

Mid And West Wales Fire And Rescue Service



Annual Business Improvement Plan 2023/2024



Easy Read version



You can ask for this information in a different format or a different language.

Email: **mail@mawwfire.gov.uk**

Phone: **0370 6060699**



The Fire Service wants to do the best that they can for the community.



The **Strategic Plan** 2022 – 2027 says how the Service will do this.



This plan shows the **commitments** the Service wants to achieve. These are the Service goals.



Here are our goals for this year.

We have called them **Improvement and Well Being Objectives**.

Our Commitments are:



Commitment One – we will employ, keep and train a skilled workforce made of different types of people.



Commitment Two – we will support the health, well being and wealth of our communities.



Commitment Three - We will do our best for the environment.



Commitment Four - We will work better by learning as a service.

Improvement and Well-being

Objective One



We will make sure people have a good experience working for us.



We will make well being important.



We will make sure everyone is welcome to work for us.



We want people to think it would be good to work for us.



Our staff will have the chance to learn and grow in our service.

Why this is important



It is good for everyone when people who work for us are happy and confident.



Giving our teams training and support will give them the skills to do their jobs well.



Supporting our staff gives them the confidence to be involved in all parts of the Service.



Supporting our staff will make sure we are giving the best service to our community.



Our staff are the most important part of the Service. Staff will be the best they can when we give them good support.



We want to represent the community we work in.



This means finding staff who are:

- Welsh speakers
- From different backgrounds
- From different groups



It is important that public money goes towards a good team.

What we are going to do



On call fire fighters don't work all the time. They do everyday jobs but work with us when we call them.



We will look at how we can better find on call fire fighters.



We will look at different ways of working that will be easier for people to work with us.



We will start a new **appraisal system**.
This means talking to our staff to find out what they want and need to do their jobs well.

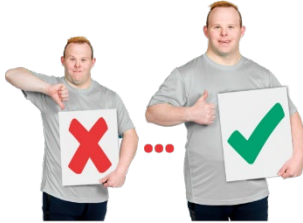


We will talk to our teams to find out what is good about working for us.
This will help us find and keep new people.



We will make sure we find new people who are good and that are part of the whole community.

How will we know if we have got better?



More of our team will work with us to make things better.



Less people will take time off work because they are sick.



People will know more about us and the kind of jobs in the Service.



More people will apply for jobs with us.



We will see better training.



Our staff stay with us longer because
they will be happier at work.

Improvement and Well-being

Objective Two



Our business has an impact on our communities. we will look at how we can do this better for everyone.

Why this is important



The Service is big.
How we spend money is important.



When we buy things locally it is better for everyone.



The Service is paid for by the public.
We need a good system to make sure we are better at spending money.



We want to make sure everyone is safe by changing the way we work to be better at meeting the needs of our community.



We work with all parts of the community to help stop fires from happening.



The service works well with partners in our community. This helps to:

- Avoid doing work twice
- Spend money better
- Improve the community

What we are going to do



We will look at what we do for community safety.



We will make sure we do the right thing for the future.



We will think about how well we work with our partners and how that would help the community.



We will carry on telling people to use our Fire Stations.

How we will know we have got better



We will have better relationships and get more involved with the community.



There will be more information being shared that helps the community.



People will start using Fire Stations more for meetings and events.



More communication between the Fire Stations and the community.

Improvement and well being

Objective three



We aim to become **Net Zero** by 2030.
This means becoming carbon neutral.

Why this is important



Making sure we have less effect on the environment will help us become more sustainable.



We need to do our part to look after the planet.



We want to work with communities to understand their needs with the environment.



Making sure we have good nature and wildlife on our land is good for:

- Nature
- Air quality
- Our staff well being

What we are going to do



We will start using an **Environmental Assessment tool**. This will help us know how well we are doing.



We will work with partners to look at how much water we use at incidents.



We will look at how we can use environmentally friendly goods and services.



We will teach our teams about becoming carbon neutral and how they can help us to get there.

How we will know we have got better



We will see less water and less carbon use each year.



Knowing how much carbon we use now will help us to find ways to reach the Welsh Governments goal for all public sector to be carbon neutral.



We will be better at protecting the environment when we go to fires and rescues.



We will ask others to tell us how well we are doing and if we are reaching **net zero**.

Net zero means becoming carbon neutral.

Improvement and Well-being Objective Four



We will give opportunities for all kinds of learning at work so people can improve.

Why this is important



Learning at work is key to a Fire and Rescue Service to make things as safe as possible.



We want to make sure the way we work is organised and as safe as we can for our people.

What we are going to do



Find a way to show all the information of learning across the Service, including good and bad feedback.



Look at ways that learning can be given across the Service.

How we will know we have got better



We will have good feedback on learning and the changes that have been made.



We will see improvements in the ways we work that help everyone.



More communication with people about their learning in work.

Improvement and Well-being

Objective Five



We will make sure we are collecting information that can help us plan and work better.

Why this is important.



We want our Service to be the best it can be. We want to make sure we do everything we can for the safety of everyone.



There are a lot of changes to Fire and Rescue Services in the UK. There are reviews of laws and duties.



We want to be part of the reviews so we can make sure they are bests for us and our communities.



We want to make sure we use all our resources to make sure they are working hard for us.



We want to make sure any risks are as low as possible.

What we are going to do



There will be new rules called The National Framework for Fire and Rescue Services in Wales.



We will make sure we are ready for the new rules.



We will keep checking the way we get information, and add new information if we need to.



We will check what information our partners have and think about how it could be useful for us.



Make sure we use our information to plan how to keep the community safe.



Talk to our staff to make sure we have the best information about what is happening locally.



Use our information to decide where to best put our staff and equipment.



Make sure we are working to the laws.



Work with our partners to make sure we are doing the best for everyone.

How we will know we have got better



The information we collect will help us plan for our communities.



We will have a community risk plan.
This will help us have the right staff and equipment in the right place.

More information



You can find out more information on our website:

www.mawwfire.gov.uk



If you have ideas how we can do better in the future you can contact us by:



Phone: **03706060699**



Email: **mail@mawwfire.gov.uk**

Write to us:



**Mid and West Wales Fire and Rescue
Service HQ
Lime Grove Avenue
Carmarthen
SA31 1SP**

Home Fire Safety Check



You can ask for us to check your home is safe by:



Phone: **08001691234**

Or

Website: **www.mawwfire.gov.uk**

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