

# Annual Business Improvement Plan



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru

Mid and West Wales  
Fire and Rescue Service

## Our Vision



To be a World Leader in Emergency Response and Community Safety.

## Our Mission



To engage, connect, develop and inspire people to deliver an excellent service.

## Our Values



Do the right thing. Treat people with respect. Perform with excellence.

## Our Commitments

Four Commitments detailed in our five-year strategic plan 2022-2027: [Strategic Plan 2022 - 2027](#)



### Commitment 1: Our People

We are committed to recruiting, retaining and developing a highly skilled workforce.



### Commitment 2: Our Communities

We are committed to supporting the health, wellbeing and prosperity of the communities we serve.



### Commitment 3: Our Environment

We are committed to minimising our impact on the environment.



### Commitment 4: Our Learning

We are committed to improving the way we work through organisational learning.

## Improvement and Well-being Objectives



We will develop a positive experience for our people, ensuring that well-being is a priority, and we create a diverse workplace that is attractive to join and provides opportunities to develop and progress.



We will explore new ways to positively impact the long-term social and economic benefits our business has on our communities.



We will work towards becoming Net Zero by 2030.



We will embed opportunities to capture, communicate and implement all aspects of organisational learning, fostering a culture of continuous improvement.



We will continue to undertake a baseline data exercise to support alignment of planning and financial strategies and inform the development of community risk management focussed improvements, objectives, and initiatives.