



**EASY READ**

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Gwasanaeth Tân ac Achub  
De Cymru  
South Wales  
Fire and Rescue Service

# Strategic Improvement Plan 2025-2040

This document was written by South Wales Fire and Rescue Service.  
It is an easy read version of South Wales Fire and Rescue Service Strategic Improvement Plan 2025-2040.

# How to use this document



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



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on page 22.



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

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This document was made into easy read by **South Wales Fire and Rescue Service** using **Photosymbols**. Tell us what you think about this easy read version by sending us an email to: [hys@southwales-fire.gov.uk](mailto:hys@southwales-fire.gov.uk)

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# Introduction



We are South Wales Fire and Rescue Service.



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



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



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



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



This document is about the things we plan to do from 2025-2040.



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

## How we made this plan



From 31st October 2024 to 24th January 2025, we asked the public, our staff and partners about our plans. We asked them these questions:

- Have you read our Annual Improvement plan?
- We asked for agreement against our 8 plan areas.
- What could we do better to improve our **culture**?
- What would good look like for us having a better **culture**?
- Any other feedback.



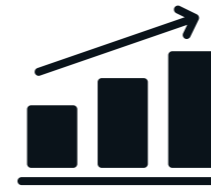
We received 65 replies. We also spoke with 80 staff from South Wales Fire and Rescue Service from different job roles. These helped us make this plan.

## What we plan to do 2025 – 2040



### 1. Working in the best way.

Working together to be good at what we do.  
We will:



- Look at how we do our work to find ways to make it better.



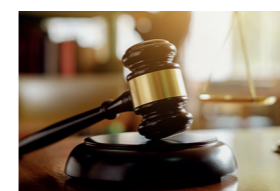
- Have plans to:
  - o Stop **emergencies** happening in the first place.



- o Respond to **emergencies**.



- o **Protect** life and buildings.



- Act on new laws and issues that affect us.



## 1. Working in the best way.



- Make it safer for people living in our area.



- Look at choices for the locations where we train our firefighters.



- Review the documents that our staff use to carry out their jobs.



- Create a team that will help improve the quality of our work.

## 2. Preventing emergencies



Finding ways to reduce emergencies so there is less need to call for our help.



- Reduce fires in the home by.



- o Using better information



- o Giving advice to the people we serve



- o Helping those most at risk first.



## 2. Preventing emergencies



- Reduce the number of deaths and people seriously injured in road accidents by.



- o Using better equipment, tools and information



- o Giving advice to younger people.



- Reduce the number of fires set on purpose by.



- o Working with the people who live in areas where fires are set on purpose



- o Working better with our [emergency](#) service partners.



## 2. Preventing emergencies



- Improve safety in and around water by.



- o Working better with our [emergency](#) service partners



- o Supporting businesses and the public who live and work near water.



### 3. Protection

Focus on **protecting** life and property.

We will:



- Give firefighters more information on buildings and provide better equipment to reduce injuries and deaths.



- Work with our partners to see what work is needed to make high-rise housing safer.



- **Protect** businesses by hiring more staff to keep their buildings and staff safe.



### 4. Responding to **emergencies**

Making sure we respond quickly when you need us.

We will:



- Try to arrive at **emergencies** earlier using better information. We will place our most important equipment and **vehicles** in the right areas to better respond.



- Look at the number of fire engines we send to each type of **emergency**.



- Look at improving our **On-Call** firefighter numbers and availability.



- Learn from **emergencies** we attend to help us be better in the future.

## 4. Responding to emergencies



- Reduce the number of times we send fire engines to calls which turn out to be **false alarms**. The time saved will be used for staff training and lowering risks for the areas we serve.



- Work with partners and other **emergency services** to practice how we respond to major incidents to make us better at our jobs.



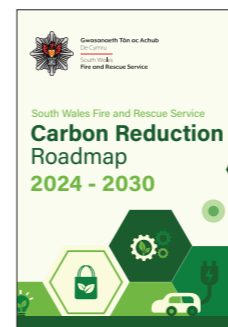
## 5. Looking after our environment

Doing our work in a way that helps the planet.

We will:



- 'Introduce new ways of letting you know what we are doing to **protect** our planet.



- Update our **Carbon Reduction Plan**.



- Have short, medium, and long term **environmental** plans.





## 6. Communicating better

Getting better at **communicating** with staff, partners and **communities**.

We will:



- Create a new **Media** and **Communications** plan.



- Make our documents easier to read.



- Work with young people and inform them on fire, water and road dangers to help them better understand the risks.



## 7. Valuing our people

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

We will:



- Employ more firefighters and look after their health and future job options to ensure they stay with the Service.



- Ensure that all staff behave correctly.



- Recruit more staff in our business fire safety team to better **protect** premises and people in South Wales.

## 7. Valuing our people



- Train our staff in the new **safeguarding** guidelines.



- Offer more training and better ways of working to the **Community** Safety staff to improve the way they complete their work.



- Create more training, development and opportunities for our staff including our fire cadets.



- Improve firefighter health and safety by learning from reports and information published.



## 8. Using **technology** well

Using better **technology** and information to improve our service to you.

We will:



- Make sure that firefighters have risk information for every **emergency** they attend.



- Buy a new system to help our Business Fire Safety Department be better at what they do.



- Review the **technology** we use to visit businesses, to help us find more risks and put plans in place for better safety.



- Create better training for leaders.

## 8. Using **technology** well



- Develop different ways of working and thinking about how we use **technology** to improve our service.



- Review our information, communications, and **technology** systems to make them better now and for the future.



### Other formats

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



### Have your say

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



### Write to us:

Performance, Planning and Risk  
South Wales Fire and Rescue Service  
Forest View Business Park  
Llantrisant  
CF72 8LX.



**Email us:** [hys@southwales-fire.gov.uk](mailto:hys@southwales-fire.gov.uk)



**Call us:** 01443 232000



**Website:** [www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)



**Facebook:** @SWFireandresuce



**X:** @SWFireandrescue



**Instagram:** @sw\_fire\_and\_rescue



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

## Hard words

### **Carbon Reduction plan**

The plans we have to show how we will look after our planet.

### **Communicating**

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

### **Community/Communities**

A group of people living or working in the same area.

### **Diverse**

Diverse means we are not all the same. For example, people in Wales:

- come from different backgrounds and **cultures**
- have different abilities
- believe different things
- have different sexual identities
- make different choices about how they live their lives
- are different ages.

### **Emergency/Emergencies**

An emergency is when something happens like a fire, flood or vehicle accident and we need to act fast to put things right.

### **Emergency Services**

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

### **Environment**

The environment is where we live. It includes the land, the sea, the air, and everything that lives in and on it. For example: plants, animals, and fish.

### **False Alarm Calls**

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

### **On-Call**

These are firefighters who are called in as and when they are needed.

### **Prevent/Preventing**

To stop something from happening to keep you safe.

### **Protect/Protecting**

Keeping someone or something safe.

### **Safeguarding**

Protecting people from harm and abuse and keeping them safe

### **Social Media**

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

### **Technology**

Is equipment, devices and machines that help us solve problems and make our lives easier. For example, smart phones, computers and the internet.

### **Vehicles**

Cars, vans, motorbikes, trucks and fire engines.

### **Work Culture**

This is how people think and act at work. A good work culture helps create the right setting for people to do their jobs well.