



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru

Mid and West Wales  
Fire and Rescue Service

# ANNUAL PERFORMANCE ASSESSMENT

2021 / 2022

AT A GLANCE



Over the last 12 months we have attended:



We also recruited:





### **Strategic Aim One – Our People**

We will ensure our staff have the knowledge and skills they need to safely deliver and develop our services. We will ensure staff are representative of the communities they serve and are supported by the Service in their health and wellbeing.

#### **Here is a snapshot of what we did to meet our objectives for Our People:**

- Established a Well-being and Agile Working Group to develop a wellbeing strategy.
- Launched a wellbeing app called My Possible Self
- Maintained an operational fitness assessment pass rate of 99%.
- Undertook an external accessibility audit of the Service's website.
- Upgraded the smokehouse training facility in the Training Delivery department at Haverfordwest.
- Continued to support and develop the programme of wellbeing and health through wellbeing seminars.
- The Fleet, Engineering and Logistics department re-located to a more spacious and fit for purpose transport hub to carry out their routines in a more effective and sustainable manner.
- Our staff were encouraged to contribute to the shaping of our Service through various forums, such as the Inventory Management System group, Covid Lessons Learnt project, Ideas Forum and the Equality, Diversity and Inclusion related forums.
- Surveys were conducted with individuals who were part of the wholetime recruitment and selection process, particularly those from under-represented groups.
- The Deputy Chief Fire Officer hosted 18 webinars to engage with staff on the development of the Service's Improvement and Well-being Objectives for 2022/2023.
- Gap analysis work was undertaken by the Service's Training Delivery department against the training specification within the transport, water, and foundation of breathing apparatus National Operational Standards.



## Strategic Aim Two – Our Communities

We will continue to engage, educate, and support our communities to help ensure that they remain safe, health and prosperous.

### Here is a snapshot of what we did to meet our objectives for Our Communities:

- Hywel Dda University Health Board's mobile vaccination campaign was supported by Community Safety staff.
- Community Safety teams attended the Mayhill Community Event in Swansea.
- Staff were nominated for their outstanding work in safeguarding adults and children at the West Glamorgan Safeguarding Board Awards Ceremony.
- Business Fire Safety audits were undertaken through the use of Microsoft Teams.
- Work was undertaken with the Wallich in Carmarthen and Swansea to provide support to individuals re-engaging with independent living.
- A Wales Accord for Sharing Personal Information (WASPI) on Tackling Anti-Social Behaviour was agreed by partners.
- The "safe haven" campaign was launched, protecting those members of the public who may be feeling threatened, intimidated or at risk.
- Successful road safety partnership programmes were held, including Operation Options sessions aimed at drivers who break the law by not wearing their seatbelts.
- Fire awareness sessions were delivered by the Service Youth Team to a group of young people from a Powys High School.
- A multi-agency Summer Safety campaign was delivered to promote the safety messages of a number of partners and included messages on campfire risks and the safe disposal of refuse and BBQ's.
- Collaborative working with Dyfed Powys Police Neighbourhood Policing Team was undertaken to share knowledge and promote joint working.
- A programme of engagement was undertaken with Dyfed Powys Police and Carmarthenshire County Council in connection with the revised speed limit of 20mph within the Llanelli North area.
- Engagement continued throughout the year with Public Services Boards, Community Safety Partnerships and Regional Boards.
- Safe and well awareness raining was delivered to Foster Carer in Carmarthenshire.
- Online procurement workshops were held.
- Service volunteers continued to assist Community Safety teams to deliver safe and well checks.





### **Strategic Aim Three – Our Environment**

We will continually improve our environmental performance, and the impact the Service has on the environment, through both our operational activities and everyday duties.

#### **Here is a snapshot of what we did to meet our objectives for Our Environment:**

- The Level 5 Green Dragon Environmental accreditation was maintained.
- Environmental awareness continued to be raised through the Corporate Risk departments quarterly newsletter.
- Opportunities to scope the feasibility of using wastewater to fill the Service's water carriers was explored with Welsh Water and Natural Resources Wales.
- Welsh Government funding was secured, which enabled further improvements to be made to the charging infrastructure.
- A building management system was developed to measure and manage the Service's energy usage.
- Construction work was undertaken at Llandrindod Wells Fire Station, including the development of a permeable paving system and rainwater garden.
- Good progress was made for the installation of water meters across the Service's estate to monitor water consumption on a station-by-station basis.
- A framework was created to measure Scope 3 emissions across the Service's supply chain.
- The Procurement team worked with WRAP Cymru on a project to help embed sustainability into every aspect of the procurement process.
- Single use water bottles usage was reduced by half to 30,000.



### **Strategic Aim Four – Our Learning**

We will explore new ways of working to improve as a Fire Service through learning from ourselves and others.

#### **Here is a snapshot of what we did to meet our objectives for Our Learning:**

- Operational learning continued to be embedded via the Operational Learning System (OLS)
- Information relating to fire investigations, monitoring of operational incidents and operational performance was captured via the OLS.
- Mobile Data Terminals (MDTs) were installed on all frontline appliances.



- Development activities were commissioned on the CoreHR system to create more electronic workflows and encourage greater use of employee self-service.
- 28 submissions were received and considered by the Ideas Forum, including one suggestion that the “Action for happiness” principles were adopted.
- SHE Assure, the online health and safety management system continued to be embedded.
- Additional coaches were trained at both supervisory and middle management levels.
- Lessons learnt sessions were held by the Finance department to evaluate the closure of accounts process for 2020/21.
- Incident Command training and assessment was provided through the use of MS Teams and XVR.
- Fourteen managers received training as structured debrief facilitators, supporting a culture of learning from each and every activity.
- The Business Fire Safety department continued to make use of the Remote Video Audit procedure which enabled fire safety audits to be undertaken through the use of MS Teams.

