Easy Read

Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

South Wales Fire and Rescue Service
What we plan to do in 2021 to 2022

We want to know what you think

This document was written by **South Wales Fire and Rescue Service**. It is an easy read version of **South Wales Fire and Rescue Service Annual Improvement Plan 2019-2020**.

November 2020

How to use this document

This is an easy read version. The words and their meaning are easy to read and understand.

You may need support to read and understand this document. Ask someone you know to help you.

Some words may be hard to understand. They are in **bold blue writing**. They have been explained in a box below the word.

If the hard word is used again it is in normal blue writing. You can check what they mean on **page 20**.

Where the document says **we**, this means **South Wales Fire and Rescue Service**. For more information contact:

Website: www.southwales-fire.gov.uk

Email: HYS@southwales-fire.gov.uk

Phone: 01443 232000

This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

Contents

Introduction

We are **South Wales Fire and Rescue Service.**

We have been thinking about ways to improve our service in 2021 to 2022.

We have thought of some **goals** for the next year.

In this document, we will talk about our **goals** for the year **2021 to 2022**.

We want to tell you about what we will do to make them happen.

We want to know what **you** think about our goals.

You can tell us what you think by answering our survey questions

or

you can answer our online survey by clicking here.

Our work

Keeping you safe

We want fewer fires and emergencies to happen in South Wales.

Some people are not sure how they can stop fires and emergencies from happening.

We think it will help if we talk to people about how they can stop them from happening.

Our goals:

- Attend fewer calls that turn out to be **false alarms**.

> **False alarm calls** are when we leave to attend to an emergency but when we arrive there is no emergency.

- Make sure there are fewer fires and emergencies in homes and businesses.

- Make sure there are fewer traffic accidents.

- Have better safety in and around water.

- Have better fire safety in buildings and in our communities.

Responding to your emergency

We want to make sure we can help you quickly when you need us. To do this, we need to:

Our goals:

- Make sure we have enough Firefighters to help you.

- Make sure our Firefighters know what to do to help you.

- Make sure Firefighters have the right equipment to help you.

Using technology well

We want to make sure that we have the best equipment to help us to do our job well.

Our goals:

- We want to have the best equipment to help in an emergency.

- We want to make sure our staff have the best equipment to support our Firefighters.

Working with our partners

We want to keep working with other organisations to keep people safe. For example, Local Health Services, Schools and Colleges, Social Services etc.

Working with other organisations helps us to understand what is important in each local community.

Our goals:

- Work with our **Public Services Boards** to support our communities.

  Public Services Boards are services like local councils, the NHS, police, fire and rescue and charities that form a group to work together and make public services better in an area of South Wales.

- Work with other organisations to provide services when needed.

- Look at how we can work well with our partners.

Better communications

Communication is the way we give people information. It includes speaking and writing.

Good communication with our staff, communities and other organisations is important.

It helps keep people safe.

Our goals:

- Tell people about the work we do.

- Give people the chance to have their say.

- Keep our communities safe by talking to people at meetings and community events about fire safety.

Valuing our people

We want to focus on having a workforce that is **diverse**.

Diverse means we are not all the same. For example people in Wales:

- come from different backgrounds and cultures

- have different abilities

- believe different things

- have different sexual identities

- make different choices about how they live their lives

- are different ages.

Our goals:

- We want staff from diverse communities and backgrounds to work for us.

- We want to help the people who work for us to feel happy and well at work.

- We want to help the people who work for us to have any training they need for their job.

Protecting our environment

We want to look after our **environment** by **recycling** and **reusing** things when we can.

The **environment** is where we live. It includes the land, the sea, the air, and everything that lives in and on it. For example: plants, animals and fish.

Recycling our rubbish. This means taking our rubbish and turning it into something else that we can use.

Reusing things again. For example glass milk bottles that can get refilled when you are finished.

Our goals:

- Reduce the use of things that can be used only once.

- Use electric **vehicles** if we can.

> **Vehicles** can be cars, vans and fire engines etc.
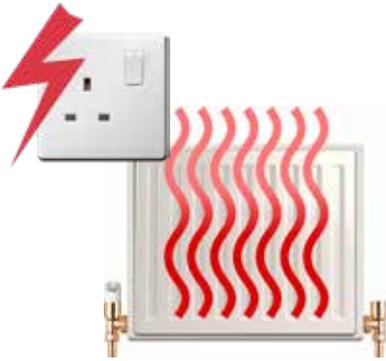
- Use less gas and electricity.

- Think about how our actions can affect the environment.

Continuing to work effectively

Effectively means doing things in the right and best way.

We want to do our best to keep people safe.

We want to try and keep our cost low in providing our services.

Our goals:

- Open and honest with people about what we are doing.

- Making sure we are doing the best job we can to keep people safe.

- Only spend what we need to.

Volunteers

Anyone can **volunteer** with South Wales Fire and Rescue Service.

A **volunteer** is someone who helps out without getting paid. Some **volunteers** can get money for travel and food while they are helping.

To volunteer with us, you need to:

- be able to volunteer for at least 8 hours a month
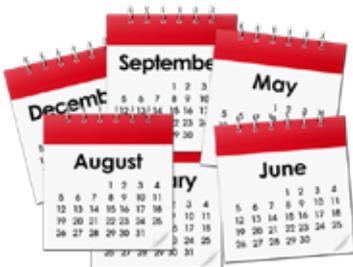
- be able to volunteer with us for 6 months or more
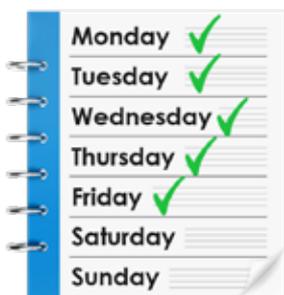
- volunteer on weekdays
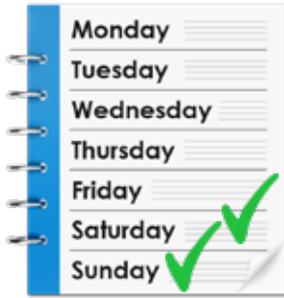
- volunteer at weekends sometimes

- volunteer in the evening sometimes.

If you want to find out more, check [our website by clicking here](#).

Or you can phone 01443 232000 to talk to us.

Hard words

Communication

Communication is the way we give people information. It includes speaking and writing.

Diverse

Diverse means we are not all the same. For example people in Wales:

- come from different backgrounds and cultures
- have different abilities
- believe different things
- have different sexual identities
- make different choices about how they live their lives
- are different ages.

Effectively

Effectively means doing things in the right and best way.

Environment

The environment is where we live. It includes the land, the sea, the air, and everything that lives in and on it. For example: plants, animals and fish.

False alarm calls

False alarm calls are when we leave to attend to an emergency but when we arrive there is no emergency.

Public Services Boards

Public Services Boards are services for example: local councils, the NHS, police, fire and rescue and charities, that form a group to work together and make public services better in an area of South Wales.

Recycling

This means taking our rubbish and turning it into something else that we can use.

Reusing

Reusing things again. For example glass milk bottles that can get refilled when you are finished.

Vehicles

Vehicles can be cars, vans and fire engines etc.

Volunteer

A volunteer is someone who helps out without getting paid. Some volunteers can get money for travel and food while they are helping.