

COMMISSIONERS FOR FIRE & RESCUE SERVICE

Papers for the People Committee to be held on:

Thursday 28 November 2024, 1000hrs

**In person at South Wales Fire & Rescue Service Headquarters,
Forest View Business Park, Llantrisant, CF72 8LX**

Or

Remotely via MS Teams: Link <https://bit.ly/PeopleCommittee28-11-2024>

Please ensure you join the meeting 15 minutes prior to meeting time

**Any issues please contact
01443 232000 and ask for Governance Support**

A G E N D A

1. Apologies for Absence
2. Declarations of Interest

Commissioners are reminded of their personal responsibility to declare both orally and in writing any personal and/or prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the South Wales Fire and Rescue Authority (Exercise of Functions) (Wales) Directions 2024 and the Local Government Act 2000.

3. Chairperson's Announcements

REPORTS FOR INFORMATION

4. To receive the minutes of;
People Committee held on 25 July 2024 3
5. Update on Outstanding Actions. 9

| | | |
|-----|---|----|
| 6. | Annual Review of Training, Learning & Development 2023/2024 | 11 |
| 7. | Annual Review for Recruitment 2023/2024 | 51 |
| 8. | Job Evaluation at South Wales Fire & Rescue Service | 57 |
| 9. | Forward Work Programme for People Committee 2024/2025 | 65 |
| 10. | To consider any items of business that the Chairperson deems urgent (Part 1 or 2) | 69 |

Signature of Monitoring Officer:

A handwritten signature in black ink, appearing to read "G. Gneathhead". The signature is written in a cursive style with a large initial "G" and a distinct "G" before the surname.

COMMISSIONERS FOR SOUTH WALES FIRE AND RESCUE SERVICE

MINUTES OF THE PEOPLE COMMITTEE HELD ON THURSDAY 25 July 2024 AT 1000 HRS IN MEETING ROOM 08 AND REMOTELY VIA TEAMS

COMMISSIONERS PRESENT:

Mr V Randeniya

OFFICERS PRESENT:

T/Chief Fire Officer S Millington, Assistant Chief Officer A Reed – Director of People Services, D Mika – Director of Strategic Change and Transformation, G Greathead – Interim Monitoring Officer, Head of People Services – L Shroll, Lead Communications, Attraction and Engagement Officer – L Grogan, HR Manager – J Wells, Dr K Griffiths

1. APOLOGIES FOR ABSENCE

T/Assistant Chief Fire Officer – B Thompson, T/Assistant Chief Fire Officer – D Loader, Head of Finance, Property and Procurement – L Mullan, T/Head of Corporate Support – W Thomas

2. DECLARATIONS OF INTEREST

There were no declarations of interest, other than those already submitted.

3. CHAIRPERSONS ANNOUNCEMENTS

The Chairperson Vij Randeniya had no announcements.

4. REPORTS FOR INFORMATION

4.1 ALIGNMENT OF SERVICES INCLUSIVE ACTION PLAN AND STRATEGIC EQUALITY PLAN TO THE MORRIS REPORT CULTURAL RECOMMENDATIONS

The report presented by the Head of People Services shared details of a mapping exercise undertaken to ensure the Service's Inclusive Action Plan aligns to the 82 recommendations set out in the Morris Report. The Service accepted all recommendations and work commenced immediately to analyse where the recommendations mapped across to the Services existing activities

in an effort to ensure alignment and prevent duplication. It also mapped the Strategic Equality Plan 2023-26. Additionally, mapping occurs across to the Commissioners Terms of Reference alongside published thematic reviews to ensure a coordinated approach.

This aligns with the transformation work led by the Director of Strategic Change and Transformation. The project has a number of key programmes, one of which is Equality and Diversity.

ACTION

The Director of People Services suggested we bring this item to the People Committee on a regular basis to keep an oversight on the progress and link it into the work of the Director of Strategic Change and Transformation.

RESOLVED THAT

- 4.1.1 The Commissioner considered and noted the content of the report and thanked all for the work that has been done.

4.2 OCCUPATIONAL HEALTH UNIT (OHU) ACTIVITY REPORT – 1 APRIL 2023 TO MARCH 2024

Dr Griffiths presented the Occupational Health Unit (OHU) activity report which spanned the period from 1 April 2023 to 31 March 2024. The report provided data on the Services expenditure, updates on occupational health initiatives and an outline of strategic development. The OHU are currently evaluating the provision and in line with the Services new governance structures, focus is on data and metrics in order to improve effectiveness and efficiency, whilst also maximising the health and wellbeing of employees.

Current issues are being faced by the department with impact from waiting lists. Counselling and Physiotherapy are still provided in the interim with a view of getting employees back into the workplace.

People Services are undertaking a piece of work looking at the occupational health support provision and what the Service needs versus what resources the Service has and can provide.

From a strategic development perspective, OHU are looking at a patient management system.

The Chairperson highlighted table 6 in the report which provided a summary of in-house counselling appointments that were attended and not attended. The 'Did not attend (DNA)' figure was 38 in the period of 2023-24, and the

Chairperson requested clarification that work was being done to prevent and reduce these figures.

RESOLVED THAT

4.2.1 The Commissioner noted the content of the report.

4.3 ANNUAL REPORT ON GRIEVANCE AND DISCIPLINE ACTIVITIES FOR THE YEAR 1 APRIL 2023 TO 31 MARCH 2024

The report presented by the Head of People Services provided a summary of grievance and discipline matters investigated by the Resolutions Unit during the period 1 April 2023 to 31 March 2024. The report also provided some trend analysis over the period of 2015 to 2024.

During the culture review of 2023, the Service contracted support from an external HR company to support the following up of cases and to allow the caseload to be managed during a period of transition.

There was a total of 128 disciplinary cases that had occurred between 2015 to 2023 which were reviewed by Fenella Morris KC and the culture review team. The review highlighted an inconsistent approach to the Service's handling of disciplinary and grievance issues. It was also noted that the recent restructure of the People Services department indicates an improvement in ensuring that the Service has a fair, impartial and balanced approach to disciplinary and grievance cases.

In the period covered by the report, grievances reduced but disciplinary cases were above average. Behaviour related disciplinary cases were amongst the highest levels and the Service is currently reviewing, as part of its wider change and transformation programme, its programme of soft skills development for staff.

The Service has implemented a 'Behaviours Overview Committee' which provides rigorous oversight of disciplinary and grievance cases, as well as complaints.

The Chairperson highlighted the pressure on resources with the increasing caseload and the timeframes involved, and queried whether the Service is operating at an optimum with the length of suspensions and complexities in some of the cases. It was confirmed by the Head of People Services that it does depend on the complexity of the investigation; however, the additional resources and the restructuring of People Services has helped. All suspensions are reviewed weekly.

RESOLVED THAT

4.3.1 The Commissioner noted the content of the report.

4.4 WHISTLEBLOWING/COMPLAINTS/COMPLIMENTS/CONCERNS REPORT

'The report presented on the day by the Interim Monitoring Officer' provided an overview of whistleblowing disclosures, complaints and compliments received by the Service during the financial year 2023/24. It presented an overview of concerns raised through the FDS Speak-Up service since its introduction in April 2023. Due to the sensitive nature and GDPR considerations associated with this information, all information presented has been anonymised.

The key headlines are as follows:

- There were no whistleblowing disclosures in the financial year 2023/24.
- The number of complaints received by the Service has increased by 14% compared to the previous year, from 66 to 75.
- There were no complaints escalated by the Public Service Ombudsman for Wales.
- Of the 75 complaints received by the Service during 2023/24, all 75 have been formally closed.
- The number of compliments received during 2023/4 increased by 34% compared to the previous year, from 82 to 112.
- The number of concerns raised via the anonymous service, FRS Speak Up in the financial year 2023/24 were 53. This was the first year of its introduction.

The ACO People Services advised that comms will be issued shortly to staff regarding disclosures and complaints and the impact that it has. This will ensure that information provided via speak-up services is detailed and effective to allow the Service to investigate. The Service, however, acknowledge that more reassurance is needed. The Chairperson advised that timeframes are needed in the reporting and investigating process.

RESOLVED THAT

4.4.1 The Commissioner considered and noted the content of the report.

5. FORWARD WORK PROGRAMME FOR PEOPLE COMMITTEE 2024/2025

The ACO People Services provided an update on the Forward Work Programme for the People Committee, 2024-2025.

6. TO CONSIDER ANY ITEMS OF BUSINESS THAT THE CHAIRPERSON DEEMS URGENT (PART 1 OR 2)

There were no items of urgent business to discuss.

THIS PAGE IS INTENTIONALLY BLANK

UPDATE ON OUTSTANDING ISSUES ARISING FROM PREVIOUS MEETINGS

No Outstanding Actions

| Minute No | Item | Action | Leading Officer | Current Status: |
|------------------|-------------|---------------|------------------------|------------------------|
| | | | | |
| | | | | |

THIS PAGE IS INTENTIONALLY BLANK

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE SERVICE**AGENDA ITEM NO 6
28 NOVEMBER 2024

PEOPLE COMMITTEE

REPORT OF THE DIRECTOR OF PEOPLE SERVICES

ANNUAL REVIEW OF TRAINING, LEARNING & DEVELOPMENT 2023/2024**THIS REPORT IS FOR INFORMATION**

REPORT APPROVED BY BRIAN THOMPSON AND ACO ALISON REED

REPORT PRESENTED BY BRIAN THOMPSON AND SERENA FORD

SUMMARY

This report provides an overview of the Training & Development department's performance during 2023/2024, which includes highlights from each of the training lead areas that are delivered by Cardiff Gate Training & Development Centre (CGTDC)

The report also highlights activity, development and advancements for the Service's Learning & Development team within 2023/2024

RECOMMENDATIONS

That Commissioners note the content of this report.

1. BACKGROUND

- 1.1 The purpose of this report is to provide Commissioners with an overview of how both the Training department and Learning & Development function has performed during the financial year 2023/24. To evidence this, this report will provide a high-level overview of some of the highlights from each of the work streams that the Service has delivered, along with some performance metrics.
- 1.2 In line with the strategic priority - Responding to your Emergency, course delivery is continuously reviewed by the management team at CGTDC, to ensure it meets the demands of our operational firefighters, whilst working within the guidance provided by NFCC National Operational Guidance & HSE.

2. TRAINING UPDATES

2.1 THE TRAINING & DEVELOPMENT DEPARTMENT

The Training & Development Department deliver a wide range of training which ensures all operational personnel receive the most current and up to date role critical training. The department was recently audited by an external quality assurer (EQA) from Skills for Justice. There were some minor administrative procedures that need addressing but the EQA was very pleased with the department on the whole. A copy of the report can be included in the next update.

2.2 OPERATIONAL DEVELOPMENT

Our Operational Development team continues to provide learners with the support they require to achieve their goals.

Within Wales an education provider must be used to access any apprenticeship frameworks, the apprenticeship provider (SWFRS) is classed as the sub-contractor.

As part of their apprenticeship, our Wholtime Duty System (WDS) firefighter apprentices complete an SFJ Award - level 3 diploma, and gain level 3 qualifications in,

- Welsh Essential Skills of Literacy
- Application of Numbers and,
- Digital Literacy (if they do not already hold equivalent GCSE) and a Welsh award through Prentisiath.

For our Firefighter Apprenticeship, our provider is Cardiff and Vale College (CAVC), who conduct an annual 'learner voice' survey of all apprentices employed by their sub-contractors. A copy of the results poster for all sub-contractors from this year's survey is attached as an appendix to this report. The statistics in the poster are not specific to SWFRS, but are however indicative of our results, within a small percentile margin.

Areas SWFRS scored highly in, include:

- How would you rate the respect shown to you by all staff involved in your apprenticeship (e.g. assessor, tutor, training coordinator)? **100% rated as very good or good.**
- Do you enjoy your learning? **97% said yes which is up from previous year of 91% (above CAVC average of 95%).**
- For explaining the work required and how it will be marked. **100% rated as very good or good.**

- On stretching you to do your best. **97% rated as very good or good (above CAVC average of 95%).**

We have temporarily appointed a dedicated wellbeing support officer within CGTDC), Ff Avril Evans. Avril holds a level 5 diploma in Counselling & Psychotherapy. She meets with all the apprentices while they are based at CGTDC on their initial course, and then visits them on station within the first 3 months of their initial posting. Avril tracks and monitors the safeguarding and wellbeing of the apprentices, completing monthly returns for CAVC. She collates any information regarding concerns, e.g. someone experiencing imposter syndrome, offering support and guidance and signposting the learner for the additional support, if it is beyond her realms of expertise.

Celebrating achievement

21% of our current apprentices on the programme are female firefighters, and two of our apprentices have been nominated for the national Inspire! Awards.

Ff Edris Kizito was nominated by SWFRS and Ff Daniel Morgan was nominated by a CAVC tutor.

Ff Adrian Rees-Owens won a sector award at the CAVC awards evening for his commitment to learning and performing above and beyond the apprenticeship requirements.



Finances associated with the Apprenticeship Program

SWFRS has developed its operational Firefighters using the apprenticeship program since 2020.

The service pays into the Welsh Government apprenticeship levy. The Levy applies to all UK employers with an annual pay bill of £3 million or more. It is charged at 0.5% of your annual pay bill. The service has contributed to the levy since 2017, and to date it has contributed over £1.6m. The service is legally

required to contribute this amount regardless of whether it employs apprentices or not. A financial breakdown of the service's contribution is detailed in the table immediately below.

| Year | Apprenticeship Levy Expenditure |
|--------------|---------------------------------|
| 2017/18 | 197,290.63 |
| 2018/19 | 201,844.00 |
| 2019/20 | 206,471.00 |
| 2020/21 | 214,755.00 |
| 2021/22 | 215,100.00 |
| 2022/23 | 219,713.00 |
| 2023/24 | 253,652.00 |
| 2024/25 | 144,107.00 |
| Total | 1,652,932.63 |

2024/25 figures to date

The figures in the table below highlight the amount of expenditure and income generated from the apprenticeship program since the service started employing CAVC to deliver the apprenticeship on its behalf, i.e. the 2020/21 education year. The funds are claimed from the Welsh Government by our education provider CAVC, who deduct their costs and pass on the remainder to the service. The apprenticeship program has generated an income of over £1.1M, to date.

It is the long-term aspiration of the Training department to reinvest some of this income to support this function as it has inevitably generated additional work for the department. One example of this is, recently, the apprenticeship workbooks have been digitalised and placed online to support the service's digitalisation, and carbon neutral agenda. This change requires someone to maintain, update and develop this system to ensure the end users experience is positive. This request will be outlined in an additional paper that will be presented at the appropriate committee meeting in the near future.

| College Year | Ff Apprenticeship Levy Expenditure | Ff Apprenticeship Grant Funding Income |
|----------------|------------------------------------|--|
| 2020/21 | 214,755.00 | -67,799.90 |
| 2021/22 | 215,100.00 | -231,561.43 |
| 2022/23 | 219,713.00 | -350,396.86 |
| 2023/24 | 253,652.00 | -368,012.04 |
| 2024/25 | 144,107.00 | -109,641.01 |
| Total | 1,047,327.00 | -1,127,411.24 |

2024/25 figures to date

2.3 INCIDENT COMMAND

Our incident command team continue to develop our future operational, tactical and strategic leaders to safely manage the service's emergency incidents.

Some key metrics for the last year include,
Incident Command Level (ICL)

ICL1 (SFJ initial) CM/WM initial course

52 candidates - 47 passes = 90.3% pass rate – 100% re-assessment pass rate.

ICL2 (SFJ intermediate) SM initial course

For many years this course as had the highest failure rate. It is recognised as the biggest step up in command responsibility for a supervisory manager, and as such we have continually had to adapt and modify the course to ensure that it is a positive experience for the learner, whilst still satisfying the criteria of SFJ and ensuring crew safety at the incident ground.

The redesigned ICL2 has been a success, with overwhelmingly positive feedback, with five out of six course attendees rating the course excellent with one rating it good.

This year, 19 delegates attended – 14 passed = 73.6% pass rate – 100% re-assessment pass rate (4 candidates re-assessed).

1 candidate submitted an appeal through the services internal appeals procedure and is now attending our neighbouring service, M&WWFRS to complete another initial course.

ICL3 (SFJ advanced) GM initial course

A course ran recently for candidates that attended the recent GMA interview process. 6 candidates attended, 5 were successful – 83% pass rate. The individual that was unsuccessful has been provided with a personal development plan and the necessary support to complete it, they will be invited for reassessment once completed. The team received very positive feedback from the delegates.

Requalification program

Level 1 – commenced May 2024

131 Complete at time of writing – 100% pass rate

Level 2 – commenced September 2024

11 complete at time of writing – 100% pass rate

2.4 OPERATIONAL DEVELOPMENT & REVIEW TEAM (ODRT)

The ODRT continue to provide operational assurance and themed incident monitoring. Collating and sharing operational learning for the benefit of service delivery improvement.

In 2023 the ODRT members attended the Met Police National Debrief Course which has formed the basis for our current debrief programme. The team have created four new debrief templates based on the NFCC Good Practice Guide for operational learning.

The new debriefs include:

Critical Incident Debrief (critical learning watch based debrief with recommendations).

Structured Incident Debrief (large scale incident debrief with recommendations).

Multi Agency Debrief (based on Joint Emergency Services Interoperability Principles (JESIP) debrief model with Joint Organisational Learning (JOL) recommendations).

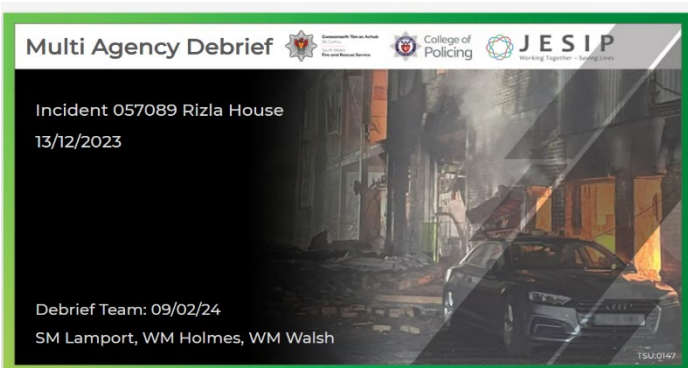
Special Service Report (specific event / procedure report)

Once any debrief is completed, a recommendations report is compiled.

All recommendations are ratified by the ODRT steering group and shared with the relevant working group / department or SME to action.

Progress is monitored by the ODRT who will also submit any national learning via National Operational Learning (NOL) and JOL.

Some examples of very recent debriefs that ODRT have facilitated are –



2.5 TECHNICAL SKILLS TEAM

Class 2 Water Rescue Training in Darkness

This year marked the introduction of Class 2 (rapids with medium sized waves) water rescue training during the hours of darkness, driven by the need to address a significantly higher nighttime call profile. By conducting this training at night, we can better prepare our crews for the risks they are most likely to encounter and maximize our resources. Night operations allow us to deploy more appliances compared to daytime training, utilizing the full capacity of the water centre whilst running multiple training modules (DEFRA Mod 2, Mod 3, Mod 4, and Mod 5) simultaneously. This also ensures we maintain compliance with the [DEFRA](#) concept of operations.

The sessions provide Tactical Managers with a valuable opportunity to lead multi-appliance, dynamic events, honing their command and decision-making skills in realistic, high-pressure scenarios.

The Cardiff International White-Water Centre has been an ideal venue, offering a dynamic, yet controlled environment. Our collaboration with Cardiff Council has been instrumental in accommodating the specific needs of the service, ensuring that we can deliver high-quality training while maintaining strict safety standards.

The feedback from crews at all levels has been overwhelmingly positive.



2.6 DRIVER TRAINING

In anticipation of the implementation of changes to section 19 of the Road Safety Act, our driver training team now deliver emergency response driver training in the hours of darkness to all newly qualified LGV drivers.

2.7 FIRE TRAUMA TRAINING

The Trauma & technical skills teams from CGTDC have been instrumental in the planning & delivery of a multi-agency training event involving road traffic collision (RTC) simulations, to enable students to understand the learning from the first stage of the trauma patients' journey.

As part of the MBBCh programme at Cardiff university, a multiagency team (Police, Fire, ambulance, and prehospital, medical personnel) have developed an RTC simulation modelled around the JESIP principles.

The training consists of a pre-event seminar using a 75-minute film produced by the team and a full one day, 4-scenario complex RTC simulation for multiagency staff and students. Each scenario involves live student casualty/bystander volunteers and mannikins. Scenarios are carefully storyboarded to consider each clinical scenario, participants, and venue. The injuries and medical interventions range considerably from walking wounded to an emergency hysterotomy.

Students attend the event in groups of 75, observing each scenario in a 3-sided arena, listening to audio streamed from a MEDSERVE doctor. A full debrief (45 minutes) focuses on the learning outcomes is held for each group, conducted by emergency service personnel and clinicians experienced in the management of trauma. Students are asked to complete a survey assessing achievement of learning outcomes, sufficiency of training resources and staff knowledge using a Likert scale.

Since inception 1700+ Healthcare Trainees have benefited from this programme, 250+ Responders involved (SWFRS, SWFRS Control, SW Police, WAST and MedServe).

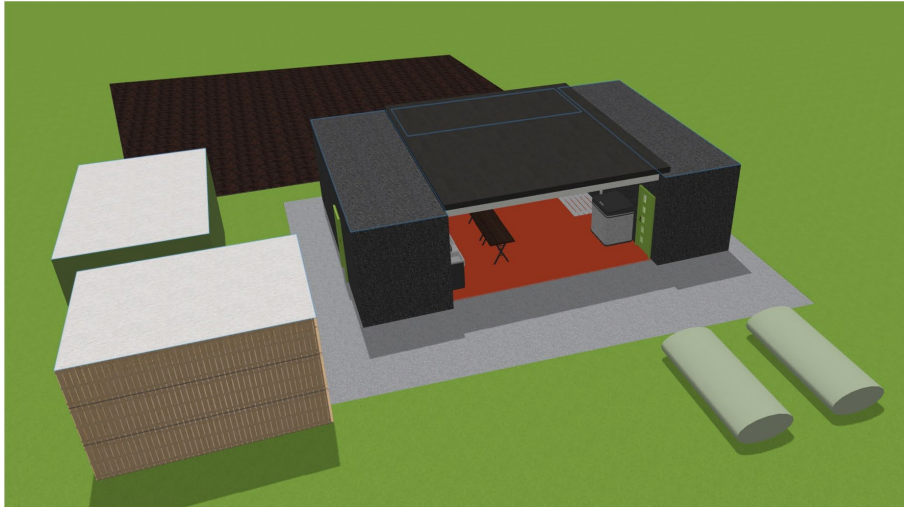
By 2025, every graduating trainee doctor in Wales will have attended this part of the curriculum. The General Medical Council (GMC) have endorsed this simulation as best practice for learning.



2.8 BREATHING APPARATUS FIRE EFFLUENTS DECONTAMINATION AND WELFARE FACILITY

As part of our aim to reduce the exposure of our operational crews to fire effluents, the management team at CGTDC have designed and secured support to develop a welfare facility consisting of temporary structures that manage the flow following a carbonaceous fire training wear through a traffic light system **RED** (contaminated) → **AMBER** → **GREEN** (decontaminated).

Overview



Red Zone

Decontamination of BA sets, equipment, boot cleaning, and disrobe area.

Amber Zone

Equipment storage area, BA set storage / drying facility.

Green Zone Right

Shower block

Green Zone Left

Student lockers, Instructor locker room, Training fire kit storage.



Work is well underway, with all the units in place and connected to the mains services, with work ongoing to interconnect them with a roof span. The anticipated “go live” date is late November 24. Learning gained from the operation of the temporary structures will feed into the planning stage for the permanent build, which has an anticipated completion date of 2027. These facilities will support the ongoing health and wellbeing of operational firefighters.

2.9 PLANNING & PARTNERSHIPS WELLBEING DAY

On the 8th of April 2024 Cardiff Gate hosted a wellbeing day for all CGTDC and Babcock staff. This was a full day of activities including yoga, meditation, reflexology, a treasure hunt and team building activities. Staff also got to enjoy a woodfired pizza and ice cream for lunch.

The day was well received by staff who had worked through a significantly busy period of course development and delivery. Feedback from the day helped influence plans to establish an annual wellbeing day alongside annual training days, creating a focus on a centre staff support structure.

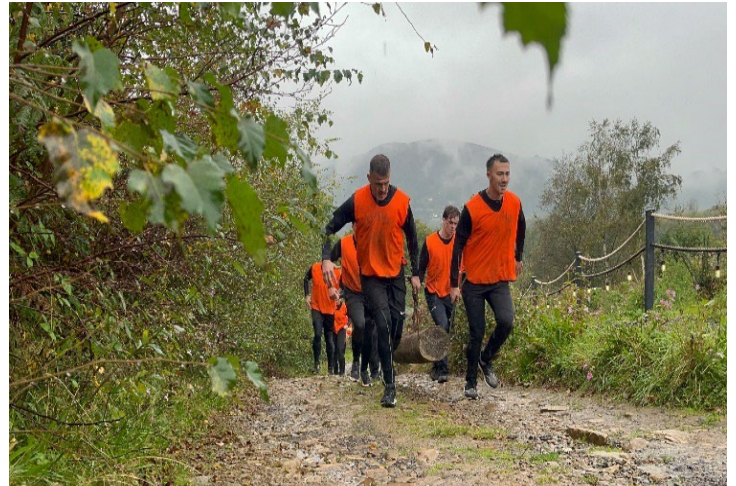
Feedback received -

“What a great day! A lovely mix of personal wellbeing activities and the chance to spend time with colleagues undertaking challenges that helped to us to bond whilst having fun. Thanks for organising, it did me the world of good.”



2.10 INITIAL TRAINING

The initial training team have trained and assessed numerous WDS & Retained Duty System (RDS) trainees throughout 2023/24, helping them to acquire the essential skills to allow them to safely pass-out from training and move into the development phase of their career. The management team have been looking to update the team-building phase of the trainee course for some time to ensure it fits the demands of a modern fire & rescue service. In doing so, the team identified a facility in Taffs Well near Cardiff.



The Green Mile is a health, wellness and team building facility that caters for schools, colleges, businesses and sports teams. A full day on the mountain is delivered by the Green Mile team, teaching our WDS recruits about wellbeing, resilience, fitness, teamwork and long-term health. This stands them in good stead for a long, healthy and rewarding career in the Fire & Rescue Service.

Initial Training Course Metrics 2023/24

WDS Courses - 45 recruits trained, 42 currently in training (22 at CGTDC & 20 at Abercarn F&RS)

RDS Courses - 92 recruits trained

Technical Examinations to access promotion

Supervisory Manager: 90 candidates with 46 passes. 51% Pass rate

Middle Manager: 17 candidates with 9 passes. 53% Pass rate.

OVERALL COURSE METRICS FOR CGTDC

Our overall course metrics have improved over last year. We provided slightly less courses - 34, but increased capacity by 189 spaces, increasing efficiency by 3%, from 79% in 22/23, to 82% in 23/24 .

The total attendance also increased by 307 delegates.

Course non-attendance has decreased significantly by 48 places, which is pleasing to note.

It is also worth noting that we have no control over courses or delegate places that are cancelled by Central Staffing or the delegate through sickness etc. The training centre only cancel courses in exceptional circumstances which can sometimes be attributed to instructor availability, the challenges of which are detailed below in the challenges section.

Attendance Overview

| Financial Year | No. of Schedules | Places Available | Places Filled | Non- Attendance | Cancelled | Passed/ Assessed | Failed | % Passed |
|----------------|------------------|------------------|---------------|-----------------|-----------|------------------|--------|----------|
| 2022/2023 | 876 | 5,775 | 4,573 | 148 | 13 | 4,314 | 99 | 94.3% |
| 2023/2024 | 842 | 5,964 | 4,880 | 100 | 14 | 4,649 | 108 | 95.3% |

A full breakdown of courses delivered by CGTDC is provided as an appendix.

2.11 Priority Workstreams & Look Forward

The training management team are currently engaged in several additional high priority workstreams, such as;

- The Thematic Review of Operational Training and implementation of the six recommendations therein. This will result in significant changes to operational tactics and working practices, that will generate additional work for the training department. The training management team have already highlighted that the current instructor establishment is insufficient to deliver the current training provision and it will need to be increased. As mentioned earlier in this report, a paper will be delivered in the near future to the relevant committee with data provided to support increasing it.
- Construction of a welfare & decontamination facility at the RFF
- SWFRS' response to the recent WG publication on responding to domestic dwelling fires
- Delivery & development of High Rise Training at Brecknock House

3. LEARNING & DEVELOPMENT (L&D) UPDATES

3.1 INTRODUCTION TO L&D

In 2023/24, the Learning and Development (L&D) team successfully onboarded 2 new colleagues, making this a fully staffed team from June 2023. The team has played a pivotal role in delivering key training programmes across the organisation which has included a full year's cycle

of the new Supervisory Leadership Pathways Programme and a half year of the new Middle Manager Leading the Function Programme. This leadership training aimed at new and aspiring Supervisory and Middle leaders was a key development project developed in 2021/22, which once rolled out nicely aligns with the Cultural Review and our strategic goals to enhance leadership and management training across the organisation.

Additionally, the L&D team have facilitated a large series of Masterclasses that supported both personal and professional development across the service. Dedicated to promoting their offerings across the service, the L&D team also planned and carried out a range of station visits to raise awareness of the importance of learning and to provide surgery style opportunities for all team members to come and talk about their ongoing development, training, leadership journeys and neurodiversity needs.

This element of the report first starts with the update on Personal Reviews (PRS), before it commences through our Leadership training, masterclass training and then we discuss additional L&D solutions such as the Additional Learning Fund and other events and training that the team have undertaken during the 2023/24 financial year.

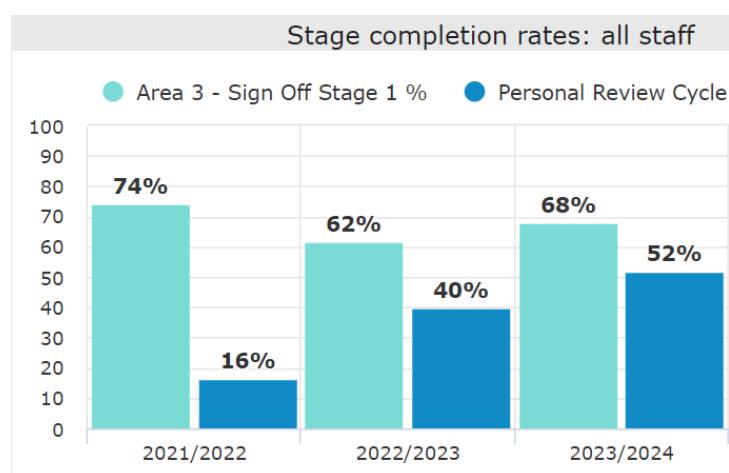
3.2 Personal Reviews

2023/24 was the second full year for Personal Reviews (PR) with more individuals across the Service taking up the opportunity to complete their annual review. This year also saw Joint Fire Control join the process through learning and then commencing the reviews. The team have always attempted to achieve 100% completion rates across the Service, however this can be dependent on a number of issues and this is something that the team continue to drive with increased training, engagement and communication.

The following shows the final breakdown of completion rates for 2023/24 with individuals taking up not only their main review (67.59% of all staff) but also undertaking their second review in the year (completion of 51.78%):

| Directorate | Team | Total Number of Contracts | Area 3 - Main PR Signed Off by Employee and Line Manager (Stage 1) | % Stage 1 Signed off | Mid Year Sign Off - Stage 2 | FULL Personal Review Cycle Completed % |
|--------------------|--------------------------------------|---------------------------|--|----------------------|-----------------------------|--|
| | Senior Leadership Team | 13 | 4 | 30.77% | 0 | 0.00% |
| People Services | HR Department and OCC Health | 47 | 28 | 59.57% | 17 | 36.17% |
| | Risk Reduction | 103 | 82 | 79.61% | 58 | 56.31% |
| Corporate Services | Business Support Department | 22 | 16 | 72.73% | 14 | 63.64% |
| | Finance & Procurement | 28 | 26 | 92.86% | 25 | 89.29% |
| | Property Strategy & Maintenance | 8 | 7 | 87.50% | 5 | 62.50% |
| | Service Performance & Communications | 24 | 22 | 91.67% | 15 | 62.50% |
| Technical Services | ICT Department | 31 | 21 | 67.74% | 1 | 3.23% |
| | Health & Safety | 7 | 3 | 42.86% | 0 | 0.00% |
| | ORM Department | 35 | 29 | 82.86% | 15 | 42.86% |
| | Fleet & Engineering | 26 | 26 | 100.00% | 25 | 96.15% |
| | Training Department | 54 | 52 | 96.30% | 33 | 61.11% |
| Service Delivery | Operations Department - WDS | 708 | 592 | 83.62% | 485 | 68.50% |
| | Operations Department - On-Call | 563 | 229 | 40.67% | 188 | 33.39% |
| | Operations Department - Support | 41 | 28 | 68.29% | 26 | 63.41% |
| Fire Control | Joint Fire Control | 61 | 32 | 52.46% | 10 | 16.39% |
| | Grand Total | 1771 | 1197 | 67.59% | 917 | 51.78% |

When comparing this performance to the previous year 2022/23 (see chart below), there has been a completion uplift in the main review from 62% to 68% which is encouraging and implies this young process is now beginning to embed. The data also shows there is still significant potential for increased awareness and training to better engage more members within the service to complete their PRs and this will be the focus of the team moving forward.



In addition to the above the following table show a breakdown per department year on year over the three “live” PR years. This data shows us that for some directorates PR results have remained steady, some are experiencing an upwards trend for example Finance and procurement, Fleet and engineering, ICT, Joint Fire Control. Property, Risk Reduction, Service Performance and Comms and Training.

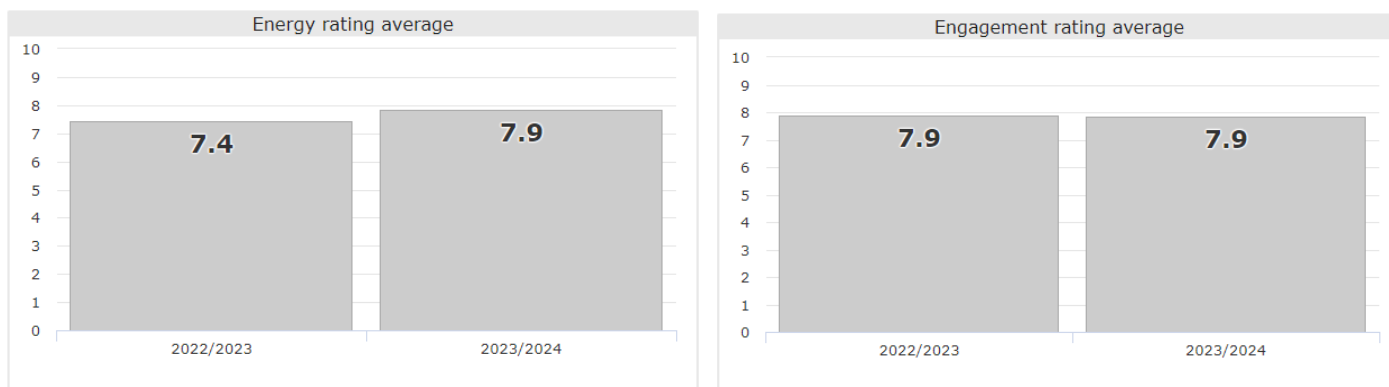
There exists, however, some departments with a noticeable reduction in PR rates from year 1 to year 3 namely Business Support, Health and Safety, On-Call, Ops Support and the Senior Leadership team. It is very likely that staffing issues and change have been some of the variations and drivers for the changes that we see, however further analysis of these groups would be needed to ascertain the exact rationale as to the reduction within these groups.

| Departments | Stage completion rates: Departments | | | | | |
|--------------------------|-------------------------------------|-----------------------------------|-----------------------------|-----------------------------------|-----------------------------|-----------------------------------|
| | 2021/2022 | | 2022/2023 | | 2023/2024 | |
| | Area 3 - Sign Off Stage 1 % | Personal Review Cycle Completed % | Area 3 - Sign Off Stage 1 % | Personal Review Cycle Completed % | Area 3 - Sign Off Stage 1 % | Personal Review Cycle Completed % |
| Business Support | 100% | 85% | 92% | 50% | 73% | 64% |
| Finance & Procurement | 85% | 30% | 97% | 93% | 93% | 89% |
| Fleet & Engineering | 88% | 68% | 61% | 68% | 100% | 96% |
| Health & Safety | 83% | 0% | 83% | 0% | 43% | 0% |
| ICT | 50% | 0% | 59% | 16% | 68% | 3% |
| Joint Fire Control | | | 5% | 0% | 52% | 16% |
| Operations - On-Call | 60% | 5% | 48% | 30% | 41% | 33% |
| Operations - Support | 83% | 69% | 67% | 57% | 68% | 63% |
| Operations - WDS | 88% | 19% | 73% | 47% | 84% | 69% |
| ORM | 95% | 13% | 70% | 49% | 83% | 43% |
| Property Strat. & Maint. | 60% | 0% | 100% | 63% | 88% | 63% |
| PS and OCC Health | 67% | 38% | 54% | 32% | 60% | 36% |
| Risk Reduction | 61% | 10% | 59% | 40% | 80% | 56% |
| Senior Leadership Team | 100% | 25% | 83% | 0% | 31% | 0% |
| SP&C | 78% | 3% | 91% | 79% | 92% | 63% |
| Training | 43% | 2% | 83% | 29% | 96% | 61% |

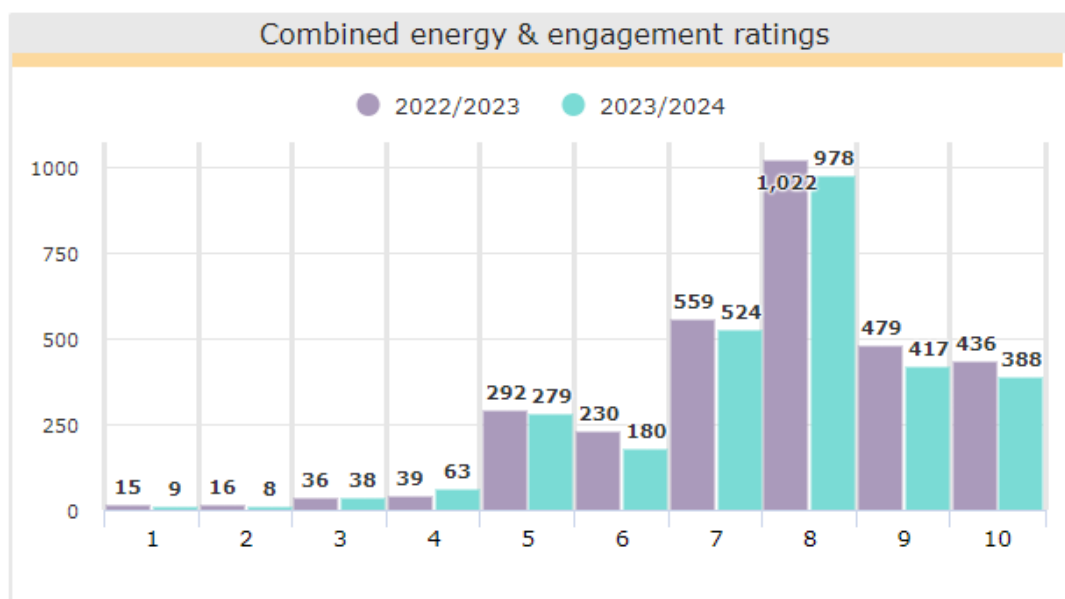
The following data collected for PRs also gives the Service other data that is interesting to ascertain Service performance against 'People':

A - Energy and Engagement Ratings:

The graphs below show that on average, the overall Energy level ratings of those in Service has risen from 7.4 to 7.9, while the Engagement rating has remained stable, averaging 7.9 year on year. The slight improvement in the Energy rating suggests that energy levels across the service have improved this could be down to an increase the further away we move from the period of COVID within the UK along with other organisational hygiene factors.

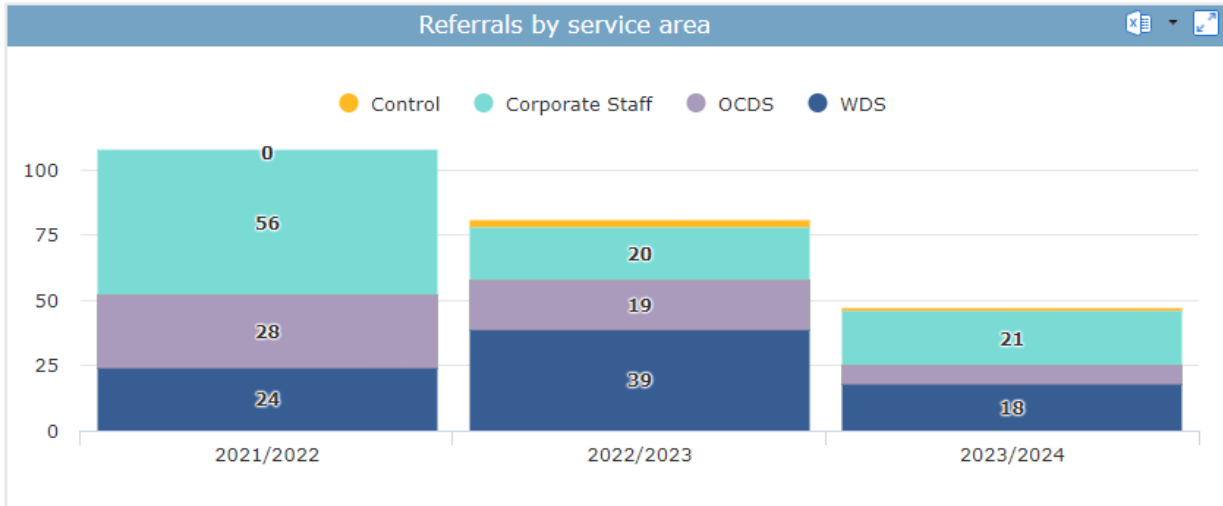


The illustration below indicates that, on average, most individuals rate Energy and Engagement combined higher than a 6. This suggests those completing PRs are engaged, motivated and energised to participate. However there still exists a small percentage of individuals who have rated between 1 and 4, which indicates there remains room for improvement in these areas.



B - Referrals:

In 2023/24, the completion rate of PRs increased from 39.6% to 51.8%, leading to a corresponding decrease in overall referrals to support groups or Services e.g. OHU / Training etc. following PR discussions. This correlation suggests that conducting PRs facilitates conversations with line managers, allowing for the identification and resolution of underlying concerns or issues, which may have contributed to the lower number of referrals and that individuals may have stronger relationships with their line managers following their regular one to ones where some referrals are now taking place outside of the annual PR.

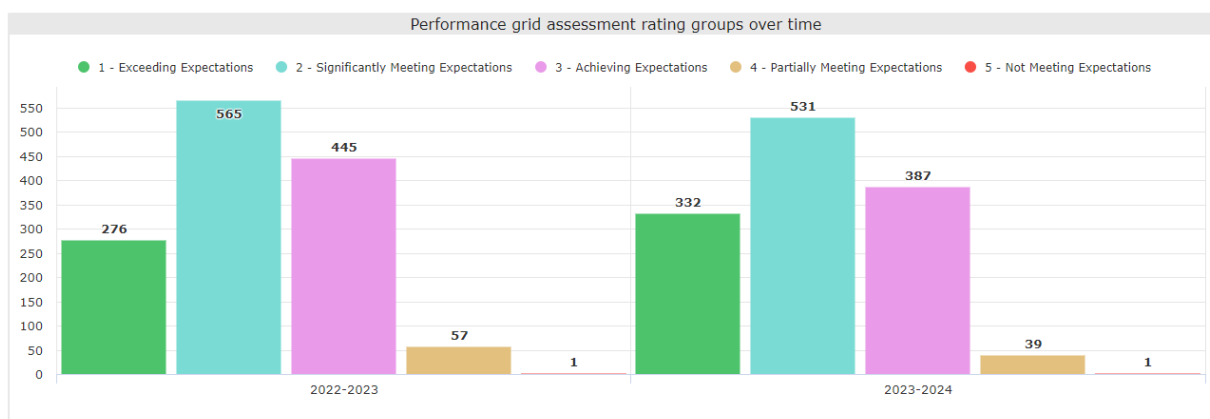


C - Performance Grid Assessment Rating:

Completing a PR discussion allows an individual's performance and behaviour to be discussed, this is an important part of the PR discussion as it can highlight and identify areas of improvement, but also allow room for recognition.

The graphic below shows that in 2023/24, 97% have a rating of 'Achieving Expectations' or above (includes Significantly meeting and exceeding), which is a slight uplift from the previous year of 96%. A small percentage of individuals achieved 'Partially Meeting Expectations' indicating there may be room for improvement. This data is too insignificantly different to come to any real conclusion about what the cause of this could be.

However, caution should be applied when reviewing this as it is a line manager rating and the results do not fully align with the findings of the Morris Review conducted in 2023/24. To address this possible concern, the L&D Team will focus on raising awareness about how to conduct PRs effectively, what best practices entail, and how to facilitate honest conversations.



Future for PRs:

For 2024/25, the team have streamlined the process based on a recent staff survey, making it more user-friendly and consolidating the review into a single annual session with clarification around some of the additional areas of the review. The team continue to offer masterclass training and one to one support for all around the best use of the PR and the PR system.

3.3 CORPORATE INDUCTIONS

In 2023/2024, the L&D Team organised and facilitated five Corporate Inductions, welcoming a total of 30 new corporate employees to the organisation. This involved coordinating with various departments, arranging speakers, and managing the logistics of the sessions. Recognising the critical role inductions play in shaping the onboarding experience, the team is about to launch a project to revamp the induction process in 2023/24, aiming to ensure consistency and improve the experience for all new members joining the service.

3.4 PATHWAYS

“Pathways” is the Service’s Leadership programme plan which currently offers four levels of development programmes aligned with the NFCC Leadership Framework. Each pathway is designed to target specific leadership levels: Leading Yourself, Leading Others, Leading the Function, Leading the Service ensuring individuals develop in line with the framework’s structure and the standards and behaviours expected of a modern-day Public Service leader.

3.4.1 Leading Yourself

The Leading Yourself Pathway includes four distinct Masterclasses held throughout the year. These sessions support any individuals at the foundation level of the service by providing them with tools and knowledge to aid in their personal development. In 2023/24, seven sessions were conducted, with a total of 41 delegates participating, of which 26 were operational, and 15 from corporate staff.

Feedback gathered, gave the following results:

Delegates rated the content of the programme and how it supported their ongoing development at an average rating of **4.9 out of 5**

Delegates stated:

“The course was fun and well presented. The L&D team were professional and yet very entertaining. The practical activities really helped with the overall learning experience”.

“I enjoyed the course; it was a good refresher of the NFCC framework indicators and a good reminder about looking after ourselves”.

“Really good course - relatable to work and life generally. Pushes you to think outside of your own thoughts/ideas and consider others' opinions, be more collaborative”.

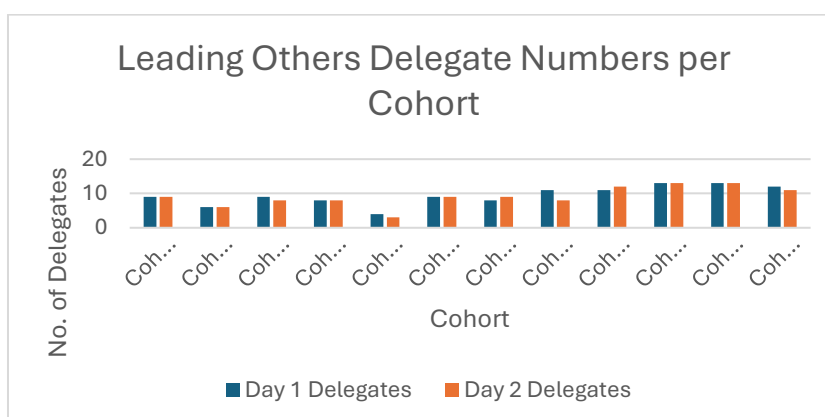
3.4.2 Leading Others

2023/24 saw the start of the Supervisory Leadership Pathways, ‘Leading Others’. This Pathway provides leadership and management development training, aimed at enhancing awareness of effective leadership across the Service. It also focuses on upskilling participants and expanding their knowledge in key leadership areas, aligning with strategic themes and preparing the first line leaders i.e. Supervisory.

The pathway includes two face-to-face sessions held at Cardiff Gate (approximately 10-12 weeks in between each session), with each delegate also registered on the NFCC Management Direct online learning portal, which is an online integrated training programme portfolio aligned with Supervisory leadership. Individuals would complete all aspects of the training before creating a final portfolio for submission for marking.



The L&D Team successfully delivered 12 cohorts for this programme, with 113 delegates in total. The delegates included a mix of 11 Joint Fire Control, 14 Corporate Services, and 88 Operational staff. Below is an illustration of the delegate numbers per Cohort.



By the end of the first year of the Pathway cycle, the cohorts had reached maximum capacity in contrast to the earlier sessions in the year. This may be attributed to the fact that Pathways was becoming more interesting to those who previously did not hold soft skills training as an important part of their promotional journey. As it was part of the Crew Manager process, this not only provided staff with an incentive to apply for the pathway, but also ensured they received valuable leadership and management training. From the L&D perspective, this was the primary goal in implementing a programme of this kind and to support the Service in becoming more of a 'Learning Organisation'.

Of the 113 delegates who entered the programme, 52 have submitted their portfolios (all of which are operational staff), with 49 having received a pass mark in 2023/24. These portfolios are submitted into the L&D Team for it to be assessed and quality assured.

From the feedback gathered from the attending delegates, the following results were obtained.

Content supported their ongoing development: **Average rating of 4.6 out of 5**

General feedback from delegates:

“Felt it was beneficial and that all leaders should attend the course even if they didn't require the qualification”.

“Very good and helpful going into a managerial role as we have never had this support before”.

“Can see how overall it is allowing us going through the process to be as best prepared for the role and encouraging the right traits that are needed.”.

“Overall the course provided the skills needed to help my leadership skills and assist in further career progression”.

At the end of the 12 cohorts, the L&D Team conducted a feedback session with a diverse group of delegates invited to participate. This provided us with valuable insights on how to enhance and improve the programme, making it more inclusive and appealing for those on a Supervisory pathway. The collected feedback is set to be implemented in preparation for the 2024/25 cycle. This includes more face-to-face training and less online training, a re-vamped portfolio to match this and the re-introduction of coaching skills and train the trainer.

At the end of 2023/24, each cohort was filled to capacity. However, there has been a 73% decline in applications for this Pathway program in 2024/25, primarily as the Pathway is no longer a requirement for eligibility in the Crew Manager promotional process. This may result in significant knowledge and skills gaps for individuals promoted into leadership roles, as they may lack the necessary training to effectively prepare for these positions.

3.4.3 Leading the Function

The Middle Management Leadership and Management Pathway programme launched this year in September, with three cohorts, two of which have been completed. Among the 31 delegates, 3 are from Corporate roles and 28 from Operational roles. This pathway is led by the University of South Wales and consists of two in-person sessions held at Cardiff Gate, with approximately 10 weeks between each session. This Pathway is accredited by ILM at Level 5, and delegates who successfully complete the two assignments and portfolio will receive an ILM 5 Award.

In 2023/24, each cohort was filled to capacity. However, similar to the Leading Others programme there has been a 91% decline in applications for the Pathway program in 2024/25, largely because completing the Pathway is no longer a requirement for eligibility in the Station Manager promotional process.

3.4.4 Leading the Service



All Wales Fire and Rescue Service Strategic Leadership Development Programme

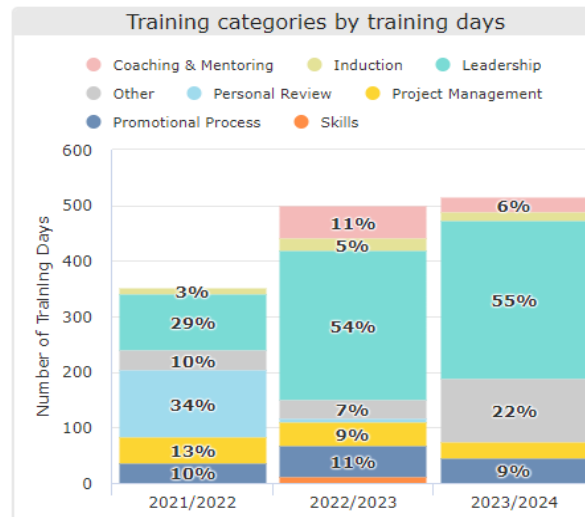
The Strategic Leadership Programme named “The Pioneer Programme” is the last programme to launch as part of the Pathways programme and module one will take place in January 2025.

This programme led by South Wales FRS is a collaboration between the three Welsh Fire and Rescue Services with an achievement for delegates of an ILM7 Award in Strategic Leadership. This programme ran in 2019 and was a huge success and we envisage similar results from this programme as individuals step from a senior middle leadership role into a Strategic role across the FRS. 14 places are currently being created for individuals across Wales with an application process launching shortly.

3.4.5 Overview of Leadership Training

The following data highlights a significant year-on-year increase in leadership training for SWFRS, rising from 29% in FY 2021/22 to 55% in FY 2023/24, an 89.7% uplift. This demonstrates L&D’s strong commitment to effectively implementing leadership training as a core service offering.

The increase was further accelerated during the Morris Review in 2023/24, showcasing the team's dedication to reinforcing the right standards and behaviours. This effort ensures that ongoing conduct and values align with the service's core principles and mission and currently the team is working hard to meet the requirements of the Morris report to invest more in Leadership and upskilling training.



3.5 MASTERCLASSES

The L&D Team offer a variety of different Masterclasses, from Understanding and Dealing with Change, Resilience and Emotional Intelligence to An Introduction to Coaching and Mentoring. These are short courses of half, full or two days long to suit various needs across the organisation following an individual's Personal Review.

A total of twelve Masterclasses were conducted throughout the year, including two that were presented by external providers, with a total of 118 delegates, of which 56 corporate services and 62 operational staff attended. These masterclasses have received positive feedback scoring 4.7 /5 and 4.8 /5 respectively in relation to how they support develop and how relevant they are to an individual's career. Comments have included the following:

Emotional Intelligence: *"I would happily attend this course again. I think the service should engage with this company for more of this course and possibly look at others courses they offer too".*

Coaching & Mentoring: *"Enjoyed the interaction with the instructors who had a good understanding of the subject".*

Understanding Mental Health: *"Informative session which provided a better understanding of mental health and how to communicate with others who are displaying symptoms of mental health issues".*

During 2024/25 Masterclass offerings will be expanded to provide further opportunities to all staff.

3.6 ADDITIONAL LEARNING FUND (ALF)

The Additional Learning Fund (ALF) has been used by individuals across the organisation for learning or development opportunities that can be fully or partially funded by the L&D budget. In 2023/24, 50 individuals took advantage of the ALF, with 17 from operational roles and 33 from corporate roles. In total, £30,636.64 was used from the ALF budget. The ALF budget was allocated to a variety of activities, including sending our colleagues to the national Women in the Fire Service (WFS) event, training for CIPD Level 5, CIPPs and other qualifications and attending various conferences and seminars. This helps to advance learning and to expand learning opportunities.

WFS Event:



3.7 OTHER

In 2023/24, the L&D Team participated in various additional events and training to support Service employees in their development:

3.7.1 DICE Training

The L&D Team worked collaboratively with the DICE Lead, to design and deliver a bespoke DICE training session for trainers at Cardiff Gate Training School, focused on increasing awareness of neurodiverse traits and how to support individuals, including providing reasonable adjustments as needed, within their training courses. This aligns with the Service's strategic themes, ensuring that learning across all areas of the organisation is conducted equitably.

3.7.2 HYDRA 10KV Event

In January 2023, the L&D Team facilitated the 10KV Middle Managers Event, which featured the internationally acclaimed Jonathan Crego and his team from the Hydra Foundation. They conducted a 10KV debriefing session, utilising a method that encourages anonymous input from attendees, enabling them to share ideas, concerns, and opinions without fear of repercussions.

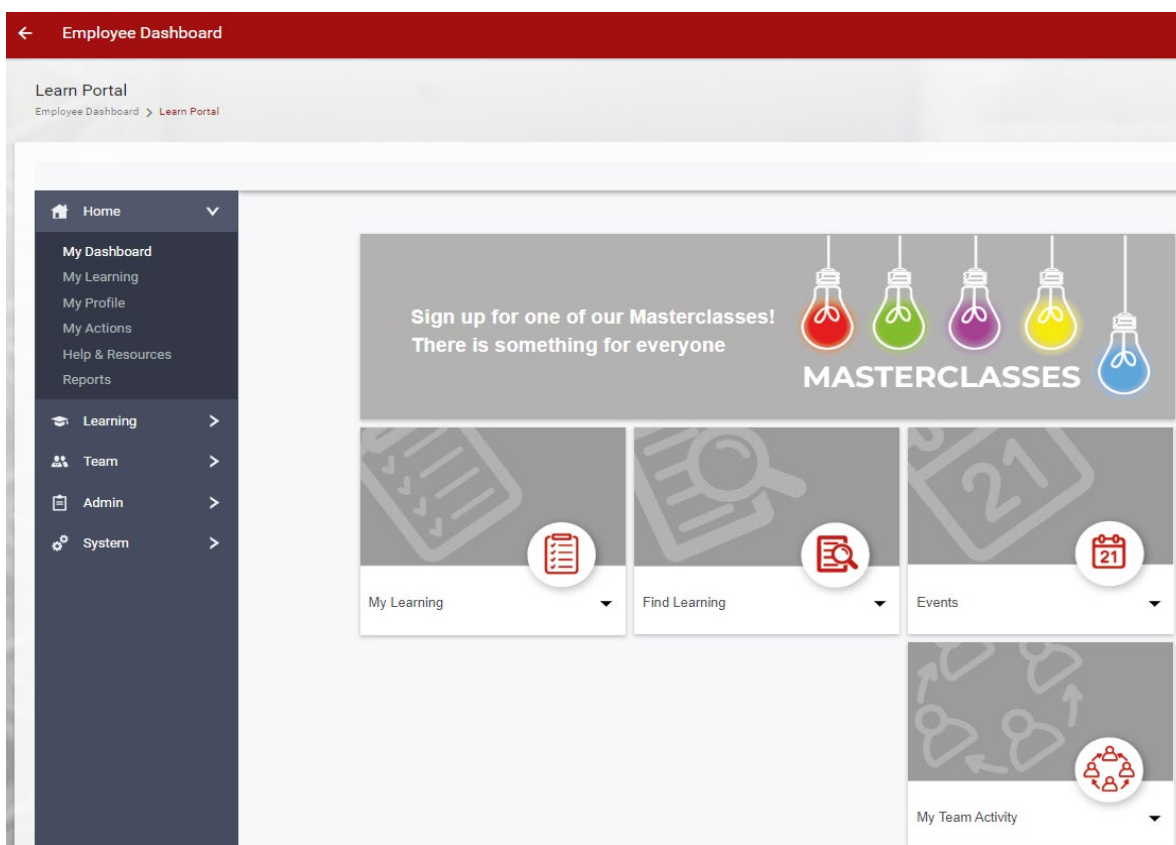
There was a total of approximately 60 individuals of all ranks and grades involved in this session held at Cardiff Gate, with L&D planning, organising and hosting the event. The event provided the Service with a report that helped to guide further considerations around the Culture review and cultural aspirations. This work is to continue to build to work with HYDRA to develop a bespoke public sector culture training programme.



3.7.3 Launch of E-HYB- 1st April 2023

Our new online Learning Management System, the E-Hyb, was launched in April 2023 and is accessible to all members of the Service. The E-Hyb enables comprehensive course management, allowing users to create, upload, and organise content for delivery to learners. It also provides tools for learner enrolment and management, tracking and reporting, assessments, and testing. Additionally, the system supports certifications and compliance training, ensuring learners meet both regulatory and organisational standards.

Currently, we offer three mandatory e-learning modules: Introduction to Unconscious Bias, Inclusive Language, and Inclusive Leadership. The L&D Team works closely with other departments to meet industry regulatory standards, such as collaborating with the Service's Safeguarding Lead, Melanie Evans, to roll out updated Safeguarding training service-wide in compliance with UK Safeguarding requirements and legal regulations.



Work around the E-HYB will continue to grow as we expand e-learning options across the organisation throughout future years to come.

3.7.4 Middle Manager Events

In 2023/24, the L&D Team was instrumental in planning and organising Leadership Middle Manager events. This included preparing venues, arranging external speakers, creating agendas, and ensuring that middle managers gained valuable insights from the experience.



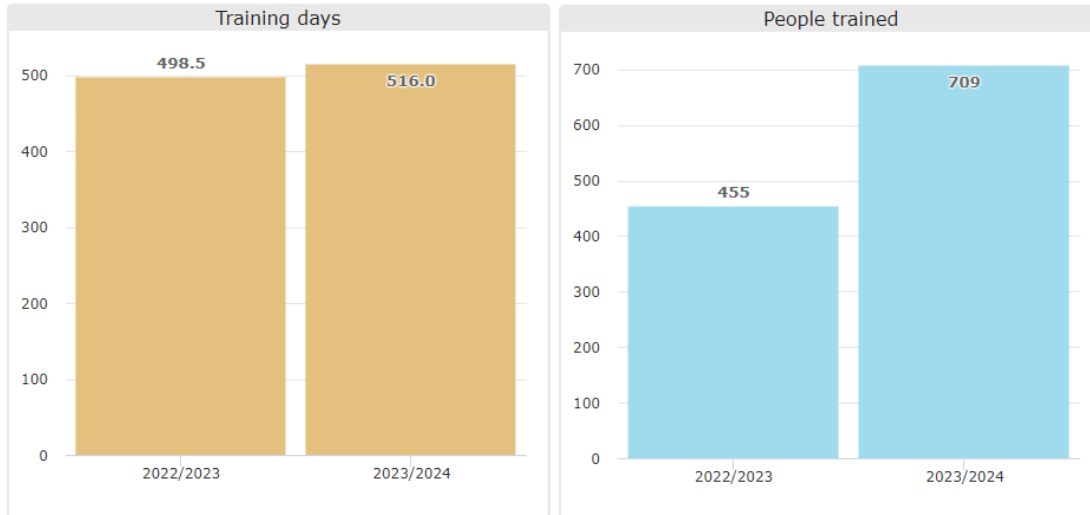
On November 23, 2023, 106 middle managers attended a Mental Health Engagement Event. The speakers, Professor Amanda Kirby and Reverend Sarah Jones, engaged the audience in meaningful discussions and raised awareness of mental health through their personal experiences. The day was further enhanced with a lived experience panel who talked further around their experience of loss, mental health and positive ways to support yourself.

3.8 OVERALL LEARNING AND PERFORMANCE

Together with Pathways training days, Masterclass sessions, and other general training, the graph below shows a 3.5% year-on-year increase in number of available training days for the L&D Team. However, the number of people that have received trained has risen by 55.8%.

This demonstrates that, despite the modest increase in training days, each day is being utilised more efficiently, leading to a significant rise in the number of delegates receiving a good learning experience. This underwrites the L&D Team's commitment to ensuring that each training session is delivered at full capacity, maximising the efficient and effective use of all available resources.

In 2024/24 the team trained over 709 individuals despite being a small team of 3 trainers. This is an increase from the 455 individuals trained in the previous year. The team itself is still in its infancy having only come together fully in 2020 as COVID struck, therefore there is likely to be much more to come for this area of work in the future.



4. CHALLENGES

4.1 Vacant Instructor Posts:

The Training department at CGTDC continues to experience challenges with vacant instructor posts. At the time of writing, there are eight general instructor post (WM) vacancies within the department. Out of a delivery team of 24 general instructors (CM & WM) this equates to over a third of the establishment. We continue to look at ways of making the Training Department a more attractive place of work for aspiring instructors, which may result in an enhanced payment proposal in line with other FRS' and we are presenting a proposal to increase the training establishment (which will be achieved through a restructure of uniformed personnel resources) to SLT in November/December.

4.2 Leadership Training Drop Off:

During the end of 2023/24 and into 2024/25 the Service removed the requirement for leadership training to be undertaken prior to entering a promotional process. Since this decision was made the team have seen a 73% decline in delegate applications for the Leading Others Pathway and a 91% decline for the Leading the Function (middle) Pathway. As a result, fewer aspiring leaders are pursuing the crucial leadership and management training, leading to individuals seeking promotions who may not be fully prepared for leadership roles. This is extremely worrying and is an area that

needs addressing as we move forward. This decline has meant that the L&D team have found it difficult to schedule courses into 2024/25 due to low numbers of attendees. Further papers will be brought to the People Committee with regards to this.

4.3 **Payment for upskilling of Uniformed staff:**

The Service currently does not pay for Uniformed colleagues at FF to WM level to attend Masterclasses or general soft skills training to support their ongoing development (Leadership however is funded). Therefore, we see fewer of our ops colleagues coming forward to attend non-mandatory courses than their Control or Corporate counterparts. Although this has a serious financial cost it would be good to look at how we encourage individuals to drive up their soft skills training especially in light of the findings of the Morris Review.

5. **IMPLICATIONS**

There are no contra implications for this report.

Community and Environment

There are no implications in this arena for all Training and L&D activities as predominantly activity is internally focused. What can be evidences in the area however is both teams responses to enabling an inclusive learning culture that support the Wellbeing of Future generations act through effective provision of training and which in turn supports the aims in delivering a more economical Wales through skills training and uplifting of competencies. All aspects of training delivery are consult upon with the relevant representative bodies.

Regulatory, Strategy and Policy

There are no impacts of implications for regulatory strategic or policy initiatives as this paper is solely an update on progress for the year 2023/2024. All future changes that have impacts will be submitted though a separate paper with an accompanying business case.

Resources, Assets and Delivery

There are no additional resources being requested as a result of this report, nor any major amendments to assets or delivery as this report is for information only.

6. EVALUATION & CONCLUSIONS

This report has outlined the progress to date for 2023/24 for both the Training department and the Learning and Development team. There are no key additional areas arising as a result of this report therefore the authors request that the commissioners note the contents of the report.

7. RECOMMENDATIONS

That Commissioners note the content of this report.

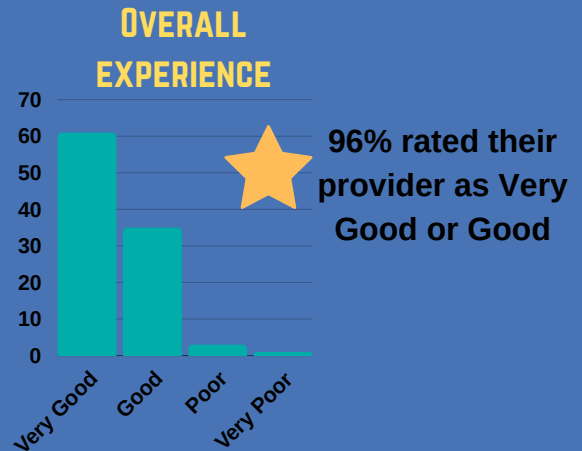
| | | |
|--------------------------|---|-----------------------------|
| Contact Officer: | Alison Reed Director of People Services & ACFO Brian Thompson | |
| | | |
| Background Papers | Date | Source / Contact |
| None | | |

| | |
|-------------------|---|
| Appendices | |
| Appendices | CAVC Learners Voice Survey Wellbeing support officer poster Training course delivery data |

THIS PAGE IS INTENTIONALLY BLANK

CAVC APPRENTICESHIP NETWORK LEARNER VOICE SURVEY 2024

Your feedback is important to us and helps us to improve your apprenticeship experience.



TEACHING AND LEARNING

We asked how you would rate your tutors, assessors or training co-ordinators at each of the following:



- Giving feedback on how to improve - 95% said Very Good or Good
- Talking about your learning targets - 97% said Very Good or Good
- Stretching you to do your best - 95% said Very Good or Good



94% said they are given challenging targets to help them improve

94% said they know how well they are progressing on their apprenticeship

SKILLS

We asked if your basic skills have improved during your apprenticeship programme

74% said their numeracy skills have improved

75% said their literacy skills have improved

77% said their digital skills have improved

89% said their ability to do their job has improved

WELLBEING

We asked how you would rate your provider for each of the following:



Encouraging you to take care of your wellbeing - 95% said Very Good or Good

Ensuring you feel safe

- 98% said Very Good or Good

Improving your understanding of the terms Prevent, radicalisation and extremism

- 97% said Very Good or Good



HELP AND SUPPORT

We asked how you would rate your provider for each of the following:

Providing wellbeing support if needed - 97% said Very Good or Good

Providing extra support with reading, writing or maths if needed

- 98% said Very Good or Good

WELSH LANGUAGE



9% said they prefer to learn in Welsh or a mixture of Welsh and English

86% said they were offered the chance to learn in Welsh or bilingually

9% frequently use Welsh language skills in the workplace



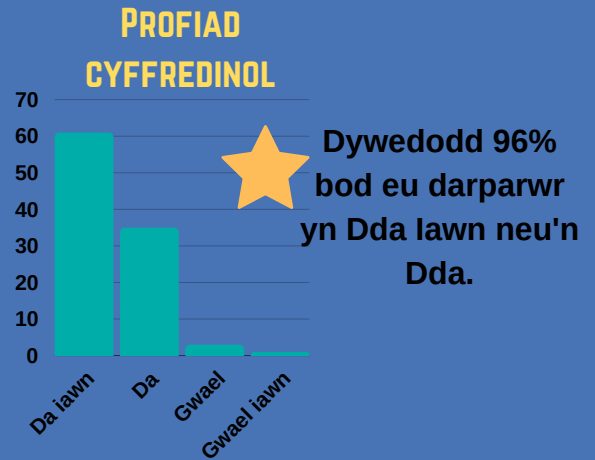
95% of learners said they enjoy their apprenticeship



The survey took place April - May 2024. Over 2100 learners responded. The results will be used to help improve the learning experience for all.

AROLWG LLAIS Y DYSGWYR RHYWYDWAITH PRENTISIAETH 2024

Mae eich adborth yn bwysig i ni ac yn ein helpu i wella eich profiad ar eich prentisiaeth.



ADDYSGU A DYSGUI

Fe wnaethon ni ofyn beth oedd eich barn am eich tiwtoriaid, eich aseswyr neu eich cydlynwyr hyfforddi am bob un o'r canlynol:



- Rhoi adborth ar sut i wella
- Dywedodd **95%** Da neu Dda iawn
- Siarad am eich targedau dysgu
- Dywedodd **97%** Da neu Dda iawn
- Eich ymestyn chi i wneud eich gorai
- Dywedodd **95%** Da neu Dda iawn

LLES

Fe wnaethon ni ofyn beth oedd eich barn am eich darparwr ar gyfer pob un o'r canlynol:



- Eich annog chi i ofalu am eich lles
- Dywedodd **95%** Da neu Dda iawn
- Sicrhau eich bod yn teimlo'n ddiogel
- Dywedodd **98%** Da neu Dda iawn
- Gwella eich dealltwriaeth o'r termau Atal, radcaleiddio ac eithafiaeth
- Dywedodd **97%** Da neu Dda iawn

YR IAITH CYMRAEG



- Dywedodd **9%** eu bod yn ffafrio dysgu yn y Gymraeg neu gymysgedd o Gymraeg a Saesneg
- Dywedodd **86%** eu bod wedi cael cynnig cyfle i ddysgu yn y Gymraeg neu yn ddwyieithog
- Mae **9%** yn aml yn defnyddio sgiliau iaith Gymraeg yn y gweithle



Dywedodd **94%** eu bod yn cael targedau heriol i'w helpu i wella

Dywedodd **94%** eu bod yn gwybod pa mor dda maent yn gwneud cynnydd ar eu prentisiaeth

SGILIAU

Fe wnaethon ni ofyn a yw eich sgiliau sylfaenol wedi gwella yn ystod eich rhaglen prentisiaeth:

Dywedodd **74%** bod eu sgiliau rhifedd wedi gwella

Dywedodd **75%** bod eu sgiliau llythrennedd wedi gwella

Dywedodd **77%** bod eu sgiliau digidol wedi gwella

Dywedodd **89%** bod eu gallu i wneud eu swydd wedi gwella

HELP A CHEFNOGAETH

Fe wnaethon ni ofyn beth oedd eich barn am eich darparwr ar gyfer pob un o'r canlynol:

- Darparu cymorth lles os oes angen
- Dywedodd **97%** Da neu Dda iawn



- Darparu cymorth ychwanegol gyda sgiliau darllen, ysgrifennu neu fathemateg os oes angen
- Dywedodd **98%** Da neu Dda iawn



Dywedodd **95%** eu bod yn mwynhau eu dysgu

Cynhaliwyd arolwg rhwng misoedd Ebrill a Mai 2024. Ymatebodd mwy na 2100 o ddysgwyr. Bydd y canlyniadau'n cael eu defnyddio i helpu i wella'r profiad dysgu i bawb.



Avril



Well-being Support Officer at Cardiff Gate Training and Development Centre

.....
Level 5 diploma in counselling
and psychotherapy
.....

07843 581245

a-bredenkamp@southwales-fire.gov.uk



Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service

I'm a Blue Light Champion
for better mental health

mind.org.uk/bluelight



Funding administered by Department for Digital, Media, Culture and Sport



THIS PAGE IS INTENTIONALLY BLANK

| Course Name | No. of Schedules | Places Available | Places Filled | Non-Attendance | Cancelled | Passed/Assessed | Failed | % Passed |
|--|------------------|------------------|---------------|----------------|-----------|-----------------|--------|----------|
| LGV ERDT Reassessment | 366 | 366 | 366 | 8 | 0 | 358 | 0 | 97.80% |
| BAR | 64 | 631 | 624 | 18 | 4 | 591 | 11 | 94.70% |
| LGV ERDT Initial | 59 | 118 | 105 | 8 | 0 | 96 | 1 | 91.40% |
| Fire Trauma Refresher | 58 | 696 | 575 | 34 | 2 | 539 | 0 | 93.70% |
| Breathing Apparatus Requal | 50 | 500 | 502 | 8 | 5 | 483 | 6 | 96.20% |
| LGV Initial Automatic | 49 | 98 | 81 | 1 | 0 | 70 | 10 | 86.40% |
| RTC Update/Refresher | 44 | 528 | 432 | 19 | 0 | 413 | 0 | 95.60% |
| AUX LGV ERDT Refam | 37 | 47 | 41 | 0 | 2 | 39 | 0 | 95.10% |
| Volvo RT Crane Requal | 32 | 64 | 57 | 0 | 0 | 57 | 0 | 100.00% |
| LGV Multi Vehicle Response | 32 | 224 | 126 | 1 | 0 | 125 | 0 | 99.20% |
| B + E Initial | 29 | 58 | 43 | 0 | 2 | 41 | 0 | 95.30% |
| Conversion Scania WTL | 24 | 240 | 106 | 0 | 0 | 106 | 0 | 100.00% |
| Leading Others Development Programme | 24 | 288 | 197 | 3 | 0 | 194 | 0 | 98.50% |
| Light Vehicle ERDT Reassessment | 22 | 22 | 22 | 1 | 1 | 20 | 0 | 90.90% |
| Conversion Scania WRL | 21 | 147 | 167 | 4 | 0 | 163 | 0 | 97.60% |
| Incident Command Continuation Training Level 1 Module 3 | 21 | 252 | 216 | 10 | 0 | 206 | 0 | 95.40% |
| Fire Trauma Initial | 21 | 216 | 208 | 10 | 0 | 198 | 0 | 95.20% |
| LGV Assessment | 19 | 19 | 20 | 0 | 0 | 20 | 0 | 100.00% |
| LV ERDT Requal | 17 | 17 | 17 | 0 | 0 | 17 | 0 | 100.00% |
| Safe Working at Height | 17 | 239 | 236 | 4 | 0 | 233 | 0 | 98.70% |
| RTC Update / Refresher | 17 | 204 | 176 | 4 | 0 | 172 | 0 | 97.70% |
| Volvo RT Crane Initial | 15 | 30 | 30 | 0 | 0 | 30 | 0 | 100.00% |
| Incident Command Level 1 Module 1 Part A | 15 | 158 | 103 | 4 | 0 | 99 | 0 | 96.10% |
| Initial Incident Command Level 1 - Reassessment | 15 | 15 | 15 | 0 | 0 | 12 | 3 | 80.00% |
| IOSH | 13 | 156 | 106 | 0 | 0 | 106 | 0 | 100.00% |
| LV ERDT Initial | 13 | 26 | 21 | 0 | 0 | 21 | 0 | 100.00% |
| Hazmat Initial | 13 | 156 | 140 | 3 | 1 | 135 | 0 | 96.40% |
| AUX LGV T36 | 13 | 13 | 13 | 1 | 0 | 12 | 0 | 92.30% |
| BA Initial | 13 | 152 | 145 | 8 | 0 | 107 | 30 | 73.80% |
| PPVR | 12 | 151 | 142 | 1 | 0 | 141 | 0 | 99.30% |
| LV ERDT Reassessment | 11 | 11 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| Polaris/Land Rover Awareness Initial Operator | 11 | 44 | 41 | 0 | 0 | 41 | 0 | 100.00% |
| RT Kit Familiarisation + Heavy Rescue Training | 11 | 110 | 70 | 0 | 0 | 70 | 0 | 100.00% |
| Rope Rescue Requal | 11 | 110 | 60 | 4 | 0 | 56 | 0 | 93.30% |
| LGV Multi Vehicle | 10 | 70 | 40 | 0 | 0 | 40 | 0 | 100.00% |
| Inc Command Level 1 Mod 3 | 10 | 120 | 98 | 1 | 0 | 97 | 0 | 99.00% |
| Inland Water - Water Rescue First Responder (MOD 2 Initial) | 9 | 144 | 72 | 0 | 0 | 72 | 0 | 100.00% |
| Mass Decon Initial | 9 | 114 | 105 | 0 | 0 | 105 | 0 | 100.00% |
| Assessment & Development Level 1 | 9 | 180 | 85 | 3 | 0 | 82 | 0 | 96.50% |
| Assessment & Development Level 4 | 9 | 144 | 71 | 3 | 0 | 66 | 2 | 93.00% |
| Assessment & Development Level 2 | 9 | 180 | 80 | 6 | 0 | 71 | 3 | 88.80% |
| Jesip | 9 | 37 | 33 | 5 | 1 | 27 | 0 | 81.80% |
| Initial Incident Command Level 1 | 9 | 92 | 84 | 4 | 0 | 56 | 24 | 66.70% |
| RYA Boat Course Level II | 8 | 24 | 20 | 0 | 0 | 20 | 0 | 100.00% |
| Inc Command Level 2 Mod 3 | 8 | 96 | 91 | 0 | 2 | 89 | 0 | 97.80% |
| LGV Initial Automatic - Resit | 7 | 7 | 7 | 0 | 0 | 7 | 0 | 100.00% |
| Polaris/Land Rover Initial Operator | 7 | 28 | 21 | 0 | 0 | 21 | 0 | 100.00% |
| RYA Level II | 7 | 21 | 14 | 0 | 0 | 14 | 0 | 100.00% |
| Swift Water Rescue Conversion | 7 | 168 | 83 | 4 | 0 | 79 | 0 | 95.20% |
| Using Essential FF Skills Unit 2 (On Call) | 7 | 140 | 75 | 5 | 0 | 69 | 1 | 92.00% |
| Assessment & Development Level 3 | 7 | 70 | 55 | 2 | 1 | 45 | 7 | 81.80% |
| B + E Initial - 2 Day | 6 | 12 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| Counter Blance Forklift Initial | 6 | 12 | 10 | 0 | 0 | 10 | 0 | 100.00% |
| Incident Command Level 1 Assessment | 6 | 6 | 6 | 0 | 0 | 6 | 0 | 100.00% |
| Inland Water - Water Rescue First Responder | 6 | 84 | 68 | 0 | 0 | 68 | 0 | 100.00% |
| LAR Requal | 6 | 72 | 40 | 0 | 0 | 40 | 0 | 100.00% |
| RTC Initial - Part 1 | 6 | 72 | 67 | 1 | 0 | 66 | 0 | 98.50% |
| RTC Initial - Part 2 | 6 | 72 | 67 | 0 | 1 | 66 | 0 | 98.50% |
| BA Officers | 6 | 60 | 53 | 1 | 0 | 52 | 0 | 98.10% |
| RTC - Dealing with Road Traffic Collisions Unit 4 Part 1 (INITIAL) | 6 | 72 | 62 | 2 | 0 | 60 | 0 | 96.80% |
| RTC - Dealing with Road Traffic Collisions Unit 4 Part 2 (INITIAL) | 6 | 72 | 61 | 2 | 0 | 59 | 0 | 96.70% |
| Breathing Apparatus Initial | 6 | 60 | 61 | 1 | 0 | 46 | 14 | 75.40% |
| Initial Incident Command Level 2 - Reassessment | 6 | 24 | 17 | 1 | 0 | 11 | 5 | 64.70% |
| Initial Incident Command Level 2 | 6 | 38 | 36 | 0 | 0 | 15 | 21 | 41.70% |
| Bariatric Rescue Operators Course | 5 | 60 | 33 | 0 | 0 | 33 | 0 | 100.00% |
| Incident Command Level 3 Assessment | 5 | 5 | 5 | 0 | 0 | 5 | 0 | 100.00% |

| | | | | | | | | |
|---|---|-----|----|---|---|----|---|---------|
| Inland Water - Water Rescue First Responder (MOD 2 Update) | 5 | 60 | 26 | 0 | 0 | 26 | 0 | 100.00% |
| Minibus | 5 | 9 | 6 | 0 | 0 | 6 | 0 | 100.00% |
| Wildfire Operator | 5 | 60 | 54 | 1 | 0 | 53 | 0 | 98.10% |
| Leading the Function Development Programme | 5 | 60 | 51 | 1 | 0 | 50 | 0 | 98.00% |
| Inland Water - First Responder (MOD 2 Initial) | 5 | 50 | 40 | 1 | 0 | 39 | 0 | 97.50% |
| Swift Water Rescue Technician (MOD 3 Initial) | 5 | 60 | 33 | 1 | 0 | 32 | 0 | 97.00% |
| New Starter Induction | 5 | 120 | 94 | 5 | 0 | 89 | 0 | 94.70% |
| Aux Quarter 1 Training | 4 | 80 | 70 | 0 | 0 | 70 | 0 | 100.00% |
| Aux Quarter 4 BA / RTC Training | 4 | 80 | 60 | 0 | 0 | 60 | 0 | 100.00% |
| Auxiliary Quarter 3 Training | 4 | 80 | 53 | 0 | 0 | 53 | 0 | 100.00% |
| Burn Operator | 4 | 64 | 48 | 0 | 0 | 48 | 0 | 100.00% |
| Crew Manager Induction | 4 | 44 | 26 | 0 | 0 | 26 | 0 | 100.00% |
| Initial Incident Command Level 1 - Assessment | 4 | 4 | 4 | 0 | 0 | 4 | 0 | 100.00% |
| Inland Water - Water Rescue First Responder Requal | 4 | 48 | 26 | 0 | 0 | 26 | 0 | 100.00% |
| Light Vehicle ERDT Initial | 4 | 8 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| Swift Water Rescue Requal | 4 | 48 | 22 | 0 | 0 | 22 | 0 | 100.00% |
| Fire Trauma Refresher Course | 4 | 48 | 32 | 2 | 0 | 30 | 0 | 93.80% |
| Using Essential FF Skills Unit 2 - OCDS | 4 | 80 | 72 | 4 | 0 | 66 | 2 | 91.70% |
| BA Initial *WDS Recruits | 4 | 44 | 44 | 0 | 0 | 38 | 6 | 86.40% |
| Auxiliary Quarter 2 Training | 4 | 80 | 63 | 9 | 0 | 54 | 0 | 85.70% |
| AUX Team Leader | 3 | 30 | 20 | 0 | 0 | 20 | 0 | 100.00% |
| B + E Initial - 2 Day Course | 3 | 6 | 3 | 0 | 0 | 3 | 0 | 100.00% |
| High Rise | 3 | 36 | 35 | 0 | 0 | 35 | 0 | 100.00% |
| Incident Command Level 1 Mod 3 | 3 | 36 | 23 | 0 | 0 | 23 | 0 | 100.00% |
| Inland Water - Water Rescue First Responder Requal (MOD 2 Update) | 3 | 36 | 27 | 0 | 0 | 27 | 0 | 100.00% |
| Inland Water - WRBO 3yr | 3 | 18 | 15 | 0 | 0 | 15 | 0 | 100.00% |
| Instructors Induction | 3 | 14 | 16 | 0 | 0 | 16 | 0 | 100.00% |
| JESIP Operations | 3 | 18 | 19 | 0 | 0 | 19 | 0 | 100.00% |
| LAR - Part 1 | 3 | 30 | 28 | 0 | 0 | 28 | 0 | 100.00% |
| LGV Initial Automatic AUX | 3 | 6 | 6 | 0 | 0 | 6 | 0 | 100.00% |
| LGV Initial Automatic Resit | 3 | 3 | 3 | 0 | 0 | 3 | 0 | 100.00% |
| RTC Initial Part 1 | 3 | 36 | 34 | 0 | 0 | 34 | 0 | 100.00% |
| RTC Initial Part 2 | 3 | 36 | 34 | 0 | 0 | 34 | 0 | 100.00% |
| Swift Water Rescue Technician Conversion Course | 3 | 72 | 46 | 0 | 0 | 46 | 0 | 100.00% |
| AUX FF Core Skills Initial | 3 | 36 | 24 | 1 | 0 | 22 | 1 | 91.70% |
| Annual Audited Exercise | 2 | 48 | 40 | 0 | 0 | 40 | 0 | 100.00% |
| AUX FF BA | 2 | 20 | 20 | 0 | 0 | 20 | 0 | 100.00% |
| AUX FF Core Skills Initial - First Aid at Work | 2 | 24 | 25 | 0 | 0 | 25 | 0 | 100.00% |
| AUX Quarter 1 Training | 2 | 40 | 32 | 0 | 0 | 32 | 0 | 100.00% |
| Aux Quarter 2 BA / RTC Training | 2 | 40 | 33 | 0 | 0 | 33 | 0 | 100.00% |
| Aux Quarter 3 Core Skills / Fire Trauma | 2 | 40 | 32 | 0 | 0 | 32 | 0 | 100.00% |
| Aux Quarter 3 Training Core Skills / First Aid | 2 | 40 | 35 | 0 | 0 | 35 | 0 | 100.00% |
| AUX Reserve Technical Skills - First Aid at Work | 2 | 24 | 17 | 0 | 0 | 17 | 0 | 100.00% |
| Auxiliary LGV T36 | 2 | 2 | 2 | 0 | 0 | 2 | 0 | 100.00% |
| Auxiliary Quarter 4 Training | 2 | 40 | 55 | 0 | 0 | 55 | 0 | 100.00% |
| Breathing Apparatus Instructor | 2 | 20 | 4 | 0 | 0 | 4 | 0 | 100.00% |
| Conversion Volvo WTL | 2 | 14 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| Counter Blance Forklift Requal | 2 | 4 | 4 | 0 | 0 | 4 | 0 | 100.00% |
| Fire Trauma Initial *WDS Recruits | 2 | 20 | 23 | 0 | 0 | 23 | 0 | 100.00% |
| First Aid Instructor | 2 | 20 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| High Rise Practical - 1 Day | 2 | 24 | 23 | 0 | 0 | 23 | 0 | 100.00% |
| HVP Operator Initial | 2 | 20 | 15 | 0 | 0 | 15 | 0 | 100.00% |
| Incident Command Level 4 Assessment | 2 | 2 | 2 | 0 | 0 | 2 | 0 | 100.00% |
| Inland Water - Water Rescue First Responder Initial | 2 | 24 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| Inland Water - WRBO 3 year (MOD 4 Update) | 2 | 12 | 10 | 0 | 0 | 10 | 0 | 100.00% |
| Inland Water - WRBO 3 Yearly | 2 | 12 | 12 | 0 | 0 | 12 | 0 | 100.00% |
| LAR Part 2 | 2 | 20 | 17 | 0 | 0 | 17 | 0 | 100.00% |
| Marine Radio Course | 2 | 16 | 16 | 0 | 0 | 16 | 0 | 100.00% |
| Pendant Training | 2 | 12 | 5 | 0 | 0 | 5 | 0 | 100.00% |
| Rope Rescue Operator Initial | 2 | 20 | 12 | 0 | 0 | 12 | 0 | 100.00% |
| RTC Instructor | 2 | 20 | 17 | 0 | 0 | 17 | 0 | 100.00% |
| Swift Water Rescue Tech Requal | 2 | 24 | 10 | 0 | 0 | 10 | 0 | 100.00% |
| SWRT Requal | 2 | 24 | 12 | 0 | 0 | 12 | 0 | 100.00% |
| Using Essential FF Skills Unit 2 - WDS | 2 | 36 | 35 | 0 | 0 | 35 | 0 | 100.00% |
| Wildfire Safety Level 2 | 2 | 24 | 22 | 0 | 0 | 22 | 0 | 100.00% |
| Wildfire Safety Level 3 | 2 | 24 | 16 | 0 | 0 | 16 | 0 | 100.00% |
| Winch Instructor | 2 | 12 | 9 | 0 | 0 | 9 | 0 | 100.00% |
| Winch Instructor Development Day | 2 | 12 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| WRBO (Mod 4 Update) | 2 | 12 | 12 | 0 | 0 | 12 | 0 | 100.00% |

| | | | | | | | | |
|--|---|----|----|---|---|----|---|---------|
| Using Essential FF Skills Unit 2 (WDS) | 2 | 48 | 48 | 1 | 0 | 47 | 0 | 97.90% |
| AUX Quarter 1 - Water/Haz Training | 2 | 40 | 41 | 1 | 0 | 40 | 0 | 97.60% |
| Using Essential FF Skills Unit 2 - On Call | 2 | 26 | 27 | 1 | 0 | 26 | 0 | 96.30% |
| AUX Reserve Technical Skills Course | 2 | 24 | 24 | 1 | 0 | 23 | 0 | 95.80% |
| High Rise Practical 1 Day | 2 | 50 | 24 | 0 | 0 | 23 | 1 | 95.80% |
| Using Essential FF Skills - OCDS | 2 | 40 | 22 | 2 | 0 | 20 | 0 | 90.90% |
| SWAH | 2 | 24 | 20 | 2 | 0 | 18 | 0 | 90.00% |
| BA Initial - Reassessment | 2 | 7 | 7 | 0 | 0 | 6 | 1 | 85.70% |
| Duty Group Manager 1 Day Update | 2 | 20 | 20 | 0 | 3 | 17 | 0 | 85.00% |
| Aux Quarter 2 Training BA/RTC | 2 | 40 | 36 | 6 | 0 | 29 | 1 | 80.60% |
| Incident Command Media Training - Level 3 | 2 | 10 | 10 | 2 | 0 | 8 | 0 | 80.00% |
| Initial Incident Command Level 3 | 2 | 12 | 12 | 1 | 0 | 9 | 2 | 75.00% |
| Initial Incident Comand Level 2 | 2 | 12 | 13 | 0 | 0 | 6 | 7 | 46.20% |
| AUX FF BA Initial | 1 | 10 | 7 | 0 | 0 | 7 | 0 | 100.00% |
| AUX FF Core Skills Initial / First Aid at Work | 1 | 12 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| BA Instructor | 1 | 10 | 4 | 0 | 0 | 4 | 0 | 100.00% |
| BAR Instructor | 1 | 10 | 5 | 0 | 0 | 5 | 0 | 100.00% |
| BAR Reassessment | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Bariatric Instructor | 1 | 10 | 4 | 0 | 0 | 4 | 0 | 100.00% |
| BARTA LAR Instructor | 1 | 2 | 2 | 0 | 0 | 2 | 0 | 100.00% |
| Breathing Apparatus Initial - RESIT | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Flood Rescue Boat Trailer Towing | 1 | 2 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| HAZMAT Initial | 1 | 12 | 9 | 0 | 0 | 9 | 0 | 100.00% |
| Hook + Eye Lift Instructor | 1 | 4 | 3 | 0 | 0 | 3 | 0 | 100.00% |
| Inc Command L1 Module 3 | 1 | 7 | 7 | 0 | 0 | 7 | 0 | 100.00% |
| Inc Command L1M3 | 1 | 12 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| Incident Command Level 2 Assessment | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Incident Command Media Training - Level 2 | 1 | 6 | 6 | 0 | 0 | 6 | 0 | 100.00% |
| Initial Incident Comand Level 1 - Reassessment | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Inland Water - First Responder (MOD 2 Requal) | 1 | 3 | 3 | 0 | 0 | 3 | 0 | 100.00% |
| Inland Water - First Responder (MOD 2 Update) | 1 | 12 | 5 | 0 | 0 | 5 | 0 | 100.00% |
| Inland Water - Water Rescue Boat Instructor CPD Course | 1 | 5 | 5 | 0 | 0 | 5 | 0 | 100.00% |
| Inland Water - Water Rescue Boat Operator (MOD 4) | 1 | 8 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| Inland Water - Water Rescue Boat Operator 3 Yearly | 1 | 6 | 4 | 0 | 0 | 4 | 0 | 100.00% |
| Inland Water - WRBO (MOD 4 Initial) | 1 | 12 | 12 | 0 | 0 | 12 | 0 | 100.00% |
| Inland Water - WRBO (MOD 4 3 Yearly Update) | 1 | 6 | 4 | 0 | 0 | 4 | 0 | 100.00% |
| Inland Water - WRBO (MOD 4 Initial) - REASSESSMENT | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Inland Water - WRBO Initial | 1 | 6 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| JESIP | 1 | 6 | 9 | 0 | 0 | 9 | 0 | 100.00% |
| Land Rover 1.30 Off Road | 1 | 2 | 2 | 0 | 0 | 2 | 0 | 100.00% |
| LAR - Part 2 | 1 | 10 | 7 | 0 | 0 | 7 | 0 | 100.00% |
| LAR Initial Part 1 | 1 | 10 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| LAR Initial Part 2 | 1 | 10 | 7 | 0 | 0 | 7 | 0 | 100.00% |
| LGV ERDT Initial - Reassessment | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| LGV ERDT Reassessment | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| LGV Initial Automatic Resit AUX | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Light Vehicle Assessment | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Mini Bus | 1 | 2 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Minibus Acceptance | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| Rope Operator Initial | 1 | 10 | 6 | 0 | 0 | 6 | 0 | 100.00% |
| Rope Rescue Instructor | 1 | 8 | 6 | 0 | 0 | 6 | 0 | 100.00% |
| RTC - Dealing with Road Traffic Collisions Unit 4 Part 1 (INITIAL) *WDS Recruits | 1 | 12 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| RTC - Dealing with Road Traffic Collisions Unit 4 Part 2 (INITIAL) *WDS Recruits | 1 | 12 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| RTC Initial | 1 | 12 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| RTC Initial *WDS Recruits | 1 | 12 | 12 | 0 | 0 | 12 | 0 | 100.00% |
| SRT Instructor CPD Day | 1 | 6 | 7 | 0 | 0 | 7 | 0 | 100.00% |
| Station Manager Induction Programme | 1 | 10 | 8 | 0 | 0 | 8 | 0 | 100.00% |
| Station Managers Induction Programme | 1 | 10 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| Swift Water Requal | 1 | 12 | 6 | 0 | 0 | 6 | 0 | 100.00% |
| Swift Water Rescue Technician Conversion | 1 | 20 | 23 | 0 | 0 | 23 | 0 | 100.00% |
| Swift Water Rescue Technician Requal | 1 | 4 | 3 | 0 | 0 | 3 | 0 | 100.00% |
| SWRT (MOD 3 Initial) | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| SWRT Initial | 1 | 12 | 12 | 0 | 0 | 12 | 0 | 100.00% |
| SWRT Requal (MOD 3) | 1 | 12 | 10 | 0 | 0 | 10 | 0 | 100.00% |
| Trial - Fire Trauma Initial / RTC Initial | 1 | 12 | 11 | 0 | 0 | 11 | 0 | 100.00% |
| Using Essential FF Skills Unit 2 - OCDS-WDS | 1 | 24 | 21 | 0 | 0 | 21 | 0 | 100.00% |
| Water & Flood Rescue Technician (DEFRA MOD 3) Instructor - ASSESSMENT | 1 | 2 | 2 | 0 | 0 | 2 | 0 | 100.00% |

| | | | | | | | | |
|---|---|----|----|---|---|----|----|---------|
| Winch Operator | 1 | 10 | 7 | 0 | 0 | 7 | 0 | 100.00% |
| WRBO - Instructor | 1 | 6 | 1 | 0 | 0 | 1 | 0 | 100.00% |
| AUX Reserve Technical Skills Initial | 1 | 12 | 10 | 1 | 0 | 9 | 0 | 90.00% |
| Supervisory Manager Tech Exam Paper 1 | 1 | 27 | 27 | 0 | 0 | 24 | 3 | 88.90% |
| Assessment + Development Level 1 | 1 | 20 | 8 | 1 | 0 | 7 | 0 | 87.50% |
| Water & Flood Rescue Technician (DEFRA MOD 3) - ASSESSMENT | 1 | 12 | 8 | 1 | 0 | 7 | 0 | 87.50% |
| Water + Flood Rescue Technician Instructor | 1 | 12 | 7 | 1 | 0 | 6 | 0 | 85.70% |
| HAZMAT | 1 | 12 | 9 | 2 | 0 | 7 | 0 | 77.80% |
| WIM CPD Day | 1 | 12 | 9 | 0 | 2 | 7 | 0 | 77.80% |
| Inland Water - Water Rescue First Responder - Requal | 1 | 12 | 13 | 3 | 0 | 10 | 0 | 76.90% |
| Breathing Apparatus Requal - RESIT | 1 | 3 | 3 | 0 | 0 | 2 | 1 | 66.70% |
| Middle Managers Tech Paper | 1 | 14 | 14 | 0 | 0 | 9 | 5 | 64.30% |
| Initial Incident Comand Level 1 | 1 | 10 | 10 | 1 | 0 | 6 | 3 | 60.00% |
| Inland Water - WRBO (MOD 4 Initial) | 1 | 6 | 5 | 0 | 0 | 3 | 2 | 60.00% |
| Supervisory Manager Tech Exam Paper 2 | 1 | 12 | 12 | 0 | 0 | 7 | 5 | 58.30% |
| Initial Incident Comand Level 2 - Reassessment | 1 | 2 | 2 | 0 | 0 | 1 | 1 | 50.00% |
| Supervisory Manager Tech Exam | 1 | 42 | 42 | 0 | 0 | 19 | 23 | 45.20% |
| Middle Managers Tech Exam | 1 | 7 | 7 | 0 | 0 | 3 | 4 | 42.90% |
| AUX Team Leader - Inc Command | 1 | 10 | 13 | 1 | 0 | 4 | 0 | 30.80% |
| LV Assessment - AUX | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0.00% |

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE SERVICE**AGENDA ITEM NO 7
28 NOVEMBER 2024

PEOPLE COMMITTEE

REPORT OF THE DIRECTOR OF PEOPLE SERVICES

ANNUAL REVIEW FOR RECRUITMENT 2023/2024**THIS REPORT IS FOR INFORMATION**

REPORT APPROVED BY DIRECTOR OF PEOPLE SERVICES, ALISON REED
REPORT PRESENTED BY - PEOPLE SERVICES MANAGER, HANNAH
GOODCHILD

SUMMARY

This report provides an overview of the activity of the Services recruitment function within 2023/2024. This includes attraction, engagement and recruitment and selection activities.

RECOMMENDATIONS

That Commissioners note the content of the report.

1. BACKGROUND

- 1.1. The following report provides an update on the Services recruitment activities for 2023/24. This year has seen significant changes of Governance/Executive Leadership Team make up which has required fast and deliverable attraction and recruitment of both fixed term and permanent staff.
- 1.2 With introduction of the above we have onboarded a Director of Strategic Change and Transformation along with a Project Manager to drive forward new streams of work and reporting mechanisms along with a range of other temporary and permanent recruitment processes.

2. ISSUE / PROPOSAL

2.1 Recruitment Practice Updates

During 2023-24, the Service has moved with the recruitment market and best practice and has introduced a number of key and new working practices. This has included:

- The Introduction of an external specialist recruitment agency (Gatenby Sanderson) for senior level recruitment i.e. Chief Fire Officer.
- The introduction of stakeholder panels for senior level recruitment.
- The re-introduction of HR representation on all recruitment panels.
- The introduction of People XD recruitment platform for all Operational and Corporate vacancies.
- A full service roll out of People XD for shortlisting and interview modules (allowing opportunity to shortlist “blind” utilising system). Identifying ability to allocate multiple applications to numerous different panel members at any one time. Internal employee training subsequently created and delivered.
- Development of People XD module “alerts” whereby automatic notifications are sent to applicants at each stage of a recruitment journey, replacing the need to email individually.
- A full review of WDS Campaign with streamlined workstreams.
- Utilisation of more media focused recruitment with a Step-by-step application video launched for WDS recruitment process. All other application videos to follow.
- A review has been undertaken of the service “WDS and On- Call Recruitment Page” and subsequently refreshed alongside creation of a WDS information booklet and all refreshed documentation.

2.2 Outreach Work

The Morris Report suggested that the Service increases its outreach work to religious leaders and other leaders within the community and

build stronger relationships to understand the barriers to diversity and how these can be removed. To that effect, significant work has taken place for outreach during this year which has included:

2.2.1 Forging Relationships with different partners:

With L4K community group and re- engagement was undertaken with Butetown Boxing Club in order to promote the service within a diverse community. This resulted in:

- 3 Fire Cadet recruits joining the Cadet Programme from within the Butetown community group
- Bespoke “Firefighter for The Day” programme facilitated for 12 young adults
- Guest invitation to Apprentice Conference at The Senedd alongside Bluelight Partners
- Scoping sessions started to deliver application and interview guidance sessions for young adults upwards
- Initial plans to facilitate “open day” outside Butetown Mosque in partnership with BBC

2.2.2 Public sector wider engagement – linking in with South Wales Police understanding “Positive Action Workshop” delivery and wider diverse outreach.

2.2.3 “Work out with the watch” (WOWTW) – initiative created with bespoke female sessions and targeted location planning.

2.2.4 Overall External Engagement Statistics

- 10 WOWTW hosted, incl. 2 female only sessions.
- 94 events attended / hosted varying from school talks, Interview guidance and techniques, Career Fairs, Large scale events such as 999 day and bespoke events such as WOWTW.

2.2.5 Internal Engagement

Development work between SWFRS and volunteers launched with one session on a one-to-one basis and another two group sessions delivered.

2.3 Recruitment Statistics

The following provides an overview of the amount of work undertaken within the Recruitment team in 2023/2024.

- ✓ 11 Operational Recruitment Process' / Campaigns delivered eg WDS FF, AM, GM.
- ✓ 72 Corporate and bespoke roles advertised some of which large campaigns including Cadet Instructors, Apprentices, Auxiliary staff.
- ✓ 88 On- Call Recruits placed on initial courses through 24/7 annual recruitment.

***N. B this does not include any process that was ran outside of agreed recruitment parameters for example Expressions Of Interest, temporary agency recruitment, or retrospective People XD applications*

2.4 Future Work and Challenges

- 2.4.1 We will focus our efforts on a long term and sustainable engagement strategy to feed and navigate workstreams and direction of the service.
- 2.4.2 We recognise that our employer branding needs to be stronger. We will review our approach and capitalise on the new set of Values the Service is seeking to create and we will utilise different social media channels following feedback at events, in particular in reference to the younger demographic.
- 2.4.3 During the last 6 years a lot of campaigning has been undertaken in terms of increasing female applicants. However, there is more work to be done in terms of why people from ethnic minority groups and socially deprived areas are not applying.
- 2.4.4 Development and training is required service-wide in relation to the correct use of People XD for all recruitment required. This will allow data to be pulled correctly to feed strategy and engagement moving forward.

2.4.5 The team has faced consistent high demand of recruitment, often with conflicting time scales. To support future planning and preparation we will undertake a review of the end-to-end recruitment system needed utilising SWOT tool and benchmarking.

3. IMPLICATIONS

3.1 Community and Environment

3.1.1 The Service ensures use of inclusive language within all recruitment information and creates inclusive job descriptions and adverts. Unconscious bias is removed where possible at all stages when recruiting, and all managers are given EDI training prior to any involvement in recruitment. All vacancies and opportunities are advertised across a range of platforms to ensure heightened promotion across South Wales reaching all socio-economic backgrounds.

3.1.2 Our ambition is to improve the diversity profile of the Service and this will continue to be a focus for us going forward.

3.1.3 All recruitment materials are bilingual with both English and Welsh versions published. The Service provides all applicants with the opportunity to complete all sections of a recruitment process through either the medium of Welsh or English and also publishes all Welsh Essential roles via Safle Swyddi. This therefore meets the Welsh Language Standards.

3.1.4 The Service utilises an online platform by which to advertise vacancies and collect application forms, paper print outs are available for those unable to use an online system. Shortlisting and interview paperwork is emailed across to hiring managers along with applicant forms. This allows for more environmentally friendly practice thus allowing the Service to be more sustainable.

4.1 Regulatory, Strategy and Policy

The Service protects all data submitted by applicants through the online portal. Access to this information is restricted to only personnel that requires such. Where possible personal information is redacted to reduce information share but also help remove unconscious bias.

4.2 Resources, Assets and Delivery

Over the last 12 months the Service has faced recruitment pressures and has struggled to recruit into some key roles, for example, Finance and Health and Safety. We have commenced a piece of work to review our current approach and develop solutions going forward.

The Service recognises the need to deliver consistent high-end services in relation to ongoing Recruitment. There are plans to upskill the wider department and significant planning is underway to signpost “pinch points” to allow flexibility within the personnel able to support this function.

5 EVALUATION & CONCLUSIONS

5.1 The Service has continued to deliver high quality recruitment practise through both internal and external processes. Utilising the online People XD function has allowed for quicker, more transparent and data driven recruitment, however, we recognise there is still work to be done to develop further.

5.2 The Service has forged some great external connections to allow for new engagement events to be delivered. With the addition of a more holistic Engagement Strategy such work can continue in a deeper and more consistent way.

6 RECOMMENDATIONS

That Commissioners note the content of the report.

| | | | |
|--------------------------|--|--------------------------------|-------------------------|
| Contact Officer | | Hannah Goodchild HR Manager | |
| | | | |
| Background Papers | | Date | Source / Contact |
| None | | | |
| Appendices | | | |
| None | | | |

THIS REPORT IS NOT EXEMPT AND IN THE PUBLIC DOMAIN**SOUTH WALES FIRE & RESCUE SERVICE**AGENDA ITEM NO 8
28 NOVEMBER 2024

PEOPLE COMMITTEE

REPORT OF THE DIRECTOR OF PEOPLE SERVICES

JOB EVALUATION AT SOUTH WALES FIRE AND RESCUE SERVICE**THIS REPORT IS FOR INFORMATION**REPORT APPROVED BY DIRECTOR OF PEOPLE SERVICES, ALISON REED
REPORT PRESENTED BY JEMMA WELLS – PEOPLE SERVICES MANAGER**SUMMARY**

The Service undertook a job evaluation exercise between 2020 and 2022. Following this, the Service introduced a period of 12 months whereby no further job evaluations were to be undertaken unless they were new posts or where a department had undertaken a formal restructure.

This report updates Commissioners on the outcomes of the original evaluation and forward plans for the scheme.

RECOMMENDATIONS

That Commissioners note the contents of the report.

1. BACKGROUND

- 1.1 The Job Evaluation exercise applied to Corporate (Green Book) employees only and allowed the Service to:
 - Ensure that our people are remunerated fairly in line with current roles and responsibilities.
 - Identify areas in which our people are over or underpaid based on historic role responsibilities.
 - Take appropriate action to ensure fair remuneration.
- 1.2 This report provides a status update and in particular shares progress on the next phases of the project.
- 1.3 According to ACAS:

Re-evaluation of a job should only be triggered by significant and permanent changes to duties. Constant re-evaluations of minor changes to duties will undermine the scheme.

A job evaluation scheme should be relevant for up to 10 years but keep monitoring any changes to jobs.

1.4 Approach taken to Job Evaluation

For Commissioners' awareness:

- Job evaluation applied only to corporate staff (green book).
- The process commenced with an interview with the job holder. Their line manager and Trade Union representative were provided the opportunity to accompany them.
- NJC recommended that people undertaking local government job evaluation used the PILAT scheme.
- Factor definitions were published and PILAT scheme definitions used.
- Gauge software used.
- External consultants brought in to manage the front end of the process.
- Appeal chairs were appointed to hear appeals and chairs briefed.

The table below shows the output of the job evaluation exercise:

| | Posts where the grade stayed the same | Posts where the grade increased | Posts where the grade decreased |
|--|--|--|--|
| Number of Full-time equivalent posts (made up of full and part time posts) | 181.2 FTE | 53.48 FTE | 18.49 FTE |
| Number of employees | 225 | 58 | 21 |
| Percentage concerned | 71.57% | 21.12% | 7.3% |

- 1.5 Of the 52 appeals received (101 post holders), there were no instances of downgrading of posts. Two posts received a reduction in score, but this had no impact on the overall grading of the role.

2. ISSUE / PROPOSAL

2.1 Job Evaluation Procedure (JEP)

As part of good job evaluation practice, and to minimize the risk of subsequent challenge, the Service endeavours to ensure that job evaluations are periodically reviewed for posts within the Service. A Job Evaluation Procedure (JEP) has been developed to support this activity.

During 2022, initial consultation on the associative Job Evaluation Procedure (JEP) was invited from stakeholders and comments were collated and a draft procedure was issued for consultation.

Records indicate that feedback was received from one stakeholder which have yet to be fully considered due to Service resourcing changes.

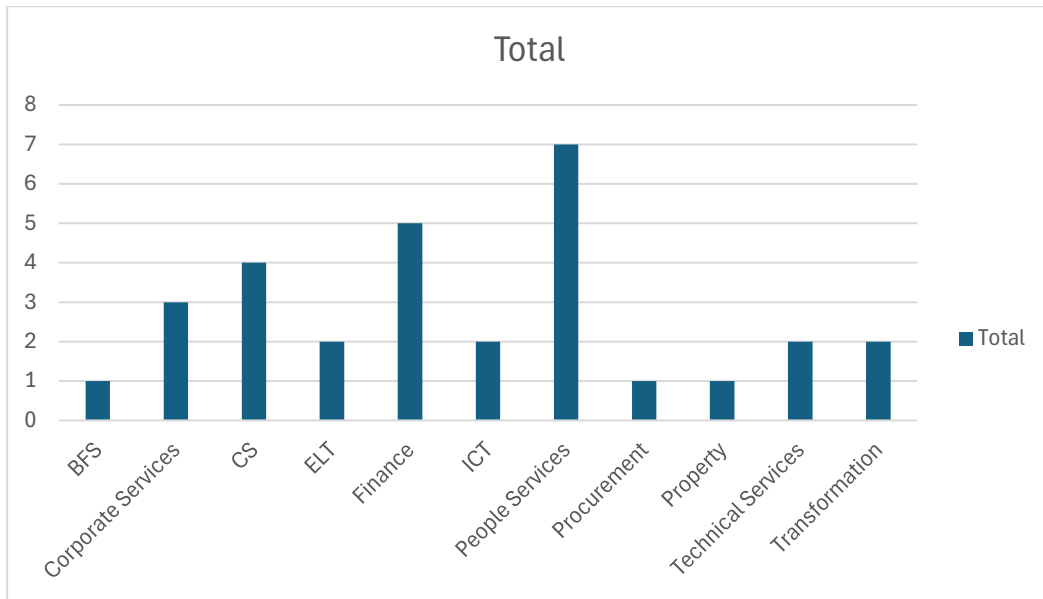
The Service will issue the draft version once again to stakeholders as a refresher and invite feedback once again for consideration before finalising the procedure for issue.

2.2 Job Evaluations

Evaluations completed or suspended for FY 2022/23, 2023/24 and completed, suspended or planned for FY 2024/25 to date

| Financial Year | Number of Evaluations | | |
|------------------------|-----------------------|-----------------------------|---------|
| | Completed | Explored but not progressed | Planned |
| 2022/23 | 3 | 2 | - |
| 2023/24 | 9 | 0 | - |
| 2024/25 to date | 9 | 2 | 5 |

Evaluations by Department 2022 to present:



Both Finance and People Services have/are undergoing restructure during this time period.

In order to better support the Service and ensure that we provide effective and efficient support to Managers, People Services are introducing structure around processes that support Organisational Resourcing and one of the areas we are reviewing is our ability to provide Job Evaluations.

To manage workflow, resources, expectations and to provide consistency, commencing from October 2024, we have introduced a Job Evaluation Board (JEB).

Due to staff turnover, at present we only have one person fully trained internally to be able to undertake evaluations, the JEB will enable a programme of upskilling as a panel of three are trained in the process, providing flexibility and resilience.

2.3 Job Evaluation Board (JEB)

The JEB will operate by convening a panel, one day a month to undertake job evaluations. These dates will be published in advance and have been identified as per 2.4 below.

On average, a Job Evaluation can take approximately 2.5 hours. The JEB will consist of a panel of three (to facilitate multi skilling, compliance and consistency), and four evaluation time slots that can be booked, if a complex evaluation, the requesting Line Manager may need two slots due to the comprehensive nature of the evaluation process itself.

Deadlines for booking evaluation slots and submitting the job specification for publication will be communicated. Please note this does not preclude urgent Job Evaluations from being undertaken outside of these diarised Boards, however these are expected to be the exception rather than the norm.

2.4 JEB Dates: FY 2024/25 and FY 2025/26

| FY 2024/25 | FY 2025/26 |
|-----------------------|-----------------------|
| Thursday 17 October | Thursday 17 April |
| Thursday 14 November | Thursday 15 May |
| Wednesday 11 December | Thursday 12 June |
| Thursday 16 January | Thursday 17 July |
| Wednesday 12 February | Thursday 14 August |
| Thursday 13 March | Thursday 11 September |
| | Thursday 16 October |
| | Thursday 13 November |
| | Wednesday 13 November |
| | Wednesday 11 December |
| | Thursday 15 January |
| | Thursday 12 February |
| | Thursday 12 March |

3. IMPLICATIONS

3.1 Community and Environment

3.1.1 In line with the Public Sector Equality Duty, an Equality Risk Assessment was undertaken to support the Job Evaluation Scheme, all associated procedures and the pay framework used.

3.1.2 In accordance with the Welsh Language Standards, employees had the right to have meetings associated with Job Evaluation undertaken through the medium of Welsh.

3.1.3 The Wellbeing of Future Generations (Wales) Act 2015 sets a wellbeing goal of developing a 'Prosperous Wales'. This includes the provision of 'decent' work and a recognition of the impact of offering attractive terms and conditions and pay that meets or exceeds the 'Real Living Wage'. Following the Job Evaluation exercise, the Service took the opportunity of becoming a Real Living Wage employer.

3.1.4 The Trade Unions are being consulted on the new procedure.

3.2 Regulatory, Strategy and Policy

The implementation and maintenance of a Job Evaluation Scheme falls under Corporate Policy-02 'Our People'. It provides a robust approach to establishing the internal worth of a post in relation to others, thus ensuring fairness and transparency and supporting effective employee relations.

There are potential financial implications associated with undertaking job evaluations, particularly if the grade increases.

3.3 Resources, Assets and Delivery

3.3.1 The introduction of JEB will support upskilling and provide an efficient way of managing requests.

4. EVALUATION & CONCLUSIONS

4.1 The implementation of the outcomes of the Job Evaluation exercise ensures that the Service is:

- Remunerating its employees fairly in line with their current roles and responsibilities
- Identifying and addressing any areas which its people are being over or under paid based on historic duties

4.2 The transparent and objective evaluation of posts has mitigated against the risk of equal pay claims and supports effective employee relations.

4.3 This exercise affords the Service the foundation on which to implement a Job Evaluation Procedure going forward, negating the need for Service-wide approaches in the future.

5 RECOMMENDATIONS

5.1 That Commissioners note the content of the report.

| | | | |
|--------------------------|--|--|-------------------------|
| Contact Officer: | | Jemma Wells People Services Manager | |
| | | | |
| Background Papers | | Date | Source / Contact |
| None | | | |
| Title | | | |
| Appendices | | | |
| None | | | |

THIS PAGE IS INTENTIONALLY BLANK

AGENDA ITEM NO 9

PEOPLE COMMITTEE FORWARD WORK PROGRAMME 2024/2025

| Expected Date of Report | Report Name | Purpose of Piece of Work | Information or Decision | Lead Director/ Contact Officer | Progress |
|--------------------------------|--|---|--------------------------------|---|-----------------|
| Nov 2024 | Training Activity Annual Report | To update Commissioners on training activity during 2023/24 | I | ACO PS Contact Officer: Alison Reed | On Agenda |
| Nov 2024 | Recruitment & Attraction Annual Report | To update Commissioners on recruitment and attraction activity during 2023/24 | I | ACO PS Contact Officer: Head of HR | On Agenda |
| Nov 2024 | Job Evaluation | To update Commissioners on the Job Evaluation Process | I | ACO PS Contact Officer: Lisa Shroll | On Agenda |
| Feb 2025 | Work experience programme | To provide Commissioners with a new work experience programme for consideration | D | ACO PS Contact Officer: Alison Reed | |

| | | | | | |
|----------|---|--|---|---|--|
| Feb 2025 | Alignment of Services Inclusive Action Plan to the Morris report Cultural Recommendations | To provide Commissioners with an update on the work undertaken in respect of the Service's Inclusive Action Plan | I | ACO PS Contact Officer: Alison Reed | |
| Feb 2025 | Update on the collection of Equality Date and inclusion initiatives across the Service | To provide Commissioners with an update on the collection of equality data and inclusion initiatives | I | ACO PS Contact Officer: Alison Reed | |
| Feb 2025 | Sickness absence statistics and management. | Purpose is to update Commissioners sickness absences across the Service and work undertaken to manage these | I | ACO PS Contact Officer: Alison Reed | |
| Feb 2025 | Upcoming recruitment campaigns | To provide Commissioners with an overview of upcoming recruitment campaigns | I | ACO PS Contact Officer: Alison Reed | |
| Mar 2025 | Pay Policy Statement 2022/23 | To consider the Service's Pay Policy Statement in compliance with the Localism Act 2011 and associated guidance. | D | ACO PS Contact Officer: Alison Reed | |
| Mar 2025 | Gender Pay Gap Statement | To update on the analysis of the gender pay gap across the Service. | D | ACO PS Contact Officer: Alison Reed | |

| | | | | | |
|-----------|---|--|---|---|----------------------|
| Mar 2025 | Alignment of Services Inclusive Action Plan to the Morris report Cultural Recommendations | To provide Commissioners with an update on the work undertaken in respect of the Service's Inclusive Action Plan | I | ACO PS Contact Officer: Alison Reed | |
| Mar 2025 | Personal development training opportunities | To provide Commissioners with an overview of soft skills development opportunities | I | ACO PS Contact Officer: Alison Reed | |
| Mar 2025 | Hybrid Working | To provide Commissioners with an update on the Service's plan to introduce a hybrid working policy | I | ACO PS Contact Officer: Alison Reed | |
| July 2024 | Recruitment & Attraction Annual Report | To update Commissioners on training activity during 2023/24 | I | ACO PS | Deferred to Nov 2024 |
| July 2024 | "Alignment of Services Inclusive Action Plan to the Morris Report Cultural recommendations" | To provide Commissioners with an update on the work undertaken in respect of the Service's Inclusive Action Plan | I | ACO PS Contact Officer: Alison Reed | Completed |
| July 2024 | Occupational Health Activity / Sickness Report | Purpose is to update Commissioners on Occupational Health Activity and sickness absence | I | ACO PS | Completed |

| | | | | | |
|-----------|--|---|---|--------|-----------|
| July 2024 | Grievance / Discipline Cases Overview | Purpose is to update Commissioners on disciplinary and grievance cases that have occurred through the Service | I | ACO PS | Completed |
| July 2024 | Whistleblowing / Complaints / Compliments Report | To update Commissioners on whistleblowing, complaints and compliments received by the Service | I | ACO PS | Completed |

AGENDA ITEM NO 10

**To consider any items of business that the Chairperson deems urgent
(Part 1 or 2)**

THIS PAGE IS INTENTIONALLY BLANK

1. Apologies for Absence
2. Declarations of Interest

Commissioners are reminded of their personal responsibility to declare both orally and in writing any personal and/or prejudicial interest in respect of matters contained in this agenda in accordance with the provisions of the South Wales Fire and Rescue Authority (Exercise of Functions) (Wales) Directions 2024 and the Local Government Act 2000.

3. Chairperson's Announcements

REPORTS FOR INFORMATION

4. To receive the minutes of;
People Committee held on 25 July 2024 3
5. Update on Outstanding Actions. 9
6. Annual Review of Training, Learning & Development 2023/2024 11
7. Annual Review for Recruitment 2023/2024 51
8. Job Evaluation at South Wales Fire & Rescue Service 57
9. Forward Work Programme for People Committee 2024/2025 65
10. To consider any items of business that the Chairperson deems urgent (Part 1 or 2) 69