



Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service



SOUTH WALES FIRE AND RESCUE SERVICE

Strategic Plan 2020-2030

1ST APRIL 2021 - YEAR TWO UPDATE

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

Chairperson
South Wales
Fire and Rescue Authority

Welcome to the first annual progress update of our Strategic Plan 2020-2030 as we continue to focus on the delivery of our Strategic Themes and Objectives.

Our plan sets the direction of the Service and throughout this update you will see how we have continued to make a positive contribution to reducing risk and making our communities safer.

Last year, throughout the Covid-19 pandemic and during lockdown restrictions, we continued to provide our frontline services to our communities. We supported our frontline colleagues in the National Health Service and Welsh Ambulance Services NHS Trust. We also developed new and innovative methods of delivering some of our preventative services, such as home safety checks.

This year we will add a new objective “Develop new ways of working”.

We now operate very differently to how we did before the pandemic and many of these new ways of working will continue after restrictions have eased into the foreseeable future.

To ensure that progress against all our objectives remains on track, the work of the Service has been subject to a number of scrutiny meetings from our Fire and Rescue Authority and its sub committees throughout the year.

We would like to take this opportunity to thank all our staff, volunteers and partner agencies for their contribution and support during the unprecedented previous 12 months and look forward to working together during 2021-2022.

We hope you enjoy reading our plan and welcome your feedback.

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.

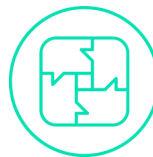
- Balancing short term needs with **long-term** needs
- Putting resources into **preventing** problems
- Using an **integrated** approach, balancing social, economic and environmental needs
- **Collaborating** with others to help meet well-being objectives
- **Involving** others to reflect the diversity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



Long-term



Preventing



Integration



Collaboration



Involvement

SOUTH WALES



Our Strategic Themes

Strategic Theme	What we will do	Strategic Theme	What we will do
Keeping you Safe 	Focussing on prevention work to help reduce the need for you to call us.	Engaging and Communicating 	Ensuring all our communities and staff are involved in helping us provide an excellent service.
Responding to your Emergency 	Ensuring we respond quickly and effectively when you need us.	Valuing our People 	Supporting a diverse workforce that represents your community, is well trained and motivated to deliver our service.
Protecting our Environment 	Carrying out our activities in a way that helps sustain the planet for our future generations.	Using Technology Well 	Continually look to use the latest technology where it can improve our service to you
Working with Partners 	Working with the nine South Wales PSBs and other partners to deliver a fire and rescue service that meets your needs.	Continuing to Work Effectively 	Ensuring our service provides value for money and is clearly accountable.



Keeping You Safe

Supporting the following Well-being Goals:



A resilient
Wales



A Wales of cohesive
communities



A healthier
Wales



A globally
responsible Wales

What does this mean?

We will provide prevention of, and protection from, emergencies in order to keep our communities safe. Evidence suggests that our preventative activities have been extremely influential in the reduction of emergencies in recent years, a trend we are keen to maintain and improve. One of the key drivers for our preventative campaigns programme is the information we obtain from, and share with, other organisations, which allows us to develop specific campaigns based on statistical evidence.



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

What we did in 2020-2021

- Issued guidance to all fire stations on the action to be taken everytime we attend an Unwanted Fire Signal (UFS)
- Invited all qualifying victims of Accidental Dwelling Fires (ADFs), since 1st July 2020, to have a LEAF (Learning Evaluation After the Fire) visit
- Realised a year end reduction in total fires, deliberate fires and RTCs
- Delivered water awareness training on all our firefighter courses

- Launched a quick and easy online Home Fire Safety test, to allow you to review how safe you are at home
- Engaged with our communities via our media channels during the Covid-19 pandemic, as face to face preventative work could not be delivered
- Changed the way we delivered Home Safety Checks in a Covid-19 environment

What we will do in 2021-2022

- Collaborate with partners to reduce UFS
- Evaluate information from LEAF to inform targeted fire education and prevention activity
- Enable fire station staff to conduct our new Home Safety Check
- Investigate new initiatives for RTC education and work with road safety partners to reduce RTCs
- Gather local community intelligence and adopt a partnership approach to reducing deliberate fires
- Form a multi – partner, risk targeted approach to reducing house fires, deliberate fires and RTCs
- Produce an All Wales ADF campaign focusing on cooking, electrical and candle safety
- Plan firefighter visits to buildings to identify and mitigate risks and collate site specific risk information (SSRI), to ensure staff safety
- Support actions arising from the “high rise buildings project”
- Improve the quality of the data we collect following an incident to identify and target higher risk citizens in our communities
- Identify operational improvements that can be made as a result of the All Wales Water Strategy
- Deliver the River Usk Trackway project and work with Water Safety Wales to reduce water related incidents



Responding to your Emergency

Supporting the following Well-being Goals:



A resilient Wales



A healthier Wales

What does this mean?

We will gather key information from the caller and send appropriate equipment and people according to the needs of the incident. We will support the caller during their emergency and provide ongoing support to the attending crews throughout the event, to secure a safe outcome.



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

What we did in 2020-2021

- Ensured that the number of Wholetime firefighters on each fire engine was always at or above our minimum threshold
- Increased the availability of our on call fire engines by 11.5%
- Monitored the competence of our operational personnel via the station audit process
- Collated all debriefs generated from simulation exercises and operations to identify best practice, learn and improve

What we will do in 2021-2022

- Focus on increasing the retention rates and availability of our on call firefighters
- Ensure resilience is in place to support periods of increased activity within Joint Fire Control (JFC)

- Improve JFC incident location and attendance information
- Consider a new contract system for our strategic reserve (wholetime firefighters making up crew shortages at on-call fire stations), to enhance on call availability
- Improve the training pathway from initial recruit to competent on call firefighter
- Review core competency skills for all operational staff to address emerging future risks
- Enhance station commanders' ability to drive forward a performance based culture and implement the new personal review process
- Design training exercises, involving 10 or more fire engines, for identified high risk sites to develop Incident Commanders
- Ensure training delivery reflects [National Operational Guidance](#) maintaining consistency across the Service and an all Wales FRS basis



Working with Partners

Supporting the following Well-being Goals:



A resilient
Wales



A Wales of cohesive
communities



A globally
responsible Wales



A prosperous
Wales

What does this mean?

We will build on a well-established history of working with our partners to deliver service improvements in a cost effective manner. Working with others in a joined up approach is vital to support the delivery of better outcomes for our local communities, avoid duplication of effort and spend public money wisely. As a statutory partner on each of the nine PSBs within our service area, we support delivery of individual Well-being Plans and ensure that our activities improve the lives of the people in our communities for the long term. We will share data with our PSB partners to reduce incidents, keep our communities safe and healthy and make necessary changes to our partnerships as the new needs of our communities emerge.



Working
with the
nine South
Wales PSBs
and other
partners to
deliver a fire
and rescue
service that
meets your
needs

We will work with our partners by:

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

What we did in 2020-2021

- Worked with Local Authorities, Natural Resources Wales (NRW) and Fly-tipping Action Wales to reduce deliberate fires
- Provided 4,560 hours / 380 shifts to our colleagues in the Welsh Ambulance Service NHS Trust (WAST) during the Covid-19 pandemic
- Ended our joint management arrangement of our CoreHR system, with Mid and West Wales FRS, in order to obtain more tailored system functions
- 100 of our staff volunteered to support the community vaccination centres across Cwm Taff and some staff have driven those without transport to their vaccination appointments

What we will do in 2021-2022

- Support emergency service colleagues and partners during and post Covid-19 pandemic
- Work with our PSBs and other partners in support of post Covid-19 community recovery
- Work with Welsh Government to implement the recommendations made within the White Paper [“Safer Buildings in Wales”](#)
- Work with the Joint Emergency Services Group (JESG) to evaluate requirements in demand and response for JFC (JESG brings together all the emergency services, Welsh Government and Armed Forces in Wales to consider how to take forward their contribution to civil protection in Wales)
- Support the Gwent Climate Mitigation steering group and apply relevant best practice
- Work with the [Social Value Portal](#) to embed the national Themes, Outcomes & Measures (TOMS) into our procurement processes
- Progress the data sharing project between our Service and the two other Welsh FRS'
- Co-ordinate a strategy with our emergency services partners to develop future co- location opportunities
- Support the healthcare agreement to build closer working relationships with Local Health Boards
- Review our stakeholder and partnership register in relation to our obligations under the new Socio - Economic Duty
- Identify new methods and opportunities to conduct joint training with partners
- Explore new partnerships and innovative ways of collaborating with social housing groups



Using Technology Well

Supporting the following Well-being Goals:



A globally responsible Wales



A resilient Wales



A healthier Wales

What does this mean?

We will constantly review our use of technology so that the most suitable hardware and software is being used in order to help keep you safe. While technology continues to develop at great speed, our focus is always on using the best technology to record and monitor emergency calls, send the right vehicles and crew to you and help us at the scene of the emergency incidents themselves. Another very important aspect for us is to build resilience into our systems so robust backup arrangements are in place in the event of systems failure.



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

What we did in 2020-2021

- Started electronic recruitment and job application processes through our website
- Recorded and tracked station audits within Business Management Information System (BMIS)
- Used Hydra interactive environment and XVR On Scene simulation, to develop better management of critical incidents
- Completed a server replacement programme
- Developed systems and provided equipment to enable staff to work from home
- Installed Video Conferencing capability across all our sites

What we will do in 2021-2022

- Explore the use of mobile tablets on stations and the use of navigation software and smartphones on fire engines
- Update or replace our JFC, Fleet, E-procurement, Asset Management and HQ firewall systems
- Replace our end of life office productivity tools with Microsoft Office 365 and embed improvements in collaborative and agile working, using Microsoft Teams
- Review developments in technology that provide improved document discovery and security
- Embed the use of polling software used to encourage and facilitate engagement
- Create an action plan for design and delivery of our Intranet Project
- Develop more automated reports for our Human Resources department from BMIS
- Implement any findings from our review into how we model risk as an organisation
- Upgrade to the latest version of E-financial and the Tranman Fleet Management systems
- Review the 24/7 Asset Management System as a replacement for our equipment management system
- Design and deliver improvements to our Disaster Recovery plan, in line with the JFC technology replacement project with South Wales Police
- Gain Accreditation to [Cyber Essentials](#) Plus
- Rollout Core HR talent and attendance management modules



Engaging and Communicating

Supporting the following Well-being Goals:



A resilient
Wales



A Wales of cohesive
communities



A Wales of vibrant
culture & thriving
Welsh language



A more equal
Wales

What does this mean?

We will make sure that all our communities and staff are involved in helping us provide an excellent community service, by offering a range of opportunities to our staff and citizens to help shape our activities now and in the future. We will also look to gain more views on how we share information with you.



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

What we did in 2020-2021

- Carried out 24 Principal Officer visits to stations
- Implemented our internal engagement plan
- Held virtual "SHOUT" staff forums every six weeks which were well attended by staff from across the Service
- Discussed ideas for non-digital methods of community engagement with the All Wales Communications group
- Involved our staff in our latest IIP assessment. Surveyed staff and ran focus groups to help us improve our working environment

What we will do in 2021-2022

- Develop and roll out a Service wide communications “app” for all staff
- Establish a reporting tool to track our progress against new Investors in People (IiP) recommendations and action plan
- Develop a non - digital engagement plan to connect and involve our communities e.g. billboard vehicles for outreach education messages
- Raise awareness throughout the Service, and communicate with external partners, to gain ideas for carbon reduction
- Facilitate increased sharing and exchange of information between our Station Commanders and our Operations management team
- Increase use of social media by stations to share good news stories and community safety messages
- Work with our schools and colleges to deliver innovative approaches to Key Stage 1-4 fire and road safety education





Valuing our people

Supporting the following Well-being Goals:

 A more equal Wales

 A healthier Wales

 A prosperous Wales

 A Wales of vibrant culture & thriving Welsh language

What does this mean?

We recognise and value our people as the most important asset in achieving our objectives. It is through our people that excellent community service will be delivered. To succeed we need the right people, with the right skills and values, in the right place at the right time. Our leaders will champion our culture, live by our values and facilitate a high performance, talented, skilled, diverse and motivated workforce. We will develop a wide ranging approach to improving employee well-being to reduce sickness absence and focus on health and fitness promotion. Whether an employee or volunteer in the Service, everyone has a key role in keeping our communities safe.



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

What we did in 2020-2021

- Reviewed our 2019-2020 WDS recruitment campaign. The key learning points identified will inform our practice in future campaigns and out-reach activities with our communities
- Developed a new Personal Review process
- Appointed 20 new firefighters out of a total 67 recruits who were either fluent Welsh speakers, intermediate or learners

What we will do in 2021-2022

- Involve fire station staff in identifying and supporting potential future firefighters and volunteers
- Establish a clear strategy to attract and retain staff and become an employer of choice, including for those groups currently under-represented in our Service
- Monitor recruitment and retention data to ensure that our recruitment activities are focussed in the right areas
- Ensure that equality and diversity is firmly embedded in all our HR key policies and procedures
- Launch and rollout the new Personal Review process to all staff
- Identify a skills mapping process for our people and develop each member of staff's potential to its maximum
- Identify, develop and retain high performing talent and our future Service leaders
- Embed our well-being strategy across the Service and deliver a line manager training package for diversity and occupational health, to support the physical and mental well-being of our staff
- Review our welfare facilities, well-being areas and working environments to ensure a healthy and safe workplace for staff and visitors
- Provide a safe and healthy environment for our people that supports health, safety and well-being activities in the workplace
- Develop a standardised set of HR policies and procedures for JFC staff that recognise and consider Mid and West Wales and South Wales FRS's employment terms and conditions





Protecting our environment

Supporting the following Well-being Goals:



A globally Responsible Wales



A healthier Wales



A resilient Wales



A Wales of cohesive communities

What does this mean?

We will carry out our activities in a way that helps sustain the planet for our future generations.



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

What we did in 2020-2021

- Issued personal aluminium water bottles to all staff and installed water coolers on fire stations
- Installed 24 electrical vehicle charging points at our headquarters and other locations within the Service
- Delivered seminars and induction courses via video conference which limited travel and our vehicle movements

What we will do in 2021-2022

- Implement the actions contained in our [Carbon Reduction Plan 2020-2023](#)
- Record, monitor, report and publish our carbon impacts, energy consumption and waste produced
- Implement additional electric vehicle charging infrastructure across the Service

- Explore more opportunities to go “paperless” and ensure promotional / marketing items are environmentally friendly
- Explore the further reduction of unnecessary travel
- Consider using rain water and appliance tank water to achieve water sustainability
- Reduce our front line appliance age to 12 years to reduce impact on the environment and improve safety
- Develop a reporting portal for our Fire Authority members
- Implement green energy solutions, where appropriate, and embed sustainability into our design process





Continue to work effectively

Supporting the following Well-being Goals:



A prosperous
Wales



A Wales of vibrant
culture & thriving
Welsh language



A healthier
Wales

What does this mean?

We will be clearly accountable to the public by making sure that our communities understand the risks in their area. We will inform the public of what we are responsible for delivering through partnership arrangements and how we plan to do this. This Strategic Plan gives citizens the opportunity to understand our objectives and also gives an opportunity to contribute to this plan by providing feedback. Our Annual Improvement Plan(s) will inform the public of the success we have had in achieving these objectives and the scope of further progress. Severe pressure on public finances will continue for the foreseeable future and the life of this plan. We will pursue all feasible opportunities to identify efficiencies and to keep costs down, while discharging our core duties effectively. Our aim is to maximise value for money while improving our service. As the Service moves from responding to the Covid-19 pandemic into recovery, we will ensure that the new and better ways of working, developed through the crisis, are successfully embedded into our everyday operation.



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

What we did in 2020-2021

- Developed virtual station information governance audits
- Completed corporate staff job evaluation interviews
- Assessed gender pay issues and reported these to the Fire Authority
- Continued to ensure maximum attendance at training courses
- Used technology to support home working and rotas to make sure that staff numbers attending our sites are safe
- Completed Covid-19 risk assessments, making them available for staff on our intranet

What we will do in 2021-2022

- Develop a method to assess what impact our buying and supplier choices have on those disadvantaged and vulnerable in our community.
- Co-ordinate a strategy with our emergency services partners to develop future co-locations
- Implement the outcomes and decisions from the job evaluation exercise
- Review our corporate credit card policy and procedure and Treasury-Cash Flow Committee management practices
- Forecast financial requirements and manage department budgets in line with Service needs
- Explore methods of measuring, monitoring and reporting departmental performance, supported by the use of technology
- Review current lease arrangements and replace with revised cost recovery mechanisms
- Implement an improved long term vehicle replacement programme for our fleet and review the efficiency of our fuel tanks
- Review JFC structure, governance, location, working patterns and flexible team rotas within JPSC
- Implement the court decision regarding Firefighter Pension Fund tapering arrangements and communicate clearly to affected staff
- Review the way flexible rostering provides 24/7 fire cover



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 plans and report annually on progress.

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, collaborating and taking an integrated approach to delivering services, in order to help people feel safe and well in their daily lives.

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

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

We identified various actions that contribute to the achievement of the seven goals when defining our eight strategic themes and objectives for the year 2020-2021 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



10 Unitary Authorities



1,100 square miles



approximately
661,000
households



approximately
1.5
million people



consists of
783
Wholetime firefighters



557
On-Call firefighters



353
Support Staff



44
Control Room Staff

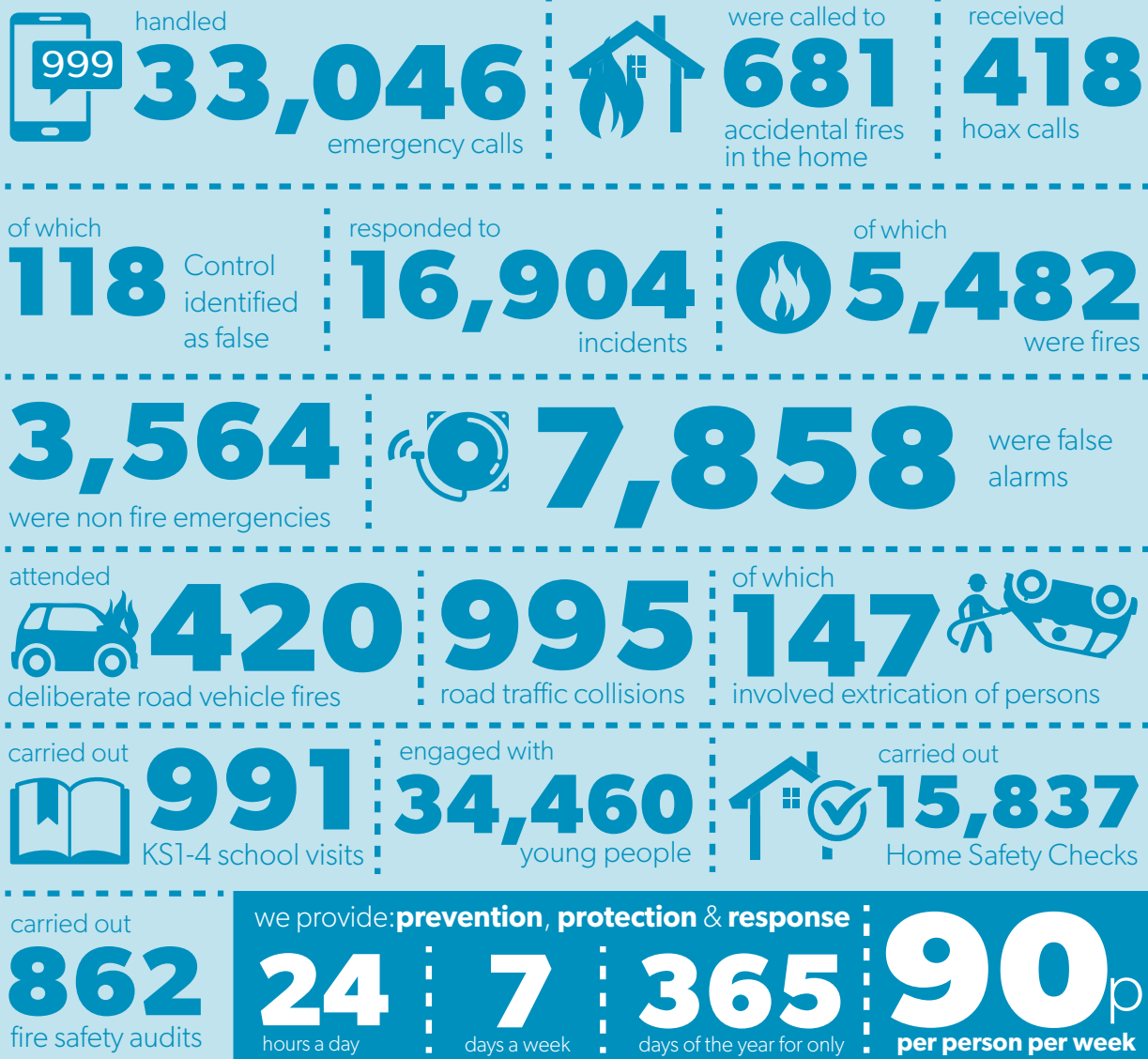


In contact with
approximately



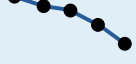
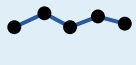
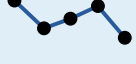

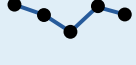
35,000
business premises



In 2019-2020, we:



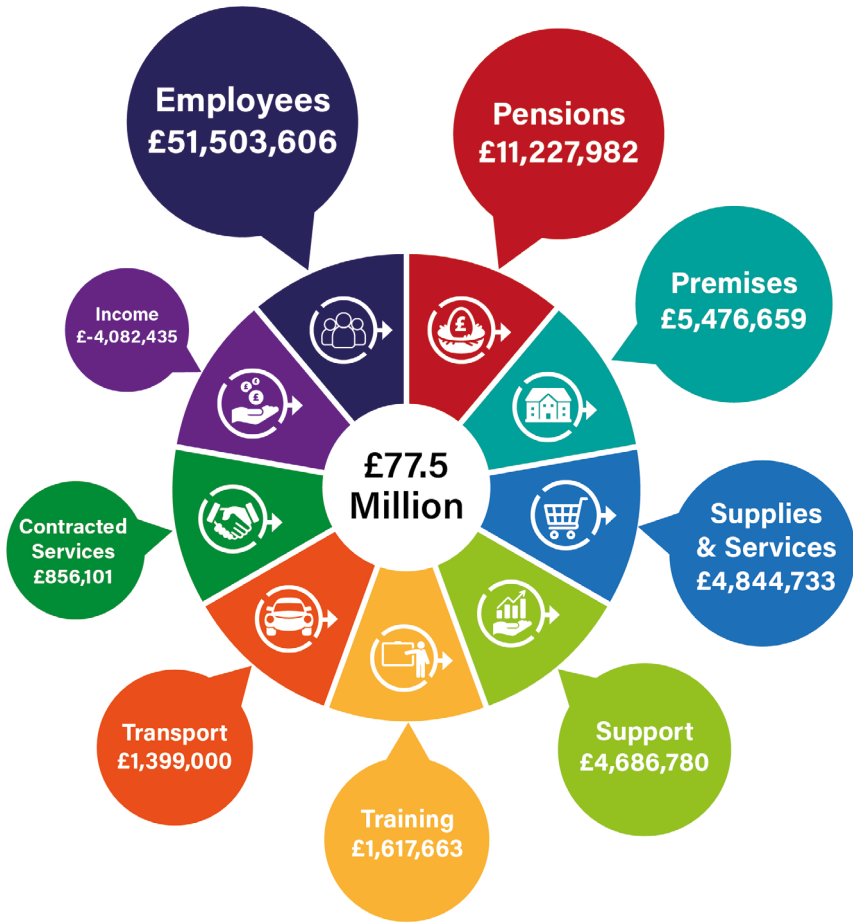
Strategic Performance Indicators

	Financial Year 16-17	Financial Year 17-18	Financial Year 18-19	Financial Year 19-20	Financial Year 20-21*	4 Year Trend	Financial Year 21-22 Target
Fires attended	5,798	5,793	6,897	5,482	5,383		5,759
False alarms attended	8,191	7,685	7,847	7,858	8,189		7,974
Road Traffic Collisions attended	1,179	1,139	1,112	995	635		992
Special Service Calls attended	2,147	2,623	2,062	2,569	2,270		2,364
Deaths and Injuries arising from all fires	92	67	71	84	40		66
Deaths and Injuries arising from accidental fires	74	58	55	64	33		59
Percentage of Dwelling Fires contained to the room in which they originated	84.80%	83.70%	82.50%	84.30%	82.56%		85.00%

* Data correct as of March 22nd 2021, subject to change.

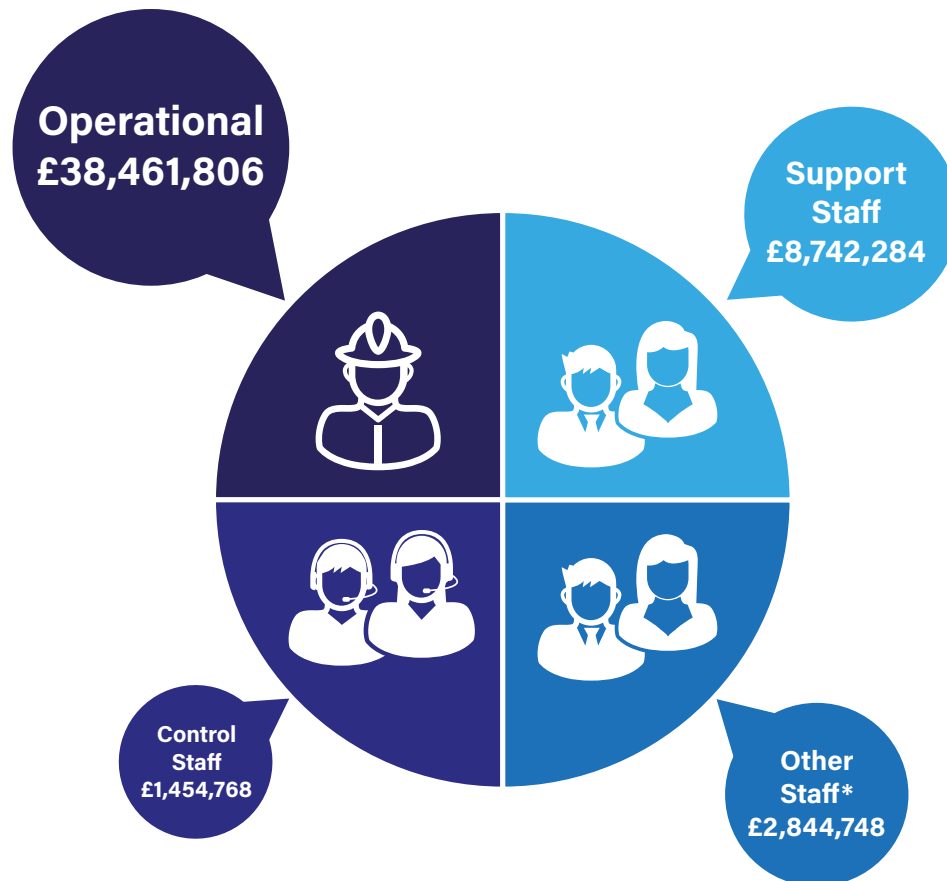
Our Budget 2021-2022

Contributions to this are made by the local authorities we serve; Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taf, Torfaen and the Vale of Glamorgan.



Employee Costs

Employee costs of £51,503,606 are distributed across all our staff as illustrated below.



***Other Staff Costs** Includes overtime, travel and other staff related costs.

Why We Plan

We always try to improve the service we deliver to you and manage risks through partnership working and our prevention, protection and response activities. During our yearly planning cycle, we hold planning days with our Senior Management Team to consider all Fire and Rescue related risks that could affect the communities of South Wales to determine ways in which we can effectively work to prevent these risks from harming those within our communities.

We also consider our budgets and the laws that impact us, to make sure that we focus our work in the right areas. We then develop more detailed plans for each year, which become our objectives. We consult with our staff, our communities and our partners before finalising our objectives.

Our objectives are divided into business plan tasks and we provide regular reports on our progress against these tasks to our Fire and Rescue Authority.

These reports are published on our website and can be accessed [here](#)

Consultation and Involvement

Each year we survey our staff, the public and our partners to assess their agreement and opinion on our proposed objectives for the new financial year. This year our survey ran from 23rd October 2020 until 13th January 2021.

The key results were:

- 161 people responded to the survey. 156 of these responded to the English version, with five responding to the Welsh version
- There is strong agreement with our proposed 2021-2022 Objectives. Responses indicate that our public and partners are strongly in agreement with SWFRS's proposed 2021-2022 Objectives
- 89% of answers agreed with our proposed objectives. Among members of the Public, the third largest respondent group, there was 98% agreement with the proposed 2021-2022 objectives
- 58% of respondents were staff employed by SWFRS and 21% were members of the public. Remaining respondents either worked for other public bodies or preferred not to say. 105 people who answered the question, found the plan easy to understand

How We Plan

The diagrams below show how this all fits together as a framework within the Service.

Our Planning Process



Key Legislation

This diagram shows the key legislation we take into account when planning and the links between them.



Socio-Economic Duty

The Socio-Economic Duty will come into force on the 31 March 2021 and will be key in supporting the most vulnerable in our society.

The aim of the duty is to deliver better outcomes for those who experience socio-economic disadvantage. It will encourage better decision making among listed public body organisations, ensuring more equal outcomes.

Socio-economic disadvantage means those living in less favourable social and economic circumstances than others in the same society.

As a public body subject to the duty, we need to consider how our strategic decisions can improve inequality of outcome for people who suffer socio-economic disadvantage.

Involving our communities in decision-making is key to getting decisions right and making sure those decisions achieve positive outcomes. We will take account of evidence and potential impact, understand the views and needs of those impacted by the decision and welcome challenge and scrutiny.

[Socio-Economic Duty - Overview](#)

Our Service has developed other strategies and plans that support the achievement of our overall Strategic Plan. These publications can be found [here](#).

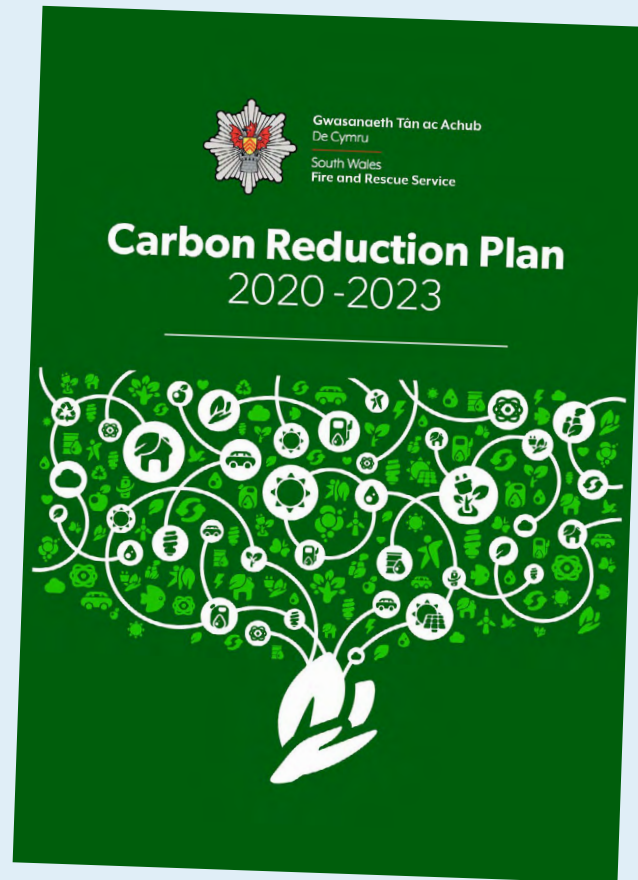


Carbon Reduction

Our [Carbon Reduction Plan 2020-2023](#) aims to reduce our carbon emissions by 25%. Over the next three decades, by 2050 we aim to achieve an additional 55% reduction.

How will we measure our success?

- Carbon emissions will reduce - reaching or exceeding our targets
- Renewable and low carbon energy sources will increase - reaching or exceeding our targets
- Critical adaptations and other measures will be implemented
- New planned developments, equipment and supplies will have minimal environmental impact



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.



Write to us

Service Performance & 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

Alternative versions

If you would like this information in an alternative version, please [contact us](#).



@SWFireandrescue



@SWFireandrescue



@sw_fire_and_rescue

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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