Draft Annual Improvement Plan
2015-2016

have your say!
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## Our Improvement Objectives - At a glance

### Our Improvements for 2015 - 2016

During 2015-16 Mid and West Wales Fire and Rescue Authority will work to deliver upon three key improvement objectives which we believe will improve safety whilst delivering excellent services which meet the risks and needs of our communities.

**Our Improvement objectives are to:**

### Improve service delivery and safety through use of new technology and fire and rescue techniques

*Our outcome will be to deliver an improved service for our communities in the event they require our response functions.*

<table>
<thead>
<tr>
<th>What we will do</th>
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<tr>
<td>Produce a business case on the suitability of mobile compartment firefighting systems.</td>
<td>September 2015</td>
<td>This will reduce harm to the environment and improve firefighter safety.</td>
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<td>Roll out of Positive Pressure Ventilation as a firefighting technique.</td>
<td>Key stations by March 2016</td>
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<tr>
<td>Implement a service wide asset management system for operational equipment.</td>
<td>March 2016</td>
<td>Improve Firefighter safety through better tracking, maintenance and use of operational equipment.</td>
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<tr>
<td>Develop and implement operational procedures to minimise firefighting water use.</td>
<td>March 2017</td>
<td>This will reduce harm to the environment and improve firefighter safety.</td>
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### Continue to support safer communities whilst managing reduced budgets

*Our outcome will be to continue making communities safer through minimising risks and maintaining our standards of service delivery within a reduced budget.*

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<td>March 2016 / Ongoing</td>
<td>Improve the effectiveness of the services we provide.</td>
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<td>Develop a trading arm to enable revenue generation.</td>
<td>Trading by 2016</td>
<td>Increases the amount of revenue available to the Service to improve safety.</td>
</tr>
<tr>
<td>Renew our 5 year sustainability and environment strategy.</td>
<td>March 2016 / Ongoing</td>
<td>Continue to reduce the environmental impact arising from the delivery of our services as well as reducing our reliance on the use of natural resources.</td>
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### Further improve our collaborative activities to reduce risks, costs and improve outcomes for our communities

*Our outcome will be to communicate ideas and initiatives more effectively with key partners who share our agenda.*

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<tr>
<td>Work with our key partners to improve the services we deliver.</td>
<td>March 2016 / Ongoing</td>
<td>This will allow the Fire Service to share information and provide a wider range of Services.</td>
</tr>
<tr>
<td>Increase the number of personal information sharing agreements for vulnerable people.</td>
<td>March 2016 / Ongoing</td>
<td>To make vulnerable people safer through targeted home fire safety visits.</td>
</tr>
<tr>
<td>Drive forward collaboration between the three Welsh Fire Service’s through the National Issues Committee.</td>
<td>March 2016 / Ongoing</td>
<td>This will allow the Welsh Fire Service’s to share best practices and provide a more effective service to our communities.</td>
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<tr>
<td>In partnership with Welsh Ambulance Service Trust (WAST) expand our delivery of medical response services.</td>
<td>March 2017 / Ongoing</td>
<td>This will allow the Service to support the WAST to deliver medical response.</td>
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Forward

As Chair of Mid and West Wales Fire and Rescue Authority, it gives me great pleasure to introduce our Annual Improvement Plan for 2015-2016. This plan represents the first year in delivering the improvements identified in our Strategic Plan 2015-20, which can be accessed via our website www.mawwfire.gov.uk.

As a Fire and Rescue Authority we are publicly accountable for your fire and rescue service, setting its budget and priorities. The difficult financial climate will continue to impact on budgets and we therefore need to explore new ways of working and delivering services, while ensuring we keep the safety and wellbeing of our communities at the heart of service delivery. We want to provide value for money, spending the tax payers’ pound wisely and where it will make the most difference.

Our priority is to always work closely with senior managers and staff to ensure the improvement objectives for the year ahead are delivered effectively and within budget, while ensuring we continue to deliver a high quality service to the communities of mid and west Wales.

Improving the safety of our communities and staff is at the heart of this year’s Annual Improvement Plan. Over the next year, we will be focusing our efforts on improving service delivery through the implementation of better technology and fire and rescue techniques. This will ensure our staff are as fully equipped as possible to deal with emergencies to better protect themselves and the communities they serve. Collaboration with our partners will also take centre stage, enabling us to work together to develop more robust service delivery arrangements that are fit for purpose, flexible and adaptable to accommodate the changing risk and demand that all emergency services in Wales now face.

As we continue to meet the financial challenges ahead, we will look to develop innovative solutions to ensure the provision of cost effective and high quality services, details of which are outlined in this plan. As part of that process, we want to hear your views on our priorities for the future. Ultimately, it is our aim to deliver a fire and rescue service that you value, so please help us to achieve this by responding to our consultation.

Councillor Gillian Thomas

Chair, Mid and West Wales Fire Authority
Introduction

I am delighted to introduce our Annual Improvement Plan for 2015-16 which sets out our commitment to the communities of mid and west Wales for the first year in delivering the improvements identified in our Strategic Plan 2015-20. My vision is for our Service to be a world leader in emergency response and community safety.

Our focus for 2015-16 is centred on continuing to deliver and improve upon our objectives from previous years as well as focussing on specific improvement objectives identified from feedback received from our communities, staff, stakeholders and partners. We believe this will enhance the way in which we work and ultimately the services we provide to our communities. Over the next year, our commitment will be to make improvements in areas of new technology and fire and rescue techniques. We will also continue to support safer communities through more collaboration with our partners, particularly the Welsh Ambulance NHS Trust with the aim of expanding our delivery of medical response services throughout the more rural communities of Mid and West Wales.

There is no avoiding that the financial climate will continue to create further challenges in the way in which we deliver services. These will continue to create additional pressures to the level of service we currently provide and stretch our resources even further. My commitment therefore will be to collaborate with other services, find innovative solutions to generating income by developing a trading arm, and ensure sustainability for the wellbeing of our communities by reviewing our five year sustainability and environment strategy.

In order to fulfil my vision, I want the best employees who are representative of our communities, trained in the best way to ensure their safety, provided with the best equipment and operating to procedures of the highest standard. I will listen to the views of our communities and partners as they have a vital role in helping us improve our service, reduce risk and develop safer communities.

I recognise that listening to your views is crucial if the service is to continue to deliver an effective and efficient service to keep you and your families safe. We want to know what you think of the Service we provide and how you believe we can continue to make improvements and future savings. This is your Fire and Rescue Service and we need to hear your views on how we can deliver the Fire and Rescue Service that you need.

Chris Davies
Chief Fire Officer
Mid and West Wales Fire and Rescue Service covers Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Powys and Swansea. The Service was created in 1996 by the Local Government (Wales) Act 1994, following the merger of Dyfed, Powys and West Glamorgan fire brigades.

The Service makes up almost two-thirds of Wales, covering a predominantly rural area of 4,500 square miles (11,700 km²), comprising 58 stations and employing 1,200 staff. It is the third largest in the United Kingdom, behind the Scottish and Northern Ireland Fire Services.

There are a variety of risks found within the Service area, ranging from the petrochemical industries in Milford Haven, to the risks associated with heavily populated areas such as Swansea and Neath Port Talbot. There is also a large farming community and many other light industries throughout the area. These, together with an extensive coastline and inland waterways, form some of the specialised risks found within the Service.

The Executive Board

The Executive Board is the Service’s senior management team, led by the Chief Fire Officer, supported by the Deputy Chief Fire Officer and three Assistant Chief Officers.

Chris Davies
Chief Fire Officer

Paul Bates
Deputy Chief Fire Officer

Elizabeth Aitken
Assistant Chief Officer

Rob Quin
Assistant Chief Fire Officer

Derek Masson
Assistant Chief Fire Officer

You can find out more about the Service and the responsibilities of the Executive Board by visiting the ‘About Us’ section of our website at [www.mawwfire.gov.uk](http://www.mawwfire.gov.uk)
Mid and West Wales Fire and Rescue Authority

Mid and West Wales Fire and Rescue Authority is made up of 25 elected members who represent the six Local Authorities within the mid and west Wales area. They are publicly accountable and have a statutory responsibility to maintain a fire and rescue service for our communities, in accordance with the following legislation and regulations:

- Local Government (Wales) Act 1994
- Mid & West Wales (Combination Scheme) Order 1995
- Fire and Rescue Services Act 2004
- Regulatory Reform (Fire Safety) Order 2005
- Combined Fire & Rescue Services Schemes (variation) Wales Order 2009
- Local Government (Wales) Measure 2009 amended 2011
- Fire and Rescue Services National Framework

The Authority has a statutory obligation to maintain a Fire & Rescue Service capable of dealing effectively with calls for assistance in the case of fire and other emergencies.
Our Vision and Priorities

Our Vision is ‘To be a World Leader in Emergency Response and Community Safety’

Our Strategic Objectives

Our Strategic Plan 2015-2020 identifies what we want to achieve. Our long term Strategic Objectives are:

- To save lives and protect communities
- To be trusted and respected by our communities
- To be seen as more than an emergency service
- To match our resources to priorities
- To manage within budgets
- To make efficiencies year on year
- To seek out and utilise alternative, sustainable resources
- To manage our people effectively
- To fully develop risk reduction planning
- To develop effective partnership working
- To develop our workforce into effective and empowered people

Our priorities for the future

Our priorities for 2015-2020 ensure we will continue to deliver the best possible services to our communities.

Our seven priorities, as outlined below, detail our commitment to delivering against challenging targets within an ever changing societal, political and financial environment.

Priority 1 – Collaboration

Collaboration will support the delivery of better outcomes for our communities and assist in delivering our services in a better, more cost effective and efficient way.

Priority 2 – Innovation

We will develop our Service through innovation, which is crucial in enabling us to maintain and improve the way our Service meets the present and future needs of our communities.

Priority 3 – Improving our service delivery

We will improve the way we meet the needs of the people that work, live and visit our communities to make them safer.

Priority 4 – Empowering our staff

We will ensure that we have a healthy and safe workforce with the right knowledge, skills and behaviours.

Priority 5 – Making better use of our assets and resources

We will improve and maximise the utilisation of our assets in the most effective, sustainable and environmentally friendly way.
Priority 6 - Caring for our Environment

We will work towards minimising the environmental impact our services may have on the environment.

Priority 7 – Communication and Engagement

We will to improve the way we communicate and engage with our staff, stakeholders and partners.
Our Performance

Each year the Authority sets targets for improvement against key performance indicators (KPIs). These KPIs reflect our objectives and measure our success. They are agreed by Welsh Government and are comparable with the other Welsh Fire and Rescue Services.

The KPI’s we use reflect our commitment to making our communities safer and measure the number of;

- Fires (in total)
- Primary Fires
- Accidental Dwelling Fires
- Fire Deaths
- Fire Injuries
- Hoax calls
- Automatic Fire Alarms
- Deliberate Fires
- Days lost to Sickness

We also use a range of local performance indicators which allows us to measure normal business activities which are important to us such as;

- Number of Home Fire Safety Checks delivered
- Number of Business Fire Safety Audits
- Percentage of Operationally Competent Staff
- On Call Appliance Availability
- Number of Operational Exercises

Over the past decade, through Improvement Planning and Risk Reduction, the Authority has seen significant reductions in the number of incidents we are called to attend, and improvement in the outcomes for those affected and the communities within which they occur.

<table>
<thead>
<tr>
<th>Statutory Performance Indicator</th>
<th>Average 2006/07 to 2009/10</th>
<th>Average 2009/10 to 2013/14</th>
<th>% Reduction Achieved 2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All Fires</strong> FRS/RRC/S/001 (i)</td>
<td>6184</td>
<td>4323</td>
<td>-30.1%</td>
</tr>
<tr>
<td><strong>Primary Fires</strong> FRS/RRC/S/001 (ii)</td>
<td>2286</td>
<td>1590</td>
<td>-30.5%</td>
</tr>
<tr>
<td><strong>Accidental Dwelling Fires</strong> FRS/RRC/S/001 (iii)</td>
<td>646</td>
<td>564</td>
<td>-12.7%</td>
</tr>
<tr>
<td><strong>Fire Deaths</strong> FRS/RRC/S/002 (i)</td>
<td>6.8</td>
<td>6.5</td>
<td>-4.4%</td>
</tr>
<tr>
<td><strong>Fire Injuries</strong> FRS/RRC/S/002 (iv) (excluding precautionary checks and first aid at scene)</td>
<td>108</td>
<td>61</td>
<td>-43.4%</td>
</tr>
<tr>
<td><strong>Hoax Calls attended</strong> FRS/RRC/C/002 (ii)</td>
<td>442</td>
<td>176</td>
<td>-60.1%</td>
</tr>
<tr>
<td><strong>Automatic Fire Alarms</strong> FRS/RRC/C/003</td>
<td>2301</td>
<td>1698</td>
<td>-26.2%</td>
</tr>
<tr>
<td><strong>Deliberate Fires</strong> FRS/RRC/S/001 (iv)</td>
<td>3779</td>
<td>2249</td>
<td>-40.5%</td>
</tr>
<tr>
<td><strong>Sickness</strong> FRS/CHR/C/004 (i) Shifts lost per Full Time Equivalent</td>
<td>7.6</td>
<td>8.8</td>
<td>15.8%</td>
</tr>
</tbody>
</table>

The table above shows the % percentage of reductions in the number of incidents, injuries and deaths over the last 10 years which provides a clear picture of our success. We do recognise that our sickness levels are still not where we would like them to be and we have set challenging targets for this indicator over the next 5 years.

More Detailed information on our performance can be found within our Annual Performance Assessment on our website.
Performance Targets for 2015-16

We have set challenging yet realistic targets for 2015-2016 onwards by producing a calculation which allows for variations in year on year activity.

We believe the best way to measure performance is by considering longer term trends and not only by yearly performance. As such, we set a reduction target based on an average over a five year period which allows for ‘spikes’ in activity, which could be caused by the following:

- An extremely dry spring and summer - which leads to an increase in grass and woodland fires.
- An extremely wet spring and summer - which leads to an abnormally low number of grass or woodland fires.
- The introduction of new legislation or community safety activities which impacts upon Injuries, Fire Deaths, Hoax Calls and Non-Domestic False Alarms

The long term targets are set by identifying the average number of calls per year that were attended during the period 2009-10 to 2014-15, and then setting a reduction target based on this average figure to be achieved by 2019-20.

We will monitor progress against these targets on a quarterly basis and formally review and revise these as required in September 2017 to ensure they remain realistic and challenging.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Target 2015-2016</th>
<th>Target: Average of 5yr from 2015-16 to 2019-20</th>
<th>Overall Reduction by 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Fires</td>
<td></td>
<td>3458</td>
<td>A 20% Reduction</td>
</tr>
<tr>
<td>Primary Fires</td>
<td></td>
<td>1192</td>
<td>A 25% Reduction</td>
</tr>
<tr>
<td>Accidental Dwelling Fires</td>
<td></td>
<td>479</td>
<td>A 15% Reduction</td>
</tr>
<tr>
<td>Fire Deaths</td>
<td></td>
<td>5</td>
<td>A 25% Reduction</td>
</tr>
<tr>
<td>Fire Injuries</td>
<td></td>
<td>46</td>
<td>A 25% Reduction</td>
</tr>
<tr>
<td>Hoax Calls attended</td>
<td></td>
<td>132</td>
<td>A 25% Reduction</td>
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<tr>
<td>Automatic Fire Alarms</td>
<td></td>
<td>1274</td>
<td>A 25% Reduction</td>
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<tr>
<td>Deliberate Fires</td>
<td></td>
<td>1574</td>
<td>A 30% Reduction</td>
</tr>
<tr>
<td>Shifts/Days lost to Sickness</td>
<td></td>
<td>6.6 shifts/days per full time equivalent employee</td>
<td>A Reduction of 25%</td>
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* 2015-16 targets are provisional and will be revised when data 2014-15 is available.

Local Performance Targets for 2015-16

Local performance indicators are set on a year by year basis.

<table>
<thead>
<tr>
<th>Local Indicator</th>
<th>2015 - 2016 Targets</th>
<th>Comment</th>
</tr>
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<tbody>
<tr>
<td>Home Fire Safety Check</td>
<td>TBC</td>
<td>Dependant on WG grant funding which is determined in March 2015</td>
</tr>
<tr>
<td>Business Fire Safety</td>
<td>TBC</td>
<td>Risk based Inspections to be undertaken</td>
</tr>
<tr>
<td>Competent Staff</td>
<td>95%</td>
<td>A maximum organisational risk critical skills gap of 5% for available operational staff</td>
</tr>
<tr>
<td>On Call Appliance Availability</td>
<td>100%</td>
<td>All ‘On Call’ first appliances are available 100% of the time</td>
</tr>
<tr>
<td>Operational Exercises</td>
<td>50</td>
<td>A minimum of 50 operational exercises are undertaken within the organisation</td>
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</table>

We are making good progress against these targets and we are confident that our improvements and community risk reduction activities will continue to reduce the instances of fire, deaths, injuries and false alarms in domestic and commercial premises.

More Detailed information on our performance can be found within our Annual Performance Assessment 2013 - 2014 on our website at www.mawwfire.gov.uk.
Our Improvement Objectives for 2015-16

During 2015-16 Mid and West Wales Fire and Rescue Authority will deliver three key improvement objectives which we believe will improve safety whilst delivering excellent services which meet the risks and needs of our communities.

- Improve service delivery and safety through use of new technology and fire and rescue techniques
  
  *Our outcome will be to deliver an improved service for our communities in the event they require our help in an emergency.*

- Continue to support safer communities whilst managing reduced budgets
  
  *Our outcome will be to continue making communities safer through minimising risks and maintaining our standards of service delivery within a reduced budget.*

- Further improve our collaborative activities to reduce risks, costs and improve outcomes for our communities
  
  *Our outcome will be to communicate ideas and initiatives more effectively with key partners who share our agenda.*

These improvement objectives will be achieved by actions linked to the ‘key improvement areas’ detailed in the Authority’s Draft Strategic Plan 2015 onwards.

Request a Home Fire Safety Check

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

If you would like this information in an alternative language or format such as large print, Braille or audio please contact us on 0370 6060699 or e-mail: mail@mawwfire.gov.uk.
Objective 1 - Improve service delivery and safety through use of new technology and fire and rescue techniques

Our outcome will be to deliver an improved service for our communities in the event they require our help in an emergency.

We will research and adopt the most advanced fire and rescue technologies and techniques to enable us to make the incident environment safer for both members of the public and firefighters.

We are improving service delivery and safety because feedback told us

- We need to make the work of our Firefighters as safe as possible.
- We need to improve the survival rates of compartment fires.
- We need to reduce the environmental impact our firefighting techniques wherever possible.
- We need to ensure that we are able to track and maintain a full life history of all of our operational equipment.

Over the next year, we will:

- Explore how we can use technology to ensure our staff are safer and better prepared to deliver improved outcomes for the communities we serve.
  This will include:
  - Research and assessing the benefits of adopting mobile compartment firefighting systems.
  - Developing new ways of working to reduce the quantity of water used at incidents, including the use of ‘brown water’; containment and recycling of the firefighting water.
  - Implementing Positive Pressure Ventilation at key stations throughout the organisation.
  - Implementing a service wide asset management system for operational equipment, which will collect information on how we use, test and repair our equipment. This will both inform our future operational requirements and enhance safety through active tracking.

How we will measure and report our achievements

- We will produce a business case on the suitability of mobile compartment firefighting systems. This will inform the decision making process of any future implementation of this technology.
- We will develop and deliver initial operational procedures which minimise the quantity of water used at incidents.
- We will roll out ‘Offensive’ Positive Pressure Ventilation techniques to those stations which have the highest historical instances of compartment fires.
- We will implement a service wide asset management system for operational equipment.

What this will mean to you.

Improving our technology and firefighting techniques will have a positive impact on the service we provide to our communities. These new technologies and techniques will dramatically reduce the risk of fire spread, damage, and overall impact to the environment, reducing the potential for loss of life and serious injury. They will also improve the firefighting environment, resulting in a reduced risk of injury to firefighters.

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<td>Roll out ‘Offensive’ Positive Pressure Ventilation techniques</td>
<td>Key stations by March 2016 Service wide by 2018</td>
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<tr>
<td>Implement a service wide asset management system for operational equipment</td>
<td>March 2017</td>
<td>Improve Firefighter safety, better tracking, maintenance, and use of operational equipment.</td>
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Objective 2 - Continue to Support Safer Communities whilst Managing Reduced Budgets

Our outcome will be to continue making communities safer through minimising risks and maintaining our standards of service delivery within a reduced budget.

In planning to meet challenging savings we have listened to and considered what is important to our staff, our communities, partners and stakeholders.

You told us that:

- You do not want a reduction in the services we provide.
- You want us to provide value for money.
- You value the community safety and educational work we undertake.
- Our staff want to deliver the best possible services they can.

Over the next year, we will:

- Use the outcomes of evaluations to inform future financial planning and service design to deliver more effective and efficient outcomes.
- Develop opportunities to generate income to support further local business and community safety initiatives.
- Develop a longer term strategy to improve our sustainability and the Authority’s self-sufficiency wherever possible.

How we will measure and report our achievements

- We will deliver services within a reduced budget.
- We will use our evaluations to inform and determine future activities and actions.
- We will review our performance against the All Wales Dwelling Fire Response Charter.
- We will deliver agreed project outcomes to achieve required budget reductions.

What this will mean to you.

Over the next year, we will be required to make further savings. Where possible we will strive to ensure there will continue to be no impact on service delivery and that the services we provide continue to make the communities of mid and west Wales safer, although we may provide them in a different way.

Throughout this process we will continue to engage and consult with our staff, their representative bodies and all members of our communities.

We remain committed to integrating environmental sustainability into our core business activities; by developing operational procedures and strategies that cause the minimum level of environmental impact and creating a greener working environment for our staff. We will also continue to play a leading role in identifying future green opportunities for the Service and realise our social responsibilities through protecting the environment.

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<td>Improve the effectiveness of the services we provide.</td>
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<td>Develop a trading arm to enable revenue generation.</td>
<td>Trading by 2016</td>
<td>Increase the amount of revenue available to the Service to improve safety.</td>
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<tr>
<td>Develop a strategy to improve sustainability and become more energy self-sufficient.</td>
<td>March 2016</td>
<td>Decrease the environmental impact of the services we provide.</td>
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Objective 3 - Further improve our collaborative activities to reduce risks, costs and improve outcomes for our communities

Our outcome will be to communicate ideas and initiatives more effectively with key partners who share our agenda.

One of our strategic priorities for 2015-20 is to continue to work collaboratively with our partners and stakeholders. Working together with our partners will support the delivery of better outcomes for our communities and assist in delivering our services in a better, more cost effective and efficient way.

We are improving our collaboration activities because feedback told us

- You want us to provide value for money through working with our partners.
- The expectations placed upon us are changing.
- We have the potential to be more than just a Fire and Rescue Service
- There are still some groups of vulnerable people that we are unable to reach.

Over the next year, we will:

- Further develop our operational delivery of medical response services, in collaboration with the Welsh Ambulance Service NHS Trust (WAST).
- Work with our key partners to improve the services we deliver to ensure they meet the needs of our communities and deliver improved outcomes.
- Expand the number of agreements we have for sharing personal information on vulnerable people to make them safer.
- Continue to drive forward the work of the National Issues Committee to deliver efficiencies and improved performance across the three Welsh Fire and Rescue Services.

How we will measure and report our achievements

- We will increase the number of medical co-responder schemes in partnership with the Welsh Ambulance Service Trust.
- We will demonstrate increased efficiencies and productivity through the sharing of resources, knowledge and experience between partner agencies and other fire and rescue services.
- We will see increased sharing of personal information to enable vulnerable individuals to receive Home Fire Safety advice.
- We will deliver the National Issue Committee objectives, as contained within the all Wales improvement work streams.

What this will mean to you.

We will improve the organisation and the services we provide by increasing the number of opportunities we have to collaborate with our partners. We know that we will be able to achieve more with the resources available by sharing information, knowledge and working practices. This means we will be able to provide better outcomes for the communities which we serve.

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<td>March 2017 / Ongoing</td>
<td>This will allow the Service to support the WAST to deliver medical response.</td>
</tr>
<tr>
<td>Work with our key partners to improve the services we deliver.</td>
<td>March 2016 / Ongoing</td>
<td>This will allow the Fire Service to share information and provide a wider range of Services in conjunction with various partner organisations.</td>
</tr>
<tr>
<td>Increase the number of personal information sharing agreements for vulnerable people</td>
<td>March 2016 / Ongoing</td>
<td>To make vulnerable people safer through targeted home fire safety visits.</td>
</tr>
<tr>
<td>Drive forward collaboration between the three Welsh Fire and Rescue Services through the National Issues Committee.</td>
<td>March 2016 / Ongoing</td>
<td>This will allow the Welsh Fire and Rescue Services to share best practices and provide a more effective service to our communities.</td>
</tr>
</tbody>
</table>
## Glossary

The following list shows definitions of terms that are found in this document.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidental Fires</td>
<td>Includes fires where the cause was not known or unspecified.</td>
</tr>
<tr>
<td>Asset Management</td>
<td>An Asset Management and Tracking System will give greater control of the maintenance of all equipment and improve asset information, supporting compliance with health and safety legislation and enabling better informed future review and purchase, whilst also reducing manual record keeping burdens.</td>
</tr>
<tr>
<td>Automatic Fire Alarm</td>
<td>An alarm caused but automatic fire detection equipment.</td>
</tr>
<tr>
<td>Brown Water</td>
<td>Using run-off water, such as storm water.</td>
</tr>
<tr>
<td>Business Fire Safety Audit</td>
<td>Fire Safety staff from the Service visit commercial properties to provide fire safety advice.</td>
</tr>
<tr>
<td>Compartment Fires</td>
<td>A fire within any enclosed space or room within a building, e.g. a bedroom or kitchen.</td>
</tr>
<tr>
<td>Competent Staff</td>
<td>Percentage of staff qualified to carry out their duties.</td>
</tr>
<tr>
<td>Days lost to sickness</td>
<td>The number of working days an employee has lost due to illness.</td>
</tr>
<tr>
<td>Deliberate Fires</td>
<td>Includes fires where deliberate ignition is suspected.</td>
</tr>
<tr>
<td>Evaluation</td>
<td>To evaluate is to judge the value or worth of someone or something and use this outcome to support future planning.</td>
</tr>
<tr>
<td>Fire Death</td>
<td>A person whose death is attributed to a fire is counted as a fatality even if death occurred weeks or months later.</td>
</tr>
<tr>
<td>Fire Injury</td>
<td>Any injury sustained as a result of exposure to fire.</td>
</tr>
<tr>
<td>Hoax Call</td>
<td>A malicious telephone call reporting an incident that has not occurred.</td>
</tr>
<tr>
<td>Improvement Authority</td>
<td>A Local Authority that has been designated under the Local Government (Wales) Measure 2011 to secure continuous improvement. – needs to be red?</td>
</tr>
<tr>
<td>Home Fire Safety Check</td>
<td>Fire Safety staff from the Service visit domestic properties to provide home fire safety advice and supply fire detection devices.</td>
</tr>
<tr>
<td>Mobile Compartment firefighting system</td>
<td>Firefighting systems that enable compartment fires to be fought from outside the compartment itself, rapidly improving internal conditions supporting survivability and subsequent firefighting operations.</td>
</tr>
<tr>
<td>On Call Appliance Availability</td>
<td>Percentage that an appliance is available to carry out its role.</td>
</tr>
<tr>
<td>Operational Exercises</td>
<td>A training exercise involving the Service.</td>
</tr>
<tr>
<td>Positive Pressure Ventilation</td>
<td>Positive Pressure Ventilation (PPV) is a type of external ventilation used to force fresh air into properties at various stages of a fire, and can be introduced before putting Firefighters into a building fire to create the safest possible environment for casualties and crews.</td>
</tr>
<tr>
<td>Primary Fires</td>
<td>These are reportable fires involving buildings, caravans, vehicles, outdoor storage, machinery, agricultural premises, or any outdoor structures e.g. tunnels, bridges, etc.</td>
</tr>
<tr>
<td>Operational Equipment</td>
<td>All the equipment utilised by firefighters when dealing with operational incidents, e.g. property fires, road traffic collisions, animal rescue etc.</td>
</tr>
</tbody>
</table>
Your Opinion Matters

Here’s a guide on how you can help shape the future of your Fire and Rescue Service

We want to deliver a fire and rescue service that you value. This is why, between 1 October and 28 November 2014, we will be consulting as widely as possible on our three improvement objectives for next year, as set out in this document.

Please let us know what you think of our improvement objectives by responding via any of the following means:

- **Public Engagement Events**
  We will be attending a number of public engagement events between 1 October and 28 November. Full details can be found on our website.

- **Website:** www.mawwfire.gov.uk
- **Facebook**
  www.facebook.com/mawwfire
- **Twitter**
  @mawwfire

- **Email**
  haveyoursay@mawwfire.gov.uk

- **Telephone:**
  0370 6060699 and ask for the Strategic Planning and Performance department.

- **Write to:**
  The Chief Fire Officer,
  Freepost MWWFRS,
  Mid and West Wales Fire and Rescue Service,
  Lime Grove Avenue,
  Carmarthenshire
  SA31 1SP

Your responses will be collated in compliance with the requirements of the Data Protection Act 1998. This document has been equality impact assessed in line with the Service’s equality impact policy.

**What happens next?**

At the end of the consultation period all the responses received will be considered by the Fire and Rescue Authority and a full consultation report will be published on www.mawwfire.gov.uk

The Fire Authority will approve the final Annual Improvement Plan 2015-2016 in February 2015, before it is published on our website in March 2015.

If you would like this information in an alternative language or format such as large print, Braille or audio please contact us on 0370 6060699 or email: mail@mawwfire.gov.uk