

Easy Read



**Gwasanaeth Tân ac Achub
De Cymru**

**South Wales
Fire and Rescue Service**

South Wales Fire and Rescue Service Annual Report

What we did in 2019 to 2020

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 on **page 22**.



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

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Introduction



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



We want to keep South Wales safe from fires and other dangers.



We help people by fighting fires. We also help with other emergencies, like road accidents, or when people are in danger in the water.



We want to make sure we can give the right help to:

- the communities we work with now
- the people who work for us now
- people in the future.





We have been working on ways to make our service better.



This document is about the things we worked on between 2019 and 2020.



It tells you what we have done to make our service better.

What we have been working on

1. Helping you in an emergency

We want to make sure you get the right help in an emergency. This year:



- We bought better equipment to keep you and our firefighters safe.



- We have made sure we have enough firefighters and support staff to do our job well.



- We have given our Firefighters new training to help them do their job.



- We thought of better ways to help people living in tall buildings when there is an emergency.



- We found new ways to check that we are doing a good job.



- We shared information about stopping **wildfires** with organisations around the world.

A **wildfire** is an unwanted and uncontrolled fire in forests or countryside. Wildfires spread quickly and can be hard to put out.

2. Keeping you safe



We want to keep people in the community, and our firefighters safe.



We have talked to people in the community about:



- Equipment they need to keep safe. For example, smoke alarms.



- How to stop fires and other emergencies from happening.



- What people who live in tall buildings need to do in an emergency.

We have worked with:



- Other **Emergency Services** to share information about keeping people safe.

Emergency Services are services to call in an emergency. Police. Fire and Rescue. Ambulance.



- South Wales Police to make roads in South Wales safer for everyone.



- Other organisations to share information on keeping people safe at work and in the community.

We have also:



- Collected all the information we need about tall buildings in South Wales that might not be safe. For example, offices, businesses, people's homes in tower block flats and care and nursing homes.



- Started a project with people who have had a fire in their house. We can learn from what has happened to them.



- Worked on checklists for homes and tall buildings. This helps us to understand risks, what emergencies might happen and how we can help.

3. Telling people about what we are doing



We wanted to think about different ways to **communicate** with the communities we work in.



Communicate means how we give people information. It includes things like speaking, writing, events, videos and social media.



We made Facebook pages for each of our Fire Stations. These pages:



- tell people about jobs



- show people how to stop fires and other emergencies happening



- tell people about events happening in their local community.



We talked about the work we do on Television and Radio.



We showed video's on social media about:



- Using electricity safely.



- Getting rid of rubbish safely.



We used computers and video to have meetings and training events.



We had meetings and events at:

- schools and colleges,
- community groups and
- prisons.



We had events where people came to find out about jobs and working with us.



We did training for women who have been abused in their own homes through the **Momentum Project**.



We took part in a big 999 event in Cardiff Bay. All the [emergency services](#) were there to tell people more about what they do.

4. Looking after the people who work for us



We want to look after the people who work for us to help them do their job well.

We helped people who work for us to keep fit and healthy by:



- Starting fitness classes at work.



- Giving advice about exercise and healthy eating.



- Starting a project to support people to keep well and happy.



We made sure people have new and better training to help them do their job well.



We opened a **Real Fire Training Facility in Cardiff**. This is a building where Firefighters can practice dealing with real fires and other emergencies.



We started to check that the people who work for us are paid fairly for the work they do.

5. Looking after our environment



We have written our own plan about how we will look after our **environment** for the next 3 years. This year:



- We stopped using paper towels in our bathrooms.



- We changed the way we use the heating in our buildings so now we use less gas.



- We bought 3 new electric vans and we hope to buy another 22.



- We **re-used** some of our office furniture instead of buying new.



- We used video to have meetings on our computers instead of travelling.



- We made sure we only buy what we need, when we need it.



- We set up clothes banks to **recycle** and **reuse** clothes.

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

Reusing clothes is when you give your clothes to a clothes bank so someone else can have them.

6. Use technology well

We want to make sure we have the right tools to do our job well. This year:



- We made sure the information we keep on our computers is safe. Only people who work for us can see it.



- We trained the people who work for us to keep information safe on our computers.



- We set up a group to talk about sharing information safely in South Wales.



- We made sure we let the right people know when something has gone wrong with our information.



- We bought new clothing to keep our Firefighters safe at work.

7. Working with others to help our communities



We work with others to keep people safe. Including Local Councils, Schools, Colleges, Public Services and Health Boards.



Between 2019 and 2020 we worked with other organisations to find places we can plant more trees.



Planting trees helps:



- clean the air



- give wildlife a home



- stop noise



- give people places to relax and exercise



- stop flooding.

We started 9 new **apprenticeships** in our service.



An **apprenticeship** is when a person learns a new job or skill whilst working and getting paid.



We worked with other organisations to support people to stay safe. Including:

- People who have been abused.



- People who are in prison.



- People who have **Dementia**.

- Children and young people.



- People with mental health problems.



We worked with other organisations to try to stop **false alarm calls**.

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

Hard words

Apprenticeships

An apprenticeship is when a person learns a new job or skill whilst working and getting paid.

Communicate

Communicate means how we give people information. It includes things like speaking, writing, events, videos and social media.

Emergency Services

Services to call in an emergency. Police. Fire and Rescue. Ambulance.

False Alarm Calls

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

Recycling

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

Reusing

Reusing clothes is when you give your clothes to a clothes bank so someone else can have them.

Wildfires

A wildfire is an unwanted and uncontrolled fire in forests or countryside. Wildfires spread quickly and can be hard to put out.