

YEAR IN REVIEW 2025

Key achievements 2024

- JAN/FEB** Culture report published and Commissioners appointed.
- MARCH** Dominic Mika appointed, Director of Strategic Change and Transformation
- APRIL** Introduced changes to maternity pay and leave
- MAY** New DBS and Right to Work checks to include Enhanced with Barring checks
- JUNE** Middle Leader sessions launched
- JULY** Introduced a more open and transparent interview process for senior leadership appointments
- AUGUST** ICT replacement of all handheld airwave radios and car kits
- SEPTEMBER** Middle leaders just culture session
- OCTOBER** New Chief Fire Officer appointed
- NOVEMBER** Introduced use of LinkedIn to advertise professional roles
- DECEMBER** HMICFRS inspection started, to assess operational effectiveness, particularly in response to domestic dwelling fires
- JAN 2025** Community engagement events - National Eisteddfod and Pride Cymru
- FEB 2025** Series of Transformation roadshows to brief colleagues on the plan for Transformation
- MARCH 2025** Service hosted first ever Women in the Fire Service Cymru event
- APRIL 2025** Review of Operational Effectiveness report shared by Dan Stephens QFSM that assessed the operational effectiveness when responding to domestic dwelling fires
- MAY 2025** Service wide Speak Up campaign launched
- JUNE 2025** HMICFRS assessment
- JULY 2025** Air Vice Marshal Fin Monahan OBE DFC PhD took up role as new CFO of SWFRS
- AUGUST 2025** Treorchy station opens after a refurbishment that saw the station modernised after over 50 years of operation
- SEPTEMBER 2025** Appointed a cyber security specialist, who worked with the learning and development team to create bespoke training for all staff.
- OCTOBER 2025** CFO confidential email address launched, so anyone could contact the CFO with an issue
- NOVEMBER 2025** Rhian Moore, Head of Communications and Engagement joined the Service
- DECEMBER 2025** Middle Leaders review values and new uniform trial session
- "Our Service, Our Values" project launched across the service to build new Vision, Mission and Values



36,034 CALLS RECEIVED/ INCIDENTS

DELIBERATE FIRES
3,820 TOTAL, 2,521 REFUSE, 591 WILDFIRES

ROAD TRAFFIC COLLISIONS
947 TOTAL, 120 INVOLVED EXTRICATION OF PERSONS

FIRES
5,408 TOTAL, 3,333 SPECIAL SERVICE CALLS, 940 FALSE ALARMS

DWELLING FIRES
632 TOTAL, 582 ACCIDENTAL, 50 DELIBERATE

CALLS AND ENGAGEMENT

- HOAX CALLS**: 379 TOTAL, 239 UNNECESSARY MOBILISATIONS
- HOME SAFETY CHECKS**: 15,378 TOTAL, 11,503 WITH ONE OR MORE RISK FACTORS
- SAFETY TALKS**: 36,065 TOTAL, 1,038 KEY STAGE 1-4 LEARNERS VIA EDUCATIONAL SAFETY TALKS
- FIRE SAFETY AUDITS**: 594 TOTAL, 18 ENFORCEMENTS

Key Achievements 2025:

- JAN 2025**: Culture Statement agreed and launched; A DICE champions working group established; Launched a new model for response to Automatic False Alarms; ICT replaced core network; Hydra 10kV conversation learning event; Middle Leaders cover code of ethics.
- FEB 2025**: New Governance Framework approved; Introduction of new Employee Benefits Scheme - VivUp; Preventing Workplace Sexual Harassment added to Strategic Risk Register.
- MARCH 2025**: New Service Strategy launched with 60 work streams; New High-Rise Team set up to deliver the recommendations of the Grenfell Tower Inquiry; Signed the Charter for Families Bereaved by Public Tragedy; Newest whole-time recruits joined other volunteers in a successful river bank clean Guinness World Record; Introduced a Future Fire Think Tank; Consultation sessions on the new Service Mission, Vision and Values; Conflict Resolution training introduced for all people managers; Participated in consultations on Anti-Racist Wales Action Plan; Supported firefighters in Ukraine by donating 6 old appliances.
- APRIL 2025**: Launched the Leadership and Personal Development Academy; Taking Care of Behaviours Training for all staff launched; New Communications and Engagement strategy approved; ICT installed smart phones into 75 frontline appliances; Operation Reset launched to deliver improved operational visibility and activity recording across WDS stations; Introduced the new Building Firefighting Tactics for SWFRS guide; Completed delivery of over 35 Firefighting tactics awareness sessions to all operational staff; Held consultation workshops with colleagues on the new promotions process; Introduced mediation as part of the resolution process for internal grievances; New interim decontamination facility launched at Cardiff Gate; National and international collaboration to advance Firefighting tactics; Community Safety Department Delivery Plan 2025 - 2028 published; Home Fire Safety Check (HFSC) targets increased from 15,534 to 21,732 per year; Go-live for NHS premises under the revised AFA model.
- MAY 2025**: HMICFRS report published with three causes of concern; Launch of Contaminants Programme team; Middle Leaders workshop: Sharing the learning with the RAF Red Arrows team; Reviewed and updated the induction for WDS; Working together with RMT, L&D launched first ever weekend inductions for On Call staff; Launched Carbon Reduction Roadmap; Agile Working Policy phase 1 launched; Introduction of a Job Evaluation Board; Set up a 'Shared Services' team and functionality for 24/7 queries in People Services.
- JUNE 2025**: Teams took part in multi-agency training exercise at Cardiff International Airport to enhance emergency response; Undertook upskilling of neurodiversity partners, ensuring confidence in referrals; Leaders in the Service complete their Pioneer Programme, strategic leadership training; High Rise training for Firefighters to equip crews with knowledge, skills and equipment to be ready for incidents in high rise buildings in South Wales; Celebrated On-Call Firefighters during on call month, showing people that #YouCan; Process mapping project started in People Services to explore digitisation of processes and procedures.
- JULY 2025**: SWFRS hosted the first National Fire Cadet Games in Wales; Receive MOD Gold award for outstanding Armed Forces Support; Introduced concept of the Independent Professional Standards Unit (IPSU), with an interim lead appointed in July 2025; Recruited additional Pensions support to ensure that relevant McCloud data deadline is met; Development of Post Incident Reporting to provide targeted wellbeing support; Started recruitment for a new Independent Advisory Group; Work started on a Community Risk Management Plan (CRMP) to assess risks and response, informed by the upcoming Fire Cover Review (FCR).
- AUGUST 2025**: Major incident with a large-scale wildfire in Brynmawr; New Deputy Chief Fire Officer, Adam Openshaw appointed - start date in December; New Director of Support Services/Monitoring Officer, Amanda Brown joined the Service; New Assistant Chief Fire Officers, Matt Jones and Martin Ward-White appointed, with start dates in December; CFO visited all teams and crews across the Service - 100% complete; Seven workplace mediators trained by ACAS; Teams from all over the Service delivered a series of 999 days in communities; Existing training packages have been updated for Incident Commanders and BA Training.
- SEPTEMBER 2025**: People Services supported DDaT team trialling new security training; Senior Leadership Team Executive Leadership Training Programme started with Academi Wales; Working group convened in People Services to evaluate the Disability Employment Gap; Hosted an event for both national and international partners to share key learning and best practices in responding to domestic dwelling fires; ICT improved Wi-Fi resilience and coverage across the estate; Operational intelligence SSRI collaboration and learned from fire experts from Australia and the Netherlands about firefighting tactics and technologies; Start of new Honours and Awards process as part of Reward and Recognition project launched.
- OCTOBER 2025**: Extrication team crowned world rescue champions, best extrication team in the world rescue challenge in Croatia; The Spirit of Fire project group set up; New Uniform Trials completed, and procurement started for the order; 3-month trial started for additional shifts, aiming to support 5 Firefighters per appliance; System updates to reflect rebanding of all WDS, Control and OCDS2015 pension scheme tiers; Started work with Resilium UK to transform the way we understand and manage risk, using a new barrier-based bow tie approach; Middle Leaders learning session with Professor Stephen Carver on risk in our communities; Revised Disciplinary, Grievance and Anti-Harassment procedures drafted and issued for consultation; Launched the decontamination programme, including training, policy updates, infrastructure improvements, air quality monitoring and clear zoning in stations; Started engagement programme with political and civic community stakeholders, showcasing the work we deliver that goes beyond dealing with fires.
- NOVEMBER 2025**: Independent Advisory Group have their first meeting; Developed and introduced a Cancer Screening Questionnaire; Over 150 staff members received training on conducting Equality Impact Assessments; Relaunched the Inclusive Workforce Group; Piloting NFCC Active Bystander training; Learning from Grenfell submitted to Commissioners; Secured approval and implementation planning for the OH - Patient Management System; People Services working to create a video on PTSD awareness; Creation of a new training package centering around 'Perception awareness'; Developing third module of training for Middle Leaders on Handling Disciplinary, Grievance and Internal Workplace Investigations; Developing and implementing the new Operational Assurance Programme; New Operational Assurance Team established; Celebrated International Mens Day.
- DECEMBER 2025**: People Services, in collaboration with the Statistics team, to develop sickness absence dashboards for line managers; CFO reaffirmed his commitment to the new standards of behaviour and our strive for excellence in a Respect video to all colleagues; Business Fire Safety (BFS) Department Strategy and Improvement Delivery Plan 2024-2027 published; Attended the launch of the public consultation on the Neurodivergent Friendly Cardiff Strategy; Delivered Drug and Alcohol Procedure training to Line Managers in conjunction with Randox in preparation for new procedure roll out; People Services training developing recorded content for line manager training; Level 2 Fire Safety qualification trial launched for Supervisory Managers to build competence in fire safety legislation and inspection; Collaboration with Cardiff Business School to place 5 students on the Service for 20-week placements commencing in January; "Our Service, Our Values" online training for vision, mission and values launched through E-Hyb.
- JAN 2026**: Annual Improvement Plan launched for the Service; Started trial of 360 feedback with two providers; Risk-Based Intervention Programme (RBIP) Strategy 2025-2028 rewritten and approved; Updated the Management and Self-Referral Forms with OH Clinical team; Initiated and delivered wellbeing and accessibility improvements with the Property Team; Progress made on phased approach to reviewing all people policies - Maternity, Paternity, Adoption, Mediation, Agile Working policies; People Services and OHU Business Continuity and Business Impact assessment with aim for completion in late 2026 with key focus on resilience, contingency planning and resourcefulness of the functions; Risk-Based Intervention Programme (RBIP) Strategy 2025-2028 rewritten and approved.

Other Key Events:

- Launched Taking care of behaviours** (May 2025)
- Launched Carbon Reduction Roadmap** (May 2025)
- Hosted first National Fire Cadet games** (July 2025)
- Hosted Women in the Fire Service** (September 2025)
- Relaunched Inclusive Workforce Group** (October 2025)
- Hosted first ever Women in the Fire Service Cymru event** (March 2025)
- New Deputy Chief Fire Officer appointed** (December 2024)
- To Ukraine** (March 2025)

Final Message: Celebrating 30 year anniversary Closing off all the recommendations and moving forward with Operational Excellence