



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru

Mid and West Wales  
Fire and Rescue Service



# Annual Performance Assessment 2023/2024





## Alternative Versions

### Welsh

Mae'r ddogfen hon hefyd ar gael mewn fformatau hygyrch. 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](mailto:mail@mawwfire.gov.uk).

### English

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### Arabic

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### Nepali

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### Punjabi

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### 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](mailto:mail@mawwfire.gov.uk) چاہتے ہیں تو، براہ کرم ہم سے رابطہ کریں: 0370 6060699 یا ای میل:



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## Introduction

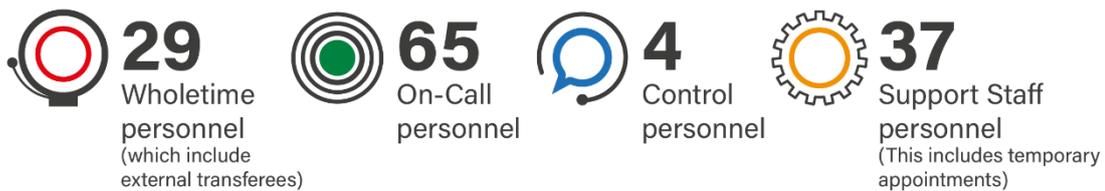
We are pleased to introduce our Annual Performance Assessment for **2023/2024**.

This report outlines how we have performed against the Improvement and Well-being Objectives we set ourselves within our [Annual Business Improvement Plan 2023/2024](#).

Over the last 12 months we have attended:



We also recruited:



Our Vision is “to be a world leader in Emergency Response and Community Safety” and we will continue to engage with our communities, explore new ways of delivering services and work with our partners to safeguard our communities.

Our priority is to ensure our Improvement and Well-being Objectives are delivered effectively and within budget, whilst continuing to deliver a high-quality service to the communities of mid and west Wales. This document outlines the improvements we have delivered for our staff and our communities over the last 12 months.



Roger Thomas *KFSM BA (Hons) MSc*

Chief Fire Officer

*Head of Paid Service*



Cllr Gwynfor Thomas – Welsh Conservative Group

Chair of Mid and West Wales Fire Authority

(June 2023 to present)



**About our Annual Performance Assessment** - By 31 October each year, we are required to publish our Annual Performance Assessment, which reports progress against our Improvement and Well-being Objectives from the previous year. We follow Welsh Government guidelines to ensure the way in which we assess and report our achievements are understood by our communities, staff, and stakeholders. Throughout this Performance Assessment, we will tell you how successfully we delivered what we planned to do in 2023/2024.

The Performance Assessment is also an opportunity for us to identify what lessons we have learnt and how we will incorporate them into our future planning and improvement processes. You can access all our Corporate Plans, Annual Improvement Plans and Annual Performance Assessments on our website by visiting [www.mawwfire.gov.uk](http://www.mawwfire.gov.uk).

**Our Commitment to Improve** - As a Public Service, we know it is our duty to continually improve on the way in which we work and deliver our services. Our five-year Strategic Commitments, which are Our People, Our Communities, Our Environment and Our Future, reinforce our commitment to continuously improve the services we provide our communities.

**Indicators** - We are required to report annually on our statutory and sector performance indicators. The following table and graph provide an overview of our performance against those statutory and sector indicators for 2023/2024.

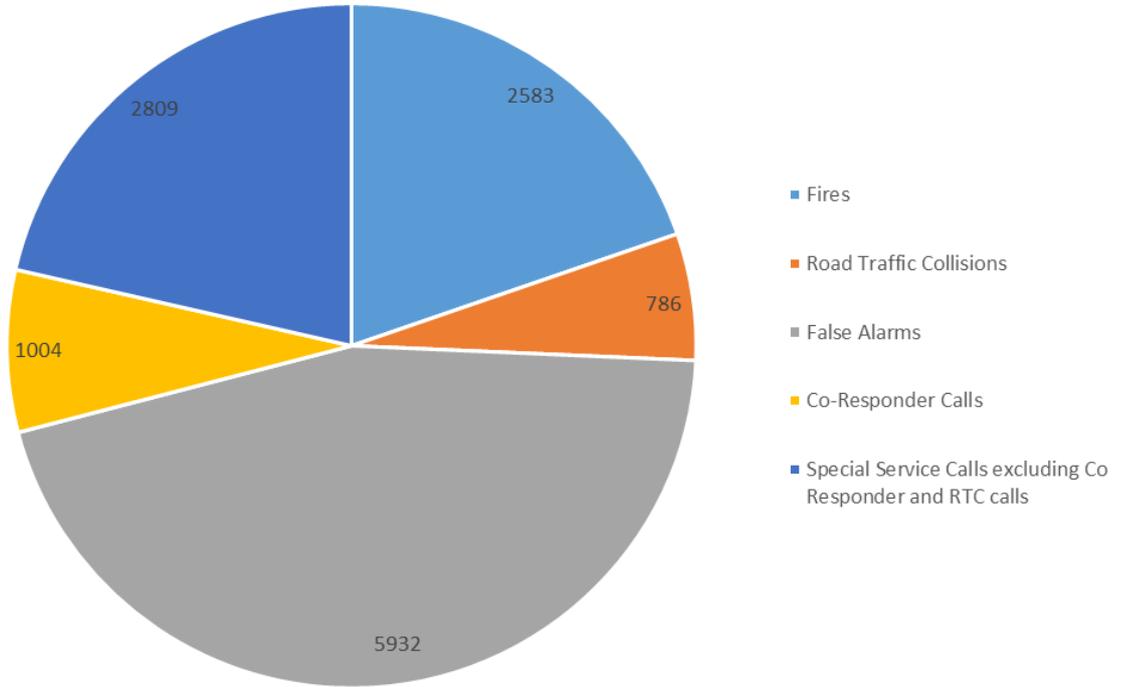
	Mid and West Wales		North Wales		South Wales	
	2022/23	2023/24 (p)	2022/23	2023/24 (p)	2022/23	2023/24 (p)
<b>Number of Fires Attended</b>	3,023	2,583	2,011	1,657	6,031	5,449
<b>Number of False Alarms Attended</b>	5,161	5,932	2,674	2,901	8,746	9,461
<b>Road Traffic Collisions Attended</b>	771	786	234	251	848	870
<b>Special Service Calls Attended</b>	3,863	3,813	977	1,127	3,080	3,205
<b>Deaths and Injuries from Fires</b>	31	35	40	44	63	40
<b>Deaths and Injuries from Accidental Fires</b>	27	26	35	40	52	34
<b>Percent of dwelling fires confined to room of origin</b>	86.12%	82.71%	86.8%	90.88%	82.63%	84.55%



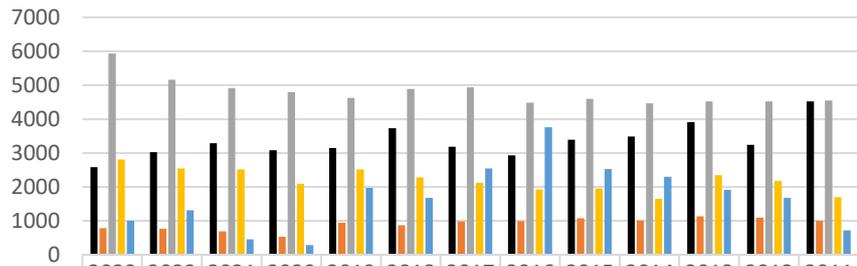
<b>Incident</b>	<b>2023/ 2024</b>	<b>2022/ 2023</b>	<b>2021/ 2022</b>	<b>2020/ 2021</b>	<b>2019/2 020</b>	<b>2018/ 2019</b>	<b>2017/ 2018</b>	<b>2016/ 2017</b>
<b>Fires</b>	2583	3023	3290	3087	3152	3734	3190	2933
<b>Road Traffic Collisions</b>	786	771	693	528	948	870	983	997
<b>False Alarms</b>	5932	5161	4916	4798	4627	4895	4939	4489
<b>Co- Respond er Calls</b>	1004	1317	453	285	1969	1684	2546	3765
<b>Special Service Calls excluding Co Respond er and RTC calls</b>	2809	2546	2521	2094	2515	2282	2122	1926
<b>Grand Total</b>	13114	12818	11873	10792	13211	13465	13780	14110



### 2023/2024 Incidents Attended



### Incidents Attended by Year and Type



	2023 /2024	2022 /2023	2021 /2022	2020 /2021	2019 /2020	2018 /2019	2017 /2018	2016 /2017	2015 /2016	2014 /2015	2013 /2014	2012 /2013	2011 /2012
■ Fires	2583	3023	3290	3087	3152	3734	3190	2933	3392	3491	3916	3245	4522
■ Road Traffic Collisions	786	771	693	528	948	870	983	997	1079	1008	1133	1101	1004
■ False Alarms	5932	5161	4916	4798	4627	4895	4939	4489	4599	4464	4520	4521	4553
■ Special Service Calls excluding Co Responder and RTC calls	2809	2546	2521	2094	2515	2282	2122	1926	1957	1650	2346	2182	1700
■ Co-Responder Calls	1004	1317	453	285	1969	1684	2546	3765	2532	2303	1914	1677	718



## Welsh Performance Indicators for 2023/2024

The three Welsh Fire and Rescue Services report annually on their performance in specific areas of Risk Reduction, Community Safety, and Workforce and Financial health.

Below is a breakdown of our Sector Performance Indicators for 2023/2024.

Performance Indicator	2023/2024 Actuals	Average 2014/15 to 2018/19	Average 2019/20 to 2023/24	Average Percentage Change 2014/15 to 2023/24
Total number of all deliberate fires attended per 10,000 dwellings	1,169	1,545	1,497	-3.1% 
Total number of all accidental fires attended per 10,000 dwellings	1,414	1,805	1,528	-15.3% 
Total number of all fires in dwellings attended per 10,000 dwellings	451	587	467	-20.4% 
Total number of all accidental fires in dwellings attended per 10,000 dwellings	417	553	430	-22.2% 
Number of deliberate fires in dwellings per 10,000 dwellings	34	36	38	5.6% 
The total number of fires in non-domestic premises per 1,000 non-domestic premises;	164	216	175	-19.0% 
Total number of fire deaths per 100,000 population	7	7	6	-14.3% 
Deaths caused by fires started accidentally in dwellings per 100,000 population:	4	6	4	-33.3% 
Deaths caused by fires started deliberately in dwellings per 100,000 population:	0	0	0	-100.0% <b>(No change)</b>



<b>Total number of injuries (excluding first aid and prec checks) arising from fires per 100,000 population</b>	28	59	31	-47.5% 
<b>Injuries (excluding first aid and precautionary checks) arising from fires started accidentally in dwellings per 100,000 population:</b>	16	40	24	-40.0% 
<b>Injuries (excluding first aid and precautionary checks) arising from fires started deliberately in dwellings per 100,000 population</b>	3	5	2	-60.0% 
<b>Total false alarms caused by automatic fire detection per 1,000 non-domestic properties.</b>	1,685	1,528	1,483	-2.9% 
<b>Dwelling fires attended where a smoke alarm was not fitted as a % of all dwelling fires attended</b>	51.0%	40.0%	41.0%	15.0% 

## **Our Performance against the All-Wales Dwelling Fire Response Charter.**

Driving down the number and severity of fires in dwellings is a key priority for all three Welsh Fire and Rescue Authorities. Our success in achieving this is clearly reflected in the steady decline in the number of dwelling fires that occur each year in Wales.

The three Welsh Fire and Rescue Authorities have a common aim of maintaining a long-term downward trend in the incidence of:

- dwelling fires.
- dwelling fire casualties; and
- serious injuries to fire personnel attending dwelling fires.

The Charter comprises seven individual commitments made by the three Fire and Rescue Authorities in Wales to the members of the public and these are:



1. Take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.
2. React quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.
3. Attend dwelling fires swiftly and be properly equipped to deal with them.
4. Deal with fires effectively, efficiently, and professionally.
5. Help to restore normality to communities in the aftermath of dwelling fires.
6. Investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.
7. Maintain high standards and improve aspects of what we do.

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***The All-Wales Dwelling Fire Response Charter can be found on our website [www.mawwfire.gov.uk](http://www.mawwfire.gov.uk)***

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We have reviewed our performance in relation to each commitment of the Dwelling Fire Response Charter and the results are as follows: -

### **Commitment 1**

***We will take the lead in driving down the number of dwelling fires that occur and in reducing their impact on people.***

We are committed to taking the lead in maintaining a downward trend in the incidence of dwelling fires and associated casualties in Wales.

In 2023/2024 we provided advice and encouragement to people on how they could prevent fires from starting in their home and how they could keep themselves safe from fire. Our prevention activity included delivering Home Safety Checks to householders, as well as to children and young people at key stages, that included a fire safety talk.

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***During 2023/2024 we attended 417 accidental dwelling fires, resulting in the deaths of 4 people with another 16 people sustaining injuries (excluding first aid and precautionary checks). Also, during 2023/2024 we attended 34 dwelling fires that had been started deliberately, resulting in 3 persons being injured (excluding first aid on scene and precautionary checks).***

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The trend in the number of dwelling fires in the Fire and Rescue Service area over the past five to ten years shows a gradual decline (with the exception of 2013/2014, 2016/2017 and 2021/2022). There has been a significant decline between 2013/2014 and 2023/2024 (27%).



**Commitment 2:**

***We will react quickly and efficiently every time we receive an emergency 999 call to attend a dwelling fire.***

We are committed to reacting quickly and efficiently when emergency 999 calls are put through to us by the operator.

Our emergency fire control facility remains available around the clock every day of the year, with special arrangements in place for a seamless transfer of calls from one control facility to another in the event of serious disruption or a surge in the number of calls coming in at the same time.

Sophisticated mapping and electronic systems help us to: a) identify the location of the reported incident and b) send the most appropriate available resource to attend the incident.

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***In 2023/2024, we handled a total of 21,812 emergency 999 calls.***

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Knowing where our services are needed requires specialist skills to effectively glean information from callers who may, for example, be unfamiliar with the area they are in, be frightened or in distress, be very young, or have communication or language difficulties to contend with.

Another important skill is recognising when a caller is abusing the 999 system by falsely claiming that there is an emergency when, in fact, there is not. It is a criminal offence to knowingly make false calls to the emergency services. Sadly, that does not seem to deter a minority of people who tie up the 999 lines and divert services away from people who may be in a genuinely life-threatening situation. Every time we turn out to one of these malicious false alarms it wastes both time and money and places the rest of the community at higher risk.

In 19% of cases, we were able to establish that these calls were not genuine and thus avoided needlessly mobilising resources to attend.

**Commitment 3:**

***We will reach dwelling fires quickly and be properly equipped to deal with them.***

Once we have answered the emergency 999 call and allocated the most appropriate resources to make up the initial attendance at the incident, our next priority is to get to the incident quickly, safely and be properly equipped to deal with it.

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***In 2023/2024 we responded to 9% of dwelling fires within 1-5 minutes, 47% within 5-10 minutes, 30% within 10-15 minutes and 14% in over 15 minutes. These response times include the time it takes for personnel to turn into the fire station as well as the travel time, so a number of***



***things can affect the speed of response figures, including the urban/rural geography and the nature of road networks in the area.***

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Speed of response to dwelling fires can be important, but we cannot overemphasise the importance of preventing those fires from happening in the first instance, and of having at least one working smoke alarm fitted and a pre-planned escape route in case a fire does occur. However, if a dwelling fire has occurred, we ensure that our firefighting crews are properly equipped to deal with it.

We equip our firefighters with high quality personal protective equipment and firefighting equipment. We require them to be operationally fit and healthy and we make sure that their skills are routinely reassessed and exercised. We also routinely check that the way our crews dealt with incidents is in accordance with accepted firefighting procedures.

We take the safety of our firefighters very seriously, given the nature of the work that they undertake. In 2023/2024 our crews attended 2,583 fires in a variety of different types of premises and at outdoor locations. Whilst fighting those fires, 17 operational staff received an injury. Of the 17 Injuries, 0 was classed as a “major” injury, 8 were classed as “Over 7-Day” injuries and 9 were classed as ‘Minor’ Injuries under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Of the 17 Injuries, 3 were reported as RIDDOR.

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***In 2023/2024 our crews attended 2,583 fires in a variety of different types of premises and at outdoor locations. Whilst fighting those fires, 10 operational staff received an injury.***

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**Commitment 4:**

***We will deal with dwelling fires effectively, efficiently, and professionally.***

We are committed to dealing with fires effectively, efficiently, and professionally. To this end, we equip our highly trained fire crews with the right skills, knowledge, information, firefighting equipment, and command support so that whatever the circumstances of the dwelling fire, they will be correctly prepared to deal with it.

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***In 2023/2024, of all the accidental dwelling fires that we attended, 373 were successfully contained within the room of origin, without spreading any further.***

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Although a number of factors could contribute to this statistic that would be outside the control of the attending crews, such as how long it took for someone to discover the fire in the first instance, whether or not internal doors had been shut to help



prevent the spread of the fire, and how far away from a fire station the dwelling was located, we still consider this to be a reasonable indicator of our firefighting success.

We recognise the importance of research and equipment improvements and ensure that we invest time and effort in staying in touch with the latest developments.

#### **Commitment 5:**

***We will help to restore normality to communities in the aftermath of dwelling fires.***

We are committed to helping to restore normality to communities in the aftermath of dwelling fires. A fire in the home can leave people feeling extremely vulnerable.

When people have lost their possessions, they will need practical as well as emotional support. When people have been injured or killed in the fire, the experience can affect the whole community as well as the individual and his or her immediate family and friends.

For this reason, the Fire and Rescue Service's role in supporting communities does not end when the fire has been extinguished and everyone has been accounted for.

In all cases, the cause of the fire will be investigated and carefully recorded. Every detail of how and where the fire started, how far it spread, any special circumstances, any particular factors that contributed to the fire will be recorded as a source of future learning, research, and monitoring.

If there are reasons to believe that a fire was started deliberately in a dwelling, either by someone living there or by someone else, this will be followed up with the Police and other relevant agencies.

In some premises, such as blocks of flats or houses occupied by a number of different tenants, the post-incident investigations might indicate that a landlord had failed to ensure the necessary level of fire safety. Our specialist fire investigators might then be involved in a criminal investigation and court proceedings.

If a fire is found to have started accidentally, we will undertake some form of Community Safety activity or campaign in the vicinity, offering advice and reassurance by way of free Home Safety Check.

#### **Commitment 6:**

***We will investigate the causes of dwelling fires and hold relevant people to account when appropriate to do so.***

We always investigate the causes of dwelling fires. In many cases the cause and origin of a fire will be very clear and straightforward, but in others a more in-depth, forensic investigation will be required to ascertain the most likely cause of the fire. Only in a small minority of instances is the cause 'unknown'. In 2023/2024 16 dwelling fires were recorded as having an unknown cause.

If a crime is suspected, the investigation of the fire will be conducted with the Police. People suspected of deliberately setting fire to a dwelling are likely to face criminal



prosecution, although in some cases this may not be the only course of action available – for example if the fire has been started by a young child.

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***In 2023/2024 we attended 451 fires in dwellings, of which 34 were found to have been started deliberately.***

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In some residential premises, such as flats and houses of multiple occupation, the communal and shared areas are covered by regulations that require whoever is responsible for those premises (such as the landlord or the premises manager) to have good fire safety arrangements in place. Failure to do so can lead to enforcement action and prosecution of the responsible person, with the prospect of imprisonment and/or unlimited fines.

As an enforcing authority, we ensure that responsible persons fulfil their obligations under this legislation and can select from a range of enforcement options available to us, depending on the seriousness and risk posed by the contravention.

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***In 2023/2024 we served 28 Enforcement Notices, 13 Prohibition Notices, 189 Fire Safety Complaints, 105 Planned Audit Follow on Visits in relation to non-domestic premises that failed to comply with the requirements contained within the Regulatory Reform (Fire Safety) Order 2005.***

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#### **Commitment 7:**

***We will strive to maintain high standards and improve aspects of what we do.***

We continuously strive to maintain high standards and improve aspects of what we do. Under legislation, Fire and Rescue Authorities are classed as ‘Welsh Improvement Authorities’ and are expected to routinely review and continuously improve their own performance through a formal process.



## Our Improvement and Well-being Objectives

Each year, as part of our planning process, we review and develop our Strategic Commitments and Improvement and Well-being Objectives. Our Strategic Commitments and Improvement and Well-being Objectives tell our staff, communities, and stakeholders what improvements we wanted to make during 2023/2024.

We identified and developed four Strategic Commitments and seven Improvement and Well-being Objectives, which we believed would reduce risk and improve the safety of our communities. They were:



**Commitment One** - We are committed to recruiting, retaining, and developing a highly skilled workforce.



**Commitment Two** – We are committed to supporting the health, wellbeing, and prosperity of the communities we serve.



**Commitment Three** – We are committed to minimising our impact on the environment.



**Commitment Four** – We are committed to improving the way we work through organisational learning.

## Improvement and Well-being Objectives 2023/2024

**Improvement and Well-being Objective One** – We will develop a positive experience for our people, ensuring that well-being is a priority, and we create a diverse workplace that is attractive to join and provides opportunities to develop and progress.

**Improvement and Well-being Objective Two** – We will explore new ways to positively impact the long-term social and economic benefits our business has on our communities.

**Improvement and Well-being Objective Three** – We will work towards becoming Net Zero by 2030.

**Improvement and Well-being Objective Four** – We will embed opportunities to capture, communicate and implement all aspects of organisational learning, fostering a culture of continuous improvement.

**Improvement and Well-being Objective Five** – We will continue to undertake a baseline data exercise to support alignment of planning and financial strategies and inform the development of community risk management focussed improvements, objectives and initiatives.



**Improvement and Well-being Objective One** - We will develop a positive experience for our people, ensuring that well-being is a priority, and we create a diverse workplace that is attractive to join and provides opportunities to develop and progress.

### **Why we chose this Objective?**

We know there are many benefits to creating a positive experience for our people, which is why the health and wellbeing of our people remains a priority area for us. Our aim is to do what we can to help our people enjoy longer, healthier and fulfilled lives, by creating an attractive workplace which provides opportunities for individuals to develop and progress.

We want our people to have the confidence and space to grow and develop, enabling them to fulfil their potential and reach their career goals. Providing development opportunities for our people not only ensures they have the right skills to undertake their role, but also creates an environment where people are empowered and encouraged to get involved in the work of the wider Service. Effective people management and development will ensure we are maintaining a high performing culture and continuing to provide professional and effective services to you and our communities.

Our people are our most valuable asset. The people who work and volunteer for us work hard to deliver the best possible services to our communities. We want to ensure that our people are equipped and trained to be able to perform their roles to the best of their ability and encourage them to reach their full potential.

We aim to recruit, develop, and retain a highly skilled, bilingual, and diverse workforce that represents the communities we serve. Our approach will identify and maximise the potential of our workforce and maintain a high performing workforce and maintain a high performing culture, whilst making the most effective use of public funds.

**In order to achieve this Improvement and Well-being Objective, we said we would:**

- Undertake a robust programme to review how we can improve the recruitment and retention of On-Call firefighters.
- Explore alternative agile working practices and arrangements that support our people.
- Introduce a new Appraisal process which will ensure our people have the support to gain the skills and knowledge they need.
- Undertake an exercise to identify what makes working for the Fire and Rescue Service an attractive proposition to support recruitment and retention activities.
- Make sure we attract and recruit people with the right values and skills for the role and that are representative of the diverse communities we serve.



## **What we did to meet our Objective:**

Recognising the demands placed on On-Call staff, the requirement for firefighters to undertake a technical knowledge test was removed and replaced by a three-day crew command module delivering the information managers require during the early stages of an incident. The course was designed to cater for employees with a range of different learning styles, making progress more inclusive.

A review of the Service's Training Delivery and People and Organisation Development (POD) departments was commissioned to develop a suite of options for implementation, designed at modernising and improving the current Training and POD function, which is hoped will assist with the recruitment and retention of all staff, including the On-Call sector.

An Action Learning Set (ALS) was introduced into the Wholetime recruitment process during 2023. The ALS worked in conjunction with the standard interview to assess an individual's ability to work effectively in a team environment. The National Fire Chiefs Council (NFCC) Framework was used to assess the behaviours of all candidates, which it is anticipated will ensure that successful applicants have the right values and potential to develop into effective firefighters.

Positive Action events were held during August, with the aim of increasing the number of applications received from under-represented groups, prior to a Wholetime recruitment campaign taking place in September.

Support continued to be provided by the Training Delivery department in identifying what makes working for the Fire and Rescue Service an attractive proposition, through engagement with individuals in the recruitment process. Additionally, taster sessions promoting employment within the Service were provided to local groups, such as the Ospreys Rugby Club.

As part of the Service's commitment to exploring more flexible ways of working, changes were made to the flexible working hours procedure, widening the flexi time recording period, removing core times, and providing greater flexibility in taking time off.

A new Employee Assistance Programme, provided by Vivup, was launched. The interactive service enables employees to access support and well-being materials, providing proactive support with daily well-being information. The resources provided by Vivup also included a 24/7, 365 days a year telephone helpline, face-to-face and virtual counselling for matters relating to debt and financial advice, including downloadable self-help workbooks, podcasts, and blogs.

Enhancements were made to the Service's employee benefits provision, including the introduction of an annual leave purchase scheme for employees, providing employees with an affordable means to increase their annual leave provision, during times when it may be necessary for them to do so.



A review of the way information regarding applicants' neurodiverse needs are handled and ensuring appropriate support where needed is provided during the Point of Entry assessments was undertaken. Furthermore, the Service's application form and recruitment processes were updated, providing opportunities for disclosure, allowing for adequate measures to be put in, providing necessary support.

Neurodiversity training was rolled out to senior operational managers offering a better understanding of how neurodiversity can be supported in the workplace. Provisions were also put in place for all staff to receive neurodiversity training, to raise awareness, knowledge and understanding, allowing the workforce to start thinking differently.

Progress continued to be made with the development of safer recruitment practices, such as the introduction of a safer recruitment statement on all vacancy notices and the vacancy website page. The purpose of a safer recruitment statement is to deter those who may be unsuitable for roles within the Service and reinforce the commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults.

The Appraisal process was embedded across the Service area, providing increased support and development amongst staff, as well as ensuring that the wellbeing of staff is at the forefront of what we do. The process will enable individuals and line managers to support and develop people to reach their full potential, as well as discuss career aspirations and receive any support required to achieve them.

Working closely with the Executive Leadership Team (ELT) the Corporate Communications and Business Development (CCBD) department supported and promoted the outcomes of the cultural audit, by developing a communications strategy which put organisational culture front and centre. Furthermore, the department supported the On-Call Improvement Programme (OCIP), playing a critical role in how the Service attracts, recruits and retains On-Call firefighters, by working with stakeholders in the group, to undertake a wholesale review of recruitment materials, language being used and finally, developing an On-Call recruitment strategy.



**Improvement and Well-being Objective Two - We will explore new ways to positively impact the long-term social and economic benefits our business has on our communities.**

**Why we chose this Improvement and Well-being Objective?**

We recognise that as a large organisation we can have a considerable impact on the economy and are committed to ensuring that we do our moral duty to maximise these benefits to the communities we serve, whilst enhancing our contribution to the local economy and reducing costs to society.

Making a positive difference to the diverse communities we serve is extremely important to us. Every fire we attend has a cost to people, places, and our environment, so prevention, wherever possible, is a priority for us. We want to continue working with our partners to identify opportunities to deliver agreed mutually beneficial objectives, as we know that working closely with our partners not only helps to avoid the duplication of services, it is also a better use of public funds and provides multiple benefits to our communities.

**In order to achieve this Improvement and Well-being Objective, we said we would:**

- Undertake a robust review of our existing community safety initiatives to establish if they address the current and future needs of the communities we serve.
- Consider the impact and benefits of our community-based initiatives and partnership working arrangements.
- Evaluate and measure the outcomes of partnerships, engagements and collaborative working arrangements to ensure they not only deliver improvements for our Service but also our communities.
- Utilise our duties as a statutory partner on Public Services Boards to play our part in delivering wide ranging benefits to our communities.
- Continue to promote and encourage the use of our Fire Stations and other assets for the benefits of our communities.

**What we did to meet our Improvement and Well-being Objective:**

The Business Fire Safety (BFS) department undertook regular engagement activities with stakeholders who have duties under the Fire Safety Order. Whilst this is an ongoing focus area for the BFS department, the introduction of the Fire Safety Act and elements of the Building Safety Act placed new duties on some premises' responsible persons and as such the department tailored its engagement efforts to reflect these new duties. One event developed to support the business engagement programme was 'Connect for.....'. The event aimed to establish and maintain professional networks within the delivery region which subsequently supported the



department's ability to enhance service delivery, reduce risk, support health and wellbeing and understand regulatory priorities. 33 people attended the event, representing a wide range of organisations that either had responsibility for public safety or worked with the most vulnerable members of the communities we serve. The engagement event also won a National Fire Chiefs Council (NFCC) award for 'Partnership Working'.

The department continued to be actively involved in the development of a National Joint Inspection Team, which focuses on the fire safety arrangements at High-Rise Residential buildings. This multi-disciplinary team will complement the existing regulatory work of Fire and Rescue Services and Local Authorities.

Preparatory work was undertaken for a potential amendment to the way the Service responds to Automatic Fire Alarm signals, as part of the Community Risk Management Plan (CRMP); the aim of which is to reduce the number of False Fire Alarms the Service attends. Part of the preparatory stage included significant engagement with premises that are known to have Automatic Fire Alarm systems linked to alarm receiving centres.

Significant Fire Review (SFR) meetings continued to be held post-incident. The process captures all preventative and protection aspects, both leading up to and post-fire, together with lessons learned to see how the Service can better execute its prevention and protection work. The process also adds valuable scrutiny to the Fire Investigation process, the findings of which are then fed into the Service's Operational Learning Group (OLG).

All data captured within the Service's CFRMIS data management system continued to be interrogated to identify patterns and trends and identify which partners the Service needed to collaborate with. The information captured is then shared both internally and at Community Safety Partnership (CSP) meetings attended by the department.

In conjunction with the Southern Division, Community Safety team and multiple partner agencies, including, South Wales Police (SWP), Swansea Council, social services and local Councillors, Rebecca Fogerty and Sara Keeton, the Arson Reduction Team (ART) delivered multiple events across the West Cross area in Swansea, offering advice and assistance to members of the community. The events were held in response to the tragic loss of life in a fire at Gonhill, West Cross, Swansea in July. Events included door-to-door initiatives, attendance at pre-planned community events and fun days, including a multi-agency community engagement day at Linden Tree Community Centre, throughout August.

Support continued to be provided by the Community Safety (CS) department to Public Services Boards (PSBs) and their associated subgroups, such as the tackling poverty working group within Pembrokeshire and the tackling hardship subgroup within Ceredigion. The department also assisted the Swansea PSB in becoming the first Human Rights City in Wales.



A robust review of the CS department was completed, with all new roles identified within the review, advertised and appointments made. The review will ensure that a more equal and responsible prevention service is provided to communities.

In consultation with the statistical team, a risk map of mid and west Wales was developed, using Lower Super Output Area (LSOA) data, mapped across historical incident data and professional judgement, the CS department were able to identify those individuals living in communities who are most at risk, in the following categories: living alone, elderly, hoarding and drugs and alcohol users.

Several Fire Cadet passing out ceremonies were held, celebrating their amazing achievements. The ceremonies were attended by parents, families, representatives from local schools and councillors. Demonstrations were provided during the event, displaying the acquired skills and knowledge. Four Fire Cadets from Morrision also returned to become graduate Cadets, with one becoming a volunteer instructor and two Cadets from a previous cohort became On-Call Firefighters.

A carpentry and building framework was awarded, with 12 suppliers successfully achieving the quality threshold and placed onto the framework. Most of the successful suppliers were Small and Medium Enterprises (SMEs) from within the Service area. Those suppliers who failed to achieve the 60% overall quality threshold, were offered one-to-one feedback meetings with the Head of Procurement and Contracting to go through their submissions in detail, receiving advice and guidance to help to improve any future applications.

The Procurement and Contracting department led on the development of a framework for internal and external signage. The collaboration opportunity came following attendance at the Ceredigion Procurement Forum meeting. Other collaborative tenders included the boiler maintenance contract with Dyfed Powys Police and the Welsh Ambulance Service Trust (WAST), and the appliance bay door contract also with WAST and South Wales Fire and Rescue Service.

Well-being benefits were included as standard in all tender documentation and were incorporated into the contract management process to ensure that progress is measured throughout the term of the contract, using Key Performance Indicators (KPIs).

The Corporate Communications and Business Development (CCBD) department led the communication strategy for the Wales Wildfire Board, markedly improving the safety and well-being of the communities we serve, as well as the long-term economic and environmental impacts of wildfires in Wales.

**Improvement and Well-being Objective Three** - We will work towards becoming Net Zero by 2030.

### **Why we chose this Improvement and Well-being Objective.**

We know that minimising our impact on the environment and enhancing the ways we can improve it is the right thing to do. Working towards achieving net zero carbon



emissions will help us to reduce our impact on the environment and enable us to become a more sustainable Fire and Rescue Service.

Becoming more aware of the direct and indirect impact we have on our environment will help us to reduce our carbon footprint. Whether it is changing the way we deliver our operational activities, undertaking initiatives for energy conservation or working with suppliers with carbon neutrality in their ethos, we need to play our part to protect our planet and safeguard future generations.

We want to work with our communities to understand their environmental needs to have the right level of impact and ensure the best outcome for all. Encouraging and enhancing the natural environment, biodiversity and habitats on our estate will both promote a healthy ecosystem, improve local air quality as well as help to improve our employees' health and mental wellbeing.

**In order to achieve this Improvement and Well-being Objective, we said we would:**

- Introduce an Environmental Impact Assessment tool.
- Continue to work with partner agencies to explore opportunities to measure the amount of water being used at operational incidents.
- Utilise engagement with our people to gather feedback on how our carbon reduction aims are working.
- Continue to explore ways in which we can procure environmentally friendly goods and services.
- Agree an improved baseline dataset and identify specific carbon reduction initiatives to deliver our vision of net zero.
- Educate our people, to further support their understanding of carbon neutrality and how they can help us achieve it.

**What we did to meet our Improvement and Well-being Objective.**

Following receipt of Welsh Government (WG) funding, a trial using Hydrogenated Vegetable Oil (HVO) was undertaken. The funding was used to purchase three fuel bowsers, which were placed at Murryston, Gorseinon and Carmarthen Fire Stations. The results of the trial indicated that HVO fuel may be safely used in fire appliance manufactured from 2018 onwards, with no adverse effects.

The use of HVO provides the Service with an excellent transitional option to significantly reduce its carbon footprint, whilst ULEV fire appliance technology continues to mature and become more affordable and resilient. The use of HVO was also discussed with the Welsh Government Energy Service (WGES) who agreed it was an excellent opportunity for the emergency services sector to lead change and demonstrate how public sector bodies can operate differently to reduce their carbon outputs.



Grant funding for the sum of £144,000 was secured from WGES to assist with the purchase of 8 electric vans to replace fossil-fuelled vans. An extra grant of £43k was also received from the WGES for the supply of 16 additional charging points, comprising of x8 twin EV charging units.

Software system interfaces were developed with key suppliers, to improve reporting on carbon emission initiatives, resulting in improved information being reported to the sustainability and environment group and assisting the Service in targeting its carbon reduction activities.

In collaboration with WGES, a proposal was developed for the installation of rooftop solar panels at Service Headquarters, Earlswood Training Centre and Haverfordwest, Llandrindod Wells and Newtown Fire Stations. Each site was assessed for maximised solar PV generation, which identified them as being the most economical and viable solution, to maximise carbon savings.

Ricardo, an external contractor, completed a decarbonisation road map with the support of key members of staff, including the Sustainability and Environment Manager, Head of Estates, Head of Fleet, Engineering and Logistics and the Head of Procurement and Contracting. The road map was used to develop a Carbon Emission Management Plan, setting out specific aims for the Service moving forward.

Following an annual, external Green Dragon Environmental Management System audit, in February 2024, the Service successfully attained the Level 5, highest award in green dragon. This standard is used as an assessment tool against a range of environmental criteria and monitoring to allow for continual environmental improvement for both the Service and its processes.

While drafting the Service's Carbon Emission Management Plan for 2024/2030, the National Fire Chiefs Council, Environment Sustainability and Climate Change toolkit was used as a guide to undertake a gap analysis on areas where improvements could be made to environmental processes. The toolkit further enables the sharing of research, data, information, good practice and case studies across the Fire and Rescue Sector and will help to create more informed, evidence-based approach to future initiatives.

The Corporate Risk department continued to deliver staff communication and engagement, such as the e-learning environmental awareness training package for staff, which covered all aspects of environmental awareness, including energy consumption, waste, water usage and biodiversity.

A staff travel survey was launched capturing staff behaviours about commuting, pool car usage and business use. The responses received were evaluated and discussed by the Sustainability and Environment Group.

An Environmental Group was established with Sustainability and Environment Managers from the three Welsh Fire and Rescue Services to establish an understanding of different projects, performance and working arrangements across Wales.



Work was undertaken between the Service and both the Swansea and Carmarthenshire's Local Nature Partnership Groups to develop biodiversity information, which was added to the Mobile Data Terminals, highlighting areas of important or endangered species, helping to aid decision making during incidents.

Funding from Keep Wales Tidy and Local Places for Nature was received for wildflower gardens. The funding provided 25 fruit trees, 15 climber plants, 45 lavender plants, 1000 Welsh bulbs, 500 native whips, 100m<sup>2</sup> of native wildflower turf and approximately 700 wildflower plug plants for Pontarddulais, Port Talbot, Haverfordwest, Glynneath and Seven Sisters Fire Stations.

A visit to the Lyreco headquarters site in Telford was undertaken to discuss several initiatives relating to the Cymru Clean Green scheme and the measuring of utility usage and biodiversity. In advance of the change in waste legislation, Lyreco also provided a free-of-charge waste audit across the Service area.

**Improvement and Well-being Objective Four** – We will embed opportunities to capture, communicate and implement all aspects of organisational learning, fostering a culture of continuous improvement.

**Why we chose this Improvement and Well-being Objective.**

Organisational learning is key to what we do as a Fire and Rescue Service. It helps us to shape our future practices and procedures, implement safer ways of working for our people and reduce the risk to our communities.

Embedding opportunities to capture, communicate and implement all aspects of organisational learning will ensure that we maximise opportunities to work efficiently and effectively whilst implementing safer ways of working for our people.

**In order to achieve this Improvement and Well-being Objective, we said we would:**

- Continue to develop and embed a mechanism to capture and record all non-operational learning across the Service.
- Explore the ways in which organisational learning and business assurance is communicated across the Service.
- Ensure that all learning and lessons learnt are captured and fed into future planning arrangements and corporate projects.
- Embed and communicate external learning and promote the wider benefits throughout the Service.
- Identify a mechanism to capture and collate information on both the positive and negative learning experiences from our activities.

**What we did to meet our Improvement and Well-being Objective:**

The Operational Learning System (OLS) was fully embedded within the Service, allowing the workforce to feedback on potential improvements and identified learning



from attendance at operational incidents and training events. Additional developments were also made to the system capturing learning from attendance at medical incidents. During the reporting period the following learning events were captured and reviewed at the Operational Learning Group (OLG).

- 417 operational learning inputs;
- 116 best practice events;
- 52 identified learning events;
- 7 national learning events;
- 52 joint operational learning events;
- 6 structured de-briefs;
- 90 station (medical) inputs.

The OLG assesses the captured learning events against industry best practices and national guidance, to determine a suitable path to progress the learning, both internally and externally. The information captured from the learning events led to Service improvements being made, both procedurally and resulted in changes and improvements being made to the equipment being utilised by operational staff. Three operational learning newsletters were also circulated Service-wide, highlighting the positive learning and practices captured from both operational and organisational learning.

Following recommendations on the OLS from stations, a trial in the Western Division was undertaken, oscillating ground monitors for use at refuse fires. Electric vehicle and lithium-ion battery technology continued to be explored, identifying the most appropriate equipment and training to assist with operational incidents.

The electric vehicle working group liaised with other UK Fire and Rescue Services' and partner agencies, working collaboratively and sharing information. Training providers were identified to upskill the Service's Road Traffic Collision instructors on the risks posed by electric vehicles and updates were made to the training provision to capture the changes in technology.

A National Fire Chiefs Council (NFCC), Organisational Learning Group was established, supporting Services by gathering, analysing and tracking learning across all areas of Fire and Rescue Service activity. The Operational Procedures and Learning (OPAL) department liaised with the NFCC Organisational Learning Group to ensure a uniformed method of capturing a wider range of learning, through the alignment of systems and procedures.

Good practice was identified through attendance at cross-border operational incidents, which were embedded into the Service's procedures and captured through the introduction of operational incident handover forms, which also assisted in satisfying the requirements of National Operational Guidance, by providing members of the public, partner agencies and businesses with information on potential hazards during the handover phase of an operational incident.

The progression process for Crew Manager, Watch Manager and Station Manager roles was completed, with all candidates provided with a Personal Development Plan



(PDP) to populate and invited to attend debrief/action learning sessions to discuss the process. Candidates were also provided with a mentor to assist them in understanding the wider organisational aims, providing all candidates with the opportunity to learn about the next level of leadership and management. Supervisory and Middle Manager seminars were also held and well attended, providing valuable platforms for staff to network and share ideas.

Institution of Leadership and Management (ILM) courses were delivered by the People and Organisational Development (POD) department, the courses included additional individual modules which had been specifically developed for the Service, in areas such as, resilience, emotional intelligence and having difficult conversations. Approval of bespoke courses continued to be granted through an individual application, for Leadership and Management master's degrees, sector-specific qualifications (Business Safety, Human Resources and Accounting). The application process is endorsed through the appraisal process, providing individual line management authority to promote external learning opportunities.

To assist with the capturing of organisational learning from a POD and Training Delivery perspective, all delegates attending events delivered by the Service provided post-course feedback on course content and how beneficial the learning event had been to their role. The feedback provided enabled for changes to be made, improving processes and course content for future cohorts.

Strategic assurance visits were undertaken by the Operational Equipment and Assurance (OEA) department, identifying learning and good practice. An OEA assurance page was developed on the Service's internal intranet as a communication method to provide assurance updates.

Developments were made to the Health, Safety and Welfare Compliance register and the strategic assurance inspection process was streamlined using the Health and Safety, Evotix Assure software system, which is used as an online tool for Health and Safety learning for all staff.

The Corporate Communications Business Development (CCBD) department supported the governance arrangements review undertaken by Audit Wales, acting as a point of contact for the Service, dealing with requests for information and making arrangements for interviews with selected Executive Leadership Team (ELT) Officers and Fire Authority Members.

Working closely with ELT, the CCBD department supported and promoted the outcomes of the Cultural Audit, and following legislation changes to the way the Service undertakes Disclosure Barring Service (DBS) checks, developed a communications strategy promoting the changes and improvements to the Service's safeguarding agenda.



**Improvement and Well-being Objective Five** – We will continue to undertake a baseline data exercise to support alignment of planning and financial strategies and inform the development of community risk management focussed improvements, objectives and initiatives.

**Why we chose this Improvement and Well-being Objective.**

Safeguarding our communities has and always will be one of our main priorities, by playing an active role in influencing the outcomes of any reviews, we ensure we are at the forefront of any changes needed to be made to continue to keep communities safe. Ensuring that all prevention, protection, and response activities are directed to provide the greatest possible return on investment and minimising the overall impact of the foreseeable risks we face is extremely important. As a Fire and Rescue Service, we are innovative, ambitious, and keen to maximise our potential and the impact we can have on the safety of the communities we serve.

Fire and Rescue Services in Wales and across the UK, are continuing to go through a period of change because of wide-ranging reviews on several regulations, legislation and statutory duties. It is therefore important to be proactive to not only influence the outcomes of any reviews but embed them in such a way that improves our prevention, protection, and response arrangements and in turn the longer-term health, safety, and well-being of the communities we serve.

**In order to achieve this Improvement and Well-being Objective, we said we would:**

- Prepare for the changes to the National Framework for Fire and Rescue Services (Wales) and make the necessary changes to our planning processes.
- Continue to review the data that we hold, determine its validity, and refresh it where required.
- Continue to work with our partners to understand what data they collect and determine its effectiveness for our own use.
- Continue to undertake a robust analysis of any data we collect and hold to better understand the current and future risks within our communities.
- Maintain dialogue with our operational staff and the unions that represent them to ensure we make best use of their local knowledge and professional judgement in any future decision making.
- Use the information we collate from this exercise to understand where to base our people and resources.
- Review our compliance against current legislation, ensuring we continue to adhere to their requirements.
- Implement the requirements of any new legislation placed upon us.



- Work with our partners to review our current prevention, protection and response arrangements to enhance the way in which they are delivered for the benefit of our communities.

### **What we did to meet our Improvement and Well-being Objective:**

The use of validated data continued to support the outputs from the Community Risk Management Plan (CRMP) workstreams. The data was also used to support the Service's proactive work, that was aligned to the longer-term planning of service delivery.

Reviews undertaken by the CRMP team included marine firefighting, swift water rescue assets, line rescue, wildfire provision, POD mounted vehicles and the day crewing model. Furthermore, the data held by the Service was comprehensively reviewed to feed future planning and reviews and ensured that resources were matched to risk.

A strategic assessment document was developed using information and data from partners and key stakeholders, providing the Service with a wider understanding of the risks and challenges being faced and helped to inform and influence wider business planning.

Development of the CRMP 2040 involved staff from all areas of the Service. The longer-term planning process will ensure the focus remains on communities, by having long-term outcomes at the centre of the Service's approach and allow for work with all internal and external stakeholders.

A comprehensive 10-week consultation process on the CRMP 2040 was undertaken between November 2023 and January 2024, with positive feedback received on the Service's new longer-term vision, to deliver the best possible service for the communities of mid and west Wales. The responses were considered fully, and each Improvement and Well-being Objective was reviewed and amended accordingly to reflect the feedback received.

The outcomes of the consultation and revised CRMP 2040 were presented and approved, by Fire Authority on 25 March 2024. The revised CRMP 2040 encompasses the areas of response, prevention and protection, whilst ensuring all enabling functions within the Service help to achieve the Service's vision.

Recognising the ever-changing needs of communities, the CRMP will remain flexible, allowing the Service to continue adapting to societal, environmental and economic changes, futureproofing the services we provide, by ensuring the right people are in the right place, at the right time, with the correct equipment and resources they need to reduce the risks faced within the communities they represent.



### **Find out more.**

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

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

We welcome your comments or suggestions for future planning improvements. To provide your feedback, you can contact us via our website [www.mawwfire.gov.uk](http://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 [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk).

### **Alternative Versions**

This document is also available in accessible formats. If you would like this information in an alternative language, format or audio, please contact us on 0370 6060699 or e-mail: [mail@mawwfire.gov.uk](mailto:mail@mawwfire.gov.uk).

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## Appendix 1

### **Well-being of Future Generations (Wales) Act 2015 - Progress Statement.**

The Service understands the purpose and aim of the Act and are committed to ensuring we consider the long-term impact of our decisions on the communities we serve. Our Strategic Plan 2022-2027 outlines our five-year Commitments which will help us to achieve the seven Well-being goals in several ways, and furthermore, have ensured that the actions for our Improvement and Well-being Objectives have been developed in accordance with the sustainable development principle and incorporated the five ways of working. The Commitments and Improvement and Well-being Objectives were also developed through a series of workshops with our staff, Elected Members and Representative Bodies.

The Annual Business Improvement Plan 2023/2024, highlights how the Improvement and Well-being Objectives contributes to the seven Well-being Goals, demonstrating how each one helps to improve the economic, social, environmental, and cultural well-being of Wales. The Service will therefore ensure that when making decisions, due consideration is given to the impact the decisions made could have on the people living their lives in Wales both now and in the future. The Service also gave due consideration to the rich diversity of people within mid and west Wales and continue to work collaboratively with others to help the Authority achieve its Strategic Aims and Improvement and Wellbeing Objectives, and conversely, to help others to achieve theirs.

Furthermore, during the development of the Community Risk Management Plan (CRMP) 2040, a collaborative approach with internal and external stakeholders was used to develop the CRMP ensuring that the Improvement and Well-being Objectives contributed to the requirements of the Well-being of Future Generations (Wales) Act.

Our Strategic Plan also outlined how we had considered the Sustainable Development Principle and Well-being Goals:

### **Long-term**

The Service continued to look at long term trends and undertook an analysis of our actions to ensure that the services provided are proactive rather than reactive, therefore better meeting the needs of our communities and stakeholders by making our communities as safe as possible, and not compromising the needs of our future generations. Long-term thinking has been embedded within business practices, and the Service will continue to adopt a horizon scanning approach as part of its planning processes.

When setting its Strategic Commitments (2022-2027) and Improvement and Well-being Objectives (2023/2024), the Service ensured that it remained sighted and monitored future trends and long-term challenges that may have an adverse impact



on the services provided. The Service continued to adapt and diversify its activities to better meet the needs of our communities, as well as improve the way it meets the needs of the people that work, live, and visit our communities to make them safer.

### **Prevention**

Prevention, protection, and early intervention remained a priority for the Service, and were committed to making the communities we serve as safe as possible, by continually reviewing and adapting intervention services. The Service continued to take a proactive, integrated, and collaborative approach to the services it provides, by working closely with new and existing partner organisations to deliver tailored safety messages, maximising the positive impact in our communities. The focus for prevention was centred around preventing problems from occurring or worsening by ensuring early intervention was undertaken and that communities were as informed as possible.

### **Integration**

The Service took an integrated approach when developing its Improvement and Well-being Objectives (2023/2024), working in a more integrated way enabled the Service to solve problems more effectively and efficiently. By undertaking a joint approach to maximise opportunities and working collaboratively with both partners and stakeholders, helped to reduce the duplication of effort across public sector organisations and furthermore shared resources, learning and knowledge for the benefit of our communities and future generations.

### **Collaboration**

Working collaboratively with partners is of key importance to the Service, we work collaboratively with North Wales Fire and Rescue Service and South Wales Fire and Rescue Service in several ways and have adapted an “all Wales” approach in several areas. This collaborative approach also identified the most cost effective and efficient delivery methods across the three Fire and Rescue Services on several subject matters. The Service understands that working closely with partners, maximises the impact of safety messages on communities and delivers safety messages with a joint approach. The Service will therefore continue to build on existing relationships and look for new opportunities to develop new and existing partnerships to make the most effective use of its assets.

### **Involvement**

The Service consulted widely with its stakeholders, partner organisations and the public. Engagement was undertaken with local communities through events and consultations, encouraging them to get involved in the decisions that affect them, which encouraged a two-way dialogue and ensured that they have their say on how the Service deliver its Improvement and Well-being Objectives. Encouraging public participation and involvement in decision making was extremely important.

The Service’s contribution towards achieving a **Prosperous Wales** included providing a greater level of information and support from contacts when visiting people in the communities to keep people safer in their homes. The Service also



contributed to achieving a **Prosperous Wales** by managing its assets in better, more cost effective and efficient ways; building on existing relationships and looking for new opportunities to maximise the benefits for the community and enhance the contribution to the local economy and reduce costs to society.

Contributions towards a **Resilient Wales** were achieved through the consideration of new technology and innovation within our Service. We also better understand the impact on the environment for reductions in our carbon footprint to be achieved, whilst continuing to maintain a high standard of service delivery.

**A healthier Wales** was achieved through an increase in connectivity and digitisation, which assisted the Service in delivering both our emergency and community safety services to our communities; ensuring that we provided advice and delivered our intervention programmes to assist individuals to improve their lifestyle.

The Service's contribution towards a **Wales of Cohesive Communities** was accomplished by improving our digitised solutions and advancing information and communication technologies, by contributing to the progression of connectivity and our delivery of services to the public.

In order to assist with creating a **More Equal Wales**, the Service prioritised its interventions at those individuals who were most vulnerable in order to improve their circumstances and to provide them with advice to enable them to improve their lifestyle.

The Service's contribution to a **Wales of Vibrant Culture and thriving Welsh Language** was to continue to encourage and promote the use of the Welsh Language within our service area. Where possible, we promoted access to our services through the utilisation of the Welsh language, to ensure that our stakeholders can communicate with us in their preferred language. We also continued to encourage our employees to speak their preferred language in the workplace and provide opportunities to employees who wish to learn Welsh.

The Service influenced the achievement of a **Globally Responsible Wales** by continuing to make significant changes to reduce the amount of paper used in its activities by encouraging the submission of all electronic correspondence and documentation.

As specified within the Act, Public Services Boards (PSBs) must utilise the sustainable development principle to maximise contribution to the achievement of the seven national well-being goals by addressing the specific well-being needs of the area. The Service have embraced this principle and have remained fully committed to undertaking our responsibilities as a statutory partner.

The Service have subsequently implemented the ethos of ensuring that the needs of the present are met without compromising the ability of future generations in its business practices. The significance of the Objectives contained within each of the six Public Service Board's Well-being Plans, was reflected in the Service's own Improvement and Well-being Objectives, which ensured that working with partners to deliver better outcomes for our communities remains a priority.



Not only has the Service considered the Well-being of Future Generations (Wales) Act 2015 in the formation of this plan, but it has also embedded a number of new ways of working within the day to day running of the organisation. The Golden Thread of the Service has been greatly influenced by the Well-being of Future Generations (Wales) Act 2015. From individual development plans and departmental strategies, through to the Strategic Plan 2022-2027, the ethos of the Act is at the forefront of our minds. Whether its forming new partnerships; adopting a horizon scanning approach as part of our future planning processes; or embedding the Well-being of Future Generations (Wales) Act 2015 project framework within the delivery of the Service's corporate projects, ensured that the needs of the present were met, without compromising our future generations.

### **Improvement and Well-being Objective One - Well-being of Future Generations Wales (Act) 2015 progress statement.**

The Service continued to embrace the principle of developing new and existing employees through a variety of development programmes. Ensuring they received the very best of learning and development opportunities, much of which will be transferable to other places of work and the communities our staff live within.

Improved internal communication and continuous course evaluation has helped to identify opportunities for more holistic development of our people helping them reach their full potential, regardless of their background or circumstances.

Continuing to maintain a low-risk critical skills gap ensures that operational staff are training not only in accordance with National Guidance and Health and Safety Legislation but are competent and efficient at carrying out their response roles. This in turn has allowed personnel to provide a safe and effective response to the public in times of need and provide the opportunity for citizens and communities to recover more effectively.

### **Improvement and Well-being Objective Two - Well-being of Future Generations Wales (Act) 2015 progress statement.**

The ability for the Service to respond and deliver effective front-line prevention and protection services in our communities has never been more important, which is why we continued to take account of new and emerging risks and put into place sustainable solutions with our partners for longer term success.

The delivery of a range of prevention and protection arrangements alongside our partners has helped to form valuable connections in the community that are sustainable and positively impact on people's lives in terms of increasing awareness to the risks from fire in homes, business and wider community environment creating a more resilient community which is less reliant on public services.

### **Improvement and Well-being Objective Three - Well-being of Future Generations Wales (Act) 2015 progress statement.**

Using improved monitoring systems has enabled the Service to highlight areas



where intervention needs to be focused to reduce energy consumption. Reducing our overall consumption across the Service will work towards our environmental objectives and national targets of reducing carbon emissions.

Reducing and monitoring consumption from our utilities and fleet, aligned with the Service's Environmental Strategy and objectives by reducing and continuing to research alternative renewable energy and sustainable processes.

The Service continued to work with local partnerships to raise awareness of operational activities in areas of high biodiversity value and allow for the best available means of management. A Water conservation project was also undertaken, to reduce the demand on this natural resource and impact on the wider carbon emissions of the Service and the water industry.

### **Improvement and Well-being Objective Four - Well-being of Future Generations Wales (Act) 2015 progress statement.**

Using the Operational Learning Group (OLG) enabled the Service to identify trends, helping us to make more informed decisions about what, where and how our work should be focussed. It also enabled the Service to respond more appropriately to the needs of our communities, whilst reducing the risk to our frontline firefighters.

Effective research and development opportunities continued to be explored, including the use of trials across the Service area, ensuring the procurement of goods and services that were fit for purpose.

### **Improvement and Well-being Objective Five - Well-being of Future Generations Wales (Act) 2015 progress statement.**

The aim of Improvement and Objective Five, to undertake a baseline data exercise supported the ethos of the Act, by considering a range of external influences which supported the Service's planning processes, ensuring we respond effectively and protect the communities we serve.

### **Public Services Boards (PSBs)**

The Service remained committed to the Well-being of Future Generations (Wales) Act 2015 and continued to embrace its duties and role as a statutory partner on the six Public Service Boards.

Some of the key areas the Service were involved in, included the following:

On behalf of the Swansea PSB, a community safety village event was held as part of the Welsh Firefighters Challenge on Saturday, 03 June in Oxford Street, Swansea, and provided an opportunity to engage with members of the public on a variety of subject matters. The event was well attended and resulted in the referral of



approximately, 55 Home Fire Safety visit requests, and approximately, 130 engagements with families.

On 17 October, the Service hosted a '*Walking in our Shoes*' event, which looked to broaden the awareness of partners' work and improve networks, particularly amongst those who engage directly with our communities. The event focussed on 3 principal areas, operational response; community safety; and protection in the built environment. The event was well attended by partner organisations and included representation from a good cross-section of roles, including, Ecologists, Conservation Officers, Public Health Practitioners, Building Control Team Leaders, Risk Management Surveyors and Community Safety coordinators.

A safeguarding event was held in the Swansea.com stadium, during safeguarding week in November. The event included keynote speakers, interactive workshops and brought together a diverse range of organisations to discuss ways to improve safeguarding across Swansea, by sharing ideas, promoting best practices, and identifying new ways of working together to make the communities we serve safer.

The Assistant Chief Officer, Director of Resources became the Lead Officer for the Electric Vehicle (EV) Charging Infrastructure Task & Finish Group, which aims to increase collaboration on Electric Vehicle EV Charging infrastructure at public sector venues, by researching, analysing and preparing insight on the opportunities and barriers to EV Charging Infrastructure.

Support continued to be provided to several Public Services Boards, sub-groups including the Pembrokeshire PSB, Poverty Working Group, Powys PSB Engagement and Insight Network Group, Swansea PSB Human Rights City Steering Group, Swansea Bay regional data group and the Neath Port Talbot PSB Steering Group, to name a few.



## Appendix 2

**Good news stories from work undertaken by all departments, between 01 April 2023 – 31 March 2024.**

### **Business Fire safety**

- The Northern Business Fire Safety team were nominated for the More Than Just Fire Awards and National Fire Chiefs Council Partnership of the year award.
- Effective automatic fire safety fixed installation arrangements at a school in Pembrokeshire suppressed a fire and maximised escape time for 195 pupils and 30 staff members. The incident occurred just before the registry period and was effectively dealt with by the school.



### **Corporate Communications and Business Development (CCBD)**



- The Service hosted its annual More Than Just Fires Awards Ceremony at the Metropole Hotel and Spa in Llandrindod Wells on Friday, 10 November. The event was hosted by the most-capped referee in world rugby, Nigel Owens MBE and gave thanks and recognition to the remarkable efforts, hard work and dedication by Service staff and volunteers from across the Service area.

### **Community Fire Safety**

- Several Fire Cadets passing out ceremonies were held, celebrating their amazing achievements. Abercrave was held on 10 July and saw the Cadets provided with their Bronze Award and certificates by the Corporate Head of Emergency Response Training & Development. Seven Sisters was held on 11 July, with the Chief Fire Officer presenting the awards, and finally, Morryston was held on 17 July, with Corporate Head of Prevention and Protection



presenting the awards. Positive feedback was received from parents, who expressed their gratitude for the positive impact on their children.

- **Positive feedback received by the Community Safety Team-** *I just wanted to make you aware of the difference you have made to an elderly lady living on her own in a property in Cilycwm following an audit you completed in August 2022. We had a fire-call to the address last night – the lady is having work done to her central heating system and for some reason the immersion heater overheated causing the insulation material to break down and produce a great deal of acrid smoke in the property. The alarms that you fitted and the advice you provided, gave the occupier very early warning of the fire, allowing her time to escape to a place of safety and enabled her to make an early phone call to us. The quick work of the Llandovery and Llanwrtyd Wells crews mitigated the effect of the fire which was contained to the hot water tank. The call was late at night, and the lady was unaware of the situation until her alarms sounded, so in this case, I have no doubt that your preventative work has certainly made a difference!*
- **Positive feedback received following a Home Fire Safety visit -** *Could you please pass on my regards of thanks to fire safety for doing a home visit. I am not sure if they are based at Morriston or Gorseinon, but I live in in Loughor, Swansea and apart from a home safety check did they get someone from social services to help me and my parents. I have been a unpaid carer for most of my life, trying to get extra help has been always a struggle to get due to red tape mainly but also others who should listen to people who are always asking for help just find a reason not to help despite services like other 999 services putting a request in to help us but get lost like many others through the gap. If it was not for people who work in fire safety I don't know where I would be or my family only in a big mess. Thanks once again.*
- **Letter received from Director of Transport and Digital Connectivity at the Welsh Government -** *I want to put on record my sincere thanks to you for the individual and collective contribution you have made to improving road safety in Wales. Introducing a default 20mph speed limit on restricted roads will save lives and reduce casualties. We are now moving into a new phase of implementation, monitoring and evaluation. As a result, the Cabinet Secretary and I are putting in place new governance arrangements. We have therefore decided to bring the work of the 20mph Steering Group and the Partnership Delivery Board to a close. I know that some of you will continue to contribute to monitoring and evaluation of the policy and I am grateful for your ongoing support. Thank you again for all your work on this keystone reform.*
- **Feedback received from a Youth Worker following a Children and Young People's engagement visit -** *All the young pupil have been telling school staff how much they enjoyed the 4 days, two teachers have come up to me already and have said how animated one young person has been telling them about their week. One parent also said how much of a difference she has seen already, talking much more than usual. I've just looked back on our*



*attendance data and amazingly this week is the first time another pupil has been on time to school since the 22<sup>nd</sup> of January, he had only been on time to school twice since Christmas before this week.*

- The Service became White Ribbon re-Accredited and continued to show their committed support to ending male violence against women.



- The Community Safety department supported carbon Monoxide Awareness week, reminding people of the importance of installing and regularly checking carbon monoxide alarms, by promoting key messages and sharing the tragic story of Rhys Sheridan on its social media channels - #RememberingRhys. Rhys' family had asked the Service to share their harrowing story to highlight the importance of having a working Carbon Monoxide monitor.



### **Community Risk Management Planning department (CRMP)**

- All-Wales Planning and Performance meetings were held with North Wales Fire and Rescue Service and South Wales Fire and Rescue Service, identifying best practice and lessons learnt and exploring opportunities to work collaboratively, where possible.
- After discussions with NWFRS and SWFRS, an All-Wales planning meeting was scheduled in Llandrindod Wells on December 11, 2023. Positive engagement with local town councils continued through the Western Division, delivering information on the CRMP 2040 Plan and gathering support.

### **Fleet Engineering and Logistics Department (FELD)**

- The Service received a £200k grant to support the purchase of 8 ULEV vans and 12 Pod Point Chargers, all of which were delivered.



## **Information and Communications Technology (ICT)**

- Training on the new telephone system was completed and new phones set up for distribution across the Service area, with positive feedback received.
- The ICT department in partnership with Tarian, the Regional Organised Crime Unit, consisting of Dyfed-Powys, Gwent and South Wales Police Forces held three, well received, fun and interactive cyber security sessions. The aim of the sessions was to raise awareness of staying cyber secure at home and at work.



## **Corporate Risk**

- Following the introduction of a pioneering initiative to use treated wastewater at fire incidents, as an alternative to drinking and other water sources. The Health and Safety Manager was awarded the Innovation of the Year Award at the Excellence in Fire and Emergency Awards 2023



## **Estates**

- New electric vehicle charging points were installed at the Service Headquarters site, during July 2023. The Pod Point charging facilities included two 150kW rapid charge points and two 22kW twin charge points, which can charge up to eight vehicles at any one time, as well as a new 33,000-volt substation to supply the necessary power for the charging infrastructure.
- The wildflower meadow mixes at the headquarters site grew well, enhancing biodiversity.
- The review of sustainable drainage engineering at Dafen was approved, significantly reducing the original cost estimate.



- The Service partnered with Save a Life Cymru and WAST, installing 23 defibrillators across 23 stations not in close proximity to a PAD.



### **Operational Equipment and Assurance (OEA)**

- Drager quick release couplings and Nano Breathing Apparatus (BA) cylinders were deployed throughout the Service, the cylinders were significantly lighter and therefore an improvement to the previous BA sets.
- All Appliance Equipment Technical instructions were updated and converted into Equipment Manuals.

### **Procurement and Contracting**

- The Procurement team won the High Commendation Award for Best Procurement Delivery at the Go Wales Procurement Awards ceremony, on 08 November in Cardiff. Judges recognized the team's efforts to break down barriers for Small Medium Enterprises (SMEs) within the Service's area.
- Lyreco offered a free waste audit for the Service as part of the Cymru Clean Green Scheme, assisting in preparation for the new Waste Regulations coming into effect on April 6, 2024.
- Two case studies were completed for the flat-roofing framework and the carpentry and building framework, highlighting local SMEs' success.

### **Human Resources (HR)**

- A half day discipline process training session for HR was delivered by Veale Wasbrough Vizards (VWV), which focussed on conducting and managing the discipline process. Further training was also arranged for those required to Chair and facilitate Discipline & Fast-Track Hearings, which it is expected will be delivered mid-October.
- The establishment of a Menopause focus group was explored and will follow on from the awareness day to support the review of the Menopause procedure and create a peer support group for women in the Service.
- **Commitment Payment for On-Call Employees** - A commitment payment of £1,000 was made to 408 eligible employees in November 2023. A further 8



employees received payment in December 2023, following confirmation regarding career breaks for these individuals.

- **Wholetime Recruitment** 12 On-Call personnel commenced Wholetime Duty System (WDS) employment on 25 January 2024, undertaking an 8-week conversion course. A further 12 applicants (all members of the public) were contacted and offered employment subject to satisfactory pre-employment checks, with a view to the second cohort of WDS recruits commencing on 17 April 2024.

### **Joint Fire Control (JFC)**

- Control dealt with several large incidents in September 2023, with improving incident logs and noticeable teamwork.
- A Joint Emergency Services Interoperability Programme (JESIP) assurance visit in November recognized good practice at the JFC. Positive feedback was received from recent high-rise exercises and a major incident in the South Wales Fire and Rescue Service (SWFRS) area. Green Watch was nominated for an award for Fire Survival Guidance (where they stay on the line with the caller until they are rescued by crews) with the station and the subsequent rescue of three people from a ledge.

### **Northern Division**

- Successful, community engagement days were held, including Aberystwyth Fire Station open day with good community attendance.
- Fibua training events had excellent attendance across two days, with a debrief planned to capture the learning.



- Various fundraisers were held across Northern Division including, Presteigne Fire Station held a charity cake sale raising £1,000 for charity. Welshpool Carol Concert raised £500, Llanwrtyd Wells station car wash raised £772, and Newtown crew raised £472 during Christmas events. Firefighter Craig from Newtown fire station completed 496 km in January, raising £1,220 for



the Fire Fighters Charity, the collective total of the fundraisers totalled an impressive £3,964 for charities.



- **The Builth Wells Events Safety Group** was awarded the Public Safety Award at the awards ceremony, organised by **Wales' Safer Communities** on 30 November 2023, at the Village Hotel in Swansea and was an opportunity to celebrate and showcase the great work being undertaken across Wales to make communities safer. The Group, which includes representatives from Mid and West Wales Fire and Rescue Service,



## Southern Division

- Several On-Call Firefighters succeeded in their wholetime interviews.
- New Water rescue stations in Gorseinon and Ammanford became Operational, with Councillors invited to Gorseinon for insights into the enhanced capabilities.

## Western Division

- Kidwelly Fire Station led the parade at Kidwelly Carnival on 08 July 2023 promoting recruitment.
- Several open days were held across the Division, including Tenby, Milford, Ammanford, Carmarthen/HQ, and Haverfordwest.
- Eleven visits to Divisional Town and Community Councils were conducted to promote the draft Community Risk Management Plan 2040 and feedback captured and provided to the Community Risk Management Planning team.



Five additional presentations were provided digitally before the consultation ended.

- Crews from Carmarthen Fire Station held their annual Christmas gift collection, for the Cilgerran Children's Ward at Glangwili General Hospital. On Wednesday, December 20<sup>th</sup>, the crew, along with members of the Community Safety team, visited the Cilgerran Ward to hand over the gifts that had been generously donated by local businesses and members of Service staff.



- The crew from Carmarthen Fire Station were out-and-about in Carmarthen town centre, On Friday, 15 December and Saturday, 16 December, to fundraise for The Fire Fighters Charity and Myrddin School's Special Needs Unit. Over the course of both days, crew members raised an impressive £1,600. The money was shared equally between both causes.



## **Training Delivery**

- The Service's Technical Rescue staff attended the 2023 United Kingdom Rescue Operation competition, narrowly missing a podium finish in the Water rescue competition.
- The Training Delivery supported the International Search and Rescue (ISAR) team overseas and the United Nations Reclassification process, successfully, reclassifying ISAR as a United Nations Heavy USAR Team.
- Firefighters volunteered to take part in health screening sessions to assist University of Central Lancashire (UCLan) UK Firefighters Cancer and Disease Registry (FCDR) in developing a better understanding of the increased occurrence of cancers and diseases among firefighters and to identify the association between firefighter's occupation and exposure to fire effluents and residues. Screening sessions were held at the Service's Earlswood Training Centre on the 04 and 05 December, with a total of 111 serving and retired firefighters taking part. The data from these screening sessions will be used to



assist with better understanding the types, trends and variation in cancer survival, evaluate the risk of cancer among firefighters when compared to the rest of the UK population and to learn more about how certain protective measures may reduce the risk of cancer.



- Following agreement to bolster the Water First Responder capability by 13 stations, Training Delivery facilitated and delivered the initial skills training courses between October 2023 and January 2024. The Technical Rescue team, led by Technical Rescue Training Manager, delivered all initial and recertification Water Rescue courses.
- The team's commitment ensured the challenge was met, with support from individuals in Response. Three individuals were selected to join the department temporarily, receiving positive feedback and overcoming challenges of winter training.
- On 21 March 2024, a Graduation Ceremony and Passing Out Parade was held at Earlswood Training Centre for "Squad 01/24," consisting of 12 individuals who completed their On-Call to Wholetime conversion course.
- The Compartmental Fire Behaviour Training (CFBT) unit was opened on 25 March 2024, by the Future Generations Commissioner for Wales, Derek Walker, with a ceremony attended by various stakeholders.



## Other

- In September 2023, the Service commenced a project to improve firefighter safety, as recent studies have shown that firefighters are exposed to a higher degree of contaminants in fires, which are linked to increased rates of cancer and mental health issues.



# HALOGEN CONTAMINANTS

- As part of its commitment to the Well-being of Future Generations (Wales) Act, the Service hosted a 'walking in our shoes' event on 17 October 2023, as part of Swansea Public Services Board Well-Being Plan, inviting members of the Swansea Public Services Board and community partners to our Earlswood Training Facility. The event was organised to broaden the awareness of our partners' work and improve networks, particularly amongst those who engage directly with our communities. The event focused on three principal areas of the Service: Operational Response, Prevention (Community Safety) and Protection (Built Environment). The event was a huge success, giving those who attended a real insight into a modern-day Fire and Rescue Service



- On Monday, August 21<sup>st</sup>, Member of the Senedd for Mid and West Wales, Jane Dodds MS, visited Newtown Fire Station to meet the crew as well as members of the local 'Knit and Natter Newtown' group. The 'Knit and Natter' group had created a collection of colourful teddy bears, each one with its own unique character. The purpose of the teddies is for them to be given to children involved in incidents, who may find the experience overwhelming and frightening.



- On Friday, August 4<sup>th</sup>, Carolyn Harris, Member of Parliament for Swansea East, visited Morrision Fire Station to deliver an informative and inspirational 'Menopause at Work' talk.



- Essential Sanitary Products to be Distributed by Community Safety Team, following a kind donation from Hannah Lodder-Rodda, the Women in the Fire Service Representative for Wales. The packs were distributed by the Community Safety Team, while they attend youth-related events and activities. They included a variety of environmentally friendly sanitary products which should improve access to these essential items.

