Easy Read

# North Wales Fire and Rescue Service

## What do you think about our new plans for keeping people safe

This document was written by the **North Wales Fire and Rescue Service**. It is an easy read version of '**Community Risk Management Plan 2024 - 2029**'.

**October 2026**

# How to use this booklet

This is an easy read document. You may still need support to read it. Ask someone you know to help you.

Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 31**.

Where the document says **we**, this means **North Wales Fire and Rescue Service**. For more information contact:

**Website:** www.northwalesfire.gov.wales

**Phone**: 01745 535 250

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# Contents

About this plan ..... 4

About North Wales ..... 8

The risks in North Wales ..... 14

Our 5 principles ..... 16

Our costs ..... 29

About our values ..... 30

Hard words ..... 31

# About this plan

This plan is known as a **Community Risk Management Plan**.

The aim is to identify risks to our communities. And to describe how we will deal with those risks. For example, fires, floods, and road traffic accidents.

All fire and rescue services in the UK are making new plans. This is to make sure we can work together better.

We want to know what you think about this plan. Before we publish a final version.

**Please read through this plan. Then tell us what you think.**

**You can also tell us what you think:**

**By filling out a form online**: https://forms.cloud.microsoft/e/uthLzN4v6Y?origin=lprLink

**Through our website**: www.northwalesfire.gov.uk

**By phone**: 01745 535250

**Or by writing to us at:**

Fire and Rescue Service Headquarters
Ffordd Salesbury,
St Asaph Business Park
St Asaph
Denbighshire
LL 17 0JJ

**Please give us your views by**: 13 December 2026

We will look at everyone's views. Then we will write a report.

We will talk about the report to our members. This will be at a meeting on: **19 April 2027**

This new plan will start in 2024 and run until 2029.

Every year we will make an action plan. This will show if we are achieving the goals in this plan.

## Request a Safe and Well check

If you would like us to carry out a check on your home, please contact us on **0800 169 1234.**

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# About North Wales

One of the issues we face is not having enough staff. In some parts of North Wales there are not enough staff.

We are working hard to make sure we do have enough staff.

About 687 thousand people live in North Wales.

There are 6 counties in North Wales. They are:

- Isle of Anglesey
- Gwynedd
- Conwy
- Denbighshire
- Flintshire
- Wrexham

# About North Wales Fire and Rescue Service

We have 44 fire stations across North Wales.

We have 54 fire engines.

Some stations have other vehicles. For example, boats. It depends on the risks for that area.

We have to move our firefighters around North Wales. This is to make sure we can get to areas quickly.

There are firefighters at these stations 24 hours a day:

- Rhyl
- Wrexham
- Deeside

Some stations have firefighters there during the day. And an on-call system 24 hours a day.

All calls for fire and rescue services are managed by 1 centre. This is based in St Asaph.

There are other teams of staff that support the service.

# Our service and the law

We have to follow many laws to run the Fire and Rescue service well.

Some of these laws are to do with fire and health and safety.

But there are other laws we must think about too. For example, **The Well-being of Future Generations (Wales) Act**.

This law means we must think about the needs of the people of North Wales. And how our plans and decisions will impact people now and in the future.

# The issues we have dealt with

We have looked at all the situations we have responded to. We have used this information to help us plan for the future.

For example, we have responded to over 5,000 situations every year.

About 1,800 of these have been fires.

Just over 350 have been road traffic accidents.

# The risks in North Wales

We have looked at lots of information to find out about risks in North Wales.

We have looked at risks to people, places, and communities.

We have then looked at how we will manage those risks.

One way of managing risks well is to work with other organisations. For example, other emergency services, like ambulances.

We are part of a group called the **North Wales Local Resilience Forum**. This group helps us prepare for emergency situations.

There have been about 24 wildfires. These are unplanned or unwanted fires in outdoor areas. Like in woods or on grassland.

We have also carried out over 19 thousand safety checks.

**These are some of the risks to our area:**

- Tourism – Tourism is really important for North Wales. But there are more traffic accidents when there are more tourists.

- Fires in people's homes and other places.

- Wildfires.

- Road traffic accidents.

- Flooding.

- Drowning.

- Fires from new technology. For example, electric bikes.

# Our 5 principles

Our **5 principles** means the 5 things that are **important** to us.

This plan is based on our **5 principles**.

# 1. People – this means we make sure our staff are well trained. And that they are in the right place at the right time

**What we have achieved:**

We have carried out training to improve staff skills.

We have employed staff from different backgrounds.

## What we are going to do:

We will give staff 2 surveys so we can get their views. They are called **Family Fire Staff Surveys**.

We will listen to what staff said in the surveys.

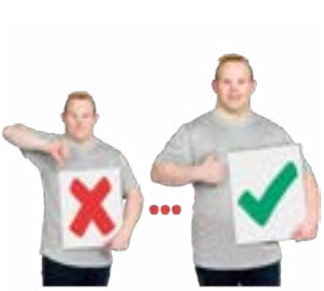
We will keep checking we are employing people from different  backgrounds.

We will support staff to develop their skills. And give them a range of training.

We will work with other organisations more and in better ways.

We will write a business case for a new training centre. This is a document that explains the reasons why we need a new training centre.

We need to support staff in their training and wellbeing.



This will help make sure we improve our services.

# 1. Prevention – this means we look at risks. Then try to stop them from happening

**What we have achieved so far:**

We have worked with local organisations.

We have carried out safety programmes with people.

We have supported people to learn about fire safety.

We gave information in Welsh and English.

## What we are going to do:

We will do more work to help prevent fires to people over the age of 65. This is because there are more fires in this age group.

We will increase the number of safety checks we carry out in people's homes.

We will give advice about road safety.

# 1. Protection – this means we give advice to businesses about preventing fires

**What we have achieved so far:**

We have carried out fire safety sessions for businesses.

We have carried out checks on high-risk buildings.

## What we are going to do:

We will look at the system we have in place to check for risks. And make sure it is good enough.

We will keep doing checks of businesses for risks.

We will work with others to reduce wildfires.

# 1. Response – this means we are ready to respond when people need us

## What we have achieved so far:

We have tried to improve our response in rural areas. Rural areas means the countryside.

We have done work to help keep staff from leaving.

We have worked to make sure we have enough firefighters.

We have bought better safety equipment.

## What we are going to do:

Keep checking we have enough staff for the service.

Put a new computer system in place to help manage emergencies well.

We will keep training staff.

We will keep checking staff have the best safety equipment.

We will make sure fire stations are run well.

We will be replacing fire engines with new ones over time.

# 1. Environment – this means we think about looking after the environment in all our work

The **environment** means nature and the world around us.

## This is what we have achieved so far:

We now have an **Environment and Climate Change Manager**. Their job is to think about how we look after the **environment** in our work.

We have put a plan in place called an **Environment Strategy**. This is a plan to help us stop causing damage to the **environment**.

## What we are going to do:

We will change the type of fuel we use in our vehicles. This will be better for the **environment**.

From 2025 we will only buy vehicles with **low-emissions**. **Low emission** means vehicles like vans and fire engines that produce less carbon dioxide. So it causes less harm to the **environment**.

# Our costs

We get money from the local councils of North Wales. And from the Welsh Government.

The money we have for 2026 to 2027 is just over 54 million pounds.

Our biggest cost is for staff. This cost was about 37 million pounds in 2025 to 2026.

# About our values

We believe in:

**Our people** – We make sure our staff are valued. We support our staff to develop their skills.

**Our communities** - The most important thing to us is that our communities are safe and healthy.

**Diversity and inclusivity** - We want people from all backgrounds to work for us. We want to be fair and include everyone at work.

**Our learning** - We want to be the best at everything we do. We can do this by getting feedback from others, learning from experience, and developing our skills.

# Hard words

## Environment

The environment means nature and the world around us.

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