessment toolkit](#) which is now live on our website for people to determine if they need a home safety check
- Our HR system has been updated in the last 12 months with the launch of the “CoreHR” recruitment module which has allowed Wholetime and OCDS recruitment as well as the recruitment of Corporate staff posts to become paper free and automated
- The system in our Fleet department has been updated and all the functions are “live” and working well
- We have deployed a system that benefits from direct incident exchange not only with our partners in Wales, but also with wider national and border authorities as they join onto the system; e.g. the Maritime and Coastguard Agency and British Transport Police
- We have introduced a 24/7 health and safety accident and near miss reporting system that staff are actively using and, in order to keep pace with latest technology we have updated our Microsoft SharePoint system
- We continue to monitor the systems we use to ensure we do not have any out of date software on the network, anything out of date is removed, upgraded or replaced with an alternative
- We have completed the upgrade to our Mobile Data Terminals (MDTs) and our crews are benefitting from more up to date software and mapping services



Example of a Mobile Data Terminal

Valuing our people

Supporting the following Well-being Goals:



A more equal Wales



A healthier Wales



A prosperous Wales



A Wales of vibrant culture and thriving



Supporting a diverse workforce that represents your community, is well trained and motivated to deliver our service.

We will value our people by:

- Attracting a workforce that reflects and represents our communities
- Developing our people by identifying training and development opportunities
- Supporting our people to feel well, healthy and happy at work

We said we would:

- Establish networks with local equality groups and hold “taster” day sessions to attract new talent to our Service
- Embed an effective appraisal process throughout the Service
- Develop a programme to support the mental health of all staff and a wide-ranging approach to improving employee well-being to reduce sickness absence and focus on health and fitness promotion
- Create a clean sterile cab environment for our firefighters by providing storage facilities for Breathing Apparatus equipment outside of the crew cab

What we did:

- **Establish Networks** - We ran Female Focus groups - **Becoming a Female Firefighter** - Virtual sessions, were held in January 2021 and were popular with 20 females attending. Following on from this, the group shared telephone numbers and set up a **WhatsApp** group with currently serving female firefighters, to ask questions and bounce ideas off each other. SWFRS female firefighters provided detailed background in terms of the likely types of incidents they could attend

- The feedback received was really positive with comments such as:

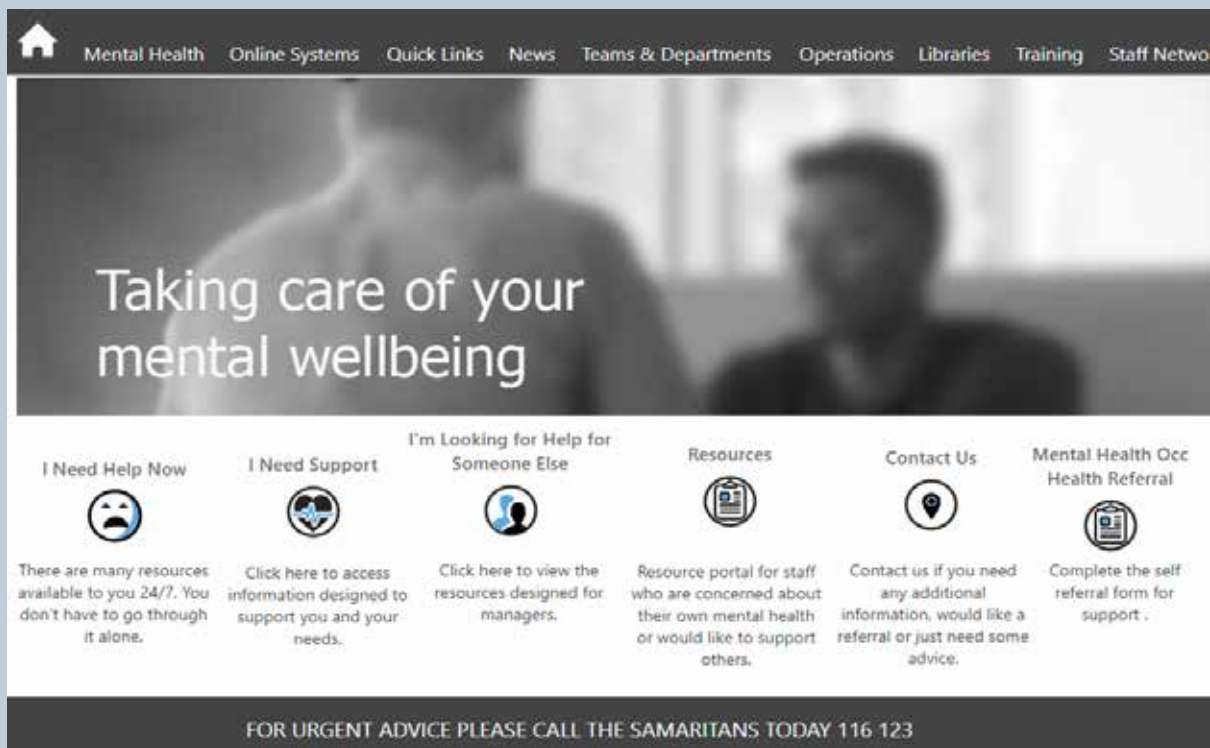
“really helpful”, “look forward to the process”
and ***“provided an honest insight”***

- **Commit to Be Fit events** - Due to the Covid-19 pandemic, “Commit to be Fit sessions” were limited. 66 attended across four sessions
- **WDS - (Whole Duty System Fire Fighter) Recruitment Campaign 2020-21**
 - 10% of applicants (246) were female, however, 19% of applicants did not provide their gender at the application stage
 - 6% (5 applicants), were female and successful at the WDS interview stage and subsequently appointed as a firefighter. This compares positively to the 3% of current WDS employees who are female
 - A further 79 successful applicants appointed were male
 - 2.7% of applicants (67), identified themselves as BAME (Black, Asian, Minority Ethnic) ethnicity
 - 5% of all candidates successful at interview, identified as from a BAME ethnicity. This compares positively to current WDS employees who identify as from a BAME ethnicity
- **OCDS Recruitment Campaign 2020-21**
 - Total applications received were 555 of which 70 were female
 - Out of 86 who were appointed 13 were female
- **Joint Fire Control Recruitment Campaign 2020-21**
 - We received 395 application. 33 applicants were invited for interview with 18 appointed
- **Corporate Recruitment 2020-21**
 - Total applications received was 356 of these 16 females and 21 males were appointed
- **New Appraisal Process** - We launched a new appraisals process called the ‘Personal Review’. This review has been created to encourage quality conversations between the line manager

and employees, with the view to supporting, nurturing, and developing staff to reach their full potential, and to build capability across the Service, with the ultimate goal of supporting and serving our communities

The new Personal Review process has been created to focus on key areas:

- Employee Well-being
 - Employee Strengths and Areas of Strength to Build
 - Performance
 - Career Aspirations
 - Setting of Development Objectives
- **Mental Health Project** - The Mental Health Project began in November 2019, with the aim of developing a mental health provision that supports individuals, whilst providing a fair and proportionate service that reflects the following key areas:
 - Prevention
 - Protection
 - Promotion
 - **Trauma Screening Pilot** - A pilot programme was launched in November 2020 within Cardiff Central, Merthyr Tydfil and Monmouth Fire Stations. Station personnel received a Trauma Screen Questionnaire following their attendance at a tagged 'Well-being Incident'. The electronic questionnaire asks personnel to reflect by answering 10 trauma and two depression related questions following their attendance at the incident. The pilot tagged eight incidents and subsequent screening forms were sent to 68 personnel, with 27 completed and returned
 - **Well-being Tag Launched** - The Well-being Tag initiative for post incident support was launched on 3 February, 2020. The tag enables Incident Commanders and Joint Fire Control to tag any incident that may have affected a crew's well-being and welfare. Historically, post incident support was offered only following a fatality



Intranet resource for Mental Well-being Support

- **The 'Blue Light Programme'** has re-launched within the UK following funding via the Royal Foundation. We worked with 'MIND', and the Royal Foundation, on the re-development of resources. We were also asked to take part in media interviews to promote the launch of the 'Blue Light Programme' via GMB union, ITV News and Wales Online

Clean Cabs - In July 2020, new Scania fire engines were delivered to Merthyr Tydfil, Malpas, Pontypridd, Roath and Duffryn Fire Stations. The new generation fire engines are as a result of cross department working and continuous feedback from firefighters. The vehicles have a host of new features maximising the most up to date technology including digitalised pump bay controls, improved lighting and stowage



Example of a clean cab environment

- Two of the five new vehicles are designed with the Clean Cab concept. The safety and well-being of crew members is paramount and this is helped by the removal of the BA sets from the cab, to pull out lockers in the stowage area

Absence Statistics

Despite a difficult year dealing with the evolving Covid-19 pandemic, our Service sickness absence figures have decreased for the second consecutive year.

Sickness Absence reduced by
9.5% on the previous year.

⋮

Number of shifts/days lost to long term sickness reduced by
12.1% on the previous year.

A small increase from
11 to **15** injuries on duty, leading to sickness absence.

⋮

There were
46 injuries on duty in total for this period, of which,

15 resulted in sickness absence

Continue to work effectively

Supporting the following Well-being Goals:



A prosperous
Wales



A Wales of vibrant
culture and
thriving



A healthier
Wales



Ensuring
our service
provides
value for
money and
is clearly
accountable.

We will continue to work effectively by:

- Being clear and publicly accountable
- Maximising value for money while improving our service
- Developing new ways of working

We said we would:

- Collect and monitor the right data to measure how we are performing
- Publish all reports that highlight performance in a way that is easy to understand
- Support the joint emergency services co-location strategy and explore further opportunities to share premises in the future

What we did:

- **Data** - Our Statistics and Risk team worked alongside our Covid-19 Critical Incident Team to provide various data, visual tools and dashboards for management to monitor. This assisted the Service in managing staff availability and service delivery activities during the pandemic
- These data sets included:
 - Station and other location Covid-19 compliance activity
 - Staff absence figures
 - Attendance at office locations, to ensure a correct balance between home working and office attendance
 - Monitoring of PPE on fire stations, to ensure a supply of items such as face masks, hand sanitiser and plastic aprons

- **Reports** - All reports that are presented quarterly to our Fire and Rescue Authority (FRA) and various sub-committees, such as the HR and Equalities Committee and Finance and Performance Management Committee are available to the public on our internet and can be found [here](#)
- We also record these committee meetings and a link to these on our website can be found [here](#)
- **Property** - Our Property Services Department actively gives consideration to the co-location strategy when undertaking a major project on a SWFRS site. There is constant dialogue between emergency services partners and stakeholders via the Joint Emergency Services Estates Group, where information is shared for possible co-location sites that may possibly be suitable for collaboration in the near future
- We aim to assist with the delivery of co-location projects, as collaboration is most suited to the style of buildings that make up our estate. We maintain a close working relationship with the Estates Team at South Wales Police and WAST, meeting regularly to discuss the possibility of future collaborations and how this can inform the strategy moving forward
- **Continuous Improvement** - The Auditor General certified that the Service had met its legal duties for improvement planning and reporting and believed that it was likely to meet the requirements of the Local Government (Wales) Measure 2009

ACCOUNTANCY

	2019-20	2020-21	2021-22
	£MILLION	£MILLION	£MILLION
Employee Related Costs	54.9	59.6	62.5
Premises Related Expenses	5.0	5.0	5.4
Training Expenses	1.5	1.4	1.3
Supplies and Services	3.8	4.2	5.2
Transport Related Expenses	1.3	1.4	1.3
Contracted Services	0.9	0.8	0.9
Capital Costs / Leasing	4.6	4.6	4.3
Income	-1.6	-5.1	-7.5
TOTAL	70.4	71.9	73.6

2020 2021

REVENUE GRANTS
£6.5 million*

PRIVATE FINANCE INITIATIVE GRANT
£1 million

CAPITAL PROGRAMME
£3.6 million

£407,000 Vehicles
£2,122,000 ICT
£1,057,000 Property

* In 2020-21 Revenue Grant expenditure has been included within expenditure costs.

Audit of South Wales Fire and Rescue Authority's 2019-20 accounts

Each year Audit Wales audits the Service's financial statements.

The Auditor General gave an unqualified true and fair opinion on the FRA's financial statements on 28th July 2021.

“In my opinion the financial statements give a true and fair view of the financial position of South Wales Fire and Rescue Authority and of its income and expenditure and have been properly prepared in accordance with legislative requirements and international accounting standards”

Auditor General for Wales

Audited Statement of Accounts

Notice of Completion of Accounts



South Wales Fire and Rescue Authority's 2020-21 internal audits

Other audits

During 2020-21 there were eleven audits carried out by TIAA, our contracted internal auditor. Each audit was assessed against four levels of overall satisfaction - substantial, reasonable, limited or none, with recommended actions (if any), being recorded onto our Business Management Information System (BMIS) for quarterly monitoring of progress.



Substantial Assurance



Reasonable Assurance



Limited Assurance



No Assurance

Audit Name	Assurance Level	Number of actions
Assurance Review of Procurement	Substantial	3
Assurance Review of Communications	Substantial	1
Assurance Review of Strategic Control	Substantial	0
Compliance Review - Mitigating Controls	Substantial	0
Assurance Review of ICT Data Assurance	Reasonable	3
Assurance Review of Human Resources Management - Training	Reasonable	2
Assurance Review of Sustainability - Paper Usage	Reasonable	6
Assurance Review of Estate Management Delivery	Reasonable	3
Assurance Review of Key Financial Controls	Reasonable	1
Assurance Review of Outside Commitments, Personal and Business Interests	Reasonable	3
Compliance Review of Station Visits	Reasonable	9

Audit Wales' Well-being of Future Generations Examination and Review of Involvement

Audit Wales undertook an examination in 2019-2020 to review the Service's approach and management of involving stakeholders when proposing service and policy changes and in the design of activities. They also undertook a more detailed look at:

- How the Service is involving stakeholders in developing the new Strategic Equality Plan 2020-2025; and
- Planning public engagement events such as Fire Station open days, the United Kingdom Rescue Organisation (UKRO) event in 2018 and Joint Emergency Services event in 2019

Audit Wales concluded that:

“South Wales Fire and Rescue Service is good at involving partners and communities, but needs to strengthen its evaluation to demonstrate the positive impact of its work”.

The full report can be viewed [here](#).



What we plan to do in 2022- 23

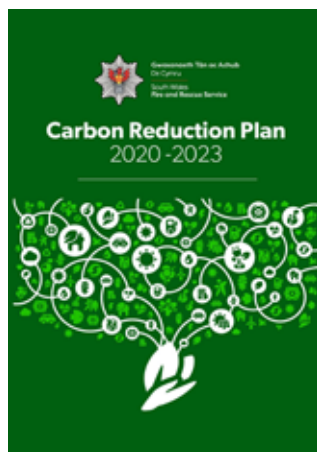
Our longer term vision of “Making South Wales Safer by Reducing Risk” remains.

To achieve this, we have a set of eight Strategic Themes. These themes and their related objectives will enable us to continue to provide an effective response to our communities in their time of need and deliver a service that is aligned to the principle of the WFGA;

“ All public services should act 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. ”

We propose Objectives that have been developed by listening to feedback from our early consultation with a variety of people throughout South Wales and taking into account our commitment to build equality, diversity and sustainability into everything we do – from creating a workplace that truly values the diversity of employees, to delivering people-centred services to all our communities in South Wales.

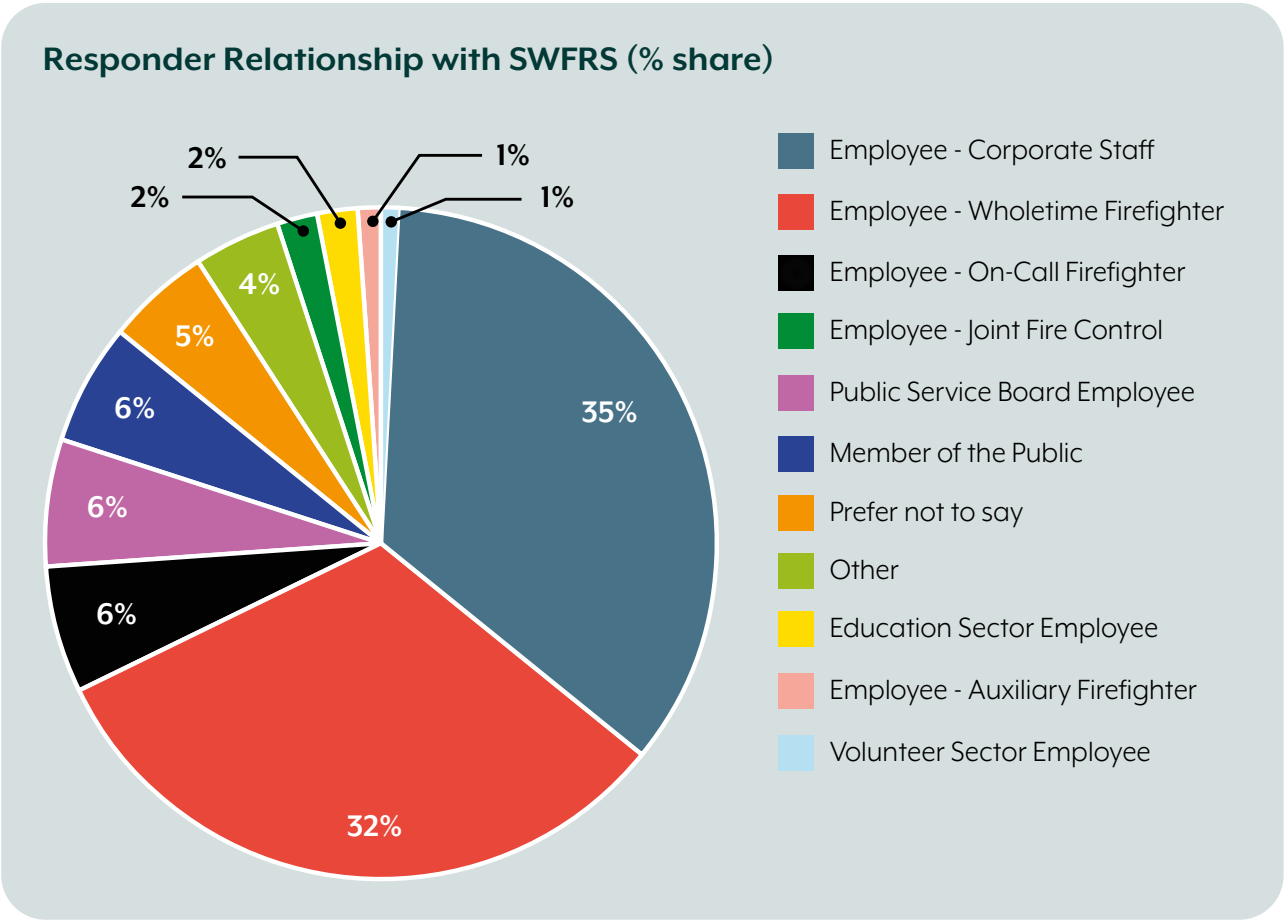
Our Strategic Plan 2020-2030 can be found here and is supported by other key plans below:



How we developed our plan for 2022-23

We carried out an exercise to consult early and surveyed what is important about our Service with various people in South Wales, including staff, the public and partners. The survey ran for three weeks and closed on 9th July 2021. A total of 78 people responded to the pre-consultation survey with three people responding to the survey in Welsh. 62 respondents were staff and 16 were external stakeholders.

Respondents to the survey are represented in the chart below.



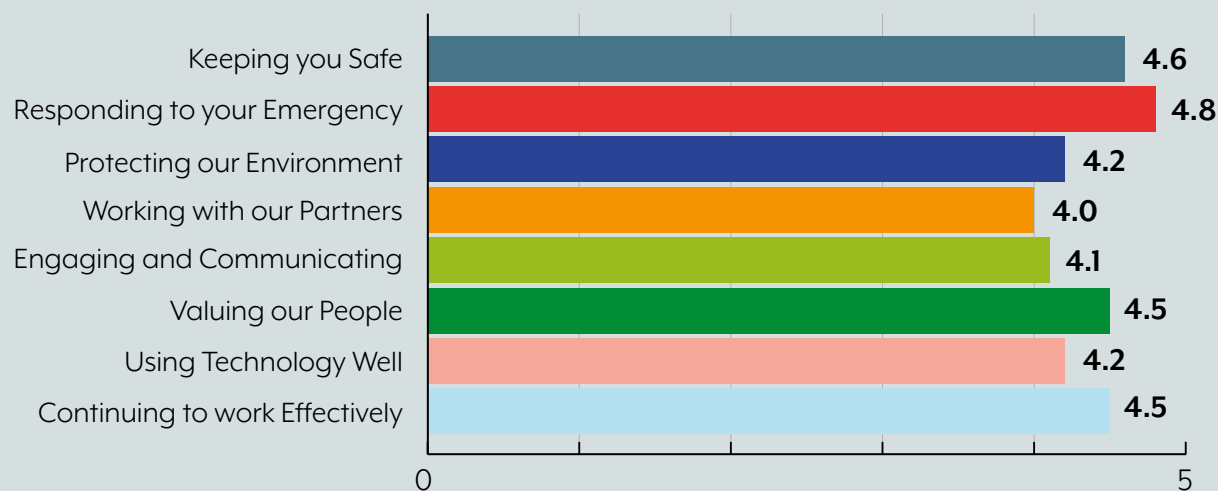
How we developed our plan for 2022-23

Our Media and Communications team raised awareness, and promoted the pre-consultation survey in a number of ways:

- Global email to all staff, plus a reminder
- Email, plus reminder, sent to all those on our Stakeholder Register
- Emails sent to Station Commanders, Watch Managers and Crew Managers, departments and 'champions' to encourage feedback across the Service
- Graphic and survey link on the home page of our Service intranet
- Information and survey link published in our internal newsletter
- Promoted via Shout Forum
- Commit to Be Fit sessions

Respondents agreed that all eight of our Strategic Themes remain important.

Strategic Theme Importance Rating



How we developed our plan for 2022-23

The survey also highlighted areas we should focus on next year to improve our Service:












































- Enhance the scope of public engagement
- Fire Medical Response (FMR)
- Future leadership planning
- Learning & Development opportunities
- New ways of working
- Recruitment strategies
- Reduce carbon footprint
- Training
- Transparency and consistency
- Valuing staff

Our senior management team and FRA have taken all the information obtained from the survey into consideration and looked also at future priorities, risks and ways of working, to develop our proposed objectives for 2022-23.

It is proposed that one of our objectives will change, one will move to a more relevant strategic theme and two new objectives will be added, one in Valuing our People and one in Protecting our Environment.

Our Strategic Themes

The table below shows how our Strategic Themes align with Well-being of Future Generation Goals and support our Public Service Boards Objectives.

Strategic Theme	Supports Well-being of Future Generation Goals					Supports Public Service Boards Objectives		
Keeping you Safe	 A Resilient Wales	 A Wales of Cohesive Communities	 A Healthier Wales	 A Globally Responsible Wales		 Safer Communities	 Best Start	 Reduce Social and Economic Inequalities
Responding to your Emergency	 A Resilient Wales	 A Healthier Wales				 Safer Communities	 Working Together	
Working with our Partners	 A Resilient Wales	 A Wales of Cohesive Communities	 A Globally Responsible Wales	 A Prosperous Wales		 Working Together		
Engaging and Communicating	 A Resilient Wales	 A Wales of Cohesive Communities	 A Wales of Vibrant Culture and Welsh Language	 A more Equal Wales		 Working Together		
Protecting Our Environment	 A Globally Responsible Wales	 A Healthier Wales	 A Resilient Wales	 A Wales of Cohesive Communities		 Working Together	 Getting Involved	
Using Technology Well	 A Globally Responsible Wales	 A Wales of Cohesive Communities	 A Healthier Wales			 Protect the Environment		
Valuing Our People	 A more Equal Wales	 A Healthier Wales	 A Prosperous Wales	 A Wales of Vibrant Culture and Welsh Language		 Employability, Skills and Opportunities	 Healthy Lifestyles	
Continuing to Work Effectively	 A Prosperous Wales	 A Wales of Vibrant Culture and Welsh Language	 A Healthier Wales			 Reduce Social and Economic	 Working Together	 Cities that Work

Keeping you Safe

This means...

Our vision **“Making South Wales safer by reducing risk”**. We do this through our education, prevention and protection services. Our objectives under this theme will focus on prevention and education, as we believe that education can prevent fires and other emergencies.

Our Objectives...

- **Reduce the impact of false alarms on our resources**
- **Reduce the number of fires in the home and understand the behaviours and cause of them**
- **Reduce the number of road traffic collisions**
- **Reduce the number of deliberate fires**
- **Improve safety in and around water**
- **Improve fire safety in buildings in our communities**

We propose to do this because...

Keeping South Wales safe and well-connected is important to us. Reducing fires enables us to protect our natural environment, thus supporting the rural economy, our communities well-being and protecting current and future generations.

Some things we are planning...

- Use technology for community engagement and deliver services such as home safety advice and virtual school visits via our online facilities
- Target fire and road safety activities at those identified as being at greater risk in our communities
- Create a more “person-centred” risk approach to targeted activities delivered jointly by our Business Fire Safety (BFS) and Community Fire Safety (CFS) departments
- Inspect domestic and business premises with a risk based approach
- Educate our communities to ‘Be Water Aware’ when near to water courses, during flooding and when undertaking water based leisure activities
- Utilise our attendance at all accidental fire signal activations to educate occupiers of domestic and business premises on how they can make their premises safer from the dangers of fire

Responding to your Emergency

This means...

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 continue to invest in our firefighters and Joint Control Staff to ensure that they can respond to the wide range of incidents we face now and in the future.

Our Objectives...

- **Respond effectively when you need us**
- **Do all we can to make sure that our On Call Duty System (OCDS) firefighters are available**
- **Train our personnel to respond to current and future risks in our communities**

We propose to do this because...

Our response is set out in our Strategic Plan, along with what we will do to continue to improve our operations. We also need to have plans in place to ensure we are prepared and available to respond to emergencies, whilst maintaining our core service provision.

Some things we are planning...

- Embedding our Water Rescue Strategy through targeted initial training
- Continued focus on recruitment and retention of our On-Call Duty firefighters
- Continually review our resources to effectively respond to emergencies as they arise
- Review and develop our operational skills training programme in line with future demands on our Service

Working with our Partners

This means...

We have a well-established and proud history of working with our partners to deliver measureable improvements, efficiencies and meeting future demands. This will include contributing to local priorities and assisting in improving community well-being.

Our Objectives...

- **Work with our Public Service Boards (PSBs) to support our communities**
- **Work with our partners to deliver our services where they are needed**
- **Review and evaluate our existing partnerships**

We propose to do this because...

We recognise the benefits of working in partnership with other organisations to deliver best value services for the communities we jointly serve. Sharing knowledge and skills is at the heart of our Service's future. New arrangements with our local partners and other fire and rescue services are already in place, but we aim to further these relationships and also identify other opportunities to work collaboratively. Partnership working will not only enable us to share what we do and how we do it, but will make us better placed to identify additional opportunities to improve from others, ensuring a more efficient and cost effective service to our communities.

Some things we are planning...

- Develop opportunities for Blue light co-location sites across our area
- Review and develop our relationships with our key Community Fire Safety Partners
- Improve data sharing with our partners across public services to help us provide the right support to those most vulnerable
- Continue to build relationships and work alongside our partners in all of the Public Service Boards we are members of

Engaging and Communicating

This means...

We will improve the way we communicate and engage with our staff, stakeholders, communities and partners by taking a positive approach to communication. Communication is a key priority in making sure that our staff, stakeholders, communities and partners are aware of the work we undertake, the challenges we face and can be involved in shaping our services of the future. We believe that we can effectively deliver our key messages through ensuring a continued focus on education, engagement and communication.

Our Objectives...

- **Involve, engage and communicate with our communities**
- **Help keep our communities safe through education and attending community events**

We propose to do this because...

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 to South Wales safer. This will not only benefit our communities but it will significantly contribute to the WFGA.

Some things we are planning...

- Seek innovative ways and local opportunities to engage with our communities for risk reduction education initiatives and recruitment activities
- Improve further our two-way communications with station staff, using a variety of technological solutions
- Encourage more staff, from all departments to participate in our staff forum - Shout, to engage, communicate and enable staff to share their ideas for Service improvements
- Involve and consult with our staff, the public and our partners to gain their views and opinions, when making decisions to change our services, equipment and facilities

Protecting Our Environment

This means...

We know that our activities have an effect on the global and local environment and are committed to minimising any negative impacts. We have developed a Carbon Reduction Plan and a Biodiversity Plan which together propose a range of actions that focus on reducing our environmental impact and protecting and restoring biological systems. We commit to embracing renewable energies to support sustainability and the environmental goals of the WFGA.

Our Objectives...

- **Reduce our usage of single use materials**
- **Explore the use of electric vehicles**
- **Reduce our energy use and explore alternative methods**
- **Consider how our response and activities impact on our environment**
- **Reduce the amount of waste we produce**

We propose to do this because...

We believe in long term investment into systems that reduce waste and we will continue to look at ways that make SWFRS a leader in sustainability. All decisions and plans we make will consider the sustainable development principle, which includes the process of improving the social, economic, environmental and cultural well-being of Wales as embedded in the WFGA.

Some things we are planning...

- Recruit a graduate from the All Wales Public Service Graduate Programme to support our Sustainability projects
- Develop a system for “grey water harvesting” which will collect water we have used and re-use the water collected for specific circumstances
- Develop “well-being” gardens at our fire stations and other sites, using re-cycled products where possible, re-purposed as garden furniture and planters
- Expand the use of electric vehicles, increasing the number of electric light vehicles in our fleet
- Pilot the use of solar panels, installing them at our Headquarters and Barry fire station by March 2022, to assess the feasibility for further roll out at other Service locations
- Ensure the ethical disposal of equipment that has reached end of life

Using Technology Well

This means...

Using technology well to improve our processes and systems to make them future proof, as we recognise that this plays a vital role in how we deliver our services. From our operational firefighting techniques and equipment to our back office support systems, we intend to maximise technological advances to support and improve service delivery.

Our Objectives...

- **Use the most suitable technology and equipment to improve our services**
- **Review the standard and use of technology and equipment across the Service**

We propose to do this because...

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

Effective use of ICT and equipment will ensure that operational resources are best placed to respond effectively to incidents.

Some things we are planning...

- Deliver a major “cross department” project, to adopt the most up to date Microsoft Cloud based systems, including Teams and Office 365
- Continue to reduce the carbon footprint of our light vehicle fleet
- Design and build a new digital learning management system to hold all training packages for operational and corporate staff in the Service

Valuing Our People

This means...

Our workforce should represent the communities we serve, be diverse, equally valued and have access to development as well as professional opportunities. Our People Plan, Strategic Equality Plan and Mental Health and Well-being Strategy will support our work on recruitment, the gender pay gap, inclusion and health and help develop the culture and behaviours needed within our Service. This will deliver improvements for both current/future staff and users of our services. Increased staff participation in our on line Shout forum will help us better understand staff issues and allow more staff to easily contribute to what we do.

Our Objectives...

- **Attract a workforce that reflects and represents our communities**
- **Develop our people by identifying training and development opportunities**
- **Support our people to feel well, healthy and happy at work**
- **Deliver on the recommendations of the Investor in People Report**
- **Encourage and support a bi-lingual culture across the Service**

We propose to do this because...

Equality and diversity is at the heart of our Service culture. We will provide clear pathways for progression and a healthy working environment for the safety and well-being of staff, implementing work practices which support a healthy lifestyle and work life balance.

Some things we are planning...

- Embed the Personal Review process, ensuring it supports staff with their career aspirations and the Service's succession planning
- Launch a new "learning pathways" for all staff in April 2022
- Design a clear, outcome focussed Flexible Working model
- Develop and communicate a single strategy for mental health and well-being
- Establish a HR delivery model that benefits end users and provides a more streamlined service
- Communicate with staff the new Public Sector Pension scheme, being launched in April 2022
- Implement innovative ways to support and prepare those candidates from diverse, minority groups, to participate more successfully in our recruitment processes

Continuing to Work Effectively

This means...

We always aim to demonstrate value for money and deliver our services at the lowest possible cost and highest possible standard. When considering how much to spend, the need to improve the way we provide our services and reduce risk in the communities of South Wales remains our priority. We will work on medium and long term planning, developing new ways of working and delivering our services against continued financial challenge and the changing risk profiles of our communities. We will support Fire and Rescue Authority Members and provide them with the information they need to effectively conduct their leadership and scrutiny roles.

Our Objectives...

- **Be clear and publicly accountable**
- **Maximise value for money while improving our service**
- **Developing our plans and way forward for a new normal way of working**

We propose to do this because...

We recognise that our staff are our most valuable asset, however for our staff to be effective they need to have the best facilities and resources available to them. Our spending decisions on physical assets need to be efficient and effective to support and respond to our service delivery. These decisions will be scrutinised by our Finance, Audit and Performance Management Committee and we aim to ensure we provide value for money for the service we provide to the public in South Wales.

Some things we are planning...

- Conduct a review of all the Services' projects and priorities to deliver these according to importance and impact against our overall improvement ambitions
- Review the efficiency, effectiveness and capacity to deliver on operational training plans to ensure competency is maintained, as we recover from the Covid-19 pandemic
- Encourage our office-based staff to work more flexibly, balancing individual personal needs and Service requirements appropriately

Welsh Language

We are committed to effectively serve those who choose to live their lives via the medium of the Welsh Language. As a result of the Welsh Language Standards 2015, the South Wales Fire and Rescue Authority has been issued with a Welsh Language Standards Compliance Notice by the Welsh Language Commissioner. This [Compliance Notice](#) is published on our website and gives details about what services citizens can expect to receive in Welsh. We seek to engage with Welsh speakers and learners in order to improve the overall standard of service provided, including services that are provided in Welsh.

Have your say

We are always looking for ways to improve our services and to present information that is meaningful. In order to do this we want to ensure that your views are considered when delivering our activities and presenting information to you.

We would particularly welcome your comments and / or questions with regards to our proposed objectives [Have Your Say 2021](#)

Alternative versions

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



Write to us

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



Website

www.southwales-fire.gov.uk



Contact us

www.southwales-fire.gov.uk/contact-us



Call us

01443 232000



@SWFireandrescue



@SWFireandrescue



@sw_fire_and_rescue

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Call us

01443 232000



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

Gwasanaeth Tân ac Achub
De Cymru



South Wales
Fire and Rescue Service

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