



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

CRMP ENGAGEMENT REPORT



www.mawwfire.gov.uk

Mae'r ddogfen hon hefyd ar gael yn Gymraeg



Alternative Versions

Arabic

هذه الوثيقة متوفرة أيضا بطرق تسهل قراءتها، لو تريد هذه المعلومة بلغة أخرى أو بشكل آخر، إضافة بطريقة مسموعة،
المرجوا التواصل معنا عبر 03706060699 أو عبر البريد الإلكتروني mail@mawwfire.gov.uk

Chinese

该文档也备有无障碍格式版。如果您需要信息通过不同语言或格式提供，包括语音版本，请拨打 0370 60 60 699 或电邮到 mail@mawwfire.gov.uk 跟我们联系。

English

This document is also available in accessible formats. If you would like this information in an alternative language or format, including audio, please contact us on: 0370 6060699 or email: mail@mawwfire.gov.uk.

Nepali

यो दस्तावेज अन्य सजिला फर्मेटहरूमा पनि उपलब्ध छ। यदि तपाईं यो जानकारी
अडियोसमेत अन्य वैकल्पिक भाषा वा फर्मेटमा चाहनुहुन्छ भने कृपया हामीलाई फोन नं.:
0370 6060699 वा ईमेल: mail@mawwfire.gov.uk मा सम्पर्क गर्नुहोस्।

Polish

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Punjabi

"ਇਹ ਦਸਤਾਵੇਜ਼ ਪਹੁੰਚਯੋਗ ਫਾਰਮੈਟਾਂ ਵਿਚ ਵੀ ਉਪਲਬਧ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਵਿਕਲਪਿਕ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਜਿਸ ਵਿਚ ਆਡੀਓ ਵੀ ਸ਼ਾਮਲ ਹੈ, ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ: 0370 6060699 ਜਾਂ ਈਮੇਲ: [ਮੇਲ@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk)."

Urdu

یہ دستاویز قابل رسائی شکلوں میں بھی دستیاب ہے۔ اگر آپ یہ معلومات آڈیو سمیت کسی متبادل زبان یا شکل میں
mail@mawwfire.gov.uk چاہتے ہیں تو، براہ کرم ہم سے رابطہ کریں: 0370 6060699 یا ای میل: [میل](mailto:mail@mawwfire.gov.uk)۔

Welsh

Mae'r ddogfen hon hefyd ar gael mewn fformatau hygrych. Os hoffech gael yr wybodaeth hon mewn fformat neu iaith amgen, gan gynnwys ar ffurf sain, cysylltwch â ni ar: 0370 6060699 neu drwy e-bost: mail@mawwfire.gov.uk.



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Executive Summary

Our Vision is to deliver the best possible service for the communities of mid and west Wales. To assist us in delivering our Vision, we have looked at the risks, threats and challenges surrounding our communities and have produced a long-term Community Risk Management Plan (CRMP), taking us through to 2040. We are confident this will enable us to understand, manage and reduce these risks, keeping the communities of mid and west Wales as safe as possible.

Recognising the ever-changing needs of our communities, our long-term plan will remain flexible, allowing us to continue to adapt to societal, environmental, and economic changes, whilst futureproofing the services we provide, by having the right people, in the right place, at the right time, with the right skills and equipment to deliver the best possible service to the communities we serve.

During the development phase of the CRMP 2040, the Service's Executive Leadership Team (ELT) and Service Leadership Team (SLT) were provided with an opportunity to review the Service's Vision, Mission and Values through a series of workshops. This resulted in the creation of a new Vision, to one that was more aligned to the longer-term aspirations of the Service and was more reflective of the identified key priorities outlined within the CRMP 2040.

A suite of Behaviours was also adopted, which were aligned to the National Fire Chiefs Council, Core Code of Ethics for Fire and Rescue Services, Leadership Framework and Seven Principles of Public Life, informally known as the Nolan Principles. These have been developed to support a consistent approach to ethics, including behaviours by fire and rescue services.

We are confident that the introduction of these Behaviours will help with our aspiration; to evolve our organisational culture to ensure we operate within the standards expected of a modern-day Fire and Rescue Service and ensure that the communities we serve are supported in the best way possible.

It was recognised that the achievement of the priorities and objectives outlined in the CRMP 2040, was dependent upon a range of enabling functions, namely, our people, leadership and management: Governance, decision making and continuous improvement, financial resilience, corporate social responsibility, digital and information communications technology and partnerships and collaboration, which play a critical role in the day-to-day function of the organisation. The outcome of this was the introduction of a set of enablers, which will not only assist with the achievement of the objectives but ensure we have the provisions in place to support continuous and meaningful improvement.

The Authority's CRMP 2040 highlights how the Service intend to address the risks, threats and challenges facing our communities and how we propose to meet and reduce them. We will ensure our assets and resources are used successfully, providing the best possible service to the communities we serve. We are confident that the objectives we have identified in our CRMP will enable us to continue to evolve and deliver an effective, efficient, and world-class service, keeping you and your families safe.



Pre-Engagement

The communities we serve are at the heart of everything we do and recognising the need to plan for the longer-term we decided to revise our planning arrangements, the outcome of which was the introduction of a Community Risk Management Plan (CRMP) 2040. Our CRMP highlights how we intend to address the risks, threats and challenges facing our communities and how we propose to meet and reduce them, whilst ensuring our assets and resources are used successfully, providing the best possible service to the communities we serve.

Engagement with stakeholders focused on the issues and challenges being faced by the Service and what the public perceived these to be. We also asked the public to tell us what they think our priorities and focus areas should be. A total of 728 individuals from various parts of our communities provided their feedback via the survey, a total of 721 English responses and 7 Welsh responses.

The CRMP is designed to deliver our Vision, to deliver the best possible service for the communities of mid and west Wales. This will enhance the quality and availability of the services we provide ensuring sustainable development and increasing efficiency and demonstration of innovation, whilst also contributing to the 7 Well-Being Goals enshrined within the Well-being of Future Generations (Wales) Act 2015.

Between Monday, 28th January 2025 and Thursday, 13 March 2025, a wide-scale public engagement exercise, was conducted via a series of **34 drop-in-sessions**, the aim of which was to gather the views of the public, key stakeholders, and staff, on the issues and challenges we are facing as a Fire and Rescue Service. We hosted numerous events through internal and external venues to ensure we capture all areas of the communities we serve across mid and west Wales.



Swansea Drop-In Sessions

Date	Venue
28/01/2025	Pontardulais Fire Station
29/01/2025	Wanuarlwydd Community Centre
29/01/2025	Morrison Community Centre
30/01/2025	Gorseinon Library
30/01/2025	Fulton House, Singleton Campus University
30/01/2025	Reynoldston Fire Station

Neath and Port Talbot Drop-In Sessions

04/02/2025	Tai Bach Community Centre
04/02/2025	Port Talbot Fire Station
05/02/2025	Neath Town Hall
06/05/2025	Cymer Fire Station
11/02/2025	Cimla Community Centre

Ceredigion Drop-In Sessions

11/02/2025	The Old Hall, University of Wales Trinity Saint David (UWTSD) Lampeter Campus
12/02/2025	Cardigan Leisure Centre
12/02/2025	Lampeter Fire Station
13/02/2025	Aberaeron Fire Station
13/02/2025	Aberystwyth Fire Station



Powys Drop-In Sessions

18/02/2025	Y Plas Machynlleth
19/02/2025	Brecon College
19/02/2025	Crickhowell Fire Station
20/02/2025	Whitton Hall, Knighton
20/02/2025	Builth Wells Fire Station
10/03/2025	Welshpool Fire Station
10/03/2025	Newtown Fire Station

Carmarthenshire Drop-In Sessions

24/02/2025	Ammanford Library
25/02/2025	Llanelli Fire Station
25/02/2025	Pontyberem Hall
26/02/2025	Hywel Dda Centre, Whitland
27/02/2025	Carmarthen Library
27/02/2025	Llandovery Fire Station

Pembrokeshire Drop-In Sessions

11/03/2025	Fishguard Leisure Centre
11/03/2025	Milford Haven Fire Station
12/03/2025	Pembroke Leisure Centre
12/03/2025	Haverfordwest Fire Station
13/03/2025	Studio 1, Queens Hall, Narberth



An engagement narrative booklet was developed to provide an overview of the services provided, as well as highlighting the issues and challenges being faced by the Service, through the use of incident statistics areas including Medical Response, Road Traffic Collisions, Grass Fires, Flooding and Water Rescues and House Fires. The booklet also focused on the way in which the Service receives its funding.

The booklet can be found through this link [jr1892-crmp-pre-consultation-booklet-english-web.pdf](#)

Email and letter correspondence.

Information on the consultation was also shared with the following key stakeholders, using an electronic mailing system, utilising contact information from the Service's stakeholder database which included over 2,350:

- Fire Authority Members, Town and Community Councillors and MS's and MP's.
- Neighbouring Fire and Rescue Services.
- Local Authorities.
- Public Services Boards.
- Local Resilience Forums.
- Strategic Arson Reduction Board.
- Third Sector organisations.
- Service volunteers.
- Dyfed Powys Police and South Wales Police.
- Representative Bodies.

The consultation was promoted and discussed at several internal and external meetings, including.

- Public Services Boards.
- Town and Community Council Meetings.
- Performance, Audit and Scrutiny Committee.
- Resource Management Committee.

Social Media Campaign

The Service used its social media channels (Facebook, Instagram, and X (formerly Twitter)) to widen the reach of messages promoting the drop in sessions. The Service's Facebook page currently has 12,000 people who follow it, while 14,700 people follow the Service's Twitter (formerly X) channel, and 2,714 people follow the Service's Instagram page.

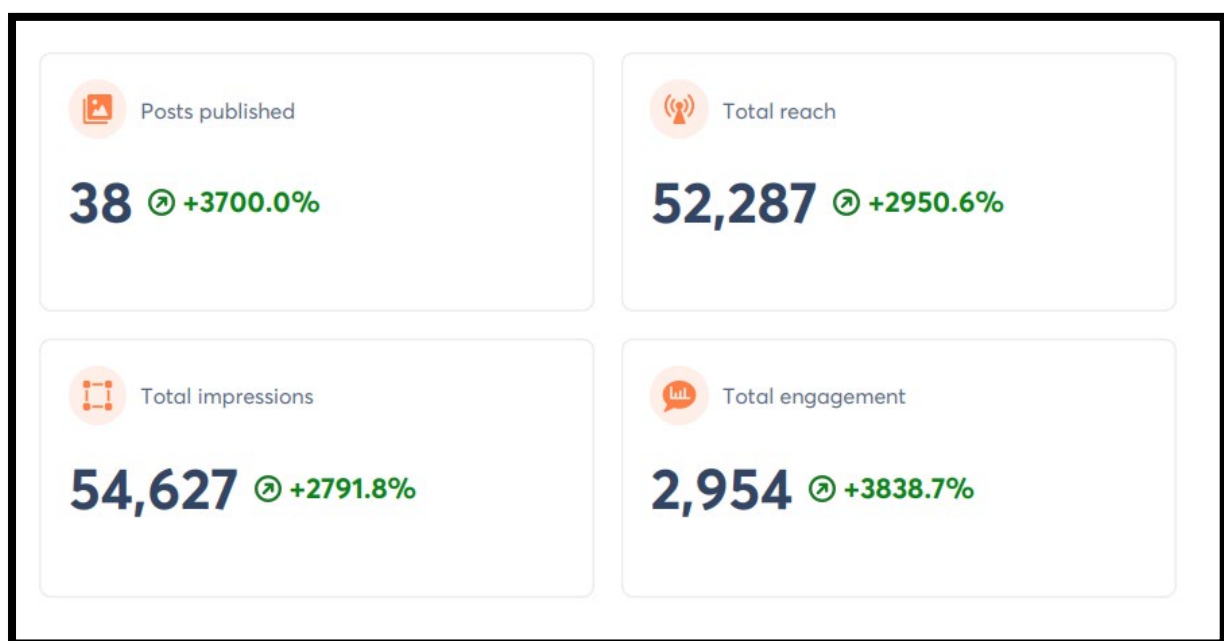
The Service made use of its Facebook, X (formerly Twitter), and Instagram social media accounts to raise awareness of the consultation. Posts were scheduled to appear regularly on the Service's social media pages between Tuesday, 28 January



and Thursday, 13 March. The posts were also ‘boosted’ via the Facebook’s ad service to increase the reach.

All posts were bilingual with a link to the Service’s website. The posts were circulated on the Service’s Facebook, Instagram, and X (formerly Twitter) pages, every other day, encouraging members of the public to attend the drop-in sessions.

Most of the social media posts regarding the consultation reached a wide target audience, with several of the posts reaching over 52,000 stakeholders. Research indicated that the promotional messages on the Service’s social media pages led to comments, likes, retweets, shares and more importantly stakeholders clicking on the links to the Service’s website to view the information.



Digital advertising

During the 6-week engagement process, digital advertising services were sourced from Wales Online, Local IQ, Route Media, Global Media and Entertainment. These organisations helped promote the engagement process and community drop-in-sessions to encourage as wide a reach as possible with local communities.

Wales Online

- An online article promoting the ‘re-shaping Mid and West Wales Fire and Rescue Service.... together’ was advertised on their website on Monday, 24 January 2025 and received **2,680k page views** and **2,510 article users**.
- The article on their Facebook page received **16,148** impressions and **1,245** clicks.
- Wales online displayed Taboola ads (digital display ads which are targeted to a specific audience, which appear as mini versions of an article and can be



clicked on to go through to the main article). These ads had a total of **298,641** impressions (An impression is a metric used to quantify the number of digital views or engagements on content) and **1,722** clicks.

W Partner Stories

Reshaping Mid and West Wales Fire and Rescue Service together

Residents are being encouraged to attend drop in sessions to strengthen local services

ADVERTISING FEATURE FROM Mid & West Wales Fire & Rescue Service
By **Ginette Davies** Senior Commercial Writer 09:00, 24 JAN 2025

Bookmark



There will be drop in sessions for the public to have their say (Image: Mid & West Wales Fire & Rescue Service)

Local IQ

- A half page printed article promoting the re-shaping Mid and West Wales Fire and Rescue Service.... together' was advertised in the South Wales Guardian on the 21 and 28 January, Tivyside Advertiser on 28 January and 04 February, Powys County Times on 04 and 11 February, South Wales Guardian on 11 and 18 February and the Western Telegraph on 26 February and 04 March.
- An online article was also published and received **109,785 impressions, 1,228 delivered clicks, 1.12% Click Through Rate and 153 Total View Time** (The number of hours the advert was on screen)



Mid and West Wales Fire and Rescue Service (MAWWFRS) is excited to announce the launch of a series of community drop-in sessions aimed at gathering valuable input from residents and stakeholders, to assist in identifying any issues or challenges the Service may face in the delivery of the Community Risk Management Plan 2040 (CRMP 2040).

The Community Risk Management Plan 2040 outlines our commitment to addressing the risks, threats, and challenges faced by our communities. As part of our ongoing efforts to ensure the safety and well-being of all residents, we are seeking the active participation of our community members in shaping this crucial plan.

Engagement drop-in sessions 2025

Date	Venue
Tuesday, 11-March-2025	Fishguard-Leisure-Centre- 10:00am--13:00pm Milford-Haven-Fire-Station- 14:00pm--18:00pm
Wednesday, 12-March-2025	Pembroke-Leisure-Centre- 11:30am--15:30pm Haverfordwest-Fire-Station- 17:00pm--20:00pm
Thursday, 13-March-2025	Studio-1, Queens-Hall, Narberth-13:00pm--17:00pm

Drop-in session dates and locations are listed on our [website](#).

These interactive sessions will provide a platform for open dialogue, allowing community members to share their insights, concerns, and suggestions. By working together, we aim to shape a modern-day Fire and Rescue Service that reflects the needs and priorities of our communities.

Route Media – Route Media is a specialist in Digital Signage, helping clients utilise Digital Signage, LED and AV to achieve and enhance communication, sales and marketing strategies.

- A digital advert located in Swansea Bus Station had an estimated weekly impact of **1,019,153** and was promoted for 4 weeks.
- A double-sided digital advert located in St Elli shopping centre in Llanelli, had an estimated weekly impact of **209,952**.
- A digital advert on the D48-sheet located on the main route into Llanelli from Burry Port and Pwll had an estimated impact of **84,882 individuals per week**.
- A digital advert was in Swansea Railway Station, one of the busiest transport hubs in South Wales, with an estimated weekly reach of **8,653 individuals**.



Global Media and Entertainment (targeted outdoor advertising)

- The 'Re-shaping Mid and West Wales Fire and Rescue Service...together' digital advert was promoted using a variety of advertising methods across the Service area, including, Street Hubs, Interior Panels on Buses, 6 sheets located directly outside convenience stores and street liners.

Press and Media coverage.

- Stakeholder letters were circulated to 329 contacts.
- A press release was delivered to 574 recipients and was opened by 160 recipients (26.67%)

Prize Draw.

To encourage stakeholders to complete the survey and engage with the engagement process, a prize draw competition was held, offering stakeholders offering the chance to win £100.00 Amazon gift voucher by completing the survey.

This proved to be a successful method, in assisting the Authority to engage with members of the public.



Other methods of engagement

- Leaflets and posters publicising the community engagement drop-in-sessions were circulated to local shops and businesses across the mid and west Wales area.
- Leaflets and posters were sent out to each venue prior to the event to put on notice boards, raising awareness of the upcoming event.
- Leaflets and posters were sent out to Stations within the areas of events to put on notice boards and to have leaflets available on Station.
- 3 CRMP videos were created and published to our Service Website detailing the reason for the process. Which can be found here [Community Risk Management Plan 2040](#)
- 2 webinars were held with the Deputy Chief Fire Officer (DCFO) who delivered a presentation on the CRMP 2040 plan and the engagement process.
- Meetings were held with Member of Parliament (MP), David Chadwick and Member of Senedd (MS), James Evans.
- An online meeting was held for Powys County Councillors with the DCFO.
- In person meeting was held with Powys Town and Community Councillors in Crickhowell.



Reshaping

**Mid and West Wales
Fire and Rescue Service,
Together**

We want to hear from YOU!



**Share your thoughts
and you could win a £100
Amazon gift card!**

**Scan here for more
information and to
complete our survey**



Addasu

**Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru,
Gyda'n Gilydd**

Hoffem glywed gennych CHI!



**Rhowch eich barn, a
gallech ennill taleb Amazon
gwerth £100!**

**Sganiwch yma am
fwy o wybodaeth ac
i gwblhau'r arolwg**





Engagement Survey

1. About you – How would you best describe yourself?

- MAWWFRS Operational staff member – Wholetime
 - MAWWFRS Operational staff member - On-Call
 - MAWWFRS Operational staff member - Joint Fire Control
 - MAWWFRS support staff member
 - Family member of MAWWFRS staff
 - Member of the public
 - Local Authority
 - Public Sector organisation
 - Elected Member
 - Trade Union / Representative Body
 - Business / Commercial sector
 - Third Sector / Voluntary Organisation
 - Community group
 - Other (please specify)
-

2. How familiar are you with the services provided by MAWWFRS??

- Very familiar
- Somewhat Familiar
- Not familiar at all

Please use the text box below to explain further, if required.

3. How aware are you of how MAWWFRS is funded?

- Very aware
- Somewhat aware
- Not very aware
- Not aware at all

Do you see any challenges with the way in which the Service is currently funded?



4. In your opinion what are the primary responsibilities for MAWWFRS? (Rank in order of priority)

- Preventing fires and promoting public safety initiatives such as home safety, road safety and water safety.
- Responding to fires
- Responding to road traffic collisions
- Responding to flooding
- Responding to animal rescues
- Supporting Welsh Ambulance Service Trust (WAST) and attending medical incidents
- Ensuring those responsible for public and commercial buildings comply with fire safety regulations (e.g. checking fire doors, escape routes, fire alarm systems and risk assessments)
- Responding to domestic (house) Fire Alarms

Please explain the reasons for your selection and if you think anything is missing.

5. In your opinion, how important is it for MAWWFRS to focus on the following areas? (Rank in order of priority)

- Prevention initiatives (community safety)
- Response times
- Support for vulnerable individuals (e.g. elderly, disabled)
- Preparedness for climate related emergencies (e.g. floods, wildfires).
- Inspections and enforcement of fire safety regulations. (Business safety)
- Addressing risks related to new housing developments and the growth in urban development
- Strengthening partnerships with key agencies
- Using new technology to improve firefighting tactics and rescue operations

Please explain the reasons for your selection and if you think anything is missing

6. In your opinion, what are the main challenges facing MAWWFRS and how do you think we should respond to them? (Rank in order of priority)

- Response times (time it takes to arrive at an incident)
- Recruitment and retention of Wholetime Firefighters
- Recruitment and retention of On-Call Firefighters
- Ageing buildings (Fire Stations)
- Organisational Culture
- Financial challenges – Funding and budget cuts
- Environmental risks – Climate change and its associated risks, such as flooding, wildfire and extreme weather



- Urban expansion and housing risks including population growth and new housing developments
- Staff wellbeing and mental health
- Ageing population, increased vulnerabilities
- Technological changes

Please explain the reasons for your selection and if you think anything is missing.

- 7. Do you feel there are any other new emerging risks that we should be considering? Please explain further.**
-

- 8. Do you feel there are any other areas that should be considered in order to support community vulnerabilities? Please explain further.**
-

- 9. Would you like to make any additional comments or share further information with us that you believe will help to improve Mid and West Wales Fire and Rescue Service?**



Engagement Survey Findings

This report seeks to summarise the responses and strength of feeling accurately and fairly for each question asked within the survey, to fully reflect the response to the engagement process.

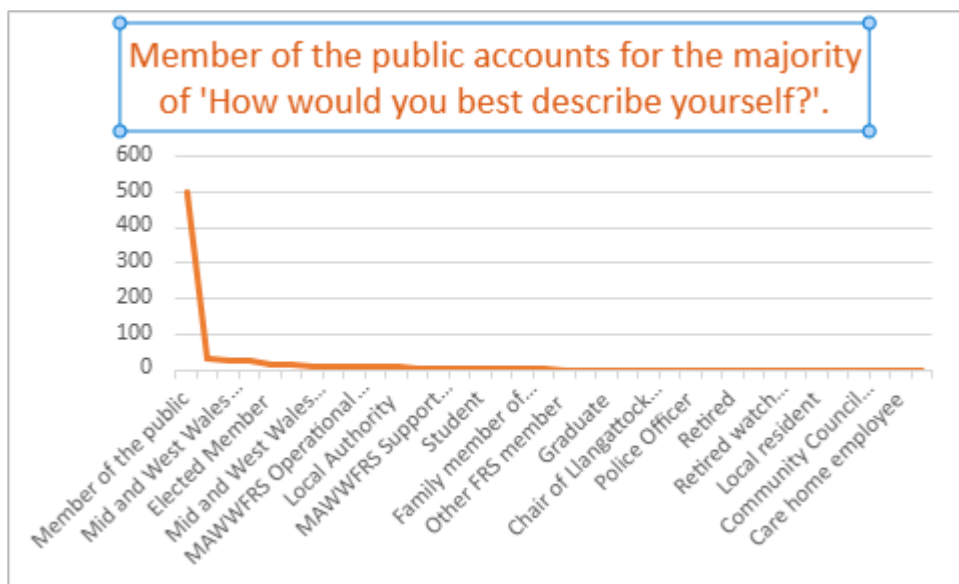
A total of **728** stakeholders responded throughout the engagement process. There were 721 English responses and 7 Welsh responses. However, not all respondents answered all the questions. A breakdown of the responses received for each question asked, along with any feedback, is provided in the next section of this report.

An outline of the responses received can be seen in the tables and graphs below.

Q1: About you. How would you best describe yourself?	Quantity
Member of the public	500
Mid and West Wales Fire and Rescue Services Operational staff member – On-Call	32
Mid and West Wales Fire and Rescue Services Operational staff member – Wholetime	28
Family member of Mid and West Wales Fire and Rescue Services staff	28
Elected Member	15
Business / Commercial sector	14
Mid and West Wales Fire and Rescue Services support staff member	12
Community group	9
MAWWFRS Operational staff member – On-Call	9
Public Sector Organisation	8
Local Authority	8
MAWWFRS Operational staff member – Wholetime	5
MAWWFRS Support staff member	4
Third Sector / Voluntary Organisation	4
Student	2
Student	2
Family member of MAWWFRS staff	2
Dual contract	2
Other FRS member	1
Retired Operational MAWW	1
Graduate	1
Ceredigion County Councillor Aberaeron ac Aberarth	1
Chair of Llangattock Community Council	1
MAWWFRS Operational staff member – Joint Fire Control	1
Police Officer	1
Town council	1
Retired	1

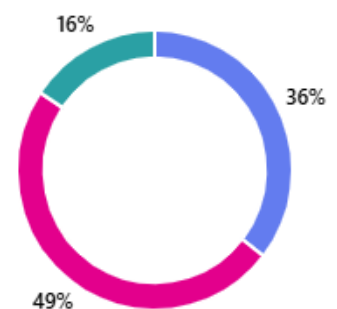


Cathedral Community member	1
Retired watch commander	1
Dual co tract	1
Local resident	1
Option 9	1
Community Council Member	1
Town councillor	1
Care home employee	1
Don't help with this at this moment in time	1
Grand Total	702



Q2: How familiar are you with the Services provided by Mid and West Wales Fire and Rescue Service?

Very familiar	250
Somewhat familiar	344
Not familiar at all	110





Please use the text box below to further explain your answer for question 2, if required. *Please note the feedback below is reported as provided by the respondents*
Having been employed in the service for many years and working in different areas of the service, I am familiar with the services we provide.
Only since working for MAWWFRS am I aware of the vast amount of services that we offer. Before starting here, I was very unaware of the amount we offer.
As a serving member of the service I'm fully aware of the services provided.
Work in other fire service
Main response would be to fires and car crashes, not aware of animal rescue or water response.
I am aware with some of the services
Interested in events especially availability of fire engines in small communities
Retired whole time firefighter
My nephew is a retained fireman and my husband was one for 15 years
MAWWFRS attended a fire in our house
Member of staff
Husband, 2 sons and daughter in service
Staff
I'm aware of the general set up of how the fire service operate with full time stations and volunteer on call stations in more rural/smaller areas.
I can make reasonable assumptions based off the name
The service they provide is imperative to such a rural area, flooding, road traffic accidents, fire and rescue.
Probably only familiar with core services - responding to incidents, not the full range services.
I have not heard of this before
I'm from the US
Uni student not from the area
I assume rescue people in fires
Providing fire and rescue service for west and mid Wales
Student no idea about the service
They respond very quickly, I called them for fire alarm going off in school. Took them less than 10 minutes. Assessed the situation and resolved it.
Friends in the service
Just haven't looked into it
Not sure



Local fire station near where I live.
Have a fair familiarity with the service
Associate Director of infrastructure at Swansea University
I know since of the Knighton and Presteigne crews and have seen firsthand how they've dealt with scenes (fire, rtc etc) together and apart but also with crews. from neighbouring counties
Seen them out regularly, know many members of staff, whistles alongside them
Have seen them in action twice.
as an on-call firefighter I am involved in the day-to-day delivery of services
I understand the fire service are our main front line emergency service in small rural towns. Providing support in all sectors when required.
Live with health conditions which can deteriorate rapidly
My father was Sub officer at Knighton fire station so grew up knowing about the service, how the staff respond etc. plus in 2012 had a house fire and needed the team.
We are in an area prone to Hill fires
I know the wide range of services mwwf provide and how valuable all these services are to a rural area.
I am aware how important our station at Rhayader is
I am a firefighter
I'm aware of the services they provide due to a interest in joining the volunteer service once before
duties include responding to emergencies such as fires, road traffic collisions, and rescue operations, as well as preventing incidents through community education and fire safety initiatives. They also conduct fire safety inspections, enforce regulations, and provide specialist services like water rescues, hazardous materials response, and urban search and rescue. The service operates a range of firefighting vehicles, specialist teams, and offers support in both everyday emergencies and large-scale incidents.
We receive a good service from Rhayader fire station
I am an ex-volunteer for a separate emergency service for a different emergency service. I have worked alongside members of the Mid and West Wales Fire service and have required their support on a personal level.
Familiar with how important they are, helping with hill fires, car crashes, stuck animals, house fires etc
Retained
I am the wife of a retained fireman who is on call 24/7. Never misses a training night. Missed family events due to covering the station. However, he is part of a service which is well respected and well supported in our community.
Attending emergencies in the local area, attending fires, road accidents, rescue missions, water rescues and providing 24/7 cover for the public.



I have attended a talk at village hall. I have had a visit from the fire brigade to look at alarms and safety in my home. They have done a fire risk assessment at my village hall in Walton. They have helped with flooding in my road.
My husband is a on call fire fighter
Family member is in the fire service
Used them
They provide vital local support for the numerous car accidents, fires, floods and other serious incidents.
The services they provide are vital in our community as we are so rural. From Fires to cardiac patients to RTC to Home Fire Alarms to rescuing animals their service is invaluable.
As a community councillor, I am aware that MAWW is funded via precept to the council tax collected by Powys County Council. I am also aware of the services provided by the retained station at Crickhowell and whole-time stations in Ebbw Vale, Abergavenny and Brecon, particularly in relation to fire, including heathland fires, flooding and RTCs
Fires, rescues, RTCs, flooding, medical emergencies/co responding, community work/school visits, home fire safety checks etc
Live very close at hand and benefitted from their services.
I'm an adult who has lived in Presteigne 70 years and I'm aware of the work done by Presteigne Fire Station.
I regularly work with areas of your organisation.
We live in a close-knit community and value the fire service, first responders and everything else they provide to the town.
Work for Dyfed-Powys Police
Not sure I know a lot about the west Wales fire service
The firefighters make regular trips to our street as we are close to the river and in danger of flooding
Fire prevention and emergency response
I have used them
I am aware of the excellent work undertaken by the Rhayader branch who attend very many events in the locality. I know of countless occasions when their service has been absolutely lifesaving for individuals and the community alike.
Very much familiar with having family within the service and having required the service in the past.
Live close to fire station and work for ambulance service
Friends with local on-call Firefighters
More aware of the volunteers that help when called out.
I am aware of what fire brigades do and assume Mid and West carry out the same duties.



I assume that if I had a fire or concern that I could call and someone would come asap. I believe the service is voluntary.
They have supplied smoke alarms and installed them for me.
Our local volunteer station members are valued members of the community, and we are aware we would all be less safe without them
I am a fire fighter for Shropshire.
I understand it's roll and purpose for our local communities
Knighton has water response
My son is a retained fireman
I have been on call on station 08 for 30 years Attended all sorts of incidents .if the station was here in a different form as you propose there would have been a very different outcome to incidents .We can include lives in this .travel time to incidents is not what it looks like on a map it's a lot longer due to topography. We have had many a officer who have travel to an incident form other commands within the brigade that have commented on this.
Many of my Friends are in the fire service
Knighton is a small town, we all know at least 1 retained firefighter
Retired London Fire Brigade DO of 35 years' service
Fight fires. Give safety advice
I'm aware they deal with fires, RTC, supporting other emergency services, responding to alarms
I am a retained firefighter
They offer more services not just fire
Aware of their role in pulling out fires, attending road traffic accidents, rescuing from flood water
I have had cause to call the fire brigade out once, they were prompt efficient and polite
We have had 2 fires at our farm in the past and used the detector service and the advice service for our homes and business. The fire service attended a traffic accident I was involved in. The Fire Service helped us with an animal welfare issue. Plus, my elderly aunt needed fire service support on several occasions in the past 2 years
If there's a fire, they come out. If there's an RTA they come out. If there's a medical emergency, they come out these days too
I am a wife of a retired fire fighter who served in Presteigne fire 20 years.
I know that they have multiple duties and responsibilities to the community
They are a vital lifeline for all emergencies, fires, RTCs, floods, first responders, all dangerous situations ... VITAL LIFELINE



I know about the obvious things - putting out fires, flood rescues and pumping, and rescue from vehicles, and also fire safety checks, but there's probably other things I don't know about.
Retired fire service
Know a lot of the firemen & women, and they have personally helped the family.
I understand what shouts we responded to as a service in my local and surrounding area as well as the type of incidents we may also encounter situationally
Some knowledge
An ex- retired retained fireman
As a retired full time firefighter from South Wales who retired to live in Rhayader
Not clear on the rescue services aspect, always think of it as the fire brigade
i am the daughter of a watch manager and have been the whole of my life
Retired full time Firefighter
I have served almost 10 years working in several stations and in CFS
Work within the service
Have had to use the service when I had a fire in my loft
I have an understanding on what the service does and its aims for the future. Being on-call and whole-time has given me a wider perspective on what the service is trying to achieve, having worked in other departments across the service I understand that there is multiple departments are all doing different things whilst trying to achieve the same goal.
Now that ambulances are queued up at hospitals, the Fire Service's paramedics are REAL lifesavers - quite apart from their everyday roles
Work within the services
We have a shop in the town centre.
Safe and well checks, education, youth, events
I am a new starter
I know past and present staff
I've worked here for 16 years
Know most things that our fire service provides
Whole time Firefighter
Prevention, protection, response
Have friends who are involved in Mid and West Wales Fire and Rescue services.
Our house might have burnt down if our local fire service had been closed down and we had to wait for the service from Llandrindod or even further afield
Work as a firefighter
I'm a paramedic working at Knighton Station and the fire service in Knighton is a total asset to the public



Everyone knows the fire service
As a retired firefighter I assume the principals and goals are the same for all fire and rescue services in Wales
Not really know
There re several retained firefighters at my place of employment
We have a very valuable first responder at Llanwrtyd fire station.
Small very community where service is very visible and proactive.
Personal experience of the services provided by Llanwrtyd fire station, including first responder provision.
I used to be an on-call fire fighter in Llanwrtyd Wells
Partner of somebody in the service
Friends and family are either serving or ex firemen
Fire, flood and medical assistance
I have called them and seen them called out to many things over the years.
Born & bred in mid Wales
Aware of the great work they do keeping our community safe.
They are integral to the local community, so we regularly see them around at many events and call outs.
I am aware of the fire service responding to fires and accidents as I see and hear them, but I am now aware if how the service within the area operates.
Previous experience
I understand the diversity of call outs received by our local station, that their response time is exemplary, and they are all a higher regarded part of our local community
The Llanwrtyd fire service saved our house from burning down after a chimney fire. They are regularly called to put out fires in the Cambrian Mountains near us
They have a station in my town is see them at work regularly. They help with flooding and putting out forest fires regularly. Not to mention other emergency scenarios that occur in our local area.
Fire fighters, first responders,
I work for the service
I am a warden and member of Knighton Flood Group, so am familiar with the services relating to this area. The Flood Group recently supported Knighton Station in attaining Wading Status.
Assisted by Llanwrtyd Wells station when my new born was unwell.
I understand the services provided and the challenges they face
I am a CM at my local on-call station and are aware of the Vision of MAWWFRS
I have not personally had need of the services, so far.
Have only used fire service for safety checking past. I am awaiting another check



All local lads who are part of the community
Responding to a huge array of emergencies including supporting the struggling ambulance service. Stations being a safe place for vulnerable people to find help, stations being a hub for community activities and fund raising and generally supporting their community. The local stations are far more than just a fire service.
The service these firefighters provide within their communities and surrounding areas is invaluable
At the bottom of Bridge Street, when the river floods, the fire service pumps water from the drains and culvert into river.
The have helped my family multiple times.
Having had an introduction at one of your engagement meetings in our community centre .
Knowledge of traditional fire services e.g putting out fires, less aware of community work etc
I know my role and what I do within the organization
No explanation needed
My husband was firefighter for 10 years
I was brought up with Mid and West Wales Fire and Rescue service, my dad was a fireman for over 25 years and now my son is a fire fighter, been one for 10 years.
They attend rtc,fire, accidents and incidents
I know a number of the retained firefighters in my locality well
Currently I know there is assistance available in Llangattock from Crickhowell Station. If the facility is significantly reduced help from the valleys or Abergavenny will probably arrive too late to make any difference to the outcome
I am a bit familiar. Not sure what you want me to explain here
I understand they respond to local fires; road traffic accidents and they act as first responders with medical incidents which is vital as ambulances take hours+++ to reach our areas
I had an in-depth look at joining
Not just Fire but paramedics, crash scenes, community risk management from homes to businesses
Not sure what other services they provide other than fire and rescue
I know what you, why you do it and where you do it from. I am not a trained fire person, so I don't know specifically how you do it.
I know what they generally do
I understand and like their work
I'm aware of their hard work during recent and not so recent flooding.
I see them going out on calls
Aware of all the hard work that the fire fighter station put in for the community in times of need



Have used MAWWFRS prevention services
Not familiar with any services except firefighting.
They are called put for regular flooding and other emergencies
I know some people who work for fire services
They are retained firefighters who serve our local community tirelessly
haven't been taught about them
Worked for the service for a number of years
Familiar with rescues from fire and car accidents
I'm afraid of the services Mid and West Wales Fire and Rescue Service provide to the community
Fire service replace smoke alarms, electric blankets, give advice etc.
I am very supportive of my local station
MAWW Fire serve members of the public by responding to emergency situations including fires and road collisions. There are also preventative initiatives such as youth and community engagement.
I live in Crymych not far from the local fire station. They recently attended and accident and help save my nephews life
They help to put out fires, rescues, also first responders
Seeing the work, they do when on call
Great service with us here in Crymych and local area saving many lives, from y fire engine and first response unit in Crymych
we collaborate regularly with the local crews for familiarisation and training exercises in our unique and complex building
Our local fire & rescue service is very active within our local area
Only know they put out fires, or rescue stuck animals
I am aware of the wonderful and difficult work they do and hope they continue for many years.
Know people and services that the service offer
I have regular contact with the fire service in Aberaeron
Ex military so have basic knowledge but not about the services in this area
Fire and rescue service and first responder service
Longstanding local business, previous family & staff members have served on the force locally
Info provided on website and in presentations
I know that my local Crickhowell fire station provide an amazing local service to my area and am very grateful to have this current service available to me and my family.



Well, I know that they respond to emergencies and also do a fair amount of educating as well as coming out to people's homes to do fire risk assessments and give out smoke alarm and co2 alarm
A friend is a member of the fire service
Close friend is member of the fire service
Fire Fighters, First Responders, RTA attendance
They are part of the community where we live. They came and fitted smoke alarms, and we have been over to wash the cars during their fundraising events.
As a whole time employee, I spend time to look at what we as a service provide
I live nearby & see the call -outs & all the training they do.
They have attended local fires, RTCs and as a first response emergency
I am aware of the crucial role Presteigne Fire Station plays in our community. Not just firefighting, but attending road accidents, providing assistance in flooding and acting as essential first responders. In a rural community, they are essential, and they have saved many lives. They also provide fire prevention advice and guidance to households.
In that I know the great service they provide locally, both Fire and Medical.
Own business in Crickhowell and know several of the fire fighters who give their valuable time to protect the town and surrounding area
I am aware that the team are ready to take on any challenge they are faced with. Prepared to take on any training required of them and always go beyond what is asked of them. Strong team.
I live near to a fire station and am aware of some of the issues
I've lived in this area for 45 years, and the Fire Service in Crymych have helped so many people over the years. We're an isolated area, and need this service close to home.
The station is 2 miles away and I know quite a few people who work there
Member of public who anticipates and appreciates prompt service in the (hopefully rare) case of emergency.
The service provided is vital for fighting fires, attending accidents and providing response to medical emergencies especially now as the NHS is in such trouble
I know there is a base in Presteigne, and they are high profile at community events.
I know the local Firemen
The fire service in Crickhowell is a visible presence in the town and invaluable in times of flooding and other emergencies as well as community events and awareness raising
Witnessed the efforts of the fire service when flooded
To attend and extinguish fires, RTAs, flooding etc.
Never had to use its services



I live in a rural area and recognise the importance of having a fire station in Crickhowell
Station near
Internet resource
They do a lot more than I know
They came and rescued my brother after a serious accident. Without them he may have the use of leg. They provide our first responders which is vital as we live some distance from a hospital and the ambulance is often a very long time in coming
I help to co-ordinate the local volunteer flood wardens, so have some knowledge.
Much involved with local issues.
We live in a remote Lane and had a bad chimney fire. Without the fire engines that came from Crickhowell I have no doubt the house would have gone up in flames
Have had to use their services for mountain fires and house fires
They are fire fighters, first responders, educators in local community as well as supporting many local organisations in our community.
Understand fire prevention and what our local station does.
It's my local fire station
We have had the fire service come out for hill fires, but know they help with a lot of other issues but cannot say I'm aware of them all
I know how important the services for fire flooding and accident are
Worked within the mapping and turning out systems during career
Broadly familiar with some services but little in depth knowledge
Have received assistance from them in the past
Follow on social media
Whole time firefighter.
I visit the stations around every 12months for training
Fighting fires
NHS background
Fire service in my locality
I know they help many people
Member of the service for 20 years
Fire calls, Home Fire Safety Checks, School Education
I am an on call firefighter for MAWWFRS
In my role as a station manager, I have to have a good degree of knowledge of the running of the service.
Very helpful through previous experience
Know of the fire service and the great work - locally our service is voluntary



That's why I'm here to find out more
I have had smoke alarms fitted by yourselves
Never had any need to contact FRS
Former member of Crickhowell Town Council
I was a retained fireman at Presteigne from 1982-92
My husband was a firefighter between 1982-92 so I am familiar with the services at that time.
They came and saved our house from burning down.
Came to our house and saved it from burning down.
Very familiar with Crickhowell fire station and the role it plays locally
The fire service provide a range of services to its local community to include fire, flood and RTA's and rescuing animals. They also visit schools, and community groups to provide education on fire prevention. They are an integral part of our community and keep us safe.
Have had no reason to use
I am an employee
Employee

Based on the **267 responses** received, six common themes were identified regarding the general awareness and perceptions of MAWWFRS:

1. **General awareness of Service provided:** Many respondents had a general awareness and knowledge of the core services provided by MAWWFRS, primarily firefighting and response to Road Traffic Collisions (RTCs). However, there was a recurring theme of limited awareness in relation to the full range of services offered, such as animal rescues, water rescues and community safety education.
2. **Community Connection and Trust:** There was a strong sentiment of community connection to the Fire Service, with many respondents noting that they have personal ties to firefighters (family members or friends). The Service is viewed as essential to local communities, often quoted as lifesaving in critical situations.
3. **Rural Safety and Emergency Response:** Comments highlight the critical role of MAWWFRS in rural areas where access can be challenging. The rapid response to emergencies, including flooding and grass fires, is frequently noted, emphasising the importance of a local fire service in enhancing community safety.
4. **Community Engagement and Education:** Many respondents recognise the Service's efforts in community engagement, such as HSC's (Home Safety Checks), educational programmes, and involvement in local events. This aspect of their work seems to be appreciated but not entirely understood, with many acknowledging they were unaware of the full extent of these services.
5. **Evolving Role in Emergency Services:** With the increasing pressures on the National Health Service (NHS) and the Welsh Ambulance Trust Service (WAST),



respondents acknowledge the evolving role of the Fire Service as essential first responders to medical emergencies. The Service's role has expanded beyond traditional firefighting to include critical support in medical incidents.

6. **Perceptions of Service Quality:** Overall, there is a positive perception of the efficiency and professionalism of MAWWFRS, with many individuals recounting personal experiences of prompt response times and effective crisis management. However, some respondents express concern over potential reductions in service delivery and potential implications this could have on the safety of the community.

These themes highlighted a mixture of general awareness alongside significant gaps in understanding the broad range of services provided by MAWWFRS, combined with a strong appreciation for the services provided to the community.

Question 3: How aware are you of how Mid and West Wales Fire and Rescue Services is funded?



Do you see any challenges with the way in which the Service is currently funded? *Please note the feedback below is reported as provided by the respondents*

I do, we as a nation are seeing budgets being cut to all local government departments and this, I believe will be a difficult time for our CFO and the FA to juggle finances.

Less funding support from Gov, increased operating costs, increasing costs to services and equipment, changing demographics, age of existing infrastructure, broadening the role, demographic change

Other than we don't get funding for bariatric patients, yet we attend those incidents, I'm unaware of any challenges with how the Service is funded. But I'm not the most educated with that side.

No

raising money from council tax to maintain and grow the Fire Service.

No



Cost of living crisis will impact other council budgets
A good way, the CFO will know what they require to maintain a service and fund accordingly.
No
Decreased funding over the years poses a risk to service delivery
Possibly
Cuts from the current government both local and labour Welsh assembly
No
More funding is needed to cope with the current issues the service faces such as appliance availability and response time challenge
Cuts across the board for all services
No idea
Yes Government cut backs, you provide a great service and cutting back on staff would reduce your efficiency and service to the public.
Westminster is underfunding to Welsh Government which will have a knock on effect on how FRS are funded.
If you have to rely on the County councils then you are in real danger of getting lower funding.
Cutbacks in funding
Cutbacks with funding through Government/ Local Authorities. Increase of general costs
no
Securing for next financial year could lead to reactive cuts if insufficient funds allocated
Not enough money anywhere.
Don't know
There's always challenges!
Lack of support by service with recruiting retained staff
Of course, every public sector has funding challenges, but it is down to the management to secure the necessary funding for the task.
Unsure how it's funded
Unsure
There is always problems with cash flow regardless of how anything is funded
They have to raise funds by car washing. Hiking great distances in full fire uniform
Yes. It's underfunded and under-resourced for the range of services that you are expected to provide.
I am not aware how it is funded
No
No



Yes, as needs to go through a levy system from the Welsh government rather than direct funding from the home office
Don't know
No idea about funding
Budget spent on other services including floods
Doing more for less
Not sure
I don't know how the fire rescue is funded
There are areas that appear to be underfunded and could benefit from a greater income
Yes, budgets are under increasing strain.
Not too informed on the topic
No
Conflicting public service priorities
I don't see the challenges but I don't doubt they are there
No
Budget pressures across all local authority areas
No
there is not enough money to deliver the service in the most effective way
Yes the same as any other organisation.
We cannot afford cuts in the staff at our Presteigne base for any reasons
Poor prioritisation for critical public services by Government
I wouldn't be surprised if the fire service is being threatened by cuts to funding.
No
Our retained firemen should be able to carry on as they have done for years.
I do believe that it is underfunded in certain respects
Yes
Yes. Consistent cuts to services of all kinds due to political pressure
No
Only that it needs to be seen clearly how much council tax is for emergency services and not bind it all together as people will understand how important it is
No
Public sectors are generally tight on funding however the priority is to attend the emergency's
No done through council tax
Government Budget Cuts: Over the years, cuts in public sector funding from the UK government and, to a lesser extent, the Welsh Government, have led to financial pressures on fire services. This can mean fewer resources for staffing,



training, equipment, and infrastructure. Increasing Demand: As population growth, climate change, and new risks (like wildfires) increase, the demand for fire and rescue services grows. This means more incidents to respond to and potentially higher operational costs, which might not always align with available funding. Rural and Urban Balance: The service covers both rural and urban areas, each with different needs. Rural areas might require more specialized equipment or longer response times, while urban areas may demand more frequent services. Balancing these needs within the available budget can be challenging. Retirement and Staffing Costs: Fire and rescue services face rising costs associated with pensions, pay settlements, and retaining experienced staff. With many firefighters nearing retirement age, attracting and training new recruits while ensuring staffing levels are maintained can strain resources. Inflation and Rising Costs: The cost of equipment, fuel, and supplies has increased, often outpacing the growth of funding. This impacts the ability to maintain or replace vehicles, technology, and other critical resources. Public Expectations: Public expectation of emergency response services continues to grow, especially with advances in technology and media portrayal of immediate response. Managing these expectations while staying within budget limits can be difficult

No comment as I do not know how this is funded

Lack of understanding of a rural area by the management

Budget cuts county cuts not enough money to pay staff

I think funding everywhere is limited and the services we require in more rural areas are compacted into larger areas and thus increasing waiting times for support when it's needed. I think this is largely funding led as smaller divisions struggling to stay afloat and requiring the support of their local area more and more to keep the service there.

No but I can't say I know very well how it's funded

No

Only that if funding is cut, stations are closed and the service diluted, then people and communities in rural areas will be at series risk.

I'm not aware of what challenges they face currently

I am worried that funding will be cut.

Money could be spent better within the fire service not how they are funded

The fact you are doing this survey means you are trying to reduce funding .. which is disgraceful.

I wouldn't know

Rural services inherently cost more to run due to geographic challenges

Yes

The common risks of political short-term thinking.

The pressure on local government means there is downward pressure on all services funded via the Council Tax.

Budget cuts, cost of living crisis, pay increases



More funding is needed to keep the excellent level of service we have.
No
Some Tax spending is in the hands of local politicians today and they favour centralisation in Powys
Probably funding cuts
Yes - public budgets are always under pressure and scrutiny
Reduction in staff and stations puts public at risk from distance of covering stations
People not knowing they are funded like me can hinder it
No
Lack of money
I would imagine that all services are after the same bit of money, councils are underfunded, we as tax payers need the emergency services. Not much money in underfunded rural area that is north of Brecon
Never enough funding for rural services and not enough value awarded to the essential service they provide.
The country is skint.
Public money = no money
Only if this is asked because you think that you want to make cuts. Our service is very much required and appreciated
Yea, we have a low population from which the fees are levied. There are few businesses headquarters/large corporations and wages are low. The area covered by the Fire Authority is vast, yet lowly populated. The roads are used by locals but also substantially by those not from our area who drive through to the coast etc. Many of these lives are saved and arguably my they don't contribute. As such some general taxation/WG or UK govt contribution is vit.
How can I answer if I am not very aware
Unsure of the current ways of funding.
As I am not sure how funded other than government, I am guessing likely underfunded especially for the risk involved and training required
Yes
Limited by people giving/awareness of need.
Only cost is ever looked at & not the bigger picture
I expect the Powys council will try to cut their support.
It is somewhat precarious.
No... or at least there shouldn't be! Not unless an incompetent government are in charge...
Local authority is cash strapped
It depends how the government allocates money -What they deem a priority and what they feel is required for n the various areas



None that should affect front line staffing levels
Not equally distributed between small and larger teams
No
Pressure on budgets
The brigade will always need more money as costs go up
Shortage of funding from government
Need more information
Likely is underfunded
Yes, probably like all services
I'm unaware of how they are funded. So greater communication to public on this is needed
My worry is that they are NOT properly and fully funded, and the people of Powys (as well as officers themselves) are put at risk.
Not sure
Local authorities waste too much money on managers (far too many) and are now broke
All LA's are under pressure with cutbacks and the contributions from the public would not cover their costs.
I have no idea but letting people die is certainly not the answer
The funding is dependent on the views of others, not necessarily directly involved with the provision of the service so may not be fully aware of all activities provided by the service.
Some things could be done better
Every service needs more funding.
Funding is not sufficient and is cut year on year.
It seems to be limiting the provision of equipment, training/skills and time required to adequately and safely provide the services the public expect from us
Yes
YES KNOWING HOW COUNTY COUNCILS WORK
Yes, all funding from government and local precepts is constantly under threat
No idea due to lack of knowledge
no
No
The main challenge is trying to maintain and improve the service, whilst under pressure from funding cuts.
Do not know
There seem to be constant funding worries with regards to certain departments and operational staff
Not enough funding for what's needed



The only challenge is in the system with the service struggling to stay open due to main office of fire service
N/A
Don't know about it to answer.
Underfunded
Yes
More power should be given to the local authorities to decide what to do with their cut of the money so that rural funding isn't used to subsidise large population areas
Yes
No
Unsure
Cutting back on funding
Local authority budget pressure
Devolved government, current lack of funding due to budgetary restraints
Lack of funding!!!
Tighter monitoring of spending is required.
Underfunded
Obviously or you would not ask the question. All public services have been underfunded for many years. But the local fire service is largely staffed by local volunteers so must surely be one of the more cost-effective ways of saving lives
No
Need more government funding
Not enough funding to allow the service to provide what is needed should proposed zoning go ahead, very worrying
Lack of active fire fighters
Yes, delivering an efficient and effective frontline service will be very challenging in today's economic environment
More money needed from central government and Welsh assembly
Most people don't know, understand or care how its funded
Public can't keep absorbing year on year rises in their element of what they pay towards it
Unsure
Always cuts! This service is essential
There are always challenges for any organisations funded by anything other than their own profits. Local authorities are struggling to maintain services so funding the service is going to be difficult for them
Only if the authorities reduce their contributions
As everything else the funding is no doubt being cut back by the Welsh Gov



Taking resources away from rural areas
Yes! Underfunded due to greed of council hall
Yes, they're not valued correctly. Continually penny pinching from mid Wales to serve the north and south.
It is a fundamental service in a rural area like this and it needs to be funded to maintain it, not cut!
It's always difficult in rural areas to get funding. It this doesn't mean we should be less catered for when our lives are concerned. They are genuinely vital to us where we have few other services.
I would ned to know how it is funded to be able to answer.
Yes, given that our government is severely in debt and the way that the types of incidents required for us to attend is growing rapidly. The cost to ensure crew members are multi skilled with appropriate equipment is a costly exercise.
Local authority tight budgets
I think if less of the budget was used within management and more on the ground the current service could be maintained
There will certainly be a vociferous challenge from me if they are de-funded!
Yes.
I think they probably need more funding as they are always fundraising themselves
Yes
Sustainability
As with all public services there isnt enough money to support them adequately
No
The moving towards the 2040 leaves communities vulnerable in the future as well as the fire service moving in the wrong direction away from being able to help more people.
Pay structure and infer structures
Don't know enough to comment
Don't know
No
Lack of government funding , somethings seem to be more important than saving lives
You're trying to cut costs in the wrong areas.
Everyone short of money these days!
I'm pretty sure that we the general public will be asked to pay more council tax in 2025-26 and yet councils will be making more cuts to local services
No
Yes as with all government funded organisations funding is becoming reduced as environmental and interventions increase both good and bad



Probably not funded well.
Yes.. there's so much money in the pot for the fire service from the government, the cost of everything is going up so we have to make do with what we have.
Yes!
Lives are more important than funding
Yes
How can I know?
All public services are underfunded
Fire Service is a very important service and saves lives, it shouldn't come into question why or how, it should automatically have the funding no questions asked, that's the biggest challenge in its self.
No
There are challenges with how everything is funded in Powys
Powys changes to priorities
Not sure, I thought it's funded by the Senedd (or it should be if it's not)
Yes - WG short of money
I don't know how it is funded.
No
Annualised budget setting makes it very difficult to make long term plans
Overstretched and underfunded
Yes, councils are not in a position to fund this.
No, like the police if you need more then have the precept raised, why would the public object? You are an insurance policy, you might never claim but on the one occasion you need help, you know it will be there.
Cost of living has gone up compared to last year
Under funded need more funding
Need more money as they are crucial
I'm not able to answer, as I'm not overly familiar with the funding source
The increasing pressure it is placing on local authorities.
Yes
Yes, but the proposed changes will put lives at risk
Yes it's an essential service but I know CCs are struggling to find funds to fulfil needs
Law funding constraints
Despite increasing council tax, services are lessening and funding does not always disperse appropriately
Costs are rising and budgets are tightening up
YES THE LEVY IS NOT CONSISTANT WITH CC BUDGETS



Cash strapped
They are under funded
Not funded enough vital service to rural community
Funs and budgets are being cut and restricted in all sectors
they deserve more money
Public funding budgets.
Yes due to pressures in funding.
Not really
The amount of money allocated to the service could cause barriers to the services provided
Lack of money in general
I don't know how they are funded.
Local authority should give more money and show the public how the money is spent
I do not see issues with finding but I do believe that there could be cost savings in how the money from the Welsh Government is spent.
Don't know
Government cut backs
Everything is short on cash and these are probably in a similar position.
Funding is getting tighter
The levy needs to sit separately Bon the council tax bill as a precept not a levy.
All local authorities are under pressure and looking for opportunities to save costs
First Responder often not dispatched for life threatening emergencies occurring in the rural area
The county councils are at the hands of the FRS with a Levy whilst having to cut elsewhere. I have been made aware of vast waste of money by the FRS such as a failed cafe project, a failed training company and other vanity purchases which ultimately funded by the Publix
No all seem to work
Yes - lack of local authority funding
There are always funding challenges
I don't know enough
Underfunded
Financial challenges face every public sector
I assumed they were government funded
PCC- Council tax payers & Senedd
Cannot answer, but I will say that they are a vital and important part of the community.



always challenges with funding
Don't know enough to say but guess its UNDER funded
It should be a given that we should have access to this service
Ever increasing council tax not always spent wisely
There are challenges facing the funding of all public services.
I presume funding is under threat as with everything
I don't have sufficient knowledge to answer this question
As funding is reduced relatively, areas such as Mid Wales will suffer disproportionately.
Local Government funding is being spent in the wrong areas. Safety of the community should be paramount.
Government and council cuts affect their services, so it's out of their control
I'm unsure of funding source so can't answer
The country is increasingly short of funds for public services.
Don't know
n/a
No
Pubic services generally are under funded and suffering from years of neglect
Every funding is a challenge these days!!
I want to retain the important services so needs to be funding smaller fire stations such as Crickhowell so response times are possible.
Yes
yes
I don't know
I don't know as I am not completely sure of the full funding situation
Not enough money
Yearly funding is challenging for longer term planning
Yearly funding is very challenging
Yes because they are not funded properly by the local councils
Lack of long term certainty over funding
I suspect it is under-funded, but do not know.
Yes but let's hope public finances improved.
No
Vulnerable to funding decisions by tiers of public sector authorities - risk of a 'race to the bottom'
Yes
In common with all public services throughout Wales and the UK
Inadequate funding may lead to diminished services



No doubt any budget government funded is under extreme pressure
I can see that the precept way of funding is a challenge, perhaps every station doesn't need the same appliance.
Not enough funding
Yes, I have just discovered that they are funded by the local councils. They should be funded via government like the police. Which is what I had assumed
As everywhere money is tight I understand
Vulnerable to Local Authority financial pressures
Funding needs to be secure and ringfenced. Is this currently the case?
Yes
The funding as i see it should be increased due to the amount of training that we do also the large amount of equipment that is required to successfully perform our duties.
It's too bad that the service has to ask for money, public pay enough in council tax and should fund the fire service
As a public service it will be working within constrained budgets and dealing with the bureaucracy of accountability
Increased costs
See previous answer
There could be a little bit more put into it
Yes
Budget cuts
There is a lot of uncertainty in Welsh and central government, around funding especially with central government committed to increasing funding for defence.
Funding should be provided directly form WG - like the police and not via the Local authority
Should be funded directly by Welsh government
Cut backs
I think they need more help and definitely Whitland could do with an open day to promote themselves and encourage new members.
Don't know
Not idea
Didn't know current arrangement
Not transparent to the general public, and "lost in the Council Tax levied by PCC
Problem of Government cutbacks and general difficulties of funding public services
I believe that funding will be harder to obtain to obtain if we do not evolve our role in someway



All councils are reducing spending so I expect Powys will try to reduce their payments to necessary orgs. I consider public spending priorities are people's health security and safety.
Yes, clearly there are pressures on funding that originates from government - but that'll always be the way.
Resources are becoming scarce. The authorities need to scrutinise spending.
Local councils should provide 100% of the funding from our council tax and business rates. That in itself is a challenge.
All public services face increased financial pressures and demand for service.
Enormous challenge, huge demand for investment in Service against a backdrop of repeated budget cuts to LA and demand on MAWW to provide more with less. Yes, there have been funding increases but they fail to address the needs of the Service to deliver all that it needs to.
Not applicable as no knowledge.
Cost of living crisis
The Government and their priorities.
Yes worried about station closures, down grading of staff throughout MAWWFRS
A race to the bottom of emergency services. We should be funded to provide an adequate and effective fire service.
Yes. We're still in an era of austerity and budgets are tight
Yes, should be funded centrally not from local council budgets.

Based on the comments received regarding the funding of MAWWFRS, six common themes and challenges were identified:

1. **Budget Cuts and Financial Pressures:** Many respondents noted that the Service is facing significant financial pressures due to ongoing budget cuts from both local and central government, which has resulted in reduced funding for essential services in other areas.
2. **Public Awareness and Understanding:** There was a general lack of understanding about how the Service is funded. Respondents indicated that better communication regarding funding sources could help garner more support.
3. **Impact of the Cost-of-Living Crisis:** The rising cost of living was seen as a contributing factor to tighter budgets across local government. Many expressed worries that this economic strain could lead to further cuts and negatively impact service delivery.
4. **Geographical Needs:** Respondents highlighted the challenges of balancing funding between rural and urban areas, with rural services often facing higher operational costs. These differences may result in ineffective coverage and longer response times in rural settings.



5. **Increasing Demand for Services:** As the demographics and needs of the community change (e.g., ageing populations, increased incident rates of incidents), the demand for the Service continues to rise. This trend further complicates funding issues as it requires more resources to meet these growing needs.
6. **Long-Term Financial Sustainability:** Concerns were raised about the long-term sustainability of the Service given the current financial landscape. Respondents feared that inconsistent funding could affect strategic planning and the ability to maintain essential services in the future.

In summary, respondents felt that MAWWFRS may face challenges in relation to budget cuts, public awareness of funding and needs, economic pressures, and the complexities of serving both rural and urban populations.

Question 4: In your opinion what are the primary responsibilities for Mid and West Wales Fire and Rescue Service. (Respondents were asked to rank them in order of priority)



From the **669 responses** received the main responsibilities highlighted by respondents were responding to fires, RTC's (Road Traffic Collisions) and prevention work.

Please explain the reasons for your selection in question 4 and if you think anything is missing. *Please note the feedback below is reported as provided by the respondents*

Responding to all life-threatening incidents are equally important, sadly this cannot be reflected in the above question due to the way it has been presented. I strongly believe that promoting preventative measures & educating our communities is equally as important.

How do you rank in order of priority? You can only tick 1 box!



First - response to emergencies, then prevention, then WAST support, then BFS
Hard to determine which should take priority as all are of significant importance.
As depicted by the hone office your primary existence is to save lives and put out fires. Therefore, your response to incidents is primary. your education and inspections are secondary and assisting the Ambulance Service isn't your role. The Ambulance service should be better funded to cover these calls.
None
Responding to incidents is priority, prevention comes second to help reduce incidents, assisting other agencies is third
Climate change I think will play a massive impact
Happy with order
I feel the main responsibilities are to respond to fires
Ambulance is under pressure due to the NHS don't let the fire service fall with them
Human life needs to be prioritised. Checking the council have fire certificates can be done by anyone
It is an essential emergency service, which should be attending local emergencies where people (not animals) need urgent help.
Primary responsibility is to preserve life
Fire and rescue should always be top priority
Prevention and response are the priorities of the fire service
It's just what I imagine the priority is
Responding to Fires, and road accidents, prevention of fires is I believe the primary role of the Fs
emergency services, followed by education and safety promotion
Life Risk is a priority, Business Fire Safety ensures life risk on a larger scale (groups of people), animal rescue and domestic alarms are lower down in terms of life risk to the general population.
The top 6 I have put is primarily what the Fire Service should prioritise.
Everything is of equal importance in the fire service, and by removing any key role of a MAWWFS station, you're putting that local community at greater risk than it already is
Going by what is evident. Not enough ambulances and too much responsibility on the fire service. If the ambulance service were properly prepared for rural call outs then this would take off a huge proportion of the call outs.
Basically, they should be foremost a rescue service
We are an emergency's service so responding to Emergencies and being prepared for those emergencies is top priority
They are an emergency response service. Their primary task is to be ready and available to immediately respond to emergency situations. Any prevention



measures are of course important but as a community we want the fire service to respond as quick as they can when they are needed, that is the most important
Prevention is cheaper and more effective than solving a problem once it's begun so it ranks first and many companies already have fire training and safety measures necessary for staff, so this area is maybe less in need
Difficult. All seems like similar responsibility
It should be an all rounder
If preventative measures are successful, there is less need for response as there are less incidents
I'm aware that a lot of work is on preventative measures and raising awareness of risk and safety to hopefully prevent the number of emergency incidents the service needs to respond to.
Fires and collisions are the main areas I was aware of
Helping the public should be the highest priority
You want to reduce the chance of a fire/ accident from occurring than responding to a fire. Hazard awareness.
People's safety in emergency first prevention second all after
I ordered the selection in my opinion was the highest danger to the general majority of people
N/A
Will have the best attempt at saving human life hopefully
Prevention fire should be the priority
Domestic issues
Our primary objectives are to save life followed by preventative measures.
I believe prevention is the most important and impactful thing
A combined effort of home water and transport safety is needed
Primary focus preservation of life and multiple occupancy property
Realistically it's hard to separate the top five needs
Deal with incidents where you're the best agency for it due to equipment and training
Help out at a car/motorbike crash . The fire brigade arrived first and cannulated and did a patient assessment .
we are primarily a responsive service and our priorities should reflect that
Believe responding to all types of incidents is critical as that is the primary role? To help preserve life and property?
Fire obviously first call. Second has to be medical as first responders will always be first to arrive in the event of an medical emergency as we have experienced
We are a small area with an aging population. Being able to let older people know if they need anything updated in home to prevent fires is important. The houses are all on estates so getting to a house fire quickly could make difference of one



house damaged or multiple. Bowser had to come from Llandrindod for my house fire and house was gone within 30-45 mins.
Primary role seems to need to be Fire or Flood and other non-medical emergency
Well being of crews
People rescue.
responding to fires to save lives always the top priority
No reason other than you can't put more than one in the top spot
Because we live in a rural area it is important to have the coverage the service provides more so than educating and preventing
I live near a retained station. After talking to the local crew I am disappointed that there is talk of not training firemen all to the same standard. If my local station were out on a call and my house was on fire, I would have to wait a considerable time for the next fire engine may not be trained to enter my house and put out the fire.
Responding to life risk emergencies is a priority
Please note all of the above are important but you given no choice to say they are all as important as each other as it depends what your emergency is
A matter of urgency
The fire service is responsive. When we need them they come. Accidents will always happen no matter how great preventative measures are. We need the fire engine to respond when these accidents happen as quickly as possible.
Responding to life risk calls is a priority
To ensure that life matters first and that the service are always available to assist life threatening calls
Nothing is missing - prevention and safety is always important and I feel quite strongly that people who cause the problems or need the services need educating
Your a fire and rescue service your job is to fight fires and rescue people it's not rocket science
There is a lot of issues on the roads , road accidents and lots of flooding
I think they are all required services. I think the personnel are better trained and equipped to tackle fires but there is the need for a wide range of skills in addition to this. The more skills they have the better their position within local communities.
The fire service should primarily be responding to potential life threatening incidents
I think they're all as important as each other but wasn't able to answer that!
Those are my values, to serve the community.
Responding is the clue even though I have said Responding to animals is less of a responsibility. I feel helping out the Welsh Ambulance service is an essential task as in certain areas the waiting time for ambulance and life changing assistance is far too long so trained fire service staff are on hand and can be the difference between life or death.



All of the above
Prevention is better than action, but action saves lives
The saving to human life prioritised. The prevention of dangers second. Animal welfare third.
Responding to fire is crucial and time is very important
Clue is in the name FIRE service
I think it is wrong to put at least the first 5 items in a list of priorities, they are all equally important
Fires and road accidents have to be at the top of the list, with flooding close behind as, largely due to the fact Powys CC seem incapable of cleaning out drains, this is becoming a far bigger problem than previously. I am not really that bothered about the education side of things as much of that is common sense.
Fire prevention and fighting is the primary purpose, although specialist rescues such as crash and flooding is also in their remit. WAST use the fire service to hit targets but this shouldn't be at the expense of them being able to fulfil their primary roles.
Primarily fire and rescue but all these points are very important and need to be addressed.
Prevention is better than cure. This a very badly set question.
Responding to incidents that can't be covered by other emergency services should be top priority. Although medical incidents are important, there is a service provided for this already (WAST) and their pressures should not be the responsibility of the fire service. Who is going to respond to a local fire within a 10 minute radius of the fire station if they are out on a lengthy medical incident? I wouldn't want to wait double the time if my house was on fire!
999 emergencies involving danger to life must remain the priority.
Saving life/property will always be a priority
In a rural area without there support for traffic accidents and supporting ambulances in emergency many more deaths would occur. The local fire service are amazing
My personal opinion
Being a rural area with poor ambulance coverage, they really are a life line! High instances of road traffic accidents in area
Keeping people alive is the highest priority
That's a hard question - they are all important and should be funded accordingly
Just my opinion of which rank each should be.
Not sure
In order of importance in the community
That is how I understand what it is. I know they also cover as first responders. I am very grateful. Silly questionnaire keeps jumping g around d



I think for us in such a rural location, the need for first responders has become as vital a service as the fire and rescue element.
Saving lives most important equally important is prevention.
All of the above priorities are vital and it is difficult to rank them in isolation from understanding what other services are available e.g. we have a reduced St Kohn's present locally, we have very poor ambulance coverage and support rates, our air ambulance has moved further away, we are losing services at hospitals and even local GP practices are understaffed. Rhayader Fire Station is an absolute must to retain in this area.
The top 5 are the most important responsibilities however I feel they cover all of the 8 factors massively especially in rural areas. But they have the most knowledge to teach, train and show other people
As trained personnel their time should be spent doing what they are trained to do. Anyone can check fire routes etc
I think all are important
You need to concentrate on the emergencies and help you provide then secondary look at the other items. You should not be responding to domestic fire alarms if there is no fire. And WAST should have their own services to deal with medical incidents unless they need access help.
RTC are happening a lot in the area a44/a470
A44 / A470 has road traffic incident nearly every weekend
Prevention most important.
I made possible loss of life a priority
Extinguishing fire must always outrank all other activities.
Whilst not definitive, I believe the order you presented the data in sums up well their most important at the top.
There shouldn't be an order. FRS are needed for a wide range of reasons. I can only assume whoever came up with this idiotic list are..... well.... Idiots. Morons. People whom have no idea what happens in the real world.
I have given priority to life-saving incidents.
Rtcs and fires are time critical local support is paramount in this effort. Summer months the motorbike accidents are at ridiculous levels and ever increasing. Cost of living crisis forces people to purchase 'cheap' electrical items or use unsafe older items again increasing the risk
Youth work links
Advising the users
Fire first and foremost
All of the above are important parts of the fire service
Human life first
Imminent danger to life more important than prevention



In a rural and remote area we rely on having a service so close to ensure emergencies are responded to as quickly as possible
On call experience at my station
They are an emergency service and that should be prioritised not the education aspect
Prevention is key
Anything that poses a threat to life must be a priority
Prevention is best but after 2 I actually believe all the answers are equally important
Fire service goes to fires that's what is important, ambulance service don't fight fires nor do the police but it seems the fire service are expected to do their jobs. Ambulance service overstretched due to poor management, police in rural areas are not overstretched. Although too many Managers in all 3!
Can't identify anything missing but I believe that prevention is a big part of their role and this would hopefully mean their services were less in demand for the emergency stuff.
I cannot really rank the above because certainly the first four are as important as each other and the other ones are only minimally less important
Response will be viewed by the general public and commercial enterprises as a higher priority than prevention. Plus being in a rural location animal / stock rescue will be equally important
Responding to fire & accident emergencies is most important
From what I have personally experienced in my local area we provide the only resources capable of dealing with fire and flooding quickly enough to mitigate the risks and potential harm caused by these types of incidents. Assisting WAST has been placed above RTC because as a service we attend to more assist WASTs than RTCs and the public now have a greater expectation of us to provide help when their loved ones require emergency medical care.
Local safety
Keeping the public safe
I believe that whilst prevention is better than cure, the public should hold some responsibility for taking care of itself. In a rural area where ambulance provision is very poor, partnership working to protect the community helps this. It's still sticking plaster politics but one that best fits the crisis of rural emergency cover. Emergencies speak for themselves
Focus on primary (acute) issues, promotion of initiatives of relatively minor importance.
Prevention is best. Education too. Emergency response is essential.
The need for a rapid response is essential, especially as the area is rural, so there is a need for the smaller on call stations
Because they can help with removing or recovering vehicles



Preventing fires and educating others is really important to prevent any faults that may occur
It is clear that self certification is not working. Allowing untrained persons to interpret fire regulations, carry out inspections is a recipe for disaster. Grenfell Tower being a case in point. Self regulation cost many lives
My selection seems logical to me
Operational training should be a priority
Medical response is on the up and I think we should be helping with it
Most importantly is that mid and west Wales are available for fires and accidents in this area as time is of the essence
As an employee of the fire service this is how I would prioritise our time.
They are primarily concerned with emergency situations.
Nothing
Difficult to prioritise.
I would want a fire crew and engine to a fire in my house asap
I think we are at a point with social media where cheap advertising is as effective as having a home fire safety departments. On call could be utilised to do the boots on the ground where necessary! To much is done by free for the fire service in terms of fire advice! Landlords and commercial buildings should be paying directly to the fire service for advice thus making this part of the organisation profitable and the help subsidising the response side of the organisation.
Unsure
Prevention is better than cure.
I feel fire and (human) rescue services are the main priority
Emergency response service primarily here to help the public.
Our response is vital to save life and property
Priority for the service should be to respond to our statutory duties before helping other services.
Most important responsibilities are for saving lives and protecting property
Response is the priority
These are all on the forefront and difficult to put in number order
The answer is all of them
Saving lives is the most important so safety first then reacting to fires/accidents to rescue and save lives (human and animal)
My opinion
Must have service for dealing with fires and road traffic collisions
I feel this is order of priority
Just my opinion on what the priorities should be for any Fire & Rescue Service
Fire and car incidents



There are many incidents I have witnessed and heard anecdotal evidence of the importance responding to life threatening incidents by our local service, and the speed at which they do so.
I feel that's the correct order
We live in a rural area and ambulance response time is very long. Our first response service is vital in Llanwrtyd
I think the main responsibilities are the things that cause the highest risk to life
Difficult to rank as all of these are an essential part of the services offered
This is such a difficult question as everything the service do is really important. Obviously responding to fires, accidents and flooding is really important but so is supporting WAST given the rurality of our area
I see MAWWFRS primary role as a first responder service and secondly as a regulatory authority and an educational resource. These are all very important and essential.
Small, retained services need to be available for the immediate issues where there is a danger to life.
Lives first ticking boxes last
Item 2 is very important in our rural area where ambulance time is so very, very poor
Attending emergency incidents should be the top priority, followed by educating the public to help prevent said incidents.
Ambulance service is in desperate need, and they're trained
Saving lives in priority
Helping quickly mitigates any risk where there could be a loss of life or damage to property.
We are so rural they are fundamental in fires but also in supporting the ambulance service. Without first responders we really will see an increase in death rates
If we don't have local stations doing these things more lives will be lost.
There is a potential for many people to be hurt if an incident occurs in a public building.
I think that anything life critical should be prioritised and given that WAST is struggling significantly especially in rural areas we should be funded to be able to support them better, flooding due to more severe storms happening in the UK is becoming more common. The work BFS & CFS and the change in materials used in new properties has helped massively with property fires but when they do happen and, in my experience, they are devastating so we still need to be able to respond and manage property fires to the best of our ability and save saveable life.
Prevention is better than cure, but it doesn't always work
I think that priorities should be ranked in order of threat to life
They are a fire prevention and loss of life service
They explain themselves



Ultimately, if all else fails we must have an effective response to emergencies
With the changing climate I feel that the role of the service is changing, with a 120% increase in demand for flood related call outs, which is reflected in the recent training at Knighton Fire Station.
Very vulnerable living in rural areas so need more medical support
They could go in either order as they're all as important!
I think they are our responsibilities that we need to meet public expectation.
some of these issues are interlinked. Education plays a huge part in fire prevention. Response to flooding is becoming a necessary priority for the service in the light of many recent weather events.
All of them are important just how you want them in priority.
I think those align with keeping communities safe within mid and west where it should be focused on the people that service protects
I believe the role of the Fire Service is a broad role and its priority is to help the public with priority of saving life
Self-explanatory
Prevention and response to fires is paramount
I think it's important that responding to fires first
All the above are important roles for firemen
They're all primary responsibilities, I don't feel they can be listed in order of priority
The priority should be responding to situations where life is at risk - whether human life or animal. After that, prevention and compliance.
Fires, RTC's and assisting ambulance are of upmost importance as they are potentially time critical meaning that it is important that stations have the capabilities to deal with them.
Prevention and education are key to All our safety needs
Auditors and other safety bodies should be finding time to check businesses are up to code. Leaving time for you to do more trained work etc putting out fires and helping with RTC etc
We are relied upon to ready and react when an emergency arises, the public in an emergency just wants us there as soon as we can, so response time is imperative, you ask someone that's not in that emergency. and they'll probably side with prevention. but when push comes to shove. if you're in trouble in a house fire etc, you want us to attend the incident as soon as we can.
The fire service is primarily an emergency service; trained to deal with things that others cannot. If there are spare resources to allow them to teach/conduct checks that's great. If not let them deal with the dangerous situations,
No explanation required
My selection is how I personally see danger to life



The service must be equipped to always deal with the worst-case scenario, the risk involved in not ensuring this would be detrimental to the public's safety and the view of the services in the public eyes
Everything and everyone are important.
They are the only ones that can deal with fires, then supporting other services when their expertise is useful, and prevention are all important
Everyone thinks something is important
Fires are the primary service, but flooding and road accidents are equally important
I think prevention and education should be higher, but my local station is always understaffed so they need to prioritise protecting the public
No
I'm guessing that is the order of incidents that occur in these areas. Only other thing missing is training new recruits and encouraging young people in local schools to go into the fire service.
Prevention is the best answer, and a lot of the categories I would say are the same level
The priorities I feel are on point
With the changing climate we have been directly affected by flooding and rely on our local station in Knighton to quickly respond to flood related emergencies.
I don't think they should be sending fire service to stand over old people who have broken hips etc, when there is no ambulance, it's ridiculous.
Animal rescue and flooding should not be a priority for the fire service. Public safety in public spaces and or buildings is something I expect the fire service to be controlling as that's an insurance policy that potentially reduces risk and issues for the service. Given the state of the ambulance service
Need to re act and also do prevention to stop/reduce incident happening. They run side by side both very important
Make everything safe
The main concern is how aware people are so they main need is to prevent fires
Their main task is to help save lives
With a lack of ambulances, police, the fire crews in this area do amazing work, on very little pay being retained. This is very cost effective for the taxpayers, and we cannot afford to have any reduction in the level of services provided.
It is an emergency response service
People and fires are priority
No other reason than what is important to me.
They are all important
I think respond time to fires is most important



While I think education on safety is important, the actual rescue work is something only trained professionals should do. Education and validation of regulations can be completed by people who are not rescue trained however real life experience of good and bad situations help people understand and respect the information given.
Freak weather conditions are becoming more regular with the need for fire brigade to pump water and help clear the roads. In a rural area the works they perform band quickly are vital
house fires are the most common
Some items are not statutory responsibility so have featured lower down.
Preventing fires is better than responding
I think it's hard to rank the importance as they in my mind are as equally important. Education the community about preventative measures is vital
I wasn't sure if preventing fire etc was to be my first answer. In theory if you can prevent a fire or accident etc it's better than having to respond to an incident.
I believe that's the right order. And feel that retained stations are the heart of the service
Fires and road collisions are vital as there are no other services who respond to these incidents. Preventing fires and collisions through engagement must be next in importance because this should reduce the number of responses. Flooding and animal rescue are important but there should be other government bodies/organisations who are able to respond to these, but there currently isn't the resource.
Saving lives first- preventing incidents second
Their priority needs to be dealing with fires and other emergencies for which they are highly trained; other agencies could deal with the preventative and enforcement issues
That is the order that appears to impact mostly in our area
In my opinion I think that responding to things like rtc's, fires and other active situations is most important and then preventing them is probably a second priority?
Any major incident may need additional assistance and are there to assist. This also applies to the assistance given to life during flooding.
Fires and people first
There is a mix of all the above in realty.
A rapid, local emergency response is essential
Prevention is better than cure
Public priorities.
Responding to fires, floods and RTA is obvious to be honest given they are emergencies which may need more specialist equipment. I think the RSPCA and similar bodies need to spend less on management and more on rescue. Domestic



fire alarms go off all the time for no more than a burnt toast, so I don't think it's practical to go to each one. Any enforcement or checking with commercial properties is mostly admin and legal which should be done by enforcement agencies and health and safety officers
Fire stations are positioned around more than ambulance stations, more staff turn up on a fire engine, you get there way before ambulances and you have staff at the heart of communities
Educating adults and children about fire precautions and the role of the Fire Service including recruitment and funding
You are a fire service. You should respond to fires and promote fire safety. You have an important role in RTC and flooding. The ambulance service should be funded appropriately to provide paramedics and ambulances. You should not be involved with propping up an underfunded NHS. It is the responsibility of the homeowner or neighbours to respond to a fire alarm and if a fire is detected, they will alert you.
Preservation of life via fire safety and flood management should be paramount for a fire station. Ambulance service should be separately funded and provisioned.
This is my interpretation of their priorities
Because they are a fire and rescue service
As far as I can tell nothing is missing. Every single one is important, but obviously where a human life is concerned it must always be at the top of the list. I will say, I don't believe the First Responder is utilized correctly by the Welsh Ambulance Service.
Fire & its prevention are essential community services
Fire and floods seem to be the two most common type of incident in the area in which I live.
From what I see locally.
6 and 7 should come under council, highways and water ways. 8 should be chargeable unless there is a fire.
Responding to incidents is their main role, but educating businesses and households on fire prevention is key. This advice is heeded when delivered by the fire service, as they are respected and known in the community
I have very little knowledge of what the fire and rescue service actually do so I'm simply making assumptions based on the title "fire and rescue"
1- Prevention better than cure. 2- Obvious. 3- Greater emphasis due to growing failure of ambulances to attend in a timely manner. 4 to 8- A matter of priority on the day.
Promoting awareness of how public should protect themselves and their property
As a Fire Service, fires should be a priority. Supporting the Ambulance service can cross over into road traffic collisions too as making the environment and patient safe whilst awaiting the arrival on scene of the medical professionals is important. We have made use of our local fire crew in our area when a guest staying in our



holiday accommodation suffered a cardiac arrest. That lady survived as a result of the local crew where had we waited for the ambulance she would most likely have died. Often if you live in small rural communities as we do the fire crew are our first responders.
Hill fires are an annual recurrence. Local demographic, we have a lot of older people in the area so the team are sent to aid cardiac emergencies for example. Sometimes in locations that are difficult to reach by regular vehicles.
That is the order of priority.
although I think that the service would like to do much more of 5 and 7 after they have dealt with 1,2,3, and 4 probably not enough resources.
I think my choice is self-explanatory really it's an obvious necessity and potentially saves lives.
It's what I think the priorities are
The reasons are based on historic needs in the rural community
In a rural community journey times are longer so it is vital to have the fire service based in Presteigne. There is also a greater proportion of old buildings of more combustible materials and damage to electrical wiring through mouse, rat and squirrel activity is also more likely.)
Emergency response is the core function of the service
I would have ticked all boxes if I had the opportunity
Ranked by seriousness and likelihood
Just a personal list of priorities
I think the primary purpose is fire safety / fighting. Protecting our community.
You are a fire and rescue service which should concentrate on what it says on the tin.
A Fire & Rescue Service should concentrate on being a fire & rescue service!
I put them in this order as this is what I would class as important but would be interested to know more about their work
No
Prevention is better than a cure
Responding to fire, helping at vehicle collisions, and assisting the ambulance service is completely the main things that the fire service does. It is also important to prevent fires by education and through fire safety checks.
I assume prevention is a main priority, followed by responding. Flooding is an increasing issue in our local area.
prevention is better than after the event.
Saving lives first then the rest
Apart from fires flooding is becoming a very real thing
Firstly, saving lives, then education for the public about prevention



Major incidents that threaten life should be a priority, followed by incidents that threaten property
The fire service is predominantly for fires and road accidents
, Mid Wales Fire and Rescue. It what you do.
Here in Knighton mid Wales the fire crew is used in multiple ways. Due to us being so rural and spread out. Fires, RTC and assisting other emergency is crucial for our station. They respond to also medical emergencies.
Fire service is a first call emergency service. Primarily to save lives , property from fires, flooding and chemicals.
All of the above.
The risk has changed
It's about primarily about prioritising risk to life and injury, particularly in emergency situations
Emergency help with fires is the core business of the Fire service.
Na
I feel that responding to accidents of all nature quickly is important especially in areas where fire stations are widely spread.
Working at height rescues, supporting other services like coastguard and mountain rescue should be included as well.
Order of importance
Bit confused by domestic fire alarms one. I am wondering if it means an alarm but no fire and if it is a fire it would come under number one fires. The preventive stuff finishes at the bottom but i know prevention is really cost effective or can be I suppose I am raising whether that should be funded differently. Then how to consider the balance of work for fire people so it is not all high intensity. So i disagree with my initial priorities quite easily. it is having the community relationships to support people being sensible and that means a local community base and locally known people who can encourage and leaders
Making sure that people and the public is safe should be top priority and helping medical teams ensures that
Responding to fires and RTC's are important as nobody else will come
I feel that all the options are priorities, it is difficult to rank them. Ultimately, education is the top priority to prevent any of the below occurring but as and when they happen, they all take priority to a degree.
These are my personal views on what I think are the priorities
Priority is the safety of people; this is an emergency service
. Order of priority for me.
No 1, 2, 3 have equal weighting no 4 is essential in preventing 1,2,3!
Paramedic / first responder for firefighter emergency
It's difficult to be sure as they're all important



All of the above
All are important
Fire servicemen are trained to fight fires. The clue is in the name. This should be their primary purpose.
No 1 mission is to mitigate the destruction of homes by fire, and safeguards surrounding dwellings
First responders in cases of cardiac arrest
Our primary objective is to respond to emergencies and to help people. I believe we should be doing more to assist WAST
All of above are totally important
saving lives in anyway
all important
Prevention and education is imperative to reducing fires.
Risk to life and limb is first priority
Of course prevention is better than response, however you will never be able to legislate or prevent all incidents. We are first and foremost an expensive insurance policy for our communities. We have multi agency partners who can help spread the message. We are the front line and only response to our communities for these, we have to be there when they need us. Of course we should support WAST where we can so long as we are able to cover response. We can continue to encourage the public to be safer but we must ensure we know our roles and are able to effectively deploy when called upon.
Potential immediate danger to life in the first few
The fire service deals with fires, rescues and helping people not patching the ambulance service
The Fire service should focus on the fire service and what is specific to them. Ensuring a response with people that can do the job they are asked of them.
Reduce fires & public safety
Just focus on being an effective fire service. The public expect a fire engine when they call 999 and ask for one.
The primary role of the service is responding to emergencies effectively. Were an emergency service at the end of the day. This should always be our priority! Medical Response is the remit of the Ambulance service, I can't imagine them starting to fight fires for us so why are we looking to do their job for them?
Fires and rescues are a statutory duty

Based on the responses received regarding the priorities of MAWWFRS, six common themes were identified

1. **Emergency Response as the Services Core Function:** A strong consensus emerged that responding to emergencies, particularly fires and road traffic collisions, were the primary role of the Service. Many respondents emphasised that the



Service's main responsibility revolves around preserving life and property during such incidents.

2. **Importance of Prevention:** While emergency response was deemed as the main priority, there was significant recognition of the importance of preventative measures. Many respondents commented that educating the community and implementing fire safety regulations can reduce incidents, supporting the idea that prevention should be prioritised alongside responding to emergencies.
3. **Medical Assistance:** Several respondents highlighted the Service's role in supporting medical emergencies and assisting other agencies, such as the Welsh Ambulance Service Trust (WAST). Respondents stated that in some areas the Service often take on first responder roles to help save lives, especially in rural locations where response times can be critical.
4. **Complexity of Community Needs:** There was an acknowledgment that all roles of MAWWFRS, including education, prevention, and emergency response, are unified. Respondents argued that it was challenging to rank these priorities as the community's needs vary, particularly in rural areas where fires, floods, and other emergencies are prevalent.
5. **Resources and Funding:** Many comments received underlined the need for adequate resources and funding to ensure that the Service can effectively carry out its responsibilities. Respondents expressed concern that any changes made to resources or Fire Stations could diminish the Service's ability to respond promptly to emergencies or fulfil preventive roles.
6. **Community Engagement and Awareness:** Respondents emphasised the significance of fostering strong community ties and increasing public awareness regarding fire safety and emergency preparedness. Many of the respondents believed that equipping the community with knowledge could help to mitigate emergencies, highlighting the dual role of education in prevention and emergency response.

In summary, while the primary focus is on emergency response, there was a clear recognition of the interconnectedness of various services, the necessity for preventive measures, and the value of community engagement in achieving overall safety and security.



Question 5: In your opinion, how important is it for Mid and West Wales Fire and Rescue Services to focus on the following? (Respondents were asked to rank them in order of priority).



From the **667 responses** received, the 3 focus areas respondents felt MAWWFRS should focus on, included, response times, prevention initiatives (Community Safety) and support for vulnerable individuals (e.g. the elderly or disabled).

Please explain the reasons for your selection in question 5 and if you think anything is missing. *Please note the feedback below is reported as provided by the respondents*

Again, there are a number of the above choices that are equally important, but the question doesn't allow for this answer.

They are all important. Any new technology that can make the service more efficient should be welcomed.

Many partner organisations focus directly on community support so we should supplement that but not prioritise. Response times and are ability to respond in a safe, effective and modern way is the priority, particularly through having the RIGHT resources in the right places. Structuring of that should be efficient but flexible.

I've put response times last, as our response times are already good. I think maybe mental health is a big one that is missed from this list. It's something that impacts all within the Service especially operational but is also only ever addressed internally.

The response to any emergency is reduced with a quick response. Keeping local retained firefighter in rural areas with the right access vehicles is key to this is a rural area like Powys

Reaching out and working with key agencies is key to successful planning and protection within our communities



Improving the fire services response ability is priority
Safety is the main focus above all else
N/a
With all fire involving Batteries we need an immediate response
If response times are paramount everything else should drop into place. Ie if a particular road is known to flood removal of cause will make response times faster. Stop putting environmental ideology over common sense
The. Primary responsibility of the fire service is to preserve life and protect the public.
As many homes are rural, a swift response is vital
I think that accountability is important, so inspection of Businesses is very important. Legislation only goes so far, if there are no checks.
Helping the public efficiently is your primary role
Response times and improving operational response should be prioritised as it's an emergency and the fundamentals of the FRS.
The 'climate change preparedness I have put last as this is just nonsense. If the weather wasn't being manipulated then we wouldn't be seeing the mysterious increase in floods, 'wild' fires and the like. All about green taxes - nonsense
The 20mph has had an impact on response times and retained staff struggle to get to the station in time and the traffic going slower and people not knowing how to drive now impacts the whole service.
Rescue service foremost
When there is an immediate risk such as a fire or car crash, that is when the fire teams are needed. Immediate risk comes before all else. They should prepare in case of emergencies, things past this are important but obviously secondary as there is no immediate danger.
Similar to above, prevention is cheaper than solving a problem once it's begun and strengthening partnerships seems like something that can be done on the side of the other options
See my answer for question 7
Speaking with friends who work in SWF&R more time now spent on responding to incidents caused by extreme weather events including RTA caused by poor weather.
Response time is essential
Same answer as question 7
I believe emergencies would be the most important
Supporting individuals after the events of an accident is missing
N/A
Will have the best attempt at saving human life hopefully
Response is must



We must maintain the business end of our business which is response. Once we've got that element covered, we can then move forwards. However, change management is key.
N/a
difficult to separate the top goals but all have an importance
When you're really needed like all emergency services you're needed now, not in an hour or two. Let others do the inspection work and other shandies look after themselves
Live in a rural area. Response times can be long and scary,
response times in my opinion are currently not at a level as a resident i would expect from an emergency service and technology used for alerting and on call management is outdated and poor
Seconds save lives and with the ever-changing climate I believe our fire service needs to be ready.
Anything which technology can bring to improve tactics and keep our firefighters safe in worth investing in.
Prevention is better than cure
Fire Engines in this part of the county need to be able to navigate small roads and tight access.
Fire fighter well being
Keep it simple with less administration.
fastest possible response to save lives
Again unable to put more than one in top spot
Isolation of rural areas not a teaching organisation
Am emergency service's role is to attend emergencies quickly and efficiently when they arise. It is not there job to be a social worker. If i have an emergency i want a fire engine to attend asap.
Fast response times and the latest equipment are high priority
Response times are very important in rural mid Wales
Priority based
Emergency services respond. Their primary job is to respond to the public in urgent need. This is priority. Prevention is not always possible, although important you can never prevent all accidents in the public no matter what resources are thrown at it. Response always comes first.
Number one is response to life threatening fires and is time critical especially in rural areas that has been and will be again affected by flooding where communities are often cut off from flood waters prevent assistance from outside stations.
I feel that the elderly need taking care who in the past have put back into this system rather than those who take our rather than putting in - being a daughter of 2 parents in their 80s



We want a fast response to a fire or a crash
I think anybody with half a brain cell could see that the most important thing to the public is response times for any emergency service
All as important as each other but unable to put that
personal views
Living in a rural area and an ageing community I feel we should be as much of a priority as other areas. Educating businesses and new developers is also something of a priority.
All the above
Responding to life threatening incidents. Prevention of the above. Other agencies could support vulnerable people.
Response time once again is very important
Focusing on your staff
A better way of selecting. it's a nightmare moving the options around
Ensuring each station is equipped and able to deal with all scenarios and instances.
Response times are critical as that can mean the difference between life and death. Use of new technology is fine if it improves efficiency, while checking over business facilities to ensure they comply with the law would safeguard both those businesses and employees. At the other end of the chart, 'Strengthening partnerships with key agencies' should be a given.
Very important
Rank order is irrelevant! All should be covered.
Response times should remain the utmost priority.
They are fast and due to location nearby saving lives.
My opinion
The response times are so important
Saving lives is a priority followed by preparing for future threats
Again all important - some would be other agencies and public money should be used wisely not organisations trying to be everything to everyone.
Again just my opinion, I'm no expert.
Not sure
I haven't seen the last report so I'm not aware of the rationale of priorities expected. We have no new housing development in our area, so that goes near the bottom.
In a rural county response times are very important when the team could be miles away from an incident
Community safety should be paramount, good relations with all other services are vital to achieving any objectives



Response time is important in rural areas. The improvements in technology are important with development within the service. They also need to be prepared for climate related emergencies, and they can range and change so quickly
You should prioritise emergencies, not sure why elderly/disabled are on here if medical related that's for the NHS to investigate stop stretching the fire and rescue service.
Taking away a local fire station in a area of where response times are crucial due to the location.
All important
In a rural areas response times are key
Speed to respond is vital.
Can't think of anything missing
As a firefighter myself.... Response time is key.
Again, fast response times can save lives in fires and floods, hence the priority
With less personnel/equipment it is necessary to work differently - however the public will need to be aware of the part they have to play in the safety of others
Rtcs with Motorbikes in the summer are at ridiculous levels and increasing. Cost if living crisis causes unsafe electrical items to be used and corners being cut again increasing risk of fires.
Response times I feel are the most important
Community safety in all aspects. fire Rtc flooding etc
My experience - seconds make a difference
Speed and efficiency of firefighting is priority. Another agency should address housing risks as part of planning applications
Highlighting the importance of getting to emergencies in rural areas
Experience with incidents
Especially important for rural communities
The climate is changing. More floods and more fires. We need to be prepared. We need to embrace new technologies to fight this battle
ALL of the above are almost equal in importance
Whilst I believe flooding and wildfires are important, I am slightly annoyed at the suggestion these only occur because of climate change
In rural areas fire stations are few and far between. If there's a fire somewhere, chances are that crew will have to travel a fair distance to get there on little, small roads so therefore cannot go as fast as say, in the middle of a town. Ambulance or police crews do not fight fires. Only fire crews have that ability, but fire fighters are expected to attend medical emergencies (as I understand). We need our fire service like we need our ambulance services and police, all doing their own jobs!
As I said in my last comment the prevention agenda would hopefully reduce the emergency call outs.



That is a ridiculous question, it is important that they respond as soon as they can whatever the situation ...
To keep people safe
Some key resources being unavailable due to crewing meaning response times to incidents is inadequate to provide the benefits they offer i.e. water bowsers not being readily available or as a PDA to more rural property fires often leading to escalation of these incidents. Strengthening partnerships with other agencies would also be beneficial as I see the service come under a lot of scrutiny for medical incidents were the public felt that our attendance could have contributed to a more positive outcome or at least provider feeling that they received the best service available to them at the time (ambulance service unable or delayed attendance).
Local need for safety
Vital for an aging community
Again, direct support needs to be maintained whilst "initiatives" are worked towards. There is insufficient funding to follow ideals so until then protect what you have
Business safety compliance should be a matter for the companies, and they should accept responsibility and ensure compliance
Ensuring essential priorities and minimising duplication.
These should be done by the NHS
Response times are key, if there is an emergency they will need to respond ASAP
The fast response of trained and well-prepared personnel is critical at any incident. Fires generally grow at an increasingly quick speed, severely injured casualties, often trapped, at road traffic collisions need a very quick response. Surely that is the main priority of the Fire and Rescue service. They need the correct funding to ensure that they are as well trained and efficient in their duty to protect lives.
As at 8
Nothing missing
Prevention is key for us
Response Time is very serious and of the essence no good if you have a fire and nearest crew are hour away putting lives at risk
simply, what I think.
Personal
Once again difficult to prioritise.
Any new technology that will save even more lives is a no brainer
If money gets tight the front-line response services should be ring fenced, and the preventative work should be cut
I believe that supporting the most vulnerable is importing.
Response times are very important in rural areas especially, when we only have retained stations.



Again, I think public protection takes precedence over the climate emergency, partnerships etc.
Response times are key to any accident I know we live in a rural area, so they take longer
Preparation is key, the right assets need to be in the right place
I believe response and prevention should be at the forefront.
Response is priority
I believe quick response saves lives
Response times
All of these are important, but I think key is being there in good time when there is an emergency and having the staffing, equipment and resources need
Given the choices, I just think this is how they should be prioritised
What matters is how quickly they can be there when needed, which is why local retained firefighters are absolutely vital in rural communities.
My feelings
I think putting the development of their emergency response and utilising modern techniques is priority above all
Again, really difficult to answer. I have put using new technology fairly high as this has potential to save resource
Rapid response is essential to have beneficial outcome. Delay in response will lead to more serious outcomes as can be in the NHS. A dual role
People first
Encouraging recruitment is missing. I'm sure that can be a problem in rural areas.
Well, response times are important and supporting the vulnerable. Making sure that the public and building companies have assistance to make sure that any potential flooding issues are looked at and solved before actual building commences.
Stop over whelming local services by needless building just to raise money for councils pocket
Set costs and charge businesses for fire safety checks and fine repeat offenders. Not everyone.
Llandrindod is expanding with new housing estates. This growth can put more pressure on the fire service.
We still have to ensure that we are getting to incidents in a reasonable time, given the rural areas with availability on some stations being poor other station often travel 20/30 minutes to respond to their area. This makes it a lot more difficult for the attending crew to manage whatever the incident is because it has already escalated from the initial call. Preparedness for climate related incidents for me is a big one as we have experienced a lot of flooding and the council can do more than us in ways of diverting water, we can pump it out of properties, but when it is water flowing through properties that is not much help. The same for grass and



woodland fires, we should all be given a leaf blower (cost involved of course) as this massively helps with an incident and knocks the fire down greatly. New technology would be brilliant but the cost involved with that and the convoluted processes for equipment/software to go live in the fire service has become extreme. Prevention initiatives on the community is a no-brainer to me, there used to be a lot more community engagement but due to cost that has gone away. Strengthening partnerships with key agencies is one that I feel in a rural area we must have to do, the ambulance service is few and far between and ritual crime continues to rise because of lack of police presence. NRW do have a lot of powers on environmental incidents but are difficult to get out to incidents for support. As mentioned previously with WAST being unavailable (my neighbour experienced a 17 hour wait last week whilst having AF) the government need to support MAWW FIRE with more funding (difficult I know) and training to attend medical incidents with confidence, ability and be able to make informed decisions on transporting people to hospitals.

Should read preparedness for operational incidents, all operational incidents

Response time should always be the highest priority, minutes save lives

Climate change will bring a large increase in fires and flooding - more than now and it needs to be planned for

Same

Ultimately, we need an effective response if all else fails

I haven't changed them as they are all as important to be in position 1

I think community safety is most important is what the public rely on us to provide having good response times and being able to vary our skills and diversity in our calls helping other agencies.

Their role is to respond quickly according to the incident. Modern techniques and use of technology could help in their work and should be embraced where it is proven to be beneficial.

Again, all are important just how you prioritise them.

I think that order aligns with public interest and what the funding should work towards

If MAWWFRS works on prevention it will reduce turnout making a safe community

Again, self-explanatory

Common sense

Responding quickly is the most important

Response times is crucial

The ability to respond in a timely manner and supporting vulnerable people along with everyone in their community and neighbouring communities should always be the priority for the service

Their response times are spot on, when you factor in, they are all on call and reside in different locations/properties yet manage to make it to station in a great time.



Difficult to prioritise - all areas are important, but response time has to be as quick as possible.
Response time is the most important as a lot of incidents we get called out to are potentially time critical.
Improving response times is always important to help save lives. And elderly support is a valuable service and much appreciated
As above in an emergency, people want us there as soon as possible, we simply cannot be the same as the NHS where you're waiting for a fire engine for hours! We need to have new and improved equipment, not the cheapest option. the best and most situated for the job we need to be prepared for anything that's thrown out way..
As above: use the fire service to do the essential jobs for which the firefighters have been trained.
No explanation needed
Response to emergencies is the most important. Prevention of risk, whilst also important, should be via another body. The skills required are different to those for emergency response.
As a category 1 emergency service, response times to any emergency must be at the forefront to able the best possible outcome for the public
It seems that the government has forgotten about the vulnerable.
Firefighting must be the top priority.
Response times affect all the about tasks
Need to use technology as much as possible to make it easier and more efficient to do your job! Also prevention should be high up to try to educate the public so that we can all act safer and more responsibly
Obviously, our rural area response time is key as often there isn't a defib nearby or a casualty might be out of signal so community awareness. Communication with other key services is important as often cross-agency response is required like police, fire and ambulance communicating together. Often police are first on scene of rtc for example.
If you're response time is good then hopefully you'll save lives
Just an opinion
In light of the news that the service could change I am extremely concerned that response times could be affected.
I'm all for preventative work
Public safety, getting there quickly and making sure buildings are safe. Climate change is an issue and like Portugal equipment, techniques and staffing for fire related incidents needs to reflect fires for example. I am not convinced locally we are prepared for that. Flooding is bad but, the authorities need to develop specially trained teams to deal with that rather than demands on the fire service.



If an incident happens need to be there soon as possible, prevention helps to reduce incident
Response times are most as people should get help asap
Prevention is key
To prioritise saving lives first
Business, community safety and new housing developments can all be addresses through local authorities e.g. building control. and Welsh gov regs.
This is a silly question, emergency response should be the main responsibility. Many of the other options are government responsibilities
Prevention is very important
It's just my opinion
All are important
Response times are crucial in helping achieve best outcomes
To engage with children, attending schools to talk about fire safety is vital
I feel like if technology is further developed, it could help with less fires
Risk of EV fires and lithium battery fires.
The ability to respond promptly is important for the public
I think response times are important but also forging good relationships with the community.
Preparation is better than cure. If you give people enough information, hopefully something will sink in.
Happy with my choice
Being prepared for the future is key and horizon scanning to be ready for the changes the future holds should be and focus area. In regards to response times, I do not think that you are open and transparent with these and where there are failings. I never hear anything about response times and so I have put that last.
Number one being the difference between life or death.
The new policy of not attending automated fire signals - even at night in unoccupied building where nobody is present to check for a fire and call manually - has put an additional strain on staff responsible for such buildings and has built in an unhelpful time delay, which might mean the difference between saving a unique building such as St Davids Cathedral, or its loss due to fire, which would have huge consequences
The above order benefits the local community
In my opinion response times are probably extremely important as to how much damage a fire or accident could cause. Then prevention and support after that?
Working together helps in all manner of businesses and I see no reason why this ought to be different.
Prevention



Services always need to be transformed to meet the needs of our communities, and that means making use of new technology. In rural communities response times must be a consideration.
Response times are clearly essential, closure of a local station would dramatically effect that
Service are currently focusing on developing for future
Changing times and technologies enabling new ways of working
As above
You have a broad agency partnership working as it is. In regards to anything missing, why not up skill fire fighters in medical and trauma as ambulances are taking so long.
Response time, new technology and prevention/preparation are key.
The vulnerable are a different departments remit. The priority of a fire station is to manage local fires and incidents quickly and effectively
Response times are a priority with fires as a lost minute can be life and death
I have put strengthening partnerships close to the top. As I said in answer 7 Welsh Ambulance Service are missing an opportunity not using the First Responder enough.
Whilst all the other things are important, the most important thing is to get the pump out of the door with appropriately trained crews. preparedness for what may happen is far more important than prevention as you cannot prevent everything so you must be able to respond quickly and appropriately.
My town is a somewhat isolated community and response times from police and ambulance services are already disappointing. We rely on our fire station personnel as first responders.
8 is not fire service responsibility. This is responsibility of Powys Adult social care team, family and NHS. Business safety and new housing and developments should come under council umbrella and health and safety.
Although wider issues are important, I see their role as supporting the local community. Having our fire station in Presteigne makes me feel safe
1- Response time in any emergency situation is vital. 2- Technology could help. 3 to 8- Prevention better than cure.
New technologies are available and should be implemented
Keeping local stations has to be a priority over everything else for the rural communities so response times have to be first. Teaching communities prevention initiatives high on the list and certainly with many new housing developments now expected - fire assessment risks should always be undertaken.
The service has to urgently respond to the climate crisis with floods and fires as well as keeping up to date and enforcing regulations
Teamwork between Agencies is paramount
Quick times are all important



All of the above
The main priority has to always be response times
Same as 7 - time is of the essence when fire breaks out.
Emergency response is the core function of the service
I would have ticked them all if I had the opportunity to do so
This question is above the knowledge of the public I think
As per previous I think the primary purpose is protecting our community from fires hence the short response time needed.
Response time is key.
Response times can mean the difference between life and death
Just how I would order them
Fire fighting is first objective
All important
The order is important as these save lives and property.
Well this is difficult, but climate related emergencies are only going to increase. However all of those topics are important.
Priority to items enabling previous section priorities
Traditional and vital
First and foremost saving lives, then education
Response times are critical as is planning for the future
It's in the title Mid Wales Fire and Rescue.
Education is key, if the community can work together and learn how to be vigilant and how to react. And how to help prevent issues. This would be useful.
All of these initiatives are as important
Prevention is better than cure and partnership are important
Speed of response is essential and support for vulnerable individuals is more critical than checking regs etc
Same as question 7
Na
It is important to me that there is a speedy response especially for vulnerable members of our community
The job is changing and as a service we need to continue to change as well. We already do a lot of the last three answers but we defiantly need to improve all the other answers in enable us to provide the best service possible for our community.
Order of importance
A lot of these overlap so the climate one and the prevention stuff overlap. Good community relationships with individuals organisations and businesses would bring a lot together
Response time is absolutely crucial as 1 minute can make such a difference



I think response times are important
My opinion on where we need to focus on
We are a rural area response times really matter
Responding fast is important.
I see Fire, flooding & RTA as the primary roles for the Service. these roles can not be filled by 'other agencies'
Again, all options have their priority with different people
No idea
All are challenging
Firefighters' primary purpose should be fighting fires and rtcs
See 7.
Priority is to improve primary responsibilities in Q8
I think climate change will become more important - more flooding and drought leading to bush and forest fires.
its self explanatory in the order in which i have prioritized
Helping people is why most of us joined this job, as well as responding to emergencies. I do not believe it is our role to enforce / impeded premises.
all vital
all important
It's almost impossible to answer this question because it's not a matter of a simple rank order. Putting effort into one item doesn't automatically preclude effort on some others.
Strong partnerships are key to allowing the fire service to remain stable and support our local communities
Response times are crucial anywhere but especially in isolated areas whereby the very nature of the location it will take longer to reach
As mentioned in previous response. We have to have our house in order before we dilute our capacity supporting others. Yes we have a duty under the WFGA to work as the Welsh Public Service to deliver the best for our communities but we must be able to fulfil our role first and foremost. It isn't our role to fill gaps caused by other agencies retractions. No other agency provides what we do, so we have to ensure we have our community covered. Of course we will continue to support all of the options listed. However, with a rapidly changing workforce there is a requirement to ensure our staff are trained and experienced in the incidents we ask them to respond to.
Potential immediate danger to li
Good response times and the correct equipment for all incidents
A quick response to save lives and property is what I expect of an emergency service, working with other agencies to ensure tax payers money is spent in the best way.



Answered in my opinion the scale. Support
As above focus on response.

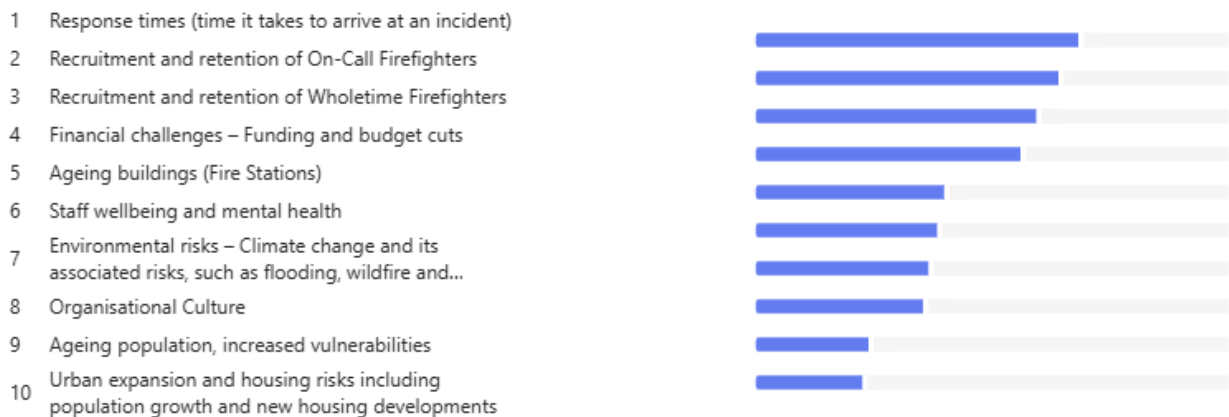
Based on the comments received regarding the important areas of focus for MAWWFRS, six common themes were identified.

1. **Critical Importance of Response Times:** Many respondents emphasised that timely response to emergencies, particularly fires and road traffic collisions, were the most crucial functions of the Service. Concerns were expressed about the impact of geographical isolation in rural areas on response times and the need for local On-Call Firefighters to be readily available.
2. **Importance of Prevention:** While emergency response is prioritised, there was substantial acknowledgement of the importance of preventive measures, such as community education and home safety checks. Many responses advocated for a balanced approach where prevention initiatives are integrated alongside effective response capabilities.
3. **Firefighting Technology:** Respondents noted the potential benefits of new technology in enhancing operational efficiency and improving emergency response. There were calls for investment in modern tools that can facilitate a faster and more effective responses to incidents, especially as climate change increases the frequency of ever changing emergencies.
4. **Community Relationships and Partnerships:** Strengthening partnerships with other agencies and community organisations was viewed as essential for successful emergency planning and response. Many respondents believed that good relationships with local agencies could enhance service efficiency and ensure comprehensive support for residents.
5. **Challenges from Climate Change:** Several comments reflected concerns about the increasing risks posed by climate change, including more frequent flooding and wildfires. Respondents emphasised the need for the Service to be prepared for these evolving challenges, with proactive measures in place to mitigate potential disasters.
6. **Emphasis on Mental Health and Crew Well-being:** Some responses highlighted the often-overlooked aspect of mental health and well-being of Service personnel. There was recognition of the stress and pressures faced by Firefighters and all members of staff, pointing to a need for support systems within the Service to ensure the well-being of staff while they respond to demanding situations.

In summary, while immediate response to emergencies was deemed the highest priority, there was a clear call for a comprehensive approach that includes prevention, technological advancements, strong community relationships, preparation for climate-related emergencies, and the mental health and well-being of Service personnel.



Question 6: In your opinion, what are the main challenges facing Mid and West Wales Fire and Rescue Services and how do you think we should respond to them? (Respondents were asked to rank them in order of priority).



From the **659 responses** received, the 3 main challenges the public felt MAWWFRS were facing, were response times, recruitment and retention of On-Call and Wholetime Firefighters and financial challenges (funding and budget cuts).

Please explain the reasons for your selection in question 6 and if you think anything is missing. *Please note the feedback below is reported as provided by the respondents*

Culture, Wellbeing & Mental Health are somewhat overlooked, if as a service we concentrate and develop these areas, then staff confidence will increase, moral will improve and personnel will become more positive in the day to day running of our service.

Maintaining an efficient service with any budget cuts will be a major challenge. This will also affect investment

On-call R&R is an ongoing problem for a variety of reasons, recent project work has gone some way to improving this but remains a significant issue. Financial challenges for the future based in increasing costs. Culturally I think that we are doing very well but there remains a lack of understanding and negative behaviours remain in an environment where there is increased scrutiny and issues are exacerbated or exaggerated. Changes are being made but need to be maintained.

Majority of Stations are On-Call and we're constantly recruiting for On-Call, yet these days people aren't as willing to make the commitment for their community. Given this we're still using outdated messaging to recruit for On-Call, it all needs a refresh and a younger perspective on how to appeal to people, yet there are people who have been working for the Service for several years who tend to be



stuck in the same old ways. Wholetime, I put last just because there's always interest and high application numbers.
Rural fire services could never survive without retained firefighters.
Culture is key with the organisation as these are the building blocks for us to move forward.
In a shifting political climate, I think a lot of random issues may appear that are hard to plan for
Happy with list
Mental health of staff
If the environment is a good place to work for sensible remuneration, then getting and keeping good staff will be easier. Decent staff will minimise issues with other points on list
Response times in our rural area are a matter of life and death with no alternative help available
Counselling to prevent PTSD on leaving the service.
Nothing missing here
All services are suffering from financial constraints. It's a very stressful job (I imagine), so Mental Health problems would be an issue, I expect
Again your responsibility to the public is your primary role. The welfare of your staff is important to complete this role
With urban expansion, the majority of risks are mitigated through legislation. Sprinklered dwellings and hydrant siting and allocation etc...
Spend your funding on proper true services not on spurious 'climate change' rubbish
Aging population and no ambulances is an issue and reduction in local hospital services.
Rescue service!
As a business owner, the priority is always staff well being, if there is a happy team then they will be willing and ready for the tough job at hand, which these firefighters have. Their wellbeing is paramount and they have the full support of the communities they serve. I imagine they see some terrible things doing the job which some people should never have to see but they put themselves out helping the community. I imagine they need a good team around them to detach from the calls they have dealt with and full support of the organisation to help them. It is a physical job so I imagine they also need to continuously stay strong and fit and always have a positive outlook when dealing with the community. I'm aware there are shortages in volunteer people to operate at the on call stations, however after enquiring to join myself I was put off by the vast amount of hours demanded by the service. I believe the RNLI is purely volunteer only and have no issues with shortages simply because they don't ask for the vast amount of hours to be available. This proves that it can be done but the fire service approach to this is all wrong in my opinion. Speak to the RNLI and look at their approach.



It is more important
If y'all don't look after yourselves it is harder to help others
Everything the Fire & Rescue Service is important to the person or families they are dealing with at the time.
Response times are clearly an emotive issue, frequently politicised. However insufficient funding is the root cause for an already over-stretched service.
Response time is difficult to uphold with staff shortages or budgeting
I'm not sure
Not sure what's missing
Aging population in Wales is a big risk because it reduces the pool of working people that could contribute towards the fire service. This also put a greater burden on the financial capital of Wales to fund the service.
Staff are important this effects response times but response times priority
Low number of new recruits to fire departments in recent years
N/a
Public opinion
Response is a must
Welfare should always be on the upper line of any list, our people. The remaining challenges are somewhat decided by a third party
N/a
The requirements are big, the pot is too small
Ageing population, less youngsters to recruit.
on call is currently understaffed and there is little incentive to want to take up to role
Don't believe any issues with wholetime recruitment as you frequently have 1000's of applicants. Retained staff are critical as it's on top of another job.
Rural areas always struggle with response times
Retirement town, older people not knowing they can have home service to check items
Organisational Culture is primarily about poor Government prioritisation of available budget for the Fire Service and a talent for wasting it in other initiatives such as buying a Farm, or leasing an unusable warehouse etc.
Staff well being, changing shift patterns/times to make Firefighters more and risk and more fatigued
Boils down to funding
funding for everything - taxes should increase for the richest, nationwide
Once unable to put more than one in to spot
I don't think as an organisation I don't think you value your retained crews enough or appreciate the impact their services proved to rural areas



From what I have read and heard from local crews, the management is poor, and do not listen to retained or wholtime crews with a bully like mentality. Think you should be run by commissioners join north and south Wales. The management team couldn't run a bath by all accounts.
Having crews able to respond quickly to life risk jobs and trained with the latest equipment should be at the top of any budget requirements everything else comes after that.
Investment in those who keep rural areas safe not full-time stations
In order of priority
Staff wellbeing is the ultimate priority for any business. Always look after the workforce. I understand the recruitment of volunteer firefighters is challenging because of how many hours they need to commit. This is why I was unable to join due to the number of hours asked of me.
The main priority of fire service is its quick response to any emergency where the general feel confident in its local stations. They provide an invaluable community service
Nothing is missing
Your focus should be on response times first
Again response times need to be quick and should always look to be improved
All as important as each other but unable to answer that
My views
Cutting budgets, possible closure of stations leaves people vulnerable and at risk. This cannot happen in today's climate.
All of the above
Response time is very important
The fire service isn't broken recruitment and retention of staff is key
Please stop wittering on about climate change. If the council were to work with farmer to maintain ditches and dredge rivers and stop building on flood plains it would help.
Financial challenges come top - they do in every public sector organisation. Recruitment and retention of staff may well be an issue - I know the recruitment of new part-time firefighters in our area has been.
Finance is always going to be key in any organisation. I have tried to prioritise the rest
Again a badly thought out question!
Lack of wading station at Crickhowell where there is regular flooding
Need more funding, that may help with recruitment and retention.
My opinion
Saving lives is a priority. In our area we need part time fire fighters in order to respond quickly. Full time fire fighters would be uneconomic as underemployed in



our rural area. Response times are impressive in my experience with the existing system
Some of that is like comparing apples and orangutans - all risks. Culture is not a risk, public perception of culture is a risk, drive by political forces and media of some poorer aspects (that need addressing).
I believe that funding is the main reason this questionnaire is happening. More money needs to be more forthcoming from the relevant councils etc
N/A
Importance as I see it
Questionnaire not easy to negotiate, so it is what I could manage
Targeting those who break the law and who abuse the staff.
Distance and access is the main concern living in a rural area
Recruitment and retention is probably one of the most difficult challenge especially in rural areas. Staff need to be looked after to help with wellbeing and if the buildings aren't up to scratch then they will be limited on their resources and training they can undertake on station
Public having no respect for what you do, parking in the way etc.
Respond to incidents
No sure
I think the cost cutting challenges could lead to closures
Speed of response is vital
Some of the more urban issues not relevant to Rhayader, whereas we are the MSOA with the highest >65 population in mid Wales
As a Shropshire FF, it has always been noticeable that Wales always seem to have old equipment, old stations, lesser training
I have heard that fire stations find it hard to recruit
See answer to 9
Response times should always be improved. Financial constraints and management structures are antiquated for rural part time fire service
Have no knowledge
Experience in the job
The fire service and it personnel are most important and the service to the community is excellent as it is
Only those that have worked as a firefighter should be by decisions that affect them
Nurturing by fellows should be sufficient.
Response times are most important. UK government needs to finance sufficiently
The above "bodies" appear to be unaware of how vital the service is within rural areas and the sacrifice the team takes to be a in the service



Personal experience, more investment needed in technology
Importance of keeping retained fire fighters stations open in rural areas
Response times is key. We need local stations with multi skilled staff to respond quickly in rural communities.
Again ALL are challenges and ALL need to be addressed and supported.
As above in 9
Stop wasting money on vanity projects (cycle pavements, 20 mph rubbish, extra MS's in the Senedd) in Wales and look after the fire service. Also, what on earth is organisational Culture? Stop using fairy terms, not even google understands that.
In my area the on call firefighters do a great job but they are hindered by environmental issues. The aging population and aging buildings do not help neither does the proposed continuous building of new homes.
I don't know ... that is for others to decide but I do know that the proposals are life threatening, not that my view and the view of everyone I know will make a difference
Money for services and staff are paramount
It comes down to funding
Just my opinion
We are already experiencing the effects of limited funding and staffing is having on training not being frequently available and increasingly less practical/hands on in nature.
Availability of fire engine
I know what its like to be part of an ageing population
You need a healthy organisation that can afford to look after its staff and henceforth its communities.
Budgetary constraints major problem, but need to get your own house in order to maintain public confidence8
Difficult as all answers are relevant
This should be done by NHS
Finance seems to be a large issue
The response times to any incident that require the attendance of the Fire service, has to be the number one priority. Well trained and full time personnel should be the number one priority, backed up by the part time Firefighters.
As at 8
Current shift change negotiations and working hours prove a risk to ff retention as many may be forced to leave due to family commit commitments
Turn over with rods is to much
Obviously, time is very important when lives are at risk
my choices!
Well-being should be priority



In more recent years money has been spent on a lot of things that people come up with but the main priority has to be a fast and efficient service
On call is the cheapest form of employment in the fire and rescue service! Upset them and lose them and there is no longer a viable fire service
Unsure
If the budget is cut stations could be closed making response times slower and a greater danger to life.
Perfecting and strengthening our existing services are the first priority
Organisation culture relies to ELT & SLT no one can speak out or raise concerns. Anything that's is put out there is often met with aggression. The rhetoric and attitude from management is egotistical
Under the current shift consultation, the mental health and wellbeing of your staff is being exploited which will lead to a lack of retention of Wholetime firefighters and decrease in essential experience and knowledge
Staff well-being and their mental health should be a priority in a high stress job, a positive culture a close second, every employee should enjoy their role and want to come to work
Recruitment and retention of wholetime and on call personnel needs to be considered
Climate change
This is a rural area and it takes time to get to incidents so response times are a concern. Recruitment and retention is important as experience is essential (this also impacts mental health).
Response time
Funding affects all of the other areas
Just my opinion, regarding priorities
The people who do this work should be given all the support they need. Everything from funding, equipment, and mental health support.
As I put it
As we are in a rural community, response times are paramount as most towns with stations are at least 20 minutes apart.
I don't know your challenges but expect that the reason for this questionnaire is the funding difficulties
Maintaining a motivated , dedicated personnel is crucial to the success of the service, constant change through rapid job changes leads to a lack of continuity and confusion and develops de motivation.
Money is more important than lives/ jobs
First and foremost, the response times and keeping adequate staff is the most important. Mental health and feeling supported are important to keep the professional team happy and excellent in their job performance. After that how building areas are checked is next followed by supporting the elderly population.



Pointless question
This is an issue but with current building of new estates more relatively younger people are moving in.
Response times and recruitment probably go hand in hand at the moment, a lot of on-call stations in larger areas do not have great availability due to work commitments and the lack of community feel within the fire service currently. Smaller stations still have a hint of it and oftentimes commit to more than others for cover. Retention with the bounty has been a great incentive and the on-call review has done some great stuff for current members of staff. Wholetime recruitment and retention is also key and they cover the larger areas with higher risk, but we cannot forget that they could be more proactive on community engagement and perhaps be more open to a varied role. The training that is required such as parading terrorists, environmental understanding, 2 week ERD, ERD LGV if required, to name a few maintenance of those and others is making the on-call role very difficult with the added pressures whilst working full time jobs during the day. Funding is massive and that is compounded by these extra training requirements, older buildings and appliances in rural areas plus technology moving at a faster rate than ever.
Organisational culture and proper finance will sort all the rest. Hopefully
As previously stated response times come first. Especially within a local community as it reinforces trust and confidence within the brigade
Climate change will have an increasing impact on fires and flooding Pop
Same
Having had contact with the Knighton Station through the flood group I understand that recruitment and retention of on-call firefighters is a major issue in a small rural town.
Again, all important enough to be number 1
I think those reasons are the best order to serve public interest.
For me you need to keep your on-call happy in what they do and look after them.
I feel this aligns with challenges faced funding is talked about a lot however there are far too many expenditures on unrelated issues
Response is the most impotent
Good conditions necessary for staff retention
Being able to respond quick is important to sort everything out
No
Finance is the main challenge for every service at the moment. On call stations are imperative to the way the service looks after the communities across mid Wales so looking after the current staff and encouraging more should be one of the main priorities and not looking to downgrade these stations or close them so that services and lives are put at risk.



The financial challenge is going to be difficult due to funding constraints but I know that the mental health of firefighters is a major concern. Recruitment and retention of both full time and on call firefighters is also a challenge
Response times are critical if we're to provide an effective service and recruitment is essential to keep stations running.
Not sure what organisational culture is
Frontline staff are the people who deal with a lot of the incidents at hand, they see a lot, have to deal with distressing situations, the employee needs to be looked after and not treated like a number. The workplace should be somewhere they want to attend and enjoy coming to work. Again response times are still up there as we are required at an incident as soon as possible. A fire station should be practical and cost efficient to run and include the facilities required for fire fighters to carry out training and have adequate/comfortable living space.
Lives before budget cuts
No explanation needed
Retained firefighters are difficult to find, given people's place of work is often not in local area. The culture is machismo and intimidating with insufficient management support.
With the service predominantly an On call service, recruitment and retention is a pivotal element in ensuring that the public receive the service it deserves, no less.
Current response times are very good
Councils are short of money so they will review priorities
Lots of stations are still understaffed, means there is no contingency and also it affects staff wellbeing. But improving organisational culture, which as last report shows is not great, should be a priority as it will also help with staff recruitment and retention
A lot of rural population live more than 3 miles from local fire station so can't join up. Due to narrow windy roads can take longer to reach people and lots of roadworks. Having witnessed horrific housefires where families could not be rescued must affect fire officers mentally, and road accidents. Sufficient counselling should be given and ongoing - easy to access.
Again response time is one of the most important parts I think your recruitment needs a massive overhaul and I seriously doubt whether your firefighters are fit enough to do the job
My opinion
I understand that under new initiatives fire stations would no longer respond to all situations as they currently do. In small, relatively rural communities this could prove disastrous and a danger to life.
I think there needs an overhaul of the workplace culture in the service.
Getting to the incident is number one with the right tools, equipment and people. There appears to be a cultural issue and poor leadership, fix that and the staffing will follow. Based on what I have read I WOULD NOT be a volunteer or support my



grown up children or grand children joining he service until the leadership, people management issues are clearly resolved. It's worrying reading the current report and equally damages my confidence in the ability of the "team" to work together. Everyone has financial challenge and
You need a an inclusive work force to work together to make it all happen. No buy in from the staff and feel let down, not being open and transparent, stop staff and they will leave for other work.
If the building is aging it is more susceptible to damage and cannot get the right equipment
They need funding immediately
Good mental health is important
no.10 - we don't have any wholtime firefighters in our area. 1.2.3. - more important now than ever that we have a fire service equipped to deal with emergencies. Look at California - cuts to the fire service cost lives.
Poor wages for on call firefighters and a very poor cultural attitude as demonstrated in the recent very poor cultural review is a significant contributing factor
Funding is a key challenge
NEED TO FIX THE CULTURE
An opinion is all.
In Ceredigion there are a lot of roads that are challenging to navigate when there's an accident or to reach a fire. You need good firefighters who are well trained but it isn't an easy job and there can be a lot of things seen and experienced that can cause poor mental wellbeing without adequate support
Without funding promotion and recruitment is severely hampered.
nothing missing
Important to ensure that all our stations are fully established and available
Financial challenges and response times are the most important as these have a huge impact on the services
The culture is clearly very poor, Executive Team don't seem bothered about the CREST report and I quote a senior manager "The media circus is over now, we can get work again"
Response times are very difficult to maintain. This can mainly be due to traffic. Either parked or on the roads moving.
I'm happy
I believe that the culture needs to be sorted first, any workplace should have staff who are treated fairly and with respect. In regards to on call firefighters, you should be more transparent about the crisis you are in with this and how you need the communities to support and engage with their local station.
More needs to be done to recruit staff and to protect their mental health & wellbeing to encourage people to stay in the service



Again response time is important, but also staff wellbeing id imagine is a really important thing especially working in that kind of a job
As I understand the question this, although important, ought not overshadow response time etc.
Responding times are important and elderly people living independently
Recruitment is a challenge
Organisational culture no different in other big organisations
I was appalled by the report last week from Crest. It is clear that Senior Management have a lot to prove.
Aware of how hard it can be to recruit locally, but doesn't mean you give up on it
Retention is a key problem and maintaining older buildings
Again, changing times and changes needed in organisational culture
NA
They aren't just the fire service's issues. More bodies on the ground and less support staff needed.
There is currently no money for public services. We live in a time of austerity and cut backs where people are expected to do more for less with the population being put at risk.
Fire stations are already spread thin as many are not staffed all the time increasing response times
Recruitment and staff retention must be hard with an ageing population
Nothing missing. I would say recruitment and keeping firefighters is probably one of the main issues.
the organisation at senior level needs to change its focus and attitude, this is the main challenge. Once these have been changed then a proper assessment of what is required can take place
I am aware that recruitment is an issue, as is funding, but response times are the priority of town residents.
1 to 6 have direct impact on the overall service. Without a service this whole exercise is pointless
In a rural community, response times are crucial. We may have to wait several hours for an ambulance. The fact that our fire crew can attend in minutes is reassuring
I'm guessing
1- Most important. 2 to 4- Need constant monitoring. 5 to 10- Basic application of common sense.
Less bureaucracy in recruiting new fire-fighters
If you don't have enough full time firefighters response times will increase. Retention needs to be a priority for both full time and on call firefighters. If



Firefighters are expected to be first responders as well care must be given to their mental health
More money and support most definitely needed to recruit and retain firefighters. They provide essential emergency services which will be very much missed by our community. The team are trusted in the community and a vital part of our community
I don't know enough about the politics surrounding this service so I am guessing.
living in a small town with big distances it is difficult to recruit and for service to arrive at an incident promptly; financial cuts must not close these small stations or else more disasters will occur
It's a situation we're all in the centre of in this day and age and it can't be ignored
Response times are very important so is the recruitment and training of fire fighters. Their mental health is very important because of the work they do
In a rural community response times will always be a challenge
I don't know enough about the challenges facing the service to be able to comment usefully.
Emergency response is the core function of the service
I would have ticked them all if I had the opportunity to do so
I'm not an expert to answer this
Again, this question is for the people who run the service.
I feel like there is a drive to remove local fire services which will have a negative impact on our community
Asked to be involved in medical emergencies.
The financial challenges are the most demanding at present
I should think mental health is a major one, officers need supporting in what must be a very stressful role. Wildfires are becoming more common And with climate change, we need better education of residents and visitors.
As before
As above
We need a fast response by local crews, this is the primary job of Mid Wales Fire and Rescue service.
Due to amount of hours a person has to be available less people are becoming retained fire fighters as they can't not the 120hours a week due to working outside of the town and are not able to respond in the allocated time.
More interaction with the locals. If everyone is made aware of what goes on behind the scenes in the fire brigade. I
All of the above are important.
Building on flood risk areas and financial difficulties are important



Speed of response to critical incidents has to be the number one priority. I understand that recruitment and finances are strongly interlinked and present a real challenge
A
I feel that communities in rural areas tend to be forgotten at times, in the scheme of things.
That is the order in which I believe that needs to be sorted in to enable the service to thrive and succeed, without the first three you will fail to ensure the rest!!.
Order if importance
These are rather arbitrary because I don't know enough. Again I suspect a lot of these interlink so I might put that under culture near the top but I don't mean specifically organisational culture but more the relationship with community look up Jon alexander and new citizenship project about moving beyond the public as consumer to the public as participant citizen and the fire service us a really interesting and important example for this in its history and the now
Response time is the same as an ambulance now a days it takes too long
Personal opinion
Take care of the people who fund emergency services, the people and their property deserves to be a priority
without retained fire persons you can not deliver ANY service.
Again all are important for the fire service
Priorities and funding constantly being diluted by central government from misjudgement and poor leadership
See 7.
They are all key problems, don't have enough knowledge to rank them
I am not qualified to comment on the challenges facing MAWWFRS but what's important to me is that funding is in place to ensure the continuation of a fire service in Crickhowell. staffed by crews who know the surrounding area thus giving peace of mind to all members of our community
I believe oncall recruitment and retention will be extremely important if new mandatory rest period are implicated. Dual contract will drop will drop massively along with appliance availability.
All above are equally important to the service
all important
It's almost impossible to answer this question because it's not a matter of a simple rank order. Putting effort into one item doesn't automatically preclude effort on some others.
Reducing budget cuts, increasing recruitment and retention are huge challenges along with staff wellbeing and mental health.
Suitably funded, resourced and staffed service is essential to ensure public safety



Whilst it's important to retain WTDS you will never struggle to recruit, there will be those that always want a full career and those who wish to leave after a period of time. If we get the work, train, life balance right then retention will solve itself. Recruiting and retaining On Call staff is the highest priority as they are the hardest to retain and the backbone of the Service.

Possible arbitrary cuts rather than increasing efficiency and potentially compromising ensuring safety

Downgrading stations and cutting the number of staff will destroy the service

I've seen the news surrounding on calls and culture, I do not think this is a good image for an emergency service. This has to be the priority to look at.

My opinion for scale

Be effective in response, sort out your culture, and look after your staff.

Based on the comments provided on the challenges facing MAWWFRS six common themes were identified.

1. **Focus on Wellbeing and Mental Health:** There was a strong consensus that staff wellbeing, including mental health support, is crucial for maintaining morale, confidence, and overall performance within the Service. The need for adequate counselling and resources to prevent Post Traumatic Stress Disorder (PTSD) was also highlighted.
2. **Financial Constraints and Their Impact:** Budget cuts were the main concern, impacting all aspects of the Service, from recruitment to equipment maintenance. The need for increased funding was emphasised to ensure adequate staffing and resources, without compromising Service effectiveness.
3. **Recruitment and Retention Challenges:** Both On-Call and Wholetime Firefighter roles were highlighted as facing difficulties with recruitment and retention, particularly in rural areas. Respondents expressed the need for a more modern and appealing approach to recruitment and retention.
4. **Response Times:** The importance of maintaining quick response times, especially in rural communities where delays could be life-threatening, was a recurring theme. Many comments linked response time effectiveness directly to staffing levels and funding.
5. **Cultural Issues:** Issues related to organisational culture, management practices, and staff treatment were highlighted, for example, creating a more supportive environment that values the contributions of all staff members.
6. **Community Engagement and Support:** Better community engagement to raise awareness about the challenges faced by the Service was highlighted to foster a stronger connection with local residents. Improved public perception and support were seen as vital to the Service's sustainability and operational success.



The highlighted themes reflected a combination of operational, cultural, and community-focused challenges that need to be addressed by MAWWFRS.

Question 7: Do you feel there are any other new emerging risks that we should be considering?

Do you feel there are any other new emerging risks that we should be considering? Please explain further. *Please note the feedback below is reported as provided by the respondents*
Our climate is changing, and I think that we may need to focus some of our work towards Environmental issues!
Not so much a risk but how are you looking to embrace AI into the service. Will this help with your efficiencies and operationally?
I also believe that pension reforms and changing conditions will begin to impact Wholetime retention in the future.
Concentrate on your core primary role to exist if you have financial pressures
Financial budget restraints
Social disturbance with the increase in extremism and misinformation on the internet
Risk of ignoring the disadvantaged within society
Flooding
Stupid way budget is allocated. Priority goes to front line services, not councillors and back room 'managers'
The idea of making stations focus on different skills is not well thought out. In rural areas like ours, we can easily become cut off by flooding, fallen trees and just remoteness. It is essential that the nearest station is able to provide whatever help is necessary, not be specialised in one area, whilst waiting for crews from another area to do something else.
Electric vehicles
Increased medical calls
I'm concerned about electric cars catching fire and not being able to be extinguished
Government funding, local authority cut backs are serious emerging trends
access to remote communities impacted by environmental and climate change
Cyber Security Attacks
Bariatric response is on the increase with limited training and equipment. This is not just for assistance to Ambulance service but increasing risks of being involved at incidents e.g. RTC



More responsibility put on FF's without sufficient training I.e. expected to be first responders but really need ambulance technician level training to support their actions.
Over population
Poor management!
Morale of staff due to conflict within the service.
There are likely to be an increased amount of calls in the near future with more population equals more risk in the larger towns/cities.
Rise of electric vehicles and fire control in huge lithium batteries. Potential battery storage in homes over the years. Water use from ai infrastructure expected to equal same as whole of Japanese by 2027, thus less water reserves in areas near servers
No
Probably, but I can't think of any
We have had the fire service as first responders when there is a long wait for an ambulance
Sorry - none come to mind right now.
Unsure
No
Run down student houses
Climate? And funding
No
No
Heavy transport capability, Bariatric dedicated response.
More use of electronic assets
No
No
Lithium batteries, cars , bicycles.
current initial training does not reflect the role of a modern day fire fighter
New energy models for heating and energy may not yet be understood in firefighting terms?
Roads maintenance is allowing roads to become less navigable for Fire Equipment as we saw last year.
Long periods of drought are bringing a greater likelihood of external fires.
Yeah the fatigue risks to crews on a new shift pattern
Knighton is a very rural area and we rely on our fire station because of that. Without a station in Knighton I fear that a lot more of the rtc's and fires whet domestic or industrial would have a higher casualty rating as other stations would not be able to arrive in a similar time frame due to distance needing to be travelled



Your lack of understanding of rural areas
Obesity. The population is getting heavier. It seems you do not have the correct equipment to cope.
Poor leadership And making changes for the sake of being seen too make changes
Climate change more wild fires
Likely to be more emergencies with more population and greater risks.
Yes, your plan. The response times to new incidents if the plan was to be implemented is not realistic and hence fore putting the general public at risk of harm, injury or death.
No
Cost saving and cuts to station services driven by over paid staff from the city
Falls in the elderly at home
Ambulance response times in rural areas are a joke. The fire service should challenge the government to use the service more and reduce waiting times for casualty care to be administered to those urgently needing support.
Our local fire station is more than just a fire station. They are a group of retained firemen that are community lead. They have saved lives, they have been instrumental in raising awareness of keeping us safe and happy in our community. They fundraise for groups less fortunate and support all age community involvement. They are on call 24/7 and everyone feels that we're other services may fail them, the local fire service won't. They are quite often 1st responders and have been the link between services that keeps the community confident and safe in the knowledge that our firemen will be there for us when others are not. They are an all-round service and although putting their own family life on hold sometimes are committed to the health and welfare of our community.
Priority on saving lives and funding to do so.
The new hub and spoke idea is a massive risk to communities safety
Nothing new just the ever inept Welsh government.
Removal of equipment such as the handover is much more important than emerging risk although the proposed scheme to have some stations specialise in one area and others only deal with rtcs seems like a huge emerging risk
No emerging risk - but your age range list on the next page misses out a whole ten-year period - my age comes into that period! There was nowhere else I could make this point.
Maybe looking closer at climate change especially wild fires and flooding.
"risk" in this area is not the correct word!
No
Centralisation by Powys politicians
Being first responders die to location



Climate change would be the main one, with higher winds being on we need to consider. Making clear
Not sure
Not sure. Can't blame Labour or President Trump for everything vita
Government budget cuts, you can't improve a service whilst cuts are being made to all services right now. Recruitment freezes etc.
Reduction in services in rural areas than are geographically vast but may have 'apparent' low population. Our roads, beauty spots and tourist attractions are heavily use on a regular basis and Bro g with it increased demand for the services provided by MAWW fire authority.
Making stations separate for each individual area. Such as one station covering just house fires. It is not going to work in rural areas at all.
Not sure
The risk of losing rural locations that are essential and would be more deaths if they were to close.
Road awareness to reduce accidents
Increasing traffic and poor driving standards
More and more cuts to finding
American wild fires have shown cost cutting & environmental measures spread fires
Yes. We need to make sure that 4 x 4 equipment is available to is very sparsely populated areas as ours due to the rough terrain and the number of over 65s resident in difficult to reach isolated homes
In some areas environmental challenges are blocking new home builds, therefore forcing younger generations away from certain areas. Thus having a knock on effect for future recruitment
People will not take responsibility They should not take things for granted
Cost of living crisis, poorly maintained homes, vehicles, electrical equipment
People from south Wales not understanding the sheer size of area fire stations in Powys cover and the response times for rural roads
Electric cars as we go forward it is proven they are a fire risk
Keeping the smaller stations open as they also support the larger stations when required
Continuously evolving - needs constant updating
Imports of non-compliant electrical equipment. Sellers should be prosecuted
No
Technology
No
Climate change is happening. More floods and more fires. Are you ready for this?



Vulnerabilities caused by aging buildings, lack of money to make improvements to them and general mental health issues in the population making people vulnerable
Building new estates but not more fire service, doctors etc!!
Suffering from violence when attending fire is always a threat and will affect the health and wellbeing of firefighters.
Dealing with electricity substations and battery storage facilities both have their own challenges which need addressing locally and across the whole of UK to prevent pollution of water Courses and the environment generally.
Mental health issues with staff
Cancel woke culture & make people aware of responsibilities
Not right now
No
Global waring and its effects
Lack of ambulance cover in Powys and distance to hospital outside of county
Climate change and extreme weather events, further erosion of public services in rural areas that at times feel they have been abandoned. FRS is a vital part of the community in more ways than can be expressed by data crunching questionnaires, how about actually speaking to your communities at a management level that can act and nit just pacify in a conciliatory manner
No
By cutting the level of services at smaller stations
No
No
Training in the correct manner of dealing with the emerging risks of electric vehicles. They can be dangerous and unpredictable causing great risk to members of the public and the Fire Service personnel.
More vehicles parked inconsiderately that hamper rescue vehicles
Electric vehicles in terms of fires and training
Change of shifts for 224 will make crew's unhappy
Environment
Flooding in my local area
Unsure
Climate change
Electrical vehicles and the increasing population
Safety to fire fighters attending shouts having to deal with peoples mental health issues
In our area, culvert monitoring, flooding is on the increase, we have found several incidents have been linked to blocked culverts
Shift patterns



No
Electric vehicles - they seem to be prone to go on fire!
Not being able to respond in time
Yes, cost of living, salaries and housing needs for on call firefighters
Being asked to attend ambulance calls more frequently
With the increase of storms and extreme weather comes and increase in blocked roads by falling trees. If the roads get blocked and the fire appliance can't get through. Maybe they need training and equipment to move obstacles
Unsure
The growth in renewable electricity generation both domestically and large scale .
The increasing support to ambulance service is taking away much needed resource. Also, the demands on retained firefighters and commitment limiting retention
Council/ government
No
Pointless building of new homes causes more pressure on stretched resources
Too much expense in mid-level management. It is the front-line fire fighters who should be making decisions. The public should have the right to have input and vote on critical issues that affect their safety. Budget cuts to local stations are unrealistic and leave rural communities in danger.
The government and Powys County council who love to cut all rural services and focus on the cities!
Loss of services in local areas and increased use of our roads and facilities by tourists.
I believe the risk of on-call personnel being overwhelmed with the amount of training, paperwork and changing SOP's that we are required to retain while holding a full-time job will become a factor in the near future.
Fire authority scrutiny being fit for purpose
Continue to allow our local stations to engage and respond to our local needs
Presence of toxic materials in fires
Government mismanagement
Changing societal expectations on what we can do as an emergency service. Can we deliver all that the government and community expect of us.
cyber threats
Risk of loss or cuts to Llanwrtyd Wells station. I know this is a crucial station not only for the emergency's they attend, but as a relief station to others
Fire fighters/ appliances not having diverse skills and not being able to apply skills due to 2040 plan as well as trends changing effecting our ability to answer calls in the community.
medical response is vital in the smaller communities



possible closure of rural stations . If this happens response times to local incident would increase. In local farming areas there would be lack of vital possibly life saving resources
Ponds
Change in environment and medical response calls
Criminal activity, such as arson
Don't know
No
More social media and TV information on the risks of bad driving and what the consequences are
Just the massive risks that would come with closing or downgrading stations
Risk of losing our fire station in Crickhowell.
I'm sure there are but I can't think of any at the moment
No
In my local area of Afan forest the need to maintain and increase fire break roads in our mountain sides and working with NRW would be beneficial as climate change impacts more year on year
Not sure
Changing shift patterns when it's simply not required, no one wants the change, it will upset and cause catastrophic implications with families and moral at work will simply fall like a lead balloon . Extra stress that not needed on top of a high functioning stressful job.
Public poor attitude & lack of care for the environment
Cuts to services. Blind, parochial approach to policy setting which does not recognise that the fire crews do essential work across borders.
No opinion
Staff are the most important
No other than your poor cultural review report and high number of retained stations that are struggling to retain firefighters
Global warming. I live next to a stream that has NEVER overflowed in history until storm "BERT"
No
Some older fire officers may have illnesses from inhaling fumes from times when they didn't have the equipment they have now. Those officers should be looked after properly.
Batteries for scooters and drones
Flooding getting worse.
Density of new wooden houses, they seem to get closer together and in my humble opinion increase the fire spread risk
Culture in the service



Fires in densely populated areas
Not enough people wanting to work there
People setting fires on the mountain in the upcoming summer
flooding is more and more prevalent and will become a bigger part of the Fire Service role.
Flooding is becoming more common, Crickhowell turns into an island when this happens and fire engines are not able to get through from other areas, Crickhowell residents and businesses rely on the fire station to keep them safe during this time. Recent cultural review is very worrying and may have significant impact on retention. As are these proposed changes
More houses being built in the area and little investment in infrastructure
Climate and wildfires like California
YES, HOW CAN THE PROBLEM (ELT) BE TRUSTED TO FIX THE ISSUES AROUND CULTURE WHEN CLEARLY MOST OF IT STEMS FROM THEM
Not that I can think of at this time
Lack of support and realising what they do
Lack of commitment from new, younger recruits
not really
Lithium battery fires.
No
I think the condition of buildings that are in disrepair and not up to safety standards. Be that a residential property or commercial is concerning due to the risks that can come from them
There will always be new emerging risks. It's all part of life moving forward. Technology is changing all the time, whether it be for the good or bad.
War . We should be prepared for it
A boys club culture needs to be prioritised and considered a risk if you want to recruit the right people for the right job.
Na
The switching off of the copper-wire phone system and the discontinuation of the Redcare phone lines, and reliability on digital broadband phone systems that need local power, so not just domestic properties, but carehomes, schools, cathedrals, museums etc. will struggle to make manual calls to the emergency services in the event of a power outage, particularly in rural areas where the mobile phone signal is weak or non-existent.
I'm not really sure here, but the overcrowding in public places is a consideration to me.
Increase prevention
An older population with old electrics
Increasing demand on electricity and clean power



Not a risk but a view that there should be one fire service in Wales and that the fire authority should be removed.
Look into climate change and the development of alternative fuelled vehicles
No
Expanding fire fighter training in medical
Higher severity storms in recent years
Increased flooding and grass fires
n/a
more training on Electric items such as vehicles, scooters etc.
None that come to mind
The fire service is being used to fill and cover over issues that are NHS, local authority and responsibility of individuals. I.e. care, inspections, impact of new business and developments.
Mental health among the young. Social media and its effects on young people's welfare. Longer wait times for an ambulance, ageing population,
Yes. The reduction of services in rural areas due to the WG's insistence on prioritising the south of Wales.
Expansion of small villages and towns putting extra pressure on the service
populations in all communities growing and resources remain the same.
An ageing population and the trust they put in the Fire Service and familiar faces. These people often live in isolated areas.
Terrorism
Interference from outside agencies that know nothing of the real challenges of working in a rural community
Fires (outside) in increasingly prevalent hot dry summer weather.
Response times
Don't know
Cutting grass for wildfire prevention
Rubbish collections are not regular anymore and leaving rubbish out for kids to burn
Change in employment patterns - difficulty in supply of on call fire fighters; diversity issues could impact on recruitment
Climate change and the changing needs. E.g. fireproofing buildings.
No
Flooding
If you close Crickhowell response time will be adversely affected surely
Downgrading of volunteer fire stations would be disastrous, with unacceptable risks



Risk assessment can only go so far. Unfortunately one day you may need a fire engine and when you do you want it quickly.
More flooding and more environmental issues
Environment, hill fires. Bored people causing fires.
Lack of funding leads to other problems
Risk of fire forestry near properties near to be considered
Can't think of any
Huge risks associated with the proposed closure of local fire stations
Multi agency roles
New technology training is highly required, this would make us more comfortable and confident with what we are facing at incidents.
Probably as there are a lot of new emerging risks as the climate breaking and stress on our ecologies acts as a threat multiplier
New build housing is being put up very quickly do they all get checked
Budget cuts
Financial
Bracken, the increased incidence of hill fires every year could be prevented with fire breaks and proper management
Farming cladding
The increase in idiots!
None
No
Reduction in services due to budget constraints post 2008 austerity
Climate change with increasing wild fires flooding will be key challenge. give these incidents are man power intensive having a trained additional volunteer/retained force to attend these incidents would leave regular firefighters on their patch to deal with other incidents
I live in a park home and it has steps and not a normal size doorway
Increased volume of traffic, frequency of severe flooding, undermaintained road surfaces, come to mind, all of which would impede response times to services MAWWFRS crews from outside Crickhowell area. It is important that there is a fire station here to avoid wasting time in reaching emergencies.
I believe staff health and wellbeing, as well as morale is at an all time low. we are constantly being told were not good enough or poorly behaved, this has a serious effect on people morale and wellbeing. this is in line with fitness test now being dropped in recruitment, Gyms not being considered worthy on stations. all of this is affecting people. standards are dropping and morale is through the floor.
Climate change big issue
Risks of terrorist attacks, public violence (knife culture)
Co responding



No
The interference from WG. It is down to FRS to provide the best service to their communities. The Spatial Plan years ago identified how different approaches were needed across Wales, this has been covered in The 2040 National Plan, we have to retain self control to serve those needs. Our needs are different to the other two services. Equally we have different needs across our own Service. We need the autonomy to deliver that.
Milford Haven gas tankers
Unacceptable thoughts of downgrading stations, appliances or equipment through this plan as explained by Iwan in his meeting. There needs to be investment not downgrades.
Keeping full time fire stations in strategic locations
Lithium batteries. Contaminants.
The watering down of the training of personnel to the point that is become unsafe and increases the risk to our employees. We need to focus on our core functions and do them well. We need to stop doing ourselves a disservice, re focus on what we're supposed to do and do those things as well as we can, we owe that to our communities.
No

Based on the comments provided, six common themes were identified in relation to new and emerging risks.

1. **Climate Change and Environmental Concerns:** There was a significant focus on the effects of climate change, such as increased flooding, wildfires, and extreme weather events, which could impact on community safety and response times. There was a call for more emphasis on environmental issues within emergency services.
2. **Resource and Budget Constraints:** Many comments pointed to financial pressures, government funding cuts, and budget allocation concerns that may affect service delivery, particularly, in rural areas. The need for prioritising frontline services over managerial roles highlighted a demand for more effective resource management.
3. **Changing Demographics and Population Challenges:** An increasing and ageing population, which leads to higher demands for emergency services, was highlighted. There were also concerns regarding how to effectively respond to medical emergencies, as the population grows.
4. **Need for Training and Adaptation to New Risks:** There was a clear call for updated training programmes to handle different types of incidents, particularly related to electric vehicles and other modern technologies. There was a recognition that Firefighters need to possess a diverse range of skills to address emerging risks effectively.
5. **Concerns about Rural Service Delivery:** A recurring theme was the perception that rural areas are underserved, particularly regarding response times and the potential



closure or downgrading of local stations. The unique challenges of rural geographies demand tailored solutions to ensure community safety.

6. **Mental Health and Morale Issues:** Staff morale and mental health appeared as a concern, with comments about the negative impact of organisational culture, workload stress, and inadequate support. Maintaining a supportive environment for Firefighters was deemed essential for operational effectiveness and community trust.

These themes identified reflect the complexities faced by MAWWFRS, influenced by environmental, financial, demographic, and operational factors.

Question 8: Do you feel there are any other areas that should be considered in order to support community vulnerabilities?

Do you feel there are any other areas that should be considered in order to support community vulnerabilities? *Please note the feedback below is reported as provided by the respondents*
I feel that Partnerships is extremely important, is there a possibility to increase our Partnerships team? This would allow us to get to more community groups and deliver our education/community safety messages quicker.
Preventative measures and risk management. If there is enough budget.
None
No
Increase in open dialogue using social media and drop-in sessions may help
Nothing significant
Support and more awareness on how to stay safe with fires
Travel times between the towns during winter snow/ ice, flooding and summer tourism
N/a
Open days for the public
Don't know
It could be advisable for each station to hold a risk register of the most vulnerable sections of society within each region and regular contact made to manage such risks.
Bariatric Patients
Reduction in local hospital services and lack of ambulance and the general deterioration in mental and physical health due to the way we have to live impacts everyone.
Employ a recruitment specialist to assist retained with recruiting staff



We just want the fire engine to attend as quickly as possible with able teams to deal with the task at hand, whatever that maybe.
See above answer
Any emergency in our rural area
Possibly more training on how to engage more clearly with the public when there may be issues such as disabilities, hard of hearing, people who may struggle to understand advice either through learning difficulties or where English may be a second language.
Raising awareness
No
Not sure
No idea
More support to rural areas
No
No
Yes, safe and well interaction team required.
No
No
Time to respond on very rural roads with big vehicles. The further an appliance has to travel the more dangerous to that crew and other road users no matter how safe it is made
No
Mental health within the community.
Trips and falls are always an issue in a rural community dependent on fire service for help. Often told no ambulances available and if they are, it's a very long wait. Ten hours on the floor is going to shorten life.
Ensure there is flexibility of deployment
Remote rural homes may be subject to forest or woodland fires in long periods of dry weather and drought, so every nearest fire station is a precious asset.
Isolation of communities and lack of foresight with regard to events that might develop.
As a rural community with an aging population response times are very important to avoid loss of life in fires, rtc's and weather related issues (e.g. flooding). Our town can become inaccessible from anywhere other than our own station so I believe take that away and any resulting loss of life or life changing injuries that could've been avoided will be put solely on to the people who are offish enough to think we don't need a fire station
No
Keep fire stations in the area - don't just think about urban areas - as a house fire in Rhayader is as important as a fire in Swansea



Response times
We need to fire service to attended when they are required.
Keeping local fire stations open and equipped is vital to all communities.
No
Don't remove any services from our local stations
Live in isolated pockets where only the smaller rural stations can access quickly they are a vital part of the community but need to pay more to retain on call firefighters
Falls in the elderly.
As above.
Regular checks on those more vulnerable than others. One year the fire service in our area did an event for everyone to have their electric blankets pat tested and serviced before the winter months. It had a brilliant response. Something like this would be good. Couple of meet and greet sessions. Get to know your fire crew.
Not sure
Investment in the stations
Powys need to value local services and accept these need funding. Maybe think about reducing the cash cow that is the Welsh government.
The first responders were brilliant and hardly seem to be used these days, they are essential with the terrible ambulance cover levels and will be needed even more with the loss of the moving of the air ambulance base
More education for the public on safety
Getting a better written questionnaire could be a start.
No
Lack of locally based Police Officers
Perhaps making clear what our local civic emergency plans are.
Aging community where I live
Not sure
Vital to maintain a strong community support network, firemen in Rhayader are amazingly supportive
The ever increasingly aging population and poor access to health services. Assistance from the police to investigate those who cause the issues with regard to fly tipping and the issues it causes with flooding. And general vandalism which leads to call outs.
Keep the vehicles and kit as it is. Land rovers are essential in rural areas. Don't
Not sure
Keeping the rural locations, closing and or restricting any will result in more deaths.
A44/a470
Na



Not sure
I don't think enough thought difference between urban and rural areas
No
Yes. Don't make cuts to FRS.
Liaise with the third sector Educate the public in their need to be more
Seasonal influx in visitors and traffic in summer and flooding throughout the year. Aging population still at home.
Flooding isolated properties
Support rural areas
Don't cut services and keep things as they are with small improvements where necessary
Continuously evolving - needs constant updating
When new houses are planned in an area like Llandrindod, proof should be provided of the extra finances needed for local services such as the fire service
Not removing the local fire services would reduce the community vulnerabilities
No
No
A well funded and well staffed Service is most important
No
Get back to what you do best, fight fires leave the jargon with the woke brigade!
Not at this time.
See above answer
Not right now
Medical cover
NO
See above
Planning matters to ensure appliance access to buildings eg full width roads
No
No
No
Working with other agencies, such as social services. Regular visits to care homes to their check Fire Safety measures are correct.
No
Medical response
Hoarding
More funding to ambulance services. False economy to rely on fire services. When we had a customer collapse in the shop, the local tender attended as the first



responder didn't carry oxygen plus two ambulances turned up, one from south Wales!
A survey on callouts and how many other services are called out too. There is often Police, fire and ambulance call outs to 1 incident
Increased staffing
Mental health
The decreasing mental health taboo, increasing immigration and questionable integration
I feel safer knowing my local station is there for whatever happens.
By ensuring your workforce is looked after and happy to work, this will aid the services ability to look after the community
Our Cfs department has one team, our community would benefit if another team was available for safe and well visits
No
Increase training among stations to allow each individual station to be better equipped to face a wide range of cases
General health of population
Respond times in rural areas
Medical response in rural areas
Rural areas need a fire authority shouldn't be postcode lottery
Road safety training in colleges by fire fighters as high-speed accidents in our area are young people who have not long passed their test and have had an accident due to their inexperience and lack of fear.
Consideration of how some of the smaller stations are responding to calls out of their local areas and an understanding and acknowledgment of this when considering response data
Local volunteers could be trained to help with preventative safety in a "train the trainer" type way. Local fundraising could be considered. Llanwrtyd Wells and area did some amazing fundraising in a difficult financial climate a few years ago to raise money for a new co-responder vehicle.
More use of average speed cameras to reduce excessive speeding on rural roads and the resulting RTCs
No Ariel Turntable in Mid Wales
No
Pay them more
Mid wales fire stations cover huge areas that are only navigated by slow winding country roads. Downsizing stations on limiting response capacities is unrealistic.
Fully integrate the fire stations into other response opportunities.
I think the fantastic service our current local service offers continues to maintain a lower rate of community vulnerability



A local service is essential, especially in isolated areas of Wales
Manage expectations, we can't do everything expected of us.
Paramedic service
Provide on call with more training or provide additional community work for whole time to balance community as well as engage more with vulnerable individuals.
No
Keep on call stations and their ability to help communities in every way they can
Falls calls
Encouragement to vulnerable/aged people or their supporters to ask for home visits, to assess risks
No
No
I don't know but do firemen still go into schools to educate the risks
None that I can think of
Training more community members in first aid as in the case of a cardiac call it can often take to long for us to respond in time.
More engagement meetings like this and school collage workplace visits
No
Personally I'm happy to assist the ambulance service when required, pass information on to the right departments if you think there something wrong, but us responding to medical calls when we are not trained will be a different experience that were not trained for, and to be up skilled in this field requires a lot of money which the government simply doesn't have
Should concentrate on fires, fire prevention, road accidents & flooding etc. The health service should be providing health
No opinion
Listen to your workforce! Don't bully your staff with shift change that isn't wanted or even needed
Additional overflow routes for the canal.
Sustainability of the station and fire operations
No
Teach children and young people basic useful first aid in schools.
Work with local vulnerable groups to get them aware of you and how you can help
Effective safeguarding referrals to local authority for vulnerable people in our community
A well-advertised, easily accessible, local point of contact to assist with community liaison.
I think we need to sort out the roads in mid Wales, far too many deaths.



In Kent the police have “coffee with a cop” sessions where the public can meet police officers, discuss anything, have a coffee and discuss anything. It builds confidence in the service and removes barriers.
Working together with other agencies
Schools
Help preventing
Only on call in Powys is a risk.
As people become more obese - the Fire Service is needed to move people etc. Mid Wales has an elderly population with more vulnerabilities than populations in urban areas when it comes to fires, flooding etc.
Things have changes and smoke alarms have helped. People are staying at home for longer
not really
No
There are always going to be community vulnerabilities. This can be due to the elderly or from the young people. A lot is due to lack of opportunities for youngsters or lack of education.
The use of the first responders for more than cardiac and falls
Na
see 12 above
Help with alarm systems
Maybe youths and young adults. Maybe there should be a way to engage the community and teach people about fire safety and things. I know that I myself would love something like that as I am interested in the fire service, and it's a way to go out and be safe for a little while. Like the fire station open days
As a wheelchair and occasional mobility scooter user I feel extremely vulnerable at all times, because of this I try to stay home.
No
I know the service is extremely pro-active in helping vulnerable people in mitigating against fire
In a rural area it is vital that valuable resources such as the fire and responder service are used to their maximum capacity to reassure the community and support their vulnerabilities.
The service currently do enough
Closer links with community councils
No
Public knowledge on the risks of e-scooters and e-bikes
No
Nothing over and above what the service provides
n/a



No
Driver safety awareness, to reduce time on car wrecks
Education of the public regarding what the service can and can't do and how to help ourselves
incentives for recruitment in very rural areas
In a rural community, we need local stations and forces
The Fire Service are a very necessary part of this community. It would be terrible to lose the local service the Security and care they provide
Cooperation between all emergency services
No
Many people are not aware how dry leaf ground cover in wooded areas is a tinderbox. Maybe the fire service could do more to press the point home that a discarded cigarette, bonfires and barbecues can quickly get out of hand in this environment in dry weather.
No
Don't know
I only learned of this consultation through a local Facebook group (not Wales & West Fire & Rescue). I then found it very difficult to find on your website.
More tolerance from the public
Youth clubs have decreased and can use issues
More clubs for the youth are needed to keep them out of trouble
Need to engage more fully with town/ community councils?
Communication methods, when mobile signals are disrupted.
Buildings left unoccupied old schools and public buildings etc. local authorities are often guilty of this.
No
do not close Crickhowell - it will cause more vulnerabilities
The "hub and spokes" model for service provision would result in diminished cover. That is not acceptable
Support for our retained firefighters. They are key to a rural Fire and rescue service. From what you hear from serving and retired local firefighters the management in Mid and West fire and rescue is questionable and perhaps is the reason that Crickhowell station is always struggling for firefighters. W
More fire prevention initiatives
Education
Switching financing to a precept in the same way that the police are funded to maintain a fully effective service. Rural roads are both extensive and potentially dangerous; it is important to factor in the real travel times needed to respond to remote fires or road traffic accidents etc.
Don't close local fire stations



Rurality
As a service i feel we are currently do everything we can to provide the best support to our communities.
I am going to reverse my priorities for the first question and emphasize the development of joined up thinking with other first responder services and a different model for engagement with the community aling new citizenship project type lines
Schools should be considered a vulnerability
Partnership working
Recruitment and retention
Support for older people
More information drop in sessions with the elderly and younger generation.
A local open day would help it would be a chance for people to access the information and for people to not feel like they're taking up time
No
There should be a new bureau set up take some of the less critical tasks from the fire service, like prevention, so that they can prioritise core fire and safety response.
See mission goal #1
The role of first responder should be enhanced beyond falls and cardiac arrests!! This appears to be a problem of funding for ambulance service. This expanded role would enhance the value of being a firefighter.
Community vulnerabilities will be greatly worsened should the upcoming shift changes be implemented as it will affect appliance availability hugely
A lot of high-risk buildings worth protecting in the area within fire station area

Based on the comments provided, six common themes were identified on how to support community vulnerabilities.

1. **Importance of Community Engagement and Partnerships:** There were strong calls for enhancing community engagement through increased partnerships, outreach initiatives, public education on fire safety, and more accessible communication methods, such as the use of social media and fire station open days. This trend highlighted the need for building relationships with local communities to effectively deliver safety messages and improve service perceptions.
2. **Focus on Vulnerable Populations:** Respondents emphasised the need to recognise and support vulnerable members of society, particularly the elderly, those with disabilities, and other at-risk groups. Suggestions included maintaining risk registers for vulnerable populations, conducting regular safety checks, and delivering targeted educational initiatives.



3. **Response Times and Rural Challenges:** Many respondents stressed the importance of maintaining local fire stations and resources to ensure timely responses, highlighting the unique challenges in dealing with emergencies in rural areas. Concerns about travel times and accessibility during adverse weather conditions reinforced the need for appropriate resource allocation in geographically isolated areas.
4. **Mental Health and Community Well-Being:** There were growing concerns about mental health and wellbeing issues in both the community and within the Service itself. Increasing awareness, support networks, and fostering a strong community service presence were highlighted as necessary steps to enhance overall safety and welfare.
5. **Recruitment and Staffing Issues:** Comments indicated a need for strategies to recruit and retain Firefighters, particularly in rural areas. There were also suggestions made to employ recruitment specialists and provide training to enhance community engagement and support, emphasising the vital contribution of On-Call Firefighters.
6. **Need for Effective Fire and Safety Education:** There was a consensus on the importance of educating the public about fire safety, risk management, and emergency protocols. Many comments advocated the need for initiatives that teach basic first aid, raising awareness about fire prevention, and involving community members in safety practices, emphasising that proactive education can reduce emergencies.

The highlighted themes reflect the diverse challenges and opportunities faced by MAWWFRS in rural communities, emphasising the need for collaborative approaches to foster community safety and resilience.

Question 9: ‘Would you like to make any additional comments or share further information with us that you believe will help to improve Mid and West Wales Fire and Rescue Service.’

Would you like to make any additional comments or share further information with us that you believe will help to improve Mid and West Wales Fire and Rescue Service. *Please note the feedback below is reported as provided by the respondents*

Not at present.

AI?



If the service is worried about financial issues, then it should concentrate on its core activities, which the general taxpayer pays for. and cut its cloth accordingly but not at the expense of firefighter or stations.
None
More access to fire safety training to responsible persons at community premises
No
If it was your family member trapped and needing help, would you be happy with the response times the proposed changes will create?
The proposals that I have read are stupid, Knighton do a fantastic job with fires, road accidents and floods leave them alone. We live in a very rural area our fireman has local knowledge outsiders would never find farms etc.
N/a
Please keep the fire station in Knighton in its current form. The support they provide for such a rural community is so important and for neighbouring areas. I needed help from the fire brigade a couple of years ago and the situation would've been very different had I not had a quick response from them.
Motivation in your service is key, and staff and training cuts should be a low priority to maintain such motivation and continue to provide a great service.
N/A
Mid Wales is always the poor relative of the North and South Wales in terms of services we have in this very rural area. We already have suffered cuts to many public services here, we do not have a General Hospital and from 2926 we will not have an allocated Air Ambulance here either. We do not want to lose any of our fire stations too as this will increase response times and cause injury and death in a lot of cases if fire crews have to come from further away to cover Presteigne / Knighton and all the smaller places here in rural Mid Wales. Our lives matter just as much as those in the more populated areas, and we desperately need to keep our fire stations and crews local to us.
Please don't allocate one reason for call outs to one specific station. It will de-skill all retained staff and increase response times in a rural area and increase costs and resources and greatly impact a very rural Community.
Needs to be a local rescue service, supporting further afield rescue if necessary
Bottom line is to get the fire engine out of the station and to attend the community as quickly as possible. I can see how funding is an issue if the fire organisation managers are over complicating that. Look at what really matters and what the community need.
Unfortunately, I'm unsure of all responsibilities faced by MWWFRS so feel unqualified to answer the question
No
Thanks for all your hard work
The Fire & Rescue Service do a brilliant job, giving up their time to help others in distress and this should continue



Just keep doing the fantastic job that you are doing. You are massively underappreciated, and I think most people are aware of the difficulties facing the entire F&R service.
Thank you for your assistance
No
Leaflet info with QR video
More awareness programs
No
No
No
Peripatetic firefighters to support on call fire stations.
No
Loss of skill set if you consider Station 1 only Steve X jobs and Station 2 only turns out to Y & Z
Each station should be able to attend any incident not just a specific incident
No
It is vital that local stations remain in place. We need to keep response times to a minimum and provision of these essential services need to be delivered quickly and locally
In small communities we strongly rely on our fire station for much more. They are the stronghold of our community not only at emergencies but charity events, carnivals, anything really.
The current 2-2-4shifts are safe and family friendly. Take a look at the day crewed stations as they are way more at risk.
Travel round your rural areas and connect with your retained staff. Many of whom get paid less by you than they would doing their full-time jobs as they genuinely believe (and do) provide an essential service and make the sacrifices to do that
Please train all retained stations to the same level they are currently. It would be absolutely ridiculous to wait for an hour for a fire engine to turn up in an emergency.
Recruiting more fire fighters to keep stations available 24/7
Keep funding directed at the sharp end
The bottom line is that the fire engines get to the emergency as quickly and as safely as possible to help the people in need. There is nothing more important than this. This is what the community and business owners need.
Keeping local rural fire stations open is essential for several key reasons: Faster Response Times: Rural areas are often geographically spread out, meaning that emergency services from distant stations may take longer to arrive. A local fire station ensures faster response times, which can be critical in saving lives and minimizing property damage. Community Safety: Rural areas may face specific risks, such as wildfires, agricultural accidents, or incidents involving livestock,



which require specialized knowledge and equipment. Local fire stations are better equipped and trained to handle these unique challenges. Resilience and Local Knowledge: Firefighters in rural stations have a deeper understanding of the local landscape, infrastructure, and community. This knowledge allows them to respond more effectively to emergencies, whether it's navigating rural roads, understanding local risks, or providing community education on fire prevention. Preventing Overload on Larger Stations: Rural stations often act as a first line of defence. Without them, larger urban fire stations could become overwhelmed with calls, potentially impacting their ability to respond quickly and efficiently to emergencies in both urban and rural areas. Community Engagement: Local fire stations foster a sense of community. They are often involved in fire prevention education, fundraising, and local events, creating stronger community ties and helping to raise awareness about fire safety. Supporting Rural Economy and Well-being: In many rural communities, fire stations are a vital part of the local infrastructure. They provide jobs, support local businesses, and ensure that the area remains safe and attractive for residents and potential investors. In short, maintaining local rural fire stations helps ensure that people in remote areas receive timely, specialized assistance in emergencies, while also contributing to the broader resilience and safety of the community.

No

Maybe look at supporting the base of the pyramid instead of looking after the more senior members at the top.

We need to put money, time, and effort into this service does not think about closure cuts backs etc. We can't lose the support of rural fire stations or dilute the service were its potluck if they get to you or not. It will become like our NHS service, broken!

More funding

The fire brigade is a wonderful and essential service. Thank you for everything you do.

Scrap the hub and spoke idea!

They do an amazing job in unbelievably difficult circumstances. We are rural and rely completely on them. Especially as you're taking away our air ambulance.

Don't close any fire stations especially in rural areas where response time could be crucial.

I would be very concerned if Crickhowell Fire Station was to be downgraded in any way. Crickhowell is often described as an island at times of flooding, because all surrounding roads become impassible. Crickhowell needs to be upgraded into a wading station. Consolidation of services into larger towns will inevitably lead to slower response times.

No

no

To focus on recruitment

Please release more funds to help you continue your amazing work.



Keep up all your hard work
Thank you for all your help
I would be afraid to the health and safety of my community without our local fire station.
Bigger budgets
It is difficult to comment when there are many risks about reductions in services by the health authority, police etc at the same time.
Vital role in the local communities especially with such rural locations
To be honest, I know very little about the Fire and Rescue Service, but I am always happy to learn more.
Keep all stations as our local one has been used over 100 this year
Na
No
Give them better training! Mirror the way Shropshire train recruits
The initiative of going into schools to educate children on how to be safe and savvy is very good
My local area has a fantastic, committed team highly skilled and understands the local area in terms of terrain and demographic
I think it's great that our firefighters are trained in all areas to assist any emergencies closest to them
As a station we have just had the busiest year since the station opened in 1967. This goes to show how the station should and cannot be down graded
Don't split services between stations it is important that each station can do multiple services until more support arrives
From my experience, we (the public) enjoy an excellent service.
Very grateful for all you do.
No
Don't underestimate the value of your retained crews for rural areas
Is 2040 a suitable time horizon to consider. 15 years? Lots change in that period. Technology, funding etc. should a shorter time frame be considered. 10 years?
A well-funded and well-staffed Service is most important
No thank you
As above. Fantastic service don't take them away if that's what you're trying to do!!
Not currently
There are no improvements needed - however having a meeting in WHITTON where no one lives really is ridiculous just so you can say that no one attended and so there was no local interest ... let's have an evening meeting in Knighton and in every affected town around here that has a fire station, then see what the response is. If you make the proposed changes, it is a death sentence to anyone that needs this vital service ... certainly in our areas. If we have to wait for a fire



engine to come from Brecon or Llandrindod (which would be 30 to 90 minutes) to a fire when there is a fire engine up at the station then that is murder, plain and simple and the "bosses" who make this decision should be held personally responsible for said deaths ... take another thing away from mid Wales, don't worry if you kill someone in the meantime, just another person, as long as you get your wages !!!
Improve the recruitment system
No
No not right now
No
NO
Opportunities to talk to senior managers and policy makers, not just faceless questionnaires
Not down grade fire stations
No
No
No
An opportunity for Llandrindod residents to attend consultation meeting locally
No
Na
No
Less Managers managing an essential service
I believe the public and stake holders are not being made aware of the current consultations that will clearly impact the services ability to respond and provide services
More support required from service in recruiting new retained ffs and ensuring those in service can continue to serve.
N/A
No
Every town should have a fire service that responds to every call
Keep Crickhowell station open
No
Knighton needs a fire station that responds to fires and car incidents
Removing smaller retained stations and moving to centralised hubs would be amassing detriment to rural communities. It would be a purely financial decision and such would not command any support from me.
The service in my area is fantastic and essential, it would be difficult to improve it but as previously mentioned, new technology could potentially help but would require investment



The strength of MAWWFRS is in its current total cover of the service area. Reducing this cover will reduce the effectiveness of the service within both rural and urban areas. E.g. a major incident in a rural area will deplete urban cover leading to a reduction in the services effectiveness in urban areas when resources have been allocated to the major incident.
I think having such a service in a rural area is critical! We are losing services round here left right and centre it isn't fair people in rural communities should be put at risk due to reduced services and longer waits for emergencies. We need to hold on to our local services as they are crucial in so many ways.
Mid and West Wales firemen are a well-trained and highly professional organisation. They give a second to none service.
No
Embrace open communication with the affected communities. Consider the vulnerability of those in remote areas with both fire response and RTA's. It's their lives impacted, not those out of the area.
Better and sustained funding.
I would not like to see a diminishing of the service they provide.
Become more visible regarding the good work of the service. Can't remember the last time I heard a good news story regarding the service.
I think all local stations should be allowed to continue to offer the diverse services they currently do. Keeping engines local reduces the carbon footprint that would be required for unnecessary travel to other areas. To maintain a due community led service, something you are obviously putting at the forefront of your plan as it is mentioned on every page, our local firefighters must be allowed to serve their local community
They do a good job and we support them wholeheartedly
Diversify fire fighters skills and keep them not train firefighters only to lose their skills in the future.
Clarity of information. continued support for rural provision. honestly from the higher echelons about decisions taken.
No
Trends change however communities' safety should not be put aside for money which is what the 2040 plan is proposing to save funding
No
Keep these essential services, plus police and ambulance service, properly funded. No lives should be lost because of a lack of funding!!!
No
No
No
You are looking to potentially remove valuable services from rural areas based on figures off a spreadsheet. To say this is ludicrous is an understatement. If your



new plan comes into effect, there will be countless lives your firefighters should have been able to save but couldn't because you didn't give them the correct equipment. And it's the rural areas that will see the biggest impact.
No
No
I think management meant need to be more approachable and you should be allowed to say what you think regardless of whether it's agreeing with someone or not without having the risk of being black marked through your career or possibly suspended
Have you considered closing Presteigne, Knighton, Builth and making Llandrindod full time?
All fire stations should be able to respond to emergencies, using the first available and best placed regardless of location. It would be completely illogical and the height of madness to restrict certain fire stations to particular activities!
I believe skilling back on certain stations will have a major impact on the public and the community that we serve. I am fully aware of the funding issues but have seen firsthand the money wasted by the service in areas above the front line.
First responders are vital to us in this rural area
Do not change what isn't broken e.g. firemen's shift pattern. Instead focus on what is.... your organisational culture from senior management and your ability to man on call stations
More incentives for encouraging retained staff to stay in the service. - Money and benefits
No
Thank them for taking care of us in life-threatening situations.
Your recruitment process needs overhauling where you are struggling to recruit is because your liaison officers block a huge amount of potential recruits simply because they don't like the look of them leaving the public at risk also some fire stations seem more interested in charity car wash then fire prevention which I'm sure costs the public more in wages then ever raises also if someone speaks out against the service your staff should talk to them rather than shun them
Increased cooperability between operational crews and corporate
It would be reassuring if the local fire station was open & staffed during a fixed time period, every week, to help with linking with the community, and to build stronger local relations.
I am strongly opposed to the proposed changes to the service we currently rely on. Having a fire station in town, currently able to assist in cases of fire, flood and traffic accidents is vital as response times can be kept to a minimum.
I think the funding needs to come from Cardiff directly.
You need to do something about your public image following the "boys club" headlines. Unlike the police service in Wales that it is accepted hidden away, other English counties seem to make community and public engagement a priority in



Wales the fire service seems to be hidden the police service in Wales is invisible so don't get like that. Speaking to my grandchildren they don't seem to have had a chance to look at or get into a fire engine or have fire safety advice, a missed opportunity.
Sort out the culture, don't trust the service
I think their work is incredible and they deserve more pay
Please keep our current level of service provision in all fire stations. The communities will fundraise if necessary.
I am incredibly concerned about how the current proposed changes are not being fully explained to members of the public, it is dishonest and deceitful. The service should be concentrating on sorting out its poor culture and commuting to this fully, rather than wasting time making changes that will put lives at risk. The fact that there has been very little transparency here really just emphasises all the cultural issues within the service and how poorly it treats its firefighters.
I AM CONFUSED. THE DCFO HAS BEEN VISITING STATIONS TELLING THEM ABOUT HIS VISION OF ZONING, SHOWING THE ZONES WHICH ARE NAMED ALREADY AND INFORMING US THAT HE HAS STOPPED BUYING FIRE APPLIANCES AND LOOKING AT ALTERNATIVES. HOW CAN THIS THEN BE A CONSULTATION IF HE HAS ALREADY DECIDED THIS. ARE WE BEING MISLED AGAIN BY HIM? WE ON STATION DO NOT SEE HOW HIS ZONING WILL WORK AND HE CANT EXPLAIN IT. IF THERE IS A FIRE IN A HOUSE OPPOSITE STATION A AND THEY ARE AN RTC STATION THEY ARE GOING TO HAVE TO WAIT FOR STATION B TO TURN UP WITH WATER, THIS IS NOT WHAT WE WANT FROM AN FRS
You would be stupid to remove this service. Crickhowell is a good location.
It is absolutely vital the rural stations are funded, embraced and supported.
Focus on training
No
I'm extremely grateful for the services provided to our community and would like to thank you for your dedication.
This consultation appears to be a done deal. The DCFO on his tour has basically told us that the zoning has been done, with names for each of the zones and he showed us a PowerPoint map of them. He also informed us that the purchase of new vehicles has stopped and that he has set up a working group to look at different vehicles. So why are we even being consulted on this plan as its clear that its already been decided
Always been impressed with service in the area
No thank you.
Closing stations will kill people
I don't believe that you do enough to showcase yourself as a service. You have a lot of different departments who all have a really important role to play, but all that is really talked about is firefighting. When are you going to highlight and promote



community engagement, youth activities and other educational engagements? There are a lot of staff who are not recognised and if they were, and if the public could see what you do in a holistic way, there may be more positive light around the service.
No
Your doing a fantastic job!!
Na
Keep ensuring that all service personnel receive all wellbeing support that can be made available
Not really I think the job is so cool and important. And all the firefighters I have seen have been so friendly, nice and caring. Making sure to wave at me when I'm watching the fire engines go out and stuff.
Only one really; please don't go, we need you and your expertise. Our communities need you!
No
Aberaeron fire station would be more efficient if it was located in Penmorfa
Recruitment
I have attended drop-in session and also watched the webinar hosted by the DCFO, I have also visited my two local stations. There seems to be confusion, as the Stations have been told they are moving to zoning where they will either be a Fire/RTC Station, but nothing was mentioned about this at the Webinar or drop ins. On the face of it this consultation appears to be a done deal as the zones have already been named and shown in a power point. On one of the Stations where a firefighter is also full time in Swansea, they informed me that the DCFO has also been to look at land to build a new station to close two, again this seems like a done deal. there needs to be clarity given at the next webinar about all this.
No
Local resources are key in firefighting and prevention. Do not close down the Crickhowell fire station. That team makes me feel safe in my home.
No
The service received has been excellent
They are a valuable service, and I hope that they remain in the heart of the communities that they serve. Due to communities growing, they are very much needed.
thorough training given for things like electric vehicles, Petrochemicals, marine firefighting
No
I believe the service provided is excellent if they can focus on their role within the community and not babysit others
Please keep Presteigne fire station. It is a central part of our community. We are 25 miles away from the nearest hospital, have to wait hours for an ambulance and



are losing our Air Ambulance in Welshpool. Rural communities are losing so many services. Our leisure centre is under threat too. Having our Fire Station makes me feel safer and our firemen are role models in a community where we desperately need positive influences.
My neighbour had a barn fire a few years ago. The Presteigne fire brigade is located about 5 minutes away. We fought the fire as best we could, and it was about 30 minutes before the brigade arrived. They put it out very quickly and did a great job. Another 30 minutes and all the buildings would have been lost.
Yes. Stick to your core values of prevention/saving of property and lives, spend less time and money on politically correct bull.
This is an essential service that should be maintained at the highest level, there are other areas of public service that should be made more efficient with potential staffing reductions.
We need to support our firefighters in Crickhowell
The Fire and Rescue Service do a difficult job and in small, retained stations they should receive a decent financial retainer. They are well respected in the community.
No
Only that it is extremely reassuring to have the presence in town (Presteigne).
Keep local Stations open
Please Don't close valuable local services
I think this questionnaire is way over the heads of most people. All the public want is a Fire Station in their town.
Llanwrtyd is about 30 minutes from the next nearest town and fire station. Any closure of the station at Llanwrtyd will cost lives.
The fire station in Llanwrtyd is an invaluable resource for the town and the local community. Lives will be lost if the station is closed.
No
it is worrying that the Senedd does not consider this important enough to fund it as they do the police.
As a community councillor in a remote area currently served by the Crickhowell fire station it is concerning to hear that breathing apparatus and cutting equipment might be centred in Brecon. The additional 15-20 minutes travel time could mean the difference between life and death for those in a serious house fire or car crash.
The fire service is a very valuable if priceless organisation. Their training is invaluable and as we live in a very rural area they increasingly need to have additional training to cover a multitude of eventualities. Not just firefighting but medical training and training in mental health
What local communities want from the fire and rescue service is a fast response when needed. This is the main priority I suspect the cuts could be made elsewhere.



Safe Crickhowell station
You have a dedicated force. Don't lose them from lack of funding.
It is very important that in a rural area, with sometimes difficult access to homes and businesses, that there are local firefighters, with local knowledge of e.g. the best routes through the lanes. It would be a major risk to life if crews had to come from further afield, not knowing where they were going.
Leading by example from the chief fire officer, making sure everyone has the skills, training, equipment, professional structure and mental health support that we all need is a priority and the way forward.
The fire service do great work and should be paid more
I think it would be worth considering further utilising the on-call employees, at times where the pump is off the run, to offer those on call the option to attend incidents alongside other pumps. The facility of a smaller vehicle to attend cardiac calls or to turn out alongside other crews as a two or a three. Also utilising the skills that the on-call colleagues have in their primary work role to benefit the service.
No thanks
Need to publicise more within the consultation drop-in sessions
Thank you for all that you do
Saved my life at 4am as no ambulance available. Thanks!!!
Yes - being more sociably open to the public to open a window into your world, job options etc Again having an open day so they can see all sides
Glad we are here
No
There has to be a way to provide the local protection needed, and centralise some aspects of the service to achieve efficiencies and consolidation benefits
Please do not consider closing the Presteigne station - it's a vital service for our community. the second appliance on the station would be useful if it was 4 wheel drive all terrain vehicle with 5 seats of carrying a small pump and a tank. useful for both first responders duties and the increase of wildfires.
with fewer ambulances available firefighters should be trained to deal with all medical emergencies. i know that currently what they are allowed to do is limited. This is just ridiculous when so often they are the first responders to reach an emergency
just keep doing what you are doing and thanks
The key issues for any emergency service that is it should be able to provide help as soon as possible, delay can cost lives as well as unnecessary property damage. Speed of response is more important than having the latest most up to date equipment.
Thank you for your service
I notice a lot of "silly" videos online about MAWWFRS. It seems you have a department dedicated to producing this very infantile material. MAWW would save



a lot of money if they cut this nonsense and simply provide factual material. I don't see any of the other emergency services churning out this rubbish on a daily basis. A good example was the people doing on the spot marching with the "Dr beat" music playing. Why not release some decent advice and facts about your organisation. Reign these silly creations in immediately, they make MAWW look as if they're spending their days messing about "having a laugh".

Our fire teams are an integral part of our individual communities, without their support many lives and properties would be lost. Many of the firefighters live and work in the community and are always there to support us when we are in need. Taking this service away will be detrimental in many ways, rural communities are already losing access to so many services that this will be the last straw for many.

An awareness of the different challenges in urban and rural areas. Isolated rural areas require a flexible, agile response able to deal with different types of emergencies. Response times are crucial as incidents may occur at distances of up to an hour from the fire station and may require support from other similarly equipped stations. Also, local knowledge is essential in locating the incident in areas where mobile coverage is non-existent and sat nav is inconsistent

We shouldn't be afraid to say no sometimes to requests for our support, we have a limited resource and need to ensure we are able to deliver our key Service first and foremost. No one else covers our role if we are not there. It's not just about having appliance availability, we need to be able to deliver trained, competent staff on that appliance. We also need to ensure when staff are promoted that they have received the training they need to perform that role. Including the transition to flexible duty response.

After reading the news articles and the CRMP teams meeting, I think that senior leaders need to focus on ensuring the service is funded correctly and it is upgraded not downgraded.

Create more full-time jobs as firefighters

Do not be ashamed to ask for money. We have to provide an effective and suitable service to the public. The public do not know the state that the ambulance service is in, do not let the fire service go the same way. The fire service cannot solve the problems the ambulance service is facing. If you try, you will ruin the fire service as well.

I believe the service has lost sight of its true function, we're here to give an effective response to our communities in their greatest time of need. We need to refocus on our core responsibilities and do them well. Train our firefighters to be excellent at what they do not just 'good enough'.



Based on the additional comments provided, six common themes were identified:

1. **Concerns About Local Fire Station Closures:** There was a strong sentiment against the potential closure or downgrading of local fire stations, particularly in rural areas. Respondents emphasised the critical role these stations play in ensuring quick response times and providing essential services to their communities.
2. **Value of Local Knowledge and Response Times:** Many respondents highlighted the importance of local firefighters who possess knowledge of the local area, which is vital for an effective emergency response. There were fears that centralising services or narrowing the focus of certain stations could lead to delayed responses and increased risks for residents, particularly in rural areas.
3. **Need for Enhanced Funding and Resources:** A recurring theme was the need for increased funding, particularly to maintain staffing levels, training programmes, and operational capabilities. There was concern of financial cuts that might impact service delivery, with calls to prioritise frontline activities rather than administrative roles.
4. **Community Engagement and Education:** Participants acknowledged the need for greater community outreach, including educational programmes on fire safety, health, and the roles of firefighters. Suggestions included hosting open days and increasing communication initiatives with the public to increase awareness and a better understanding of the services provided.
5. **Support for Firefighters' Roles and Well-Being:** Concerns about the well-being of firefighters was voiced, with requests for better mental health support, training, and retention strategies. Respondents emphasised that dedicated personnel who feel valued are crucial to maintaining effective service delivery.
6. **Focus on Core Activities and Simplification:** There was a push within the comments for the Service to concentrate on its core responsibilities, such as firefighting and emergency response, rather than spreading efforts too thin across various tasks. Simplifying operational strategies while ensuring the primary focus is on emergency services was highlighted.

The common themes highlighted the community's commitment to maintaining effective services within rural areas, alongside the on-going challenges regarding funding, staffing, and operational structure.



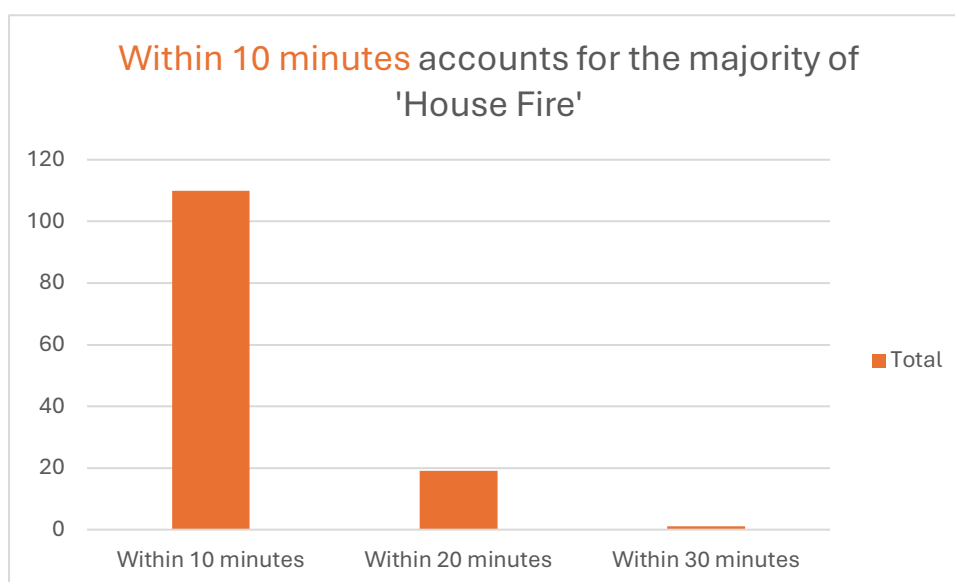
‘Have Your Say’

Information was also received from stakeholders, via the ‘have your say’ survey, with a total of 130 responses received during the 6-week engagement period. The collated data can be seen below.

How quick should our incident response time be?

House Fires

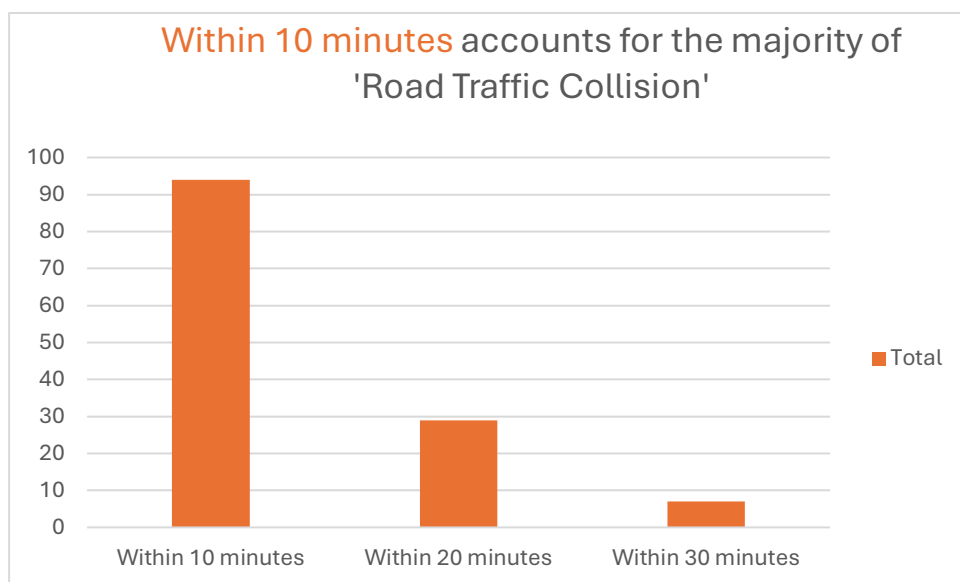
House Fire	Quantity
Within 10 minutes	110
Within 20 minutes	19
Within 30 minutes	1
Grand Total	130





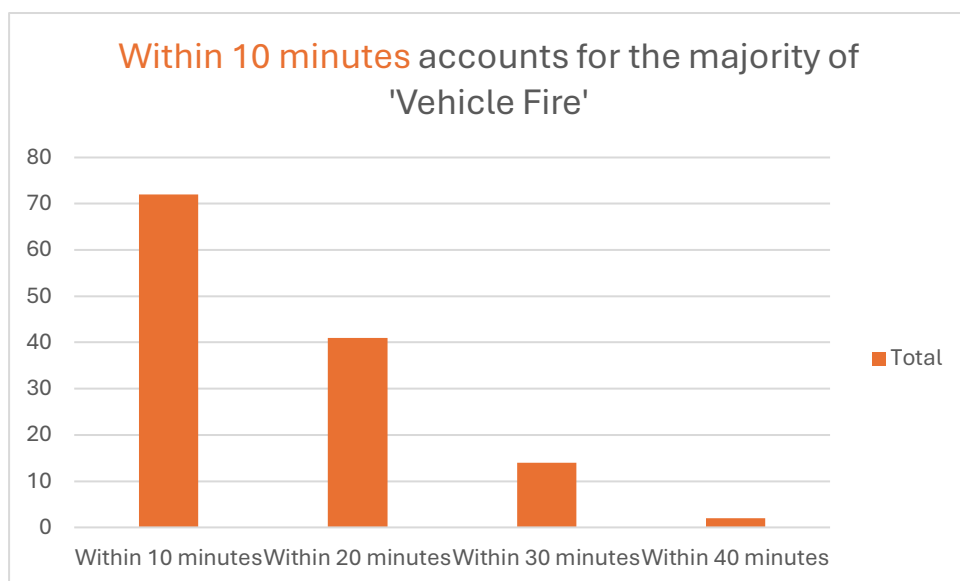
Road Traffic Collisions

Road Traffic Collision	Quantity
Within 10 minutes	94
Within 20 minutes	29
Within 30 minutes	7
Grand Total	130



Vehicle Fire

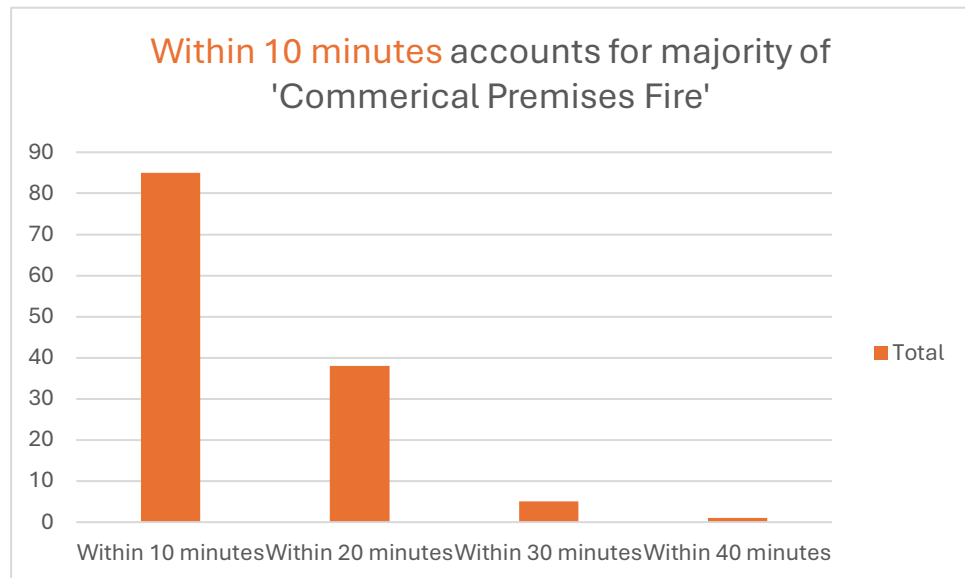
Vehicle fire	Quantity
Within 10 minutes	72
Within 20 minutes	41
Within 30 minutes	14
Within 40 minutes	2
Grand Total	129





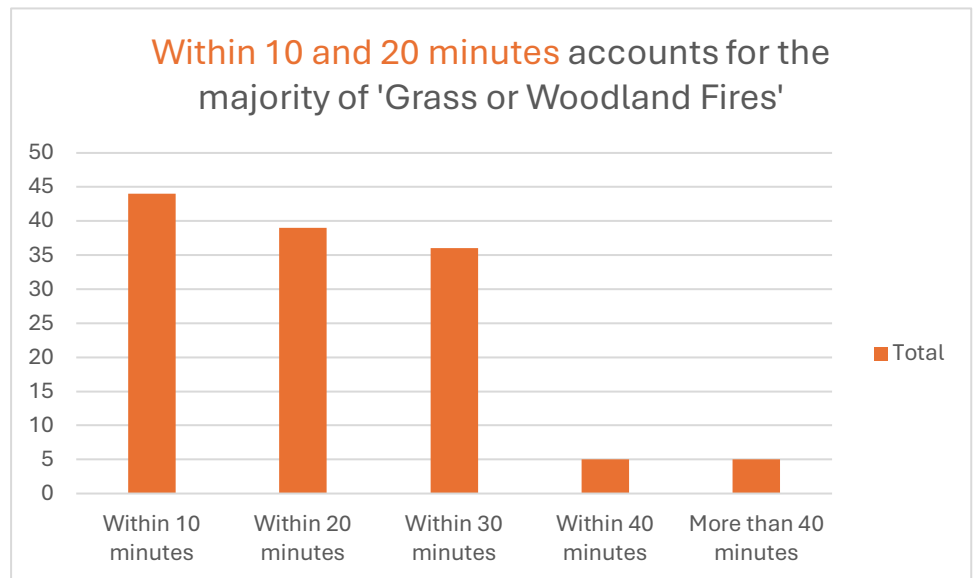
Commercial Premises Fire

Commercial Premises Fire	Quantity
Within 10 minutes	85
Within 20 minutes	38
Within 30 minutes	5
Within 40 minutes	1
Grand Total	129



Grass Fires

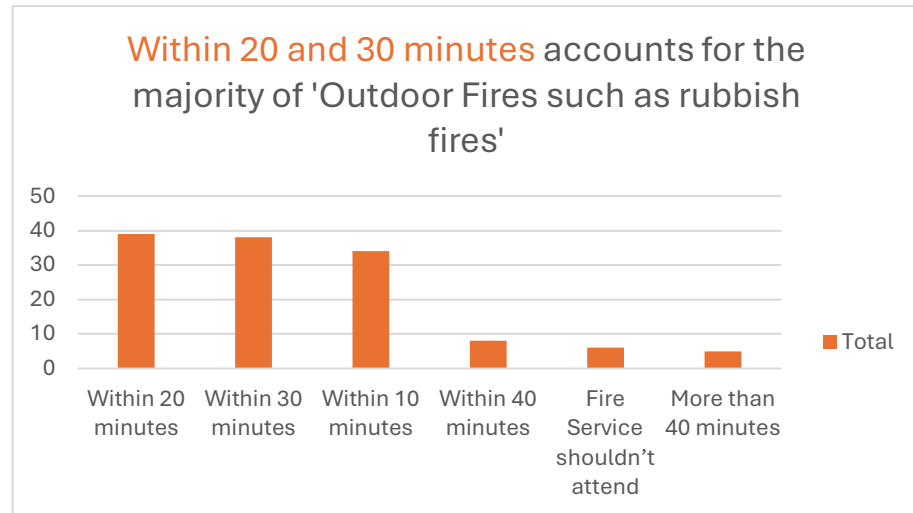
Grass or Woodland Fires	Quantity
Within 10 minutes	44
Within 20 minutes	39
Within 30 minutes	36
Within 40 minutes	5
More than 40 minutes	5
Grand Total	129





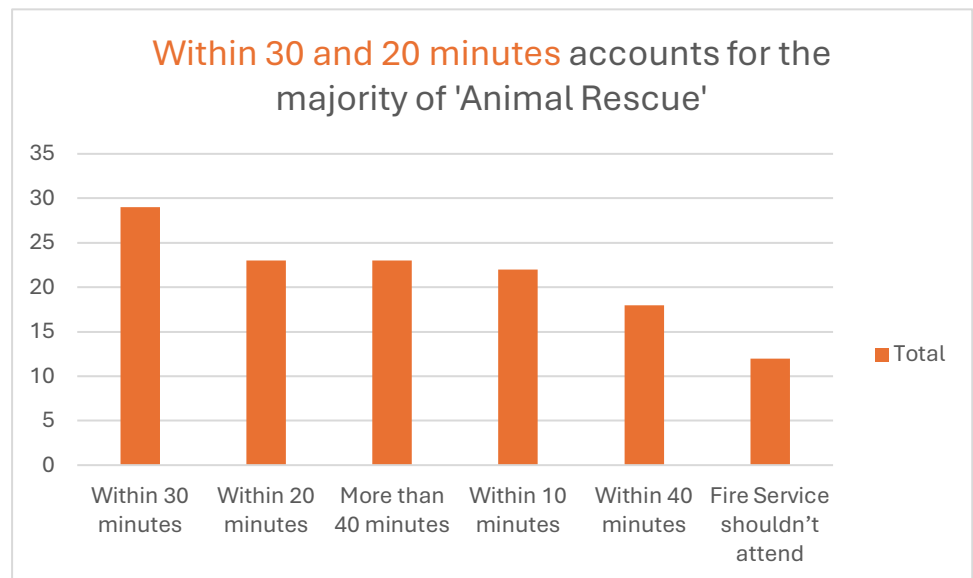
Outdoor Fires

Outdoor Fires such as rubbish fires	Quantity
Within 20 minutes	39
Within 30 minutes	38
Within 10 minutes	34
Within 40 minutes	8
Fire Service shouldn't attend	6
More than 40 minutes	5
Grand Total	130



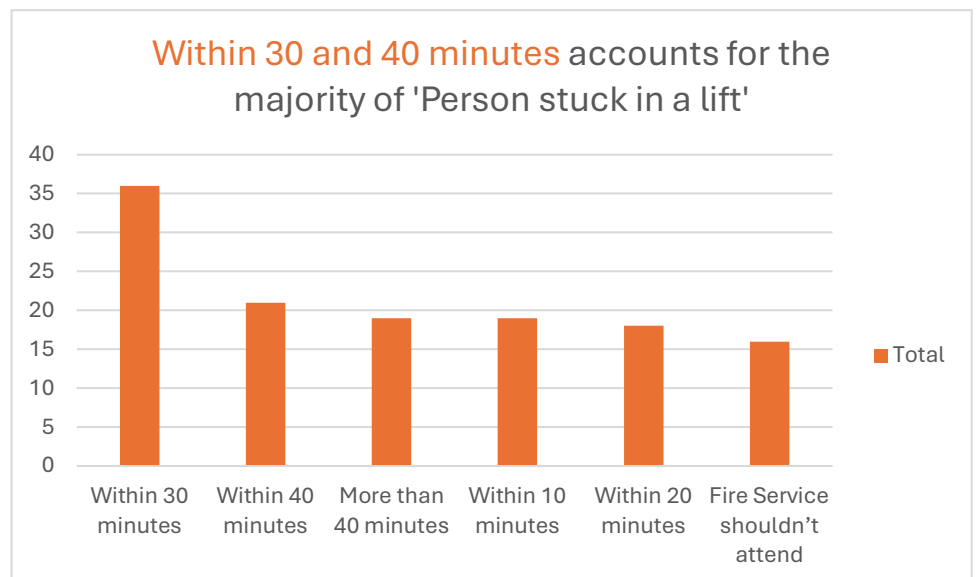
Animal Rescue

Animal Rescue	Quantity
Within 30 minutes	29
Within 20 minutes	23
More than 40 minutes	23
Within 10 minutes	22
Within 40 minutes	18
Fire Service shouldn't attend	12
Grand Total	127



Person stuck in a lift

Person stuck in a lift	Quantity
Within 30 minutes	36
Within 40 minutes	21
More than 40 minutes	19
Within 10 minutes	19
Within 20 minutes	18
Fire Service shouldn't attend	16
Grand Total	129

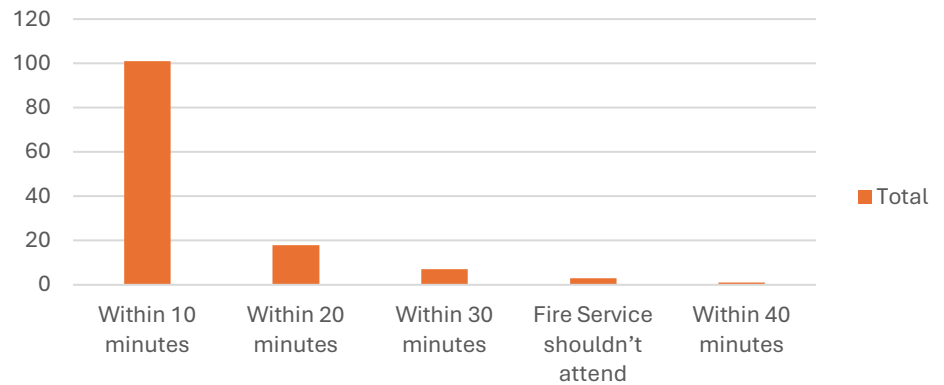




Water Rescue

Water rescue of a person	Quantity
Within 10 minutes	101
Within 20 minutes	18
Within 30 minutes	7
Fire Service shouldn't attend	3
Within 40 minutes	1
Grand Total	130

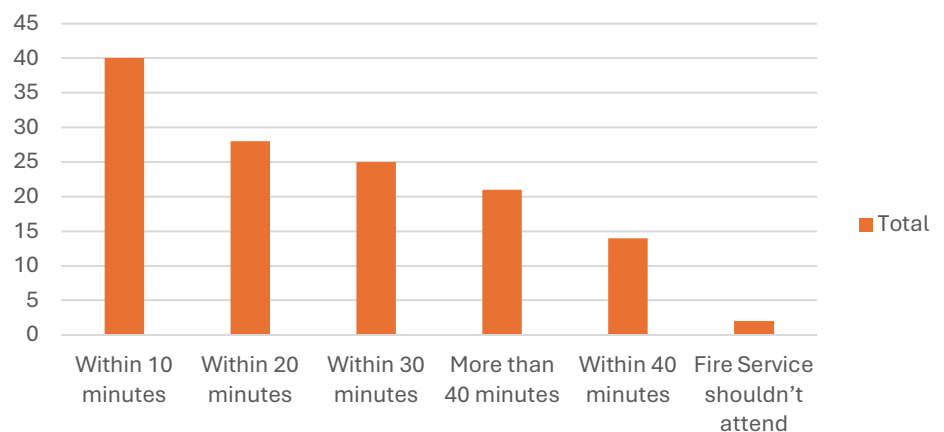
Within 10 minutes accounts for the majority of 'Water rescue of a person (when someone is in trouble in a body of water)'



Flooding

Flooding	Quantity
Within 10 minutes	40
Within 20 minutes	28
Within 30 minutes	25
More than 40 minutes	21
Within 40 minutes	14
Fire Service shouldn't attend	2
Grand Total	130

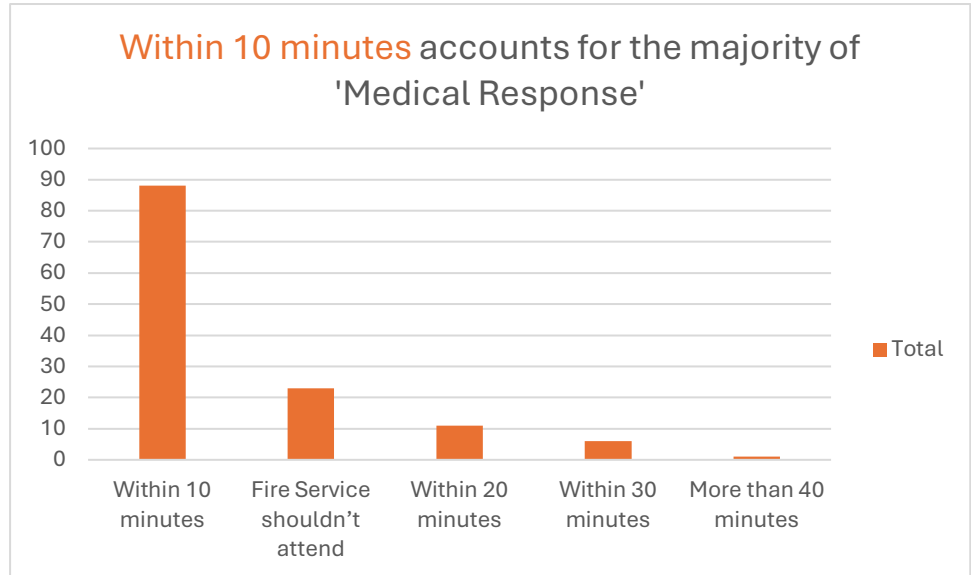
Within 10 and 20 minutes accounts for the majority of 'Flooding'





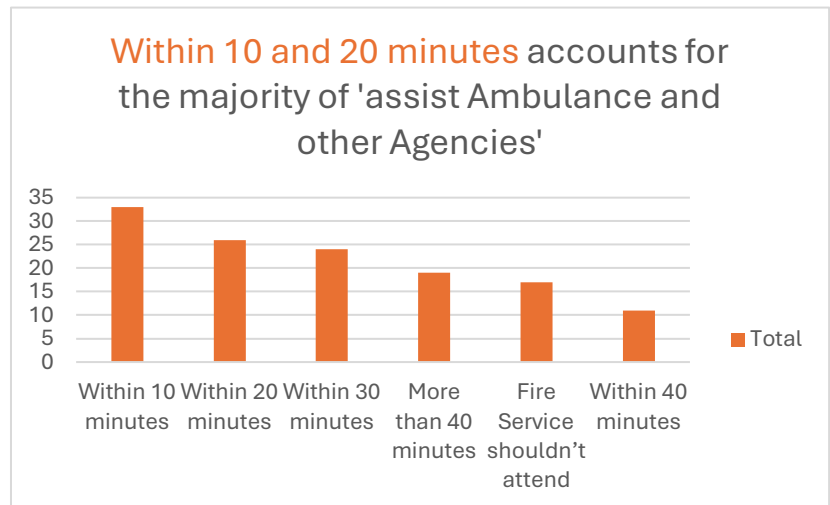
Medical Response

Medical Response	Quantity
Within 10 minutes	88
Fire Service shouldn't attend	23
Within 20 minutes	11
Within 30 minutes	6
More than 40 minutes	1
Grand Total	129



Assist Ambulance and Other Agencies

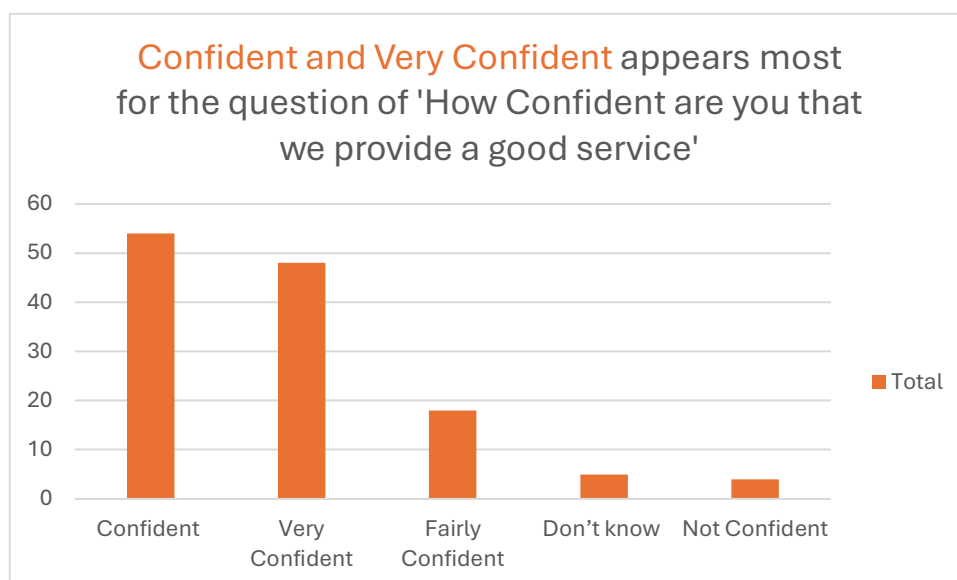
Assist Ambulance and other agencies	quantity
Within 10 minutes	33
Within 20 minutes	26
Within 30 minutes	24
More than 40 minutes	19
Fire Service shouldn't attend	17
Within 40 minutes	11
Grand Total	130





How confident are you with the Service we provide

How Confident are you with the Service we provide	Quantity
Confident	54
Very Confident	48
Fairly Confident	18
Don't know	5
Not Confident	4
Grand Total	129



Additional comments

Would you like to make any additional comments or share further information with us that will help us improve YOUR Fire and Rescue Service? *Please note the feedback below is reported as provided by the respondents*

The idea of cutting front line staff and services is absurd, I pay council tax to have the fire service in my town and for them to be able to respond to any and all emergencies in a timely manner. Closing stations, cutting fire fighters jobs and removing front line appliances puts everyone in rural communities at risk of losing life and property, this cannot and should not be allowed to happen!!!! If your vision for the future is cutting services and endangering the general public, you should be ashamed of yourselves!!!

It's like all local authorities trying to cut on manpower and resources, whilst not looking at how many white shirts are sat around the table creating jobs for themselves

I believe the service (like other emergency services) should be there in times of need. Cutting services is counterintuitive



<p>The fire service works well.</p> <p>People are paying more council tax now than ever before cuts or reducing stations skills shouldn't even be on the table</p>
<p>Don't close any of them. Merge with Ambulance stations to save costs like in the US.</p>
<p>Pay more for an even better level of service.</p>
<p>We have particular concerned that Crickhowell is not a wading station when we have riverside properties at risk of flooding.</p>
<p>Use social media to promote local teams and services. Let people know what's going on and who the station team are</p>
<p>We need to keep fire stations open they are a vital part of our community</p>
<p>I hear that mid and west Wales are looking to restructure the fire service with hub stations that down grade other station by taking away their engine, and down grading the status of the fire fighters employed. If these spoke station attend a house fire then that station will no longer be able to tackle a blaze from inside and only fight the fire from outside. I think that this a disastrous idea where the service is playing with publics lives. If the hub station is already on a serious incident, it prolongs the time till another hub station could attend. I would like to know how the service has thought that this was a good idea. What statistics were used to come to this, over how many years' worth of data was used to reach this. At present all fire stations help maintain other stations and areas the service should be one unit and not separated. I strongly feel that this proposal put forward discriminates against rural communities for populated areas.</p>
<p>How can we support this important service?</p>
<p>Surely the pressures on the NHS and WAST isn't the problem of the fire service? Surely Fire and Rescue Service's main priority should be Fire and Rescue.</p>
<p>Don't mind paying a little extra for the excellent service provided, as long as the extra payment goes to the Fire Service no nit the general purse of the local council.</p>
<p>Far too many office staff and not enough fire fighters. (Who have the privilege of wearing the same blue uniform I, when they have not put the hard work in)</p> <p>On call are better as they commit their time to their community while whole time crew are on salary and just want to leave as soon as they are in attendance.</p> <p>Attending to falls in the local community it a great idea and takes the pressure of ambulance staff. Obviously local on call crew want to help their local community, while in the city....whole time crew don't have any interest in special service calls.</p> <p>The point of entry is a long drawn out process. From the moment a potential firefighter shows interest to their point to entry can take months. What other job would make you wait that long.</p>



The sickness process is too stressful while stages are brought into play, the service tries to push personnel out when they are recovering. There is not much support from HR, just pushy bull tactics.

More needs to be recognised for long service personnel. Even 5 years in the fire service is one hell of a commitment but never recognised. More should be put into place to appreciate crew as at the end of the day.....they do risk their lives!

What should happen.....

5 years certificate

10 medal

And so on every 5 years.

LOOK AFTER THE PERSONNEL THATS ALREADY EMPLOYED. INSTEAD OF WASTING MONEY ON RECRUITING.

More needs to be put in place to support single mothers who are on call. But the service doesn't bother that female firefighters have a busy life outside of work as well and it's certainly not recognised or encouraged!

More bonding sessions, not work related. As these are potentially the crew that could save your life!

A payrise!! It goes without saying. They put their lives at risk. No amount of money can justify the bravery of facing fire, floods, blood, distress of the general public.

Keep female firefighters, support them through pregnancy, being back light duties and support them through sickness as its still a male orientated job as it is and females still feel a minority.

Less intimidating white shirts. Bring back blue for all

Control staff to have training on their attitude and to bare in mind that they have sat in a warm office with a coffee while the crews have faced horrific scenes even at 4am. Post call out, a conversation can be comforting while closing down but it's not always reciprocated

For the service to tell us exactly where our tax money has gone

Remember that Firefighters provide an essential service and ensure that the managers are up to the job and not hindered by silly rules.

Don't waste money on DEI.

Employ the best person for the job every time, lives depend on this.



Firefighters need more support from local employers so they can respond
Whilst I believe the Fire Service has a major role to play in awareness raising and educating the public there may be more efficient ways of carrying out this service. A strong volunteer base within local communities could provide a valuable source of information and a good link with communities for fire fighters and the service as a whole.
THE PLANS TO CREATE ZONES IS COMPLETELY FLAWED, EGO DRIVEN AND DOES NOT CREATE SAFE OPERATING FOR FIREFIGHTERS AND DOES NOT ENHANCE THE SERVICE TO THE COMMUNITIES. HAVING STATIONS THAT ARE NOT MULTI SKILLED IS GOING BACK IN TIME, HOW CAN A FIRE STATION NOT RESPOND TO A FIRE IN THEIR AREA, ITS WHY YOU HAVE ON CALL FIREFIGHTERS TO SERVE IN THEIR AREA.
THE ZONING PLAN DOES NOT TAKE INTO CONSIDERATION TRAVEL TIMES AND WE NEED OUR EMERGENCY SERVICES TO BE MULTI SKILLED, WHAT WOULD YOU EXPECT AN AMBULANCE THAT DOESNT TREAT CARDIAC ARREST OR A POLICE OFFICER THAT ONLY DEALS IN ONE SET OF CRIMES.
THIS IS AN EGO DRIVEN PLAN THAT MOST STAFF ARE SCARED OR WORRIED TO SPEAK OUT AGAINST AS THEY FEAR THAT IF THEY DO THEN THEIR CAREERS ARE OVER. ITS ANOTHER DICTATORSHIP THAT WONT LISTEN TO NO NEGATIVITY ABOUT.
There is a need for more fire fighters and dual trained to assist with the ambulance service
Surely the pressures on the NHS and WAST isn't the problem of the fire service? Surely Fire and Rescue Service's main priority should be Fire and Rescue.
Reduce non-essential and prioritise where there is a risk to life
Thanks to all those who work in the fire service.
Just to note I can't rank Q5 options
More community-based education of the role of the fire service, particularly with younger/ school age residents.
These services never seem a priority until that awful day when you need them. Fire can be catastrophic. Communities need local immediate response. Services to our rural communities need protecting. Merging and centralising services will inevitably mean delay in response times endangering life and property.
Happy to pay a little more money to keep the service.
Crickhowell is growing and needs a regular fire service
It's a much-needed service and needs to remain
Works well don't mess with it
I am a watch commander in another service, I have witnessed firsthand that cost cutting and reducing staff levels puts lives at risk and ultimately is reliant on



technology to replace firefighters. Technology fails, a motivated and appreciated firefighter doesn't.
Fire cover is essential within Crickhowell and by reducing services provided, feel outraged by money saving schemes.
I think it's vital for local fire service to be funded & maintained
£6 a month is minimal. Reducing resources in for e.g. numbers of staff would in my view be unacceptable. In addition, we are a rural community so consolidating resources always has negative impact on services. In the case of life saving services this is hugely problematic. Even when these decisions are evidence based and prompted to not have adverse anticipated outcome the reality is always different. Example being ambulance and a&e care now compared to even 5 years ago.
Essential service in Crickhowell due to the flood response times.
Such a community focused fire service
Essential service in Crickhowell due to the flood response times.
Such a community focused fire service
Reduce top tier management
Our local fire station is integral to our community, we are surrounded by terrain that is susceptible to wildfires, a valley that floods, a community that is ever expanding with housing creating more fire risks, our neighbouring towns are a good distance away. We need to encourage more volunteer fire crew to join and expand a much-needed local service.
Focus on threat to life from fire and rescue activity's such a road collisions or flooding. Don't prop up the ambulance service by fall responding or first responding. Let them fight for their own adequate funding from Welsh Government so they can provide a proper service without relying on you
Cut the number of MP, councillors , and waver there new wage increase of 6%
Get more money in to employ more staff, I know this isn't going to happen, but it would be nice
More and more public services in Powys are being centralised to either Powys bigger towns or out of county. Whilst there may be a potential rationale eg larger populations, this approach is to the detriment of many smaller rural and remote communities this furthering the inequities of accessing timely services in the hardest to reach areas of Powys
I would hate to think that the fire service were unable to attend a fire because they have been called out to a "medical issue!!"
It's essential to have a fit for purpose fire service, they are amazing and if we need to pay more we should
Fire Service is essential for the safety and wellbeing of every community and should not see any further reduction to staffing levels or fire stations!



I believe that everyone would wish to see our fire service funded to meet the needs of the communities they serve!
The fire service is crucial and we must not allow it to be downgraded
More funding they are essential to our community
Think all emergency services should be funded properly
Please don't shut Crickhowell fire station. Merge the police and fire station to save costs.
More outreach to education to promote fire service careers
Stop firefighters sleeping in vans when serving my community!! It's wrong and the fire brigade should look after their staff better. Staff who seem to be sacrificing so much to help others including myself
The Fire service is such a vital part of our community that no cuts should be made. It will impact the safety of the public if any part of the service is compromised
Fire fighters should attend fire emergencies, let the NHS do their job and open NHH back up
I think the Fire and Rescue in our area do an excellent job and provide wonderful service



Written Correspondence

Written correspondence to the consultation was received via email and is included below.

Email correspondence

Dear Mid and West Wales Fire Service,

A number of Councillors attended the very busy drop-in afternoon at Crickhowell Fire Station which was held yesterday. We are sure you are aware that there are a number of concerns that have been raised by residents about the Community Risk Management Plan 2040.

The purpose of this email is to formally present the views of our Council, Councillors and residents, that we have spoken to. We are seriously concerned about the repercussions on the local community and public safety should the fire station not remain fully manned and capable.

Some of the main points that we feel you should consider as part of your Plan are outlined below. We feel that these particular factors make a fast and capable response from Crickhowell essential. They are as follows:

- Crickhowell and Llangattock are rural locations with postcodes which cover large areas, so local knowledge is essential to reach incidents quickly.
- The River Usk runs between Llangattock and Crickhowell and the Crickhowell tender assists properties on both sides of the river at times of flooding.
- Roads around Llangattock and Crickhowell are prone to flooding; Crickhowell is often described as 'an island' in these circumstances, making an 'island-based' crew essential.
- Crickhowell Fire Station has only just become a wading station, following many years of requests from the community. This capability must stay.
- The mountain road between Llangattock and Ebbw Vale is the scene of regular road traffic incidents.
- Llangattock and Llangynidr Mountains are prone to wildfires which need to be tackled quickly in order to prevent damage to property and the SSSI natural habitats.
- Crickhowell is on the border between Powys, Monmouthshire and Ebbw Vale. The station also serves these areas. We understand from attendance at the Consultation that the statistics presented in relation to operational calls did not take into consideration 'out-of-local area calls' attended by the crew thus presenting a false operational history of the station.
- Abergavenny Fire Station, some 20 minutes away, would be the closest operation to the locality but this is not fully manned



The Council is aware of the request to organise a briefing by MAWWFIRE to the 5 Councils of Crickhowell, Llangattock, Cwmdu and District, Llangynidr and Vale of Gwyny. For the avoidance of doubt we confirm that Llangattock Community Council would like to be participate in this briefing.

Email correspondence

Thank you for arranging the engagement session in Whitton, appreciated being able to express my concerns.

As discussed, I am emailing my views and concerns, thought best to just put in brief point form, hope it makes sense!!

Extreme concern for as yet undisclosed proposal to make local fire stations into specialised stations. This would mean all pumps would always be in the wrong place at the wrong time, stressful for the firefighters and the community. Within Northern Command the distance between stations is vast. Our nearest station is 20 minutes away, then 40 minutes, then more than an hour. With only 18 pumps in the whole of Powys, approx 2000 sq miles, it is not a viable proposal. I appreciate Southern Command has different geographical status, therefore needs addressing independently. This all leads to a huge detrimental environmental impact given the colossal distances needed to be travelled.

Community - this is a 2-way thing, the crew that serve our local station do so to serve the local community. The total commitment and time given is not for monetary benefit but to provide our community with security and reassurance. They are so much more than a fire station, we have no police station and no ambulance service that can be relied on, so we all turn to our fire crew.

When an elderly resident needs a smoke alarm, they pop in for a chat on a Wednesday night and it is sorted.

When a local person collapses in the street with a suspected cardiac arrest, it is a local firefighter that is fetched to help.

When our local youth group want to educate about prevention measures the local crew turn up with their fire engine to engage them in a fun environment.

When a young man is run over, no police and ambulance 5 hours away, the crew get called to administer life changing medical help, sort traffic and calm the local onlookers.



Such a small example of what the community get from our station. Reassurance, support, trust, reliability.

Our station provides it all and more. 129 call outs last year - each one responded to, each one different. Flooding, house fires, RTCs, animal rescue, wildfires and plenty more. Because they are trained and equipped in it all, they do it all.

Always reinforcing the trust and respect they so rightly deserve.

All of this leads to the simple fact that OUR station and crew need to serve OUR community.

Happy to discuss further if required, you did mention about the community ambassador role, not sure if I'm suitable but would be interested in learning more.

Please contact if you need future help with venue suggestions.

Powys County Council Councillor meeting transcript

Councillor Gwynfor Thomas

I've obviously heard the, I've obviously heard the presentation a couple of times before and it's been through the Authority, and it's got the support of the Authority, and it seems a sensible direction to go, and the process is in place, and we hope we get a lot of feedback so that we can improve the service.

Councillor Beverly Baynham

Thanks, and thank you, Iwan, that was most informative. I just wonder if I could ask a question, please about the open dropping events that you've had. I represent the Presteigne ward, but there's several of us that are in the ward of East Radnor. So, if you take in Presteigne and Knighton, and I just wondered if you might be able to give some consideration to whether we could have a, another session here in this area. Only I'm not sure why and what the thinking behind it was.

But there was a session put on for Presteigne and Knight and jointly and it was put on in a very, very small little, tiny little hamlet village of Whitton. There's no bus route in Whitton. And it was between the hours of 10:00 AM and 2:00 PM. And it was just unfortunate that it was the day of a full council meeting. So, none of the local members, I think there's about six of us that cover this area.

None of the local members are able to attend. But it was just, it was a very difficult. I understand that, you know, you can't fit for everyone, but even if we'd just had a



session in Presteigne maybe at that time and in night and that maybe coincided a bit later in the day, you know, where people could call in from work. But I just wondered if there might be some consideration could be given to that in future going forwards, please.

Response from DCFO Cray

Thank you, Councillor Beverly. We were trying to find locations that would work for everybody. And it's always really, really challenging, isn't it? And particularly in rural areas and accept that we'll take that away if we can. I think we're up against it time wise to program something else in now because they're on, they're on the round robin. They're into Carmarthenshire and into Pembrokeshire I think now. But I'll see, if possible, we can put something in what I will say and I'm willing to do for everybody on the call really is present into the community councils and Town councils, quite happily could do the presentation that I've just done into those community councils. If you if you would, if you would like that, I'm happy to do that across the board.

Councillor Jackie Charlton.

Thank you very much. Thank you very much for your presentation as well. Yeah, and I was at the presentation where it all went wrong for you, which was very difficult, I know, but it's been a lot clearer today. So, thank you for doing that and thank you to Catherine for organising this so we could all come along and have a look at it. You made one really, really, really important point, I think in this and that is that the key element to the fire service is its people. And so that's the people that run it, whether they're full time first service operatives or whether they're on call or, or whatever, or even volunteers there.

I noticed on your map you've got a couple of areas where you've got volunteer firefighters, which is really interesting actually. But one of the things that you've been particularly criticised over the years and it's, you know, recently it's come into full focus. It's just about the culture within the Fire Service. And you did make a quite a big point. Your objective 1 is to improve the diversity and to improve the culture within your Fire Service. I'm just really a quite like to have assurance because I think you have, you're quite right. You've got to do that before you can. Well, you were saying you've got to do the changes before you can do that. But I would suspect that you need to really focus on your culture and provide us with assurances around that, that you are changing your culture. Because without doing that, I don't think you're going to have quite the buy in that you would like to get the other changes through. Because as you say, the people are really important. And I think we're getting feedback to say that that people who are already working within the fire service are finding this really challenging.

So, it's a chicken and egg situation. So, I think I'm looking for assurances that you're already working to change that culture within the fire service and that it is a key element to what you're trying to do. But it should be the forefront of what you're trying



to do. Yeah, absolutely. And yeah, apologies if I sort of presented to suggest that it wasn't at the forefront of what we do.

Response from DCFO Cray

Yeah, we spent, we spent a lot of time over the last week as the Executive Suite, discussing the next steps. Since that report has landed. We had an action plan in place before that because we've done an internal review ourselves. So, we've added to that action plan now we've also agreed to go and seek the assistance from an outside specialist to be able to lead on some of this work. Because, you know, we, we, we aren't experts in cultural change. We have an understanding of our Service, but we need somebody to help us through this. So, we've agreed to seek assistance from outside, that'll happen now over the next few weeks, and we've committed to putting a team together to lead on those recommendations and move things forward. So, we're absolutely committed to it.

In terms of reassurance for yourself, yourself as a local councillor as well, is that the fire authority did request at last meeting, a degree of involvement going forward. So, they will be included in some of those groups and the work that that happens there as well. So, there's been the Authority oversight on it as well. And staff as well, your own staff, they're, they're very much part of this culture change as well.

That's key. And there is a, a cultural inclusion working group that we've already put together that's, that's consists of our own 60 staff members from varying corners and, and sectors within the organisation. So, cross section of the organization really on that working group and no senior management on that inclusion group either that that, that that is a working group, and they will feed up their findings as well.

Councillor William Denston-Powell

I did attend the in fact, I was the 10th and final attendee in in in Brecon last week at the at the event.

And I don't want to go back over the, the old ground, but, but the location of, of, of that was less than perfect really up in an obscure classroom in NPTC that was labelled Brecon College on the, on the publicity information. I was the 10th and final person. And I must say I found it very informative.

I learned that, for example, the diversity of, of funding models across England and Wales that I hadn't been aware of. I also wasn't aware that that that the Authorities were totally dependent upon levy. I had assumed there was a blend of core funding and levy funding as per the police.

Clearly, I was misinformed there a number of other issues. I am aware, as many people on the call will be aware, that in England there is a, a level of greater democratic oversight of fire services via either police and crime and fire



commissioners or various the mayoral models. So, there is a, there is a certain level of concern in some of our communities with regard to that, that the directness of that democratic oversight. Obviously, our colleagues within the Fire Authority do their best.

My particular questions are around whether and it picks up to an extent what we've heard earlier is it is it not somewhat premature to be rushing forward with I mean it's a 2040 plan clearly changes necessary and that's obvious. But in the aftermath of a fairly difficult set of feedback with some actions that I think have been widely accepted within the Authority and elsewhere. Is it not more appropriate to take a short pause for reflection if it was an urgent matter.

I clearly understand the imperative, but it seems to me that there's, there's a need to do a lot of this data gathering and, analysis and engagement and so on. But the idea that there isn't then time to engage more fully and perhaps slightly more adequately with communities. Because later in the afternoon, I attended a session in Crickhowell Fire Station where the catchment area somewhat smaller than Brecon, Hay, Talgarth, but they were in excess of 55 attendees. And, and that was that that session showed the level of interest that there is in our communities if things are appropriately advertised.

So, I would ask that we consider a pause because it would be inappropriate that we if, if the authority was seen to be kind of marking its own marking its own marking its own homework in a hurry.

Response from DCFO Cray

Yeah, really about the sense of urgency, whether it's an unnecessary, some unnecessary haste. Yeah, I think there's a, there's a sense of urgency that we need to get hold of some of these changes, including at mostly the cultural change. I don't suspect that I'll be very, very surprised. Having worked 30 years in the public sector, I haven't seen anything move quickly in my 30 years. So, I don't suspect we'll see that change happening very, very quickly. There are no Cliff edges here.

You know, we're not going to come to six months' time and say we have to change this, but we will build towards it. Because there are 58 stations across 6 county areas, We'll have to run trials across certain areas before we introduce any significant change. So, I don't suspect it'll be fast even though we'll try to make it as quickly as we can. It won't be fast in the long term anyway.

I just think the other one thing really in terms of collecting opinion out there, we are already at 700 survey responses. We'll be close to about the 1000 by time we've done Pembrokeshire and Carmarthenshire, I would suspect, which is around 4 times the highest that we've ever seen or managed to get when it comes to engaging with



the public. So, it does pay off for us to go out there and which we will still not have reached everybody out there. No, there's no question about that. The number of responses is really, really pleasing.

Finally, then on in response to that, I would say the Welsh Government have, they're clearly looking at the governance model and they are looking to engage and consult with public over the summer months in terms of a model going forward. So, I suspect we may see some changes within the next Senedd term at least.

Councillor Danny Bebb

It struck me that you've mentioned flooding quite a few times in this, which naturally you say that it's that you know that things have changed, you need to respond to that. But you've also mentioned prevention quite a few times, but never have you mentioned them two things in the same sentence. So is it fair for me to say that if better drainage, river ditch maintenance would make less flooding, that would save the fire service quite a considerable amount of money, I think.

Response from DCFO Cray

I think it's an excellent question. Thank you, Councillor Bebb, and an excellent point really that as a service from a preventative point of view from let's say dwelling fires, 25 years ago, our crews used to sit and wait to just respond to dwelling fighters. We started doing the preventative approach and we've seen a significant impact from that in terms of reduction in numbers.

At this moment in time when it comes to flooding, we sit and wait. We see the weather warnings, we've texting each other going we'll be up to High Street or wherever it is because we all know where the places are that regularly flood, and the Service responds when the call comes in. We don't do enough from a preventative approach. So that's something that society needs. Whether it's from us, whether it's from Natural Resources Wales, whether it's from the council themselves is the preventative aspect to flooding. What does that look like? I don't know, as I sit here today, but what did our home fire safety check look like 25 years ago? We didn't know until we started to develop that we need to develop that for flood response. There's no question about that along with partners from our response point of view to flooding.

And you can look at footage of, I think was it storm Bert, I think was the one that stood out for me in in the southern area of the country before Christmas. And we see water everywhere and a standard looking fire truck parked behind beside it or a number of them. That fire truck was never designed for flood clearance or pumping flood water. It was designed to lift water from an open source for us to fight fires with. And yet we adapt it somehow.

There are better products there for flood clearance. Well, we don't purchase them



because we purchased this fire truck in the same way we've always done. So, a great question. And that's absolutely what CRMP 2040 is about.

Councillor Graham Breeze.

One quick question, I read your headlines regenerating the Service estate and well, I appreciate your statements around the condition of some of those buildings. For me that reads closure of rural stations.

So what does that mean for North Powys in particular in in this area where we've got many small rural stations that for you know, that perform excellent services for the community, very difficult communication issues to think about in terms of traffic moving around when speed of reaching incidents is already a big challenge. It really does concern me that on the table here is and it's not mentioned in particular, but it's clearly would fall under regenerating the service estate, I'm sure.

Response from DCFO Cray

Should we be concerned? Well on the face of it, I would say no, because a station building doesn't save any lives. A station building offers nothing to us other than somewhere to park an expensive fire truck and we go to the majority of our buildings for two hours a week to train. What is important is a response.

What is important is the people and equipment and the skill set to address that list that you just went through there. When somebody picks up the phone for assistance in our communities that we can respond. There are occasions where the station is utilised for something else in the community. There are places where we store kit where we've got police and ambulance on site with us.

Arguably the ambulance has done well to collocate, the police have done well to look collocate. In those places they don't have to worry about net zero charges. They don't have to worry about maintenance costs, they don't have to worry about running costs and so forth. There's a significant impact from the capital cost of buildings. A salami slicer. If you asked me, I would say I'd much rather see the salami slicer take to bricks and mortar than taken to the people, its the people in our model that save the lives.

So, is there a model that can be adapted to operate this differently going forward? So, we still have that response to our communities but is far more sustainable. This is all going to come out of the balanced rooms and the issues and the, and the proposals that come from it. We might come out of those balanced rooms, and everybody want to keep the model that we've got exactly as is and that may be ok, but we then need to find hundreds of millions of pounds to maintain the model then as we've got them. So can we do better with that public purse is the question we need to ask ourselves. But the building, I do question that part of it. How important is the building?



Councillor Richard Church.

My question follows actually on quite well from Councillor Graham's and from your response to it.

You talked a lot about how things have changed over the last 70 years. And then indeed they have for all of us, for everybody and for all of the services and for the other emergency services. But the one thing that hasn't changed or changed very little, is the geography of Paris and the number of miles between Welshpool and Churchstoke, for example, is the same as it was 70 years ago. And the time taken to travel that distance is really much the same. And you talked about police and the ambulance service.

Wouldn't it be better for the three of you emergency services to be conducting a review alongside each other? Because a lot of you are, you support each other, you work together. You're often attending the same incidents. So, wouldn't we be better looking at the emergency services instead of just yourselves? And you will still have to address the fact that even though there may be fewer fires than there were 50 years ago, those fires still happen. And people's lives are at risk. And the time taken to get there from a particular station is just the same as it was 70 years ago.

Response from DCFO Cray

Yeah, ideal world. Absolutely. We'd have the Deputy Chief Constable sat next to me and the Deputy Chief Executive of the Ambulance and we'd be on the same page with to a multi-agency approach. We co-locate in a number of areas across, across the whole of Wales. Coordinating something like that with our, our, our building structures, their building structures is very, very difficult, but it does happen. But it happens in bite sizes.

In terms of that question around the time taken to reach some of these places. I fully agree with you. Nothing has changed there. But what's to say that we can't improve the model across Powys? What's to say that we can't get to places like Trecastle, Sarn, Tangadvan, Pantadu? These places are very remote from a current location of a fire station.

What's to say that we can't get to those places quicker with a different model because only 9% of our calls are primary fires. Remember, only 3% of them are dwelling fires. And if we want to go down to another level beyond the three out of every hundred that are dwelling fires, 82% of dwelling fires that we go to, the fires are contained into the room of origin. So that's like a cooker fire would be out on arrival or it doesn't spread beyond the kitchen. So, 82% of the 3% don't spread anywhere. So, the numbers are very, very small.



So, can we deliver a model which might be able to serve a quicker response for a lot of the area of Powys for some of the types of calls that powers citizens are calling us for? That's the bit we want to work out.

Councillor Claire Hall.

Thank you, Chair, and thank you to Deputy Chief even for the presentation, much more informed than the last session or the public one. Yeah, I've, I've got some concerns. I'm just bringing up some of the threads some of my other councillor colleagues have brought up. You keep repeatedly saying the phrase improve the model, and that to me is predicated on the fact that you think that the current model doesn't work. There's a lot of disquiet in various areas, not least my own. And just to correct Councillor Bill, there were over 100 people at the event in Crickhowell when I last, I counted that. There's a lot of disquiet. There's a lot of room in circulation which comes back to the adequacy of this engagement exercise.

And I come back to Councillor Bears point about you. You responded to say you're up against it time wise. And I don't see why bearing in mind that the culture issues in the report have only just started to be addressed with new recruitment policies, etcetera. That's going to take a little while to bed in.

I'm, I'm not convinced by the sort of the rush behind this. And certainly, there's a lot of members of the community who are uncomfortable with the sort of closed way the survey questions are phrased. There doesn't seem to be any way of encouraging open dialogue so that they can just sort of openly express their uninhibited comments.

As on what whether the survey works, sorry, the current system works or not. So, I'm a bit concerned about that and I'm going to be blunt and ask this question directly. Have Fire Service personnel been briefed separately and given information about outcomes even though you said the beginning of this session that around haven't been any, have they been briefed about likely outcomes that haven't been shared in these briefing sessions publicly?

Response from DCFO Cray

Thank you, Councillor Claire. OK, I'll take that last question first if I may. I've visited every single station across Mid & West Wales Fire & Rescue Service to talk about the Community Risk Management Plan to talk about potentials. Yes, absolutely. Stuff like we've spoken about today and maybe some other things that were discussed on, on the evenings and days of the visits. I wouldn't be able to recall all 100 or so visits to each of the watches, but they would all be potentials that go into the mix. That's the sort of thing I want to be encouraging, wide reaching debate around these things.



I want to be testing the boundaries of what we're used to just because we've always done it that way. What means what?

Why do we think it's right that it'll work going forward. And the question you ask around why do I think it's not right as in the current model and why it needs to improved. I just looked before coming on here now actually I just chose, chose a a month OK, in September of 2024 across Northern Area division, which is Powys and Ceredigion and just chose a month at, at random there.

We have 32 fire trucks based across that Northern division at £440,000 each. There was 5 out of 32 available for 100% of the time throughout that month. so the others were not available for certain times of the day.

So, when I say the system needs improving, when people in our communities are walking past our fire stations looking at the fire trucks in the bays and going, I'm feeling nice and safe. They have no idea that that appliance can't respond if a call comes in because personnel are not available.

Some of these stations have been down to something like 30% available at times during the year. Those are the challenges we face because the model is an antiquated model which was based on a time when communities were far, far smaller, where there was far, far more work in these communities for people to stay there and be able to respond there.

Our model doesn't allow people to go further afield for work. They must book off and be unavailable. So those are the sorts of things that we need to look at. So, when I say there's room for improvement, there is absolutely room for improvement so that we can guarantee a response when people pick up that phone, wherever you are in Powys, whatever corner of Powys, whatever corner of Midwest Wales you are, that they will get a response within a reasonable time, not the next available truck down the road.

And if that one's not available as well, you go down the road further and further. The data tells us that over years and years. Thank you. I think that neatly brings your presentation to a close and the questions from councillors, we really I've got a late hand up from Edwin.

Councillor Edwin Roderick

And thank you very much Iwan, as always for making in the presentation. There are several things I wanted to enlarge on, but because of the time I'm able to do it at the moment.

But you can be rest assured everybody, I've heard this presentation several times



before and also, I've been on the mid and West fire authority board now for some years and many of these issues are coming come in front of us.

Sadly, as you want to just be covered now regarding getting the amount of fire machines out, volunteering is not as strong as it used to. Companies are not prepared to leave their employees go from work to address a fire, etcetera, etcetera. Their contracts won't allow them. And this is what's going to curtail a lot of it.

But I think, you know, coming back where it's touched briefly on the culture, there's a lot of, shall we say, there's a lot of blanks being fired out and accusations to and went to see where they're going to land without the evidence. And I've witnessed some of these in my time with the board and they've been very, very rigorously researched, I can assure you. And at the end of the day, none of them have fallen on solid ground. So, I can assure you from my side as well that the Mid and West Wales Fire Authorities in excellent, good hands. And it's a sort of authority that again, because I'm in two other Authorities as well, when I go there, I have the answers which I'm looking for and they are given.

So, Chair I, as I said, I won't go on any further but thank you.

I think we can be rest assured on sleep easy in our beds that you are doing the best you can with the facilities. And what's that you would disposal.

I mean, it was a point I was going to make about the culture of volunteering and the tradition of volunteering, which has clearly changed, and societies changed.

And then the fire, fire, fire service hasn't escaped that clearly, has it? And so I quite understand the challenges you must face, not just in terms of staffing, but in meeting many different targets.

Please be assured you have a support. We realise and appreciate the important work you do.

I say this every time we have a presentation from the Fire Service. We really do you know, I think in rural communities and farming communities which I belong to particularly so.

So, with that, thank you councillors for you know, for your questions. It's been a very useful presentation, and we look forward to hearing from you as this consultation progresses.

Chair, there was a question in the chat about the engagement, last question in the chat just about the engagement that must have just come in. I think councillor, Councillor Claire, that was the first question you asked, Was it Councillor Claire?

No, it's the last question. I just posted 1510. Are we able to e-mail the CRMP e-mail



address with general comments and issues concerns or is the engagement restricted only to the survey questionnaire questions?

Oh, you could e-mail, you could e-mail through Councillor Hall. Amy is just putting the e-mail address on there now for you.

Email correspondence

Please thank Deputy Chief Fire Officer Iwan Cray for his presentation, which I would like to comment on as follows.

I was very pleased that the 3 questions I submitted at the beginning were all addressed by Iwan.

His initial answer re no proposals to close any stations was reassuring, however the second time he addressed this question it was slightly more of cause for concern 'No, but who knows?'. I suppose we'll have to wait and see what comes from the consultation.

My second question about increasing the role of fire-fighters as first responders, something of great importance in our remote rural community (25 miles from the nearest A&E) was interesting in that he suggested there would have to be legislative changes for this to happen? If so how can we help bring this about?

My third question about having an additional force of workers for wild fires seemed to be answered in getting the members on the station who didn't make the call to go? I think I was suggesting a separate civilian force, who would not need to be trained to such a high level, to provide the support and manpower needed to deal with these personnel intensive fires. Also if the second appliance on the station, which in Presteigne's case has been downgraded from a 4x4 with fire fighting capacity to a car for 1st responders, was upgraded to a 4x4 vehicle capable of carrying 4+ people it could help with wild fires as well as 1st responders?

There was a question about where the stations are and all having the same vehicle being historic? My view is that the stations are where the center of populations are and where it is possible to get a retained station to have enough volunteers to turn out? Also the vehicle, whilst it's outward appearance looks the same, the equipment carried covers a far wider range of capabilities than earlier machines.

There was a suggestion that the 90 x £400,000 machines might not be necessary. Slightly confused as there are on 58 fire stations.



However, it seems to me that the first priority of the fire service is to get to whatever emergency it is called to as quickly as possible and with the capability of dealing with that incident. The other 3 areas of work on one of the slides are all luxuries which we'd love to have if funds allowed. It seems to me that in order to do this all the machines need to be fully equipped as they currently are. I do appreciate it, and it is a great statistic that fires in general are down by 30%, it's essential that they can be dealt with when they occur.

Anyway, enough from me. I hope you can share my comments with the general consultation.

I would be happy to promote new consultations as they occur and please keep me informed.

Keep up the good work

**Email correspondence from Cllr Chloe Masefield & Cllr Claire Hall
31 March 2025**

Mid & West Wales Fire & Rescue Service crmp@mawwfire.gov.uk

Re: CRMP response for Crickhowell and surroundings

Dear MAWWFRS,

We are writing in response to recent engagement and discussion around the CRMP for your service. We would like to thank Iwan Cray, Deputy Chief Fire Officer, for meeting with ourselves and other community leaders on Wednesday 26th March. At the meeting, Mr Cray assured us that the situation currently is one of data and information gathering from communities and as such we are keen to input the response, we have had from our residents in relation to the Crickhowell Fire Station. We can confirm that the community in and around Crickhowell want to keep their fire station, engine and fire fighters.

We are all grateful for the incredible work these individuals do and want to make sure they are able to continue to support the community. We recognise that there are significant budgetary pressures on all public services and that the current fire service model was created in the 1950s. However, this model is providing a good level of service for Crickhowell and, with the recent newly recruited on call fire fighters at the station, we are confident that the service can only improve. We appreciate the comments made by Mr Cray around the differing needs of communities in different areas and recognise that the service provision for Milford Haven does not need to be the same as Crickhowell. We are very concerned however that any blanket options or proposals developed for the area as a whole will not consider the unique situation that towns, such as Crickhowell face. We and the community want the fire service to



be able to deal with all the emergencies they are currently equipped to deal with, including road traffic accidents, hill fires, house fires, flooding and many more.

Finally, we have welcomed the recent changes to recruitment and culture in the fire service and want to ensure that these changes have the chance to bear fruit before any further restructuring takes place. Once again, we are grateful for the chance to engage at this early stage in the consultation process and hope that the service will continue to be open and transparent in any proposals. We would welcome the opportunity to be involved in further discussions.

Sincerely, Cllr Chloe Masefield & Cllr Claire Hall

Powys County Councillors for Crickhowell with Cwmdru & Tretower

Questions for Mid and West Wales Fire Service - Meeting with Powys Town and Community Council representatives on 26 March 2025

Claire Hall, County Councillor

1. As this session for community leaders is part of the formal CRMP engagement process, will the Deputy Chief Fire Officer allow all the questions and answers presented in the session to be transcribed and included in the Fire Authority's formal engagement report which will be made public at the end of the engagement exercise?
2. Will you guarantee to undertake a full review into the Fire Service culture and address all the issues identified in the independent report that was published by an independent auditor BEFORE proposing any changes to existing fire authority stations in the MAWWFRS area?
3. I welcome the recently implemented improvements to the Fire Service's recruitment process, including pay increases and changes to banding hours – Crickhowell has successfully increased its number of retained firefighters and is working well. However this relatively recent success needs time to bed-in and, reinforcing the importance of my previous question, unless you complete this work before making any changes to existing fire stations, how can you be sure that the toxic workplace culture issues identified in the report won't adversely affect retention – what do responses and evidence obtained from your recent exit interviews say?
4. There is a lot of disquiet in a number of communities within Powys, including ours, and information that is circulating bears no resemblance to what we are being told in public briefing sessions. Have current Fire Service personnel been briefed separately and given additional information about the likely outcomes of this engagement exercise that isn't being shared publicly or with community leaders, such as the proposed introduction of a 'hub and spoke' system and the majority of fire services being centralised in Brecon and Llandrindod with the proposed downgrading of existing equipment and facilities or closure of all other existing stations?

Tim Jones, Chair of Llangattock Community Council



5. Crickhowell and Llangattock are prone to regular river flooding from the Usk (Bridge Street and properties on the Legar, Llangattock); RTCs, particularly over the mountain road; fires on the upland moors, particularly on Llangattock/Llangynidr Mountain. Will the Crickhowell station be fully equipped to deal with all these eventualities?
6. The rural communities surrounding Crickhowell are sparsely populated sometimes difficult to reach via often single-track roads. Postcodes can cover large geographical areas. The local knowledge of back roads embedded in the retained firefighters drawn from local communities can significantly reduce the amount of time needed to reach an emergency when compared to out-of-area crews. If local crews are not retained, how do you propose to replace this local knowledge?
7. Crickhowell is prone to being cut off from Abergavenny, Ebbw Vale and Brecon by flooding on the A4077 at The Vine Tree Inn and the A40 at Glangrwyney and other points heading towards Brecon. Crickhowell has often been described as “like an island”. If you do not maintain a wading station at Crickhowell, how would you propose to get emergency vehicles to Crickhowell and The Vine Tree Inn?

Paul Evans, Chair of Crickhowell Town Council

8. Would you see any opportunity in a proposed reconfiguration of the fire station in Crickhowell to design-in greater local community involvement?
9. How could the community councils help you in your relationship with the local communities?

Conclusion

The 6-week engagement period proved to be a great success and provided our staff and stakeholders the opportunity to share their thoughts on our challenges and issues as a service and to help shape MAWWFRS.

The engagement process proved to be far more successful than previous engagement campaigns and allowed us to collate ample amounts of qualitative and quantitative data on our challenges and issues.

Did we reach the right target audience

The engagement events were widely marketed via the Service website, partner organisations, Public Services Boards, and social media. Information about the engagement was published frequently on our social media sites to encourage public engagement.

Several press releases, emails and Deputy Chief Fire Officer Memoranda were circulated to stakeholders and media and press contacts held by the Service. We further used external channels of communication by advertising on the external website, as well as internal communication channels using the Service’s internal intranet site.



The consultation information was circulated to over 2,350 contacts and stakeholders. These included Public Services Boards, Heads of Departments and Heads of Division, Dyfed Powys Local Resilience Forum, Strategic Arson Reduction Board, Joint Arson Group, Trade Unions, Fire Authority Members, Stakeholder's list, and Press Contacts.

We had a significant number of engagements this year, a total of 844 surveys were filled out from the 2 surveys collated within the report. We hosted 34 Drop-In sessions across mid and west Wales in venues such as Fire Stations, Universities, Community Centres and many other places which is listed in a table at the start of the report.

Significant external advertising was also undertaken to ensure we get the best reach to all members of our communities. We partnered up with companies such Localiq, Wales Online and Global advertising. We also extensively shared social media posts from our Services pages and linked in with local resident group pages on Facebook.

- A total of 38 MAWWFRS posts were published reaching 52,287 individuals and creating 54,627 impressions.
- Wales Online ran an article generating 2,680 article page's view and reaching 2,510 article users.
- Wales Online published to their Facebook pages and gathered 16,148 impressions and a total of 1,245 clicks.
- Wales Online published on their Taboola advertising platform generating 298,641 and totalling 1,722 clicks.
- Localiq ran adverts through NQ AdServer, NQ AdProdcuts and NQ Facebook Enhanced. These promotions promoted our Drop-In session posters across the 6 counties. The extensive promotion delivered 109,785 impressions, 1,228 clicks and 153 hours of viewing time.
- 2,350 emails circulated to our stakeholders.
- Over 500 members of the public were given the opportunity to provide their thoughts on the challenges and issues of the Service and took the time to fill out the survey provided. A total 844 surveys were completed across all stakeholders.
- 2 Webinars were hosted across the 6-week engagement process. These Webinars included attendance from staff and external stakeholders.

The number of responses received this year was **844**, we acknowledge that we would still like to encourage more responses for all future engagement and consultation exercises and will continually look at alternative opportunities and methods, to ensure that engagement with our communities and stakeholders is as effective as possible.



What did we learn?

Overall, respondents expressed concerns for the areas highlighted within the report. The engagement process has proved useful as the issues presented to us from the engagement findings are issues that have been highlighted throughout the CRMP 2040 Plan. This engagement process has shown us that we are moving in the right direction and that the Service and the public agree on the issues and challenges the Service face.

Furthermore, throughout the process respondents highlighted the great work that the Service does and fed back a great deal of positive comments. The feedback from some of the questions asked provided respondents the opportunity to say 'Thank you' and 'Keep up the good work' which highlights the great work every member of the Service undertakes on a daily basis.

Lessons Learnt for future Engagements

A high level of engagement was achieved in the following locations:

- Public Libraries
- Leisure Centres
- Universities

These venues will be considered for all future engagement events to engage with as many stakeholders as possible.

The engagement materials used proved to be extremely useful in 'setting the scene' and providing an explanation of what the engagement sessions were hoping to achieve. Encouraging the venues to advertise the drop-in-sessions on local noticeboards and social media channels proved to be successful in promoting the sessions locally and will be utilised for future engagement sessions.

The use of online webinars again proved to be useful as an engagement tool, however, we will explore alternative options to host the webinars, due to issues experienced with technology, such as Facebook Live Events.

Ideas for future Engagements

Venue Locations

To liaise with local Town and Community Councillors and Divisional staff to identify the most suitable venues and locations.

Ensure that research is undertaken to look at public transport links and that venues are centrally located to provide all stakeholders with an opportunity to attend. Explore the option of utilising shopping centres and supermarkets as potential venues, where there is a considerable amount of footfall.

Promotion

Continue to utilise a variety of methods to advertise the drop-in-sessions, including the use of Town and Community Councillors to share the message within their



networks. Identify a suite of paid advertising methods to advertise the events, that target as wide a demographic as possible.

Survey

Review the survey to ensure it is asking relevant questions, using plain English with no jargon and that an Easy Read version is created.

Signage

Ensure the signage is advertising the sessions appropriately, for example, some venues didn't have any tea/coffee making facilities, therefore, feedback was received from some attendees that the sign was incorrect.

Equality Monitoring

We are committed to ensuring that equality and diversity is a key component of our Corporate Strategy, and we have policies of Equal Opportunity for all members, employees, and prospective employees.

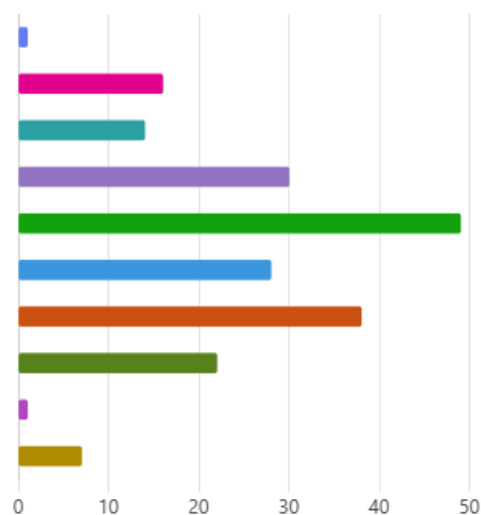
Our strategy will not tolerate processes, attitudes and behaviours that amount to discrimination, including harassment and bullying through prejudice, ignorance, thoughtlessness, and stereotyping.

We are working towards an environment that gives everyone an equal chance to work, learn and live, free from discrimination and prejudice.

The information in the graphs below identifies the level of response from our resident populations.

What is your Age Range?

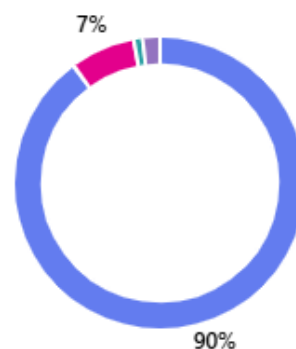
16 and under	1
17-24	16
25-34	14
35-44	30
45-54	49
55 - 64	28
65-74	38
75-84	22
85+	1
Prefer not to say	7





What is your first Language?

English	187
Welsh	15
Prefer not to say	2
Other	4



What is your Gender Identity?

Male	92
Female	113
Prefer another term	0
Prefer not to say	3



Is your present gender the same as the one you were assigned at birth?

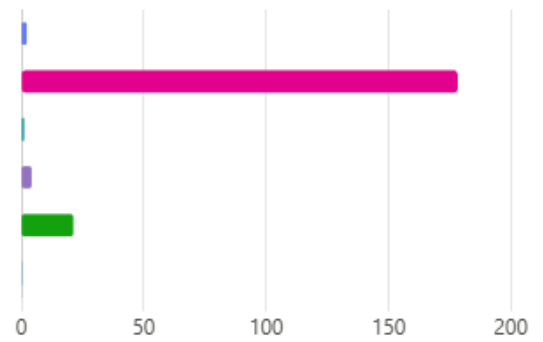
Yes	197
No	1
Prefer not to say	6
Other	1





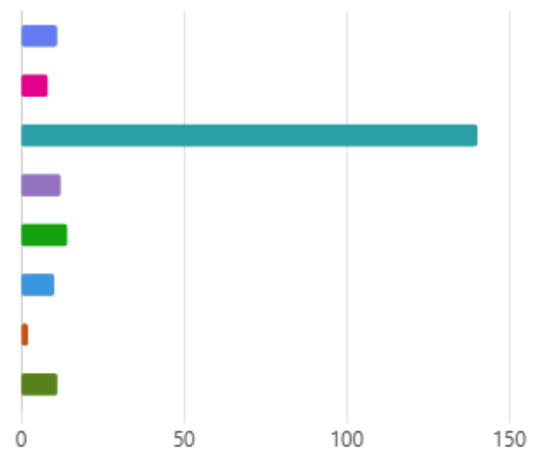
What is your sexual orientation?

Bisexual	2
Heterosexual/Straight	178
Gay	1
Lesbian	4
Prefer not to say	21
Other	0



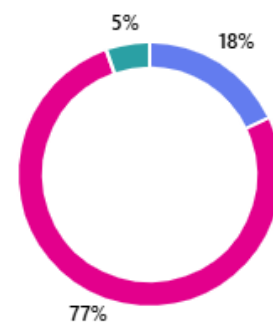
Do you live in....

Carmarthenshire	11
Neath Port Talbot	8
Powys	140
Ceredigion	12
Pembrokeshire	14
Swansea	10
Prefer not to say	2
Other	11



Do you consider yourself to have a disability?

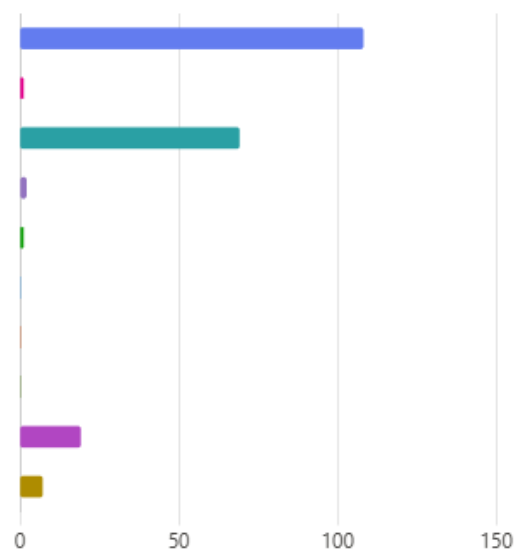
Yes	37
No	158
Prefer not to say	11





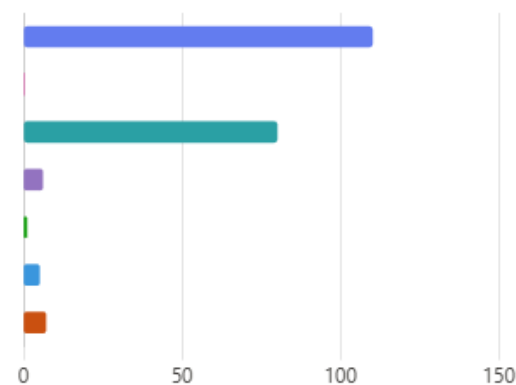
Religion/Belief or non-belief?

Christianity (All denominations)	108
Islamic	1
No religion	69
Buddhist	2
Hindu	1
Jewish	0
Sikh	0
Muslim	0
Prefer not to answer	19
Other	7



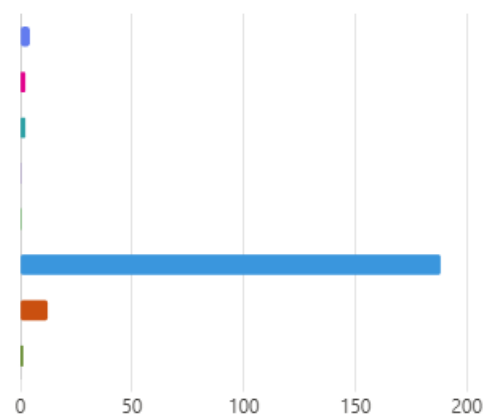
How would you describe your Nationality?

British	110
Irish	0
Welsh	80
English	6
Scottish	1
Prefer not to say	5
Other	7



How would you describe your Ethnicity?

Asian	4
Black / African / Caribbean	2
Mixed / Multiple / Ethnic Groups	2
Chinese	0
Gypsy / Traveller / Roma	0
White	188
Prefer not to say	12
Other	1





Find out more.

We welcome correspondence in Welsh and English – we will respond equally to both and will reply in your language of choice without delay. We welcome calls in Welsh and English.

Our website contains more detailed information on areas reported in this document. In the Our Plans and Performance Section of our website you will find information on: -

- Community Risk Management Plan 2040.
- Strategic Plans.
- Annual Business Improvement Plan.
- Corporate Plans.
- Annual Performance Assessments.
- Consultation Reports.
- Audit Wales Reports.
- Welsh Performance Indicator Reports.
- All Wales Dwelling Fire Response Charter.

We welcome your comments and suggestions for future planning improvements. To provide your feedback, you can contact us via our website www.mawwfire.gov.uk, telephone us on 0370 6060699 or write to us at Mid and West Wales Fire and Rescue Service HQ, Lime Grove Avenue, Carmarthen, SA31 1SP.

Alternatively, you can email us at crmp@mawwfire.gov.uk



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

CRMP ENGAGEMENT REPORT

HOFFI DILYN RHANNU



LIKE FOLLOW SHARE

**Ein Negeseuon
Diogelwch**

Our Safety
Messages

