

# Case Study: South Wales Fire and Rescue Service

## Listening to our people about their wellbeing

Here at South Wales Fire and Rescue Service, we have invested in improving the working experiences of our people, from both a cultural and wellbeing perspective. A key component in driving this improvement has been our working relationship with [Investors in People](#) (IiP), who have provided us with accreditation against a framework through an independent measurement of our performance.

In 2017, we undertook a cultural audit of the service through the IiP framework to explore the culture of our service, and look at how we treat each other. We were extremely pleased and proud to have been accredited with a silver award for the 'People' category in our first year of participation.

As an outcome of this assessment, we established a Staff Engagement Network to work alongside the senior management team on areas of development highlighted in the assessment – including mental health and wellbeing support for our people. This approach helps us to better understand their needs and identify how we can best meet them.

During the following three years we felt as though we had made good progress in supporting the mental health and wellbeing of our people. However, in the wake of the pandemic, we wanted to do more, and hear the views of our people around our approach. In 2021 we undertook an IiP [people](#) and [wellbeing](#) assessment, being awarded gold and silver respectively, and becoming the first organisation in Wales to be accredited with the wellbeing award.

The IiP assessments provide us with an effective way to independently survey our workforce, obtaining open and honest feedback specifically around culture, wellbeing and mental health. The assessments also included focus groups, providing the IiP external assessor with a detailed understanding of the views of our people on the ways in which we support their mental health and wellbeing. Upon completion we received a tailored assessment report, providing us with clear recommendations on how to progress our efforts.

Transparency and inclusivity are key in making sure the IiP process, assessments and associated outcomes are perceived and engaged with positively. As such, our reports and results are published on our intranet and shared with colleagues and external stakeholders via service-wide updates and our colleague engagement forum Shout.

We have established a Wellbeing Delivery Group to review and action the recommendations, and also consult and engage with colleagues on the group's progress ahead of our 12- and 24-month reviews in February 2022 and 2023 respectively. In order to continually improve, a long-term commitment is required, and we intend to continue our work with IiP, with re-accreditation due to be carried out in October 2023. With the recommendations we have received, and the plans and dedicated staff we have in place to meet them, we hope to improve our accreditation for wellbeing from silver to gold.

**David Crews, Crew Manager  
Mental Health Project Lead**



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

**INVESTORS IN PEOPLE™**

We invest in people **Gold**  
Rydym yn buddsoddi mewn pobl **Aur**

**INVESTORS IN PEOPLE®**

We invest in wellbeing **Silver**

Rydym yn buddsoddi mewn llesiant **Arian**