



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru

Mid and West Wales  
Fire and Rescue Service



# Reshaping

# Mid and West Wales Fire and Rescue Service, Together

## EIN GWELEDIGAETH

I ddarparu'r gwasanaeth gorau posibl i  
gymunedau Canolbarth a Gorllewin Cymru.

## OUR VISION

To deliver the best possible service for  
the communities of Mid and West Wales.



#EichGTACGC

#YourMAWWFRS





## About Us

The communities we serve are at the heart of everything we do. We recognise the need to plan for the longer-term. Our Community Risk Management Plan (CRMP) highlights how we intend to address the risks, threats and challenges facing our communities. It outlines how we propose to meet and reduce them, whilst ensuring our assets and resources are used successfully, providing the best possible service to the communities we serve.

We cover the largest area in England and Wales 4,500 square miles across six local authority areas – Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Powys and Swansea. We know that our communities are changing, and we need to too. We want to be able to adapt to meet the challenges being faced by our communities.

The Service has an approved CRMP that highlights how we intend on addressing the risks, threats and challenges facing our communities and how we propose to meet and reduce them, whilst ensuring our assets and resources are used successfully, providing the best possible service to the communities we serve. The types of incidents we respond to has changed, along with the needs of our communities and what they are calling on us for.

### Over the last 5 years, we have attended:

(5 years is 2019/20 to 2023/2024)



**2,342 house fires**



**886 non-domestic fires**



**3,727 road traffic accidents**



**3,975 grass and forestry fires**



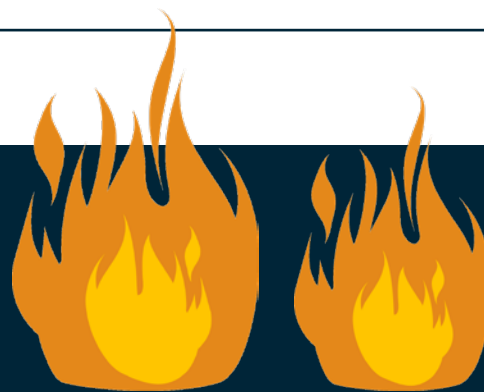
**1,911 flooding incidents**



**5,732 medical responses**



## Fire attendance statistics over the last 10 years



**Deliberate  
Fires**



**Reduced  
by 24%**

**Accidental  
Fires**



**Reduced  
by 27%**

**Fire in  
Dwellings**



**Reduced  
by 27%**

**Non-Domestic  
Fires**



**Reduced  
by 29%**

## Our main business is now:



**Special Service  
Calls**



**Road Traffic  
Collisions**



**Water  
Rescues**



**Animal  
Rescues**



**Line  
Rescues**



**Medical  
Response**



**Wildfire**

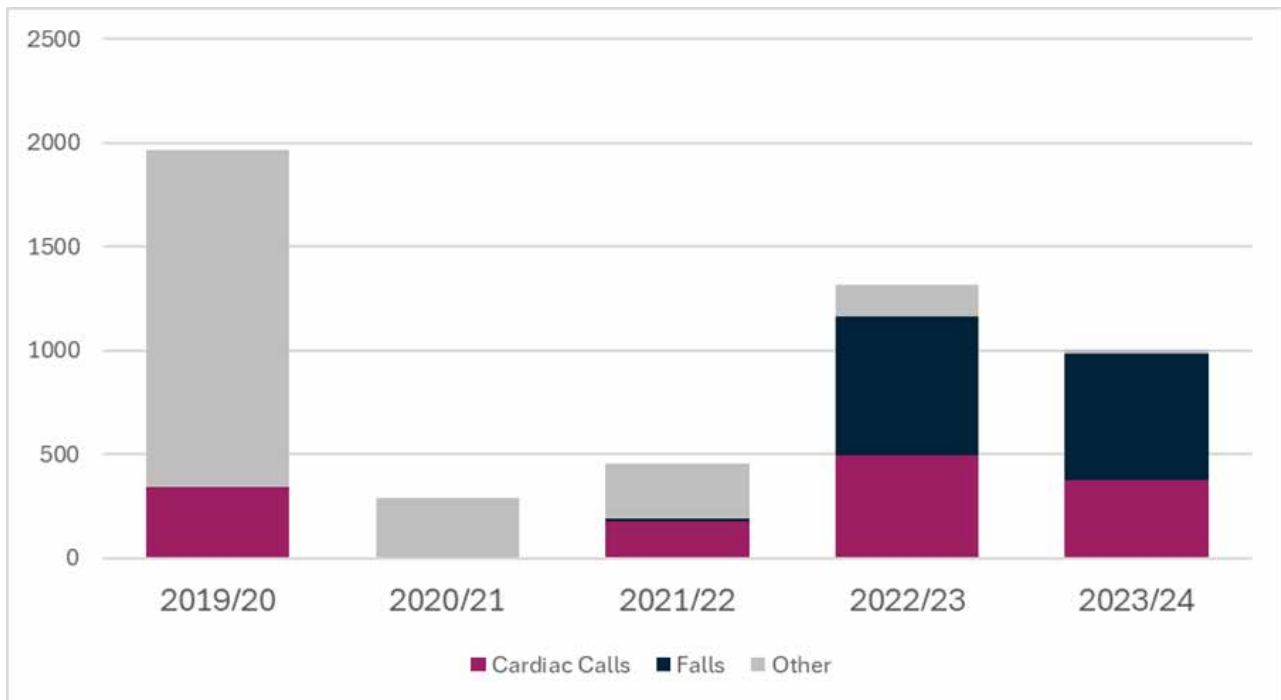


**Flooding**

This means that we need to change the way in which we operate and ensure that our assets and resources are used successfully and efficiently.



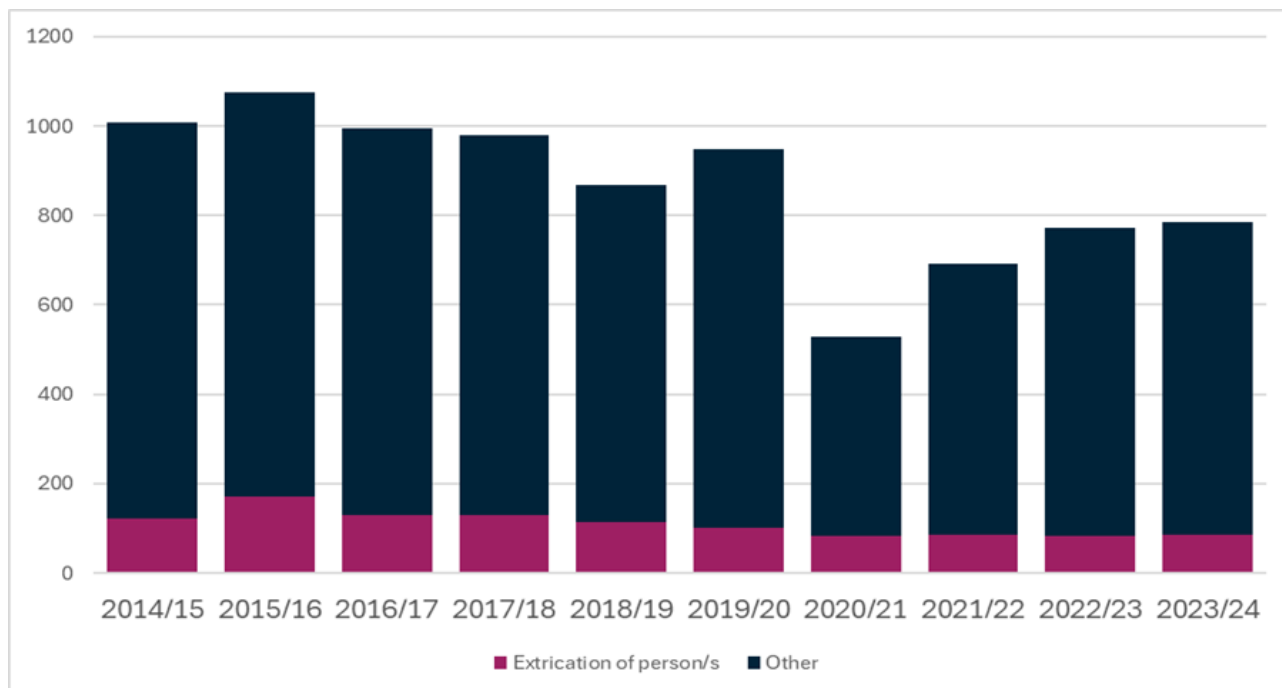
# Medical response incidents over the last 5 years





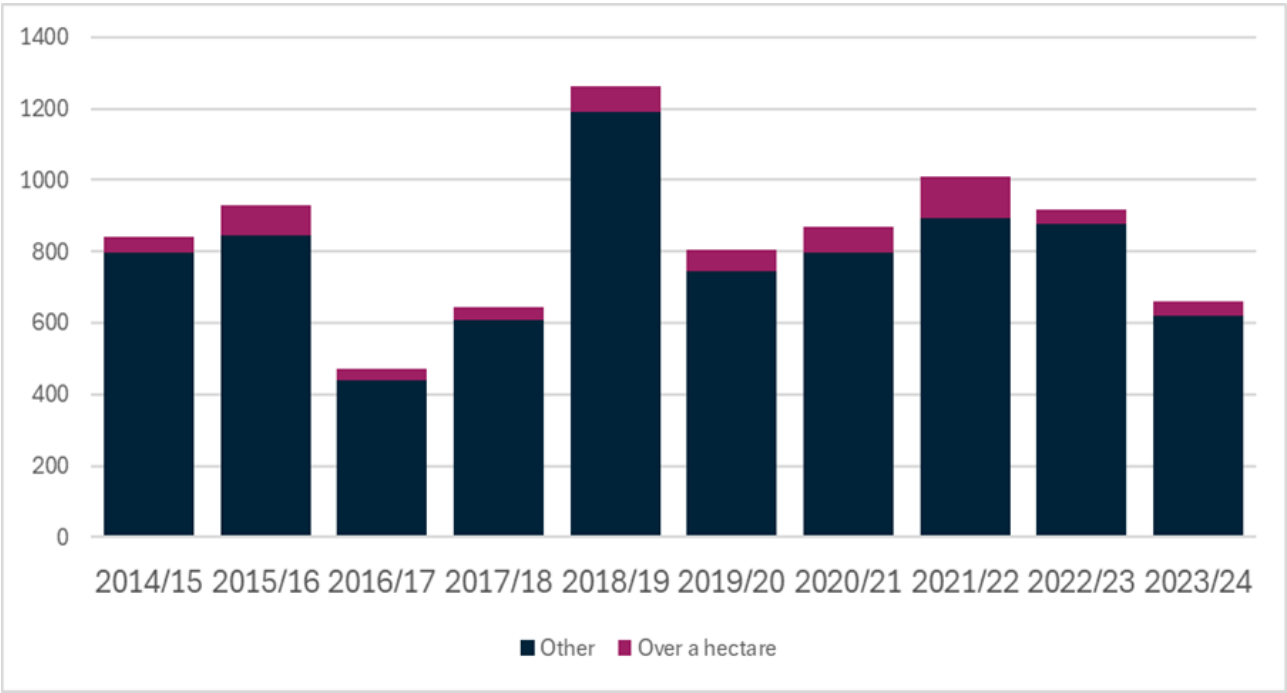


# Road Traffic Collisions (RTC) attended over the last 10 years





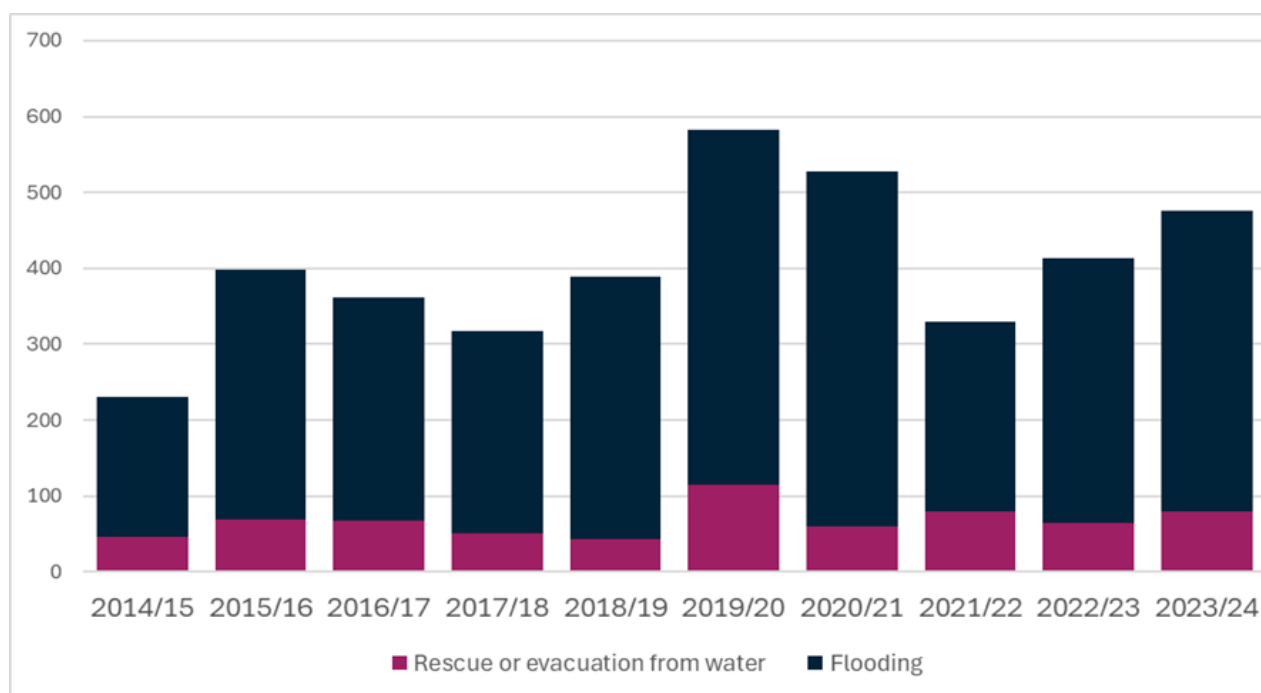
# Grass fires over the last 10 years with wildfires over one hectare in size





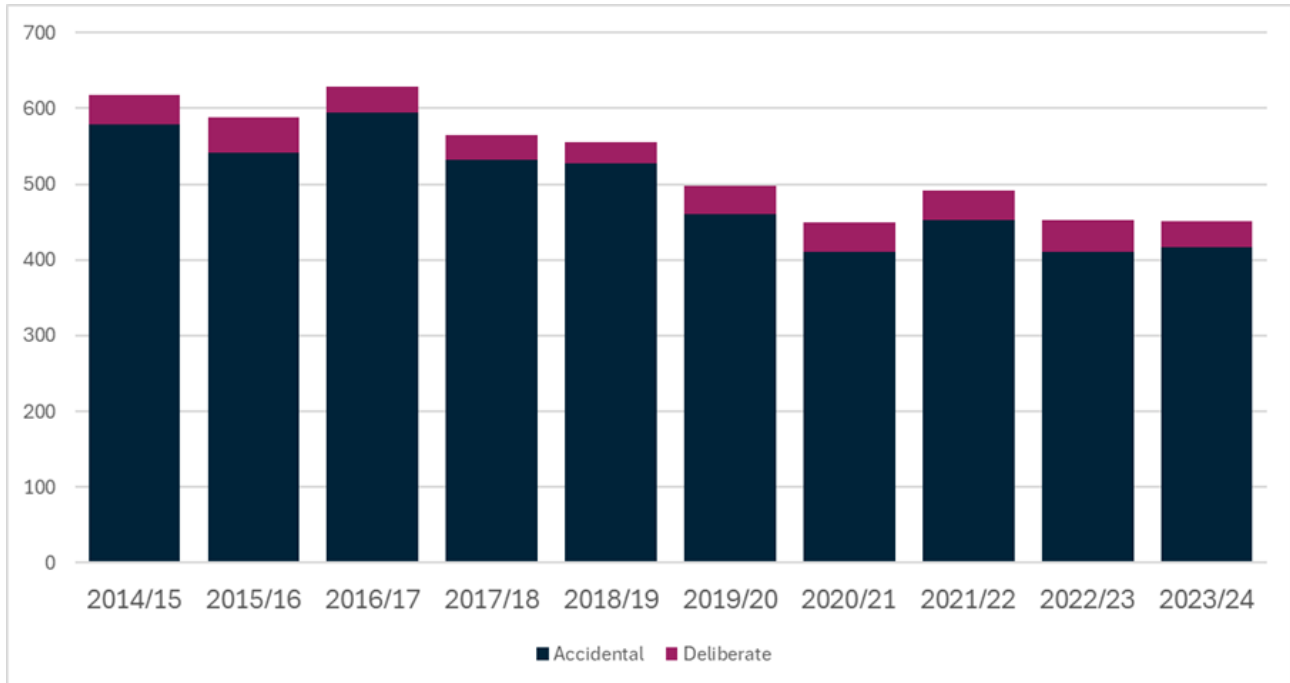


# Flooding and water rescue incidents attended over the last 10 years





# House fires over the last 10 years







**Recognising the ever-changing needs of local communities, the CRMP 2040 will remain flexible, allowing the Service to continue to adapt to societal, environmental and economic changes, by matching resources to risk.**

The CRMP 2040 aims to future-proof the Service by ensuring the right people are in the right place, at the right time, with the right skills and equipment to deliver the best possible service to the communities of mid and west Wales.

To shape a modern-day Fire and Rescue Service that reflects the needs and priorities of communities, we want to hear your ideas, challenges, experiences and expectations. It is important that we get this right and your feedback will help to make sure we identify any perceived risks and challenges and tailor our services appropriately. We have some ideas of areas that could be changed, based on what our data tells us and from the issues and challenges we have faced over the years, these are outlined in a bit more detail in this document.





# What the Service costs

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The Service is committed to spending money responsibly and spending it where it will be most effective. We invest significantly in prevention and education programmes to make Mid and West Wales a safe place to live, work and visit.

The majority of funding for the Mid and West Wales Fire and Rescue Service is received by way of levy from the six Unitary Authorities within our area. The contribution is based on population. Our budget for 2024/25 is £68,554,900.

## How We Spend It

We use our finances to deliver a wide range of services that include prevention, protection and response activities. Of the budget:

- 74% is spent on Operational activities
- 18% is spent on Non-operational activities
- 8% on Capital Financing and Leasing

The service we provide is risk-based not demand-led. The variety of risks, over a massive geographical area, range from:

- Major petro-chemical industries in Milford Haven and Briton Ferry
- Heavily populated conurbations Swansea, Port Talbot and Llanelli
- An extensive coastline with major international ports and extensive inland waterways
- Extensive farming community and many other light industries throughout the area.

The Service continues to review opportunities for budget efficiencies but does face financial challenges in fulfilling all its responsibilities against the uncertainty and constraints of funding to its Constituent Authorities by the Welsh Government. With an annual revenue budget of £68.5m million the Service, through its CRMP 2040 strategy is committed to improving efficiency whilst maintaining the delivery of high-quality response to the Communities it serves.

We believe we are tremendous value for money. The 24/7 service we provide to each and every one of you in our communities costs you only £6 per month.

We continue to critically review our budget by having ongoing, open discussion with staff, Members of the Fire Authority and our communities around how we can continue to make improvements and future efficiencies.



# Keeping your community safe

Our 58 fire stations covering approximately **4,500** square miles with a population of over **912,218** living in more than **440,414** households and attend over **13,000** incidents every year.



# Working with our communities

**As a Service, we have:**



Delivered  
69,662 home  
safety checks  
throughout our  
communities



Engaged with over  
163,190 children  
and young people  
through education  
and prevention  
programmes



Undertaken 13,763  
Fire Safety Audits of  
Buildings





# The need for change...Modernising our Fire and Rescue Service.

As well as our front-line service, we know we need to transform many areas of our Service.



**Changing nature of risks and emergencies** - The communities of mid and west Wales are changing, as are the types of incidents we respond to. Our attendance at fire related incidents have reduced, which is in part due to a focus on prevention and protection. The impacts of climate change can be seen with an increase in the incidence of wildfires, flooding and natural disasters we have attended over the last few years.



**Community needs** - Recent census data shows how our communities are changing. Between the 2011 and 2021 census, the general population grew by less than 1%, the number of people over 65 grew by 18%. People are living a lot longer and their individual needs are changing. Over the last 5 years we have attended 16,209 Special Service Calls and 5,732 medical response calls. The number of incidences of flooding, rescues and to protect property from the damaging effects of water and contamination have also increased over the last few years.



**Improved safety and prevention** - Attendance at deliberate fires has continued to reduce over the years, due to a focus on prevention and protection programmes and building regulations.



**Improving our organisational culture** - We must improve our organisational culture to ensure we operate within the standards expected of a modern-day Fire and Rescue Service.



**Reducing our carbon footprint** - We need to ensure we work in an environmentally friendly and sustainable way, so we need to play our part in enabling Wales to achieve Net Zero, we need to explore alternative fuels for our fleet of appliances, and we need to ensure our buildings are regenerated to minimise their carbon footprint.



**Technology** - Technological advancements have transformed the capabilities and effectiveness of modern Fire and Rescue Services' and can help to improve the overall effectiveness of the Service and reduce the risks to firefighters and communities.



# What could change...

## Fire Station locations

Most of the fire station's locations across the Service's area are the same as when they were built back in the 1940s. We need to understand whether fire stations are in the right place and have the right people, equipment and appliances to protect communities.

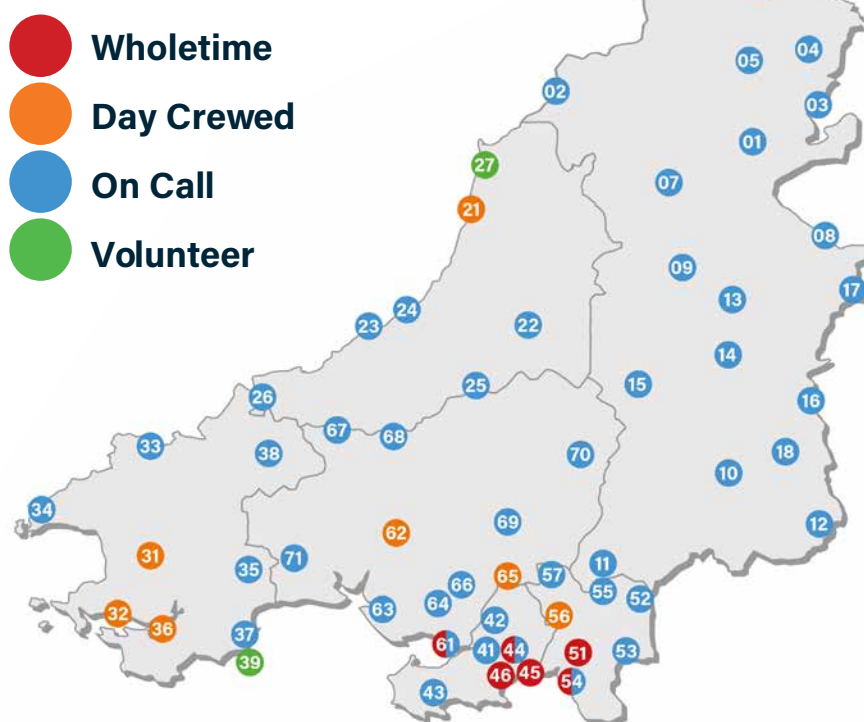
Mid and West Wales Fire and Rescue Service currently operate from 58 Station locations across Mid and West Wales. Six of these Station locations operate a Wholetime (W/T) 2-2-4 shift system that see cover provided from the Station location 24 hours a day, 365 days a year.

Seven of these Stations are Flexible Day Crewing System (FDCS), The FDCS operates on the principle that during predetermined hours the station is crewed on a wholetime basis; outside of these periods stations are crewed by a combination of the FDCS personnel and the On-Call personnel who are purely conditioned to the On-Call system.

On-Call which means that they are crewed solely by personnel who are paid a retainer fee and provide up to 120 hours a week cover from their primary employment or home address and respond to the Station if alerted and available.

The remaining two Stations are volunteer Stations, in Borth and Caldey Island

## Our Stations





## **Prevention and Protection services**

We want to ensure our home fire safety interventions are based on people and the risks they face, so will review and evaluate the way in which prevention and protection services are delivered. This work will also help us to target resources to prevent incidents from happening and ensure we are prioritising the most vulnerable people in communities.

## **Emergency Cover arrangements**

When incidents do happen, we must ensure we have sustainable arrangements and that our people are in the right place, with the right equipment, using the best skills.

## **Firefighting techniques and tactics**

We need to ensure our people have the best skills and training so they can be the best they can be and keep you and themselves safe. Recognising the changing nature of the incidents we are attending we also need to introduce new firefighting techniques and tactics

## **Regenerating the Service's estate**

Many of the fire stations across the Service's estate are outdated and lack the infrastructure needed to support a modern-day Fire and Rescue Service, for example, to assist with the management of contaminants. They are also inefficient in terms of energy use and not environmentally sustainable.

## **Vehicles and equipment**

We need to ensure our equipment and appliances reflect the needs of the communities they protect. Our current model of having the same fire engine in every station with the same equipment is simply not sustainable and we need to tailor our approach. Some stations attend far more grass fires than house fires, some stations more RTCs than flooding incidents and other stations more medical response incidents, therefore, we need to ensure they are provided with the right equipment.

## **Specialist Skills**

Reviewing specialist skills across the Service area, is essential to ensure the Service is well-prepared to address the risks, threats and challenges facing communities.

## **Business Processes**

Modernising business processes will help to ensure the Service operates in an efficient and effective way by adapting to changes in technology. From the way we recruit to the digital platforms we use, it is important to invest in becoming a smarter, technology-driven Service.





# Why we need your input

As mentioned previously, the communities we serve are at heart of everything we do.

We want to know what you think and what your expectations are of a modern Fire and Rescue Service? It is key that we understand the views, perspectives and expectations of the people we serve. We want to know what matters most to you, whether that's around response times, having a greater focus on education and our prevention and protection initiatives, the culture of a modern-day Fire and Rescue Service or having greater input and involvement in decision making processes.

No one understands their communities' needs and possible challenges and issues the Service may face better than the people who live in it. The knowledge of local risks, community challenges and emerging issues are critical to help us to tailor the services we provide appropriately.

We recognise that engaging and consulting in line with best practice leads to better outcomes, as it allows the experiences of others to be heard, providing valuable insights that can support effective decision making.

Listening to the views of staff, communities, partner organisations, trade unions, elected members and people across mid and west Wales is extremely important to us and we will be speaking to stakeholders over the coming months to find out their expectations of the Service.



YOUR  
OPINION  
MATTERS



# Your opinion matters....how you can get involved

The first stage in a wide-ranging engagement process is to consult with key stakeholders to assist in defining any issues or challenges the Service may face in delivering the CRMP. We will be hosting a series of drop-in sessions across the Service area and encourage you to come along and provide your views about what you expect from Mid and West Wales Fire and Rescue Service and what challenges you feel the Service may face in achieving the CRMP 2040 plan. There will also be online webinars arranged, the details of which will be promoted on our social media channels, as well as an online survey.

The aim of this process is to help us understand how well our services are known and used by stakeholders and understand more about the needs of the communities we serve and what challenges and issues they face before looking at possible options for the future. We want to know what is important to you and what you think of the services we provide, by giving us your feedback, you will help shape the future of Mid and West Wales Fire and Rescue Service. We encourage you all to let us know what you think.



## Next steps

You can share your views by completing our survey, which should take no longer than 10 minutes to complete. If you would like this survey in a different language/format, please contact 0370 6060699.

The information gathered from this stage, will be evaluated to decide on the most appropriate course of action, which may include a formal consultation. We welcome your comments and suggestions and encourage you to provide us with your views on how we can improve as a Fire and Rescue Service.

