



DECEMBER 2021

INFORMATIVE

The quarterly bulletin of the North Wales Fire and Rescue Service



**FIREFIGHTERS MAKE A
SPLASH FOR CHARITY**

**NEW JOINT INITIATIVE TO
SAFEGUARD VULNERABLE
PEOPLE AT HOME**

**COULD YOU BE AN ON-CALL
FIREFIGHTER?**



NEW JOINT INITIATIVE TO SAFEGUARD VULNERABLE PEOPLE AT HOME

The three fire and rescue services in Wales have partnered with the Welsh Ambulance Services NHS Trust to launch a new initiative to better protect vulnerable people at risk of an accident in their home.

The new system allows ambulance crews to e-refer at-risk patients to fire and rescue service staff for a Safe and Well Check so that fire crews can then visit the property to mitigate any risks.

Nikki Harvey, the Welsh Ambulance Service's Head of Safeguarding, said: "Ambulance crews go to a patient's property to deliver medical interventions, but often while they're there, they'll spot things in the home which raise a red flag.

"It could be that there isn't a smoke alarm, that electrical sockets are overloaded or that there's a build-up of fat on cooking appliances, all of which present a fire hazard.

"The patient may have cigarette burns on their clothes or furniture, or the patient's hoarding has blocked an escape route.

"The new referral form – which our crews complete on an iPad – streamlines the process completely and makes it easier than ever before to enlist the support of fire service colleagues to safeguard that patient.

"Anything that we can do collectively to improve patient safety, mitigate the risk of accidents and prevent harm could reduce 999 calls in the future."

Tim Owen, Community Safety Manager at North Wales Fire and Rescue Service, said: "We already work together operationally every day - this agreement will enable us to extend this work, identifying those most at risk and vulnerable in our communities to ensure they are safe."



COULD YOU BE AN ON-CALL FIREFIGHTER?

The Service has been highlighting the need for people from all walks of life to answer the call in helping to protect their local community.

As part of an On-Call Firefighter recruitment campaign, staff have been hosting open days to promote opportunities across the region.

Events were held at Porthmadog, Llangefni and Tywyn, with further open days scheduled to take place in the near future.

Mike Owen, Response Manager, said: “Our staff have been pulling out the stops to assist in the recruitment campaign – with many taking part in promotions in an effort to resonate and connect with our communities.

“An i-van was also used successfully for the first time this year to help promote the events - located in Llangefni and Tywyn beforehand and featuring a digital advert to raise awareness of the open days.”

Find out more about joining our team, including how register your interest, on the [North Wales Fire and Rescue Service website](#).



CHARITY CAR WASH

**FIREFIGHTERS
MAKE A SPLASH
FOR CHARITY**



Service staff came out in force to take part in car washes over recent months, raising thousands of pounds for The Fire Fighters Charity.

Crews at St Asaph, Amlwch, Caernarfon, Llangollen, Rhyl, Porthmadog, Corwen, Llanrwst, Deeside, Abergele, Colwyn Bay, Mold, Llangefni, Llanberis, Llandudno, Johnstown, Holyhead, Wrexham, Prestatyn, Denbigh, Cerrigydrudion and Holywell all picked up their sponges in aid of this worthy cause which supports the health and wellbeing of fire service personnel, past, present and future.

Dawn Docx, Chief Fire Officer, said "My heartfelt thanks to everyone in our communities for their fantastic support. I am proud of how staff all pulled together to host these events – and how in the league table of fire and rescue service fundraising we achieved the best in Wales and the second highest fundraisers in the whole of the UK."



CELEBRATING INTERNATIONAL CONTROL ROOM WEEK

The Service celebrated an international campaign in October to recognise the life-saving and life-changing work of control room employees, and to acknowledge their strength and resilience.

Sandra Williams, Control Manager, said: “This initiative celebrates and raises awareness of the vital role played by control room teams in dealing with traumatic and distressing situations and in supporting wider service delivery.

“Across the globe, control room operators like those in our Service are key workers who have worked throughout the pandemic, taking significantly more calls than usual whilst continuing to serve and protect the public, dealing with serious or distressing incidents on a daily basis.

“Last year’s campaign saw over 200 control rooms and more than 10,000 personnel from police, ambulance, fire and coastguard services across the UK get involved.”

RESPONDING TO STORM ARWEN

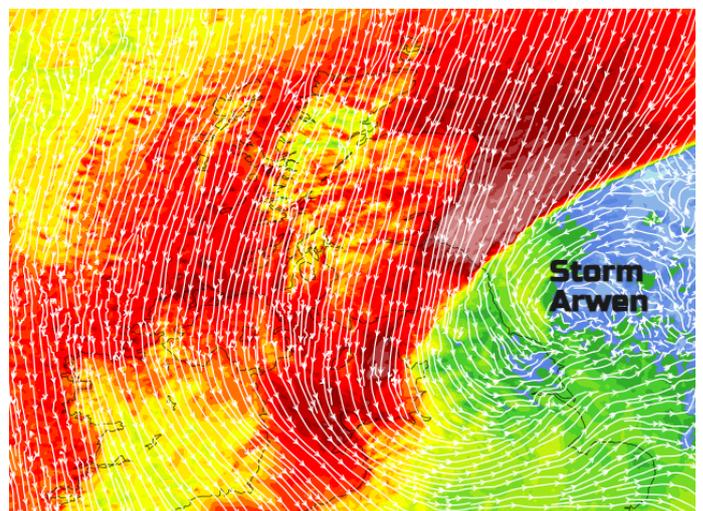
Staff across the Service were busy at the end of November dealing with a range of incidents related to the severe weather brought about by Storm Arwen.

Approximately 133 incidents were created by staff in the joint communications centres in St Asaph in nine hours overnight on a weekend.

The storm resulted in fallen trees, debris and unsafe structures across the region making travel extremely dangerous and at one point more than 30,000 homes were without electricity across Wales.

Paul Jenkinson, Senior Operations Manager, said: “During any major incident our first priority is always the safety and welfare of our local communities and to work together with our partners on a multi-agency basis to achieve this.

“I would like to pay tribute to our staff who rose to the challenge, working above and beyond during the storm to make sure they were available to protect residents across the region.”



WE WILL REMEMBER THEM

Members of staff from across the Service, joined by Fire Cadets, took part in Remembrance Day events throughout the region in November to pay tribute to those who have died in conflict.

Gavin Hodgkinson, Crew Manager at Colwyn Bay Fire Station, was chosen to represent the Service at the Cenotaph in London and marched along with other firefighters and officers representing all of the 44 fire and rescue services of the United Kingdom.

Fire Cadets Alfie Corner and Laura Kingsley from the Ruthin unit joined with cadets from across the UK to represent the movement at the event held at the Cenotaph. This was the first time the Fire Cadets have been part of this event.



WHITE RIBBON DAY IN THE SPOTLIGHT



The Service supported the White Ribbon campaign in November, standing in solidarity with others across the region to show that we will not be bystanders to violence against women.

Kevin Jones, Head of Community Safety, said: “I’m very proud that the Service continues to support this campaign every year.

“We are ensuring that the unacceptable issue of male violence against women is highlighted at fire stations and workplaces across North Wales, and as a Service we are taking active steps to help stop violence against women by raising awareness and empowering colleagues to speak out.

“We have supported White Ribbon events for a number of years and are encouraging staff to become an ambassador or champion, promising never to commit, excuse or remain silent about male violence against women.



PUTTING ON A SHOW FOR BONFIRE NIGHT



Staff worked in partnership with North Wales Police to support the annual BANG campaign over the Halloween and bonfire period.

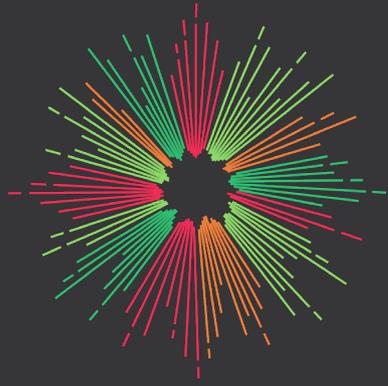
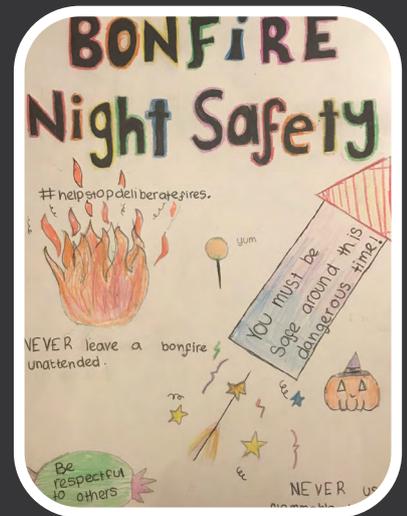
The 'Be A Nice Guy' campaign is aimed at reducing anti-social behaviour and making North Wales a safe place at this time of year.

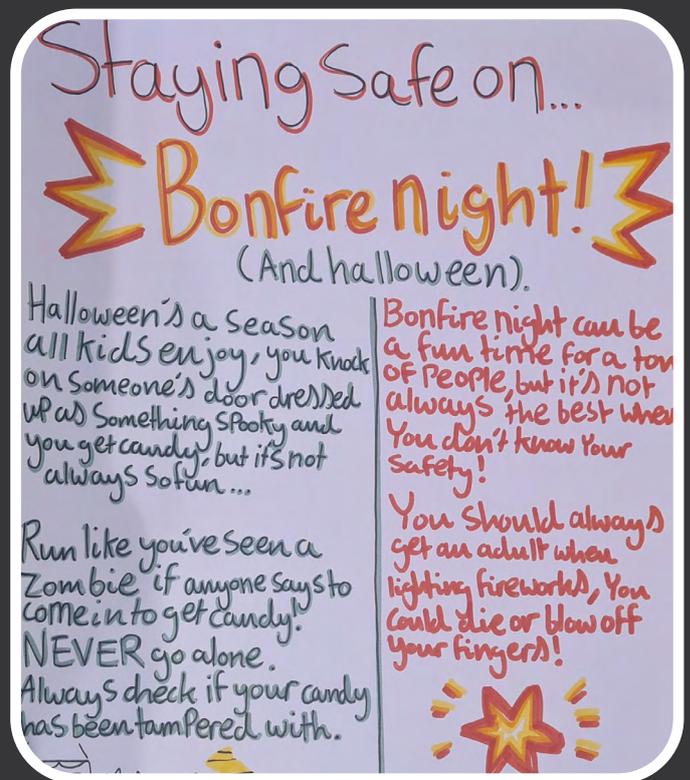
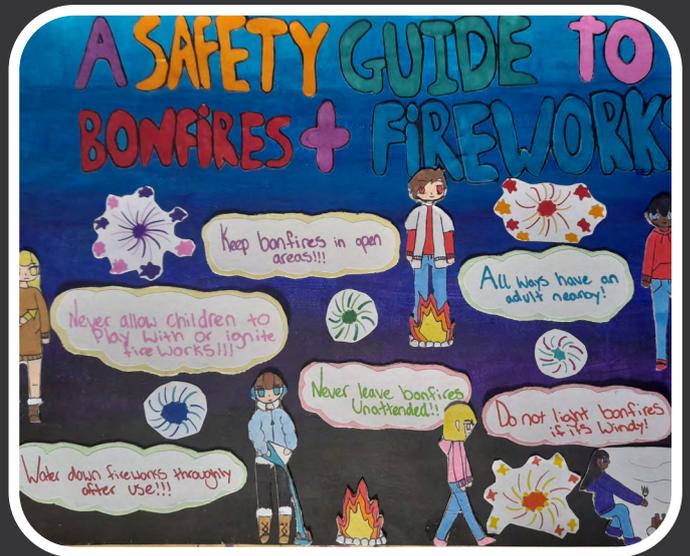
The Service funded a number of diversionary activities across North Wales, as well as supporting the work of firefighters to arrange or assist organised bonfire displays throughout the region. Although not all organised displays returned this year due to Covid, fire crews organised or assisted at displays in Colwyn Bay, Rhyl and Llandudno.

Kevin Jones, Head of Community Safety, said: "Safety at this time of year is the responsibility of us all. We cannot over emphasise that the best way to reduce the number of injuries during bonfire celebrations is by attending organised events. They are the safest type of displays, have the best facilities and offer the best value for money.

"Bonfire celebrations increase anxiety for senior citizens and pet owners, so attending community events helps reduce this distress. I am pleased that we were able to support local events that were able to go ahead this year."

The Arson Reduction Team organised a poster competition over the bonfire period which attracted over 200 entries from young people across North Wales. Thanks to everyone who took part – the response was amazing and the standard of entries was very high.





CLERK AND TREASURER RETIRE

Tributes have been paid to the North Wales Fire and Rescue Authority's Clerk and Treasurer on their retirement.

Colin Everett has been Clerk for the Authority for the past 13 years since his appointment in 2008 and retired on the 30th of September this year.

Ken Finch has been Treasurer for the Authority since its inception in 1996 and will be retiring towards the end of this year.

Peter Lewis, Chair of the Authority, said: "Both Colin and Ken's contributions over the years have been invaluable, and their experience and knowledge have been second to none.

"On behalf of everyone, thank you for all your hard work and we wish you both all the best for the future."



SPREADING THE WORD ON FIRE SAFETY THROUGH THE CHINESE WOMEN'S ASSOCIATION



Partnership Managers Gemma Brook and James Roberts attended an event hosted by the North East Wales Chinese Women's Association in November as part of key engagement work with ethnic minority groups.

They delivered a presentation focusing on the role of Home Safety Support Workers and the benefits of

having a safe and well check by a member of the fire and rescue service.

Gemma Brook, Partnership Manager for Gwynedd and Anglesey, said: "We discussed interventions, and how they can help people to stay safe in their homes, and encouraged everyone to reach out to us to request a safe and well check. People were surprised to learn about what the Service can offer and were extremely interested to learn the scope of our activities - and that it is all available free of charge.

"Knowing that the language barrier can play a part in preventing engagement with services such as ours, a translator was on hand to put across our messages in Mandarin, and we also took along translated fire safety booklets."



PARTNERING WITH THE RED CROSS TO ASSIST IN EMERGENCIES

An innovative partnership between the British Red Cross and North Wales Fire and Rescue Service was launched in October to support people affected by crisis across the region.

British Red Cross volunteers will deploy at the request of the Service to attend call-outs to provide emotional and practical support to those affected. The volunteer-led British Red Cross Emergency Response team and vehicle is housed at Colwyn Bay Fire Station, and another vehicle will soon follow in Wrexham.

The highly trained Emergency Response team consists of volunteers from the British Red Cross who give their time freely, responding to incidents 365 days of the year, 24 hours a day. They help those affected by emergencies both during and after, supplementing the support from statutory agencies, such as Fire and Rescue Services.

They use specially adapted vehicles, stocked with practical support items such as clothes, blankets and hygiene packs. The teams are able to attend different kinds of emergency incidents to support people in crisis, such as domestic fires, floods or major incidents.

Aimee Thomas, Emergency Response Officer with the British Red Cross in North Wales, said: "This new service we are launching in partnership will enable us to support our local community. Being involved in a house fire, flood or a major incident can be very traumatic - many people have no idea what to do next.

"This new service enables us to support those people in need. Our volunteers are highly skilled in

providing emotional and practical support to help them with the aftermath of the incident. We can provide a simple gesture of a cup of tea along with somewhere safe to sit, to clean clothing and support in the next steps to recovering from a crisis."

Henry Barnes, British Red Cross Emergency Response Manager for Wales said: "We look forward to working alongside the Fire and Rescue Services to expand our support during emergencies, ensuring that support for people's practical and emotional needs is available whenever and wherever emergencies strike.

"The British Red Cross puts people and communities at the heart of planning. Through this partnership, volunteers will assist even more people in emergencies, working alongside the Fire Service to make what can sometimes be a really anxious time in a person's life a little more bearable."

Paul Jenkinson, Senior Operations Manager, said: "The incidents we attend often have a big effect on the lives of those involved. We're proud to be working with the Red Cross through this new and innovative partnership and look forward to working side by side at incidents to protect our community as a whole."

For more information on volunteering for the British Red Cross visit <http://www.redcross.org.uk> to find an opportunity near you.