

Our story

This is our next series in our updates on the progress we have made in the recommendations from the Fenella Morris review.

Through our transformation programme, Step Forward, we are taking coordinated action to embed the findings of the Independent Culture Review and other key reports.

Our aim is to build a stronger, more positive culture across the Service — one that reflects our shared values and supports a safer, more resilient South Wales.

Our next update focuses on what we have done to enhance diversity and improve our facilities.

Matthew Collins, DICE Business Partner shares:

“Embedding DICE into our organisational culture is not a one-time initiative—it’s a continuous commitment to building a Service where every individual feels respected, empowered, and safe. Our progress reflects the values we lead with, and the future we’re shaping together.”

Diversity, inclusion, equity and cohesion

Data and transparency

We’ve improved data collection by encouraging staff to update diversity profiles, improving visibility and enabling data-driven decision-making. The Gender Pay Gap Review has also been completed and published.

Building networks

We have over 30 members of staff, corporate and operational, who are part of our DICE champions' network. Since January 2025, three DICE champions meetings have been held, designed to support inclusion and decision-making across the Service.

Corporate departments have been restructured with external input, and our Inclusive Workforce Group has been launched.

We launched our armed forces network and achieved the Ministry of Defence (MoD) Employer Recognition Scheme (ERS) gold award and remain dedicated to supporting the Armed Forces community and will continue to develop innovative ways to honour and support those who serve.

We have run awareness campaigns and networking sessions around menopause, Welsh language inclusion, and other key areas, which help to foster understanding and support.

In 2024, we held the first Women in the Fire Service (WFS) Cymru at Cardiff Gate Operational Training, Leadership and Personal Development Academy. Over 100

delegates of corporate and operational staff participated in the event, championing inclusively and showing support to our women in the fire service. Nine representatives from SWFRS joined fire and rescue colleagues from across the UK at this year's (WFS) National Training and Development Event — a weekend of learning, empowerment, and connection.

We've also celebrated our people through the launch of SWFRS Long Service Awards, recognising the dedication and contributions of our workforces.

Leadership commitment

The ELT and SLT have publicly reaffirmed their commitment to our values. CFO and Commissioners set a clear stance on addressing domestic violence. Our leaders have actively participated in values-led sessions and leadership development. The Leadership Academy and Strategic Lead for Leadership and Development has also played a key role in embedding DICE into how we lead and shape the future of our Service.

We have taken steps to ensure managers are trained on completing Equality Impact assessments, so far over 140 managers have completed the training.

Promoting positive behaviours

As covered in our Speaking up progress, our behavioural standards have been reinforced through initiatives like the *Speak Up* campaign and *Taking Care of Behaviours*, encouraging safe reporting and respectful communication across the Service. All staff will receive the training, with 440 members of staff already having completed.

We have embedded DICE into our corporate induction sessions, setting service expectations and our stance on inappropriate behaviour to new staff members.

Community engagement

We have developed our engagement with communities and champion a variety of events, initiatives, and campaigns throughout the year that reflect our commitment to inclusion and allyship across diverse backgrounds and communities. Highlights include an Iftar celebration at Cardiff Castle, women in the fire service, Black History Month, and activities raising awareness around menopause.

In June 2024, in support of Pride month we published a video reinforcing our stance against inappropriate and offensive comments towards the LGBTQ+ community via on our social media channel.

Members across the service –corporate and operational, including members of the ELT and SLT – attended this year's Pride Cymru event in Cardiff, as well as local Pride events. We stood alongside the LGBTQ+ community, to celebrate inclusion and

participate in the parades showing our commitment to championing diversity and inclusion.

Staff training and inclusion tools

Staff have engaged in interactive DICE training, including lived-experience sessions and cultural intelligence workshops. We have introduced 'work with me' passports to help staff articulate their needs, particularly around neurodiversity, disability, health, and wellbeing. Our Neurodiversity Partnership Network has supported greater understanding and inclusion across the Service, with over 100 people being referred.

Enhancing our facilities

We have accessed all our estate, and taken steps to prioritise work to ensure our facilities are inclusive, accessible, and responsive to the needs of our workforce and communities.

We have launched a new trial uniform to improve comfort, professionalism, and practicality.

Creating safe spaces

We've made visible commitments to keeping our communities safe, all 47 of our stations now have Safe Haven buttons, offering immediate support to anyone needing emergency assistance.

Fire stations have been designated as Safe Spaces, reinforcing our role as a trusted and welcoming presence. We're modernising how we work with the introduction of a new uniform trial, to offer comfort, professionalism and practicality needed to support everyone in their role.

Protecting health and wellbeing

The new interim decontamination facility is now operational, enhancing safety in high-risk scenarios. We have recently taken a major step forward in protecting the health and wellbeing of our firefighters and staff through our new comprehensive decontamination programme. The programme is more than a set of new policies and procedures; it is a commitment to reducing exposure to harmful fire-related contaminants and embedding best practice in everything we do across the Service.

These aren't just initiatives, they're the building blocks of a culture where people feel safe, valued, and connected. We're proud of what we've achieved together, and we remain committed to continuing this journey with respect, integrity, and compassion.