

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 2023 to 2024



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 – What we plan to do in 2023-2024.**’

December 2022

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 32**.



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

Website: www.southwales-fire.gov.uk

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This document was made into easy read by **Easy Read Wales** using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

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Introduction



We are South Wales Fire and Rescue Service.



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



We help people by putting out fires. We also help with other problems like road accidents and when people are in danger in water.



This document is about the things we plan to do from 2023 to 2024.



It tells you what we want to do to make our service better.



We have made this plan by working with our staff, communities, and partners.



When you have read this plan we want you to tell us what you think. [You can fill in our survey here.](#)



Your views are important to us. They help us make better plans for the future.

How we made this plan

In June 2022, we asked our staff and partners about our goals. We asked them the three questions:



- What should we be doing next year to improve our Service in 2023 to 2024?
- If you could make one change to our Service, what would it be?
- Are there services we should focus less on?



We received 130 replies. We received most replies from our employees and volunteers. These helped us make this plan.



We looked at complaints to us to see if there were any problems that kept happening. We received 39 complaints in 2021 to 2022 and answered them all.



There were no problems that needed us to change our plans or the way we work.

What we plan to do in 2023 to 2024

We have built our plans around **8 areas**:



1. Keeping you safe



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



What we did in the last few years has helped reduce the number of emergencies we are called to. We want this to carry on.

We want to see less:

- Calls to us that turn out to be **false alarm calls**.



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



- Fires in houses.



- Traffic accidents.



- Fires started on purpose.

We want there to be better:



- Safety in and around water.



- Fire safety in buildings in our communities.



Our Goals:



Use the best ways to share safety information with our communities. Tell people in communities about how to be safe in water.



Work to reduce fires started on purpose.



Work to reduce **wildfires** by working with landowners and partners.

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



Give advice when we attend **false alarms**.



Work to understand who is most at risk in our communities.



2. Responding to your emergency



Making sure we respond quickly when you need us.



We need to have trained staff and the best equipment to keep our communities safe.

We want to:



- Make sure that our **On-Call firefighters** are available.

On-Call firefighters are firefighters that are ready and available to go into work if they are needed.



- Train our staff to respond to current and future risks in our communities.

Our Goals:



Give training that prepares our people for future demands.



Look for the best kit and equipment for our firefighters.



Advertise the **On-Call** jobs within our communities.



3. Working with our partners



Working with the South Wales **Public Services Boards** and other partners to deliver a fire and rescue service that meets your needs.



Public Services Boards are services that form a group to work together and make public services better. For example, local councils, the NHS, police, fire and rescue and charities.



We see that working with partners is important. Sharing our skills and what we know will help us all.

We want to:



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



- Work with our partners to deliver our services where you need them.



- Check we are working with our partners in the best way.

Our Goals:



Find new ways to share information so there are better results in our communities. Explore ways to share our buildings with other **emergency services**.



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



Make our links to our partners stronger and find new ways to work together.



Continue our work with other fire and rescue services in Wales to reduce risks.



Develop our work with **Public Services Boards** to make sure we are helping the people who need it most.



4. Communicating better



Getting better at giving information to our staff and communities, so they can help us do a good job.

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



Social media is ways of sharing information on your phone or computer. For example, Facebook, Twitter and Instagram.



We can keep our communities safer by giving them good information and listening to their ideas.

We want to:



- Make sure our communities have their say in what we do.



- Give safety talks and go to events to help keep our communities safe.

Our Goals:



Make sure we reach all our communities. Explore new ways to find out what they think.



Find new ways of sharing information about being safe. Plan and advertise when we are at community events.



Tell our staff, our communities and partners more about our activities and plans.



5. Looking after our environment



Doing our work in a way that helps the planet.



We will reduce our impact on the **environment** and protect wildlife and places like our hillsides.

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.

We want to:



- Use less single-use plastics, like straws, bottles and bags.



- Use more **electric vehicles**.

Electric vehicles like cars and vans use electricity to run. They are better for the **environment**.



- Use less power.



- Think more about how our work affects the **environment**.



- Produce less waste.

Our Goals:



Talk with staff about what we can all do to help the **environment**.



Have more charging points for electric **vehicles**.



Find new ways of working that help the planet.



6. Using technology well



Looking at using technology better to improve our service to you.



It will make sure we can respond well to incidents, like fires and car accidents. It will help our staff keep our communities safe.

We want to:



- Use the right technology and equipment to make our service better.



- Check the technology and equipment we are using.

Our Goals:



Deliver more training using video.



Use more mobile technology, like tablets.



Have better reporting systems for our staff.



Look for technology to help with our activities that reduce risk.



Make our internet better and faster for our video calls, computers and phones.



Have more talks with staff using video calls.



7. Valuing our people



Supporting the **diverse** people who work for us and training them well.

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.



We will make things better for current and future staff.

We want to:



- Be as **diverse** as our communities.



- Give good training to our people.



- Help our people to feel well, healthy, and happy at work.



- Help more people that work for us use Welsh.

Our Goals:



Support staff to talk about well-being and job goals.



Make more well-being areas for our staff at all locations.



Make sure all staff can learn more skills.



Advertise our new jobs faster.



Help our staff to tell us what they think.



Increase the **diversity** of people applying to work for us.



Make sure we hear what our staff think and give them clear replies.



8. Working in the best way



Making sure we do our work to the highest standard but at the lowest cost.

When we look at how much to spend, we must think about:



- Making our services better.



- How we can best help our communities.

We want to:



- Be clear and open.



- Spend the least money while improving our service.



- Make new ways of working.

Our Goals:



Find ways to check if our projects are going well.



Fit our training courses around our work. Improve the way we use and share information to help better ways of working.



Find new ways for people to tell us what they think about our activities.

Other formats



If you would like this information in a different language or format, such as braille or audio, please contact us.

Have your say



We want to hear your views about our activities and information. It will help us make our services better.



We would like you to tell us what you think in our survey [Have Your Say 2022 here](#).

Write to us:



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Website: www.southwales-fire.gov.uk



Call us: 01443 232000



Facebook: [@SWFireandrescue](#)

Twitter: [SWFireandrescue](#)

Instagram: [sw_fire_and_rescue](#)



You can contact us in Welsh or English. We will reply in the language you have used.

Hard words

Communicating

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

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.

Electric vehicles

Electric vehicles like cars and vans use electricity to run. They are better for the environment.

Emergency Services

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

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.

On-Call firefighters

On-Call firefighters are firefighters that are ready and available to go into work if they are needed.

Social Media

Ways of sharing information on your phone or computer. For example Facebook, Twitter and Instagram.

Wildfires

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