



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

COMMUNITY RISK MANAGEMENT PLAN 2040

VERSION 3



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Mae'r ddogfen hon ar gael yn Gymraeg



Alternative Versions

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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 چاہتے ہیں تو، براہ کرم ہم سے رابطہ کریں: 0370 6060699 یا ای میل:



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Introduction

In accordance with the Local Government (Wales) Measure 2009, the National Fire and Rescue Framework and the Well-being of Future Generations (Wales) Act 2015, all Welsh Fire Authorities are required to deliver and report against Improvement Objectives on an annual basis. We fully embrace our statutory duties and will continue to work closely with our partners and local communities to make mid and west Wales as safe as possible.

The Service covers almost two-thirds of Wales, covering a predominantly rural area of 4,500 square miles (11,700 km²), comprising 58 stations, and employing around 1,300 staff. It is the third largest in the United Kingdom, behind the Scottish and Northern Ireland Fire and Rescue Services. Mid and west Wales is home to a diverse and multicultural population of approximately 912,218 people across 440,632 households, covering six local authority areas: Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Powys, and the City and County of Swansea.

In previous years, the Service has produced two Plans, namely, a five-year Strategic Plan outlining the Service's long-term Commitments and an Annual Business Improvement Plan outlining the Service's Improvement and Well-being Objectives. The communities we serve are at the heart of everything we do and recognising the need to plan for the longer-term we decided to revise our planning arrangements, the outcome of which was the introduction of a Community Risk Management Plan (CRMP) 2040. Our CRMP highlights how we intend on addressing the risks, threats and challenges facing our communities and how we propose to meet and reduce them, whilst ensuring our assets and resources are used successfully, providing the best possible service to the communities we serve.

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

The feedback received from the workshops, also indicated that it was appropriate to remove the previous Mission and Values and introduce Behaviours. It was agreed to adopt a suite of Behaviours, which after careful consideration, were aligned to the National Fire Chiefs Council, Core Code of Ethics for Fire and Rescue Services, Leadership Framework and Seven Principles of Public Life, informally known as the Nolan Principles. These have been developed to support a consistent approach to ethics, including behaviours by fire and rescue services. We are confident that the introduction of these Behaviours will help with our aspiration, to evolve our organisational culture to ensure we operate within the standards expected of a modern-day Fire and Rescue Service and ensure that the communities we serve are supported in the best way possible.

It was recognised that the achievement of the priorities and objectives outlined in the CRMP 2040, was dependent upon a range of enabling functions, which play a critical role in the day-to-day function of the organisation. The outcome of this was the introduction of a set of enablers, which will not only assist with the achievement of the objectives but ensure we have the provisions in place to support continuous and meaningful improvement.



Our CRMP highlights how we intend on addressing the risks, threats and challenges facing our communities and how we propose to meet and reduce them. We will ensure our assets and resources are used successfully, providing the best possible service to the communities we serve.

Using data to identify any perceived risks and challenges in our communities will help us to tailor our services appropriately and reduce those risks through the services we deliver, by providing greater focus on how we deliver our prevention, protection, and response functions. This work will also enable us to target our resources to prevent incidents from happening, whilst ensuring that our resources are in the right locations to best protect the communities we serve in the event of an emergency.

Furthermore, effective monitoring and evaluation arrangements will enable us to plan our future activity, improving public safety and reducing the severity of incidents we attend. We will also focus on our legitimate purpose, understanding the needs of our communities, and mitigating the impact of emergencies on the people who live, work and travel through mid and west Wales.





Preparing our Community Risk Management Plan

When producing our CRMP, we considered a wide range of data, intelligence, and information to ensure we are making the right decisions to guarantee the ongoing safety of the people, buildings, and communities of mid and west Wales.

Utilising all the data we gather, we will make informed decisions about the risks within our communities, the demand for our services and the resources we require to ensure we remain effective and efficient.



RISK

Through local knowledge, partnership working and intelligence driven data, we will identify people, buildings, and places within our communities where there is a likelihood of an emergency incident happening. Through this process, we can prioritise the most vulnerable citizens, collaborate with the people responsible for buildings and protect those that live, work, and visit mid and west Wales.



DEMAND

We use historical incident information and analyse how we have responded to them, to better understand what happened and how effective and efficient we have been. This enables us to plan an effective and efficient response to similar emergencies that may occur in the future, providing us with vital information to ensure we have the right people, in the right place, with the best equipment and training to protect our communities.



RESOURCES

We receive our funding by way of a levy from the six local authority areas we serve, as well as from grants and like all organisations, we have a set budget to spend on our staff, our equipment, and our services. When deciding how to best manage our operational response, we must think about how we spend our budget to make sure we have the most positive impact on our communities whilst allocating money in a responsible and resourceful way.



Our Themes - Prevention and Protection, Response and Corporate.

Our Community Risk Management Plan (CRMP) 2040 focusses on three interconnected themes, Prevention and Protection, Response and Corporate.

Prevention and Protection

Keeping our communities safe by preventing fires and other emergencies from happening through our understanding of risk.



Response

Ensuring we have sustainable response arrangements in the right place, with the right people, using the right resources.




Corporate

Delivering an effective and efficient Service that considers the needs of our staff, communities, and environment.






Vision and Behaviours



EIN GWELEDIGAETH
I ddarparu'r gwasanaeth gorau posibl i gymunedau Canolbarth a Gorllewin Cymru.

OUR VISION
To deliver the best possible service for the communities of Mid and West Wales.



#EichGTACGC **#YourMAWWFRS**





Behaviours

We will all be positive role models and conduct ourselves professionally by displaying the following behaviours



Be Accountable

We will be accountable for everything we do, remain open to constructive feedback, and challenge all behaviour that falls short of the highest standards.



Demonstrate Integrity

We will act with integrity, being open, transparent, honest, and consistent in everything we do.



Be Ethical

We will support and promote the value of equity, diversity, inclusion, and sustainability within the communities we serve and the decisions we make.



Be Respectful

We will treat everyone with respect, making decisions without prejudice or bias.



Be Impartial

We will ensure the best interests of our public, community, and service users are put first wherever possible.



Enablers

Achievement of the priorities and objectives we have outlined in this Plan is dependent upon a range of enabling functions, each of which plays a critical role in the day-to-day function of the organisation whilst ensuring we have the provisions in place to support continuous and meaningful improvement.



Our People

We recognise that our people are the heart of our organisation and are key to the successful delivery of everything we do. We are committed to ensuring our workforce is representative of the communities we serve whilst inspiring and encouraging them to become the best they can be. Our people will be supported by the Service with their health and well-being to have the personal resilience they need to carry out their role.



Leadership and Management: Governance, decision making and continuous improvement.

We provide effective leadership and management that is proactive and allows us to adapt successfully to emerging opportunities, potential threats, and challenges. We are accountable for the decisions we make. Good governance and responsible decision-making are imperative to ensure we continue delivering the best services to our communities.

We recognise that accountability isn't just about taking responsibility – it involves committing to a set of actions, attitudes, aspirations, and expectations that establish how we lead and manage, the value we can add to our existing service, and driving any innovation we wish to undertake.



Financial Resilience

As with any organisation, financial sustainability is key to long-term success. Whilst we settle our budget annually, we will work hard to manage our budget, capital programme and financial management arrangements to ensure we can plan and deliver an effective Service for the longer term.



Corporate Social Responsibility

Self-regulating our contribution to the well-being of Wales through environmental and social measures plays a crucial role in our Service. Being environmentally friendly; promoting equity, diversity, and inclusion in the workplace; giving back to the community; and ensuring business decisions are ethical will all form part of the golden thread of our Service and will directly inform the day-to-day actions we take.



Digital and Information Communications Technologies Strategy

Information and Communication Technology (ICT) plays a pivotal role in providing the tools, capabilities, and infrastructure necessary to achieve our strategic aspirations. We are using digital and information technologies to support both our operational delivery and business transformation, and we will continually improve and enhance this as newer technology becomes available. We remain committed to exploiting digital and information technology solutions to deliver our strategic objectives.



Partnerships and Collaboration

Our future success is directly linked to how we work with others. We recognise the importance of meaningful and effective partnerships and the need to develop and maintain collaborative initiatives with key stakeholders. It is without a doubt that partnerships and collaboration where appropriate can support the delivery of better outcomes for our communities whilst playing a part in delivering our services in a better, more cost-effective, and efficient way.



Our Performance Indicators








Over the past decade, through Improvement Planning and Risk Reduction, there has been a significant reduction in the number of incidents attended and better outcomes for those affected and the communities within which they occur.

The table shows the percentage reduction in the number of incidents, injuries and deaths over the last 10 years, which provides a clear picture of success.

	2024/2025 Actuals	Average 2015/16 to 2019/20	Average 2020/21 to 2024/25	Average Percentage change 2015/16 to 2024/25	Proposed Target
All fires	2,951	3,272	2,985	-8.8%	-20%
All false alarms	5,083	4,777	1,582	-66.9%	-10%
All road traffic collisions	769	973	710	-27.0%	-10%
All other calls	3,652	4,665	3,336	-28.5	No target set
Deaths and hospitalised injuries from all fires.	46	61	41	-32.8%	-10%
Deaths and hospitalised from all accidental fires.	41	55	36	-34.5%	-10%
The percentage of dwelling fires which were contained in the room of origin.	85.7%	85.3%	84.7%	-0.7%	Maintain target of 87% if possible



Below is a breakdown of the Sector Performance Indicators for 2024/2025.

Performance Indicator	2024/2025 Actuals	Average 2015/16 to 2019/20	Average 2020/21 to 2024/25	Average Percentage change 2015/16 to 2024/25	
Total number of all deliberate fires attended per 10,000 dwellings	1,514	1,545	1,484	-3.9%	
Total number of all accidental fires attended per 10,000 dwellings	1,437	1,737	1,500	-13.1%	
Total number of fire deaths per 100,000 population	4	6	6	-0.0%	
Deaths caused by fires started accidentally in dwellings per 100,000 population:	2	5	4	-20.0%	
Injuries (excluding first aid and precautionary checks) arising from fires started accidentally in dwellings per 100,000 population:	33	40	22	-45.0%	
Injuries (excluding first aid and precautionary checks) arising from fires started deliberately in dwellings per 100,000 population	3	4	2	-50.0%	
Total false alarms caused by automatic fire detection per 1,000 non-domestic properties.	657	1,521	1,346	-11.5%	
Dwelling fires attended where a smoke alarm was not fitted as a % of all dwelling fires attended	47.5%	41.0%	47.2%	-15.1%	



Well-being of Future Generations (Wales) Act 2015 Statement

We are committed to the Well-being of Future Generations (Wales) Act 2015, and we have embraced our duties and our role as a statutory partner across our six Public Services Boards. We understand the purpose and aim of the Act and are committed to ensuring that we consider the long-term impact our decisions may have on the communities we serve.

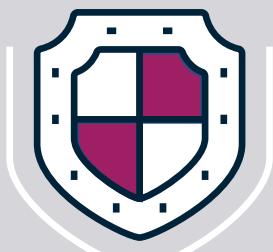
We will therefore ensure that when making decisions, we consider the potential impact these decisions could have on the people living their lives in Wales both now and in the future. We will also remember to consider the rich diversity of people within mid and west Wales and continue to work collaboratively with others to help the Authority achieve its Objectives, and conversely, to help others to achieve theirs.

Sustainable Development Principle.	What are we doing to meet these principles?
<p>Long-term</p> <p>The importance of balancing short-term needs with the needs to safeguard the ability to also meet long-term needs.</p> 	<p>We will continue to look at long term trends and undertake an analysis of our actions, to ensure that the services we provide are proactive rather than reactive. This will meet the needs of our communities and stakeholders by making our communities as safe as possible, and not compromising the needs of our future generations.</p> <p>We have embedded long-term thinking within our business practices and Improvement and Well-being Objectives, and we will continue to adopt a horizon scanning approach as part of our planning processes. When setting our Improvement and Well-being Objectives, we have ensured that we monitor future trends and long-term challenges that will have an adverse impact on the services we provide.</p> <p>We will continue to adapt and diversify our activities to better meet the needs of our communities, as well as improve the way we meet the needs of the people that work, live, and visit our communities to make them safer.</p>



Prevention

Preventing problems from occurring or getting worse.



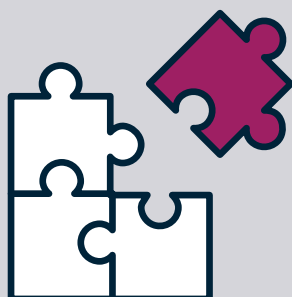
Prevention, protection, and early intervention remain a priority for us, and we are committed to making the communities we serve as safe as possible, by continually reviewing and adapting our intervention services.

We will continue to take a proactive, integrated, and collaborative approach to the services we provide, by working closely with new and existing partner organisations to deliver tailored safety messages, therefore maximising the positive impact in our communities.

Our focus for prevention is centred around preventing problems from occurring or deteriorating by ensuring early intervention is undertaken and that our communities are as informed as possible.

Integration

Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their objectives, or on the objectives of other public bodies.



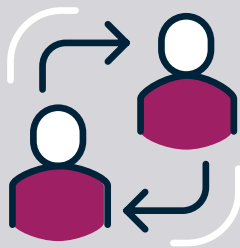
We have taken an integrated approach when developing our Improvement and Well-being Objectives, as we believe that working in a more integrated way will enable us to solve problems more effectively and efficiently.

By undertaking a joint approach to maximise opportunities, and collaborating with our partners and stakeholders, we will reduce duplication of effort across public sector organisations and furthermore share resources, learning and knowledge for the benefit of our communities and future generations.



Collaboration

Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.



Collaborating with our partners is of key importance to us as a Fire and Rescue Service. We work collaboratively with North Wales Fire and Rescue Service and South Wales Fire and Rescue Service in several ways and have adopted an “All Wales” approach in several areas.

This collaborative approach has also identified the most cost-effective and efficient delivery methods across the three Fire and Rescue Services on several subject matters.

We understand that working closely with our partners maximises the impact of our safety messages on our communities and delivers safety messages with a joint approach.

We 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 our assets.

Involvement

The importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves.



We have consulted widely with our stakeholders, partner organisations and the public.

We will fully engage with local communities through events and consultations, encouraging them to get involved in the decisions that affect them.

This promotes a two-way dialogue, ensuring that they have their say on how we deliver our Improvement and Well-being Objectives.

Encouraging public participation and involvement in decision making is extremely important to us.



Our Improvement and Well-being Objectives will help to achieve the seven **Well-being goals** in several ways, and we have ensured that the actions for our Improvement and Well-being Objectives have been developed in accordance with the **sustainable development principle**.

Our contribution towards achieving a **Prosperous Wales** will include providing a greater level of information and support from each of our contacts when we visit people in our communities to keep people safer in their homes. We will also contribute to achieving a **Prosperous Wales** by building on existing relationships and looking for new opportunities to maximise the benefit for the community and enhance our contribution to the local economy and reduce costs to society.

Contributions towards a **Resilient Wales** will be achieved through the consideration of new technology and innovation within our Service. We will also better understand our 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 will be achieved by an increase in connectivity and digitisation, which will assist the Service in delivering both our emergency and community safety services to our communities, therefore ensuring that we can provide advice and deliver our intervention programmes to assist individuals to improve their lifestyle.

Our contribution towards a **Wales of Cohesive Communities** will be 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.

To assist with creating a **More Equal Wales**, we will prioritise our interventions to individuals who are most vulnerable to improve their circumstances and to provide them with advice to enable them to improve their lifestyle.

Our contribution to a **Wales of Vibrant Culture and thriving Welsh Language** is to continue to encourage and promote the use of the Welsh Language within our service area. Where possible, we will promote access to our services through the utilisation of the Welsh language, to ensure that our stakeholders are able to communicate with us in their preferred language. We will also continue to encourage our staff to speak their preferred language in the workplace and provide opportunities to staff who wish to learn Welsh.



We will influence the achievement of a **Globally Responsible Wales** by continuing to make significant changes to the way we work in several areas, such as encouraging hybrid working arrangements using technology, the adoption of the Cycle to Work Scheme, Car Salary Sacrifice Scheme, the installation of solar panels on Service owned buildings, as well as the installation of EV charging points. We will also promote reducing the use of single-use plastic water bottles and the amount of paper used in our activities by encouraging the submission of all electronic correspondence and documentation.

As specified within the Act, Public Services Boards 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. We have embraced this principle and are fully committed to providing the utmost contribution as a statutory partner to achieving the well-being goals and have subsequently implemented the ethos of ensuring that the needs of the present are met without compromising the ability of future generations in our business practices.



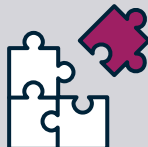
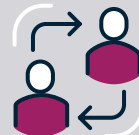



The significance of the Objectives contained within each of the six Public Services Boards Well-being Plans, is reflected in our own Improvement and Well-being Objectives which ensure that collaborating with our partners to deliver better outcomes for our communities remains a priority.

Not only have we considered the Well-being of Future Generations (Wales) Act 2015 in the formation of this Plan, but several new ways of working were also embedded within the day-to-day running of the organisation. The "Golden Thread" of the Service is influenced by the Well-being of Future Generations (Wales) Act 2015. From our individual development plans and departmental strategies to our Community Risk Management Plan 2040, the ethos of the Act is at the forefront of our minds. Whether it is forming new partnerships; or adopting a horizon scanning approach as part of our future planning processes, you can be assured that the needs of the present will be met, without compromising our future generations.






Sustainable Development Principle and Well-being Goals




How our Improvement and Well-being Objectives contribute to the Sustainable Development Principle and Well-being Goals.

	Long term	Prevention	Integration	Collaboration	Involvement
	<p>The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.</p> 	<p>How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.</p> 	<p>Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.</p> 	<p>Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.</p> 	<p>The importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves.</p> 
<p>Objective 1</p> <p>We will improve our organisational culture to operate within the standards expected of a modern-day Fire and Rescue Service.</p> 	<p>Improving organisational culture will ensure that the Service operates within the standards expected of a modern-day Fire and Rescue Service, by evolving in line with current and future challenges. Investing in the development of staff, wellbeing provisions, technology and community partnerships helps the Service to prepare for emerging risks and societal changes.</p>	<p>Effective workforce planning will ensure that the Service has the right people recruited and trained, working in the right locations to provide only the highest standards of service to its communities. It will also ensure that recruitment, development and working practices evolve to meet the communities' changing needs.</p>	<p>Improving organisational culture and wellbeing will ensure the Service works cohesively with partner organisations and Public Services Boards (PSBs) to contribute to societal changes and improve outcomes for communities.</p>	<p>Improving organisational culture and wellbeing will continue to support the sharing of good practice across organisations and sectors to ensure only the best people practices are implemented.</p>	<p>Engaging with the workforce, our partners and other agencies about skills and competencies required to better serve our communities, is integral to the Service's Training and Development departments.</p>
<p>Objective 2</p> <p>We will remain committed to making improvements to our On-Call Duty system to support the needs of our communities.</p> 	<p>Making improvements to the On-Call Duty system ensures that the Service is better equipped to address both current and future challenges, by responding effectively and protecting communities. It also ensures a sustainable workforce to continue serving communities.</p>	<p>Making improvements to the On-Call Duty system will assist the Service to act to prevent problems from escalating by having an efficient and effective On-Call Duty system ensuring timely support for communities.</p>	<p>Working in alignment with other Fire and Rescue Services and public sector bodies to make improvements to the On-Call duty system will help to deliver lasting outcomes for communities.</p>	<p>A collaborative approach with staff and external partners, helps to remove barriers to On-Call recruitment and retention challenges, and assists with building strong partnerships.</p>	<p>Involving staff in the design and delivery of On-Call services helps to ensure they are fit for purpose and the views and feedback gathered can influence positive change.</p>



<p>Objective 3</p> <p>We will review the risks within our communities and to our people.</p> 	<p>Reviewing the risks within communities helps to identify emerging trends and threats to assist with the development of long-term strategies and investment in future capabilities to protect communities.</p>	<p>By understanding community risk allows for the development of prevention and protection services. It also assists with the supporting of safer operational practices and identification of staff risks enabling early intervention.</p>	<p>Supports cross-sector planning for vulnerable individuals or high-risk communities.</p>	<p>Working in collaboration helps to have a shared understanding of risk, which helps to the development of co-ordinated solutions, and pooling of expertise, data and resources, therefore reducing the duplication of effort.</p>	<p>Involving staff and communities when reviewing specialist skills and fire station locations ensures all risks are identified and understood, allowing stakeholders to feel involved and shape the services provided.</p>
<p>Objective 4</p> <p>We will review and implement changes to the way in which we respond to emergencies to meet the changing demands of our community.</p> 	<p>Reviewing the way the Service respond to emergencies helps to prepare for future risks, and ensures the Service remains flexible and adaptable to meet the changing demands of communities.</p>	<p>Reviewing emergency cover arrangements and the way fire stations are staffed can help to support early interventions and may lead to fewer incidents through better use of prevention data.</p>	<p>Any changes to the way in which the Service respond to emergencies may involve working with partner agencies to ensure the delivery of joined-up services and reduce the duplication of effort.</p>	<p>Collaborating with partner agencies to address the changing demands of communities can lead to improved outcomes and build strong partner agency relationships.</p>	<p>Involving communities ensures that any changes in the way the Service respond to emergencies reflect local needs, building public trust and inclusivity. Involving staff and representative bodies helps shape safe, effective arrangements that staff can deliver with confidence.</p>
<p>Objective 5</p> <p>We will regularly review our Prevention (Community Safety) and Protection (Business Fire Safety) strategies to target and support the most vulnerable in our communities</p> 	<p>Reviewing prevention and protection arrangements helps plan for long-term changes in community risk. Delivering a range of prevention and protection arrangements alongside partners will form connections in the community that are sustainable, positively impacting 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.</p>	<p>Improving resident and business safety through awareness, education and intervention as well as identifying opportunities to reduce incidents and crime can reduce the risk of harm and bring economic benefits to ward population, residential areas, communities, businesses and beyond.</p>	<p>Understanding communities and positively influencing their safety and well-being alongside partners will contribute towards a positive and environment for all.</p>	<p>Working with Public Services Boards and partner agencies will enable the Service to reach and connect with all areas of communities, whilst removing boundaries to less deprived areas and destigmatising poor reputations and records in relation to socio-economic status.</p>	<p>Engaging with a range of stakeholders helps shape appropriate and targeted prevention strategies, whilst ensuring the interventions are effective.</p>



<p>Objective 6</p> <p>We will engage and consult with our communities to understand their expectations of us.</p> 	<p>The communities of mid and west Wales are at the heart of everything the Service does, and therefore the importance of planning for the longer-term is extremely important.</p> <p>Engaging and consulting with communities to understand their expectations helps to ensure the services provided are people centred and inclusive.</p> <p>It also helped to identify challenges and issues, as well as emerging risks and priorities, which assisted with longer-term planning arrangements.</p>	<p>Continuous engagement and consultation help to encourage public involvement and raise awareness of the services provided to communities.</p> <p>It furthermore assisted with identifying risks and vulnerabilities.</p>	<p>Improving the understanding of the expectations of communities through consultation and engagement highlighted where the Service could align better with partner organisations.</p>	<p>Having a collaborative approach helped to identify best practice and lessons learned from partner organisations, to help shape new approaches to staff and community engagement.</p>	<p>It is recognised that engaging and consulting in line with best practice leads to better outcomes, allowing the experiences of others to be heard, providing valuable insights that can support effective decision making.</p> <p>Listening to the views of all stakeholders is extremely important to help shape the services provided to communities and by understanding their expectations.</p>
<p>Objective 7</p> <p>We will work in an environmentally friendly and sustainable way.</p> 	<p>Researching new and emerging technologies continued to support the Service to work in an environmentally friendly and sustainable way.</p> <p>The longer-term result ensured an environmentally responsible Service by improving the Service's environmental performance; improving efficiency in the use of resources; and minimising impact on the environment.</p>	<p>Utilising technology and software systems to monitor and analyse data enabled the implementation of preventative measures, helping to reduce carbon emissions and have a positive impact on the local environment and communities.</p>	<p>Continuing to integrate and embed environmentally sustainable processes throughout the Service will assist in reducing the environmental impact of Service activities on the local communities.</p>	<p>Exploring opportunities to collaborate with PSBs and partner organisations on environmental projects enabled the sharing of best practice and allowed opportunities for lessons to be learned, leading to positive outcomes for communities.</p>	<p>Involving staff in the shaping of sustainability initiatives and providing education and awareness, through the Sustainability and Environment Group, assisted in empowering them to take ownership of positive environmental change within the Service.</p>
<p>Objective 8</p> <p>We will evolve our fleet and equipment requirements so we can effectively respond to emergencies.</p> 	<p>Evolving fleet and equipment requirements ensures the Service can meet new and emerging risks.</p> <p>Further supports the Service to effectively respond to emergencies by remaining resilient and sustainable.</p>	<p>Improves firefighter safety and assists with responding to the risks within communities in the most efficient and effective way.</p>	<p>Modern equipment improves efficiency and reduces environmental impact.</p>	<p>Working in collaboration with other Fire and Rescue Services, partner agencies and manufacturers helps to identify best practice and lessons learnt, providing greater value for money.</p>	<p>Involving stakeholders in developing and designing solutions ensures the vehicle and equipment requirements meet the needs of the end users.</p>



The Well-being of Future Generations

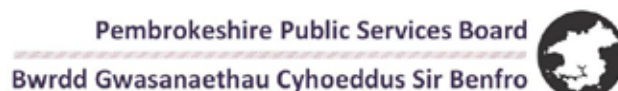
OBJECTIVES

	A Prosperous Wales	A Resilient Wales	A Healthier Wales	A More Equal Wales	A Wales of Cohesive Communities	A Wales of Vibrant Culture and Thriving Welsh Language	A Globally Responsible Wales
1 	✓	✓	✓	✓	✓	✓	✓
2 	✓	✓	✓	✓	✓		
3 	✓	✓		✓	✓		
4 	✓	✓		✓	✓		
5 		✓	✓	✓	✓		
6 		✓	✓	✓	✓	✓	
7 	✓	✓	✓		✓	✓	
8 		✓			✓		✓



Public Services Boards

In accordance with the Well-being of Future Generations (Wales) Act 2015 each Local Authority area in Wales must have a Public Services Board (PSB). The statutory members of each PSB includes: The Local Authority, Local Health Board, Welsh Fire and Rescue Service and Natural Resources Wales. Mid and West Wales Fire and Rescue Service covers six PSBs, Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Powys and Swansea.



BWRDD GWASANAETHAU CYHOEDDUS
CASTELL-NEDD PORT TALBOT



NEATH PORT TALBOT
PUBLIC SERVICES BOARD





Socio Economic Duty Statement

The overall aim of the Socio-economic Duty is to support public sector bodies in Wales to make better decisions that will improve outcomes for people and communities who experience socio-economic disadvantage.

The Socio-economic Duty came into force in Wales on the 31 of March 2021 and places a legal responsibility on public bodies when they are taking strategic decisions to have due regard to the need to reduce the inequalities of outcome resulting from socio-economic disadvantage. The Service aims to support this by ensuring all those responsible for strategic decisions:

- Take account of evidence and potential impact through consultation and engagement.
- Understand the views and needs of those who suffer socio-economic disadvantage.
- Welcome challenge and scrutiny.
- Drive a change in the way that decisions are made and the way that decision makers operate.

The Service has embarked on a proactive programme of information sharing and training in relation to the Duty and will continue to ensure that due consideration is provided when deciding priorities and setting objectives.







Welsh Language and the Service

Mid and West Wales Fire and Rescue Authority recognises and values the rich diversity of our communities and the significance of our cultural heritage. As such, we are committed to ensuring that in conducting public business in Wales, the Welsh and English languages are treated based on equality.

The Welsh Language (Wales) Measure 2011 sets out a legal framework for the imposition and monitoring of Welsh Language Standards on public bodies and other organisations. As an Authority, we have a legal duty to comply with the set of Standards imposed on the Authority by the Welsh Language Commissioner on 30 September 2016. Our compliance notice, internal processes for implementation and monitoring, along with annual reports are available on our [Welsh Language Standards page](#).

As an Authority, we have responded positively to the Welsh Language Standards, utilising the Standards to further progress our commitment and aspiration to provide services equitably to all areas of mid and west Wales. We also acknowledge our duty towards our own staff, most of whom are residents of mid and west Wales and who themselves reflect the linguistic and cultural make-up of their own communities.

We will continue to identify opportunities to further collaborate with our partners and other fire and rescue services across Wales to promote, encourage and support the wider use of the Welsh language in our workplaces to meet individual language need and to provide a real language choice for our communities.

All projects arising from the CRMP 2040 portfolio will be individually assessed against the Welsh Language Standards to ensure compliance.





Improvement and Well-being Objectives

We have identified 8 Improvement and Well-being Objectives which have been developed through a series of workshops with staff, Elected Members and Representative Bodies. We believe these areas will enable improvements to deliver a more efficient and effective service to the communities of mid and west Wales.

Each Improvement and Well-being Objective has specific actions which have been developed, to assist in their delivery throughout the CRMP, for example within 1-2 years (short term), 3-7 years (medium term), or 7+years (long term).

The delivery of the actions and Improvement and Well-being Objectives will use an evidence-based approach, that will create a suite of options, and deliver action-led outcomes, which will ensure that the CRMP is well-founded, flexible, and effective. The structured 14-year CRMP ensures a phased approach to delivery, covering the immediate, medium, and long-term needs of the Service and the communities we serve, building the foundation for an effective Fire and Rescue Service.

We are confident that this approach will ensure the successful delivery of the CRMP and assist in the achievement of the Service's vision, to deliver the best possible Fire and Rescue Service for the communities of mid and west Wales.

Timeline	Key
1-2 years 2026-2028 (Short Term)	
3-7 years 2028-2034 (Medium Term)	
7+ years 2034-2040 (Long Term)	

A Prosperous Wales 	A Resilient Wales 	A Healthier Wales 	A More Equal Wales 	A Wales of Cohesive Communities 	A Wales of Vibrant Culture and Thriving Welsh Language 	A Globally Responsible Wales
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1

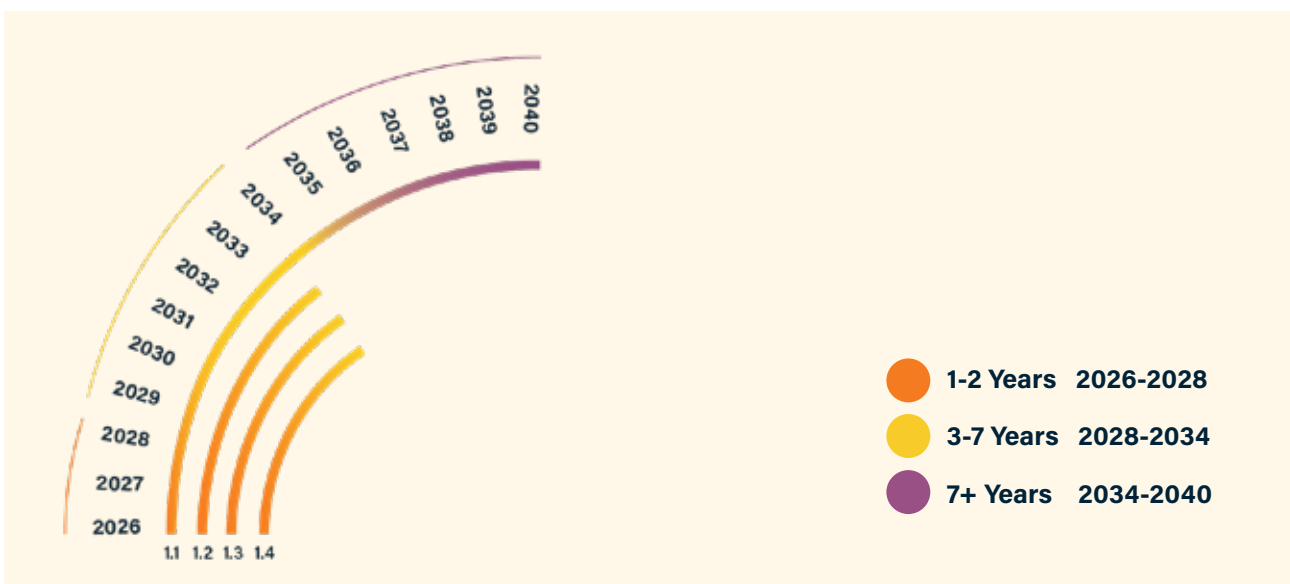
We will improve our organisational culture to ensure we operate within the standards expected of a modern-day Fire and Rescue Service.



What are we going to do?



Actions	Timeline
1.1 Design and implement a long-term organisational plan aimed at fostering cultural improvement, with on-going evaluation of progress and impact.	
1.2 Undertake a review of Professional Standards and associated internal processes, embedding any identified improvements.	
1.3 Embed the Well-being Strategy and Well-being Action Plan to support the health and wellbeing of our staff and evaluate their effectiveness.	
1.4 Review the employee and career lifecycles to enhance recruitment, retention, and development opportunities for staff. Key areas of focus will include: <ul style="list-style-type: none"> ▪ Attraction, Recruitment and Retention ▪ Onboarding ▪ Training and Development opportunities, including organisational pathways ▪ Staff Appraisal and Performance Management 	





2

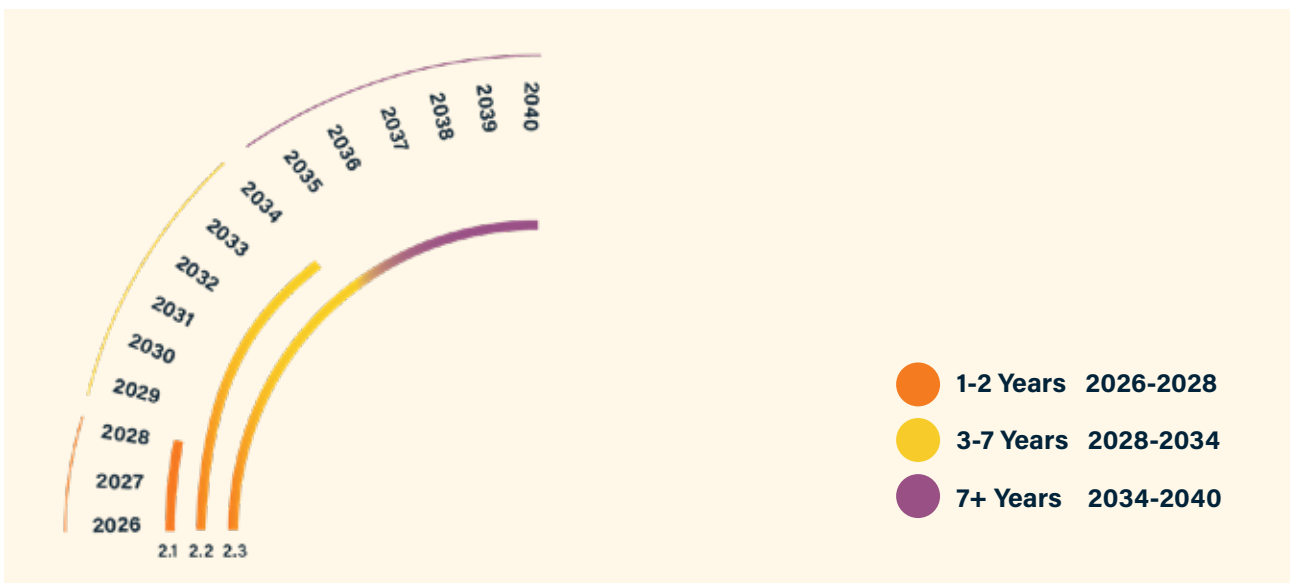
We will remain committed to making improvements to our On-Call Duty system to support the needs of our communities.



What are we going to do?



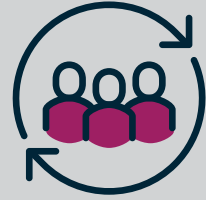
Actions	Timeline
2.1 Involve all our staff in research to improve working practices and promote a fully inclusive workforce culture.	
2.2 Identify the improvements required to improve our On-Call Duty system.	
2.3 Evaluate the improvements implemented to understand their effectiveness.	





3

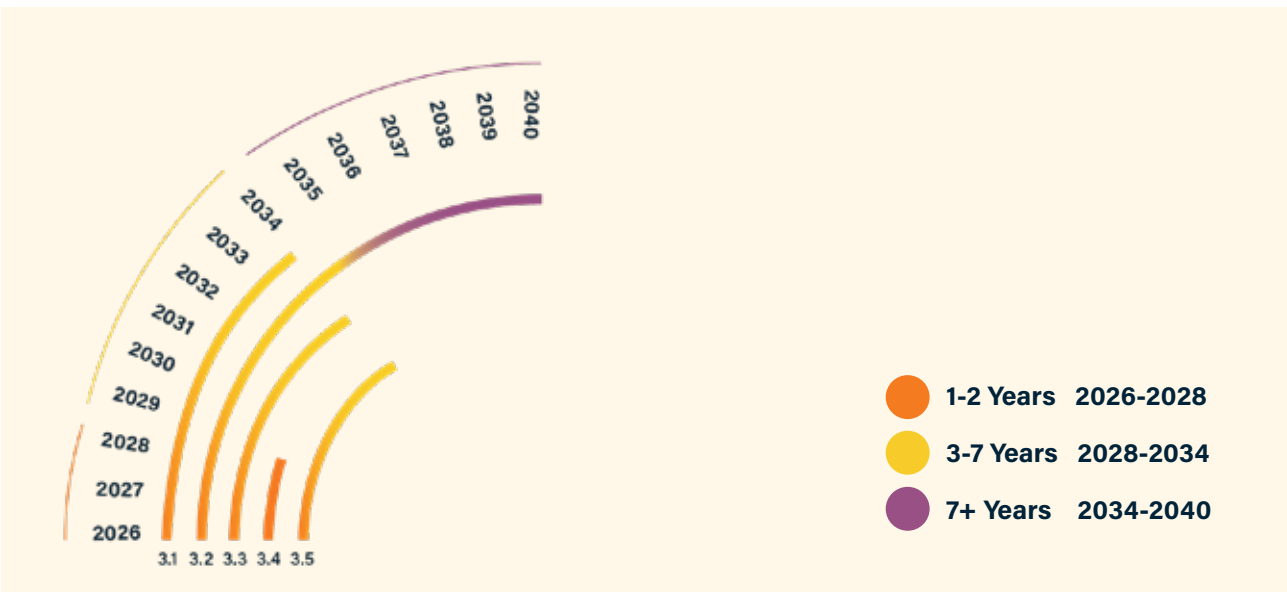
We will review the risks within our communities and to our people.



What are we going to do?



Actions	Timeline
3.1 Undertake a comprehensive review of emergency cover arrangements, in line with community risks.	● ●
3.2 Review of fire station locations to reflect the change in demographic and community risk.	● ● ●
3.3 Support the effective delivery of prevention and protection services.	● ●
3.4 Maintain and continually improve Health and Safety for our personnel, assets, and workplaces.	●
3.5 Develop and maintain policies and procedures in relation to managing contaminants and embed these within the Service.	● ●





4

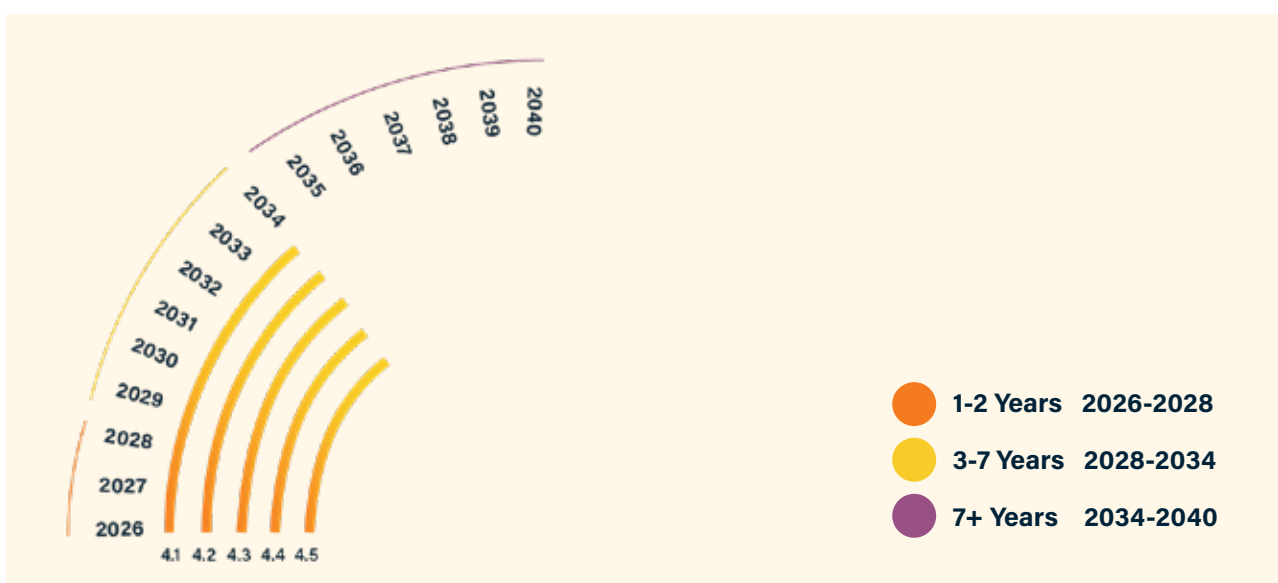
We will use an evidence-based approach to review and implement changes to the way in which we respond to emergencies to meet the changing demands of our community.



What are we going to do?



Actions	Timeline
4.1 Review our specialist skills across the Service area.	● ●
4.2 Review and implement changes to the way in which we staff our fire stations, departments and Joint Fire Control.	● ●
4.3 Implement new firefighting techniques and tactics in accordance with sector best practice.	● ●
4.4 Explore opportunities including the use of new technologies to enhance our understanding of risk at the point of mobilisation from Joint Fire Control.	● ●
4.5 Explore opportunities including the use of new technologies to modernise the way we plan, record and manage availability to both, intelligently alert and mobilise Service resources.	● ●





5

We will regularly review our Prevention (Community Safety) and Protection (Business Fire Safety) strategies to target and support the most vulnerable in our communities.



What are we going to do?



Actions	Timeline
5.1 Ensure our home fire safety interventions are based on people, and the risks they face to provide economic and social value.	
5.2 Provide key safety interventions to the children and young people of mid and west Wales, through a collaborative and targeted approach that meet the diverse needs of the community.	
5.3 Deliver Wildfire and Arson interventions that provide real community value while building on the knowledge and experience of our partners in dealing with their impacts, to make our communities safer.	
5.4 Explore options and implement changes to meet the ever changing and complex demands regarding building safety and adapt to meet the needs of existing and new legislation.	
5.5 Ensure our Protection arrangements meet current and emerging risks.	
5.6 Deliver local and regional safety intervention activities, including enforcement to ensure that those with duties under fire safety legislation are aware of their responsibilities.	





6

We will engage and consult with our communities to understand their expectations of us.



What are we going to do?



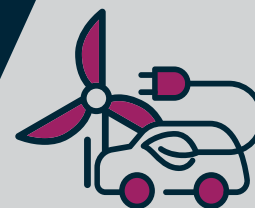
Actions	Timeline
6.1 Improve our understanding of the expectations of our communities through consultation and engagement.	●
6.2 Identify, design, and implement innovative engagement approaches and campaigns for staff and communities, incorporating lessons learned to continuously improve strategies and outcomes.	● ● ●
6.3 - Embed the alignment with all trade unions in line with social partnership duties regarding organisational change.	● ● ●





7

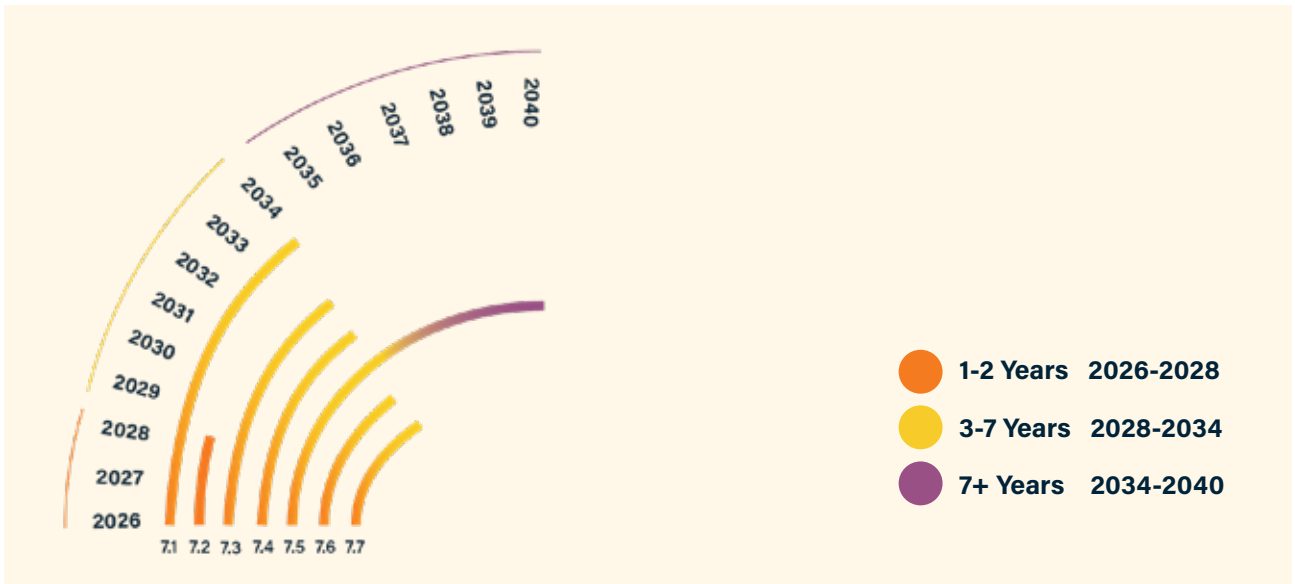
We will work in an environmentally friendly and sustainable way.



What are we going to do?



Actions	Timeline
7.1 Work towards objectives within the Service Net Zero Road Map 2030, which has considered Welsh Government targets in its development (and timeline)	● ●
7.2 Continue to identify and evaluate the effectiveness of alternative fuels for our vehicles.	●
7.3 Continue to invest in our estate to ensure our workplaces are environmentally sustainable, and the green spaces encourage habitat restoration and creation.	● ●
7.4 Identify new operational techniques and equipment to mitigate harmful impacts on the environment.	● ●
7.5 Continue to engage with our suppliers and end users to make our supply chain is environmentally friendly and sustainable.	● ● ●
7.6 - Continue to progress digital automation and streamline processes across the Service.	● ●
7.7 Monitor all waste stream figures to ensure general waste is reduced and there is an improvement in all aspects of recycling.	● ●





8

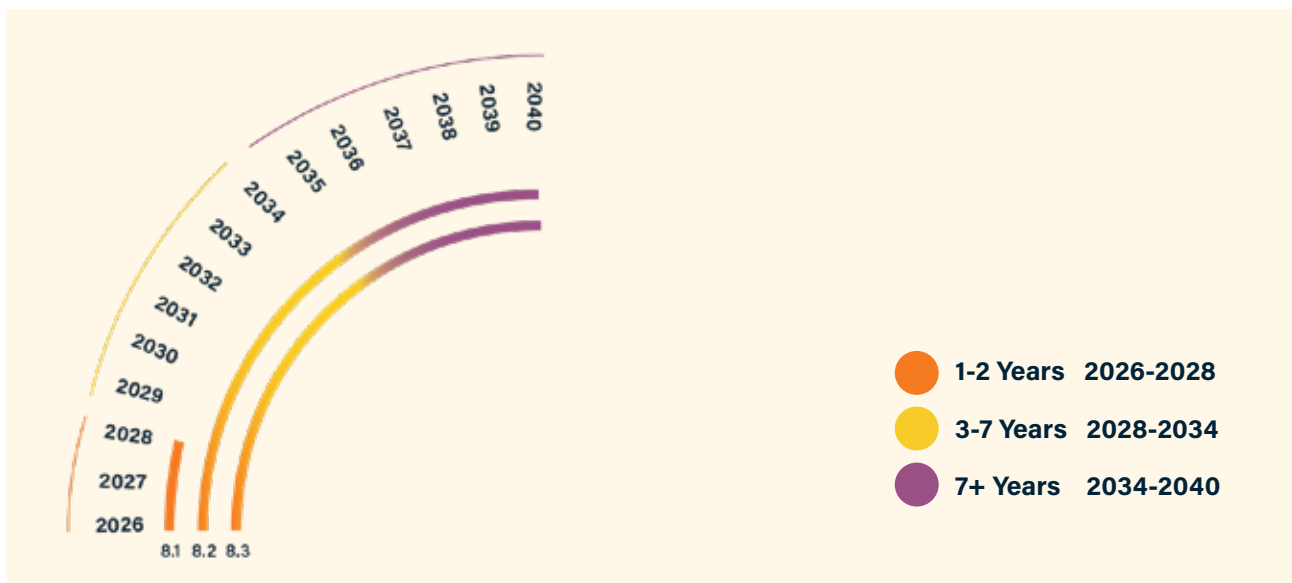
We will evolve our fleet and equipment requirements so we can effectively respond to emergencies.



What are we going to do?



Actions	Timeline
8.1 Have vehicles and equipment that will support the effective management of contamination at emergencies.	
8.2 Provide our firefighters with the appropriate vehicles to respond to the risks within our communities.	
8.3 Ensure that our operational equipment enables us to be effective at emergency incidents.	





Monitoring this Plan

The CRMP 2040 is our long-term plan to deliver an effective and efficient Service, which will be monitored and reviewed for validity and progression at regular intervals. Ownership of monitoring will be delegated to allow reviews to take place at designated times within the plan.

An annual minor review will be an assurance check which will be undertaken to confirm each objective remains fit for purpose, is on schedule for delivery and aligns with the Service priorities at the time.

A major review will then be undertaken every 5 years to allow all elements delivered to be closed off and to re-align all those that still require completion into the next 5-year cycle. The major review will allow the Service an opportunity to update and validate those objectives that will commence in the following 5-year cycle and beyond.





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.
- Strategic Plans.
- Annual Business Improvement Plans.
- Annual Performance Assessments.
- Consultation Reports.
- 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, 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

Alternative Versions

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

Request a Home Fire Safety Check

You can request a home fire safety check for yourself, a dependant relative or a neighbour, by contacting the Service on **0800 169 1234** or by visiting www.mawwfire.gov.uk



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

EIN GWELEDIGAETH

I ddarparu'r gwasanaeth gorau posibl i
gymunedau Canolbarth a Gorllewin Cymru.

OUR VISION

To deliver the best possible service for
the communities of Mid and West Wales.

#EichGTACGC

#YourMAWWFRS



COMMUNITY RISK MANAGEMENT PLAN 2040

VERSION 3

Social Media

We encourage you to keep an eye on our
social media channels for updates

HOFFI DILYN RHANNU



LIKE FOLLOW SHARE

Ein Negeseuon
Diogelwch

Our Safety
Messages

www.mawwfrs.gov.uk

