

Due to the current heightened security level at all our premises, Members are reminded to wear their identity badges whilst attending meetings. Any visitors must produce photographic identification at Reception.

FIRE & RESCUE AUTHORITY SUMMONS

SOUTH WALES FIRE & RESCUE AUTHORITY

You are required to attend a meeting of the South Wales Fire & Rescue Authority to be held on:

Monday, 17 July 2023 at 1030 hours

**In person at South Wales Fire & Rescue Service Headquarters,
Forest View Business Park, Llantrisant, CF72 8LX**

or

Remotely via Microsoft Teams - <https://bit.ly/FireAuthority-17-07-23>

Please ensure you join the meeting 15 minutes prior to meeting time

**Any issues please contact
01443 232000 and ask for Member Services**

A G E N D A

1. Apologies for Absence
2. Declarations of Interest

Members of the Fire & Rescue Authority are reminded of their personal responsibility to declare both orally and in writing any personal and/or prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Fire & Rescue Authority's Standing Orders and the Members Code of Conduct.

3. Chairperson's Announcements
4. To receive the minutes of:

• Annual General Meeting held on 12 June 2023	5
• Fire & Rescue Authority Meeting held on 27 March 2023	17
• HR & Equalities Committee held on 27 February 2023	29
• Local Pension Board Committee held on 23 January 2023	37
5. Update on Actions	43
6. REPORTS FOR DECISION	45
6.i. Report on Strategic Themes and Proposed Objectives 2024/2025	47
6.ii. Fire False Alarm Reduction	71
6.iii. Treorchy Fire and Rescue Station refurbishment procurement	105
7. REPORTS FOR INFORMATION	109
7.i. Emergency Use of Delegated Powers	111
7.ii. Report on Manchester Arena Inquiry Volume 2, South Wales Fire & Rescue Service Gap Analysis	115
7.iii. Strategic Risk Register Report 2022/23 Q4	121
7.iv. Business Plan Actions Report 2022/23 Q4	145
7.v. Welsh Language Standards Update	187
7.vi. Forward Work Programme for Fire & Rescue Authority 2023/2024	197
8. To consider any items of business that the Chairperson deems urgent (Part 1 or 2).	203

Signature of Monitoring Officer:



MEMBERSHIP

Councillors:

J	Morgan	Blaenau Gwent
P	Ford	Bridgend
M	Hughes	Bridgend
C	Elsbury	Caerphilly
A	Hussey	Caerphilly
C	Wright	Caerphilly
D	Ali	Cardiff
K	Carr	Cardiff
S	Melbourne	Cardiff
D	Naughton	Cardiff
B	Proctor	Cardiff
D	Isaac	Merthyr Tydfil
M	Powell	Monmouthshire
L	Wright	Monmouthshire
M	Nuaimi	Newport
T	Watkins	Newport
S	Bradwick	Rhondda Cynon Taff
G	Holmes	Rhondda Cynon Taff
A	Roberts	Rhondda Cynon Taff
G	Williams	Rhondda Cynon Taff
A	Best	Torfaen
S	Evans	Torfaen
I	Buckley	Vale of Glamorgan
P	Drake	Vale of Glamorgan

THIS PAGE IS INTENTIONALLY BLANK

SOUTH WALES FIRE & RESCUE AUTHORITY

**MINUTES OF THE FIRE & RESCUE AUTHORITY
ANNUAL GENERAL MEETING HELD ON
MONDAY 12 JUNE 2023 AT 1030 HRS
IN MEETING ROOMS 8 OR REMOTELY VIA TEAMS**

1. PRESENT:

Councillor	Authority
D Ali	Cardiff
A Best	Torfaen
S Bradwick	Rhondda Cynon Taff
I Buckley	Vale of Glamorgan
K Carr	Cardiff
P Drake	Vale of Glamorgan
C Elsbury	Caerphilly
S Evans	Torfaen
P Ford	Bridgend
G Holmes	Rhondda Cynon Taff
M Hughes	Bridgend
A Hussey	Caerphilly
D Isaac	Merthyr Tydfil
S-E Melbourne	Cardiff
J Morgan	Blaenau Gwent
D Naughton	Cardiff
B Proctor	Cardiff
A Roberts	Rhondda Cynon Taff
T Watkins	Newport
G Williams	Rhondda Cynon Taff
C Wright	Caerphilly
L Wright	Monmouthshire

APOLOGIES:

M Al-Nuaimi	Newport
M Powell	Monmouthshire
ACFO R Prendergast	Director of Technical Services

OFFICERS PRESENT: CFO H Jakeway, Temp DCFO D Rose - Director of Service Delivery, Temp ACFO G Davies – Director of Technical Services, Mr C Barton – Treasurer, ACO G Thomas – Director of Corporate Services & Monitoring Officer, Mrs S Watkins – Head of Corporate Support & Deputy Monitoring Officer, GM G Evans – Group Manager, Business Fire Safety (Observer), Cllr D T Davies – Retired Fire Authority Chair (Observer).

Following a request by the Monitoring Officer, each Officer in attendance provided a formal introduction.

2. DECLARATIONS OF INTEREST

There were no declarations of interest made.

3. ELECTION OF CHAIRPERSON OF THE FIRE & RESCUE AUTHORITY FOR THE MUNICIPAL YEAR 2023/2024

The Monitoring Officer requested nominations for Chairperson of the Fire & Rescue Authority. Councillor Bradwick was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor Bradwick was duly elected Chair of the Fire & Rescue Authority for the Municipal Year 2023/2024.

The newly appointed Chair responded by thanking Members for their unanimous vote of confidence and stated he was looking forward to the year ahead. He extended a warm welcome to new Members and took the opportunity to thank outgoing Members for all their hard work and commitment on behalf of the Fire & Rescue Authority.

The Chair also extended a warm welcome to retired Chairman Councillor D T Davies, who was in attendance as an observer.

4. ELECTION OF DEPUTY CHAIRPERSON OF THE FIRE & RESCUE AUTHORITY FOR THE MUNICIPAL YEAR 2023/2024

The newly appointed Chair called for nominations for the Deputy Chairperson. Councillor Drake was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor Drake was duly elected Deputy Chair of the Fire & Rescue Authority for the Municipal Year 2023/2024.

The newly appointed Deputy Chair thanked Members for their unanimous support.

5. TO AGREE THE COMMITTEE MEMBERSHIP FOR THE MUNICIPAL YEAR 2023/2024

The Monitoring Officer provided Members with details of the number of Members required for each Fire & Rescue Authority Committee. He also reminded Members that following amendments to the Constitution there was no longer a requirement for the Finance, Audit & Performance Management Committee to be politically balanced.

RESOLVED THAT

The Chair called for nominations for the following membership of Committees for 2023/2024:-

Finance Audit & Performance Management Committee

Cllr J Morgan	Blaenau Gwent
Cllr I Buckley	Vale of Glamorgan
Cllrs D Isaac	Merthyr Tydfil
Cllr C Wright	Caerphilly
Cllr M Al-Nuaimi	Newport
Cllr M Powell	Monmouthshire
Cllr B Proctor	Cardiff
Cllr S Evans	Torfaen
Cllr G Williams	Rhondda Cynon Taff
Cllr P Ford	Bridgend

Local Pension Board

Cllr J Morgan	Blaenau Gwent
Cllr P Drake	Vale of Glamorgan
Cllr C Elsbury	Caerphilly
Cllr D Naughton	Cardiff

HR & Equalities

Cllr A Roberts	Rhondda Cynon Taff
Cllr D Ali	Cardiff
Cllr G Holmes	Rhondda Cynon Taff
Cllr L Wright	Monmouthshire
Cllr K Carr	Cardiff
Cllrs A Hussey	Caerphilly
Cllr S-E Melbourne	Cardiff
Cllr T Watkins	Newport
Cllr C Elsbury	Caerphilly
Cllr A Best	Torfaen
Cllr D Naughton	Cardiff
Cllr M Hughes	Bridgend

Standards Committee

Cllr G Holmes	Rhondda Cynon Taff
Cllr A Roberts	Rhondda Cynon Taff
Cllr C Elsbury	Caerphilly

Ms K Thorogood	Remain as non-elected Independent Member
Dr M Kerbey	Remain as non-elected Independent Member
Mr R Alexander	Remain as non-elected Independent Member
Mr S Barnes	Remain as non-elected Independent Member
Mr D Fussell	Remain as non-elected Independent Member

Scrutiny Committee

Cllr A Best	Torfaen
Cllr C Wright	Caerphilly
Cllr M Hughes	Bridgend
Cllr A Hussey	Caerphilly
Cllr C Elsbury	Caerphilly
Cllr K Carr	Cardiff
Cllr T Watkins	Newport

6. ELECTION OF CHAIRPERSON OF THE FINANCE, AUDIT & PERFORMANCE MANAGEMENT COMMITTEE FROM ITS COMMITTEE MEMBERS FOR THE MUNICIPAL YEAR 2023/2024

The Chair called for nominations for Chairperson of the Finance, Audit & Performance Management Committee from among its Members. Councillor S Evans was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor S Evans was duly elected as Chair of the Finance, Audit & Performance Management Committee.

7. ELECTION OF DEPUTY CHAIRPERSON OF THE FINANCE, AUDIT & PERFORMANCE MANAGEMENT COMMITTEE FROM ITS COMMITTEE MEMBERS FOR THE MUNICIPAL YEAR 2023/2024

The Chair called for nominations for Deputy Chairperson of the Finance, Audit & Performance Management Committee from among its Members. Councillor Morgan was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor Morgan was duly elected as Deputy Chair of the Finance, Audit & Performance Management Committee.

8. ELECTION OF CHAIRPERSON OF THE HR & EQUALITIES COMMITTEE FROM ITS COMMITTEE MEMBERS FOR THE MUNICIPAL YEAR 2023/2024

The Chair called for nominations for Chairperson of the HR & Equalities Committee from among the Members of that Committee. Councillor Roberts was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor Roberts was duly elected as Chair of the HR & Equalities Committee for 2023/2024.

9. ELECTION OF DEPUTY CHAIRPERSON OF THE HR & EQUALITIES COMMITTEE FROM ITS COMMITTEE MEMBERS FOR THE MUNICIPAL YEAR 2023/2024

The Chair called for nominations for Deputy Chairperson of the HR & Equalities Committee from among its Members. Councillor Carr was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor Carr was duly elected as Deputy Chair of the HR & Equalities Committee for 2023/2024.

10. ELECTION OF CHAIRPERSON OF THE SCRUTINY COMMITTEE MEMBERS FOR THE MUNICIPAL YEAR 2023/2024

The Chair called for nominations for Chairperson of the Scrutiny Committee from among the Members of that Committee. Councillor Elsbury was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor Elsbury was duly elected as Chair of the Scrutiny Committee for 2023/2024.

11. ELECTION OF DEPUTY CHAIRPERSON OF THE SCRUTINY COMMITTEE FROM ITS COMMITTEE MEMBERS FOR THE MUNICIPAL YEAR 2023/2024

The Chair called for nominations for Deputy Chairperson of the Scrutiny Committee from among its Members. Councillor Hughes was nominated and seconded. There were no other nominations.

RESOLVED THAT

Councillor Hughes was duly elected as Deputy Chair of the Scrutiny Committee for 2023/2024.

12. TO AGREE THE APPOINTMENT OF REPRESENTATIVES TO OTHER GROUPS AND OUTSIDE BODIES FOR THE MUNICIPAL YEAR 2023/2024

The Monitoring Officer provided Members with a report detailing the nominations required to represent the Fire & Rescue Authority at Working Groups and outside bodies.

RESOLVED THAT

Members agreed the following representations to the Working Groups and outside organisations detailed in Appendix 1 attached to the report:-

Representative to WLGA

Chairperson – Councillor Steven Bradwick

Representative on LGA Fire Committee

Chairperson – Councillor Steven Bradwick

Community Safety Partnership Representatives

Cllr P Ford	Bridgend
Cllr C Elsbury	Caerphilly
Cllr B Proctor	Cardiff
Cllr I Buckley	Vale of Glamorgan
Cllr L Wright	Monmouthshire
Cllr T Watkins	Newport
Cllr G Holmes	Rhondda Cynon Taff
Cllr S Evans	Torfaen
Cllr D Isaac	Merthyr Tydfil
Cllr J Morgan	Blaenau Gwent

Representatives on Standing Orders Working Group

Cllr C Elsbury	Caerphilly
Cllr A Roberts	Rhondda Cynon-Taff
Cllr M Powell	Monmouthshire

The Chair took the opportunity to thank the representatives of the Standing Orders Working Group for their all hard work on behalf of the Fire & Rescue Authority.

Representatives on Innovations & Awards Panel

Cllr S Evans	Torfaen
Cllr C Wright	Caerphilly
Cllr D Naughton	Cardiff

Representatives on Pension Scheme Advisory Board for Wales

Cllr A Roberts	Rhondda Cynon Taff
----------------	--------------------

Member Champions

Cllr G Holmes	Property
Cllr I Buckley	Community Safety
Cllr J Morgan	Equality, Diversity & Inclusion
Cllr S Evans	Fleet & Engineering
Cllr D Isaac	Service Delivery
Cllr K Carr	Sustainability & Biodiversity

13. TO AGREE THE CYCLE OF MEETINGS FOR THE MUNICIPAL YEAR 2023/2024

The Monitoring Officer provided Members with details of the proposed cycle of Training, Committee and Working Group meetings for the Municipal Year 2023/2024.

RESOLVED THAT

Members approved the cycle of Training, Committee and Working Group meetings for the Municipal Year 2023/2024 detailed in Appendix 1 attached to the report.

The Chair urged Members to attend the Presentation Evening which was taking place on 21 June, 2023

14. AUDIT WALES ENQUIRIES TO ‘THOSE CHARGED WITH GOVERNANCE’ – DRAFT RESPONSE

The Treasurer presented a report which provided Members with details of a draft response to the Audit Wales paper on ‘Those Charged with Governance’ when approving financial statements.

RESOLVED THAT

14.1 Members unanimously agreed to approve the response to the Audit Wales questions, as detailed in Appendix 1 attached to the report.

14.2 Following discussion, Members agreed to note the timeline of the Audit reports and the possible delay in formally signing off the Accounts at the end of the Financial Year.

15. ANNUAL REPORT ON THE WORK OF THE FINANCE, AUDIT & PERFORMANCE MANAGEMENT COMMITTEE 2022/2023

The Deputy Monitoring Officer informed Members of the annual report on the work of the Finance, Audit & Performance Management Committee for the Municipal Year 2022/2023.

RESOLVED THAT

Members agreed to note the contents of the work of the Finance, Audit & Performance Management Committee undertaken during the Municipal Year 2022/2023.

The Chair of the Finance, Audit & Performance Management Committee wished to thank Officers and Members for all their hard work throughout 2022/2023.

16. ANNUAL REPORT ON THE WORK OF THE HR & EQUALITIES COMMITTEE 2022/2023

The Deputy Monitoring Officer informed Members of the content of the work that the HR & Equalities Committee had undertaken during the Municipal Year 2022/2023.

RESOLVED THAT

Members agreed to note the work of the HR & Equalities Committee during the Municipal Year 2022/2023.

The Chair of the HR & Equalities Committee wished to thank Officers and Members for all their hard work throughout 2022/2023

17. ANNUAL REPORT ON THE WORK OF THE LOCAL PENSION BOARD 2022/2023

The Deputy Monitoring Officer informed Members of the contents of the work that the Local Pension Board Committee had undertaken during the Municipal Year 2022/2023.

RESOLVED THAT

Members agreed to note the work of the Local Pension Board Committee during the Municipal Year 2022/2023.

18. ANNUAL REPORT ON DISCHARGE OF TERMS OF REFERENCE OF THE SCRUTINY GROUP 2022/2023

The Deputy Monitoring Officer presented Members with the draft annual report on the work of the Scrutiny Group for the Municipal Year 2022/2023.

RESOLVED THAT

Members agreed to note the content of the work of the Scrutiny Group during the Municipal Year 2022/2023.

19. STANDARDS COMMITTEE ANNUAL REPORT 2022/2023

The Deputy Monitoring Officer informed Members that as a matter of good corporate governance, an action was included in the 2022/2023 Annual Governance Statement to introduce an annual report on the work of the Standards Committee to provide the Authority with an update on its activities during each financial year.

RESOLVED THAT

Members agreed to note the content of the work of the Standards Committee during the Municipal Year 2022/2023.

20. TO CONSIDER ANY ITEMS OF BUSINESS THE CHAIR DEEMS URGENT

There were no items of urgent business to discuss.

- **MESSAGE OF THANKS**

Councillor Hussey wished to record his thanks to operational crews for attending a recent local forest fire incident which had occurred within his Authority.

The Chair also took the opportunity to thank operational crews for attending a number of recent fire incidents within the Rhondda Cynon Taff area.

The Chief Fire Officer provided Members with a brief overview of the multiple fire incidents which operational crews had attended, along with other partner agencies. He was pleased to report that there had been no threat to life or property, but it had been a very challenging time for the Service and Fire Control operators. He thanked Members for their messages of thanks and support which he would pass on to operational crews and Fire Control.

- **KEY EVENTS**

The Chair closed the meeting by highlighting the number of key events which were due to take place throughout the new Municipal Year, and urged Members to attend the Members Induction Day, Passing Out Parades, and Emergency Services Carol Service.

THIS PAGE IS INTENTIONALLY BLANK

SOUTH WALES FIRE & RESCUE AUTHORITY

**MINUTES OF THE FIRE & RESCUE AUTHORITY MEETING
HELD ON MONDAY 27 MARCH 2023 AT 1000 HRS
AT CARDIFF GATE TRAINING & DEVELOPMENT CENTRE
OR REMOTELY VIA TEAMS**

50. PRESENT:

Councillor	Left	Authority
S Bradwick (Chair)		Rhondda Cynon Taff
P Drake (Deputy Chair)		Vale of Glamorgan
J Morgan		Blaenau Gwent
P Ford		Bridgend
M Hughes		Bridgend
A Hussey		Caerphilly
C Wright		Caerphilly
D Ali		Cardiff
D Isaac		Merthyr Tydfil
S McConnel		Monmouthshire
M Powell		Monmouthshire
M Al-Nuaimi		Newport
T Watkins		Newport
G Holmes		Rhondda Cynon Taff
D Parkin		Rhondda Cynon Taff
A Roberts		Rhondda Cynon Taff
A Best		Torfaen
S Evans		Torfaen
I Buckley		Vale of Glamorgan

APOLOGIES:

C Elsbury	Caerphilly
K Carr	Cardiff
S Melbourne	Cardiff
D Naughton	Cardiff
B Proctor	Cardiff
ACFO R Prendergast	Director of Tech Servic
Mrs S Watkins	Deputy Monitoring Officer

OFFICERS PRESENT:- CFO H Jakeway, T/DCFO D Rose – Director of Service Delivery, T/ACFO G Davies – Director of Technical Services, ACO A Reed – Director of People Services, ACO G Thomas – Monitoring Officer & Director of Corporate Services, Mr C Barton – Treasurer, AM D Loader – Head of Operations, Ms S Ford – HR Manager, Ms L Mullan – T/Head of Finance & Procurement, Mr C Rigby – Audit Wales Officer

Following a request by the Chair, each attendee provided a formal introduction.

51. DECLARATIONS OF INTEREST

Each Member declared a personal non-prejudicial interest in each agenda item which affected their Authority.

Councillor Evans declared a personal interest in any items which related to New Inn Fire Station.

Councillors Evans and Morgan declared a personal interest as Members of the Gwent Public Service Board.

52. CHAIR'S ANNOUNCEMENTS

- **THE INDEPENDENT REMUNERATION PANEL FOR WALES**

The Chair informed Members that the Independent Remuneration Panel for Wales had issued its final report which was effective from 1 April, 2023. The draft report was reported in December's Fire Authority meeting, and all other determinations set out in the 2023/2024 annual report remained valid. If Members required a copy of the full report they should contact ACO Geraint Thomas who would provide an electronic version.

- **GREY BOOK PAY AWARDS**

The Chair was pleased to announce that the NJC improved pay offer was accepted following a ballot of Fire Brigades Union members. The ballot result was announced on 6 March, 2023, with 96% in favour of accepting the improved pay offer of 7% backdated to July 2022 and 5% from July 2023.

- **INDUSTRIAL ACTION PLANNING**

The Chair wished to formally record his thanks to the outstanding work and planning which had been undertaken by Officers in preparation for potential industrial action. Thankfully the immediate threat had been avoided but the planning would stand the Service in good stead for any future scenarios to ensure continuity plans were in place to provide cover even on a restricted scale.

- **PASSING OF FORMER CHIEF FIRE OFFICER BRIAN FRASER**

It was with great sadness the Chair announced the passing of former Chief Fire Officer Brian Fraser after a long battle with illness. Brian had served as the Service's Chief Fire Officer from 2001 to 2009, and thoughts went out to his family, friends, and former colleagues at this sad time.

- **CHIEFS AND CHAIRS MEETING WITH DEPUTY MINISTER**

The Chair informed Members that along with the Chief Fire Officer, he had met with the Deputy Minister and colleagues from Mid & West and North Wales Fire & Rescue Services on 8 March, 2023. He advised that matters discussed centred around the two thematic reviews, which were being presented at the meeting, along with budgets for Fire Authorities for the next financial year. The impact of Welsh Government grants being removed or distributed in a different way was also discussed, and how this reflected negatively on Fire Authorities.

- **APPOINTMENT OF CHAIR OF CULTURE REVIEW**

The Chair was pleased to announce that following a rigorous process, Fenella Morris KC had been appointed as Independent Chair of the Culture Review. Fenella was now in the process of putting together her team to undertake the review of the Service's culture and the disciplinary processes and historic discipline cases.

- **MALAWI ISAR DEPLOYMENT**

The Chair advised that following the recent devastating floods UK International Search & Rescue (UKISAR) had been deployed to assist the people of Malawi in recovering from the natural disaster. Once again the Service had supported this deployment with three personnel providing support during this vital work.

- **BRYNBACH PARC WATER EXERCISE – 14 FEBRUARY 2023**

The Chair informed Members that a multi-agency water rescue exercise took place on 14 February, 2023, at Brynbach Parc, Tredegar. Appliances from Ebbw Vale, Aberbargoed, Tredegar and Merthyr Tydfil Fire Stations were in attendance, together with the new Rescue Tender. The exercise was a test of a multi-agency response to water rescue of multiple casualties missing in a large body of water after dark. The Chair thanked Councillor Morgan for attending the exercise as an observer.

- **MEMBERS DEVELOPMENT DAY**

The Chair informed Members that he was pleased to see a good attendance at the meeting and looked forward to the Development Day which followed immediately after the close of the formal meeting.

- **PERSONAL MESSAGE OF THANKS**

Following a period of ill health, the Chair wished to personally thank Members and Officers for their kind messages of best wishes and support and was pleased to report that he was now fully recovered.

- **URGENT AGENDA ITEM - 'TREASURY MANAGEMENT STRATEGY 2023/2024'**

The Chair informed Members that the 'Treasury Management Strategy' required formal approval by 31 March, 2023. However, due to an administrative error the report had been omitted from the current agenda and subsequent meeting papers. The Chair advised Members that he required a vote on whether they approved the inclusion of the report as an urgent item at today's meeting or to arrange a special remote meeting on Friday, 31 March, to consider the single item.

RESOLVED THAT

Members unanimously agreed that Officers could present the urgent report 'Treasury Management Strategy 2023/2024' at today's meeting.

53. MINUTES OF PREVIOUS MEETINGS

The following minutes were received and accepted as a true record of proceedings:-

- Fire & Rescue Authority meeting held on Monday, 13 February 2023
- HR & Equalities Committee meeting held on Monday, 7 November, 2022
- Finance, Asset & Performance Management Committee meeting held on Monday, 5 December 2022.

With reference to the 'Independent Cultural Review', Officers noted that Councillor Buckley wished to volunteer as a member of the 'Authority Review Board' to provide ongoing support to the Independent Chairperson throughout the review.

54. UPDATE ON ACTIONS

The ACO People Services provided a brief update on the following outstanding actions:- 21/22-17.3.2, 21/22-17.3.3, and 21/22-32.3.3.

The Chief Fire Officer provided a brief update on the following outstanding actions:- 22/23-22.1.4 and 22/23-38.1.3.

55. REPORTS FOR DECISION

55.1. PAY POLICY STATEMENT 2023/2024

The ACO People Services informed Members that South Wales Fire & Rescue Authority was required to publish a Pay Policy Statement for each financial year, which provided information for the following financial year.

The Fire & Rescue Authority at their meeting held on 6 February, 2012, adopted and published its first Pay Policy Statement. The Fire & Rescue Authority also determined that the HR & Equalities Committee should review the Pay Policy Statement and report to the full Committee. In 2014 Welsh Government issued new guidelines with further amendments which determined the contents

of the Pay Policy. The 2023/2024 Pay Policy Statement had been drafted for approval prior to being published on the Service's website. The statement was approved by the HR & Equalities Committee at its meeting on 27 February, 2023.

RESOLVED THAT

- 55.1.1 Members agreed to review South Wales Fire & Rescue Authority's Pay Policy Statement for 2023/2024.
- 55.1.2 Members agreed to approve the 2023/2024 Pay Policy Statement to be published by 31 March 2023.
- 55.1.3 Following a query raised by Members, Officers confirmed that they would clarify the agreed timeline of reviewing Principal Officers Pay.

55.2 GENDER PAY GAP STATEMENT

The ACO People Services informed Members that under the Equality Act 2010 (Specific Duties and Public Authorities Regulations 2017 (the public sector regulations), all public authorities were required to publish Gender Pay Gap information by reporting the percentage differences in pay between their male and female employees.

Public authorities must publish the required information based on data captured on the snapshot date of 31 March within 12 months. Accordingly the deadline for publication was 30 March, 2023.

RESOLVED THAT

Members thanked Officers for the excellent report and agreed to approve the 2022 Gender Pay Gap report at Appendix 1 attached to the report, to be published by 30 March, 2023, and to note that further analysis was attached at Appendix 2.

55.3 REPORT ON STRATEGIC PLAN AND PRIORITY ACTIONS 2023/2024

The ACO Corporate Services presented a report for Members to approve the publication of the South Wales Fire & Rescue Service Strategic Plan 2020-30 Year 4 Update by 31 March, 2023.

RESOLVED THAT

- 55.3.1 Members agreed to note the outline of the content of the report that would be provided to the public in the Strategic Plan.
- 55.3.2 Members agreed to approve the publication of the South Wales Fire & Rescue Service Strategic Plan 2020-30 Year 4 Updated by 31 March, 2023.

55.4 PUBLIC SERVICE BOARDS WELLBEING PLANS

The ACO Corporate Services presented a report for Members to review and approve for publication by Cwm Taf Morgannwg, Cardiff, Gwent and Vale of Glamorgan Public Service Boards their Wellbeing Plans 2023-2028.

RESOLVED THAT

Following consideration, Members agreed to approve the publication of the Cwm Taf Morgannwg, Cardiff, and Vale of Glamorgan Public Service Boards' Wellbeing Plans.

55.5 REVISED SCHEME OF DELEGATIONS

The ACO Corporate Services informed Members that as part of the review of the South Wales Fire & Rescue Authority's Constitution, the revised Scheme of Delegations attached to the report at Appendix 1, was presented for Members' consideration and approval.

The ACO Corporate Services also wished to record his special thanks to Councillors Elsbury, Powell and Roberts, for all their hard work and support as Members of the Standing Orders Working Group.

RESOLVED THAT

Members agreed to adopt the proposed updated Scheme of Delegations.

55.6 WELSH GOVERNMENT THEMATIC REVIEW – BROADENING THE ROLE OF FIREFIGHTERS

The Chief Fire Officer presented a report which provided Members with an overview of the Service's analysis of the Thematic Review of the Fire & Rescue Services' capacity and capability to assume a broader role for firefighters in Wales, produced by Mr Dan Stevens, Chief Fire & Rescue Adviser, Welsh Government.

The report also provided an update on the progress the Service had made since the publication of the thematic review and recommendations to the Authority.

RESOLVED THAT

- 55.6.1 Following lengthy discussion on the importance of negotiation and embracing social partnership, Members unanimously agreed to note the Welsh Government's preference to introduce a broader role for firefighters in Wales, but only after the Fire & Rescue Authorities had changed their current wholetime shift system.
- 55.6.2 Members unanimously agreed to endorse the findings of the Service's Working Group.
- 55.6.3 Members unanimously agreed to endorse the external scrutiny provided by Mr Alasdair Hay CBE QFSM.
- 55.6.4 Members unanimously agreed to note the national work that had commenced on New Roles through the National Joint Council.
- 55.6.5 Members unanimously agreed to endorse the recommendation of the Chief Fire Officer, that supports the introduction of broadening the role for firefighters in Wales through a social partnership approach and collective bargaining through the National Joint Council.
- 55.6.6 Members unanimously agreed to endorse the recommendation of the Chief Fire Officer not to change

the existing shift pattern in South Wales in advance of the introduction of broadening the role.

- 55.6.7 Members unanimously agreed to approve the Chair of the Authority to inform the Deputy Minister for Social Partnership of the decisions of the Authority on the thematic review.

55.7 WELSH GOVERNMENT THEMATIC REVIEW OF OPERATIONAL TRAINING WITHIN THE WELSH FIRE & RESCUE SERVICES

The Head of Operations informed Members that in October 2022 the Welsh Government's Chief Fire & Rescue Adviser published the 'Thematic Review of Operational Training within the Welsh Fire & Rescue Services'.

He advised that the Thematic Review focussed on the core and additional skills for firefighters and supervisory managers, and as such set out the findings of the review and provided 6 recommendations for the Welsh Fire & Rescue Services to consider.

RESOLVED THAT

- 55.7.1 Following a question and answer session on the meaning of 'unconstrained analysis' and whether any financial help would be available from Welsh Government, Members unanimously agreed to acknowledge the presented report and the commitment of South Wales Fire & Rescue Service in reviewing the Fire & Rescue Adviser's recommendations.
- 55.7.2 Members unanimously agreed to note the recommendations would be reviewed and acted upon where necessary through the normal training cycle review.
- 55.7.3 Officers agreed to keep Members updated of progress against the recommendations.

Members thanked Officers for their excellent comprehensive report.

55.8 STRATEGIC EQUALITY PLAN

The HR Manager advised that the purpose of the report was to present Members with South Wales Fire & Rescue Service's new Strategic Equality Plan for 2023-2026.

Members were advised that the current Equality Plan would end on 31 March, 2024, and due to the pace of change in both society as well as the working world, the Service had created a revised plan which reflected more closely the aims the Service wished to pursue to support its communities, stakeholders, and employees. The new focus increased the Service's opportunity to increase equity and inclusion across all interactions, and would be enacted on 1 April, 2023, and would run for a period of three years.

RESOLVED THAT

Members thanked Officers for the excellent report and agreed to approve the Strategic Equality Plan attached to the report.

55.9 TREASURY MANAGEMENT STRATEGY 2023/2024

The Temp Head of Finance & Procurement presented a report to recommend that Members approve the Authority's Annual Treasury Management Strategy.

RESOLVED THAT

Members agreed to note and the following recommendations:-

- Regulatory changes and reporting impacts
- The Treasury Management Strategy Statement (TMSS)
- Capital Prudential Indicators and Minimum Revenue Provision (MRP) Policy
- Borrowing Policy and Treasury Indicators/limits
- Annual Investment Strategy (AIS)
- The Treasurer to update strategies/policies as necessary.

56. REPORTS FOR INFORMATION

56.1 JOB EVALUATION

The HR Manager informed Members that the presented report provided the outcomes of the Service's Job Evaluation process which commenced in 2020 and concluded early 2022 (delays were experienced due to Covid). The report contained details of the number of posts affected and subsequent impacts.

RESOLVED THAT

Following a question and answer session to ensure the Job Evaluation exercise was comprehensive and credible, Members agreed to note the implementation and completion of the Job Evaluation exercise as outlined within the report.

56.2 SOUTH WALES FIRE & RESCUE AUTHORITY SUMMARY REPORT OF ACTIVITY 2022/2023

The Chief Fire Officer informed Members that the presented report provided a summary of South Wales Fire & Rescue Service activity and the outcomes in terms of performance for the duration of the tenure of the current South Wales Fire & Rescue Authority.

RESOLVED THAT

56.2.1 Members agreed to note the contents of the report.

56.2.2 Members thanked Officers for the excellent report and appendices which they agreed to share with their individual Unitary Authority Leader in order to help to support Officers with ongoing dialogue when dealing with budgetary issues.

56.3 MEMBERS ATTENDANCE

The Monitoring Officer provided Members with a summary of Member attendance for the 2022/2023 Municipal Year.

RESOLVED THAT

56.3.1 Members agreed to note the summary of Member attendance for the 2022/2023 Municipal Year.

56.3.2 With reference to an inaccuracy highlighted by Councillor Wright, where she confirmed that she was in fact in attendance at the Fire Authority meeting on 19 December, 2022, Members agreed to check the presented data and to inform the Monitoring Officer or Members Support Officers if they wished to make any amendments.

56.4 FIRE AUTHORITY & COMMITTEE MEETING DATES FOR 2023/2024

The Monitoring Officer provided Members with details of the proposed cycle of Fire & Rescue Authority Committee meetings for the Municipal Year 2022/2023.

RESOLVED THAT

Members agreed to approve the cycle of Fire & Rescue Authority Committee meetings for the Municipal Year 2023/2024.

56.5 FORWARD WORK PROGRAMME 2022/2023

The Monitoring Officer provided a brief overview of the Forward Work Programme for 2022/2023 and highlighted that a small number of items would be deferred until the Annual General Meeting taking place in June.

RESOLVED THAT

Members agreed to note that the Forward Work Programme for the 2022/2023 Municipal Year was now complete.

57. TO CONSIDER ANY ITEMS OF BUSINESS THAT THE CHAIR DEEMS URGENT (PART 1 OR 2)

There were no items of business to discuss that the Chair deemed urgent.

SOUTH WALES FIRE & RESCUE AUTHORITY

MINUTES OF THE HR & EQUALITIES MEETING HELD ON MONDAY, 27 FEBRUARY, 2023

HELD IN MEETING ROOM 8 OR REMOTELY VIA TEAMS

15. PRESENT:

Councillor	Left	Authority
A Roberts (Chair)		Rhondda Cynon Taff
D Ali (Deputy Chair)		Cardiff
A Best		Torfaen
K Carr		Cardiff
P Ford		Bridgend
G Holmes		Rhondda Cynon Taff
A Hussey		Caerphilly
S McConnel		Monmouthshire
D Naughton		Cardiff
T Watkins		Newport

APOLOGIES:

C Elsbury		Caerphilly
-----------	--	------------

ABSENT:

S Melbourne		Cardiff
-------------	--	---------

OFFICERS PRESENT:- ACO A Reed – Director of People Services, T/ACFO G Davies – Director of Technical Services, Mr A Jones – Head of HR, Mrs S Watkins – Deputy Monitoring Officer & Head of Corporate Support

16. DECLARATIONS OF INTEREST

Each Member declared a personal non-prejudicial interest in each agenda item which affected their Authority.

17. CHAIR'S ANNOUNCEMENTS

Following the devastating earthquake in Turkey, the Chair took the opportunity to thank the three operational members of the Service who had been deployed to assist the International Search & Rescue Team.

T/ACFO Garry Davies confirmed that members of the operational team would attend the Fire Authority meeting in March to provide Members with a full report.

18. MINUTES OF PREVIOUS MEETING

The minutes of the previous HR & Equalities meeting held on 7 November, 2022, were received and accepted as a true record of proceedings, subject to the following amendment:-

- Councillor K Carr is a Member of Cardiff (not Torfaen)
- Councillor D Naughton is a Member of Cardiff (not Caerphilly)

19. REPORTS FOR DECISION

19.1. ANNUAL PAY POLICY STATEMENT 2023/2024

The ACO People Services informed Members that South Wales Fire & Rescue Authority was required to publish a Pay Policy Statement for each financial year, which provided information for the following financial year.

The Fire & Rescue Authority at their meeting held on 6 February, 2012, adopted and published its first Pay Policy Statement. The Fire & Rescue Authority also determined that the HR & Equalities Committee should review the Pay Policy Statement and report to the full Committee. In 2014 Welsh Government issued new guidelines with further amendments which determined the contents of the Pay Policy. The 2023/2024 Pay Policy Statement had been drafted for Members.

RESOLVED THAT

- 19.1.1 Members agreed to review South Wales Fire & Rescue Authority's Pay Policy Statement for 2023/2024.

- 19.1.2 Members agreed to approve the 2023/2024 Pay Policy Statement to be published by 31 March 2023.

19.2 GENDER PAY GAP STATEMENT REPORT

The ACO People Services advised Members that under the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 (the public sector regulations), all public authorities were required to publish Gender Pay Gap information by reporting the percentage differences in pay between their male and female employees.

Public authorities must publish the required information based on data captured on the snapshot date of 31 March, within 12 months. Accordingly the deadline for publication was 30 March, 2023.

RESOLVED THAT

- 19.2.1 Following a question and answer session on the recruitment of more female firefighters into the Service, Members agreed to approve the 2022 Gender Pay Gap attached to the report at Appendix 1, to be published by 30 March, 2023.
- 19.2.2. Members agreed to note the further analysis provided, attached to the report at Appendix 2.

19.3 PROPOSED INCREASED SALARY INCREMENTS FOR ON-CALL FIREFIGHTERS

The T/ACFO Technical Services informed Members that to assist in the retention of On-Call firefighters who were in the development stage of their careers, by financial incentives. This would be achieved by decreasing the timescales for pay increase of On-Call staff following their initial training course. Pay rises would be linked to the completion of essential core skills modules as illustrated within the report.

RESOLVED THAT

Following a question and answer session, Members agreed that On-Call firefighters would be funded in line with the recommendations contained within the report.

20. REPORTS FOR INFORMATION

20.1 REPORT ON PEOPLE PLAN 2021-2024 & ALL WALES POD STRATEGY

The ACO People Services presented a report which invited Members to review the progress against activity set out in the South Wales Fire & Rescue Service (SWFRS) People Plan. Members would also be aware of the All Wales People & Organisational Development Strategy which dovetailed to the proposals in the SWFRS Plan. https://www.southwales-fire.gov.uk/app/uploads/2021/10/All-Wales-People-and-Organisational-Development-Strategy-2021-2024_en_final.pdf

RESOLVED THAT

- 20.1.1 Members agreed to note the All Wales People & Organisational Development Strategy.
- 20.1.2 Members agreed to note the South Wales Fire & Rescue Service People Plan attached to the report at Appendix 1.
- 20.1.3 Members agreed to note the progress against the SWFRS Plan attached to the report at Appendix 2.

20.2 FIREFIGHTERS PENSION SCHEMES – WALES GOVERNMENT CIRCULARS 2022/2023

The ACO People Services informed Members that under the terms of the Public Services Pension Act 2013, the Fire & Rescue Authority was the recognised Scheme Manager for Firefighters Pension Schemes.

Welsh Government issued regular communications to all Chief Fire Officers, Chairs, and Clerks of Fire & Rescue Authorities, electronically in a standard circular template. These e-mails and circulars could cover a variety of areas, including all aspects of Firefighters Pension Schemes, and would be noted or actioned as appropriate.

20.2.1 Members agreed to accept the Welsh Government Firefighters' Pension Scheme Circulars and e-mails that had been received in the year 2022/2023.

20.2.2 Members agreed to note the actions that had been implemented for each of the circulars.

20.3 WELSH LANGUAGE STANDARDS UPDATE – JANUARY 2023

The Head of HR presented a report which provided Members with an overview of the current position with regards to meeting the legal requirements contained within the Welsh Language Standards Compliance Notice issued to the Fire & Rescue Authority by the Welsh Language Commissioner on 30 September, 2016.

RESOLVED THAT

20.3.1 Members agreed to note the information contained within the report.

20.3.2 Officers agreed to email Members with the exact figures on the number of employees who had Welsh Language skills.

20.4 REVIEW OF SERVICE RESPONSE TO THE SOCIO-ECONOMIC DUTY

The Head of HR presented a report which provided Members with a brief overview of the Socio-Economic Duty and how it related to the Service. The report also highlighted what activities had been achieved by various departments within the Service over the previous year.

RESOLVED THAT

20.4.1 Following a question and answer session, Members agreed to note the content of the report.

20.4.2 Members agreed to note that future reporting on the Socio-Economic Duty would now be included in the

Service's Strategic Equality Plan review on an annual basis as opposed to a standalone agenda item.

20.5 ESTABLISHMENT STRUCTURE UPDATE

The Head of HR presented a report which provided Members with an overview of the current position in respect of any permanent changes to the Service's staffing structure. This followed the agreement at the Fire & Rescue Authority meeting in September 2018 to approve the establishment restructure in order to meet future challenges and demands.

RESOLVED THAT

Members agreed to note the information contained within the report.

20.6 JOB EVALUATION PROCESS

The Head of HR presented a report which provided Members with the outcomes of the Service's Job Evaluation process which commenced in 2020 and concluded early 2022 due to the delay experienced during Covid. The report contained details of the number of posts affected and subsequent impacts.

RESOLVED THAT

Members agreed to note the implementation and completion of the Job Evaluation exercise as outlined within the report.

20.7 ANNUAL SUMMARY OF HR & TRAINING REPORTS 2022/2023

The ACO People Services presented a report which informed Members of the work that the HR & Equalities Committee had undertaken during the Municipal Year 2022/2023.

RESOLVED THAT

Members agreed to note the work of the HR & Equalities Committee.

21. FORWARD WORK PROGRAMME 2022/2023

The ACO People Services provided Members with the Forward Work Programme for 2022/2023.

RESOLVED THAT

Members agreed the content of the Forward Work Programme for 2022/2023.

22. TO CONSIDER ANY ITEMS OF BUSINESS THAT THE CHAIRPERSON DEEMS URGENT (PART 1 or 2)

There were no items of urgent business to discuss.

THIS PAGE IS INTENTIONALLY BLANK

SOUTH WALES FIRE & RESCUE AUTHORITY

MINUTES OF THE LOCAL PENSION BOARD COMMITTEE HELD ON MONDAY, 23 JANUARY 2023

24. PRESENT

Councillor

P Drake (Chair)	Vale of Glamorgan
D Naughton	Cardiff
D King	Fire & Rescue Service Association
G Tovey	Fire Brigades' Union
M Alexander	Fire Brigades' Union
I Traylor	Pensions Service Director, Pensions, Rhondda Cynon Taff CBC
R Alexander	Standards Committee Member (Observer)

Apologies:

R Prendergast	Association of Principal Fire Officers
G Thomas	ACO Corporate Services
J Morgan	Blaenau Gwent

Absent:

C Elsbury	Caerphilly
-----------	------------

OFFICERS PRESENT: - ACO A Reed – Director of People Services, Mr C Barton – Treasurer, Mrs S Watkins - Deputy Monitoring Officer

25. DECLARATIONS OF INTEREST

Each Member declared a personal non-prejudicial interest in each agenda item which affected their Authority.

26. CHAIR'S ANNOUNCEMENTS

There were no Chair's announcements.

27. MINUTES OF PREVIOUS MEETINGS

The minutes of the Local Pension Board Committee held on 17 October 2022 were read and accepted as a true record of proceedings.

28. REVIEW OF KEY PERFORMANCE INDICATORS AND UPDATE REPORT ON PUBLICATION OF ANNUAL BENEFITS STATEMENT

The Service Director, Pension, RCT advised Members that the Service Level Agreement (SLA) between South Wales Fire & Rescue Service and Rhondda Cynon Taf County Borough Council sets out the manner in which certain duties and responsibilities are expected to be carried out. A key element of the SLA is the reporting on actual performance activity against the agreed key delivery Service Standards. The report presented included an update on key activity undertaken during the reporting period and shares the performance data for the period 01 April 2022 to 30 November 2022.

He further advised that he would circulate the most up to date version of Appendix 1 as the comments fields require updating.

Gareth Tovey queried whether the Board need to review the data at Appendix 1 due to the complex nature of McCloud and O'Brien, as the data appears positive and the number of queries received by FBU representatives is not visible.

The Service Director, Pensions, RCT explained that some stats are mirrored by types of requests and in relation to issues raised by FBU members and the timelines in place there have been occasions, due to the complexity of the issue, that targets have not been met. He further advised that current indicators are positive and reviewed and measured frequently. Not every contact with FBU members is measured and a 100% target is not met each time due to the complexity surrounding some cases.

RESOLVED THAT

28.1 Members noted the performance data contained within Appendix 1 and the overview contained within Appendix 2.

28.2 An updated version of Appendix 1 to be circulated to Members.

29. FIREFIGHTER PENSIONS – REMEDYING AGE DISCRIMINATION

The Director of People Services reported to Members that in July 2021, the Fire & Rescue Authority, as Scheme Manager, agreed to provide pension options for those individuals who were considered to be in scope for Immediate Detriment (ID), ie those who are currently in service but intending to retire and have provided notice of their intention to do so. This policy decision came into effect from October 2021. The report provided an update on the number of ID cases that have been processed since October 2021. It also provided updates in relation to the Service's communication activity.

The Director of People Services wished to thank the Pensions Service Director and his team for the support provided with Category 1 cases, which have been quite complex in nature.

Councillor Naughton queried if it would be made clear to individuals that the figures calculated and provided by GAD are not the final figures. The Director of People Services assured Councillor Naughton that individuals will be provided with a disclaimer advising the figures are indicative and not final agreed figures.

Mr Tovey raised the potential of lack of information surrounding McCloud. The Director of People Services agreed to review usage and feedback from colleagues and share the headline information with the Board.

In relation to McCloud, Mr Tovey queried when commencement of the Board's work is likely to commence. The Director of People Services advised that Welsh Government are in the process of working with their lawyers and UK Government on a suite of documents which are currently not for wider circulation. A working group has been set up with representatives from across Wales. The documentation will be circulated to the Board, when available.

RESOLVED THAT

29.1 Members noted the content of the report.

29.2 Usage and feedback to be included on the next agenda.

30. THE PENSIONS REGULATOR RETURNS

The Director of People Services presented the report which included the completed public service pension scheme returns that were submitted to the Pensions Regulator in relation to the 1992, 2007 and 2015 Firefighters' Pension Schemes.

RESOLVED THAT

Members noted the returns which were shared for information and awareness purposes.

31. PUBLICATIONS, UPDATES, INFORMATION (STANDARD ITEM)

The Director of People Services shared a number of publications, updates and information relating to pensions matters with the Board.

In relation to potential industrial action, the Treasurer confirmed that individuals will be required to pay the full amount of contributions and this will be made clear in communications with staff.

In relation to O'Brien the Director of People Services confirmed that a communications exercise has taken place and Members are submitting proformas prior to the exercise taking place.

RESOLVED THAT

Members reviewed and noted the publications which were shared for information and awareness purposes, as attached at Appendix 1-5.

32. FORWARD WORK PROGRAMME FOR LOCAL PENSION BOARD 2022/2023

The Director of People Services presented the Forward Work Programme for 2022/2023.

In relation to the Scheme Advisory Board, the Director of People Services confirmed a meeting has not taken place since the previous Local Pension Board meeting therefore, there was no further update to report upon. The next meeting is due to take place next week and an update will be provided at the next Board meeting.

RESOLVED THAT

Members noted the content of the Forward Work Programme for 2022/2023.

33. MEMBERS TRAINING SESSION

The Director of People Services advised Members that she was unable to field attendance to the training session organised by Welsh Government in September 2022. She confirmed that the expectations of LPB Members are to gain knowledge, provide feedback, challenge and review processes, with the purpose of assisting the Scheme Manager with compliance and effective and efficient governance.

Mr Tovey suggested, with the complexity of certain schemes, to include them on the forward work programme to ensure a real assessment is undertaken, similar to a health check. Assistance would be required on the legislative side of this.

RESOLVED THAT

33.1 Members agreed to review and provide feedback from the online Training Package.

33.2 A copy of the forward work programme to be shared in advance of future meetings for assurance and transparency around the Matthews and McCloud schemes.

**34. TO CONSIDER ANY ITEMS OF BUSINESS THAT THE
CHAIRPERSON DEEMS URGENT (PART 1 OR 2)**

There were no items of business that the Chair deemed urgent.

THIS PAGE IS INTENTIONALLY BLANK

AGENDA ITEM NO 5

UPDATE ON OUTSTANDING ISSUES ARISING FROM PREVIOUS FIRE & RESCUE AUTHORITY MEETINGS

Huw Jakeway – CFO
Dewi Rose – T/DCFO SD
Geraint Thomas – ACO CS
Alison Reed – ACO PS

Chris Barton – Treasurer
Richie Prendergast – ACFO TS
Nigel Williams – T/ACFO IA
Garry Davies – T/ACFO TS

Minute No	Item	Action	Leading Officer	Current Status:
21/22 – 17.3.2	Firefighter Pensions – Remedying Age Discrimination : Pension Benefit Options	Provide pension benefit options to the individuals considered to be in scope for Immediate Detriment (ID)	ACO PS	We have continued to provide pension benefit options for category 1 cases. These are cases where the individual who is in scope of ID, submits their notice of intention to retire.
21/22 – 17.3.3	Firefighter Pensions – Remedying Age Discrimination : McCloud Exercise	Progress exercise to implement the wider remedy work as described in the outcome of the HMT consultation on public service pensions for implementation by October 2023 at the latest.	ACO PS	As set out above, work continues on processing Immediate Detriment (category 1) cases. The groundwork continues on the category 2 cases (those individuals who have retired). We have made a decision to increase resources, on a temporary

Minute No	Item	Action	Leading Officer	Current Status:
				<p>basis, to support the work on remedying age discrimination.</p> <p>A response has been submitted to Welsh Government's consultation on the approach to remedying age discrimination.</p>
21/22 – 32.3.3	Living Wage Foundation Accreditation	Gain accreditation of the Living Wage Foundation to enable the Service to become a Real Living Wage employer	ACO PS	All paperwork has been submitted to the Real Living Wage Foundation. We have received formal confirmation that our accreditation has now been approved.
22/23 – 22.1.4	Broadening the Role of Firefighters in Wales – Thematic Review	Chair and Chief Fire Officer to discuss thematic review with the Fire Brigades Union; and Chief Fire Officer to meet Welsh CFOs to consider the review deadline set by Welsh Government.	CFO	Completed
22/23 – 38.1.3	Thematic Review of Operational Training within The Welsh Fire & Rescue Services – October 2022	Provide Members with an update report on conclusion of the Service Review.	CFO	Completed
22/23 – 46.3.3	Strategic Performance Indicators Target Setting 2023/24	Publish the Strategic Performance Indicators on the Service website	ACO CS	Completed

AGENDA ITEM NO 6

Reports for Decision

THIS PAGE IS INTENTIONALLY BLANK

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**AGENDA ITEM NO 6.i
17 JULY 2023

REPORT OF THE DIRECTOR OF CORPORATE SERVICES

**REPORT ON STRATEGIC THEMES AND PROPOSED OBJECTIVES
2024/2025****THIS REPORT IS FOR DECISION**REPORT APPROVED BY DIRECTOR OF CORPORATE SERVICES
PRESENTING OFFICER: SARAH WATKINS, HEAD OF CORPORATE
SUPPORT**SUMMARY**

To approve the proposed objectives for 2024/2025 to deliver our long-term Strategic Themes for publication in the Service's Annual Improvement Plan Stage 2 for formal consultation.

RECOMMENDATIONS

It is recommended that Members:

1. Approve the proposed Strategic Themes and Objectives, set out in Appendix 1, for engagement events and publication in the "Consultation Document" - Stage 2 of the Annual Improvement Plan on the SWFRS Internet site by 31 October 2023.
2. Approve delegation to the Director Corporate Services and Head of Corporate Support to review and refine the proposed Objectives as necessary.

1. BACKGROUND

- 1.1 The purpose of this report is to propose the objectives to deliver our long-term Strategic Themes in the upcoming year 2024/2025 for formal consultation.
- 1.2 Members will be aware of the requirement to publish the second stage of the Annual Improvement Plan by the statutory deadline of October 31st, in accordance with the requirements of the Local Government (Wales) Measure 2009. The final document will build on the style and format of previous years.
- 1.3 While reporting on performance for the preceding financial year 2022/2023, the Annual Improvement Plan is also a consultation vehicle for

updating the long-term Strategic Themes for the Service as well as the Objectives for the upcoming financial year 2024/2025. The document will outline how these Themes and Objectives support the achievement of Wellbeing Goals as part of the Wellbeing of Future Generations (Wales) Act 2015. It will also meet our statutory obligations as per the Local Government (Wales) Measure 2009 and the Welsh Government's Fire & Rescue National Framework 2015.

2. ISSUE / PROPOSAL

- 2.1 To ensure that the content for the upcoming 12-week statutory consultation, taking place from October 2023 to January 2024, will be approved by members and they will help shape and identify the Objectives we should consult upon for the upcoming year 2024/2025.
- 2.2 For clarification, within this document, Strategic Themes are our top-level plan and have been considered in accordance with our contribution toward the Wellbeing of Future Generations (Wales) Act 2015 and the Welsh Government's Fire & Rescue National Framework 2015. These are supported by the delivery of Objectives. These Objectives meet our statutory obligations under the Local Government (Wales) Measure 2009 and provide greater clarity and focus on what we will do as a Service.
- 2.3 Delegation to review and refine the proposed Objectives as necessary, between July 2023 and October 2023, is being sought for the Director Corporate Services and Head of Corporate Support. This will enable members' views and the final views from the pre-consultation and engagement exercises to be incorporated.
- 2.4 The results of the 12-week public consultation will be reported to the Fire Authority before publication of the annual update to the Strategic Plan 2020-2030 by 31st March 2024.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	Yes
Welsh Language	No
Well-Being Of Future Generations (Wales) Act	Yes
Socio Economic Duty	No
Sustainability / Environment / Carbon Reduction	No
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	No

3.1.1 Equalities outcomes were considered in the development of these objectives and are, where possible, included within the consultation document. In determining relevant team actions to deliver the objectives and themes, equalities and wellbeing outcomes will also be considered.

3.1.2 Strategic Themes are our top-level plan and have been considered in accordance with our contribution toward the Wellbeing of Future Generations (Wales) Act 2015.

3.2 Regulatory, Strategy and Policy

Legal	No
Financial	Yes
Procurement	No
Corporate Risk	No
Information Management	No
Data Protection / Privacy	No
Health, Safety and Wellbeing	No
Governance & Audit	No
Service Policy	No
National Policy	No

3.2.1 Delivery of these strategic themes are primarily addressed within the commitments of the medium-term Financial Strategy or will be met as part of the financial planning for subsequent years.

3.3 Resources, Assets and Delivery

Human Resources and People Development	No
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. RECOMMENDATIONS

4.1 It is recommended that Members:

1. Approve the proposed Strategic Themes and Objectives, set out in Appendix 1, for engagement events and publication in the "Consultation Document" - Stage 2 of the Annual Improvement Plan on the SWFRS Internet site by 31 October 2023.

2. Approve delegation to the Director Corporate Services and Head of Corporate Support to review and refine the proposed Objectives as necessary.

Contact Officer:	Suzanne Absalom Planning, Performance and Risk Manager	
Background Papers	Date	Source / Contact
None		

Appendices	
Appendix 1	Strategic Themes and Proposed Objectives 2024/2025
Appendix 2	Safer Together - Have Your Say - Pre-consultation Evaluation

Appendix 1 –Strategic Themes and Proposed Objectives

The following eight Strategic Themes were proposed and approved for the long-term Strategic Plan 2020-2030:

- Keeping You Safe
- Responding To Your Emergency
- Using Technology Well
- Working with Our Partners
- Engaging and Communicating
- Valuing Our People
- Protecting Our Environment
- Continuing To Work Effectively

These themes were developed with reference to the chapters of the Fire and Rescue National Framework for Wales 2016 and closely align to the Wellbeing Goals published under The Wellbeing of Future Generations (Wales) Act 2015.

Below the Strategic Themes, a set of Objectives has been developed to capture the key priorities for the coming years. These have been influenced by priorities identified during the launch of our Strategic Plan 2020-2030, changes to ways of working as a result of the Covid-19 pandemic and priorities outlined in local community risk management plans. Our Objectives are regularly reviewed to ensure they reflect changing priorities and demands.

Strategic Themes	Proposed Objectives
Keeping You Safe	<ul style="list-style-type: none"> • Reducing the impact of false alarms on our resources • Reducing the number of fires in the home and understanding the behaviours and causes of them • Reducing the number of Road Traffic Collisions • Reducing the number of deliberate fires • Improving safety in and around the water • Improving fire safety in buildings in our communities
Responding To Your Emergency	<ul style="list-style-type: none"> • Responding effectively when you need us • Doing all we can to make sure that our On-Call crews are available • Training our personnel to respond to current and future risks in our communities
Valuing Our People	<ul style="list-style-type: none"> • Attracting a workforce that reflects and represents our communities • Developing our people by identifying training and development opportunities • Supporting our people to feel well, healthy and happy at work • Delivering on the recommendations of the Investors in People report • Encouraging and supporting a bilingual culture across the service
Using Technology Well	<ul style="list-style-type: none"> • Using the most suitable technology and equipment to improve our services • Reviewing the standard and use of technology and equipment across the Service
Working With Our Partners	<ul style="list-style-type: none"> • Working with Public Service Boards to support our communities. • Working with our partners to deliver our services where they are needed • Reviewing and evaluating our existing partnerships

Strategic Themes	Proposed Objectives
Engaging and Communicating	<ul style="list-style-type: none"> • Involving our communities and making sure they have their say in what we do • Helping keep our communities safe through safety education and attending community events
Protecting Our Environment	<ul style="list-style-type: none"> • Reducing the usage of single use materials • Expanding the use of electric vehicles • Reducing our energy use and our carbon footprint • Considering how our activities impact on the environment • Reducing the amount of waste produced
Continuing To Work Effectively	<ul style="list-style-type: none"> • Being clear and publicly accountable • Maximising value for money while improving our service • Developing new ways of working

THIS PAGE IS INTENTIONALLY BLANK

Gwasanaeth Tân ac Achub
De Cymru



South Wales
Fire and Rescue Service

Safer Together - Have Your Say 2023

Pre-consultation Evaluation - July 2023

Contents

Executive Summary	2
Overview of Responses	3
Stakeholder Targets & Engagement Strategy	5
Rating our Strategic Themes	6
Qualitative Feedback	9
Demographics of Respondents	13

Executive Summary

This is an evaluation of the pre-consultation and engagement process with SWFRS staff, our stakeholder panel, and key partners. The pre-consultation was open for 23 days, between 8th – 30th June 2023.

People were asked to rate the importance of our eight Strategic Themes in delivering an effective 21st Century Fire and Rescue Service and provide their opinions in answering the following three questions:

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

Overall, there were fewer responses from Staff (Uniform and Corporate) but an increase from External Stakeholders and from those who preferred not to identify their relationship with the Service.

The average rating on importance of our Strategic Themes was lower than last year: 4.2 average (of maximum 5) in 2023 (based on 88 responses) compared to 4.5 in 2022 (based on 130 responses), with only Valuing Our People rated higher than last year (4.3 compared to 4.2 in 2022).

Rating by external stakeholders was highest (4.5 out of 5) with SWFRS rating score of 4.3 and those not identifying their relationship lowest at 3.3.

The main feedback themes were as follows:

- Do you have any specific concerns that we should consider in our planning?
 - Value staff more / staff wellbeing (11 comments)
 - Need to focus on performance (6 comments)
 - Recruitment and Retention (4 comments)
- Are there any activities we should focus on less?
 - Self-promotion (6 comments)
 - Less assisting other agencies and partners (4 comments)
 - Focus less on media activities, especially social media (3 comments)
- If you could make one change to improve our Service, what would it be?
 - Management structure review (9 comments)
 - Recruitment and Retention (7 comments)
 - Improve Hybrid / Flexible working opportunities (4 comments)
 - More Wholetime firefighters (4 comments)
 - Promotions and Pathways processes (4 comments)

Overview of Responses

Engagement with the pre-consultation has declined this year. Responses decreased by 32% to 88 responses in 2023, down from 130 responses in 2022. We received no responses to the Welsh survey this year (there was one response last year).

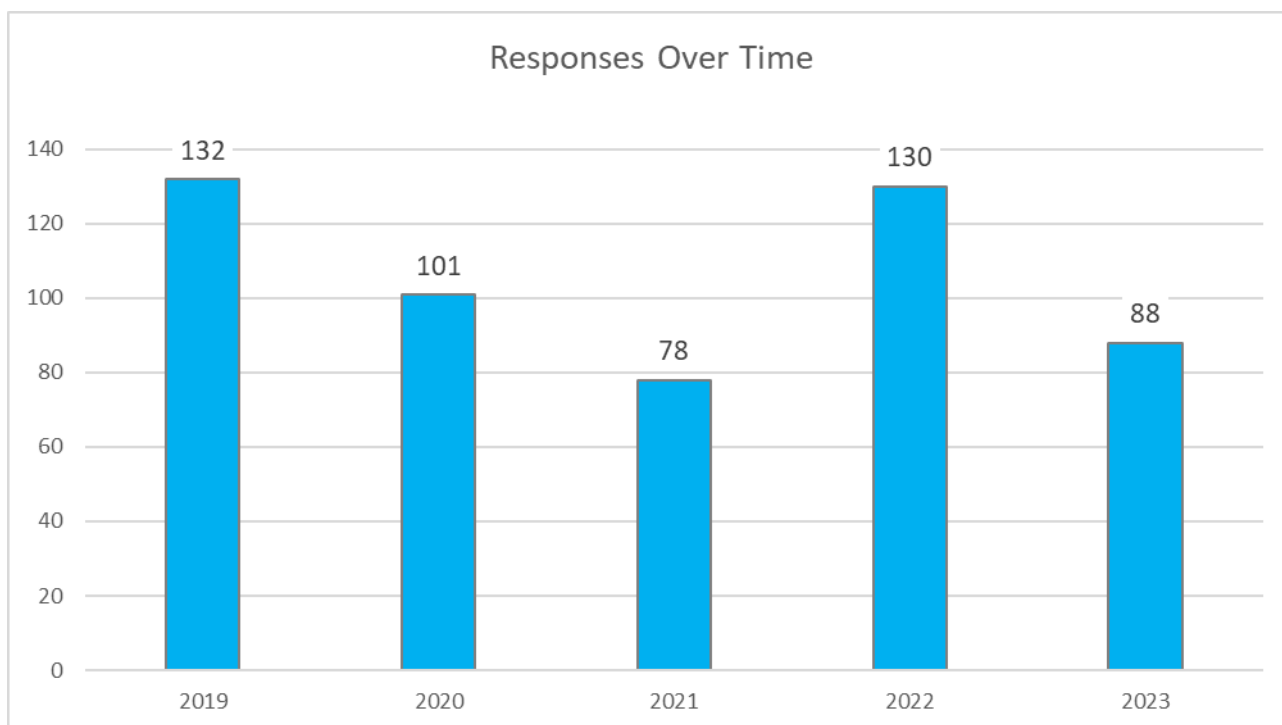


Fig 1: Count of pre-consultation responses in the last five years

3% of SWFRS staff responded to this year's survey (57 out of 1,653), which is a drop from 7% in 2022 (109 out of 1,643). This decrease was driven by less engagement from Corporate Staff and from Wholetime Firefighters/Operational staff in this year's pre-consultation process.

The number of Control Staff engaging with the pre-consultation is the same as last year (2) while the number of On-Call Firefighters engaging with the pre-consultation fell from 6 last year to 4 this year.

59 of this year's respondents (67% of the total) are affiliated with SWFRS (either contracted or volunteer with the Service). 36% (32 people) of all responses were from Corporate Staff, and 21% (18 people) were from Wholetime Firefighters/Operational.

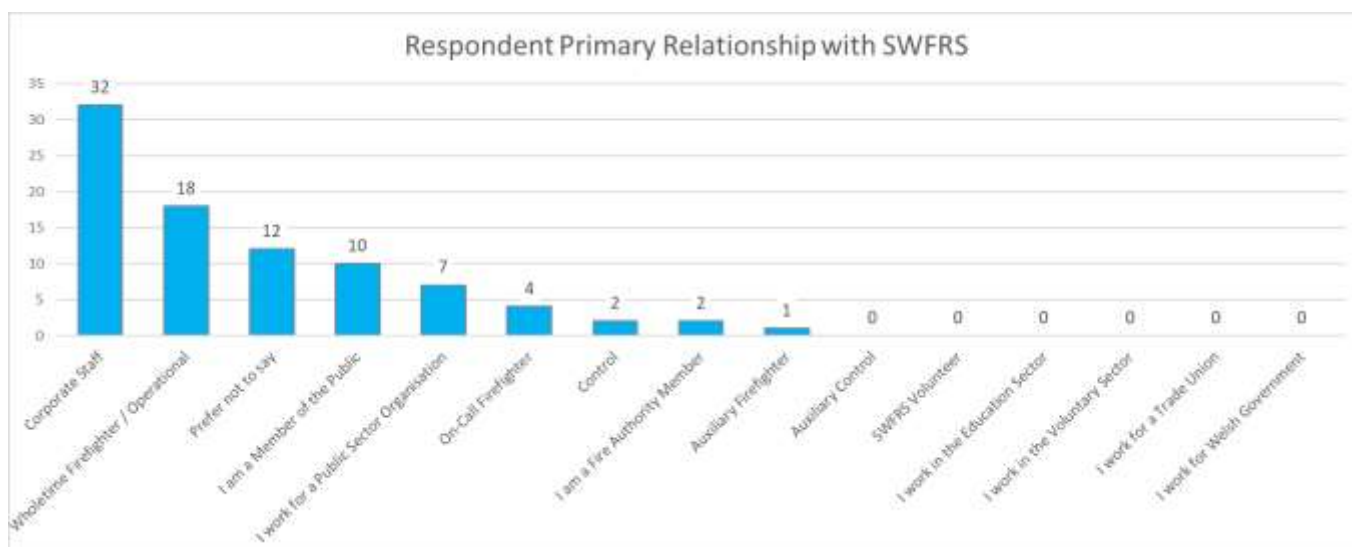


Fig 2: Count of responses by respondent's primary relationship with SWFRS

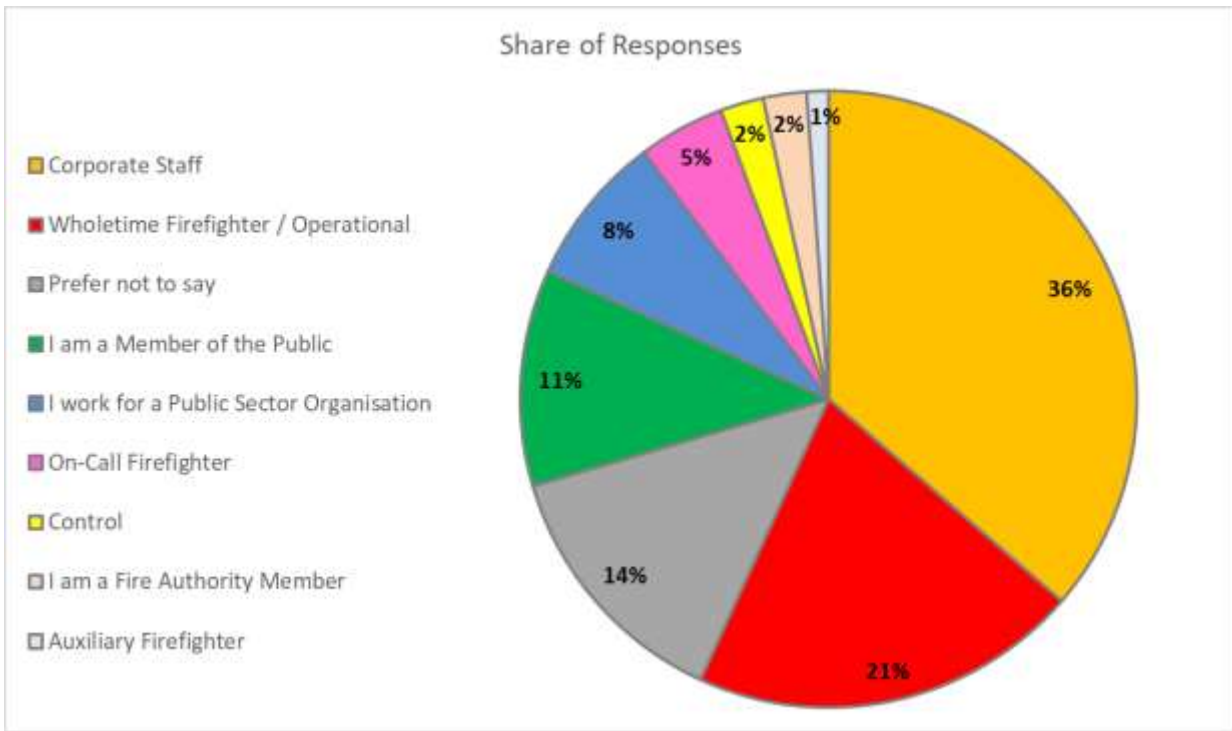


Fig 3: Share of responses by respondent relationship with SWFRS. Based on 88 responses.

17 respondents were external stakeholders (includes members of the public or someone working for a Public Sector Organisation). This is higher than last year when we received 15 responses from external stakeholders. There has been an incremental rise in the number of members of the public responding to the pre-consultation over the last three years (4 in 2021, 8 in 2022, 10 in 2023).

12 respondents preferred not to identify their relationship with the Services. This is higher than last year when there were 4.

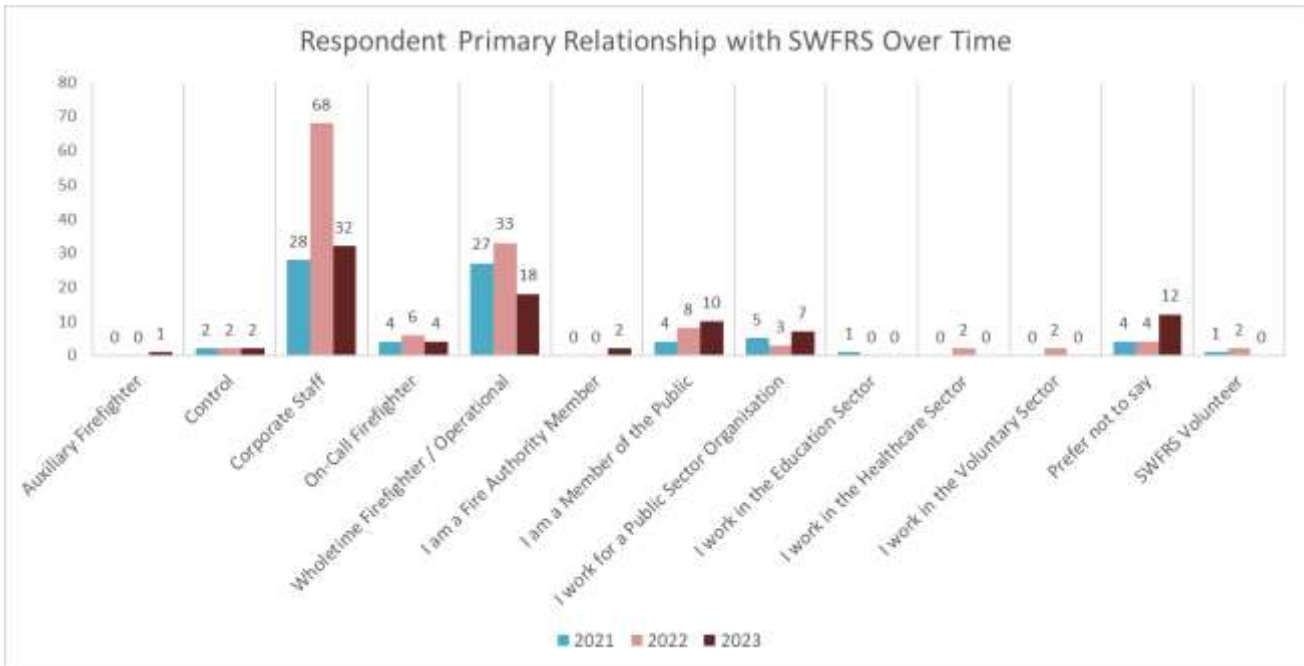


Fig 4: Respondent's primary relationship with SWFRS (alphabetical order) over time.

Stakeholder Targets & Engagement Strategy

From launch of the pre-consultation on 7th June 2023 to close on 30th June 2023, engagement was delivered via:

Internal Communications:

- Service Information emails to all staff on 9th and 26th June
- Inclusion in May 2023 Shout newsletter
- SWFRS Intranet (Headline and Intranet Page) from the 7th to 30th June 2023
- Closing date was added on the 'Upcoming Dates' Intranet calendar
- Mentioned in CFO Bulletin
- Included in Routine Notice
- Promotion on the Staff App
- All Station Managers were contacted directly to promote the consultation on stations.
- A poster with the QR codes and physical copy of the consultation was sent to all SWFRS locations (FSHQ, stations, Occupational Health, Cardiff Gate Training & Development Centre, Control)
- Large poster in the clip frame at the bottom of the stairs by reception in HQ
- Email to Fire Authority members (via Business Support)

Stakeholder register:

- Two emails were sent to members of the Stakeholder register bilingually
- A third email will be sent thanking stakeholders for their engagement with a link to the SWFRS six months so far video and highlighting that they can contact the hys@southwales-fire.gov.uk to provide feedback outside of the consultation period

During the period of the consultation, the Media and Communications Team did not receive any messages, questions or queries from members of staff or stakeholders.

Rating our Strategic Themes

Pre-consultation question emphasis was changed this year - instead of asking how important the eight Strategic Themes are, we asked how important the Strategic Themes are in delivering an effective 21st Century Fire & Rescue Service.

2022 Strategic Themes Rating Question

- How would you rate the importance of our Strategic Themes on a scale of 1-5, with 5 being very important and 1 being not important at all?

2023 Strategic Themes Rating Question

- On a scale of 1 (low) to 5 (high), how important do you think our Strategic Themes are in delivering an effective 21st Century Fire & Rescue Service?

Although changes to the rating of importance of our Strategic Themes from last year are minimal, there has been a drop in the average rating across all eight Strategic Themes from **4.5 in 2022** (based on 130 responses) to **4.2 in 2023** (based on 88 responses).

One Strategic Themes rated higher in 2023 than in 2022:

- Valuing our People (4.3 out of 5, up from 4.2)

One Strategic Themes rated the same in 2023 as in 2022:

- Continuing to Work Effectively (4.3 out of 5)

Six Strategic Themes rated lower in 2023 than in 2022:

- Working with our Partners (3.8 out of 5, down from 4.0)
- Engaging and Communicating (3.9 out of 5, down from 4.0)
- Protecting our Environment (3.9 out of 5, down from 4.2)
- Using Technology Well (4.0 out of 5, down from 4.1)
- Keeping you Safe (4.5 out of 5, down from 4.7)
- Responding to your Emergency (4.7 out of 5, down from 4.9)

The primary response and prevention indicators, Responding to your Emergency and Keeping you Safe, ranked highest in importance again this year.

Working with our Partners and Engaging and Communicating rated below 4 out of 5 this year, whereas no Strategic Theme was rated lower than 4 out of 5 last year.

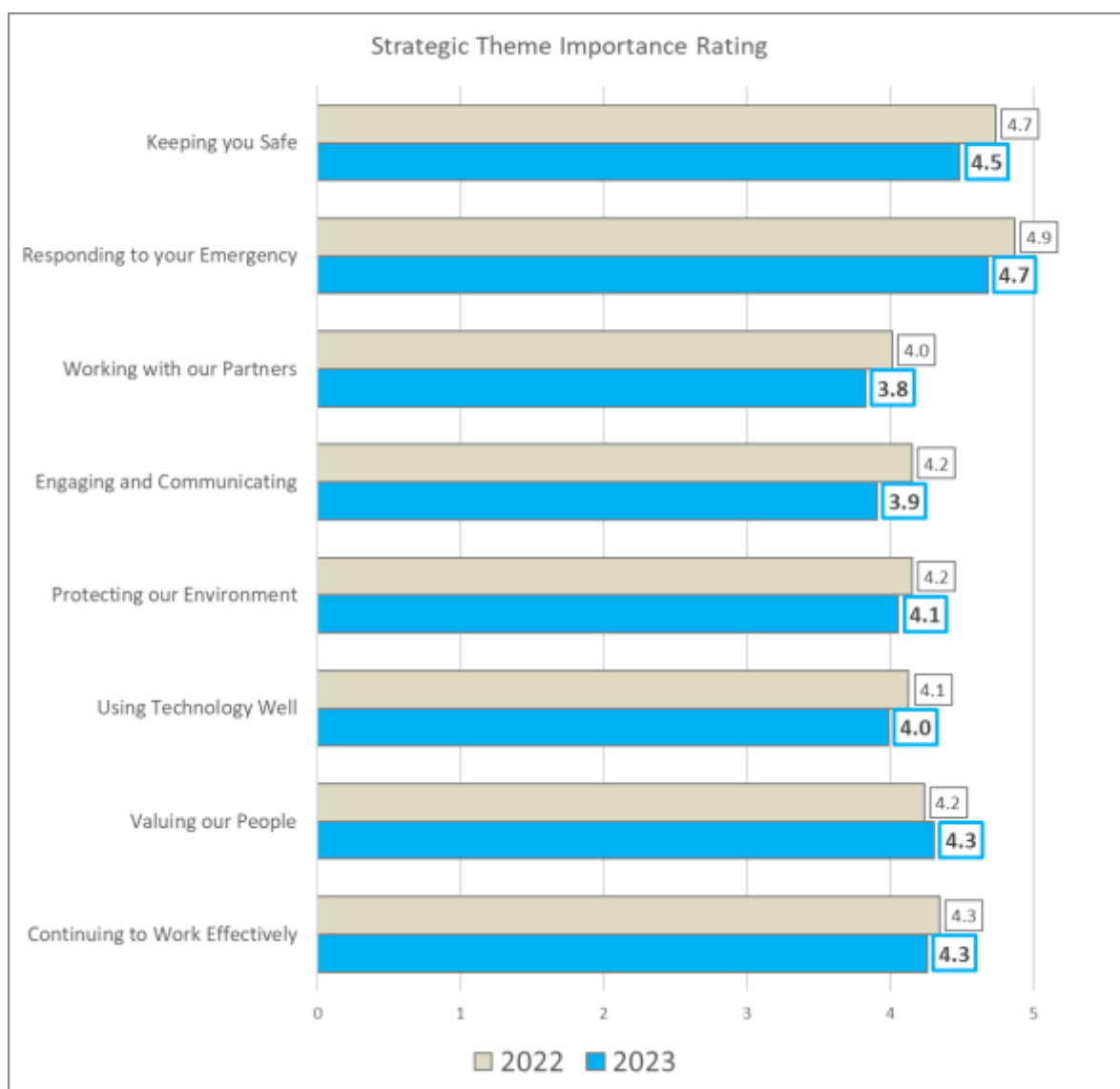


Fig.5: Strategic Theme Importance to Respondents (on a scale of 1-5, with 5 being very important and 1 being not important at all). Based on 88 responses in 2023 and 130 responses in 2022.

The overall rating for the eight Strategic Themes was higher among external stakeholders (4.5) than it was among SWFRS Staff (4.3). Those who chose not to provide their relationship status with SWFRS provided the lowest overall rating (3.3).

Compared to last year, the largest ratings declines were among On-Call respondents (3.7 down from 4.5) and those who chose not to provide their relationship status with SWFRS (3.3 down from 4.3).

The overall rating for the eight Strategic Themes remains higher among Corporate Staff (4.4) than among Uniform Staff (4.2). This is very similar to how Corporate Staff (4.5) and Uniform Staff (4.2) rated the eight Strategic Themes last year.

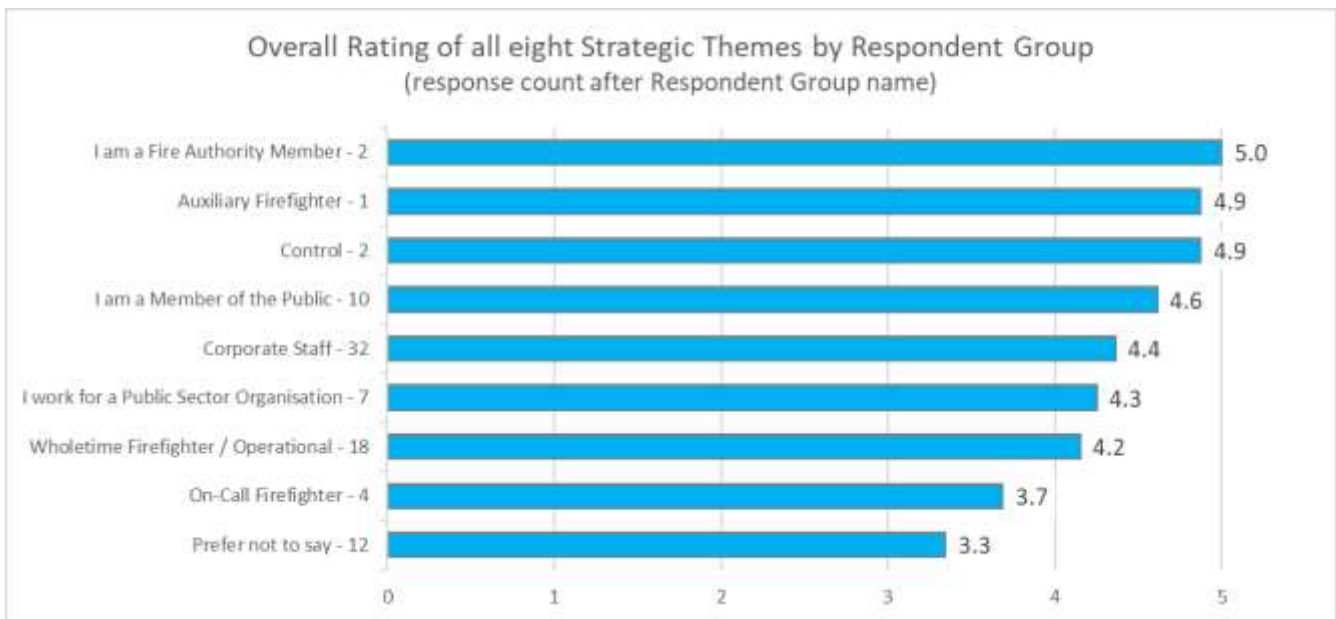


Fig.7: Overall Importance Rating across all eight Strategic Themes (on a scale of 1-5, with 5 being very important and 1 being not important at all). Based on 130 responses.

Qualitative Feedback

Do you have any specific concerns that we should consider in our planning?

53 out of 88 respondents (63%) provided at least one specific concern in response to this question.

35 out of 88 respondents (37%) responded by saying that they do not have any specific concerns. These include 'no', 'none', 'no comment' and 'not applicable' responses.

Recurring feedback to this question is broadly categorised into the following themes (in order of response numbers):

- **Value staff more / staff wellbeing**
 - 11 respondents (mostly from Wholetime or those who preferred not to say what their relationship with the Service is) emphasised the importance of caring for staff, some mentioning that the Service does not do it well enough, and others citing extra workload. The lack of care shown by senior management towards staff was also mentioned. Some respondents linked the importance of healthy staff wellbeing to improving staff retention.
- **Need to focus on performance**
 - 6 respondents (mostly from Corporate Staff or those who preferred not to say what their relationship with the Service is) mentioned how the Service should either focus on the job in hand / core responsibilities, and/or questioned how well-performing the Service. Some respondents made comments about how important it is to focus on acting and evidencing performance, and not on 'box ticking'.
- **Recruitment and Retention**
 - 4 respondents (from Corporate Staff, Wholetime, On-Call and a Member of the Public) mentioned that this should be considered in the Services future planning, with 2 referring specifically to the importance of improving retention of On-Call personnel.
- **Environmental impact**
 - 3 respondents (from Corporate Staff, Wholetime and On-Call) commented about the need to consider the Services environmental impact in future planning. These included specific consideration of the effect of diesel fumes in station bays when there are young firefighters on-site, and to improving planning for the movement of vehicles for detachments and appliances for incidents.
- **Promotions and Pathways processes**
 - 3 respondents (from Corporate Staff or those who preferred not to say what their relationship with the Service is) mentioned the need to review promotions, workforce succession planning and development opportunities. One respondent asked for a "a formal strategy around staff development that would include professionally recognised qualifications [which] could improve staff retention". Another respondent said that the "promotions process needs a complete overhaul. Pathways is not the answer".
- **More engagement with communities**
 - 3 respondents (from Corporate Staff and a Member of the Public) referred to engaging more with local communities, specifically direct engagement to broaden the Services reach beyond social media platforms. One person pinpointed fire safety and prevention engagement with children.

- Using technology well / more efficient technology

- 3 respondents (from Corporate Staff and Control) commented about how inefficient technology is having an adverse impact on work or how important it is to use technology better i.e., to increase work flexibility and efficiency.

Other specific issues raised by more than one respondent included:

- Need to increase the number of Wholetime firefighters
- More focus on availability and response
- The Service should not spread itself too thin
- Improve and maintain Ops Training, including maintaining core competencies, better RTC and Bariatric capabilities, more training on EVs, and more real world hands-on training
- Better use of public finances, including a re-evaluation of budgeting and spending and not outsourcing work that the Service can do itself
- Improve internal communication, including continuing to encourage open and collaborative communication
- Improve Hybrid / Flexible working opportunities, including putting an end to line manager discretion because this causes disparity across the organisation, and integrating a hybrid / flexible working model with the Service's sustainability agenda.

Are there any activities we should focus on less?

34 out of 88 respondents (39%) provided an activity the Service should focus less on in response to this question.

54 out of 88 respondents (61%) responded by saying that they are not aware of any activities the Service should focus on less. These include 'no', 'none', 'no comment', 'none I am aware of', and 'not applicable' responses.

Recurring feedback to this question is broadly categorised into the following themes (in order of response numbers):

- Self-promotion

- 6 respondents (from Corporate Staff, Wholetime and a Member of the Public) made reference to how the Service should pay less attention to making itself look good and instead focus more on doing a good job and looking after its staff e.g. "[focus less on] wasting public money on competitions and open days etc, the constant push to be popular, it's an emergency service not a business competing for return customers", and "focus less on making yourselves look good and focus on the nuts and bolts of the actual job".

- Less assisting other agencies and partners

- 4 respondents (from Corporate Staff or those who preferred not to say what their relationship with the Service is) said that the Service should concentrate on its core duties and the things it is good at and leave other responsibilities that would be better served by other emergency services or partner agencies.

- Focus less on media activities, especially social media

- 3 respondents (from Control, Wholetime and someone who preferred not to say what their relationship with the Service is) said that the Service should be less active on social media. One member of Control commented "in the years I have worked in Control the advertising of wildfires encourages more younger people who have not thought of doing this to engage in lighting more fires".

Other areas that more than one respondent suggested the Service should focus on less included:

- Certain types of Ops training, including Boat/Water and RTC.
- Community safety – it is unclear if responses are specifically referencing the Community Safety department or community safety in general.
- Some prevention activities that are not working, including deliberate grass fire and young arsonist prevention activities.

If you could make one change to improve our Service, what would it be?

68 out of 88 respondents (77%) provided an idea of one change to improve the Service in response to this question.

20 out of 88 respondents (23%) responded without suggesting any change. These include 'no', 'none', 'no comment', 'can't think of anything, and 'not applicable' responses.

Recurring feedback to this question is broadly categorised into the following themes (in order of response numbers):

- **Management structure review**
 - 9 respondents (mostly from Wholetime or people who preferred not to say what their relationship with the Service is) said that the Service should review its management structure. This included changes at SMT level, Senior Officer restructuring including bringing in a CEO above a CFO, a reduction in the number of management positions, and a change in management in Control.
- **Recruitment and Retention**
 - 7 respondents (mostly in Uniform roles, with some from the Stakeholder Register) called for changes in the way we recruit, with most comments focussed on firefighter recruitment. One respondent said that the Service “is in danger of being fit for [an] application form, not fit for service”, and another called for a change to the recruitment process “to ensure we have a balance of practical and personal skills”. Other suggestions made were improving pathways for Auxiliary firefighters to become Wholetime, and more community engagement promoting the role of a firefighter. Respondents from the Stakeholder Register commented that the Service should recruit more female and minority ethnic firefighters.
- **Improve the Promotions and Pathways processes**
 - 4 respondents (from Corporate Staff, Wholetime, Corporate Staff and a person who preferred not to say what their relationship with the Service is) thought that improving the promotional process and development pathways within the Service was the one change they would like to make. Respondents commented that the process needs to be better at placing “the right people into the right roles”. One person said that the promotion process should be more accessible for people who are neurodiverse.
- **Improve Hybrid / Flexible working opportunities**
 - 4 respondents (mostly in Corporate Staff) mentioned that they would change the current hybrid or flexible working policy, making it “fairer” and more attractive to retain staff. One person commented that doing so “may assist with attracting a diverse, younger, more tech savvy workforce, and [would] cut across a range of the Strategic Themes”.

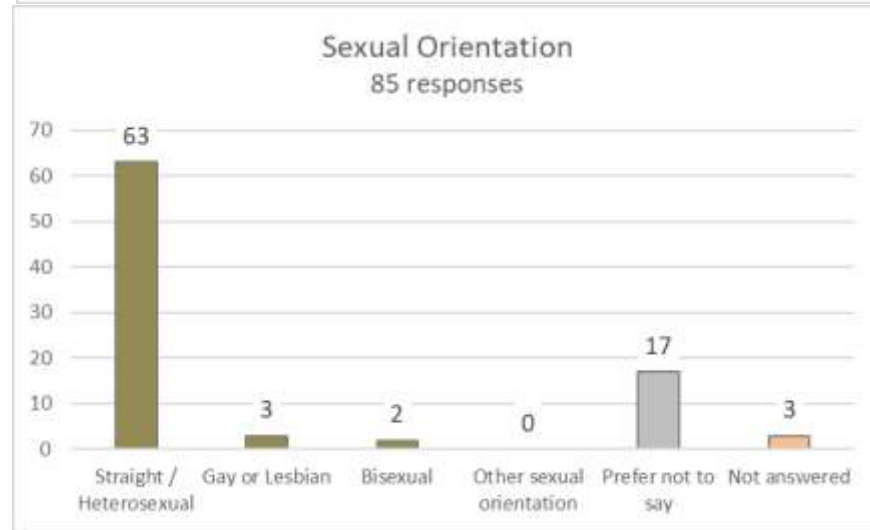
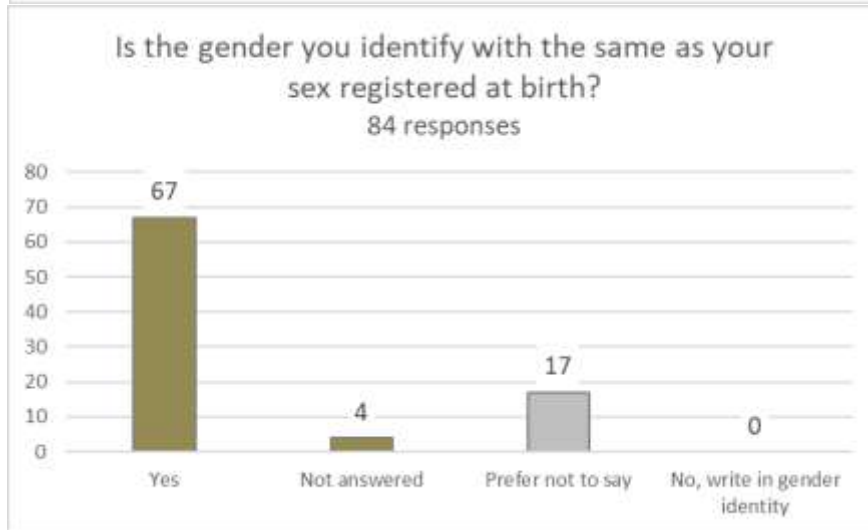
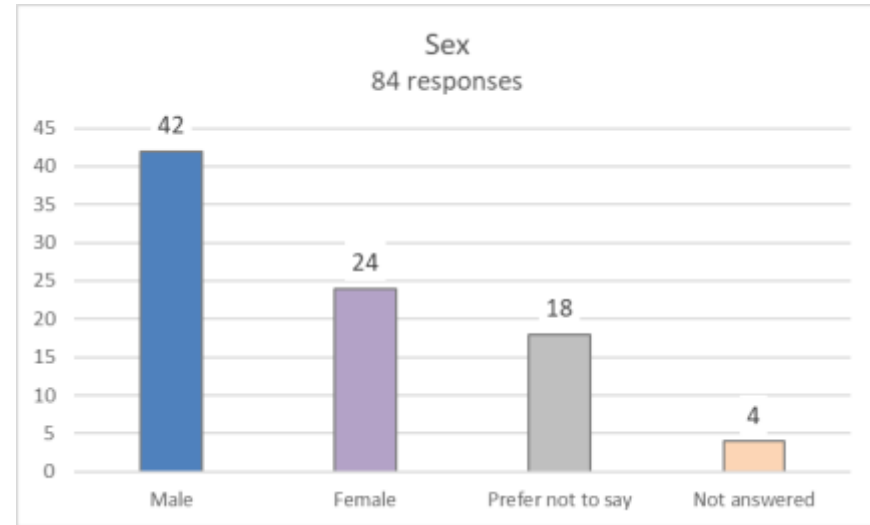
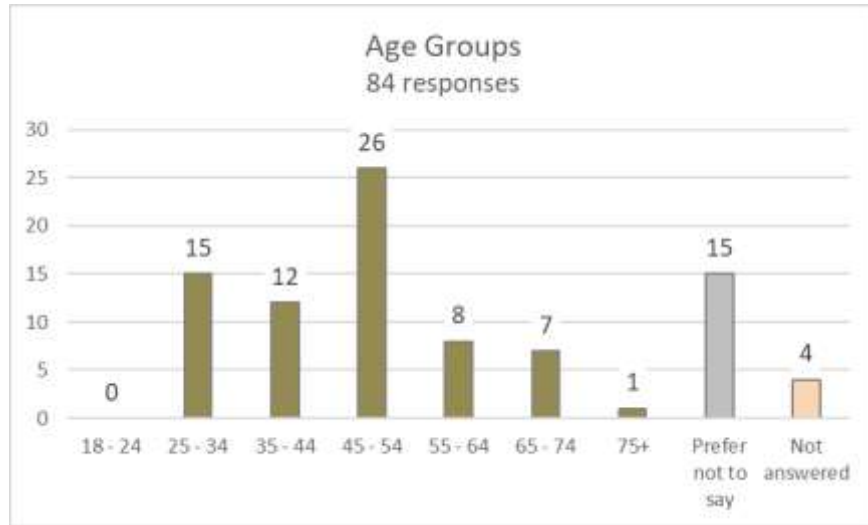
- **More Wholetime firefighters**
 - 4 respondents (from Wholetime, On-Call or Members of the Public) mentioned that they want there to be more Wholetime firefighters, with some specifically asking for some of On-Call cohort, or entire On-Call stations, to become Wholetime.
- **Value staff more**
 - 3 respondents (from Control, Corporate Staff and a person who preferred not to say what their relationship with the Service is) mentioned that one change the Service could make to improve is to value its staff more. There were specific references made to valuing all staff and “not just Uniform”, and that staff on lower grades could be valued more than they are currently.
- **Need to focus on availability and response**
 - 3 respondents (from Wholetime and a person who preferred not to say what their relationship with the Service is) said that the Service should focus on emergency response and improve Operational functionality.

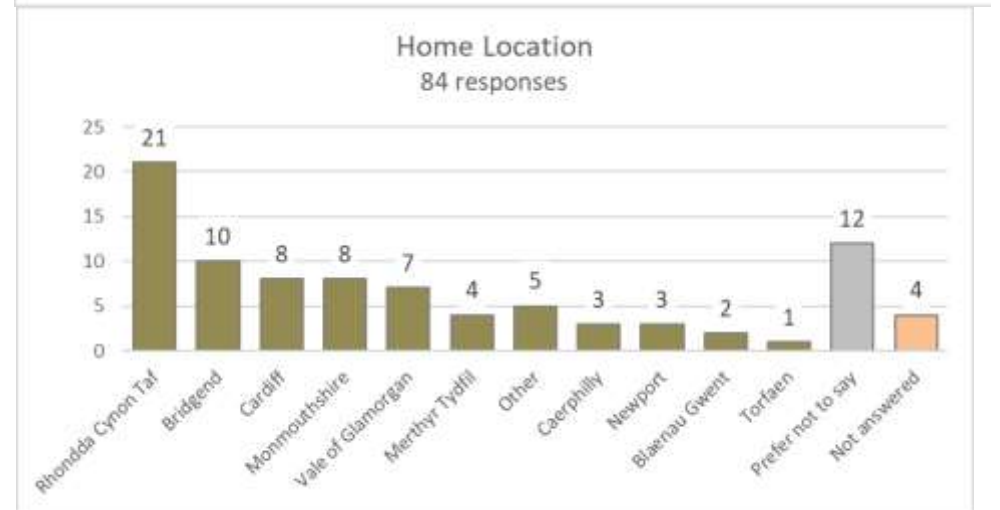
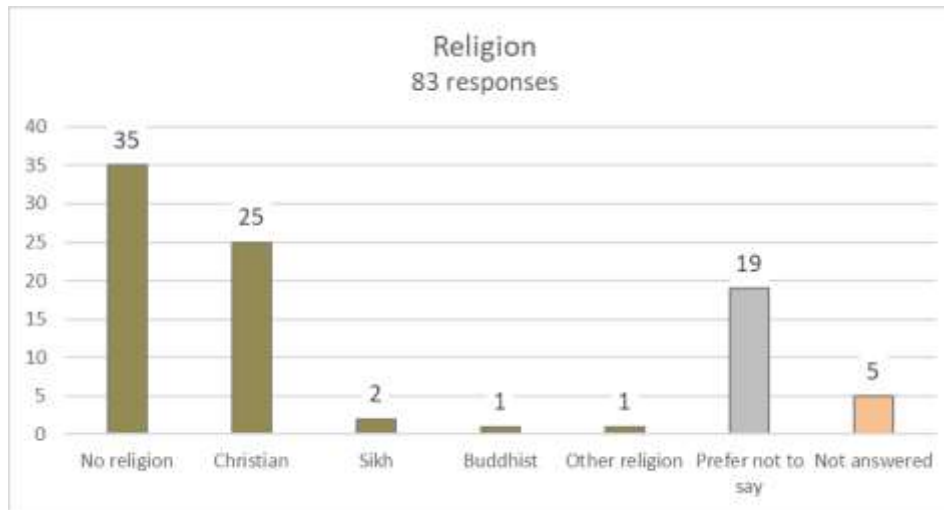
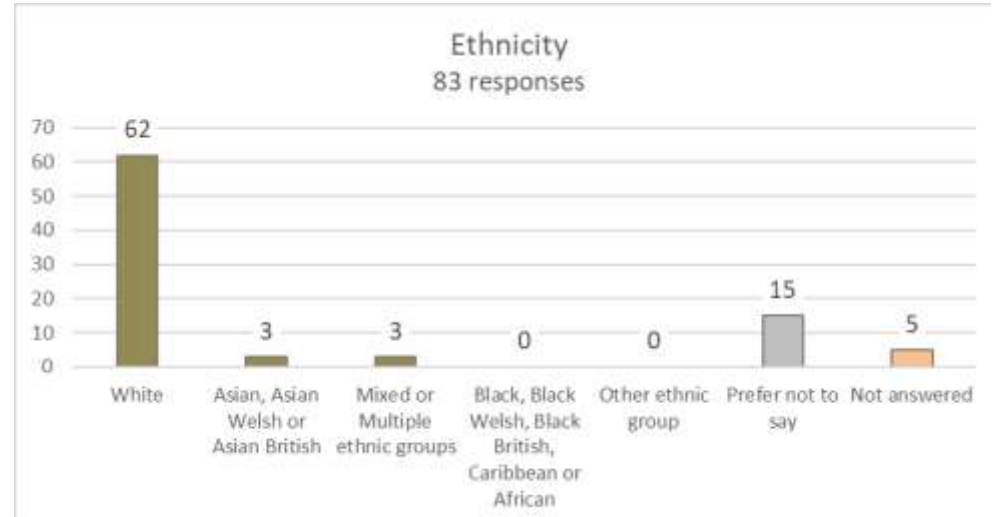
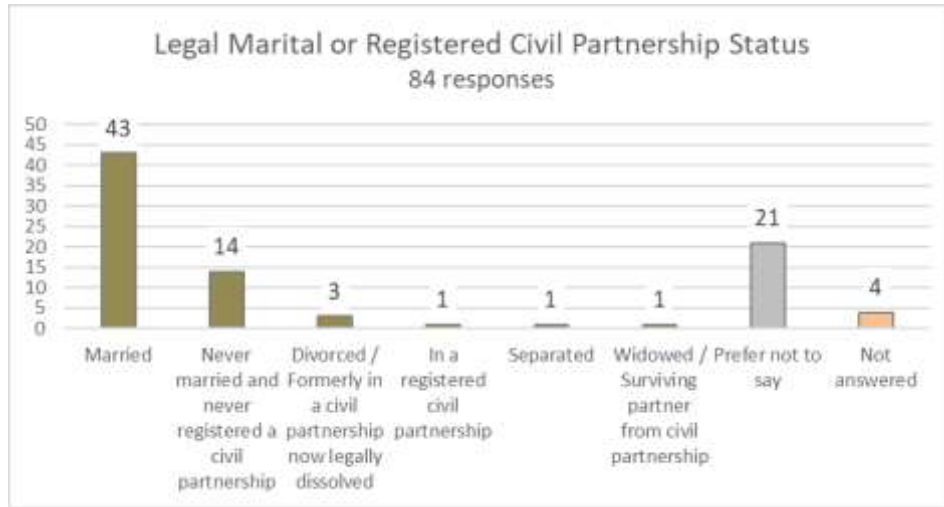
Other changes to improve the Service that more than one respondent suggested included:

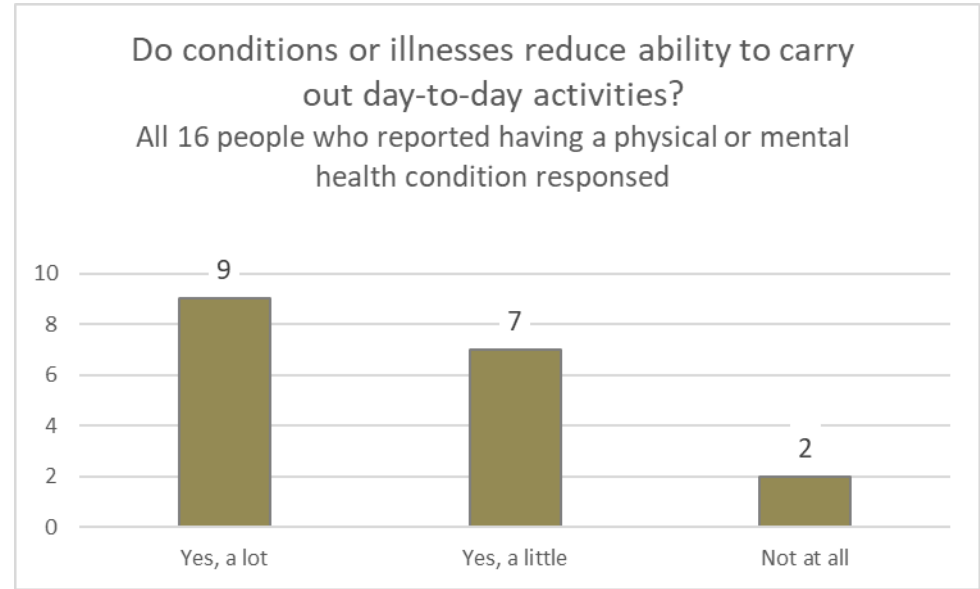
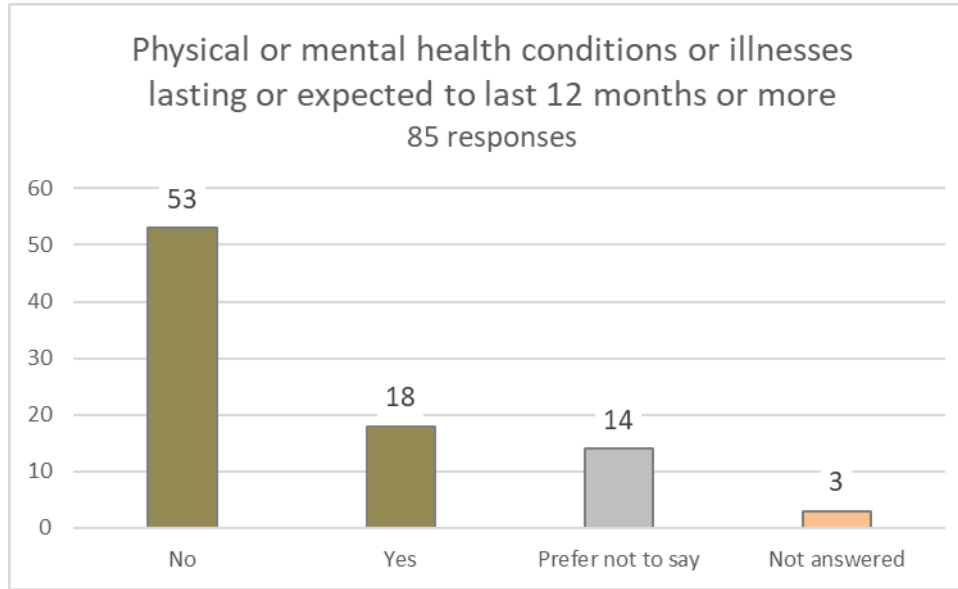
- Better communication – in general and internally
- Demonstrate commitment - by listening to concerns and acting on them, and living up to commitments
- Improve the intranet
- Improve staff diversity

Demographics of Respondents

Response Count: 82 people responded to all Diversity and Equality questions, which equates to 93% of respondents to the survey.







THIS PAGE IS INTENTIONALLY BLANK

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**AGENDA ITEM NO 6.ii
17 JULY 2023

REPORT OF AUDIT WALES

FIRE FALSE ALARM REDUCTION**THIS REPORT IS FOR DECISION**REPORT APPROVED BY DIRECTOR OF CORPORATE SERVICES
PRESENTING OFFICER GM STEVE O'CONNELL**SUMMARY**

The attached report presents Audit Wales review into the reduction of fire false alarms in South Wales Fire and Rescue Authority.

RECOMMENDATIONS

- i. That members approve the responses to the recommendations set out within the Audit Wales report - Appendix 2.
- ii. A report on progress made by the unwanted fire signals working group to be presented to the Scrutiny committee in six months.

1. BACKGROUND

- 1.1 Audit Wales reviewed the Authority's approach to reducing fire false alarms in non-domestic premises.

2. ISSUE

- 2.1 Audit Wales found that the Authority has made progress in its approach to managing fire false alarms and that making better use of data and learning from elsewhere will identify opportunities to better manage performance and risk.
- 2.2 The full Audit Wales report Fire False Alarm Reduction – South Wales Fire and Rescue Authority is attached as appendix 1 with the Service response to their recommendations attached as appendix 2.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	No
Welsh Language	No
Well-Being Of Future Generations (Wales) Act	Yes
Socio Economic Duty	No
Sustainability / Environment / Carbon Reduction	Yes
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	No

3.2 Regulatory, Strategy and Policy

Legal	Yes
Financial	No
Procurement	No
Corporate Risk	Yes
Information Management	No
Data Protection / Privacy	No
Health, Safety and Wellbeing	No
Governance & Audit	No
Service Policy	No
National Policy	No

3.3 Resources, Assets and Delivery

Human Resources and People Development	No
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	Yes
Procurement	No
Budget Revenue/Capital	No

4. RECOMMENDATIONS

- 4.1 That members approve the responses to the recommendations set out within the Audit Wales report - Appendix 2.
- 4.2 A report on progress made by the unwanted fire signals working group to be presented to the Scrutiny committee in six months.

Contact Officer:	ACO Geraint Thomas Director of Corporate Services
-------------------------	------------------------------------------------------

Background Papers:	Date	Source/Contact
None		

Appendices:

THIS PAGE IS INTENTIONALLY BLANK

Fire False Alarm Reduction – South Wales Fire and Rescue Authority

Audit year: 2022-23

Date issued: May 2023

Document reference: 3570A2023

This document has been prepared for the internal use of South Wales Fire and Rescue Authority as part of work performed in accordance with sections 17 and 41 of the Public Audit (Wales) Act 2004

No responsibility is taken by the Auditor General or the staff of Audit Wales in relation to any member, director, officer or other employee in their individual capacity, or to any third party.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000. The section 45 Code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and Audit Wales are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to Audit Wales at info.officer@audit.wales.

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

Contents

The Authority has made progress in its approach to managing fire false alarms. Making better use of data and learning from elsewhere will identify opportunities to better manage performance and risks.

Summary report

Summary 4

Detailed report

Fire and rescue services face the most challenging financial and operational environment in a generation 6

What are fire false alarms and why are they important? 8

Managing false alarms at SWFRA 14

Appendices

Appendix 1 – Approach 24

Summary report

Summary

What we reviewed and why

- 1 We reviewed the Authority's approach to the reduction of false fire alarms in non-domestic premises. Our audit included reviewing the Authority's policy, how it was developed and is being implemented, how false alarms are monitored, and how performance is managed and evaluated.
- 2 We examined false alarms due to the significant numbers responded to by Welsh Fire and Rescue Authorities (FRAs). This means that they have a significant operational, financial, and environmental impact. They are also a key area for improvement within the Fire and Rescue National Framework 2016¹, set by the Welsh Government.
- 3 We undertook the review during the period November 2022 to March 2023.

What we found

- 4 Our review looked to answer the question: **Is the Authority doing all it can to reduce the prevalence and responses to non-domestic fire false alarms?**
- 5 Overall we found that: **The Authority has made progress in its approach to managing fire false alarms. Making better use of data and learning from elsewhere will identify opportunities to better manage performance and risks.** We reached this conclusion because:
 - whilst the Authority's management information system supplies a strong basis for their approach, greater use of the data is needed to fully understand impacts and potential benefits. This is not helped by data gaps.
 - the Authority has an appropriate, locally focused approach for false alarms that is rooted in the balance of local risks. However, it lacks broader stakeholder involvement, as well as formal targets or indicators that help assess progress.
 - as the Authority lacks comprehensive suite of performance indicators it is difficult to evaluate and monitor all aspects of performance. Whilst overall figures are regularly reported, these lack detail in key areas.
 - the volume of false alarms has increased in recent years. While there has been a reduction in calls from health settings, this has been replaced by a growth in other automated alarm signals.

¹ Welsh Government, [Fire and Rescue National Framework 2016](#), November 2015

Recommendations

Exhibit 1: recommendations

The table below sets out the recommendations that we have found following this review.

Recommendations	
Approaches	
R1	We recommend that the Authority explore and assess other approaches taken elsewhere to identify opportunities to strengthen its management of and performance in reducing false alarms. This should be informed and include the utilisation of data held by the Authority.
R2	We recommend that the Authority improve how it communicates and involves key stakeholders to ensure partners align their work to support a reduction in false alarms.
R3	We recommend that the Authority facilitate the sharing and discussion of good practice internally through the Unwanted Fire Signal Champion scheme.
Data	
R4	We recommend that the Authority revise its coding system for recording false alarms to reduce the volume of 'unknown' causes to help target prevention work.
Reporting	
R5	We recommend that performance reporting on false alarms is strengthened by: <ul style="list-style-type: none"> • aligning performance monitoring and reporting to the four-stage policy approach; and • providing a detailed commentary of the approaches taken and detailed trends over time to help members scrutinise activity.

Detailed report

Fire and rescue services face the most challenging financial and operational environment in a generation

National framework expectations

- 6 The Welsh Government's National Framework for Fire identifies the reduction of false alarms as a key efficiency saving available to FRAs². It notes that responding to false alarms incurs significant financial and opportunity costs, both for FRAs and building occupiers, whilst yielding no benefit whatsoever. This is especially impactful as there are more false alarms than actual fires. At present, 46% of total incidents responded to by the Authority are false alarms, which illustrates the significant burden they place on the limited resources available. Consequently, the Welsh Government requires FRAs to: 'Identify the main sources of false alarms and take all reasonable and practical steps to reduce their incidence.'
- 7 In shaping their approach, FRAs must also demonstrate the Sustainable Development Principle under the Well-being of Future Generations Act 2016. FRAs are required to show how they are taking a long-term view to improvement that focuses on prevention, involving people, and integrating and working collaboratively with key partners and stakeholders.
- 8 Therefore, the expectation of the Welsh Government is to see a reduction in responses to false alarms, in order to free both resources and capacity. This would also put FRAs in a stronger position to realise the Welsh Government ambitions, set out in recent reports.

Growing the role of the firefighter

- 9 Reducing false alarms is required to provide the additional capacity needed to meet the Welsh Government's policy expectations.
- 10 Since the National Framework was published in 2015, the Welsh Government has set out a broader policy direction for FRAs. This involves expanding the role of firefighters to support the health and social care system, such as responding to non-injured falls. This was approved by the Cabinet in 2020.
- 11 In 2021, the Welsh Government published its assessment of whether the role of firefighters could be expanded without causing detriment to the core fire and rescue service. Even without delivering a broader role, the review concluded that a 'fundamental review of station work routines is required to ensure that activity is appropriately scheduled to maximise output'. Analysis found that there was no unallocated capacity during the day shift of wholetime crews, which would coincide

² Welsh Government, [Fire and Rescue National Framework 2016](#), November 2015

with peak hours of demand for the Welsh Ambulance Service Trust (WAST) between 7 am and midday³.

- 12 A lack of adequate training time was also identified by the Welsh Government and led to a second thematic review focused on operational training⁴. It concluded that there was insufficient training time available, particularly to firefighters under the Retained Duty System (RDS). The report recommended that FRAs 'undertake an unconstrained analysis of the amount of time required for firefighters to train'.
- 13 Consequently, a reduction in false alarms responses would support creation of added capacity needed to help grow role of the fire fighter. This is alongside other requirements, such as leadership from senior officers and members, effective collaboration, robust data analysis, and effective scrutiny.

Reductions in resources and capacity

- 14 FRAs have had to deliver within significantly reduced budgets during years of austerity and, as all public bodies, must continue to adapt to respond to the current financial pressures. Consequently, Authorities have had to maintain their services with fewer resources and have long focused on rebalancing their emphasis from responding to incidents, to preventing fires and improving safety.
- 15 In real terms, the Authority experienced a 16.8% decrease (£15 million) in revenue expenditure between 2009-10 and 2021-22⁵. Over the same period, the calls received by the Authority decreased by 26.9%⁶ and the number of incidents attended by 22.6%⁷. The number of firefighters employed by the Authority has also declined between 2009-10 and 2021-22 (**Exhibit 2**):

Exhibit 2: SWFRA personnel headcount by employment type, 2009-10 to 2021-22

Role	2009-10	2021-22	Change	
Wholetime uniformed staff	918	806	-112	-12%
Retained staff	692	528	-164	-24%
Fire control staff	56	41	-15	-27%
Non-operational staff	307	325	18	+6%
All staff	1,973	1,700	-273	-14%

Source: StatsWales

³ Welsh Government, [Broadening of the role of firefighters in Wales](#), November 2021

⁴ Welsh Government, [Thematic review of operational training within the Welsh Fire and Rescue Services](#), October 2022

⁵ StatsWales, [Revenue outturn by authority](#)

⁶ StatsWales, [Calls handled by fire control watch FTE by call type and financial year](#)

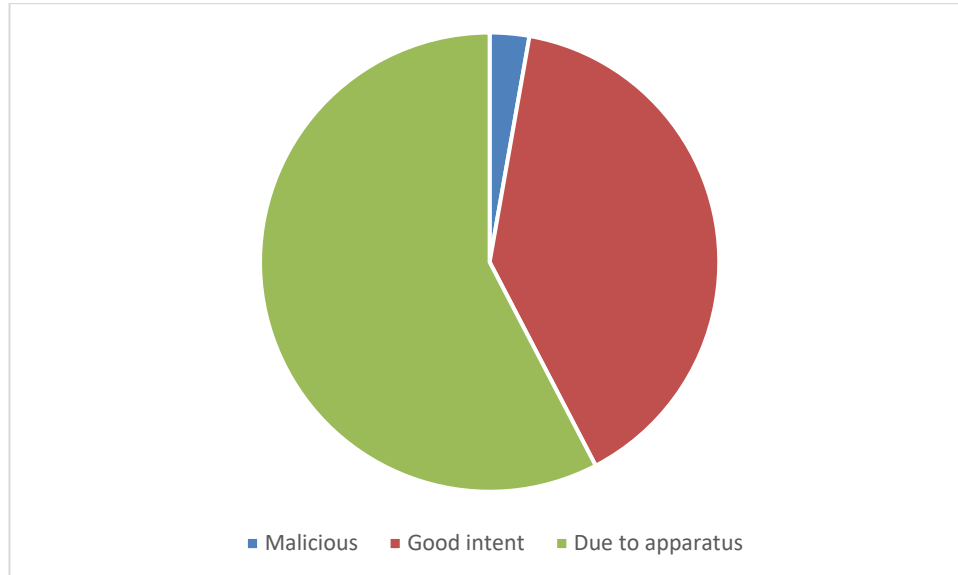
⁷ StatsWales, [Fires, Special Service Incidents and False alarms attended by Fire and Rescue Services in Wales](#)

What are fire false alarms and why are they important?

Definition and types

- 16 Within the Home Office Incident Reporting System (IRS), false alarms are categorised into three types:
- **Malicious** – a call made with the intention of getting a response to a non-existent fire-related event;
 - **Good intent** – a call made in good faith that a response would be needed; and
 - **Due to apparatus** – a call initiated by a fire alarm or firefighting equipment (including accidental initiation).
- 17 **Exhibit 3** shows that, nationally, false alarms ‘due to apparatus’ account for just under 60% of total false alarms.

Exhibit 3: share of total false alarms in Wales by type, 2021-22



Source: [StatsWales](#)

- 18 These are typically caused by Automatic Fire Alarm systems (AFAs), which are networks of detector heads in buildings that are linked to an alarm system. The alarms are then linked to Alarm Receiving Centres (ARCs). Due to technology not requiring on-site management, ARCs can be located anywhere in the world. However, ARCs are required to register with each FRA that they operate with. **Exhibit 4** sets out the AFA process when triggered.

Exhibit 4: Automatic Fire Alarm Process



Source: Audit Wales

- 19 When a false alarm is received from an AFA, it is typically referred to as an Unwanted Fire Signal (UwFS). As UwFS form the largest share of false alarms, they are the key focus of reduction activity across the UK⁸. Consequently, the focus of the Authority's approach and this audit has been on UwFS reduction, whilst also covering other types of false alarms.

False alarms impact the resilience of Fire and Rescue services

- 20 As with any response made by the Authority to any incident, there are financial, operational, environmental, and safety impacts when responding to false alarms.
- 21 When considered together, the impacts generated by the response to false alarms are significant. As a result, any improvement in performance will help the Authority to better manage its resource pressures and increase capacity to undertake additional training and other priority tasks.

Financial

- 22 The total financial impacts of a false alarm response are difficult to quantify precisely. The deployment of an appliance would be the same in responding to a false alarm as a genuine incident with crews deployed in the expectation of having to tackle a genuine fire.
- 23 Authority letters estimate that the cost of deploying an appliance is approximately £400. Costs vary by FRA based on various factors, such as geography, road infrastructure, and rurality, but the Authority's estimate is similar to other UK FRAs, which are estimated around £350 to £400 per hour⁹. Based on the £400 estimated cost, we calculated the financial cost of false alarms in 2021-22 was at least £3.21 million – 4.1% of budgeted net expenditure. This will be an underestimate, as we are unable to calculate the cost based on the duration of responses, mileage, or other variable costs.

⁸ For example, see the [National Fire Chiefs Council guidance](#).

⁹ For example, [Devon and Somerset FRS's standard charge](#) of £364.27 or [Buckinghamshire FRS's estimate](#) of £305 plus VAT.

- 24 Additional responses to false fire alarms create additional demand, which impacts on resources and capacity. Although wholetime firefighters deployed in more urban areas deal with greater volumes of false alarms, their attendance has a knock-on effect on the Authority's retained firefighters – eg if they are called to provide fire cover. Around 40% of operational firefighters are employed under RDS¹⁰.
- 25 To counter the financial impacts, some FRAs in England have prescribed charges for premises that produce multiple false alarms. For example, Cleveland FRS charges premises £345 (excluding VAT) from their fifth call¹¹. Similarly, Humberside FRS charges a minimum of £365.75 from the fourth false alarm¹².

Operational

- 26 Any response by the FRA will result in disruption to the planned activities of the responding station. This can divert people from training, prevention work, or premises familiarisation, which are all critical tasks for a crew to maintain operational capability. Disruptions to training are particularly costly, as highlighted by the Welsh Government's most recent report¹³, which notes a risk of staff competencies not being maintained where crews are regularly responding to false alarms.
- 27 The Authority's policy of responding to all calls (**paragraph 44** below) can result in significant disruption to preventative work in the community and to planned training. This is a significant weakness of the current approach, as it uses critical resources in an unproductive manner.
- 28 During interviews, officers justified the use of resources due to the benefits of attending premises. Officers cited familiarisation with buildings as the key benefit, particularly for buildings that fall outside of normal risk assessment procedures. This is a questionable benefit as any learning gained on false alarm calls is not recorded formally, meaning any added intelligence is kept only by the responding crew. False alarm attendance is also not an appropriate mechanism for informing risk assessments of higher-risk buildings, which should already be adequately covered by the existing risk assessment process.
- 29 The Chief Fire and Rescue Adviser and Inspector for Wales also found that the operational impact is also significant for firefighters within the RDS, who usually receive only two to three hours of training per week¹⁴, which may be removed entirely if required to respond to false alarms during training hours.

¹⁰ StatsWales, [Personnel \(headcount\) by employment type and financial year](#)

¹¹ Cleveland FRS, [Fire Alarms](#)

¹² Humberside FRS, [Call out charges 2022-23](#)

¹³ Welsh Government, [Thematic review of operational training within the Welsh Fire and Rescue Services](#), October 2022

¹⁴ Welsh Government, [Thematic review of operational training within the Welsh Fire and Rescue Services](#)

- 30 In addition, as the RDS relies on the goodwill of employers to release staff to attend a call during their work hours, increasing responses to false alarms may deter businesses from supporting their staff to take on an RDS role. This may also negatively affect retainment.
- 31 To counter the operational impact, some FRAs across Great Britain have adopted policies to prevent a response to AFAs. For instance, from 1 July 2023, the Scottish FRS will not respond to AFAs at non-domestic premises unless a 999 call is made or the building has sleeping premises, such as hospitals, care homes, hotels, or domestic dwellings. This decision was informed by a public consultation¹⁵ held in 2021.

Environmental

- 32 As set out in our report into Carbon Emissions Reduction¹⁶ in 2021-22, there are significant environmental impacts in responding to calls. This includes the use of fuel for a response, as well as the likely environmental impact of some retained firefighters travelling to their station to crew an appliance. Consequently, responding to false alarms will not help the Authority to deliver the Welsh Government's target of being net-zero by 2030 and will be challenging without a change in behaviour.
- 33 The Authority's Carbon Reduction Plan 2020-23¹⁷ sets out the massive carbon impact of the deployment of vehicles in the context of a 2018-19 baseline. 2,655 tonnes of CO² were emitted by fleet vehicles in 2018-19 – 27% of total emissions. However, the specific the impact of false alarms on this total could not be quantified by the Authority as it was unable to supply the estimated emissions per response or appliance.
- 34 The plan targets a 50% reduction in emissions by 2030 and identifies possible reductions in journeys as a solution to reducing fleet emissions. It does not, however, consider the specific impact of false alarm responses.

Safety

- 35 False alarm reduction is crucial to reducing safety risks. The prevalence of false alarms also has potentially significant impacts on the safety risks of communities, such as road risk and complacency.
- 36 Road safety risks are present whenever the emergency services respond to an incident. Driving at speed or under blue-light conditions, can generate significant risks to both crews and other road users. This risk is also present at road speed, due to the significant size and weight of fire appliances.

¹⁵ Scottish FRS, [Public consultation on Unwanted Fire Alarm Signals](#), December 2021

¹⁶ Audit Wales, [Carbon emissions reduction – SWFRA](#), February 2022

¹⁷ South Wales FRA, [Carbon reduction plan 2020-23](#)

- 37 High volumes of false alarms can also lead to complacency among building occupants. Not tackling alarms may lead to a lack of response during a real incident, placing both the occupants and the responding crew in addition danger. False alarm reduction, therefore, helps to reduce the safety risks to both the Authority's crews and communities.

What others are doing

- 38 FRAs across the UK have devised different solutions to address the volume of false alarms. They are a significant burden on the local stations and limit the time that can be spent on other issues. Home Office research¹⁸ found that 63,000 hours were wasted in England during 2017-18 due to responding to false alarms.
- 39 As a result, English services have developed a range of approaches to help reduce the number of false alarms attended, which vary in their usage (**Exhibit 5**).

Exhibit 5: example approaches taken by English FRAs in 2018

Approach	Description	Proportion of English FRAs adopting the approach in 2018
Call challenging	Where fire control staff ask questions to those making a call to confirm if a fire is real to prevent a first response.	93%
Education and information initiatives	Information or materials are given to building occupants on the need to reduce false alarms.	93%
No confirmation needed	A normal response is sent without confirmation.	76%
Adapted responses	An immediate response is made but reduced from the Pre-Determined Attendance (PDA), eg one appliance is sent to investigate rather than three.	74%

¹⁸ Home Office, [Trends in fire false alarms and fire false alarm policies](#), November 2022

Approach	Description	Proportion of English FRAs adopting the approach in 2018
Requiring confirmation (or 'double knock')	A response is only sent if a call to confirm a fire is received, or if multiple alarms are triggered.	60%
Enforcement action	A legal enforcement action is taken against premises that often trigger false alarms, such as a fire safety audit or fine.	33%
Fines	A monetary charge is made for premises with repeat false alarms.	24%
Non-attendance	After a warning, the no-response is made to premises that repeatedly trigger false alarms.	13%

Source: [Home Office research](#)

40 The National Fire Chiefs' Council has published a toolbox¹⁹ to support FRAs with their management of false alarms and the potential options to be considered.

These include:

- no response being made to AFAs during daytime hours unless there is a higher level of risk (eg sleeping risk or high-risk premises like a hospital);
- charging the occupants of a building that repeatedly cause UwFS;
- requiring premises to register their AFAs to enable enhanced monitoring to help call handlers make better informed decisions;
- establishing thresholds for an adapted response based on the number of detector heads in a building (eg a building with 500 heads would get a full response with ten UwFS, whilst a building with 100 heads would not);
- prioritising work on educating and informing people of their responsibilities and having dedicated officers to help facilitate change in buildings/organisations with high numbers of false alarms; and

¹⁹ National Fire Chiefs Council, [Unwanted fires signals toolbox](#)

- engagement with ARCs to improve call handling and encouraging bodies to undertake visual checks to confirm there is a fire.

Both the toolbox and research demonstrate the breadth of approaches available for an FRA to utilise that reflects their local circumstances and risk appetite.

Managing false alarms in SWFRA

Current policy

- 41 For many years, the Authority has responded to most AFA calls. When receiving a call, control staff are encouraged to filter them by challenging the caller or seeking confirmation from the premises on the nature of the incident and whether there is an actual fire. This can then enable either escalation, recall, or complete attendance prevention.
- 42 For calls received between 8 am and 6 pm, only one appliance is deployed at regular road speed rather than the regular Pre-Determined Attendance²⁰ (PDA). This enables the crew to confirm whether a fire has occurred, to escalate the response, be stood down enroute, or to record the call as an UwFS.
- 43 The Authority has had a working group with responsibility for reducing UwFS since 2015, which is made up of a lead officer for false alarm reduction, Business Fire Safety (BFS) officers, data staff and others. It meets every six to eight weeks.
- 44 A new policy for targeting UwFS reductions from high-volume premises was adopted in 2020. This created a four-stage system for monitoring, building on data recorded by attending crews. Each stage is based on the volume of alarms a premises has generated in the preceding rolling 12 months (**Exhibit 6**). The UwFS working group supports interventions to reduce the volume of alarms from repeat offenders.
- 45 When a UwFS is recorded, it is entered into both the IRS and the internal management information system, BMIS. Each call is logged against a unique premises code and has added details recorded, such as specific location and cause.
- 46 As UwFSs are logged against specific premises, the Authority can generate reports that show the total volume of false alarms in a rolling 12-month period. The Authority's policy then classifies each location into one of four stages and describes the suitable responses by either the local incident or station commander, or centrally by Business Fire Safety (BFS) officers (**Exhibit 6**).

²⁰ There are exceptions to the policy, such as domestic premises, and the ability to escalate to a blue-light response based on the Incident Commander's assessment.

Exhibit 6: SWFRA four-stage policy for UwFS reduction

Stage	Volume of alarms in past 12 months	Local actions	Business Fire Safety team actions	UwFS Working group actions
1	1	<ul style="list-style-type: none"> Investigate the cause(s) Provide the building's responsible person (RP) with a reduction leaflet 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None
2	5	<ul style="list-style-type: none"> Meet the RP to discuss causes and potential remedial actions Provide the RP with a reduction pack Consult with relevant BFS team 	<ul style="list-style-type: none"> Support station commander actions 	<ul style="list-style-type: none"> None
3	10	<ul style="list-style-type: none"> Meet the RP to discuss causes and potential remedial actions Liaise with relevant BFS team Consider referral to the working group 	<ul style="list-style-type: none"> Support station commander actions Complete a note for the premises BFS file Consider sending a letter to the RP and a fire safety audit 	<ul style="list-style-type: none"> Review local recommendations Inform a discussion with Heads of Service

Stage	Volume of alarms in past 12 months	Local actions	Business Fire Safety team actions	UwFS Working group actions
4	20	<ul style="list-style-type: none"> Meet the RP to discuss causes and potential remedial actions Liaise with relevant BFS team Refer to the working group 	<ul style="list-style-type: none"> Support station commander actions Complete a note for the premises BFS file Consider sending a letter to the RP and a fire safety audit 	<ul style="list-style-type: none"> Review local recommendations Inform a discussion with Heads of Service

Source: SWFRA Operating Policy 09.008

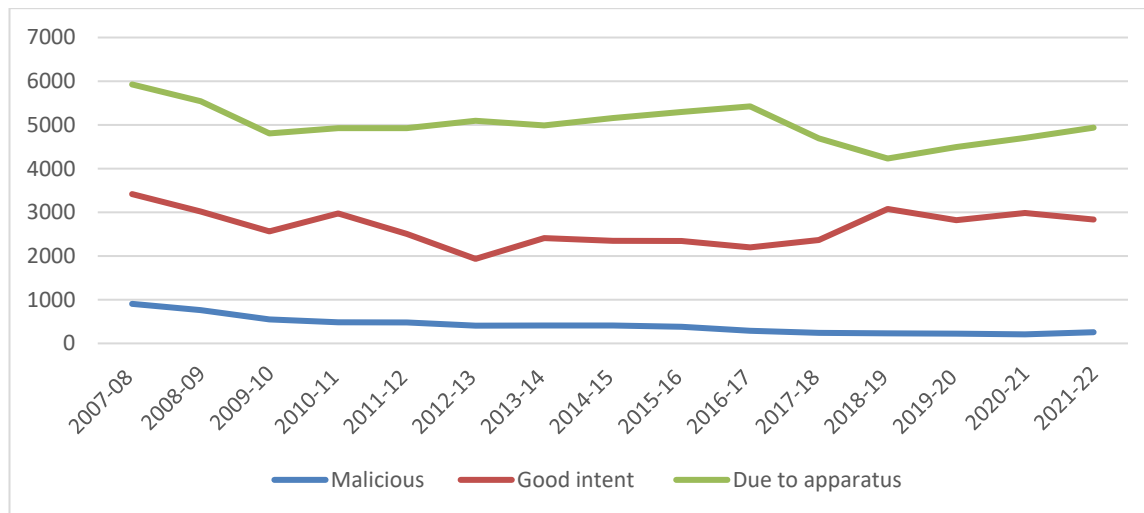
- 47 Within this policy, actions are devolved to the local level, which can serve both as a strength and weakness. Whilst it enables false alarms to be considered in the local context and risk profile, it also increases the potential for different approaches to be taken. This may be problematic for businesses or organisations that work across the Authority's communities, where one station recommends a fire safety audit whilst another makes more informal engagement.
- 48 A locally focused approach also means that false alarms will vary in prioritisation, despite forming most of the Authority's responses (**Exhibit 8**). This risk is minimised by the requirement for station commanders to log activity in their monthly station audit, although when presented during fieldwork this varied in depth and detail.

Current performance

- 49 Since 2007-08, the volume of total false alarms has fallen by 22% to a total of 8,028 in 2021-22 (**Exhibit 7**)²¹. This is primarily due to a significant fall in malicious calls (-72%) and calls due to apparatus (-17%). However, since 2018-19, the volume of false alarms due to apparatus has begun to increase.

²¹ Note – this includes both domestic and non-domestic false alarms responded to, due to how data is reported.

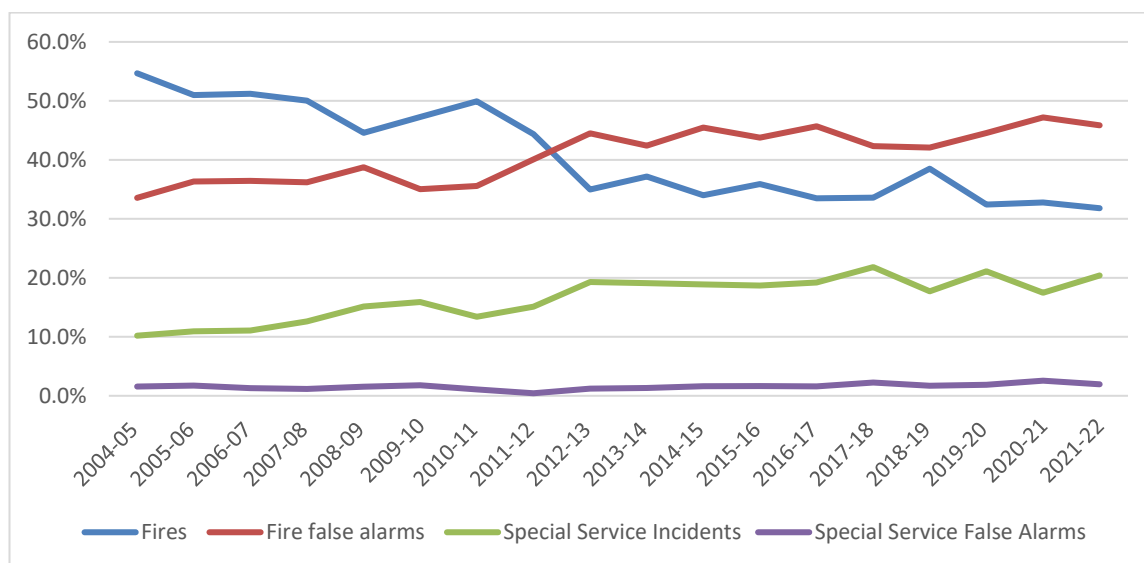
Exhibit 7: false alarms of all types reported by SWFRA, 2007-08 to 2021-22



Source: [StatsWales](#)

50 In 2021-22, total false alarms attended were 31% greater than actual fires attended (5,566), and they are now the single largest reason for incident attendance by crews (**Exhibit 8**). This is in line with the trend since 2012-13, which is worsened by the decline in the actual number of fires that saw a 60% reduction between 2004-05 and 2012-13, but has been broadly consistent since.

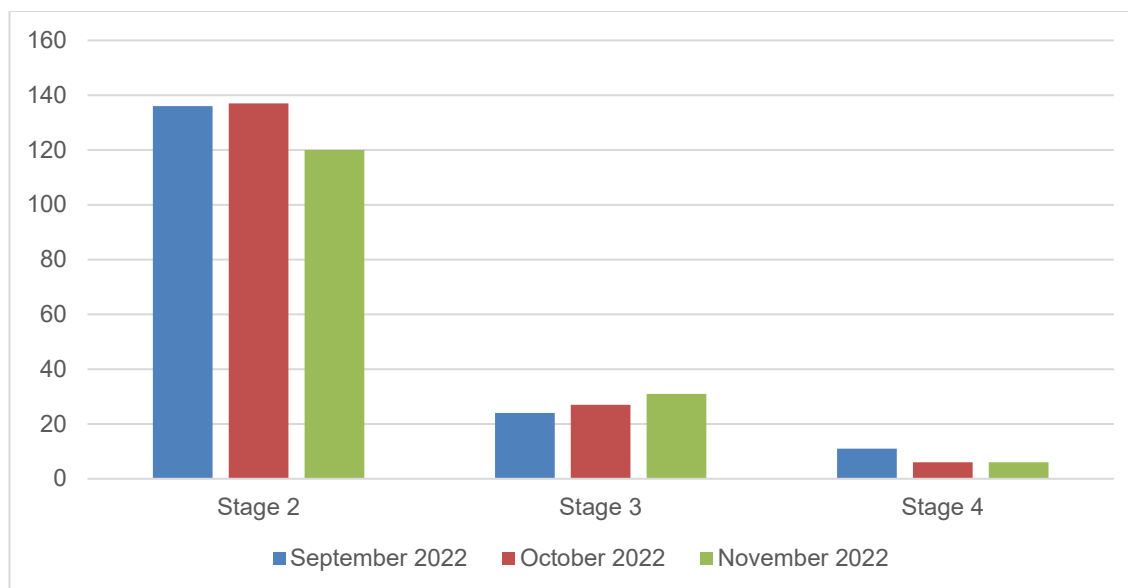
Exhibit 8: fires, special service incidents, and false alarms attended by SWFRA, 2004-05 to 2021-22



Source: [StatsWales](#)

- 51 In explaining the recent upturn, officers have cited the increased volume of AFAs installed in buildings following the Grenfell Tower fire and changes in British Standards. However, we were unable to assess this, as data is not collected on the number of AFAs installed or the number of premises connected to each ARC. This makes it difficult to quantify this explanation with evidence. In addition, as alarm systems become increasingly more sophisticated and normalised, this explanation is increasingly weakened.
- 52 As the introduction of the four-stage policy is relatively recent, it is difficult to draw meaningful conclusions about its impact. Data was provided for premises in stages two to four over the three-month period September to November 2022 (**Exhibit 9**). It shows that whilst the total number of premises has declined, there has been some escalation in the third stage as premises fall out of stage four. This appears to be a positive trend; however, a longer period of data would be needed to make a more definitive assessment.

Exhibit 9: number of premises at stages two to four, September to November 2022



Source: SWFRA, BMIS IT System

- 53 The health sector has generated the largest volume of false alarms for many years. In November 2022, all stage-four premises were NHS facilities. NHS Wales reported 793 UwFS from the three health-board areas²² covered by the Authority in 2021, a fall of 8% from 2020. However, South Wales NHS UwFS accounted for 57% of the NHS total in 2021, showing the scale of the issue for the Authority.

²² This includes Aneurin Bevan, Cwm Taf Morgannwg, and Cardiff and Vale UHBs. It does not include Velindre NHS Trust.

- 54 The Authority has a dedicated team to manage engagement with health to build relationships and to tackle issues, such as false alarms, directly. During interviews, officers felt that the recent reduction was due to more constructive and positive relations, as well as the usage of more sophisticated detector heads in hospitals. Similarly, interviewed health board staff described positive, constructive relationships that they felt had supported them to reduce false alarms.
- 55 Healthcare has specific challenges that can trigger greater numbers of false alarms, such as procedures that produce spray and challenging patient behaviour. The significant demands on NHS staff also lead to false alarms due to spaces being adapted for breaks that have not been designed for cooking or distractions leading to food being burnt. This makes the ability of the Authority to reduce alarms completely very challenging in the present climate.

Use of data and risk assessment

- 56 Data is crucial for informing the approach taken by the Authority, but it is not currently being fully utilised. This includes the single appliance response timings, which are not informed by risk or data. This may expose the Authority to more unknown risk.
- 57 In addition, the approach does not reflect premises-specific levels of risk. Currently, a blanket approach is applied to all non-domestic premises with a single appliance response to AFAs. However, as risk varies between each building, client, and community, a risk-based approach could be used to adapt responses. This could lead to withholding responses until an alarm is confirmed or to the regular PDA for riskier premises. This would also enable the Authority to respond to new work patterns as they develop post-pandemic.
- 58 A key factor when setting policy is the Authority's risk appetite, but it is not clear whether the Authority has made an informed decision concerning the acceptable level of risk based on a full understanding of all aspects of performance nor has it involved stakeholders in deciding this. Modelling of different policies has also not been completed to assess the impacts of different policy choices. Whilst challenging, utilising data to consider alternative approaches would help assess potential benefits and risks.
- 59 For example, hospitals are 24:7 services with significant numbers of staff located throughout buildings who, when an alarm is triggered, confirm if a fire has occurred. In 2021-22, 60% of healthcare false alarms occurred between 8 am and 6 pm – core service hours, when the number of staff and visitors at premises would be high.
- 60 Consequently, the Authority could assess the current policy of a single appliance attending against a policy of non-attendance until a false alarm is confirmed due to the risk of a confirmed fire being low. Both would lead to a delayed full PDA if a fire is confirmed, as a single appliance would be insufficient to tackle a fire in a complex environment, such as a hospital. In deciding on an approach, these factors, alongside stakeholder views, should be clearly considered.

61 Likewise, to target interventions, accurate and timely data is required to understand the causes and trends. However, a significant proportion of alarm records do not include the reason for activation. For instance, in 2021-22, 20.2% of non-domestic false alarms due to apparatus had an 'unknown' cause recorded in BMIS. This limits the value of the data and impedes the Authority's ability to use real time information to help improve performance.

Response prevention

- 62 The AFA policy sets out that call filtering 'is an important factor in the reduction of UFS incidents and, consequently, also road and community risk'²³. Yet only a small proportion of false alarm calls are prevented from generating a response by a crew. This includes both a complete prevention in response and recalling appliances already enroute.
- 63 BMIS data shows that the Authority attended 8,028 fire false alarms (both domestic and non-domestic) in 2021-22. Of these, 4,937 were due to apparatus, which mostly relate to AFAs²⁴. Call filtering prevented 2,020 attendances to AFAs in 2021-22 – 29% of total false alarms due to apparatus. Overall, 19% of total false alarms received by the Authority were recalled in 2021-22.
- 64 Up to November 2022, the performance in 2022-23 has been of a similar proportion (**Exhibit 10**). This highlights that, despite being a key factor, call filtering is not resulting in significant reductions in responses. This may be due to the risk such a policy places on individual call handlers, who must balance being challenging, keeping a relationship with ARCs, and accepting the risk that an incident may have occurred.

Exhibit 10: number of false alarm calls received and their resulting attendance, 2021-22 and 2022-23

	2021-22		2022-23 ²⁵	
Attended false alarms	8,367	80.6%	5,887	79.3%
No attendance	1,214	11.7%	906	12.2%
Recalled	806	7.8%	635	8.5%
Total false alarms	10,387		7,428	

Source: SWFRA, BMIS IT System

²³ SWFRA, SOP-6.18 Automatic fire alarm incidents

²⁴ Data provided related solely to AFAs and does not split between domestic and non-domestic alarms.

²⁵ Data for 2022-23 is for an eight-month period only. Figures include special service false alarms also.

- 65 ARCs are inclined to request a response to pass the risk from themselves to the FRA. This follows incidents, such as the Weston-Super-Mare Pier fire, where ARCs have been found to be negligent and fined for not alerting emergency services.
- 66 The Authority should ensure that their policy is informed and shaped by the reality of the environment that it operates within. If call filtering is not an effective means of reducing attendance, the policy should focus on more effective solutions to provide the capacity needed for other priorities.

Managing and evaluating performance

- 67 Whilst it is for officers to develop the Authority policy and manage operational responses, members must scrutinise activity and be satisfied that the Authority is effectively managing potential risks and maximising potential benefits.
- 68 Members receive quarterly performance reports including a brief narrative of actions and headline data within the Business Plan Actions Report. Data covers:
- total false alarms attended overall with comparison to target and last year;
 - a breakdown of performance by type with comparison to last year; and
 - a breakdown by local authority of total false alarms and types of false alarm by month and compared to last year.
- 69 We found that the current focus of reporting does not mirror the Authority's four-stage policy. This means that members cannot assess the performance of the current approach. Instead, they are supplied with headline figures that offer little insight into the performance, such as total false alarms by local authority area. This is not a meaningful measure and limits the potential benefits of member scrutiny. Given the Authority has a wealth of data and a clear, incisive management information system, there are clear opportunities to strengthen current monitoring and evaluation to ensure data is used to assess how effective the Authority's policy is being applied.
- 70 Targets are similarly not aligned. Targets are set based on previous years, rather than as an improvement goal, with local variances between local authority areas without being informed by the local risk environment. This approach focuses on an assessment of the overall count rather than evaluating whether the Authority's intervention with higher-frequency premises is working.
- 71 Greater insight would be provided by introducing meaningful targets for both local stations and the Authority overall. In conjunction with the data-led appraisal of other approaches and stakeholder involvement, this would enable a more informed assessment to be made, which considers a balance of benefits and risk.
- 72 These steps should also better equip members to hold officers to account for their performance and to be more informed of different approaches, their strengths, and risks. At present, discussions of false alarms during committees are limited, with little reference in minutes. Improving performance reporting will support members to hold officers to account and assess the effectiveness of the policy.

Reviewing and strengthening performance

- 73 A key area for improvement is the inclusion of learning from elsewhere. The Home Office research and NFCC toolbox above illustrate the range of alternative approaches and policies in place in England. These can be tailored to reflect local circumstances and the risk appetite of each Authority.
- 74 During interviews, officers have explained that their focus has been internal, prioritising implementing the new policy and ensuring compliance. Whilst this is critical, it does mean that the Authority is not taking the opportunity to benchmark performance and identify other approaches that support improvement. This would deliver a more informed, wider analysis for officers and members to assess their policy's suitability and effectiveness.
- 75 The approach could also be strengthened through, for example, making better use of station level information and sharing good practice more widely. For instance, where a station has had success in reducing false alarms from an office building, this could be shared for others to learn from.
- 76 The primary forum for sharing examples is the network of UwFS champions selected at each station. These firefighters can find approaches that have been successful and promote them to other stations. It may also enable discussion between peers to consider new, innovative approaches. The network can also serve to reduce the potential for significantly varying approaches, in addition to the oversight role of the UwFS working group for premises in stage three or above.

Greater involvement and communication with stakeholders

- 77 Understanding public and stakeholder expectations is critical to ensuring that the Authority meets their needs. Involvement of stakeholders when shaping plans is also a crucial way of working to show the Authority's commitment to the Sustainable Development Principle of the Well-being of Future Generations Act. In developing the current policy, it is unclear whether stakeholders were actively involved in shaping the policy.
- 78 During interviews, both members and officers said that the public expects a response from the Authority when an alarm is actuated. However, except for NHS partners, the Authority has not undertaken any recent research or engagement with partners to identify opportunities to revise the policy and reduce demand on its services. Involving stakeholders may result in significantly different conclusions.
- 79 For example, the Scottish FRS consulted stakeholders on three options to change their policy towards false alarms. They found that 60% of respondents agreed that an appliance should not automatically be sent to an AFA²⁶. This was then followed by a virtual event to bring together building duty holders to discuss the new plan and how to reduce UwFS. As a result, they are introducing a revised policy in July

²⁶ Scottish FRS, [Automatic fire alarm consultation outcomes and analysis report](#), December 2021

2023. The consultation also found that some duty holders has very little knowledge of their responsibilities to minimise false alarms. This underlines the importance of clear, persuasive communication with stakeholders to influence change.

- 80 SWFRA supplies both leaflets and document packs to crews to give to premises when they attend false alarms. Packs include a letter explaining the impacts of unwanted AFA actuations, including complacency, a loss of crew time, and a financial cost of £400 per response.
- 81 However, this information is not always up to date and has some key gaps. The pack includes a pan-Wales booklet on UwFS reduction, which was last updated in 2016-17. The UwFS leaflet provided to crews dates from 2012 and includes data that significantly underreports false alarms, stating around 9,700 false calls are received annually, when the total figure for 2021-22 was 15,230 – a 58% difference. In addition, the QR code supplied to enabled people to find further information does not work. Taken together, these issues reduce the persuasiveness of the literature.
- 82 Officers also do not attend stakeholder network events nor engage with representative bodies to promote false alarm reduction. This is a missed opportunity to raise the profile of false alarm reduction.
- 83 While the Authority can show working closely with the NHS to target reductions, this has not been replicated with others. Many causes of false alarms are sector-specific and occur more often in different settings, such as social care or manufacturing. Adopting tailored approaches to different sectors will help raise the profile of reduction work and enable collaboration with sector networks and representative bodies that may offer further gains.
- 84 Similarly, many of the organisations and sectors that produce false alarms in South Wales also operate in other areas of Wales. This strengthens the potential influence that could result from Welsh FRAs collaborating more closely. This may also produce efficiency gains for shared-control facilities.

Appendix 1

Approach

Our approach was to understand the Authority's approach to fire false alarm reduction, focusing in particular on non-domestic settings. The review sought to answer the question 'Is the Authority doing all it can to reduce the prevalence and responses to non-domestic fire false alarms?'. Our focus was on the actions of the Authority, not the actions available to building managers or responsible people.

We completed our fieldwork across all three Fire and Rescue Authorities separately, using the same team across all three. This enabled insights to be drawn into each Authority, as well as informing a forthcoming national output.

We sought to be flexible to fit around officers when organising and delivering our fieldwork, ensuring that our work did not detract from the operational work of the Authority.

Methods

Our review was completed between November 2022 and March 2023. We used a range of methods to draw conclusions for our review:

- document review – we reviewed policies and documentation provided by the Authority, as well as reviewing their published information, such as their website. In addition, we also reviewed documentation from the Welsh Government, NHS Shared Services Partnership (NWSSP), and representative groups.
- data analysis – we analysed both data provided by the Authority and publicly available data. This included management data, Incident Recording System (IRS) data, and other available data from StatsWales.
- local interviews – we interviewed officers nominated by the Authority that covered a range of different areas, both corporately and locally. This included the lead officer for false alarms, Business Fire Safety (BFS) officers, and senior officers.
- national interviews – we interviewed representatives of local health boards, the NWSSP, and the National Fire Chiefs Council (NFCC).
- survey – we designed a survey for building managers and responsible people to gauge their views of false alarms and the Authority. We encouraged the Authority to send this to organisations in their area, as well as promoting it through professional networks, such as the NHS Estate Managers group. Unfortunately, too few responses were made to use this evidence to draw conclusions.



Audit Wales

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

E-mail: info@audit.wales

Website: www.audit.wales

We welcome correspondence and telephone calls in Welsh and English.
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.

THIS PAGE IS INTENTIONALLY BLANK

Organisational response

Report title: Fire false alarm reduction – South Wales Fire and Rescue Authority

Completion date: 20th April 2023

Document reference: FRA 17.7.23 SOC

Ref	Recommendation	Organisational response Please set out here relevant commentary on the planned actions in response to the recommendations	Completion date Please set out by when the planned actions will be complete	Responsible officer (title)
R1	We recommend that the Authority explores and assess other approaches taken elsewhere to identify opportunities to strengthen its management of and performance in reducing false alarms. This should be informed and include the utilisation of data held by the Authority.	Noted. However this should be balanced against 3% AFA's being fires. And the potential loss of opportunity to identify community risk and fire safety failings in practice. We will take this opportunity to explore others approaches, ensuring that our local needs are met.	Q1 2024	AM Risk Reduction
R2	We recommend that the Authority improves how it communicates and involves key stakeholders to support a reduction in false alarms	Agreed. We already have excellent relations with health boards. Also last year saw a successful LinkedIn campaign. We are looking to replicate the same stakeholder engagement method across different property types and their management. We are looking to develop a working relationship with alarm receiving companies (ARC) to explore ways to support a reduction in false alarms.	Q4 2023	AM Risk Reduction
R3	We recommend that the Authority facilitates the sharing and discussion of good practice internally through the Unwanted Fire Signal Champion scheme	Agreed. We already do this through manager seminars and newsletters. We are taking a holistic view on this to ensure that all staff understand their role in reducing UFS's.	Q3 2023	AM Risk Reduction

R4	<p>We recommend that the Authority revises its coding system for recording false alarms to reduce the volume of 'unknown' causes to help target prevention work.</p>	<p>Agreed. We have campaigned on this continually. We also have to accept there are sometimes legitimate reasons for 'unknown' recordings.</p>	Q2 2023	AM Risk Reduction
R5	<p>We recommend that performance reporting on false alarms is strengthened by:</p> <ul style="list-style-type: none"> • Aligning performance monitoring and reporting to the four-stage policy approach. • Providing a detailed commentary of the approaches taken and detailed trends over time to help members scrutinise activity 	<p>Agreed. This is an opportunity for us to consider the introduction on meaningful performance measures; including commentary in a transparent manner.</p>	Q3 2023	AM Risk Reduction

THIS PAGE IS INTENTIONALLY BLANK

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN

SOUTH WALES FIRE & RESCUE AUTHORITY

AGENDA ITEM NO 6.iii
17 JULY 2023

REPORT OF DIRECTOR OF CORPORATE SERVICES

**TREORCHY FIRE AND RESCUE STATION REFURBISHMENT
PROCUREMENT**

THIS REPORT IS FOR DECISION

REPORT APPROVED BY DIRECTOR OF CORPORATE SERVICES
REPORT PRESENTED BY GERAINT THOMAS, DIRECTOR OF CORPORATE
SERIVCES

SUMMARY

Following a procurement tender process, the award of the contract for construction works requires Fire and Rescue Authority approval in line with the Authority's constitution and contract standing orders.

RECOMMENDATIONS

That the contract for construction works at Treorchy Fire and Rescue Station be awarded to John Weaver (Contractors) Ltd.

1. BACKGROUND

- 1.1 Several of our on-call duty stations (OCDS) require significant investment to a number of issues, as follows;
1. create additional space to accommodate the evolving range of kit and equipment required for modern firefighting activities
 2. energy saving solutions achieve consumption and cost efficiencies in respect of drying technology
 3. the provision of separate physical training, mess, and lecture areas

Pontycymmer Fire and Rescue station was identified as the blueprint station on which a subsequent package of works would be based if found to be successful. Construction has commenced on Pontycymmer and completion is scheduled for October 2023. The process has provided valuable learning which will be fed into the project management of subsequent sites to ensure less disruption for crews and continued operational focus. The second station in this package of works is Treorchy Fire and Rescue Station, and construction is anticipated to commence in July 2023.

2. ISSUE

2.1 The Fire and Rescue Authority Contract standing orders state:

“The awarding of contracts that are expected to exceed £750,000 for a one-year term or £1,500,000 for a term in excess of one year shall also be approved by the Fire and Rescue Authority.”

2.2 The Service has an allocated capital budget for the total package of works, of £9.5m which covers the refurbishment and professional design fees for nine OCDS Fire stations.

2.3 As an Authority, we continue to invest in our property portfolio to ensure stations are fit for purpose and meet the needs of operational crews and in doing so, the communities of South Wales.

2.4 A significant procurement exercise has been undertaken to ensure a competitive and transparent process for contract award has been adhered to, in addition to achieving the requirements of the project and sustainable ambitions of the Service.

2.5 Following the tender process for this specific element of the project the successful contractor has been selected as John Weaver (Construction) Ltd at a cost of £774,743.93.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	Yes
Welsh Language	No
Wellbeing of Future Generations (Wales) Act 2015	Yes
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	Yes
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	No

3.1.1 Significant engagement and consultation with station personnel has been undertaken during the various design stages followed by an equality impact assessment.

3.1.2 Sustainable procurement principles were built into the tender process and the use of local suppliers supports the aims of the Wellbeing of Future Generations (Wales) Act 2015. Renewable

heating and efficient energy systems will be incorporated into the project.

3.2 Regulatory, Strategy and Policy

Legal	No	Data Protection / Privacy	No
Financial	Yes	Health, Safety and Wellbeing	No
Procurement	Yes	Governance & Audit	No
Corporate Risk	No	Service Policy	No
Information Management	No	National Policy	No

3.2.1 Costs outlined in the report are covered within the approved capital programme and will be reported to the Finance, Audit and Performance Management Committee (FAPM) as part of the budget management and scrutiny process.

3.3 Resources, Assets and Delivery

Human Resource and People Development	No
Assets and Resources (Property/Fleet/ICT/Equipment)	Yes
Service Delivery	No
Procurement	Yes
Budget Revenue/Capital	Yes

3.3.1 As outlined in the detail above, investment in our building assets has commenced and will continue, a significant part of the procurement process has been completed and will continue throughout the duration of the project and appropriate budget and associated processes have been identified.

4. RECOMMENDATIONS

4.1 That the contract for construction works at Treorchy Fire and Rescue Station be awarded to John Weaver (Contractors) Ltd.

Contact Officer:	ACO Geraint Thomas Director of Corporate Services
-------------------------	------------------------------------------------------

Background Papers:	Date	Source/Contact
Contract Standing Orders	17 July 2023	Lisa Mullan T/HFP&P

Appendices:
None

THIS PAGE IS INTENTIONALLY BLANK

AGENDA ITEM NO 7

Reports for Information

THIS PAGE IS INTENTIONALLY BLANK

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**AGENDA ITEM NO 7.i
17 JULY 2023

REPORT OF DIRECTOR OF CORPORATE SERVICES

EMERGENCY USE OF DELEGATED POWERS**THIS REPORT IS FOR INFORMATION**REPORT APPROVED BY DIRECTOR OF CORPORATE SERVICES
REPORT PRESENTED BY ACO GERAINT THOMAS, DIRECTOR OF
CORPORATE SERVICES**SUMMARY**

To advise Members of the emergency use of delegated powers since the last Fire & Rescue Authority meeting in March 2023.

RECOMMENDATIONS

That the emergency use of delegated powers for the award of contracts to Trio Construction Ltd and Risk Management Partners Ltd (RMP) be noted.

1. BACKGROUND

- 1.1 The provision of the delegated powers enables the Fire & Rescue Authority to continue to meet its legal obligations in the period from the last meeting of the municipal year up until the first meeting of the new Fire & Rescue Authority, following the AGM, in July 2023.

2. ISSUE

- 2.1 The Fire and Rescue Authority Contract standing orders state:

“The awarding of contracts that are expected to exceed £750,000 for a one year term or £1,500,000 for a term in excess of one year shall also be approved by the Fire and Rescue Authority.”

- 2.2 In the period following the last Fire & Rescue Authority meeting in March 2023 the conclusion of a two procurement processes made it necessary to award contracts for the construction works at Pontycymer Fire and Rescue Station and the renewal for the provision of insurance cover. To enable construction works to commence the contract was signed on 3rd April 2023. The renewal of insurance was required by the 31st March 2023, therefore for both awards the use of delegated powers was exercised.

- 2.3 As a Service several our on-call stations require significant investment to create additional space for the range of kit and equipment now required to provide our services. The first station to undergo such investment is Pontycymer and the refurbishment and construction contract was awarded to Trio Construction Ltd at a value of £830,684.
- 2.4 The Service has an allocated capital budget for the project of £9.5m which covers the refurbishment and professional design fees for nine on-call stations.
- 2.5 The budget for the provision of insurance services is contained within the approved revenue budget each year and within the medium-term financial strategy. The contract for the provision of combined liability, motor, professional indemnity, officials' indemnity and fidelity guarantee was awarded to Risk Management Partners Ltd (RMP) at a value of £913,335 per annum for a long-term agreement of three years with the option to extend for a further two years.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	Yes
Welsh Language	No
Wellbeing of Future Generations (Wales) Act 2015	Yes
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	Yes
Safeguarding	No
Consultation and Communications	No
Consultation with Representative Bodies	No
Impact Assessment	No

3.1.1 Significant engagement with station personnel was undertaken during the design stages followed by an equality impact assessment for this stage of the project.

3.1.2 Sustainable procurement principles were built into the tender process and the use of local supplier supports the aims of the Wellbeing of future generations (Wales) Act 2015. Renewable heating systems will also be incorporated into the project.

3.2 Regulatory, Strategy and Policy

Legal	No	Data Protection / Privacy	No
Financial	Yes	Health, Safety and Wellbeing	No
Procurement	Yes	Governance & Audit	No
Corporate Risk	No	Service Policy	No
Information Management	No	National Policy	No

3.2.1 Costs outlined in the report are covered within the approved annual revenue budget and the approved capital programme.

3.3 Resources, Assets and Delivery

Human Resource and People Development	No
Assets and Resources (Property/Fleet/ICT/Equipment)	Yes
Service Delivery	No
Procurement	Yes
Budget Revenue/Capital	Yes

3.3.1 As outlined in the detail of the report above.

4. RECOMMENDATIONS

- 4.1 That the emergency use of delegated powers for the award of contracts to Trio Construction Ltd and Risk Management Partners Ltd (RMP) be noted.

Contact Officer:	ACO Geraint Thomas Director of Corporate Services
-------------------------	------------------------------------------------------

Background Papers:	Date	Source/Contact
Scheme of Delegations		

Appendices:
None

THIS PAGE IS INTENTIONALLY BLANK

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**AGENDA ITEM NO 7.ii
17 JULY 2023

REPORT OF THE CHIEF FIRE OFFICER

**REPORT ON MANCHESTER ARENA INQUIRY VOLUME 2, SOUTH WALES
FIRE & RESCUE SERVICE GAP ANALYSIS****THIS REPORT IS FOR INFORMATION**

REPORT APPROVED AND PRESENTED BY CHIEF FIRE OFFICER

SUMMARY

Following the publication of Manchester Arena Inquiry (MAI) volume 2, SWFRS was swift to review its current position against the Inquiry's recommendations and initiated a gap analysis. The SWFRS gap analysis has considered the evidence heard by the Chair during the oral hearings on the preparedness of each emergency service to respond to a marauding terrorist attack (MTA) and the events on 22nd May 2017 after the explosion, in particular the emergency response and the experience of each person, victim, and the families of the deceased.

The purpose of this analysis will be to measure the findings within Volume 2 against the capabilities, training and equipment within South Wales Fire & Rescue Service and the response to an MTA / Major incident.

RECOMMENDATIONS

- This report raises the awareness and offers assurance to the Fire Authority of the proactive training, awareness and review of our major incident and Marauding Terrorist Attack (MTA) procedures. The application and amendments being proposed within the MAIV2 and SWFRS gap analysis will ensure that personnel and Service procedures are adequately prepared to meet the demands of such incidents. Members are asked to note:
- The Service's gap analysis has identified 25 key areas specific to the organisation. The Gap Analysis has been drafted in a red, amber, and green status. The Gap Analysis has identified 13 areas which are green, 10 areas which are amber and 2 areas which are red. The Service has established a task and finish board who will address and resolve the areas of focus and development from the SWFRS Gap Analysis.

- The task and finish board will aim to address the two red areas by September 2023.
- A further update of the progress of the Services gap analysis task and finish group will be presented to Members as an update once complete.

1. BACKGROUND

- 1.1 On May 22nd, 2017, at 22:31 a suicide bomber detonated a person born improvised explosive device (PBIED) within the foyer of the Manchester Arena following the American pop star Ariana Grande concert. Sadly, because of the attack 22 people lost their lives as a result that evening and leaving 250 people injured. On 27 March 2018, a report by Bob Kerlake named the "Kerlake Report" was published. The report was "an independent review into the preparedness for, and emergency response to, the Manchester Arena attack on 22nd May 2017.
- 1.2 On 22 October 2019 the Home Secretary announced an independent Public Inquiry into the Manchester Arena attack on 22 May 2017. Sir John Saunders, having acted as the coroner responsible for conducting the Manchester Arena Inquests, was also appointed to chair the Inquiry on 22 October 2019. The Inquiry investigates the deaths of the victims of the 2017 Manchester Arena attack and has the same scope as the Inquests.
- 1.3 The Inquiry hearings commenced on 7th September 2020. The Manchester Arena Inquiry set out to establish and identify critical learning in relation to information prior to and after the attack including the emergency responders who attended on the evening of 22nd May 2017. Thursday 3rd November 2022 seen the publication of the MAI Volume Two report detailing the Chair's findings and recommendations on the emergency response to the attack.
- 1.4 The MAI began September 2020 and conclude the main body of the hearing March 2023. The MAI published three volumes. *Volume One - Security for the Arena, Volume Two - Emergency Response and Volume Three - Radicalisation and Preventability*. During June 2023 key organisations will return to the inquiry and update the Chairman of the actions being undertaken against recommendations from Volume two and three.
- 1.5 Following the publication of Volume two the Service undertook a gap analysis to review its current position against the recommendations highlighted within Volume two. The gap analysis will not address the Joint Emergency Service Interoperability Programme (JESIP) and Care Gap

areas of recommendations as this will be address and changes published via National Fire Chief Council (NFCC) dedicated working groups.

- 1.6 Volume two of MAI has highlighted 149 recommendations specific to Emergency Services, with 66 directed at the fire and rescue services.
- 8 recommendations for Fire Control.
 - 4 specifically for Greater Manchester FRS, 2 for the FRS in general.
 - 14 of the 149 recommendations require HMICFRS action.
 - 13 recommendations refer to the Fire Service College, rather than the NFCC (this has been raised and these are actions for NFCC).
 - A further 27 recommendations require multi agency action, that all FRS should consider.
- 1.7 The key themes from MAI Volume 2 that impact across Blue Light Partners are, Command training and the ability to implement an effective command structure quickly in response to a Major Incident. JESIP – training, understanding and implementation. Knowledge/Training of Op PLATO. Joint Exercise and Testing (assurance). First Aid / trauma training for responders.
- 1.8 Reviewing the 149 recommendations against the Service’s position has highlighted 25 key areas of focus which a specific to SWFRS. The gap analysis has been drafted in a red, amber, and green (RAG) status. The Gap Analysis has identified 13 areas which are green, 10 areas which are amber and 2 areas which are red. The Service has established a task and finish board who will address and resolve the areas of focus and development from the Service’s gap analysis.
- 1.9 As part of the gap analysis the Service will be reviewing its overall response to MTA style incidents and major incidents. This will include reviewing the MTA Specialist Responder Teams against the new National Resilience Concept of Operations.
- 1.10 The establishment of the Services’ gap analysis task and finish group will address the highlighted recommendations and develop timelines and milestones to resolve the red and amber recommendations. During the review the group will ensure to be mindful of the green areas within the gap analysis to ensure the organisation maintain the good practice identified.

2. ISSUES

- 2.1 The interoperability within Wales has been significantly proactive, and the positive partnership established with other blue light responders in Wales

has ensured the organisation is postured well with major incident and MTA style attack training. However, there remains an uncertainty surrounding MTA Special Response with the challenge from trade unions and the application of different models in London and Greater Manchester FRS.

- 2.2 The areas identified within the Service's gap analysis carry a small level of financial investment to make the required change. The on-going change and potential uplift in casualty care equipment may require investment, however at this stage while we await national guidance and further or specific comment could not be made.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	Yes/No
Welsh Language	Yes/No
Wellbeing of Future Generations (Wales) Act 2015	Yes/No
Socio Economic Duty	Yes/No
Sustainability/Environment/Carbon Reduction	Yes/No
Safeguarding	Yes/No
Consultation and Communications	Yes/No
Consultation with Representative Bodies	Yes/No
Impact Assessment	Yes/No

3.2 Regulatory, Strategy and Policy

Legal	Yes/No	Data Protection / Privacy	Yes/No
Financial	Yes/No	Health, Safety and Wellbeing	Yes/No
Procurement	Yes/No	Governance & Audit	Yes/No
Corporate Risk	Yes/No	Service Policy	Yes/No
Information Management	Yes/No	National Policy	Yes/No

3.3 Resources, Assets and Delivery

Human Resource and People Development	Yes/No
Assets and Resources (Property/Fleet/ICT/Equipment)	Yes/No
Service Delivery	Yes/No
Procurement	Yes/No
Budget Revenue/Capital	Yes/No

4. EVALUATION & CONCLUSIONS

- 4.1 SWFRS working in partnership with Welsh Ambulance Service Trust, South Wales and Gwent Police as part of all Wales Prepare and Delivery Group have been active in training against MTA style attacks in Wales. This has seen significant awareness and training of the Service's initial responders, control room staff and tactical managers. In addition, the new Responding to a marauding terrorist attack, Joint Operational Procedures Edition Three has been delivered in Service and will see personnel within SWFRS receiving training in the new procedures by the end of October 2023. The recommendations within the gap analysis are achievable and working with the key departments this will be completed by April 2024.
- 4.2 Early indications when comparing the MAI V2 against the practices within Service indicates that SWFRS are in a positive position. Operational crews have received appropriate trauma care training and all front-line appliances are equipped with ballistic bandages, tourniquets and skeds. This ensures the Service has a good level of preparedness.
- 4.3 Discussions are underway to embed the new procedures outlined within the Joint Operational Procedures Edition Three (JOPs Three) as part of the initial incident command training from Level 1 to Level 4. In addition to the initial training the JOPs Three will form part of the service exercise program.

5. RECOMMENDATIONS

- 5.1 This report raises the awareness and offers assurance to the Fire Authority of the proactive training, awareness and review of our major incident and Marauding Terrorist Attack (MTA) procedures. The application and amendments being proposed within the MAIV2 and SWFRS gap analysis will ensure that personnel and Service procedures are adequately prepared to meet the demands of such incidents. Members are asked to note:
- 5.2 The Service's gap analysis has identified 25 key areas specific to the organisation. The Gap Analysis has been drafted in a red, amber, and green status. The Gap Analysis has identified 13 areas which are green, 10 areas which are amber and 2 areas which are red. The Service has established a task and finish board who will address and resolve the areas of focus and development from the SWFRS Gap Analysis.
- 5.3 The task and finish board will aim to address the two red areas by September 2023.

- 5.4 A further update of the progress of the Services gap analysis task and finish group will be presented to Members as an update once complete.

Contact Officer:	CFO H Jakeway Chief Fire Officer
Background Papers	



STRATEGIC RISK REGISTER REPORT

2022/23 Quarter 4

(January – March 2023)



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Produced in

BMIS
Business Management
Information System

Introduction

This report presents information held on our strategic risk register at the end of Quarter 4 2022/2023 (i.e., 31st March 2023) in three sections as follows:

- a. Highlight points of particular interest;
- b. The direction of travel showing the progress of all risks carried forward from the previous report;
- c. Detailed report of each risk.

Directors, department heads and team leaders are responsible for identifying risks and risk control tasks (these may be new tasks or existing business plan tasks or audit actions that contribute to reducing or mitigating the risk) and taking the appropriate actions to manage or mitigate risk within their areas. Only service-wide risks impacting the achievement of a strategic objective or delivery of core business are recorded as strategic risks on the Risk Register

The Senior Management Team (SMT) formally reviews the Risk Register on a regular basis and endorses the inclusion onto Business Management Information System (BMIS) of any new or emerging strategic risks along with associated risk mitigation control tasks.

Each quarter officers provide an update commentary for each risk along with a Red, Amber or Green (RAG) status, and review the risk scores based on the current likelihood and impact for each risk. Risk control tasks are also updated at the same time.

Recommendation:

It is recommended that Members note the content of this report.

Contact Officer: Suzanne Absalom (Planning, Performance and Risk Manager)

NB: Information contained within this report has been extracted directly from BMIS.

a. Highlights of this report

During 2022/23:

- **One new strategic risk was identified -- 253 – Inflationary Pressures** which reflects the current exceptional financial challenges faced across society and the need to manage all our resources accordingly.

This risk has been set up with a risk score of 24 and defined as follows:

IF exceptional inflationary pressures continue THEN this could adversely impact on our structure, resources, and the services we can deliver.

- No existing Strategic Risks were downgraded to Departmental Risks.
- No existing Departmental Risks were upgraded to Strategic Risks.
- No existing Strategic Risks were closed.

b. Progress of all carried forward risks

The following table shows the risk landscape over time for all risks carried forward from the previous report, sequenced in blocks showing change in risk score compared to when each risk was originally registered.

Please note that:

- a) Four risks have seen their score increase since they were first registered (**red shading**) – Industrial Action, Cyber Risk, Joint Fire Control (JFC) Command & Control and Pensions Change Impact
- b) Four have seen no change (**amber shading**) – Climate Change, Inflationary Pressures, Emergency Services Network (ESN) and Terrorism
- c) Nine risks have seen their score reduce (**green shading**) – Liability, Equality and Diversity, Pandemic, Information Management, Brexit, Fire Safety Bill, Environmental Impact, On-Call Duty System and High Rise

Risk Description together with why it is regarded as a risk	Year the risk was first identified	Original risk score	Current risk score
009 Industrial Action – This is regarded as a risk due to Government plans for a public sector pay freeze and possible changes to Firefighter conditions of service and Pension arrangements. Any of these could result in industrial action affecting the service.	2017	20	48
203 Cyber Risk – This risk reflects the fact that criminals are increasingly targeting ICT systems to disrupt vital services given the ever-increasing reliance being placed on technology to manage these services.	2019	8	16
205 Pensions Change Impact – If staff react negatively to changes in pensions legislation, we could see loss of expertise.	2019	8	16

	<p>221 JFC Command and Control System – As our Joint Fire Control (JFC) is co-located within South Wales Police (SWP) Joint Public Service Centre (JPSC) there are potential compatibility issues with the newly procured SWP command and control which could impact on our ability to mobilise resources in the most efficient manner.</p>	2020	8	16
	<p>251 Climate Change – This risk reflects the likelihood of increased operational demand due to weather related incidents, e.g., wildfires and flooding.</p>	2022	32	32
	<p>253 Inflationary Pressures – This reflects the current exceptional financial challenges faced across society and the need to manage all our resources accordingly.</p>	2023	24	24
	<p>101 Emergency Services Network – With the current radio communications contract with Airwave due to expire in 2024 it is important that we ensure that arrangements are in place to provide a suitable alternative without affecting our ability to serve the community.</p>	2017	16	16
	<p>190 Terrorism – Arising from the general increase in global terrorism it is vital that we are well placed to respond to any terrorist incidents along with our key partners.</p>	2017	16	16
	<p>252 Environmental Impact – Arising from the legislative requirement to reduce the damaging effects on the environment from our operations / business processes.</p>	2022	32	24
	<p>019b Liability – We need to ensure that the risk of loss of life or life changing injuries being suffered by members of staff or the public are recognised and minimise. Aside from such tragedies in themselves the cost in terms of reputation of the service if all efforts are not in place to limit the risk would be considerable.</p>	2017	24	12

210 Equality and Diversity – As a public sector organisation we wish to work towards a workforce that is representative of the communities we serve and to provide opportunities for all sections of society to be able to apply for employment with us.	2019	16	12
110 Information Management – This risk was identified in order to recognise our duties and responsibilities to managing sensitive and personal information securely and responsibly in line with our role as an Emergency Service.	2017	40	8
202 Brexit – This risk originally recognised the various challenges posed because of the UK leaving the European Union. It now focusses on the changes in legislation.	2018	40	8
222 Fire Safety Bill – There is a risk that the Fire Safety Bill will bring greater fire safety responsibilities for us with associated potential financial and human resource issues.	2020	32	4
250 Pandemic – This risk addresses the potential negative impacts, e.g., staff availability, as a consequence of a pandemic.	2020	16	8
220 High Rise - There will be significant extra responsibilities placed upon us post the Grenfell Tower Inquiry and this poses a challenge to us in resourcing this work, both financially and in people terms to meet raised public expectations.	2019	8	4
140 On Call Duty System – Difficulty in recruitment and retention of On Call firefighters, which is being experienced nationally, could impact our ability to maintain availability of RDS appliances.	2017	32	12

c. Risk Details in Risk Score Order

Risk details and latest update	
Risk ID	009 Industrial action
IF	national pay and pension negotiations are seen as adverse
THEN	there is a risk of industrial action by staff
Owner	Huw Jakeway
Risk Update	FBU membership accepted the revised offer from the National Employers on March 7th 2023. The offer was 7% for 2022/23 and 5% for 2023/24. Industrial action planning has continued to shape Ops Ategol and embed Auxiliary Fire Control staff into our resilience arrangements



Risk details and latest update	
Risk ID	251 Climate Change
IF	we fail to consider the causes and impact of climate change
THEN	we may not be prepared for increased demand from certain types of incident, e.g. flooding and wildfire, or deliver on our targets for carbon reduction
Owner	Geraint Thomas
Risk Update	The sustainability officer is currently working on aligning the NFCC sustainability and the WLGA sustainable procurement toolkits. Sustainability steering group assessing the impacts across all departments and also assisting the communication of our sustainability aims.



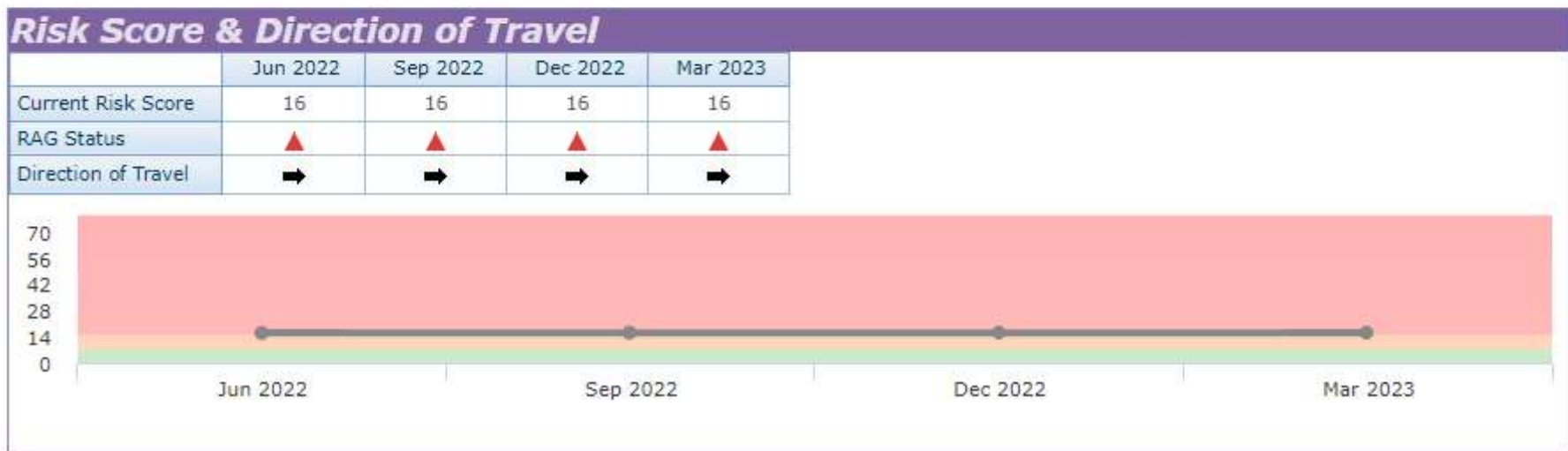
Risk details and latest update	
Risk ID	252 Environmental Impact
IF	we fail to reduce any damaging effects on the environment from our operations / business processes
THEN	we will not meet Welsh Government's carbon reduction targets and have a negative impact on the environment of our communities.
Owner	Geraint Thomas
Risk Update	In addition to the baseline data the sustainability officer and graduate are working on a sustainable commuting survey to better understand the impacts and influence changes required to reduce our impact in this area.



Risk details and latest update	
Risk ID	253 Inflationary Pressures
IF	exceptional inflationary pressures continue
THEN	this could adversely impact on our structure, resources, and the services we can deliver.
Owner	Geraint Thomas
Risk Update	At the time of setting the revenue budget for 2023/24 inflation pressures for pay and service running costs were anticipated and built into the planning process. Close monitoring through bi monthly reports will determine if further impacts will have a detrimental effect on the Authority reserves.



Risk details and latest update	
Risk ID	221 JFC Command and Control System
IF	South Wales Police procure a new command and control system that is not compatible with the needs of the Fire & Rescue Services in mobilising resources in the most efficient manner
THEN	our ability to mobilise fire and rescue resources will be affected and there will be a significant resource and budgetary impact
Owner	Dewi Rose
Risk Update	SWP have now selected the provider of their new Command and Control system (SAAB). SWFRS continue to be part of Strategic Board to ensure compatibility between our two systems.



Risk details and latest update	
Risk ID	203 Cyber Risk
IF	our ICT services are affected by a cyber attack
THEN	we will not be able to carry out key operational and/or back office functions leading to an increased risk to community and staff members
Owner	Chris Williams
Risk Update	Wales Audit Report "Learning from cyber-attacks" reviewed and improvements for service presented to SMT and FAPM.



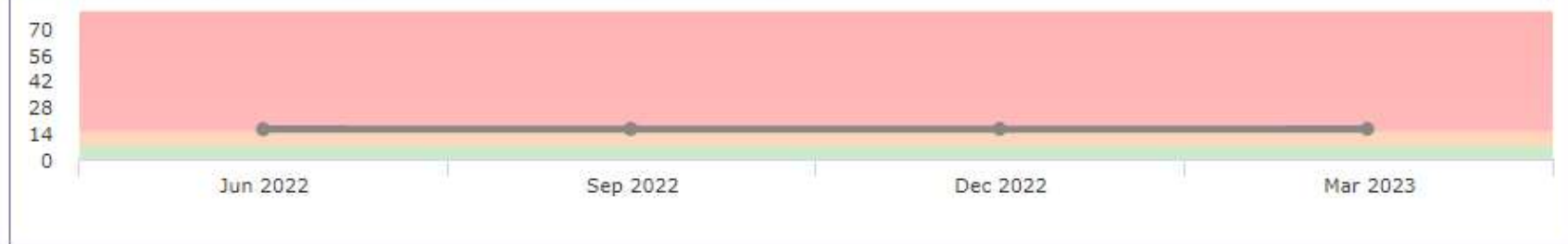
Risk details and latest update



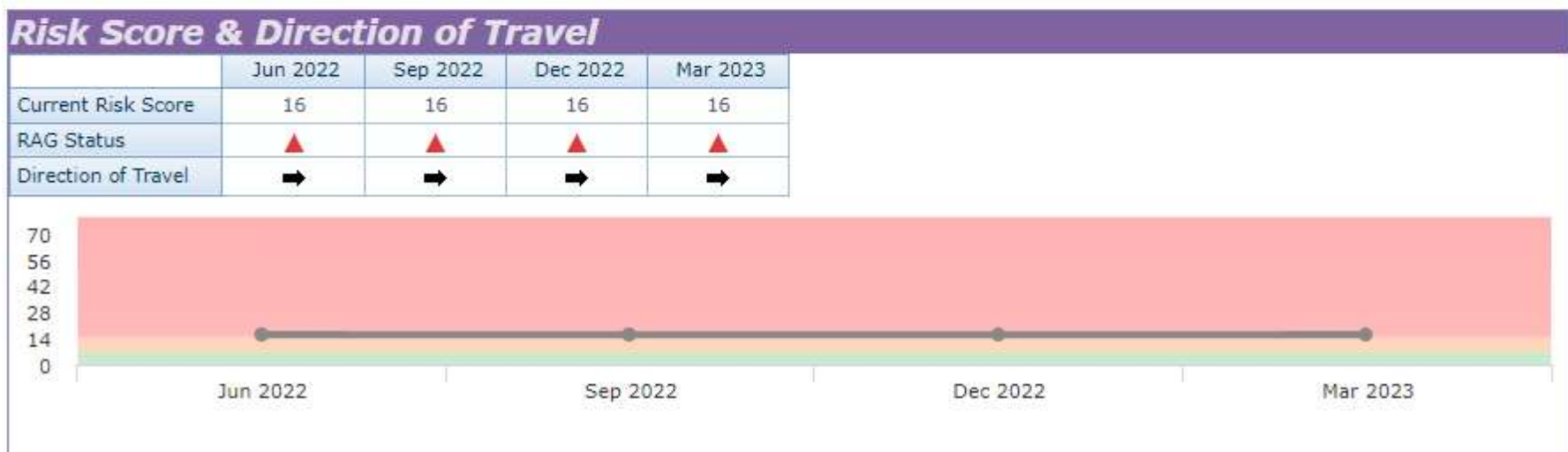
Risk ID	205 Pensions Change Impact
IF	the proposed changes to the Pension Scheme are agreed
THEN	the Authority may face increased staff turnover/loss of expertise.
Owner	Alison Reed
Risk Update	There has been a slight technical delay to the introduction of the GAD modeller/calculator but it is anticipated that this will be resolved very shortly.

Risk Score & Direction of Travel

	Jun 2022	Sep 2022	Dec 2022	Mar 2023
Current Risk Score	16	16	16	16
RAG Status	▲	▲	▲	▲
Direction of Travel	➡	➡	➡	➡



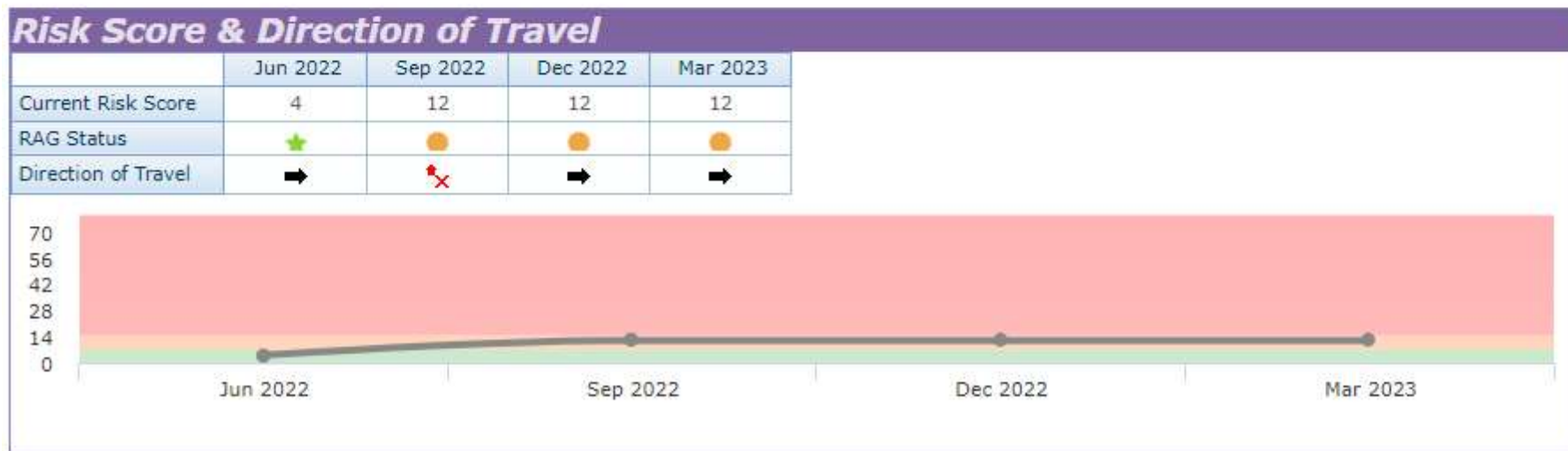
Risk details and latest update	
Risk ID	101 Emergency Services Network
IF	The Emergency Services Network does not deliver a replacement for Airwave in a suitable timeframe
THEN	the service may be compromised in its ability to deliver a secure, efficient, resilient and cost effective communications network.
Owner	Garry Davies
Risk Update	Indications are that ESN will be delayed possibly to the end of current decade. Regular meetings are held across UK and are attended by Director of Tech Services and Head of ICT to ensure shared awareness of Risk and Impact.



Risk details and latest update	
Risk ID	190 Terrorism
IF	the Service is not adequately prepared to respond to a terrorist related incident
THEN	risks are presented in terms of the Services ability to ensure effective Firefighter safety, public confidence, public protection and consequential loss of life.
Owner	Garry Davies
Risk Update	Service is currently in negotiations to train and declare a MTA capability. The outcomes of recent enquiries into terrorist activities have identified that regular further training and assessment of capability is required. This is now part of an All Wales LRF and WG identified concern. Review documents outcomes are being adopted by both LRFs of which SWFRS are a key stakeholder.



Risk details and latest update	
Risk ID	140 OCDS
IF	We do not maintain high levels of On Call Firefighters working in a Retained Duty system
THEN	We will have lower levels of RDS appliance availability, which will make it difficult to fulfill our statutory obligation.
Owner	Dean Loader
Risk Update	Recruitment focus has continued throughout Q4. A change in how recruit courses are facilitated has resulted in planning for 20 - 24 personnel per course at CGTC. This will aim to provide sustainable numbers and create more efficiency at CG to allow the building in of additional On Call courses throughout the calendar year.



Risk details and latest update	
Risk ID	210 Equality & Diversity
IF	we do not develop a diverse workforce representative of our communities
THEN	we may not communicate effectively and deliver effective services to all sectors of our communities
Owner	Andrew Jones
Risk Update	The Service intends to promote its next WDS campaign in late 2023 and our positive action strategies are in place to support this and to link in with underrepresented groups. In addition, we shall be paying due cognisance to the socio-economic duty placed upon us.



Risk details and latest update	
Risk ID	019b Liability
IF	we suffered the loss of life/life changing injuries of a member of staff or a member of the public through the commission of our duties
THEN	potential corporate or criminal liability could ensue. Other consequences that could arise are negative media attention, negative public perception, a loss of trust and confidence of the Management team by staff.
Owner	Huw Jakeway
Risk Update	risk reviewed and remains extant



Risk details and latest update

Risk ID	110 Information Management
IF	there is a lack of effective Information management
THEN	there may be a breach of data protection / freedom of information or a loss of sensitive / personal information.
Owner	Geraint Thomas
Risk Update	The review of ISMS and associated policies and procedures continues. Vacancies within the information governance team have been filled ensuring more resilience and support for the Service

Risk Score & Direction of Travel



Risk details and latest update	
Risk ID	250 Pandemic
IF	we do not take all appropriate actions in order to mitigate the threats posed by a pandemic
THEN	it is highly likely that we will experience a reduced capacity to meet our statutory duties, deliver objectives and, therefore, result in increased risk to the community
Owner	Geraint Thomas
Risk Update	Supply chain impact remain minimal. Sickness levels have fallen across the organisation, however cases of Covid continue to rise in the general population, especially in health settings.

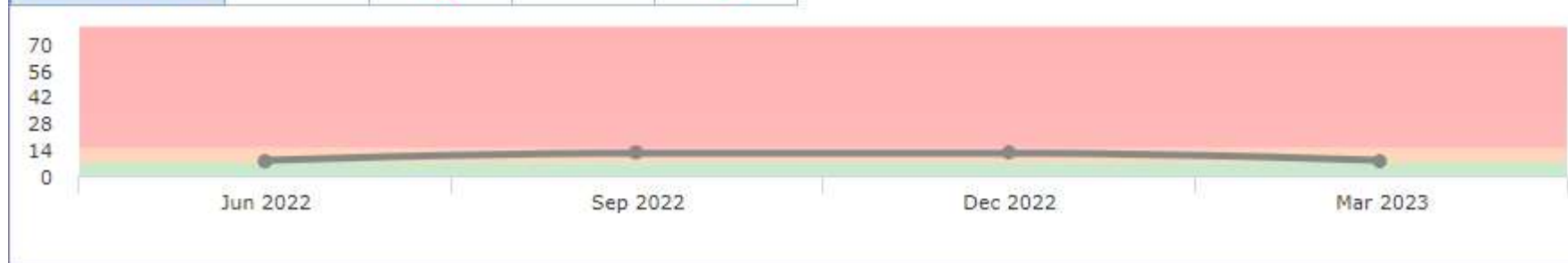


Risk details and latest update

Risk ID	202 Brexit
IF	we do not remain cognisant of changes to legislation due to leaving the European Union
THEN	we may experience issues in areas such as procurement, health and safety, employment law, etc
Owner	Geraint Thomas
Risk Update	Likely impacts continue to be monitored by the Procurement team, including challenging over inflationary price increases. Regular legislative updates are being received from Welsh Government and procurement team attending relevant CPD events to ensure current knowledge of legislation changes.

Risk Score & Direction of Travel

	Jun 2022	Sep 2022	Dec 2022	Mar 2023
Current Risk Score	8	12	12	8
RAG Status	●	●	●	●
Direction of Travel	➡	✖	➡	✔



Risk details and latest update

Risk ID	220 High Rise
IF	the outcomes of the Grenfell Tower Inquiry (GTI) are not embedded into service planning
THEN	persons who live and work in High Rise premises may be at greater risk of being affected by fire.
Owner	Christian Hadfield
Risk Update	The High-rise working group is progressing and further updates will be provided. Business Fire Safety are now re-auditing the most high-risk buildings.

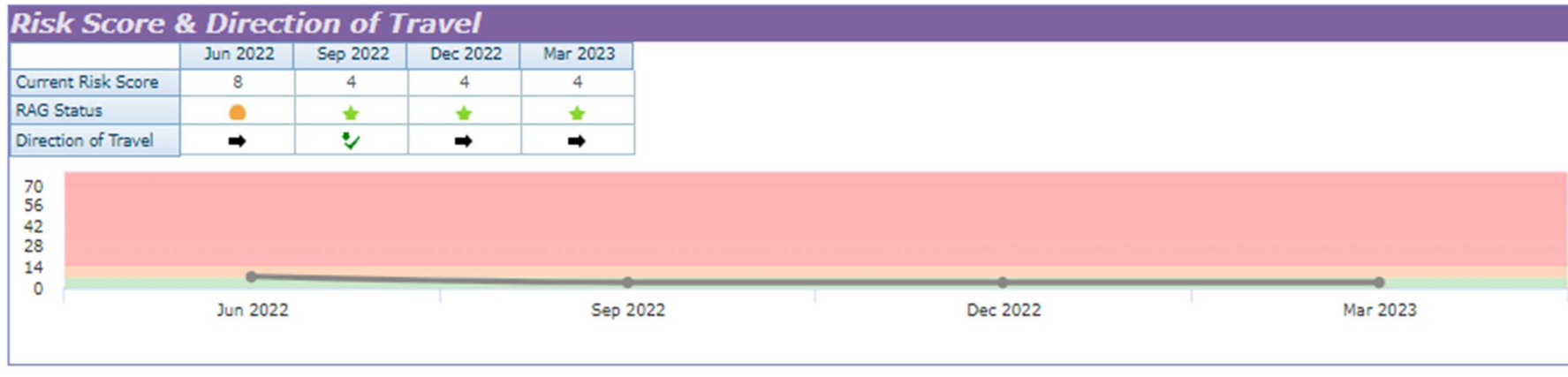
Risk Score & Direction of Travel

	Jun 2022	Sep 2022	Dec 2022	Mar 2023
Current Risk Score	4	4	2	4
RAG Status	★	★	★	★
Direction of Travel	→	→	✓	✗



Risk details and latest update

Risk ID	222 Fire Safety Bill
IF	If the proposed Fire Safety Bill and ensuing White Paper for Wales brings greater Fire safety responsibilities for us
THEN	we may be unable to adequately provide the financial and human resources required to meet public expectations without further assistance.
Owner	Christian Hadfield
Risk Update	The recent re-structure for Business Fire Safety will be able to absorb future changes.



THIS PAGE IS INTENTIONALLY BLANK

BUSINESS PLAN ACTIONS REPORT

Health Check

2022-2023 Quarter 4 (1st January – 31st March 2023)



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Produced in

BMIS
Business Management
Information System

Summary

This paper will give assurance to the Members of the Fire & Rescue Authority and senior management within South Wales Fire & Rescue Service on progress towards achievement of the Strategic Themes and performance of the Strategic Performance Indicators for the period 01 January – 31 March 2023.

Background

- 1.1 The Welsh Government requires South Wales Fire & Rescue Service to develop Strategic Plans to identify the direction for the Service and address areas for improvement. The Service does this by developing a Strategic Plan, implementing actions, and measuring indicators to enable the Service to achieve these organisational goals.
- 1.2 All departments link actions within their annual department plans to the appropriate Strategic Objectives. This enables us to measure how well we are performing against these objectives by how many of the linked actions are on target and review how the associated indicators are performing.
- 1.3 Quarterly updates are recorded by action owners onto the Business Management Information System (BMIS), and staff within the Planning, Performance and Risk Team monitor the information and extract reports accordingly.
- 1.4 To further support the performance management framework, National Strategic Indicators were introduced for reporting year 2015/16. Together these provide data and information to inform and support decision-making processes within the Service to target activity and drive improvement. The Statistics and Risk Team monitors the information and extract reports accordingly.
- 1.5 This report will provide Members and Officers with a health check on performance against the Strategic Themes and Strategic Indicators for the period 01 January – 31 March 2023.

Issue

2.1 For Members' information going forward, considering the Well-Being of Future Generations (Wales) Act 2015, the Service has adopted eight Strategic Themes, as detailed below, to structure our 2020-2030 Strategic Plan:

- ST01 – Keeping you safe
- ST02 – Responding to your emergency
- ST03 – Using technology well
- ST04 – Working with our partners
- ST05 – Engaging and communicating
- ST06 – Valuing our people
- ST07 – Protecting our environment
- ST08 – Continuing to work effectively

2.2 Each of these Strategic Themes has one or more Objectives that the Service has monitored progress against during 01 January – 31 March 2023.

2.3 Appendix 1 attached is a summary of the Performance Monitoring Report, which reviews the period 01 April – 31 March 2023 performance against agreed targets for the seven National Strategic Performance Indicators. It also includes a summary comment for each indicator.

2.4 Appendix 1 identifies that four indicators have not met their targets and performed worse than last year, 1 indicator has not met their target but performed better than last year, 1 indicator was within 5% of the target but performed worse than last year and one indicator is achieving against target.

2.5 Four indicators did not achieve target and performed worse than last year:

STRATEGIC PERFORMANCE INDICATOR	2021-22 Actual	2022-23 Target	2022-23 Actual	% Under (-) or Over (+) Target	Year on Year Change
Total Fires Attended	5,567	5,600	6,031	+7.70%	+464
False Alarms Attended	8,366	8,115	8,746	+7.78%	+380
Other Special Service Calls Attended	2,712	2,468	3,079	+24.76%	+367
Deaths and Injuries in Fires	62	59	63	+6.78%	+1

2.6 One indicator did not achieve the target but performed better than last year:

STRATEGIC PERFORMANCE INDICATOR	2021-22 Actual	2022-23 Target	2022-23 Actual	% Points Under (-) or Over (+) Target	Year on Year Change
Accidental Deaths and Injuries in Fires	53	48	52	+8.33%	-1

2.7 One indicator was within 5% of target but performed worse than last year:

STRATEGIC PERFORMANCE INDICATOR	2021-22 Actual	2022-23 Target	2022-23 Actual	% Points Under (-) or Over (+) Target	Year on Year Change
% of dwelling fires confined to the room of origin	83.65%	85.00%	81.40%	-3.60%	-2.25%

2.8 One indicator met or exceeded target:

STRATEGIC PERFORMANCE INDICATOR	2021-22 Actual	2022-23 Target	2022-23 Actual	% Under (-) or Over (+) Target	Year on Year Change
Road Traffic Collisions	857	872	848	-2.75%	-9

2.9 Appendix 1 attached provides some key information about the Service and its performance during the period 01 April 2022 – 31 March 2023.

Equality Risk Assessment

1. This report, the accompanying appendices, and the targets themselves have no Equality Risk Assessment impact. The Service Performance and Communications Department and the respective Directorates are working with the performance data to establish any trends and implications that would include equality implications. These will be addressed at that time.
2. It is the responsibility of the action owners to ensure that Integrated Assessments are carried out for their actions in the planning framework.

Recommendations

- 4.1 That Members review the performance details and statistical data for the period 01 January – 31 March 2023 contained within this report.

Strategic Theme Task Overview

Theme ID	Theme	RED	AMBER	GREEN
ST01	Keeping you safe	0	3	7
ST02	Responding to your emergency	0	6	3
ST03	Using technology well	0	11	19
ST04	Working with our partners	1	4	9
ST05	Engaging and communicating	0	4	3
ST06	Valuing our people	1	16	23
ST07	Protecting our environment	0	1	4
ST08	Continuing to work effectively	0	16	10
		2	61	78

Since the Quarter three report 25 business plan tasks have been completed of which:

- 5 have now been embedded as business as usual
- 2 have been superseded by new tasks
- 1 has been superseded by the creation of a departmental risk

Strategic Theme Task Commentary

ST01 – Keeping you safe

1.1 Reduce the impact of false alarms on our resources

Feedback from Welsh Government (WG) audit, due at the end of January, has been delayed. The Unwanted Fire Signal (UFS) operational procedure has been updated and is currently in consultation with the UFS Reduction Group.

1.2 Reduce the number of fires in the home and understand the behaviours and causes of them

The review of how we identify and apply risk rating of Home Safety Checks utilising the All-Wales Risk Stratification Group is making good progress in conjunction with adopting the [Safelincs](#) system which will provide an online home fire safety assessment.

1.3 Reduce the number of Road Traffic Collisions (RTCs)

We continue to work with Welsh Government and [Go Safe Wales](#) to explore areas where we can initiate behavioural change. 2022-23 tasks associated with this objective have been completed as “Business as Usual”.

1.4 Reduce the number of deliberate fires

We continue our targeted approach to reducing the numbers of deliberate fires. 2022-23 tasks associated with this objective have been completed as “Business as Usual”.

1.5 Improve safety in and around water

Following discussions with the [National Fire Chiefs Council](#) (NFCC) and the All-Wales Drowning Prevention Group we have increased media publications around the risks in and around water and also utilised Water Safety Week to raise awareness, supported by our Community Safety (CS) department sharing information internally and with external partners. Our areas of known water risk have been hard targeted to raise the profile of water safety and the dangers in and around water. These have also been tailored with the seasons, e.g. cold water shock and risks of ice in Q4 2022-2023.

***Water Safety Wales** was established in 2017 as the All Wales Water Safety Forum by a group of organisations working on water safety and drowning prevention in Wales. In 2018 the group was renamed Water Safety Wales. The group brings together organisations in Wales with an interest in water safety and drowning prevention.*

The intranet has been updated with a dedicated page to include resources for stations to utilise in their Community Risk Management Plans (CRMPs). A QR code has been established along with promotional materials including a "Sbarc says float to live" sticker. Once the 'drowning prevention' package is complete, stations can incorporate into their CRMP.

Phase 1 of the Water Rescue Strategy 2020-2025 went live in March 2023; an ops bulletin was published and Joint Fire Control (JFC) received training. We are progressing with Phase 2 which involves uplifting all Wholetime Duty System (WDS) firefighters from E type to D type with three stations this year and three stations next year. A budget of 100k has been secured. An additional 12 Water Incident Managers (WIMs) have been trained in the previous quarter.

The River Usk Trackway project (a deployable boat launch point trackway) is currently underway. Ecology and water surveys have been completed and the final stages of application are currently being prepared for final submission. Planning will be jointly submitted by consultants to Newport City Council.

1.6 Improve fire safety in buildings in our communities

Business Fire Safety (BFS) work with West Midlands Fire Service (WMFS) and the NFCC on the RIDGE project continues at a steady pace. Pending progress, the manual need for generating risk continues and progress with the High-Rise Phase 3 audits is progressing.

***RIDGE** (Risk Information Data Gathering Engine) identifies and prioritises commercial properties that are most at risk from fire.*

Work is ongoing to develop a reporting module via BMIS to provide BFS management information.

JFC Systems Team have commenced working with Operational Risk Management (ORM) to update Site Specific Risk Information (SSRI) data held within the Command and Control System (Vision).

ST02 – Responding to your emergency

2.1 Respond effectively when you need us

The flexible rostering group continues to meet with the aim of securing a collective agreement to implement a trial of the revised flexible rostering system.

The Control Development Team (CDT) continues to provide resilience for Emergency Response during office hours. A recruits course will commence on 15/5/23 for five new starters, a further four are on the holding list to commence in September, pending funding approval from both Services. Watch minimum has changed to 7 from mid-March to support resilience.

Evidence gathering, monitoring and reviewing the five areas of the JFC Review (substantive posts, working conditions, structure, handback and environmental issues) are ongoing in partnership with Mid and West Wales FRS.

- Two people were successful at middle manager ADC (Assessment Development Centre) and two were successful at supervisory ADC and technical papers for development.
- Risk at Station Manager level now. Two persons failed retake of technical test.
- Crewing levels continue to increase.
- One ill health retirement in June.
- pdrPro go live on target.
- General Information (GI) plan in place for updates and requires monitoring.
- Reassignment of MAWWFRS sickness reporting on hold due to tech issues, no timeline for completion.
- Plan for transfer of Safeguarding reporting in place, no timeline but work progressing.

pdrPro is a planner-based maintenance of competence system that includes all the activities that make up a core skill. Whether attained in training, incidents, courses or e-learning they are recorded and reported in one place. The dashboard provides an overview and a route into all parts of the system.

JFC continues to work with partners on the full implementation of Multi Agency Incident Transfer (MAIT).

MAIT is a highly resilient service for all emergency service providers. It facilitates the fast exchange of secure messages and incident notifications between agency control rooms.

2.2 Do all we can to make sure that our On-Call Duty System crews are available

Improving the training pathway from initial recruitment to competent On-Call firefighter continues with a thematic review being carried out by the Retained Management Team (RMT).

On-Call Firefighters live or work in local communities to the stations they serve and respond to their station when required, within their contracted hours.

[Skills for Justice](#) (SFJ) are still evaluating changes to the On-Call qualification. This work stream will be looked at during the On-Call thematic review.

SFJ is the leading Awarding Organisation for Fire and Rescue Qualifications offering a wide range of training for individuals, teams, and employers across fire and rescue, including fire safety, fire prevention, and much more.

2.3 Train our personnel to respond to current and future risks in our communities

Emergency Response Driver Training (ERDT), Light Vehicle and Large Goods Vehicle courses are now aligned with Section 19 of the Road Traffic Act.

Online content has been developed and added to the Breathing Apparatus (BA) intranet page. Some projects are awaiting completion by our Training Support Unit (TSU). Live event webinars were used to communicate service wide the changes in BA set standard test. Current BA course format is being reviewed to assist with instructor welfare and capacity of numbers. Course content will follow a gap analysis to ensure compliance with [National Operational Guidance \(NOG\)](#) and Health and Safety (H&S) requirements.

ST03 – Using technology well

3.1 Use the most suitable technology and equipment to improve our services

We continue to explore options to develop a Fire & Rescue Authority (FRA) members reporting portal to allow access to relevant Service performance data, considering what information would be most useful for Members and accessibility of systems.

Recruitment have made progress with application forms going online and are currently working on automating the final application form for On-Call recruitment. The system is being adapted to link in better with Employee Relations and further testing is to take place.

Employee Relations have implemented several changes to further integrate technology into working practices, e.g. sharing documents via Teams channels and training on using People-xd Portal (previously known as Core), with further opportunities to be pursued.

The module to introduce the Onboarding function within the People-xd system, which will enhance the introduction of new employees into the workplace, has been deferred. An onboarding team has been set up with relevant HR personnel to work together to launch this during 2023.

South Wales Police and Gwent Police have implemented the Patient Management System to support their Occupational Health activities. The Service plans to procure an independent system.

The Geospatial Data User Group (GDUG) continues to monitor Graphical Information System (GIS) requirements and process for approval of new layers in place. Liaising with ICT re software to enable files to be uploaded to mobile data terminals (MDTs). GDUG meetings continue and first new MDT layer added by SWFRS will be tested in May.

MDTs comprise a vehicle mounted, fixed, ruggedised computer fitted with a 12-inch touch screen. The MDT and screen are fitted to the cabs of all frontline appliances enabling crews to access mobilising information, messages and operational data.

We continue developing a Geo Data Hub on the intranet for staff to access information/guidance on the use of GIS data and mapping.

Existing BMIS station dashboards continue to be supported pending the design and implementation of a revised dashboard to replace the existing 47 dashboards. This task has been delayed but discussions have taken place with Group Managers (GMs) and Station Commanders on their requirements.

South Wales Police Command and Control solution procurement is in final stages. JFC will liaise to understand impact and to identify a process for the Integrated Communication Control System (ICCS) and Red Box (voiced recorder). SWP are aware and a plan is under development.

The ICCS is a touch screen interface enabling users to efficiently manage radio and telephony voice communications whilst being able to easily access other subsystems, for example, CCTV, voice recorders, intercom systems, door locks and alarms.

There has been no progress regarding the deployment of the Emergency Services Network (ESN).

ESN is a cross-government programme, led by the Home Office, to deliver the new Emergency Services critical communications system. This will replace the current Airwave service used by the emergency services in England, Wales and Scotland) and transform how they operate.

While future procurement of a finance system is being considered in terms of procedure and timescales, our existing system is being upgraded which will provide investment and system benefits.

Work continues to develop a BMIS dashboard for Training and Development assurance metrics. A meeting is scheduled during May to look at ownership of course management system (CMS) reporting upload and efficiencies in both training & Stats workload.

The pdrPro project is meeting timelines with 47 modules completed and signed off by subject matter experts along with risk assessments. Two are complete awaiting sign off and various others are under construction. The main system went 'live' on 1st July 2022 and the modules are being updated and made 'live' in line with the pdrPro thematic training schedule.

Meetings and demonstrations have taken with Airbus regarding the replacement of the Hydra hydrant monitoring system and further information is expected May 23 at Airbus Conference. The deadline for Hydra to be turned off is Oct 2023.

ICT...

- Continue to develop and integrate the Gazetteer and Geospatial Data (G2D) system, in collaboration with WMFS, to create our Operational Intelligence System including a central gazetteer for premises information. The new full Audit form has been added to the Tymly User Acceptance Testing (UAT) for testing. A few new Android devices are being purchased to test the form out in the field. Subject to the result of the testing there may be further updates required or, if fit for purpose, will be moved to the live site. There have been no updates on the go live dates for any of the other modules.
- Have completed their Disaster Recovery (DR) plan which is now ready for signoff for submission. Lack of finalised plans from other departments and staff sickness mean that the overall gap analysis has to be delayed until the next quarter.
- Published a tender via [Sell 2 Wales](#) to replace the existing core layer 2 switches at HQ and DR site with new hardware. Following the timescales dictated by SWFRS policy for returns, tenders were evaluated and the winning bidder has been informed. Core switch replacement options confirmed in preparation for tender process.
- Have commenced on the creation of a client database to manage all interactions with the people of South Wales that CS have contact with. When a new Safeguarding or Domestic Violence concern is reported the CS Manager will be able to interrogate the system to identify any other visits or interactions either the person or the premises has had with SWFRS.
- Have commenced work on the server update project. Where the servers are ICT owned then we are updating to Server 2023 - for servers running systems owned by other departments we will be contacting the suppliers to see if we can just upgrade or if there is a new software version available. Servers are being replaced each week with a new server and operating system. These servers are moved over to the Nutanix cluster which has replaced the old HPE BladeSystem cluster
- Have progressed the VDI Hardware Replacement Project. Most stations have been moved over to the new system. We are in the process of moving the final few machines.

- Installed replacement printers and all users in HQ, Cardiff Gate Training and Development Centre (CGTDC) and our Occupational Health Unit (OHU) now default print to the Ricoh printers.
- Completed Firewall config translation on new firewalls. Training session with Communications Team completed. Final step is to add Firewall Management Centre (FMC) management console. Software is on order.
- Successfully tested Voice Gateways Upgrade to SIP failover of hardware 9/2/23 to confirm working before migration. Migration planned for 1/3/23 in batches to minimise disruption was completed.

ISDN is a circuit-switched telephone network system that transmits both data and voice over a digital line.

SIP trunking is a digital connection enabling voice, video and other messaging to be transmitted via the internet

- Deployed 20 wireless Access Points (APs) on stations. A batch of 50 APs have been ordered. Reviewed location of APs on station to see if move or additional AP would provide better coverage on stations.
- Completed office productivity software rollout to stations. We have begun discussions with key partners to enable tenant federation and commissioned works from our implementation partner to look at other use aspects. Due to Information Governance and Compliance (IG&C) workload it has not been possible to schedule works towards data management tool adoption yet.

3.2 Review the standard and use of technology and equipment across the Service

A paper outlining the current situation regarding the Fire Service Emergency Cover (FSEC) system, along with some options for the future, has been drafted for consideration by the Executive Leadership Team (ELT). Head of SP&C is awaiting an opportunity to present the paper to ELT to obtain a definitive steer on the future of risk modelling for the organisation.

ST04 – Working with our partners

4.1 Work with our Public Service Boards (PSBs) to support our communities.

With the restructure of the PSBs complete, Statistics and Risk Team are working with GMs to establish data requirements and reporting in relation to the four PSBs to support their work with boards and sub-groups.

Continuing to share weekly deliberate fires report, including refuse fires with station commanders to support them in identifying trends and hot-spots. This reporting empowers them to deliver within problem solving groups to create bespoke solutions. We work with [Natural Resources Wales](#) (NRW) and [Fly Tipping Action Wales](#) to create local responses and we have delivered a 28% reduction in loose refuse fires compared with Q4 21/22.

4.2 Work with our partners to deliver our services where they are needed

The tri-service data sharing initiative has been cancelled due to the initial group no longer meeting because of the global pandemic, retirements and departmental re-shuffles in other organisations.

The specialised housing guide is being reviewed by the NFCC. Once the new guidelines and regulations have been adopted the information will be shared to all stakeholders. The new guide is scheduled to be published late 2023.

Partnership referrals for home fire safety checks have been re-energised and we are constantly reviewing memoranda of understanding (MOUs) and communications with other agencies.

A meeting has been held with Mid and West Wales FRS (MAWWFRS) to consider how risk information can be shared, informed by heat maps created for MAWWFRS / SWFRS over border incidents. Options for a system to provide automated updates under consideration.

New Service Level Agreement (SLA) with Dwr Cymru on hold pending resolution of S-19 hydrants.

Regular monthly catch-ups are scheduled with data protection officers of the other Welsh fire and rescue services at which information governance issues relating to JFC will be raised. JFC information governance and compliance manual will be progressed according to joint priorities.

Social Value criteria are included in all prescribed contracts as qualitative measures. These will also form part of the new Social Partnerships Bill and Welsh Government reporting which is due for the early part of 2024. The [Themes, Outcomes and Measures \(TOMs\)](#) quantitative measures through the Social Value Portal are being further discussed by the wider Welsh Public Sector. Alternative solutions are available to capture these measures beside the [Social Value Portal](#).

4.3 Review and evaluate our existing partnerships

Property Services continue to work with our emergency service partners towards a co-ordinated strategy to develop future co-locations. Progress has been made, with the information and over mapping of all Fire,

Ambulance and Police sites across South Wales being uploaded to [Data Map Wales](#). This will allow all Services to access this information when looking at strategic areas for new/further sites.

We continue to review current lease arrangements leading to replacing with revised cost recovery mechanism. Our Legal Officer has now sent forward the draft agreement template. Legal advice has been sought regarding recharge mechanism and a response is awaited.

ST05 – Engaging and communicating

5.1 Deliver on the recommendations of the Investors in People report

This is now reported on under ST06 Valuing Our People.

5.2 Involve our communities and make sure they have their say in what we do

Our Stakeholder Register is constantly under review and a contact form is being created for members of the public to sign-up to it. We are looking to share more content with Stakeholders (newsletter, Service updates etc) alongside consultations and annual plans.

5.3 Help keep our communities safe through safety education and attending community events

Ops have been working closely with Planning, Performance and Statistics to develop the CRMP process for the wider service. Significant progress being made which is reflective in our recent publication of our Improvement Plan.

In 2022 the Blackwood ward of the Aberbargoed area was identified as a focus for partnership work on reducing grass fires. We have worked with Caerphilly County Borough Council and NRW to create a new way of working in this urban grass land. Educational activities have taken place and patrols have operated over the key easter period with interactions with young people in the area. We have managed the fuel by reducing bracken and encouraging positive outdoor activities like dog walking. This has made a vast difference to the community who are already using the space in a more positive way. There were no grass fires in this ward during Q4 2022-2023 and we are confident we can create a significant decrease in mobilisations over the year. This has provided a blueprint of resource adaptation and flexibility of delivery that we can mirror across the Service.

ST06 – Valuing our people

6.1 Attract a workforce that reflects and represents our communities

Significant work has been undertaken to recruit and provide initial training to increase the Auxiliary Firefighter cadre to 91 personnel. Maintenance of skills training has been planned for 2023/24. Recruitment and training of Auxiliary Firefighter (Control) personnel is underway.

The development and implementation of a Service recruitment strategy, considering the [NFCC recruitment hub](#) best practice, is 75% complete. A Recruitment and Retention team planning day has been held to review the strategy, intending to meet with Heads of Service (HoS) in May to discuss the completed draft prior to consultation in June.

Recruitment continues to work with the Statistics and Risk Team to explore the use of recruitment metrics through obtaining data through People-xd. Meetings have taken place to look at the needs of the Service and HR department. It has been used to monitor auxiliary firefighter numbers and progress. We are now looking to use BMIS on a wider scale linking in with retention too.

More evaluation and data capture are needed for recruitment sessions and larger scale events. This will be considered in line with on-call campaign (eg, register your interest) and for engagement activities.

6.2 Develop our people by identifying training and development opportunities

The review of talent management and succession planning has been deferred to 2023-24.

The JFC Training Plan is in place with external support provided by SWFRS. pdrPro is now live as a recording system. ICT are working on a solution for linking to documents across SWFRS and MAWWFRS within pdrPro.

The new Learning Management System (LMS) has launched on 1st March 2023 with user guides publicised and Service-wide communications. Mandatory e-learning has been assigned to users for completion by end of April.

The online option for delivering mandatory Discipline and Grievance Training for Station Managers and Corporate Managers above Grade 10, has been rolled out to key managers via the Service's LMS.

The initial review of Service-wide training to raise awareness and cover key data protection principles is complete and final updates are being made. Other information governance and compliance training and awareness materials are to be developed and / or reviewed and updated.

The initial stages of promoting Entry Level and Supervisory Level pathways has now commenced. Leading Others programme begins 19th April with seven delegates on first course. Invitation to Tender has gone out for the Leading the Function provider which will be awarded June 2023.

Invitation to Tender went out in March 2023 for external providers to quote to deliver Middle and Strategic Level pathways. This closed mid-April and it will be awarded by early June for launch in the Autumn.

Performance matrix, Continuous Professional Development (CPD) and technical paper have been built into the Personal Review (PR) system. The application process to enter the development pathway for completion in preparation promotion process has been built in the People-xd System as an employee request.

Team workload has postponed refresher training to Job Evaluators to support the ongoing maintenance of the Service's Job Evaluation Scheme being delivered.

It has been agreed that the PR process will be link to CPD payment and this will take effect for 2024-25 CPD payment. This will help embed the process with operational staff. The Operational Assurance Support Team (OAST) will continue to monitor completion rates as part of the audit process.

Overtime can now be paid to allow completed of the On-Call PR. Completion rate will be closely monitored over the next three months.

6.3 Support our people to feel well, healthy and happy at work

The Wellbeing Strategy is now fully embedded. Regular meetings now held with actions allocated to achieve goals.

A new process to manage policies and procedures has been designed and implemented, with updated forms and reporting and monitoring via BMIS. Work is ongoing to update the relevant Procedure and to bring documents up to date across the Service.

Guidance has been obtained from our legal advisers and the recommended changes to ensure our suite of employment contracts comply with changing terms, conditions and legislation are being considered / negotiated. Other than updating the Auxiliary FF and Auxiliary Control contracts, it has not been possible to take any further action with contracts due to other large pieces of work taking priority.

The Job Evaluation procedure is in the final stages of being published having been considered by the Job Evaluation Programme Board.

As the Service is currently undergoing a Culture Review, the holistic Equality, Diversity and Inclusion (EDI) audit and assessment, which was to take place in 2023-2024, would not be appropriate at this time.

The [Strategic Equality Plan 2023-2026](#) (SEP) has now been authorised by the FRA and is on our internal and external websites. EDI Lead is working on Inclusive Action Plan to ensure the Service meets the objectives set out in the SEP. The Annual Equality Report for 2022-2023 will be published in March 2024.

EDI Lead attends Corporate Induction sessions and will be attending Wholetime Inductions from June. EDI Lead continues to work across departments to establish requirements which will form part of Inclusive Action Plan work.

The EDI lead is working with the Learning and Development (L&D) team to progress a line manager training package for EDI. A [Skills Booster](#) has been procured to gain additional EDI packages and is being reviewed, with consideration of accessibility and topics covered.

Existing Equality Allies Network is due to be disbanded as it is not currently active. The Inclusive Workforce Group will provide a steer for SWFRS with colleagues championing their own areas e.g., neurodiversity, LGBTQ+ etc.

The Fire Fit programme is due to be finalised by HR and Health and Fitness Advisors (HFAs) from Occupational Health.

Confirmation of funding to enable an increase in the number of MIND/Mental Health Champions by 30 is awaited.

We continue to pilot changes to the process of transitioning staff on long term sick to return to work or leave the Service with changes to process being implemented.

Work to extend 10 On-Call stations to include gyms, drying facilities etc is progressing. Construction started at Pontycymmer station in March 2023. Extension erected, roof constructed, moved onto existing station. Framework now in place for remaining projects. Treorchy contract due to be awarded late April 2023.

We continue to refine the occupational health data reported via BMIS from Attendance Management, Occupational Health and Health and Fitness Advisors (HFAs) statistics to inform training for middle leaders to deal with complex health and wellbeing situations. A refresh of dashboards is scheduled for 2023-24.

We continue to use existing BMIS dashboards to monitor post-pandemic sickness absences, which are slowly reducing closer to pre-pandemic levels, providing quarterly reports to People Services, SMT, HoS and annual national reports.

The streamlining of HR processes, e.g. sickness, personal reviews within JFC remains on hold due to resourcing issues.

Wellbeing activities are ongoing including lunch time yoga sessions. The delivery of a strategy for improving employment engagement in well-being events is ongoing.

New desks are in situ in JFC and command room.

Workloads have delayed progress on:

- the review of on-call arrangements for Green Book posts with a view to aligning arrangements where possible. This will include negotiating any changes with the Trade Unions and employees before implementing associated changes. This will now be undertaken during 2023-24.
- the review of post titles for Green Book posts with a view to ensure consistency across teams and departments where appropriate. This will now be undertaken during 2023-24.
- work in consultation with HoS to review Job Descriptions of Green Book posts. This will now be undertaken during 2023-24.

6.4 Deliver on the recommendations of the Investors in People report

Due to the Culture Review the undertaking of a survey to determine the effectiveness of internal communications and implement improvements where required has been postponed. However, a focus group is being conducted during the Middle Leaders meeting on 17/05/2023. The Media & Comms Team

will be utilising Slido to gather thoughts and engage staff in a discussion around our current communication channels.

6.5 Encourage and support a bilingual culture across the Service

A BMIS reporting portal has been designed to track compliance with the Welsh Language Standards and is being developed with Head of HR.

*The **Welsh Language Standards** promote and facilitate the Welsh language and ensure that the Welsh language is not treated less favourably than the English language in Wales.*

ST07 – Protecting our environment

7.1 Reduce our usage of single use materials

We continue to explore opportunities to reduce the amount of non-recyclable materials used. 2022-23 tasks associated with this objective have been completed as “Business as Usual”.

7.2 Expand the use of electric vehicles

Introducing hybrid and electric vehicles, in line with our available infrastructure to improve our carbon footprint and improve our sustainability, is now embedded as business as usual. 2022-23 tasks supporting this objective are complete with additional tasks set to commence in 2023-2024.

7.3 Reduce our energy use and our carbon footprint

Electricity usage data is now published on the Sustainability Intranet page. This will be supplemented as metering is upgraded as well as with data from billing. Waste data will be published when it becomes available. Internet page will continue to be developed in conjunction with the Media & Comms Team.

Design work is progressing well on the Net Carbon Zero design of New Inn Fire and Rescue Station. Various issues have arisen around the design in terms of contamination of kit, which we have managed to overcome. We have also identified a potential site for the temporary Station and have designs for this. Pre-Application has been submitted for planning.

Review of reporting Sustainability data has been delayed, will be continued in Q1 2023-2024.

7.4 Consider how our activities impact on the environment

A fee for design works for rainwater harvesting and grey water harvesting at HQ have been obtained based on an initial brief. Work with consultants ongoing.

7.5 Reduce the amount of waste produced

A new Waste Management Contractor has been appointed with the majority of waste streams to be brought under one contract. Work on waste streams has been carried out previously but these need to be confirmed and updated.

ST08 – Continuing to work effectively

8.1 Be clear and publicly accountable

Work is progressing to set up a training assurance team. There are discussions ongoing from an all-Wales basis to implement an aligned assurance metric system. This work is ongoing and will take several months to implement.

We are formally processing Firefighter Pension tapering arrangements Category 1 cases which allow people to retire accessing their pension as though remedy is in place. Currently the new Regulations are out for consultation with a likely implementation date of Oct 2023.

Information, regarding Implementing the national McCloud Pension Reform Exercise, is being provided for those that are retiring from the Service but the whole remedy exercise is yet to be commenced for all other staff. Both Rhondda Cynon Taff County Borough Council (RCTCBC) and SWFRS will face resourcing problems once this exercise is started, which may impact on our ability to continue to deliver services to the standard that we would normally expect. Since April 2022 65% of all retirements are ID cases. Following an initial meeting with RCTCBC colleagues in February 2023, full remedy exercise data has now been received.

Home Office and Welsh Government have now published their consultation documentation relating to the changes in legislation linked to the Matthews/O'Brien Pension Remedy exercise. Closing dates for responses is May 2023. This exercise is not anticipated to commence until at least Oct 2023, with an 18-month window for implementation and review. The Local Government Association (LGA) have initiated early discussions with FRs and SWFRS Pensions team have analysed the information and written out to those that do not meet the given criteria for remedy. An exercise is underway for those that believe they do meet the criteria and have contacted the Service with supporting information.

All data has now been submitted to RCTCBC for Local Government Pension Scheme (LGPS) members and a review of the information is underway. A meeting has been arranged for May 2023 to finalise the information.

New Incident Recording System (IRS) data validation checks are in place and working successfully. Documentation to support the process is ongoing. This will improve quality of incident data.

Developing an Information Governance & Compliance (IG&C) framework and methodology and scheduling IG&C audits continues. A new team member has been recruited. Also existing team member that was previously in a temporary role now permanent after successfully being selected as part of a competitive recruitment process. Security Risk Group will be creating a security questionnaire for stations which will help inform a future audit program.

Working with other stakeholders in preparation for the Culture Review to collate and digitise relevant records. Review of Archive arrangements is ongoing. Once completed we will review and update archive management procedure accordance with priorities and available resources.

Updates to IG&C webpages are near completion. Discussions ongoing with Media and Communications regarding publication of information requests in the form of a disclosure log.

An initial meeting has been held between IG&C and L&D to develop an information governance training and awareness plan. Available e-learning courses have been shared with IG&C for review. An IG&C series has been drafted and due to be published shortly.

Initial discussions undertaken in relation the structure of an Information Asset Register. Preliminary review of existing Register of Processing Activities undertaken. Incorporated action into overall IG&C improvement project plan and will progress in accordance with priorities and available resources.

Data Protection Impact Assessment (DPIA) guidance will be reviewed, updated, and published once the review of the DPIA procedure has been completed.

Discussions undertaken with OHU regarding information governance challenges, immediate improvements being made by digitising records held offsite. A programme of IG&C surgeries in collaboration with JFC and OHU yet to be formalised.

We have developed a new professional concerns process which has delivered referrals to our local multi agency safeguarding hubs (MASH). We have participated in strategy meetings to review cases which is informing our internal procedures and guaranteeing that we meet our safeguarding duty. Level one training is being updated on our e-hyb L&D Portal and we will be in a position to ensure all staff have achieved level one training in Q1.

The design and implementation of a dashboard within BMIS to monitor the complaints procedure and provide a quarterly report is progressing well with Business Support and Statistics and Risk.

We have booked sessions with Welsh Government contractors to carry out the self-assessment against the Cyber Assessment Framework (CAF) framework in May to progress gaining accreditation to Cyber Essentials Plus.

Research and market engagement continues with suppliers for Security Operations Center (SOC) and a Security Incident and Event Management (SIEM) platform - we attended an exercise with Gwent LRF to test the new high-level plan.

8.2 Maximise value for money

There has been limited progress this quarter regarding the long-term management of The Real Fire Training Facility (RFTF). The Property Maintenance Team have a plan to create a post to manage this facility.

Review of standard licences and leases is complete, agreements have been reviewed and standard documents created. Property Management are to provide a standard charging mechanism and then these will be shared with our partner agencies. Legal Officer attended JESG Estates working group and presented the position to them on 26/4/23.

The tender specification for the all-Wales next generation of corporate wear is being finalised with a view to sharing with 'Sell 2 Wales' at the end of April 23.

8.3 Develop new ways of working

The development of the organisational filing system has not been progressed - the exact requirements of this action will become clearer as the implementation of Office 365 progresses.

Initial work to collate required information and evidence that we will need to design and implement a project methodology and documentation to be utilised at project initiation has not progressed due to vacancy in PPR Team, this will be priority for team in next quarter.

PERFORMANCE MONITORING REPORT

Appendix 1

01 April 2022 – 31 March 2023



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Produced in

BMIS
Business Management
Information System

Introduction

The Performance Monitoring Report reviews the Service's performance for the period 01 April 2022 to 31 March 2023. The report includes:

- Strategic Indicator Performance Summary..... Page 8
- Strategic Indicator Performance Comments.....Pages 9-12
- Analysis of incident activity levels by Unitary Authority Area (UAA).....Pages 13-22

The performance indicators show six years of data to demonstrate trends in the Service's long-term performance.

Following consideration by the Senior Management Team and the Fire and Rescue Authority, the report is made available to the public via the internet.

During 2022/23 the Service recorded 14,743 home fire safety checks: 12,308 were carried out, 791 were refused and at 1,644 addresses we were unable to contact the occupier. Most home fire safety checks are now carried out face-to-face.

There have been noticeable differences to the type of incidents that the Service has attended and the time of when these incidents have occurred compared to previous years. When comparing 2021/22 to 2022/23 the incident numbers for fires were:

- Total Fires: 5,567 to 6,031, +8%
- Deliberate Fires: 3,967 to 4,283, +8%
- Accidental Fires: 1,598 to 1,748, +9%

There were noticeable differences to the number of fires that have occurred in the Q2 period (July to Sep). The last time the Service experienced such high numbers was during a period of prolonged high temperature and dry weather in Q2 of 2018/19.

- Total Fires 2018/19(Q2): 2,601
- Total Fires 2019/20(Q2): 1,481

- Total Fires 2020/21(Q2): 1,219
- Total Fires 2021/22(Q2): 1,224
- Total Fires 2022/23(Q2): 2,108

During 2022/23 the monthly total peaked in August 2022 with 883 fires while the previous peak was 1,653 in July 2018.

In 2021/22 fires were more prevalent in the Q4 (Jan to Mar) period but during 2022/23 these incidents reduced by 23% to 1,022.

- Total Fires 2021/22(Q4): 1,325
- Total Fires 2022/23(Q4): 1,022, (-23%0

Although incident numbers were lower in total for Q4 of 2022/23 the month of February experienced a higher number of fires (423). This was the highest number for a February since 2013/14. This is in comparison to the month of March of 2022/23 when the numbers of fire incidents were 297. This was the lowest figure for March since 2017/18.

The Service has established an association between increased grass fires and refuse fires. When the numbers of fires increase, grass and refuse fires are also likely to increase. The numbers below show the grass and refuse fires over the 5 year period and show how when grass fires rise or fall then so do refuse.

- Grass Fires 2018/19: 2,094 Refuse Fires 2,679
- Grass Fires 2019/20: 1,481 Refuse Fires 2,219
- Grass Fires 2020/21: 1,219 Refuse Fires 2,473
- Grass Fires 2021/22: 1,224 Refuse Fires 2,478
- Grass Fires 2022/23: 2,108 Refuse Fires 2,706

Increased volume of grass and refuse fires is also associated with an increase in the number of good intent false alarm callouts that are received and attended.

During the extreme weather in Q2 of 2018/19 we attended 1,129 incidents, with 300 good intent calls in relation to grass and 261 in relation to refuse. The number of callouts fell to 839 by 2021/22 but good intent call outs have risen again to 996 (+19%) in Q2 of 2022/23, with 198 calls in relation to grass and 224 in relation to refuse.

This is in comparison to Q4 (Jan to March) where incidents have fallen from 818 in 2021/22 to 571 (-30%) in 2022/23.

There has also been an increase in False Alarm due to apparatus. For the years 2021/22 compared to 2022/23 the incident numbers were:

- Total False Alarm due to apparatus: 4,937 to 5,419, +10%

The property types with the most incidents were:

- Residential Homes: 260 to 448, +72%
- Hospitals: 600 to 689, +15%
- Educational Premises: 562 to 578, +3%

For the years 2021/22 compared to 2022/23 the Service has experienced an increase in Other Special Service Calls:

- Assist other agencies: 483 to 665, +36%
- Assistance to the Police/Ambulance: 387 to 541, +40%
- Bariatric patients: 162 to 220, +36%
- Suicide or attempted suicide: 44 to 60, +36%
- Effecting entry: 342 to 413, +21%

As weather patterns change and we experience more frequent extremes in temperature and rainfall, the Service is likely to experience an increase in such demand peaks. In addition, Special Service incident types such as flooding, and water rescues are also determined by extreme conditions and are likely to become more prevalent in future years. When comparing 2021/22 to 2022/23 these incident types have also increased

- Flooding: +171 to 255, +49%
- Rescue or evacuation from water: 31 to 47, +52%

The Service has experienced a reduction of 1% in calls to Road traffic collisions from 857 in 2021/22 to 848 in 2022/23. The UA with the largest percentage decrease was Bridgend with a 18% reduction from the previous year. Extrications/release of persons in 2022/23 were 18% of all RTCs which is slightly lower than 2021/22 when it was 19% of incidents. There have been 22 fatalities in 2022/23 compared to 17 in 2021/22. The average age of the fatalities in 2022/23 was 46.

The Service Performance & Communications Department co-ordinates and compiles this report on behalf of the Service Delivery Directorate. Incident data is extracted from the Incident Recording System (IRS) and may be subject to change pending validation by the Statistics and Risk Team. Data for this report was extracted on 8th June 2023.

If you have any questions or comments on this report, please contact Neil Herniman at n-herniman@southwales-fire.gov.uk 01443 232775 or Suzanne Absalom on s-absalom@southwales-fire.gov.uk 01443 232588 to discuss.

Strategic Indicators 2022/23 Performance

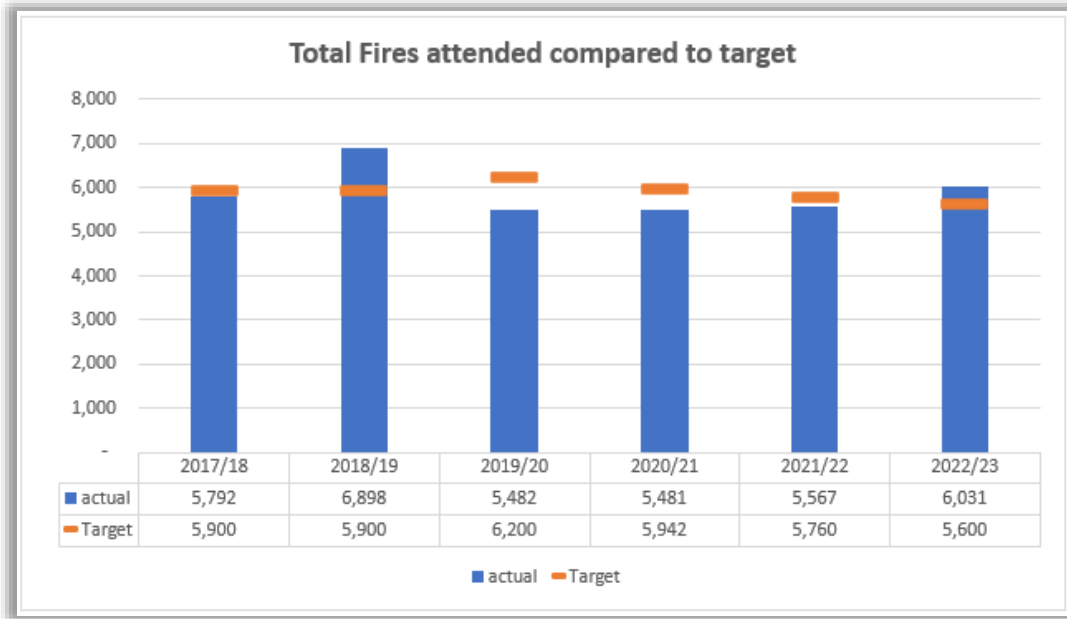
The sunburst below displays the progress of each Strategic Indicator based on its performance against the target set.

Performance Key	★ Better than or equal to target	● Up to 5% above target	▲ Over 5% from target
------------------------	----------------------------------	-------------------------	-----------------------



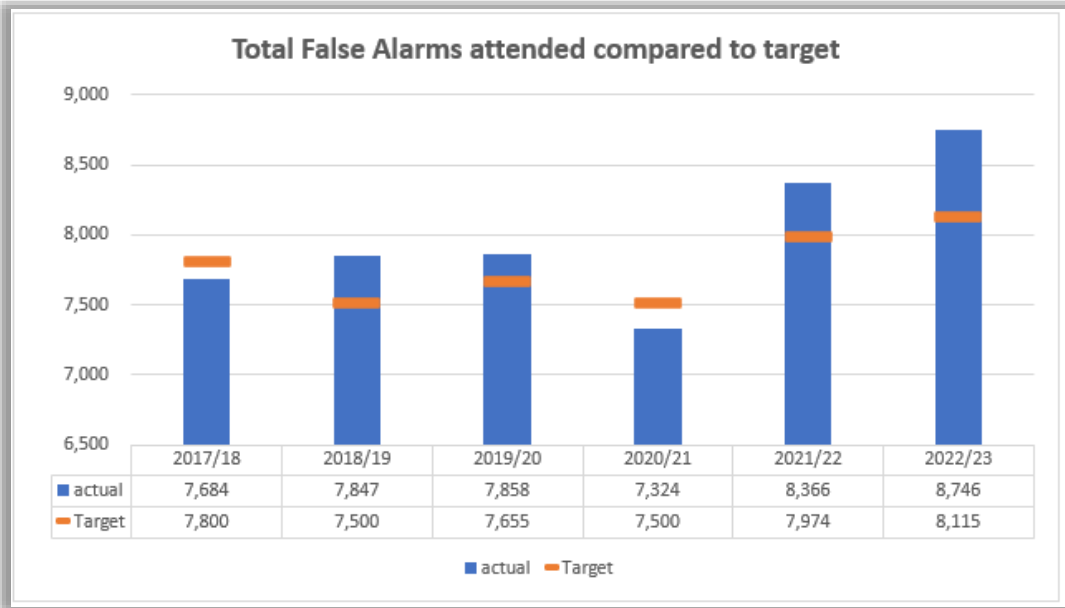
	2022-23	Target	2022/23	2021-22
Total Fires Attended	6,031	5,600	▲	5,567
Total RTCs Attended	848	872	★	857
Total False Alarms Attended	8,746	8,115	▲	8,366
Total Other SSCs Attended	3,079	2,468	▲	2,712
% of Dwelling Fires Confined to Room of Origin	81.40%	85.00%	●	83.65%
Total Deaths and Injuries in Fires	63	59	▲	62
Total Accidental Deaths and Injuries in Fires	52	48	▲	53

The following charts show the total incident numbers for the financial year compared to the target set for that year. Numbers in brackets in the commentary are figures for 2021/22 in comparison to 2022/23 and the corresponding percentage increase/decrease between the two figures.

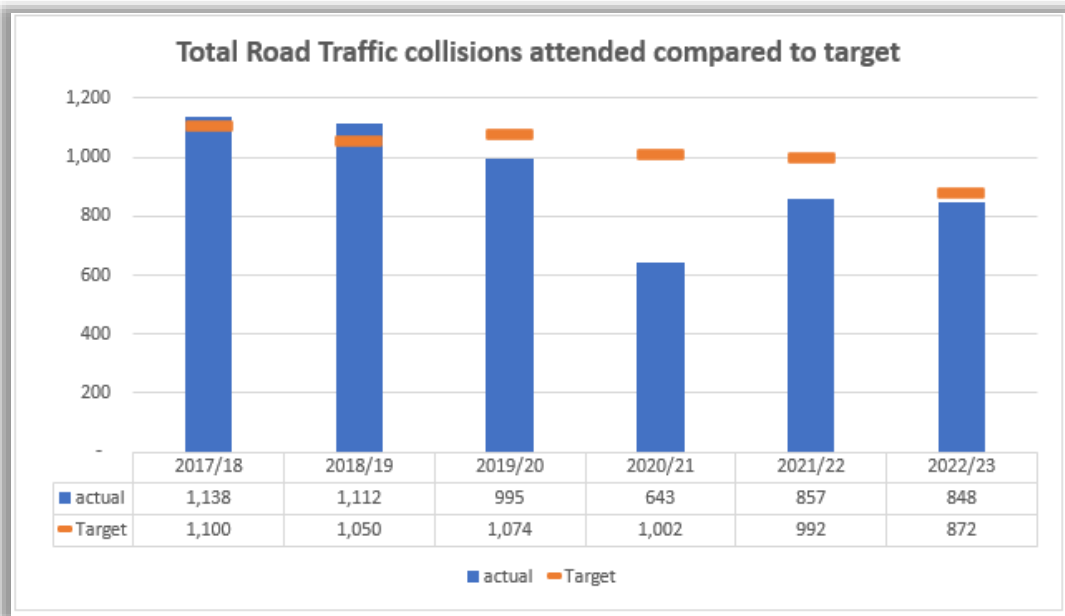


2022/23 Performance V 2021/22

- Total fires (5,567 – 6,031) ↑ 8%.
- 8% **above** the target of 5,600.
- Accidental fires (1,598 – 1,748) ↑ 9%.
- Deliberate fires (3,967 – 4,283) ↑ 8%
- Deliberate grass fires (998 – 1,073) ↑ 9%
- Deliberate refuse fires (2,300 – 2,498) ↑ 9%
- Deliberate road vehicle fires (363 – 323) ↓ 11%
- Deliberate fires accounted for 71% of all fires.

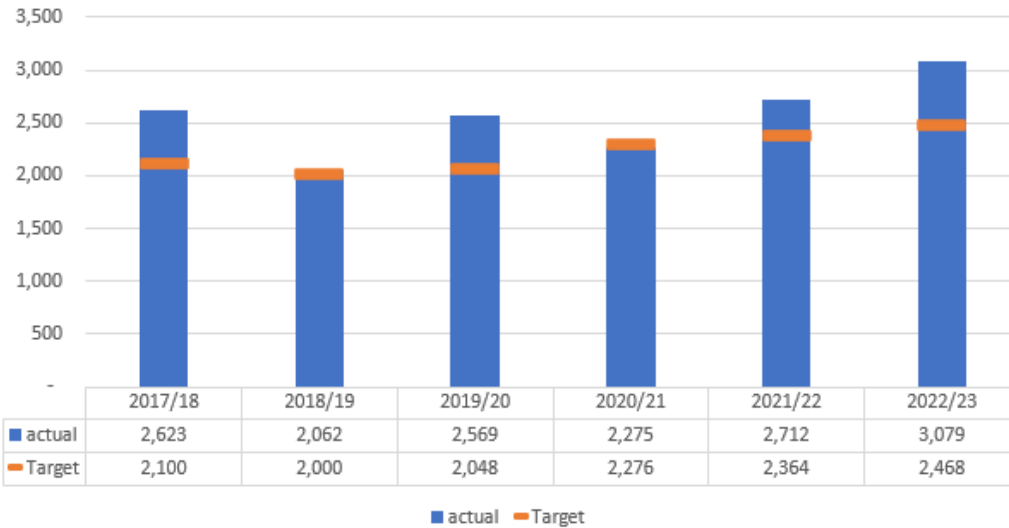


- ### 2022/23 Performance V 2021/22
- Total False Alarms (8,366 – 8,746) ↑ 5%.
 - 8% **above** the target of 8,115.
 - False alarm due to apparatus (4,937 – 5,419) ↑ 10%.
 - False alarm good intent (3,168 – 3,023) ↓ 5%.
 - False Alarm Malicious (261 – 304) ↑ 17%.
 - Residential homes (260 – 448) ↑ 72%, Education (562 – 578) ↑ 3%, Hospitals (600 – 689) ↑ 15%.
 - Appliances in attendance at Residential homes (489 – 749) ↑ 53%, Education (848 – 866)) ↑ 2%, Hospitals (923 – 1,075) ↑ 17%.



- ### 2022/23 Performance V 2021/22
- Total RTCs (857 – 848) ↓ 1%.
 - 3% **below** the target of 872
 - Numbers were lower than last year but were above the 643 incidents experienced during 2020/21 when there was less traffic on the roads due to the pandemic.
 - Extrications/release of persons in 2022/23 were 18% of all RTCs which is slightly lower than last year when it was 19%.
 - There have been 22 fatalities at RTCs this year (12 males, 10 females). The average age of the fatalities was 46.

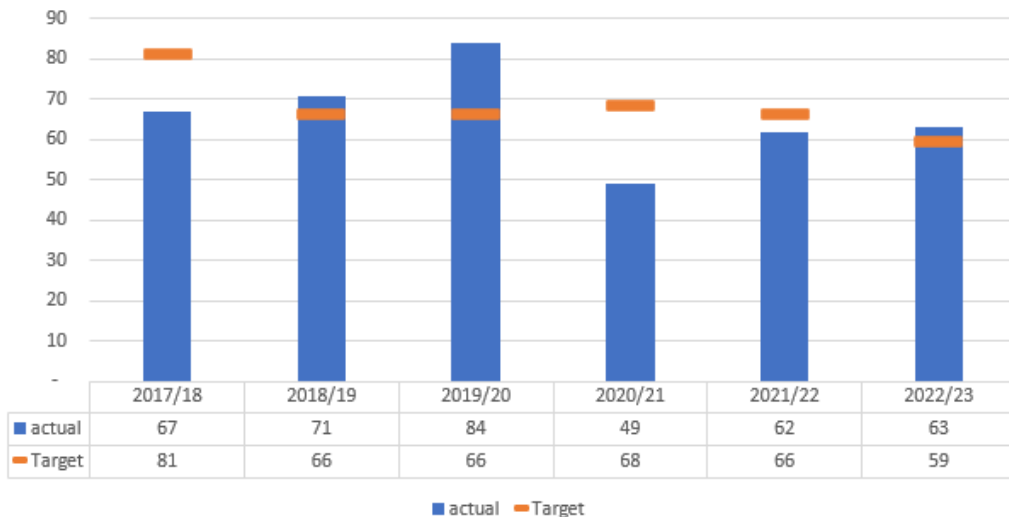
Total Other Special Service Calls attended compared to target



2022/23 Performance V 2021/22

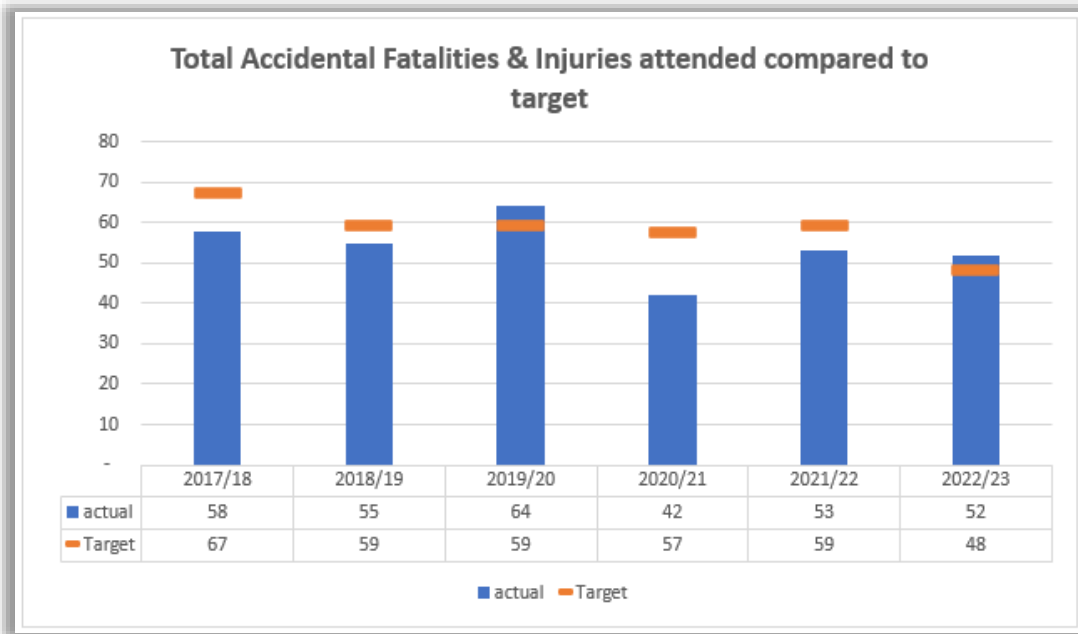
- Other SSCs (2,712 – 3,079) ↑ 14%.
- 25% **above** the target of 2,468.
- Effecting entry (342 to 413) ↑ 21%, other rescue release of person (157 to 180) ↑ 15%, flooding (171 to 255) ↑ 49%.
- Assisting other agencies (483 – 665) ↑ 36%, Bariatrics (162 – 220) ↑ 36%. Suicides (44 to 60) ↑ 36%.
- Cardiff UA had the highest number of incidents with 767, an increase of 60, 7% from the previous year. Effecting entry accounted for 133 of these incidents.

Total Fatalities & Injuries attended compared to target

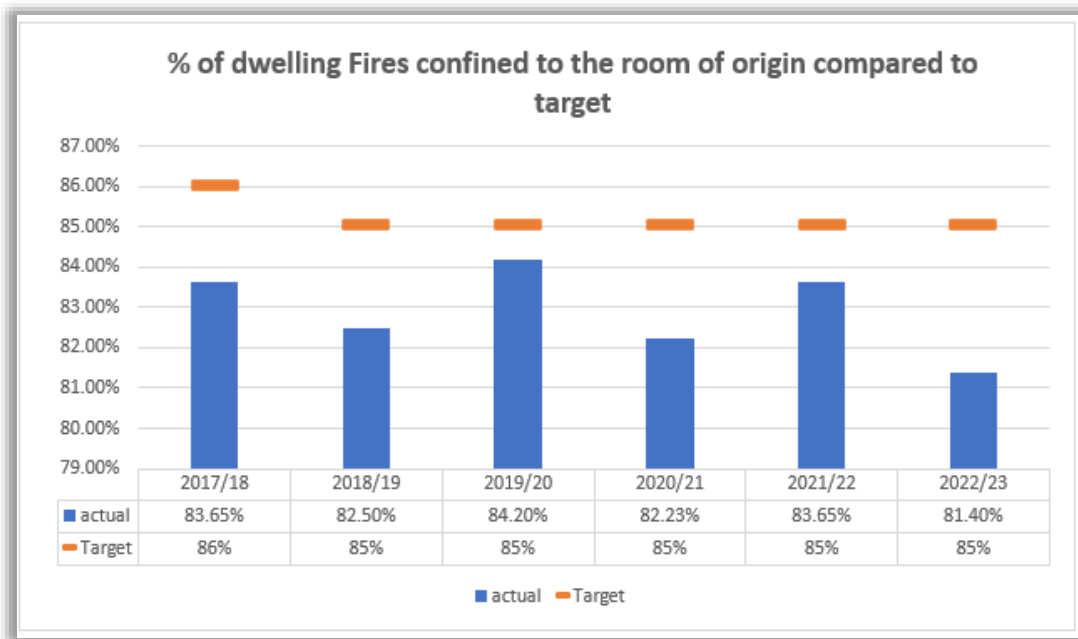


2022/23 Performance V 2021/22

- Total fatalities and injuries have risen from 62 in 2021/22 to 63 in 2022/23.
- 7% **above** the target of 59.
- 6 fatalities from fire, compared to 8 last year.
- 5 were in accidental dwelling fires and the other was in a vehicle fire.
- There were 18 serious injuries compared to 10 last year.
- There were 37 slight injuries compared to 44 last year.



- ### 2022/23 Performance V 2021/22
- Accidental fatalities and Injuries have fallen from 53 in 2021/22 to 52 in 2022/23.
 - 8% **above** the target of 48.
 - There were 5 accidental fatalities, 4 were in accidental dwelling fires, 4 females all aged over 56.
 - The fatality in a vehicle fire was a male aged 43.
 - There were 16 accidental serious injuries compared to 9 last year.
 - There were 31 accidental slight injuries compared to 37 last year.



- ### 2022/23 Performance V 2021/22
- 587 of 710 dwelling fires have been confined to the room of origin (81.40%).
 - This is **below** last year and is 3.6% **below** the target set of 85% at the start of the year.
 - Monmouthshire UA had 89% of fires confined to the room of origin.
 - Caerphilly and Merthyr UA had the **lowest** percentage with 76% of fires confined to the room of origin.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	1003	121	72	89	120	129	104	66	81	77	66	97	68	1090	1003	87	9%
Special Service Calls	172	10	13	9	27	13	23	13	11	8	11	9	18	165	172	-7	-4%
Total RTCs Attended	37	0	0	1	6	2	5	2	2	1	5	3	5	32	37	-5	-14%
Total Other SSCs Attended	135	10	13	8	21	11	18	11	9	7	6	6	13	133	135	-2	-1%
Total False Alarms Attended	389	45	29	34	37	52	39	27	28	41	26	27	28	413	389	24	6%
Malicious False Alarms	9	0	0	1	1	2	1	2	0	1	2	2	1	13	9	4	44%
Good Intent False Alarms	193	23	14	15	20	28	19	9	9	9	8	10	13	177	193	-16	-8%
Automatic False Alarms	187	22	15	18	16	22	19	16	19	31	16	15	14	223	187	36	19%
Total Fires Attended	442	66	30	46	56	64	42	26	42	28	29	61	22	512	442	70	16%
Deliberate Fire	382	60	23	40	48	56	33	18	34	20	27	52	19	430	382	48	13%
Deliberate Grass Fire Attended	88	16	6	6	8	16	8	3	0	0	0	12	1	76	88	-12	-14%
Deliberate Refuse Fire Attended	219	37	15	29	34	34	16	11	32	18	24	32	16	298	219	79	36%
Accidental Fire	60	6	7	6	8	8	9	8	8	8	2	9	3	82	60	22	37%
Accidental Dwelling Fire Attended	22	1	3	2	1	2	3	1	6	4	0	4	2	29	22	7	32%
Total Deaths and Injuries in Fires	1	1	0	0	0	0	0	0	1	1	0	0	0	3	1	2	200%
Total Accidental Deaths and Injuries in Fires	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	2	200%

Data on accidental dwelling fires indicates that the numbers have increased by 32% compared to last year with 29 in total compared to 22 last year. There were 6 in Q1, 6 in Q2, 11 in Q3 and 6 in Q4. 11 of the 29 incidents were caused by cooking compared to 6 of 22 last year. 17 of the 29 fires were due to human factors with distraction (8) and falling asleep (5) the main incident types. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. There was 1 serious injury and 2 slight injuries, which is 2 more than last year. Other Special Service Calls have decreased from 135 to 133 (-1%) although attendance at effecting entry incidents has increased from 9 incidents last year to 21 incidents this year. 7 calls were to persons in distress, 5 for medical cases and 3 were because a child was involved. Assistance to other agencies has increased from 25 last year to 28 (+12%) this year and is the highest incident category. The number of road traffic collisions attended has decreased from 37 to 32 (-14%). 20 of the 32 incidents were to make the scene safe. Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires however have decreased by 14% from 88 to 76. Deliberate refuse fires have increased by 36% from 219 to 298. Automatic false alarms have increased by 19% from 187 to 223. There were particularly high numbers in calls to Residential homes with 52 incidents compared to 20 last year, the majority being to cooking/burnt toast (19). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have increased from 9 to 13 and there was an 8% decrease in good intent false alarms (193 to 177) with calls to loose refuse (61) accounting for most of this call type.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	1594	176	116	151	145	182	114	99	108	126	95	97	109	1518	1594	-76	-5%
Special Service Calls	375	19	27	37	23	43	23	30	25	35	29	20	32	343	375	-32	-9%
Total RTCs Attended	98	2	5	10	6	11	2	11	4	7	5	7	10	80	98	-18	-18%
Total Other SSCs Attended	277	17	22	27	17	32	21	19	21	28	24	13	22	263	277	-14	-5%
Total False Alarms Attended	764	67	55	65	70	78	62	50	64	67	44	51	48	721	764	-43	-6%
Malicious False Alarms	13	1	2	0	1	1	2	4	0	4	2	0	4	21	13	8	62%
Good Intent False Alarms	340	30	17	26	37	48	19	13	27	27	18	14	14	290	340	-50	-15%
Automatic False Alarms	411	36	36	39	32	29	41	33	37	36	24	37	30	410	411	-1	0%
Total Fires Attended	455	90	34	49	52	61	29	19	19	24	22	26	29	454	455	-1	0%
Deliberate Fire	322	67	26	31	38	46	20	12	11	13	15	15	20	314	322	-8	-2%
Deliberate Grass Fire Attended	117	36	6	6	11	13	2	0	0	0	0	5	4	83	117	-34	-29%
Deliberate Refuse Fire Attended	150	23	17	22	26	27	14	9	9	8	4	4	9	172	150	22	15%
Accidental Fire	133	23	8	18	14	15	9	7	8	11	7	11	9	140	133	7	5%
Accidental Dwelling Fire Attended	44	8	3	7	3	2	2	3	1	3	4	6	6	48	44	4	9%
Total Deaths and Injuries in Fires	5	0	1	0	0	0	0	0	0	0	1	0	1	3	5	-2	-40%
Total Accidental Deaths and Injuries in Fires	5	0	1	0	0	0	0	0	0	0	1	0	0	2	5	-3	-60%

Data on accidental dwelling fires indicates that the numbers have increased by 9% compared to last year with 48 in total compared to 44 last year. There were 18 incidents in Q1, 7 in Q2, 7 in Q3 and 16 in Q4. 13 of the 48 incidents were caused by cooking compared to 17 of 44 last year. 26 of the 48 fires were due to human factors with distraction (10) and other medical conditions (4) the main reasons. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. Sadly, there were 2 fatalities, a female aged 84 caused by faulty wiring and a female aged 51 where the cause of the fire was deliberate. There was also a serious injury, a female aged 87 which was caused by candles. Attendance at Other special service calls have decreased from 277 to 263 (-5%), although assistance to other agencies has increased from 41 to 68 (+66%) compared last year. Crews also attended 21 bariatric incidents compared to 16 (+31%) last year. There were also increases to effecting entry incidents with numbers rising from 29 to 37 (+28%). The number of road traffic collisions attended has decreased from 98 to 80 (-18%) with crews attending 14 extrications/release of persons compared to 18 last year. Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires however have decreased by 29% from 117 to 83. Deliberate refuse fires have increased by 15% from 150 to 172. Automatic false alarms have decreased by 0.1% from 411 to 410. There was however an increase in attendance at Residential homes (35 to 65) and Hospitals (25 to 32). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have increased from 13 to 21 (+62%) and there was a 15% (340 to 290) decrease in good intent false alarms with calls to loose refuse accounting for 57 of these calls.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	2045	261	170	180	210	264	176	156	146	140	163	144	144	2154	2045	109	5%
Special Service Calls	347	27	22	20	37	42	29	38	31	37	40	16	43	382	347	35	10%
Total RTCs Attended	88	8	7	4	10	10	5	10	8	8	12	5	9	96	88	8	9%
Total Other SSCs Attended	259	19	15	16	27	32	24	28	23	29	28	11	34	286	259	27	10%
Total False Alarms Attended	817	78	61	80	89	84	70	71	73	70	78	67	67	888	817	71	9%
Malicious False Alarms	17	1	0	3	4	1	2	5	2	0	4	1	3	26	17	9	53%
Good Intent False Alarms	418	45	40	38	45	50	33	27	25	29	32	35	21	420	418	2	0%
Automatic False Alarms	382	32	21	39	40	33	35	39	46	41	42	31	43	442	382	60	16%
Total Fires Attended	881	156	87	80	84	138	77	47	42	33	45	61	34	884	881	3	0%
Deliberate Fire	696	134	69	59	58	104	61	35	31	16	32	46	19	664	696	-32	-5%
Deliberate Grass Fire Attended	163	54	22	12	14	37	11	1	0	2	2	4	1	160	163	-3	-2%
Deliberate Refuse Fire Attended	440	71	35	35	33	55	45	28	19	11	25	37	14	408	440	-32	-7%
Accidental Fire	185	22	18	21	26	34	16	12	11	17	13	15	15	220	185	35	19%
Accidental Dwelling Fire Attended	66	8	8	6	9	8	4	2	3	8	7	6	8	77	66	11	17%
Total Deaths and Injuries in Fires	11	0	1	0	1	3	0	0	0	2	0	0	2	9	11	-2	-18%
Total Accidental Deaths and Injuries in Fires	10	0	1	0	1	3	0	0	0	2	0	0	2	9	10	-1	-10%

Data on accidental dwelling fires indicates that the numbers have increased by 17% compared to last year. The number of incidents has risen from 66 to 77. There were 22 incidents in Q1, 21 in Q2, 13 in Q3 and 21 in Q4. 19 of the 77 incidents were caused by cooking compared to 20 of 66 last year. 40 of the fires were due to human factors with distraction (11) and incidents involving disabled persons (5) the main reasons. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. Sadly, there was a fatality during the year, a 43-year-old male in a vehicle fire. There were also 3 serious and 5 slight injuries. Attendance at Other special service calls have increased by 10% with Assistance to other agencies increasing from 61 to 72 (+18%) compared to last year. There were also increases to animal assistance incidents from 15 to 24 (+60%) and effecting entry, 24 to 30 (+25%). The number of road traffic collisions attended has increased from 88 to 96 (+9%) with crews attending 22 extrications/release of persons compared to 21 last year. Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires however have decreased by 2% from 163 to 160. Deliberate refuse fires have also decreased by 7% from 440 to 408. Automatic false alarms have increased by 16% from 382 to 442. The property type accounting for the most call outs was industrial manufacturing although numbers did fall from 89 to 69. Incidents at Residential homes increased from 22 to 43 (+96%). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have increased from 17 to 26 (+53%) and there was a slight increase in good intent false alarms from 418 to 420 with calls to loose refuse (94) being the reason for most of these calls.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	4075	371	365	372	476	452	371	338	322	377	328	329	310	4411	4075	336	8%
Special Service Calls	863	63	90	85	94	83	68	79	67	96	71	62	64	922	863	59	7%
Total RTCs Attended	156	10	12	12	10	15	10	16	9	20	14	13	14	155	156	-1	-1%
Total Other SSCs Attended	707	53	78	73	84	68	58	63	58	76	57	49	50	767	707	60	8%
Total False Alarms Attended	2217	181	168	197	219	218	182	181	199	234	210	195	188	2372	2217	155	7%
Malicious False Alarms	76	10	10	2	10	5	6	2	9	8	10	9	7	88	76	12	16%
Good Intent False Alarms	706	51	44	58	68	73	46	48	43	71	43	39	44	628	706	-78	-11%
Automatic False Alarms	1435	120	114	137	141	140	130	131	147	155	157	147	137	1656	1435	221	15%
Total Fires Attended	995	127	107	90	163	151	121	78	56	47	47	72	58	1117	995	122	12%
Deliberate Fire	656	100	74	60	122	107	74	55	29	28	25	42	36	752	656	96	15%
Deliberate Grass Fire Attended	128	36	8	13	40	54	25	7	1	1	0	2	5	192	128	64	50%
Deliberate Refuse Fire Attended	402	56	54	37	65	49	47	40	23	23	16	28	24	462	402	60	15%
Accidental Fire	339	27	33	30	41	44	47	23	27	19	22	30	22	365	339	26	8%
Accidental Dwelling Fire Attended	164	12	8	14	9	12	19	9	13	11	11	10	10	138	164	-26	-16%
Total Deaths and Injuries in Fires	11	0	1	0	2	2	1	1	0	3	0	0	0	10	11	-2	-9%
Total Accidental Deaths and Injuries in Fires	8	0	1	0	1	2	1	1	0	2	0	0	0	8	8	0	0%

Data on accidental dwelling fires indicates that the numbers have decreased by 16% compared to last year. The number of incidents has fallen from 164 to 138. There was 34 incidents Q1, 40 in Q2, 33 in Q3 and 31 in Q4. 45 of the 138 (33%) incidents were caused by cooking which was lower than last year when there was 58 of 134 (35%) fires caused by cooking. 64 of the fires were due to human factors with distraction (19) and falling asleep (13) two of the main reasons. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. Sadly, there was a fatality in August, a female aged 65, caused by smoking materials. There was also 2 serious and 7 slight injuries. Attendance at Other special service calls have increased by 8% from 707 to 767 with assistance to other agencies increasing from 109 to 128 (+17%) compared to last year. There was also an increase to effecting entry/exit, 118 to 132 (+12%). The number of road traffic collisions attended has decreased from 156 to 155 (-0.6%) with crews attending 24 extrications/release of persons compared to 16 last year. Most of the calls attended were to making the scene/vehicle safe (84). Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires have increased by 50% from 128 to 192. Deliberate refuse fires have also increased by 15% from 402 to 462. Automatic false alarms have increased by 15% from 1,435 to 1,656. There was an increase in attendance hospitals (231 to 269) and educational properties (113 to 155). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have increased from 76 to 88 (+16%) and there was a 11% (706 to 628) decrease in good intent false alarms with calls to domestic premises accounting for most of these calls.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	828	81	70	48	78	85	53	59	51	58	54	43	54	734	828	-94	-11%
Special Service Calls	152	9	14	8	17	17	15	11	11	19	17	6	18	162	152	10	7%
Total RTCs Attended	49	1	3	1	6	7	5	4	1	3	3	1	7	42	49	-7	-14%
Total Other SSCs Attended	103	8	11	7	11	10	10	7	10	16	14	5	11	120	103	17	17%
Total False Alarms Attended	345	26	23	19	32	39	23	32	30	22	19	22	24	311	345	-34	-10%
Malicious False Alarms	14	2	2	0	1	1	2	0	2	0	1	0	1	12	14	-2	-14%
Good Intent False Alarms	134	15	7	8	16	14	9	7	10	10	3	7	12	118	134	-16	-12%
Automatic False Alarms	197	9	14	11	15	24	12	25	18	12	15	15	11	181	197	-16	-8%
Total Fires Attended	331	46	33	21	29	29	15	16	10	17	18	15	12	261	331	-70	-21%
Deliberate Fire	264	40	25	19	23	26	12	11	6	11	10	11	9	203	264	-61	-23%
Deliberate Grass Fire Attended	117	24	6	7	7	14	3	0	0	2	0	1	3	67	117	-50	-43%
Deliberate Refuse Fire Attended	111	15	14	7	15	10	8	5	2	9	5	8	4	102	111	-9	-8%
Accidental Fire	67	6	8	2	6	3	3	5	4	6	8	4	3	58	67	-9	-13%
Accidental Dwelling Fire Attended	30	5	4	1	1	1	0	3	1	3	4	3	2	28	30	-2	-7%
Total Deaths and Injuries in Fires	3	2	2	0	0	1	0	3	0	0	2	3	0	13	3	9	333%
Total Accidental Deaths and Injuries in Fires	3	2	2	0	0	0	0	0	0	0	1	2	0	7	3	4	133%

Data on accidental dwelling fires indicates that the numbers have decreased by 7% compared to last year. The number of incidents has fallen from 30 to 28. There were 10 incidents Q1, 2 in Q2, 7 in Q3 and 9 in Q4. 10 of the 28 (36%) incidents were caused by cooking compared to 12 of 30 (40%) last year. 14 of the fires were due to human factors with falling asleep (4) and distraction (4) the main reasons. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. Sadly, there was 1 fatality in Q1, a female aged 56 caused by cooking and a fatality in Q4, a female aged 78 caused by smoking. There were also 7 slight injuries and 4 serious injuries. Attendance at Other special service calls have increased by 17% with assisting other agencies the main incident type rising from 22 last year to 34 (+55%). The number of road traffic collisions attended has decreased from 49 to 42 (-14%) with crews attending 10 extrications/release of persons compared to 7 last year. Other calls were to making the scene/vehicle safe (21) and medical incidents (4). Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate refuse fires however have decreased by 8% from 111 to 102. Deliberate grass fires have also decreased by 43% from 117 to 67. Automatic false alarms have decreased by 8% from 197 to 181. There were 59 calls to hospitals and medical care and 30 calls to educational properties. Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have decreased from 14 to 12 and there was a 12% (134 to 118) reduction in good intent false alarms with calls to loose refuse accounting for most of these calls.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	905	75	88	101	83	93	78	71	89	84	75	61	80	978	905	73	8%
Special Service Calls	230	19	23	25	13	21	24	18	19	20	22	13	28	245	230	15	7%
Total RTCs Attended	76	6	10	5	5	10	6	1	6	5	6	5	10	75	76	-1	-1%
Total Other SSCs Attended	154	13	13	20	8	11	18	17	13	15	16	8	18	170	154	16	10%
Total False Alarms Attended	475	32	44	46	39	48	40	42	55	52	38	33	40	509	475	34	7%
Malicious False Alarms	3	1	0	0	0	0	0	3	0	0	0	0	1	5	3	2	67%
Good Intent False Alarms	143	15	14	12	18	19	14	7	10	15	10	9	6	149	143	6	4%
Automatic False Alarms	329	16	30	34	21	29	26	32	45	37	28	24	33	355	329	26	8%
Total Fires Attended	200	24	21	30	31	24	14	11	15	12	15	15	12	224	200	24	12%
Deliberate Fire	66	9	9	11	16	9	7	2	4	1	5	6	2	81	66	15	23%
Deliberate Grass Fire Attended	20	1	2	5	5	5	2	0	0	0	0	1	1	22	20	2	10%
Deliberate Refuse Fire Attended	21	7	5	6	10	2	5	2	1	1	2	5	1	47	21	26	124%
Accidental Fire	134	15	12	19	15	15	7	9	11	11	10	9	10	143	134	9	7%
Accidental Dwelling Fire Attended	29	4	3	4	1	2	1	3	5	5	2	2	1	33	29	4	14%
Total Deaths and Injuries in Fires	3	1	1	0	0	0	0	0	0	0	0	0	0	2	3	-1	-33%
Total Accidental Deaths and Injuries in Fires	2	1	1	0	0	0	0	0	0	0	0	0	0	2	2	0	0%

Data on accidental dwelling fires indicates that the numbers have increased by 14% compared to last year. The number of incidents has risen from 29 to 33. There was 11 incidents Q1, 4 in Q2, 13 in Q3 and 5 in Q4. Cooking accounted for 10 of the 33 incidents compared to 8 of 39 in the previous year. 10 of the fires were because of human factors with persons falling asleep accounting for 6 incidents. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. Sadly, there was 1 serious injury in Q1, a male aged 92 caused by cooking and 1 slight injury. There were no further injuries or fatalities for the remainder of the year. Attendance at Other special service calls have increased from 154 to 170 (+10%), however assistance to other agencies fell from 39 to 36 (-8%) compared to last year. There were also 16 calls to flooding compared to 4 last year. The number of road traffic collisions attended has decreased from 76 to 75 (-1%) with crews attending 24 extrications/release of persons which was the same as last year. 33 of the calls were making the scene/vehicle safe. Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents as restrictions are eased. Deliberate grass fires have increased by 10% from 20 to 22. Deliberate refuse fires have increased by 124% from 21 to 47. Automatic false alarms have increased by 8% from 329 to 355. There were 49 calls to hospitals which was 1 less than last year and calls to residential homes increased from 19 to 32. Educational premises also experienced an increase in calls from 41 to 45. Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have increased from 3 to 5 and there was a 4% (143 to 149) increase in good intent false alarms with calls to dwellings and loose refuse accounting for most of these calls.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	2181	233	189	187	235	319	266	190	209	194	166	162	157	2507	2181	326	15%
Special Service Calls	360	36	20	26	41	44	41	23	42	54	35	22	32	416	360	56	16%
Total RTCs Attended	72	4	8	4	6	4	5	8	9	12	7	3	10	80	72	8	11%
Total Other SSCs Attended	288	32	12	22	35	40	36	15	33	42	28	19	22	336	288	48	17%
Total False Alarms Attended	1068	111	84	80	84	96	100	109	99	103	88	89	84	1127	1068	59	6%
Malicious False Alarms	64	5	2	5	3	5	3	8	10	1	4	6	4	56	64	-8	-13%
Good Intent False Alarms	351	38	29	31	29	40	33	22	24	21	22	17	29	335	351	-16	-5%
Automatic False Alarms	653	68	53	44	52	51	64	79	65	81	62	66	51	736	653	83	13%
Total Fires Attended	753	86	85	81	110	179	125	58	68	37	43	51	41	964	753	211	28%
Deliberate Fire	574	71	65	62	90	156	112	50	51	25	32	40	23	777	574	203	35%
Deliberate Grass Fire Attended	70	11	12	16	23	70	26	3	0	0	1	0	3	165	70	95	136%
Deliberate Refuse Fire Attended	384	34	37	35	55	70	62	30	28	15	25	33	8	432	384	48	13%
Accidental Fire	179	15	20	19	20	23	13	8	17	12	11	11	18	187	179	8	4%
Accidental Dwelling Fire Attended	67	6	6	5	6	5	4	5	6	8	3	8	7	69	67	2	3%
Total Deaths and Injuries in Fires	8	0	0	1	0	1	0	0	1	0	0	0	0	3	8	-5	-63%
Total Accidental Deaths and Injuries in Fires	6	0	0	1	0	0	0	0	1	0	0	0	0	2	6	-4	-67%

Data on accidental dwelling fires indicates that the numbers have increased by 3% compared to last year. The number of incidents has increased from 67 to 69. There were 17 incidents in Q1, 15 in Q2, 19 in Q3 and 18 in Q4. 25 of the 69 incidents were caused by cooking compared to 11 of 67 last year. 36 of the 69 fires were due to human factors with distraction (11) and unknown (11) the main reasons for the calls. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. There were 3 slight injuries in 2022/23 compared to 2 fatalities, 2 serious and 4 slight injuries in 2021/22. Attendance at Other special service calls have increased by 17%, with assistance to other agencies rising from 36 to 71 incidents, an increase of 97%. There were 23 calls to bariatric incidents compared to 16 last year. The number of road traffic collisions attended has increased from 72 to 80 (+11%) with crews attending 10 extrication/release of persons, the same as last year. Most of the calls were to making the scene/vehicle safe (46). Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires have increased by 136% from 70 to 165 the majority of which were in Q2 (119). Deliberate refuse fires have also increased by 13% from 384 to 432. Automatic false alarms have increased by 13% from 653 to 736. Calls to hospitals increased from (54 to 68) and Industrial Manufacturing by 189% from 9 to 26, but there was a decrease in calls to educational premises from 103 to 72 (-30%). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have decreased from 64 to 56 (-13%) and there was a 5% decrease in good intent false alarms from 351 to 335 with calls to dwellings (100) and loose refuse (61) accounting for most of these calls.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	2548	335	209	215	257	249	195	183	182	240	192	181	166	2604	2548	56	2%
Special Service Calls	564	51	49	51	61	49	53	65	49	93	82	45	63	711	564	147	26%
Total RTCs Attended	165	12	7	11	12	11	10	15	11	24	11	11	21	156	165	-9	-5%
Total Other SSCs Attended	399	39	42	40	49	38	43	50	38	69	71	34	42	555	399	156	39%
Total False Alarms Attended	1078	117	69	87	101	110	93	81	101	105	75	75	58	1072	1078	-6	-1%
Malicious False Alarms	33	11	2	1	4	4	1	3	1	2	3	2	2	36	33	3	9%
Good Intent False Alarms	482	51	29	32	57	54	47	29	41	27	30	28	23	448	482	-34	-7%
Automatic False Alarms	563	55	38	54	40	52	45	49	59	76	42	45	33	588	563	25	4%
Total Fires Attended	906	167	91	77	95	90	49	37	32	42	35	61	45	821	906	-85	-9%
Deliberate Fire	665	148	70	54	60	64	34	20	14	15	12	45	28	564	665	-101	-15%
Deliberate Grass Fire Attended	204	78	26	13	13	24	9	0	1	0	0	18	3	185	204	-19	-9%
Deliberate Refuse Fire Attended	374	62	33	28	40	33	20	13	11	9	7	21	20	297	374	-77	-21%
Accidental Fire	241	19	21	23	35	26	15	17	18	27	23	16	17	257	241	16	7%
Accidental Dwelling Fire Attended	101	9	11	7	7	7	5	8	8	15	13	9	8	107	101	6	6%
Total Deaths and Injuries in Fires	12	0	1	0	0	0	0	0	1	0	1	0	2	5	12	-7	-58%
Total Accidental Deaths and Injuries in Fires	11	0	1	0	0	0	0	0	1	0	1	0	2	5	11	-6	-55%

Data on accidental dwelling fires indicates that the numbers have increased by 6% compared to last year. The number of incidents has risen from 101 to 107. There were 26 incidents in Q1, 19 in Q2, 31 in Q3 and 30 in Q4. 45 of the incidents were caused by cooking compared to 37 last year. 63 of the fires were due to human factors with distraction (23) and falling asleep (15) the main reasons for the incidents. The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. There was 1 serious injury, a male aged 56, caused by smoking and 4 slight injuries in 2022/23 compared to 2 fatalities, 8 slight and 1 serious injury in 2021/22. Attendance at Other special service calls have increased by 39% with assistance to other agencies increasing from 76 to 137 (+80%) compared to the previous year. There were also 52 calls to bariatric incidents compared to 24 last year. The number of road traffic collisions attended has decreased from 165 to 156 (-5%) with crews attending 27 extrications/release of persons compared to 34 in 2021/22. Most of the calls were making the scene/vehicle safe (91). Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires however have decreased by 9% from 204 to 185. Deliberate refuse fires have also decreased by 21% from 374 to 297. Automatic false alarms have increased by 4% from 563 to 588. There was an increase in calls to residential homes from 57 to 73, educational properties 58 to 88 and retail premises 27 to 43. Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have increased from 33 to 36 (+9%) and there was a 7% (482 to 448) decrease in good intent false alarms with calls to dwellings and loose refuse accounting for most of these calls.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	1110	119	147	111	108	169	89	110	95	77	86	85	103	1299	1110	189	17%
Special Service Calls	207	16	23	19	16	15	21	17	19	25	22	15	20	228	207	21	10%
Total RTCs Attended	43	1	3	4	1	3	6	3	4	6	3	4	4	42	43	-1	-2%
Total Other SSCs Attended	164	15	20	15	15	12	15	14	15	19	19	11	16	186	164	22	13%
Total False Alarms Attended	601	46	78	56	57	71	49	62	55	40	39	37	63	653	601	52	9%
Malicious False Alarms	18	3	2	0	1	2	2	2	1	0	1	2	1	17	18	-1	-6%
Good Intent False Alarms	182	12	28	21	20	47	13	12	17	15	8	10	26	229	182	47	26%
Automatic False Alarms	401	31	48	35	36	22	34	48	37	25	30	25	36	407	401	6	1%
Total Fires Attended	302	57	46	36	35	83	19	31	21	12	25	33	20	418	302	116	38%
Deliberate Fire	187	40	38	25	23	64	12	25	11	8	10	24	13	293	187	106	57%
Deliberate Grass Fire Attended	40	19	10	6	11	35	3	2	0	1	0	0	1	88	40	48	120%
Deliberate Refuse Fire Attended	105	18	18	14	9	21	8	16	8	3	7	16	9	147	105	42	40%
Accidental Fire	115	17	8	11	12	19	7	6	10	4	15	9	7	125	115	10	9%
Accidental Dwelling Fire Attended	34	7	4	2	2	4	1	3	7	2	7	3	3	45	34	11	32%
Total Deaths and Injuries in Fires	5	1	0	2	0	1	1	0	1	0	1	0	0	7	5	2	40%
Total Accidental Deaths and Injuries in Fires	5	1	0	2	0	1	1	0	1	0	1	0	0	7	5	2	40%

Data on accidental dwelling fires indicates that the numbers have increased by 32% compared to last year. The number of incidents has risen from 34 to 45. There were 13 incidents in Q1, 7 in Q2, 12 in Q3 and 13 in Q4. 15 of the incidents were caused by cooking compared to 14 last year. 26 of the fires were due to human factors, including distraction (10) and falling asleep (2). The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. There were 2 serious injuries and 5 slight injuries in 2022/23 compared to 1 serious and 4 slight in 2021/22. Attendance at Other special service calls have increased by 13%, with assistance to other agencies rising from 30 to 38 (+27%). There were also 13 calls to bariatric incidents compared to 10 last year. There were 13 calls to flooding this year compared to 5 last year. The number of road traffic collisions attended has decreased slightly from 43 to 42 with crews attending 6 extrications/release of persons compared to 14 last year. Most of the calls were making the scene/vehicle safe (23). Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires have increased by 120% from 40 to 88. Deliberate refuse fires have also increased by 40% from 105 to 147. Automatic false alarms have increased by 1% from 401 to 407. Calls to residential homes have risen from 39 to 58 (+49%). Calls to educational properties experienced the largest decrease falling from 81 to 39 (-52%). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have experienced a small decrease from 18 to 17 and there was a 26% (182 to 229) increase in good intent false alarms with calls to dwellings and loose refuse accounting for most of the incidents.



Incident Categories	Apr 2021 - Mar 2022	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1-4	Q1-4 Last year	Q1-4 diff	Q1-4 %
Total Incidents	1213	120	84	118	157	166	113	100	116	105	121	102	94	1396	1213	183	15%
Special Service Calls	300	26	20	17	33	33	27	31	32	40	41	22	24	346	300	46	15%
Total RTCs Attended	75	7	4	4	7	6	11	9	7	9	18	3	5	90	75	15	20%
Total Other SSCs Attended	225	19	16	13	26	27	16	22	25	31	23	19	19	256	225	31	14%
Total False Alarms Attended	613	54	42	71	71	69	60	52	49	51	58	54	46	677	613	64	10%
Malicious False Alarms	14	2	0	0	2	2	7	6	4	3	2	1	1	30	14	16	114%
Good Intent False Alarms	220	20	17	18	30	34	17	21	15	16	15	17	9	229	220	9	4%
Automatic False Alarms	379	32	25	53	39	33	36	25	30	32	41	36	36	418	379	39	10%
Total Fires Attended	300	40	22	30	53	64	26	17	35	14	22	26	24	373	300	73	24%
Deliberate Fire	155	22	14	16	26	36	15	5	26	7	11	14	13	205	155	50	32%
Deliberate Grass Fire Attended	41	1	2	2	6	18	2	0	1	1	0	1	1	35	41	-6	-15%
Deliberate Refuse Fire Attended	94	15	9	12	18	15	9	4	21	4	9	9	6	131	94	37	39%
Accidental Fire	145	18	8	14	27	28	11	12	9	7	11	12	11	168	145	23	16%
Accidental Dwelling Fire Attended	57	5	2	1	4	3	5	5	3	2	5	6	2	43	57	-14	-25%
Total Deaths and Injuries in Fires	3	2	1	0	2	0	0	2	0	0	0	1	0	8	3	5	167%
Total Accidental Deaths and Injuries in Fires	3	2	1	0	2	0	0	2	0	0	0	1	0	8	3	5	167%

Data on accidental dwelling fires indicates that the numbers have decreased by 25% compared to last year. The number of incidents has fallen from 57 to 43. There were 8 incidents in Q1, 12 in Q2, 10 in Q3 and 13 in Q4. 12 of the incidents were caused by cooking compared to 23 last year. 25 of the fires were due to human factors, including distraction (7) and reason not known (11). The South Wales Fire and Rescue strategy to reduce accidental dwelling fires is closely linked to the Welsh Government wider social justice and supporting people agendas by targeting the most vulnerable groups within our society and making them safer within their homes. There were 3 serious injuries and 5 slight injuries in 2022/23 compared to 2 serious and 1 slight injury in 2021/22. Attendance at Other special service calls have increased by 14%, with assistance to other agencies rising from 44 to 53 (+21%). Effecting entry calls have also increased from 28 to 41 (+46%). There were also 12 calls to a bariatric persons compared to 15 last year. The number of road traffic collisions attended has increased from 75 to 90 (+20%) with crews attending 14 extrications/release of persons which was the same as last year. Most of the calls were making the scene/vehicle safe (57). Deliberate fire setting remains an issue within the UA and therefore stations will continue to seek opportunities to reduce the number of these types of incidents. Deliberate grass fires however have decreased from 41 to 35 (-15%). Deliberate refuse fires have increased by 39% from 94 to 131. Automatic false alarms have increased from 379 to 418 (+10%) compared to the previous year. There was an increase in calls to residential homes from 13 to 28 (+115%) and calls to educational properties have also increased from 33 to 54 (+64%). Crews will continue to target premises that are identified on the Business Management Information system to identify causes and trends to be able to liaise with premises owners to provide advice on reducing these call outs. Malicious false alarms have increased from 14 to 30 (+114%) with 8 activation of alarm points in hospitals and there was an increase of 4% in good intent false alarms from 220 to 229 with calls to dwellings and loose refuse accounting for most of these calls.

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE AUTHORITY**

AGENDA ITEM NO 7.v

17 JULY 2023

REPORT OF THE ACO PEOPLE SERVICES

WELSH LANGUAGE STANDARDS UPDATE**THIS REPORT IS FOR INFORMATION**

REPORT APPROVED BY HEAD OF PEOPLE SERVICES

REPORT PRESENTED BY HEAD OF PEOPLE SERVICES

SUMMARY

This report provides Members with an overview of the current position with regards to meeting the legal requirements contained within the Welsh Language Standards Compliance Notice issued to the Fire & Rescue Authority by the Welsh Language Commissioner on 30 September 2016.

RECOMMENDATIONS




That Members note the information contained within the report.

1. BACKGROUND

- 1.1 As Members will be aware, under the Welsh Language (Wales) Measure 2011, Welsh Language Standards have been placed upon Unitary Authorities, Fire & Rescue Authorities, and many other named public sector bodies.

2. ISSUES

- 2.1 A total of 150 Standards are specified in the Authority's Compliance Notice. The Authority's Welsh Language Standards Compliance Review and Action Plan sets out the detail. Scores currently recorded as amber relate to translation work that is still in progress or changes to internal procedures that are in the process of being finalised.
- 2.2 Analysis of all the current Standards using the traffic light system is presented below:-

Number of standards scoring in a Green category		145
Number of standards scoring in an Amber category		5
Number of standards scoring in a Red category		0
Total:		150

Key

 = compliant

 = resources/procedures yet to be allocated

 = non-compliant

For details of the Authority's 150 Standards, please refer to the Authority's Compliance Notice (via the SWFRS website): <https://www.southwales-fire.gov.uk/app/uploads/2019/09/20180531-Hysbysiad-Cydymffurfio44-Awdurdod-T%C3%83%C2%A2n-ac-Achub-De-Cymru-en.pdf>

- 2.3 Future reviews of the Welsh Language Standards will be managed through the Business Management Information System (BMIS) which is currently being developed by the Planning, Performance and Risk Team. The system will provide real time reporting and allocate responsibilities to departments for providing regular updates on compliance with the 150 Standards. Dashboards have been established within the system to illustrate performance and direction of travel for each standard. The information compiled will feed into the Annual Monitoring Report produced by the Authority at the request of the Welsh Language Commissioner. The system is at the final stages of development with testing to be carried out shortly.
- 2.4 The Fire & Rescue Authority is required to produce and publish an Annual Monitoring report, indicating performance during the respective year. The most recent Annual Monitoring Report covering the period 1 April 2021 – 31 March 2022 is available on the Service's Welsh Language Standards webpage. <https://www.southwales-fire.gov.uk/who-we-are/welsh-language-annual-monitoring-report-for-1st-april-2021-31st-march-2022/>
- 2.5 The Appendices attached to this report show three sections of information extracted from the 2021/2022 Annual Monitoring Report:-
- **Appendix 1** – Number of staff who have Welsh Language Skills.
 - **Appendix 2** – The number of hits received to the Service's Welsh Language website pages, and an analysis of interactions with social media pages.

- 2.6 The Service's Welsh Translation Service has a system in place for recording the amount of translation work undertaken on an annual basis. The most recent figures available for 2021/2022 are:
- Total number of words translated: 246,979
 - Total number of words proofread: 168,700
- 2.7 The Service provides support for employees to enrol on courses to learn the Welsh language. 48 new Wholetime Firefighters enrolled on the Prentis-iaith Welsh course (a course which has been specifically designed for apprentices to develop Welsh language skills). The Service intends to increase promotion and signposting for staff, to highlight the opportunities now open to them and to direct them to the application route for part-time courses. Staff are required to assess their level of competence in respect of the Welsh language via the CoreHR Portal.
- 2.8 The Service continues to be part of a "Community of Practice" hosted by Academi Wales. This forum has been introduced for attendees of the 'Leading in a Bilingual Country' workshops which took place in 2021. The forum facilitates the sharing of ideas and best practice, and for creating and implementing the desired culture for the Welsh Language. The focus is around establishing an accurate organisational baseline of views, attitudes and general feeling towards the Welsh Language.
- 2.9 The Service advertises its job vacancies on a bilingual basis via its *Latest Vacancies* web page. All Job roles within the Service are categorised as Welsh Essential or Welsh Desirable. During the application and Recruitment process, the Service provides the opportunity for job applicants to express their language preference for interviews and assessments. A request was recently made by a job applicant for the interview and relevant assessments to be carried out in Welsh.

3. IMPLICATIONS

3.1 Community and Environment

Equality, Diversity and Inclusion	Yes
Welsh Language	Yes
Wellbeing of Future Generations (Wales) Act 2015	No
Socio Economic Duty	No
Sustainability/Environment/Carbon Reduction	No
Safeguarding	No
Consultation and Communications	Yes
Consultation with Representative Bodies	No
Impact Assessment	No

3.2 Regulatory, Strategy and Policy

Legal	Yes	Data Protection / Privacy	No
Financial	Yes	Health, Safety and Wellbeing	No
Procurement	No	Governance & Audit	Yes
Corporate Risk	No	Service Policy	Yes
Information Management	No	National Policy	No

3.3 Resources, Assets and Delivery

Human Resource and People Development	Yes
Assets and Resources (Property/Fleet/ICT/Equipment)	No
Service Delivery	No
Procurement	No
Budget Revenue/Capital	No

4. EVALUATION & CONCLUSIONS

- 4.1 An Integrated Assessment has been undertaken by the Service, and no adverse impacts on any other Protected Characteristics have been identified.
- 4.2 There are positive impacts to the extent that Welsh speaking individuals from within all of the Protected Characteristics groups will benefit from having the option to access and receive the Authority's services in Welsh.

5. RECOMMENDATIONS

- 5.1 That Members note the information contained within the report.

Contact Officer:	Lisa Schroll – Head of People Services
Background Papers	<p>Welsh Language Standards (No 5) Regulations https://www.legislation.gov.uk/cy/wsi/2016/406/made/welsh https://www.legislation.gov.uk/cy/wsi/2016/406/made</p> <p>Welsh Language (Wales) Measure 2011 https://www.legislation.gov.uk/cy/mwa/2011/1/contents/enacted https://www.legislation.gov.uk/mwa/2011/1/contents/enacted</p>

APPENDIX 1

Number of staff who have Welsh Language Skills

The Service's HR Portal has the ability to record language skills. Each employee is asked to assess their level of skills from 0 - 5 in Welsh and English at reading, spoken, understanding and written language and state whether their preferred language is Welsh or English. The Service is working to increase the number of self-assessments completed with announcements on the Intranet site, global e-mails and guidance documents.

2021-2022

Skill	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Summary
Reading	208	34	13	12	7	12	286
Spoken	204	42	16	10	6	9	287
Understanding	204	34	14	5	7	12	276
Written	214	26	15	11	4	7	277
Total	830	136	58	38	24	40	1,126

THIS PAGE IS INTENTIONALLY BLANK

Number of hits received to Welsh Language website pages

The Service's external website is fully bilingual and actively offers all visitors the option of accessing its content through the medium of Welsh or English. The performance of the Welsh language version of the site during April 2021 - March 2022 in comparison with the English version is recorded in the table below:

Criteria	Welsh Website		English Website	
	2021-2022	2020-2021	2021-2022	2020-2021
REPORTING PERIOD	2021-2022	2020-2021	2021-2022	2020-2021
UNIQUE PAGE VIEWS	8,832	(7,185)*	553,905	(562,226)*
USERS	5,064	(4,900)*	161,622	(217,972)*
AVERAGE TIME SPENT ON WEBSITE (PER SESSION)	1 minute	(1 mins 12 secs)*	(1 mins 53 secs)*	(1 mins 59 secs)*
MOST POPULAR PAGE	DTDG 2022	(Swyddi gwag	Latest Vacancies	(Latest Vacancies)*

*Shows comparative data for 2020-2021

Analysis of interactions with social media pages

The Service has taken steps to ensure all its promotional and safety campaigns via its social media channels are as readily available to Welsh language speakers as they are to English language speakers. This has been achieved by creating separate channels for both languages, with a Welsh language dedicated twitter account @TanDeCymru and a Welsh language dedicated Facebook page. Below is some performance data for each of the channels for April 2021 - March 2022.

Twitter

Criteria	@TanDeCymru		@SWFireandRescue	
	2021-2022	2020-2021	2021-2022	2020-2021
REPORTING PERIOD				
FOLLOWERS (APRIL - MARCH)	219	(177)*	35,180	(33,574)*
TWEETS	1,337	(1,623)*	1,573	(2,090)*
LIKES	330	(202)*	16,254	(29,913)*

*Shows comparative data for 2020-2021



Criteria

REPORTING PERIOD	Welsh Page		English	
	2021-2022	2020-2021	2021-2022	2020-2021
INCREASE OF FOLLOWERS (FANS) PER REPORTING PERIOD	363 to 395	(334 to 362)*	36,093 to 38,229	(30,486 to 35,305)*
NEW LIKES (APRIL - JUNE)	26	(269)*	10,809	(18,707)*
NEW LIKES (JULY - SEPTEMBER)	33	(62)*	15,103	(6,373)*
NEW LIKES (OCTOBER - DECEMBER)	35	(45)*	9,984	(10,583)*
(JANUARY - MARCH) NEW LIKES	31	(39)*	13,993	(8,370)*

*Shows comparative data for 2020-2021



Criteria

Bilingual Page (as of 31st March 2022)

FOLLOWERS

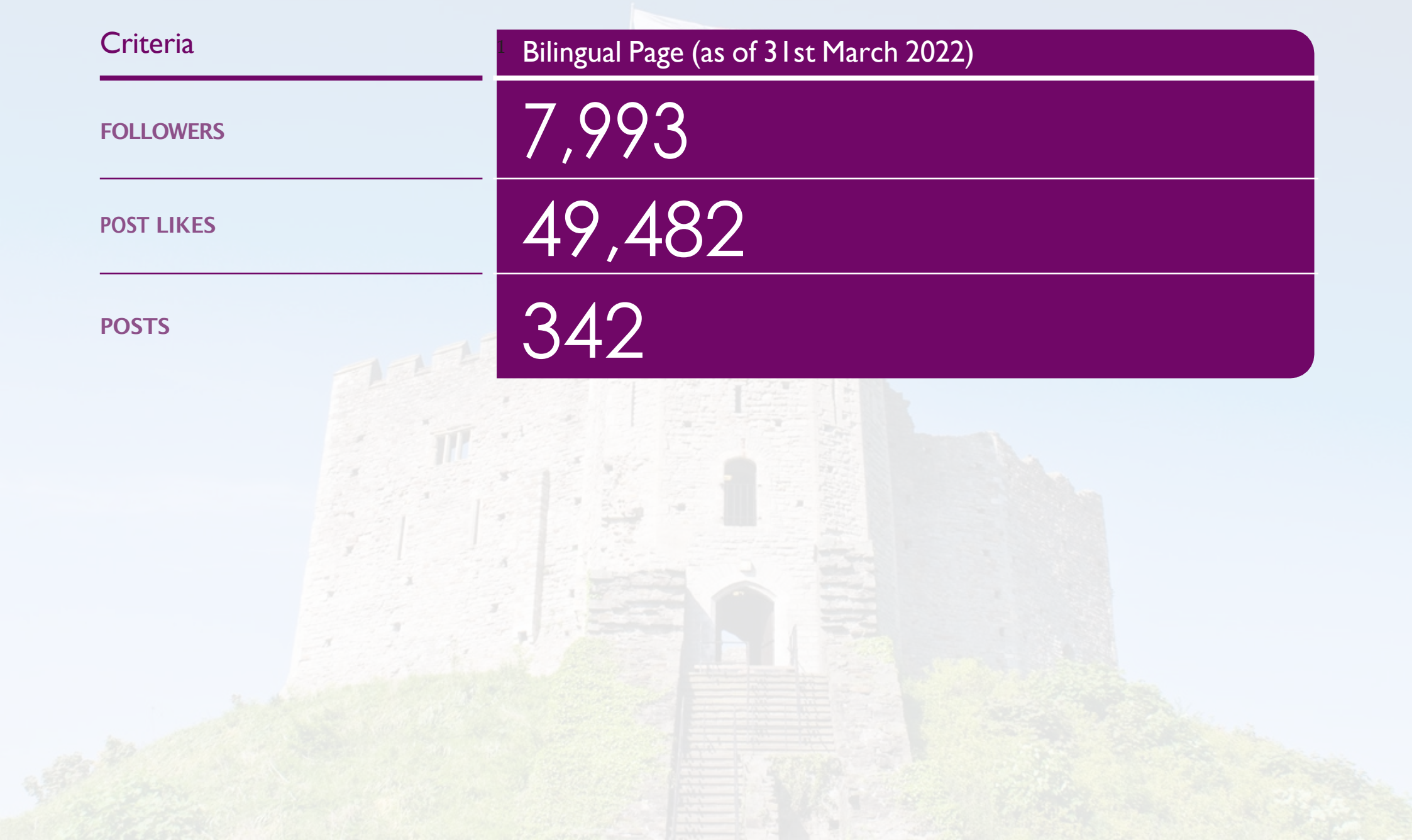
7,993

POST LIKES

49,482

POSTS

342



**FORWARD WORK PROGRAMME FOR
FIRE & RESCUE AUTHORITY 2023/24**

Expected Date of Report	Report Name	Purpose of Piece of Work	Information or Decision	Lead Director/ Contact Officer	Progress
17 July 2023	Use of Delegated Powers	To seek endorsement for the use of officer delegations for the award of contracts following tender exercises.	D	ACO CS Contact Officer: Geraint Thomas	On Agenda
17 July 2023	Manchester Arena Public Inquiry Vol 2 – Emergency Response Report	To provide Members with an update	I	CFO Contact Officer: Huw Jakeway	On Agenda
17 July 2023	Report on Proposed Priority Actions 2024/25	To advise Members of the proposed Priority Actions 2024/25 and to seek authority to enter into public consultation on these.	D	ACO CS Contact Officer: Sarah Watkins	On Agenda
17 July 2023	Strategic Risk	To advise Members of the Strategic Risks of the organisation and how these are being treated, managed or reduced.	I	ACO CS Contact Officer: Sarah Watkins	On Agenda
17 July 2023	End of year Health Check on Performance and Strategic Objectives 2022/23	To advise Members of end of year performance against agreed targets and to advise Members of the end of year health check position in securing the achievement of the Strategic Objectives.	I	ACO CS & ACFO SD Contact Officer: Sarah Watkins	On Agenda

Expected Date of Report	Report Name	Purpose of Piece of Work	Information or Decision	Lead Director/ Contact Officer	Progress
17 July 2023	Welsh Language Standards	To update Members on compliance against the Welsh Language Standards.	I	ACO PS Contact Officer: Alison Reed	On Agenda
17 July 2023	Audit Wales – Fire False Alarms	To update Members on the findings and recommendations of Audit Wales in respect of their analysis of Fire False Alarms.	D	T/DCFO Contact Officer: Chris Hadfield	On Agenda
25 Sept 2023	Update on MTFS and Reserves Strategy	To update Members on the Financial Strategy and Reserves Strategy of the Authority prior to considering the report on the 2024/25 Budget Setting Strategy.	D	Treasurer Contact Officer: Chris Barton	
25 Sept 2023	Budget Strategy 2024/25	To obtain clarification upon the political steer for the Budget Strategy for 2024/25 budget setting process.	D	Treasurer Contact Officer: Chris Barton	
25 Sept 2023	Treasury Management Outturn 2022/23	To advise Members of the year end treasury management position.	I	Treasurer Contact Officer: Chris Barton & Geraint Thomas	
25 Sept 2023	Health & Safety Annual Report 2022/23	To advise Members of Health & Safety performance of the organisation.	I	ACFO TS Contact Officer: Richie Prendergast	

Expected Date of Report	Report Name	Purpose of Piece of Work	Information or Decision	Lead Director/ Contact Officer	Progress
25 Sept 2023	Carbon Reduction/Biodiversity Plans Update	To advise Members on the progress towards the actions set out in the Carbon Reduction and Biodiversity Plans	I	ACO CS Contact Officer: Lisa Mullan	
25 Sept 2023	Certificate of Compliance for the Audit of SWFRA's Improvement Plan 2023-24	To receive Audit Wales' certificate of audit of the Authority's 2023-24 Improvement Plan.	I	ACO CS Contact Officer: Geraint Thomas	
18 Dec 2023	Revenue and Capital Budget 2024/25	To seek approval for the proposed draft revenue and capital budgets.	D	Treasurer Contact Officer: Lisa Mullan	
18 Dec 2023	Treasury Management Mid Term Report 2023/24	To advise Members of the mid-year position in relation to our treasury management.	I	Treasurer Contact Officer: Lisa Mullan	
18 Dec 2023	Half Yearly Health Check of Performance and Review of Strategic Themes	To advise Members of performance against agreed performance indicator targets and achievement of strategic themes at the mid-way point of the year.	I	ACO CS Contact Officer: Sarah Watkins	
18 Dec 2023	Independent Remuneration Panel for Wales' Draft Annual Report	To consider the IRPW's draft Annual Report and enable comments to be submitted to the Panel within required timescales.	I	ACO CS Contact Officer: Geraint Thomas	

Expected Date of Report	Report Name	Purpose of Piece of Work	Information or Decision	Lead Director/ Contact Officer	Progress
12 Feb 2024	Revenue & Capital Budget determination for 2024/25	To consider consultation responses and to set the recommended budget determination for consideration by the Fire Authority.	D	Treasurer Contact Officer: Chris Barton	
12 Feb 2024	Strategic Performance Indicators Target Setting 2024/25	To set the targets for the following financial year.	D	ACFO SD Contact Officer: Sarah Watkins	
12 Feb 2024	Report on responses to the consultation on the Strategic Themes and Objectives for 2024/25	Members to approve the proposed strategic themes and objectives for 2024/25	D	ACO CS Contact Officer: Sarah Watkins	
12 Feb 2024	Audit Wales Annual Audit Summary	To advise Members of the key issues emanating from the annual report and to provide an opinion on adequacy and effectiveness of the organisation and its potential to improve, its approach to risk management, control and governance processes based on the Audit Wales work undertaken during the year, including data quality & PIs, HR work, a Framework update, whistleblowing and forward planning.	I	ACO CS Contact Officer: Geraint Thomas	

Expected Date of Report	Report Name	Purpose of Piece of Work	Information or Decision	Lead Director/ Contact Officer	Progress
18 March 2024	Pay Policy Statement 2022/23	To consider the Authority's Pay Policy Statement in compliance with the Localism Act 2011 and associated guidance.	D	ACO PS Contact Officer: Alison Reed	
18 March 2024	Gender Pay Gap Statement	To update Members on the analysis of the gender pay gap across the Service.	D	ACO PS Contact Officer: Alison Reed	
18 March 2024	Strategic Equality Plan	To provide Members with the current Strategic Equality Plan.	D	ACO PS Contact Officer: Andrew Jones	
18 March 2024	Treasury Management Strategy Report	To secure Members' approval to the adoption of the Treasury Management Strategy for the following financial year	D	Treasurer Contact Officer: Lisa Mullan	
18 March 2024	Report on Strategic Plan and Priority Actions 2024/25	To seek approval to publish the Strategic Plan and Priority Actions.	D	ACO CS Contact Officer: Sarah Watkins	
18 March 2024	SWFRA Summary Report of Activity 2023/24	To provide a summary of the activity and outcomes during 2022/23.	I	ACO CS Contact Officer: Sarah Watkins	

Expected Date of Report	Report Name	Purpose of Piece of Work	Information or Decision	Lead Director/ Contact Officer	Progress
18 March 2024	Annual Report of the Work of the PSB's and Well-being Plan Approval	To update Members on the work of each of the PSB's and how this impacts upon the work of SWFRS, and to seek Well-being Plan approval.	I	ACO CS Contact Officer: Sarah Watkins	
18 March 2024	PSB Well-being Plans	To consider and accept the Well-being Plans of each of the PSBs	D	ACO CS Contact Officer: Sarah Watkins	
18 March 2024	Member Attendance	To review Member attendance 2023/24.	I	ACO CS Contact Officer: Sarah Watkins	
18 March 2024	Fire Authority & Committee Meeting Dates for 2024/25	To present Members with proposed dates of Authority & Committee meetings for the next municipal year.	I	ACO CS Contact Officer: Geraint Thomas	

AGENDA ITEM NO 8

**To consider any items of business that the Chairperson deems urgent
(Part 1 or 2)**

THIS PAGE IS INTENTIONALLY BLANK

1.	Apologies for Absence	
2.	Declarations of Interest	
	Members of the Fire & Rescue Authority are reminded of their personal responsibility to declare both orally and in writing any personal and/or prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Fire & Rescue Authority's Standing Orders and the Members Code of Conduct.	
3.	Chairperson's Announcements	
4.	To receive the minutes of:	
	<ul style="list-style-type: none"> • Annual General Meeting held on 12 June 2023 • Fire & Rescue Authority Meeting held on 27 March 2023 • HR & Equalities Committee held on 27 February 2023 • Local Pension Board Committee held on 23 January 2023 	<p style="text-align: right;">5</p> <p style="text-align: right;">17</p> <p style="text-align: right;">29</p> <p style="text-align: right;">37</p>
5.	Update on Actions	43
6.	REPORTS FOR DECISION	45
6.i.	Report on Strategic Themes and Proposed Objectives 2024/2025	47
6.ii.	Fire False Alarm Reduction	71
6.iii.	Treorchy Fire and Rescue Station refurbishment procurement	105
7.	REPORTS FOR INFORMATION	109
7.i.	Emergency Use of Delegated Powers	111
7.ii.	Report on Manchester Arena Inquiry Volume 2, South Wales Fire & Rescue Service Gap Analysis	115

THIS PAGE IS INTENTIONALLY BLANK

7.iii.	Strategic Risk Register Report 2022/23 Q4	121
7.iv.	Business Plan Actions Report 2022/23 Q4	145
7.v.	Welsh Language Standards Update	187
7.vi.	Forward Work Programme for Fire & Rescue Authority 2023/2024	197
8.	To consider any items of business that the Chairperson deems urgent (Part 1 or 2).	203