



Gwasanaeth Tân ac Achub

De Cymru

South Wales

Fire and Rescue Service

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South Wales Fire and Rescue Service

Annual Improvement Plan

How we did in 2022-2023 and What we plan to do in 2024-2025

**RAISING AWARENESS
REDUCING RISK**

This document is also available in Welsh



Welcome to our “quick read” plan!

This document provides an overview of our Annual Improvement Plan. It includes statistics and performance indicators to provide a summary of how we did in 2022-23 and details our priorities for 2024-25.

Our priorities help us to achieve our mission “To make South Wales safer, by reducing risk” and are based on numerous sources of information and requirements, including:

- legislation and legal frameworks
- previous performance, and performance of other fire and rescue services
- global and local needs
- consultation with staff, stakeholders, and the communities we serve.

The publication of this plan marks the beginning of a 12-week consultation period about our priorities for 2024-2025. We serve 10 unitary authorities, covering an area of approx. 2,800km² (1,081 sq miles) in South East Wales. With a resident population of over 1.5 million people, we protect half the population of Wales. Our communities are amongst the most diverse in Wales. Your thoughts and ideas are essential in making sure we serve our communities most effectively, so please use the details at the end of this document to take part and help shape our future.

If you require further information regarding our planning process, the profile of our communities, and specific details of what we did in 2022-23, you can find our full [Annual Improvement Plan](#).

Welsh Language

We are committed to fulfilling our duty to ensure the Welsh language is not treated less favourably than the English language and support those who choose to communicate via the medium of the Welsh language.

Alternative Versions

We publish a full version of this plan and both versions are available on our website with “Speak the website” audio facility which also provides a translation option. If you would like this information in another format, please [contact us](#).

Have Your Say

For regular updates and invitations to take part in consultations and surveys, join our Stakeholder Register or contact us using any of the methods detailed below. Complete the survey at [Have Your Say 2023](#).



Write to us

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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.



2022-2023 Statistics Overview



34,682 calls received by Joint Fire Control for South Wales Fire and Rescue Service area, including:

1,052 calls referred to other agencies.

2,500 calls that did not require emergency response and were dealt with by Joint Fire Control.

10,413 repeat calls relating to incidents already in progress.



18,705 incidents attended.



6,031 fires including:

623 accidental dwelling fires **1,228** grass/wildfires **2,706** refuse fires

71.0% of fires attended were deliberate



8,746 false alarms in response to:

5,419 automatic fire alarms

3,023 calls made with good intent

304 malicious calls



3,928 Special Service calls including:

848 road traffic collisions

47 water rescues

3,033 other emergency incidents*

Risk reduction activity included:



987 school visits



12,309 home safety checks



655 fire safety audits

* Other non-fire incidents requiring attendance of an appliance or officer.



Our performance

The tables below provide an overview of our performance against strategic targets where set or in comparison with the last financial year. We have included a range of measures to reflect our activities and our business operations.

Strategic Performance Indicators (PI)	2022-2023	Target	Actual
Total number of fires attended per 10,000 population	Incident total	5,601	6,031
	PI	36.79	39.61
Total number of false alarms attended per 10,000 population	Incident total	8,114	8,746
	PI	53.29	57.45
Total number of road traffic collisions attended per 10,000 population	Incident total	870	848
	PI	5.71	5.57
Total number other incidents attended per 10,000 population	Incident total	2,467	3,080
	PI	16.20	20.23
Total number of deaths and injuries from all fires per 100,000 population	Incident total	59	63
	PI	3.88	4.14
Total number of deaths and injuries from accidental fires per 100,000 population	Incident total	48	52
	PI	3.15	3.42
Percentage of dwelling fires which were contained in the room in which they originated	PI	85.00%	82.65%

Response	2021-2022	2022-2023	Change
Calls handled by Joint Fire Control (JFC) for SWFRS service area - including repeat calls and referrals to other agencies	32,456	34,682	+2,226
Dealt with by JFC – no emergency response required	2,081	2,500	+419
Total incidents attended	17,502	18,705	+1,203
Accidental Dwelling Fires attended	614	623	+9
Deliberate Primary Fires	604	610	+6
Deliberate Secondary Fires	3,363	3,672	+309
Automatic Fire Alarm (AFA) generated false alarms not attended	2,010	2,332	+322
AFA generated false alarms attended	4,937	5,419	+482
Average number of appliances on scene at AFA incidents	1.53	1.51	-0.02
Total wildfires attended	1,073	1,228	+155
Total rescues from water	31	47	+16
On-call availability (Pump 1 and Pump 2)	80.87%	71.34%	-9.53% points

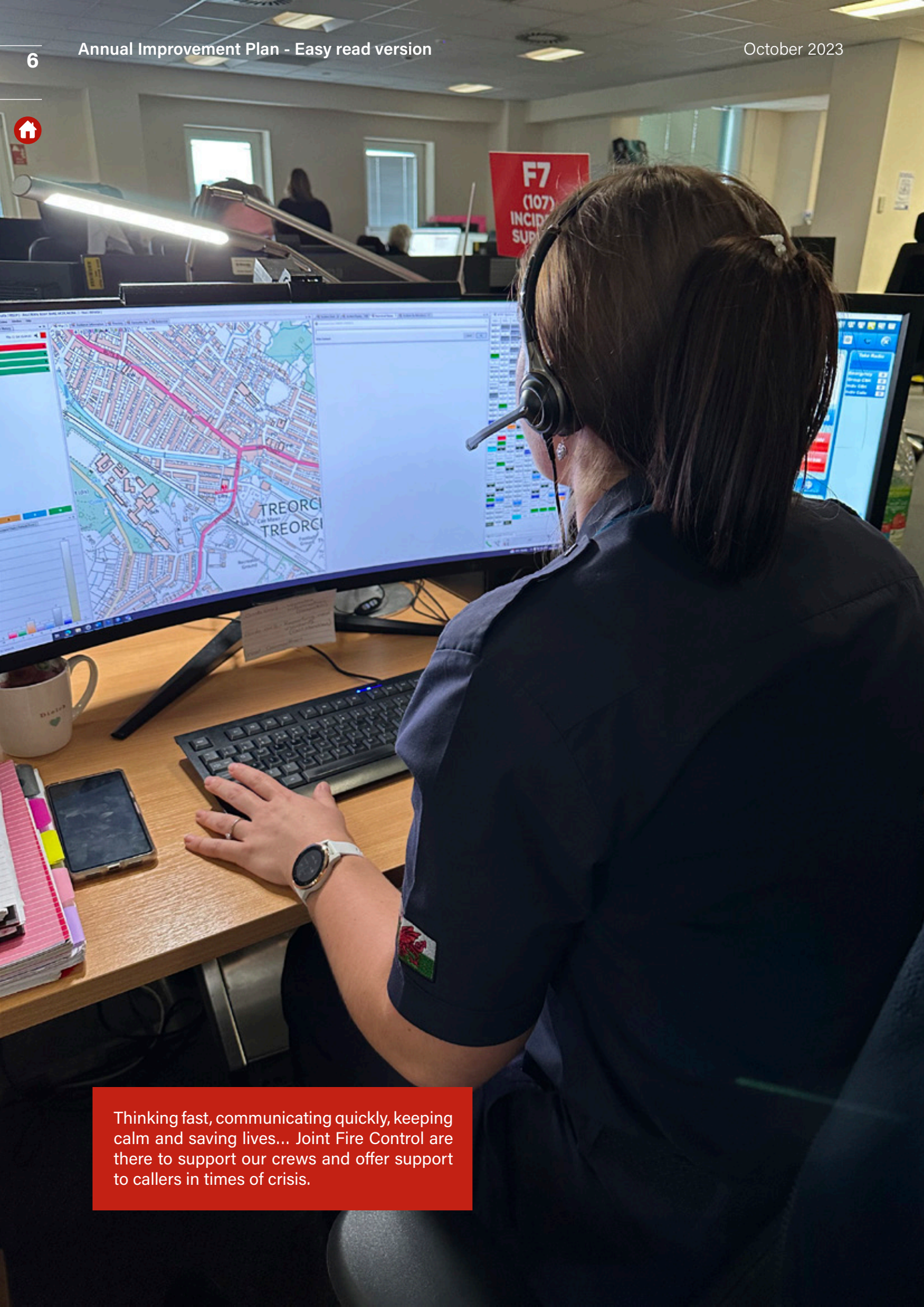


Prevention	2021-2022	2022-2023	Change
Home safety visits completed	8,123	12,309	+4,184
Educational events attended (inc Crucial Crew and Wildfire Talks)	1,511	1,320	-191
Young people engaged via educational events	52,597	50,612	-1,985
Road Safety events held	154	178	+24
Number of people engaged via Road Safety events	4,771	6,837	+2,066

Protection	2021-2022	2022-2023	Change
Known business premises	32,022	32,878	+856
Business fire safety audits completed	702	655	-47
Fire safety enforcement notices issued under Article 30	117	42	-75
Prohibition notices issued under Article 31	13	3	-10
Prosecutions for offences under Article 32	1	3	+2

People	2021-2022	2022-2023	Change
Personal Reviews (PRs) Complete (Stage 1)	73.7%	61.6%	-12.1% points
Staff Engagement Levels (reported in PRs –score from 10)	7.6	8.0	+0.4
Total number of RIDDOR reportable accidents	4	4	0
Attacks on crews	29	22	-7
Shifts/days lost per person – Wholetime uniformed staff	15.82	14.58	-1.24
Shifts/days lost per person – Fire Control staff	44.28	47.97	+3.69
Shifts/days lost per person – Non-operational staff	13.09	15.68	+2.59

Corporate Responsibility	2021-2022	2022-2023	Change
Carbon footprint (tonnes CO ² e)	7,804	9,188	+1,384
Complaints received	38	61	+23
Positive comments received	151	82	-69



Thinking fast, communicating quickly, keeping calm and saving lives... Joint Fire Control are there to support our crews and offer support to callers in times of crisis.

The following pages detail our Strategic Themes with proposed objectives and priorities for 2024-2025



Keeping you Safe

This means...

We will provide prevention of, and protection from, emergencies 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.

Our Objectives:

- 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 (RTCs)
- Reducing the number of deliberate fires
- Improving safety in and around water
- Improving fire safety in buildings in our communities

Our priorities in 2024-2025 will include:

- Educating and advising on the requirements of the Fire Safety Order, to ensure those in control of workplaces or common parts of buildings containing two or more domestic premises are aware of their responsibilities. We will also advise and support them on the new legislation and guidance
- Ensuring we take an integrated and risk-based approach to the deployment of prevention and protection resources
- Improving our use of data and intelligence to target more effectively those most at risk of fire
- Enhancing our efforts to communicate water safety messages to those at greatest risk
- Educating building owners and managers about the impact of false alarms on the Service and their businesses
- Preparing for the impact of climate change on our communities (for example, increased wildfire and flooding) and working with partners to reduce the impact





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 to have 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:

- Responding effectively when you need us
- Doing all we can to make sure that our on-call crews are available
- Training our firefighters, emergency fire control staff and other staff to respond to current and future risks in our communities

Our priorities in 2024-2025 will include:

- Reviewing our operational training programme in response to the recommendations of Welsh Government's Thematic Review
- Establishing changes to driver training courses in response to Section 19 of the 2006 Road Traffic Act and monitoring any impact of extended course
- Developing collaborative working via the All-Wales Training Managers group, focussing on deliverables and integration with risk based working groups
- Implementing outcomes of our internal On-Call strategic review
- Systems update/upgrade for Joint Fire Control



Working with our Partners



This means...

We have a well-established and proud history of working with our partners to deliver measurable improvements, efficiencies and meeting future demands. This will include contributing to local priorities and assisting in improving community well-being. We recognise the benefits of working in partnership with other organisations to deliver best value services for the communities we jointly serve and that sharing knowledge and skills is at the heart of our Service's future.

Our Objectives:

- 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

Our priorities in 2024-2025 will include:

- Working in collaboration with partners to identify those most at risk in our communities
- Improving our data sharing arrangements to support partnership working
- Developing our arrangements for partnership working to ensure those participating are able to realise maximum benefit from their involvement
- Maximise opportunities for colocation and flexibility, adapting the property portfolio in line with community risks and new operational requirements
- Engage with partners and other agencies on a collaborative approach to reducing our environmental impact



Involving and Communicating

This means...

We will improve the way we communicate and involve our staff, stakeholders, communities, and partners by taking a positive approach to communication. Communication is a key priority in making sure all 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. 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.

Our Objectives:

- 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

Our priorities in 2024-2025 will include:

- Communicating better information on who we are and what we do
- Working with staff, stakeholders, communities, and partners to implement recommendations of the Independent Culture Review, co-creating improvements to the Service
- Asking our staff how we can improve communication
- Beginning work to develop a Citizens Forum, enabling diverse voices to shape the services we provide
- Mapping out our activities and our stakeholders to ensure we are involving appropriate groups.
- Recognising the work of stations in community support and involvement



Protecting and Enhancing our Environment



This means...

We know that our activities have an impact 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:

- Implementing and embedding sustainable policies and procedures
- Exploring opportunities to decarbonise our fleet
- Reducing our energy usage and our carbon footprint
- Considering how our activities impact on the environment
- Reducing the amount of waste produced

Our priorities in 2024-2025 will include:

- Improving our waste management using data collected on waste streams
- Continuing to develop our response to wildfires
- Beginning development of our first carbon neutral station
- Continuing upgrades to our real fire training facility to reduce environmental impact
- Measuring the impact of our actions and reporting our progress
- Working with partners to protect our environment
- Identifying ways to enhance and develop our wellbeing areas and green spaces



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 well we deliver our services. From our operational firefighting techniques and equipment to our back-office support systems, we intend to maximise technological advances and improve service delivery. Technological development will make a positive contribution to the wider well-being of our staff and the communities we serve, ensuring operational resources are best placed to respond effectively to incidents.

Our Objectives:

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

Our priorities in 2024-2025 will include:

- Upgrading appliance communication systems to provide additional applications for real-time use
- Making more efficient use of ICT to engage with our operational workforce
- Increasing the use of mobile technology
- Improving digital collaboration and working opportunities
- Providing increased resilience and security to our ICT systems
- Providing additional resources to support new and ongoing projects for Joint Fire Control



Valuing our People



This means...

Our workforce should represent the communities we serve, be diverse, equally valued and have access to development and 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 online Shout forum will help us better understand staff issues and allow more staff to easily contribute to what we do.

Our Objectives:

- 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 valued at work
- Delivering on the recommendations of the Investors in People report
- Encouraging and supporting a bilingual culture across the Service

Our priorities in 2023-2024 will include:

- Responding to the findings of the Independent Culture Review
- Transforming our People Services functions to provide optimum operational support and putting people at the heart of everything we do
- Reviewing On-Call retention rates
- Developing and monitoring training for all staff to deliver development of foundation skills, eg, ICT



Continue 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 whilst reducing 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:

- Being clear and publicly accountable
- Maximising value for money while improving our service
- Finding ways of working better and smarter

Our priorities in 2023-2024 will include:

- Exploring ways to monitor and evaluate the outcomes of our activities, including prevention activities to ensure they continue to make people safer
- Ensuring transparency and accountability by producing accessible, clear information for the public
- Assuring best value to the public through fair and robust procurement procedures, collaboration, partnership working and with due regard to the Service's Medium Term Financial Strategy



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