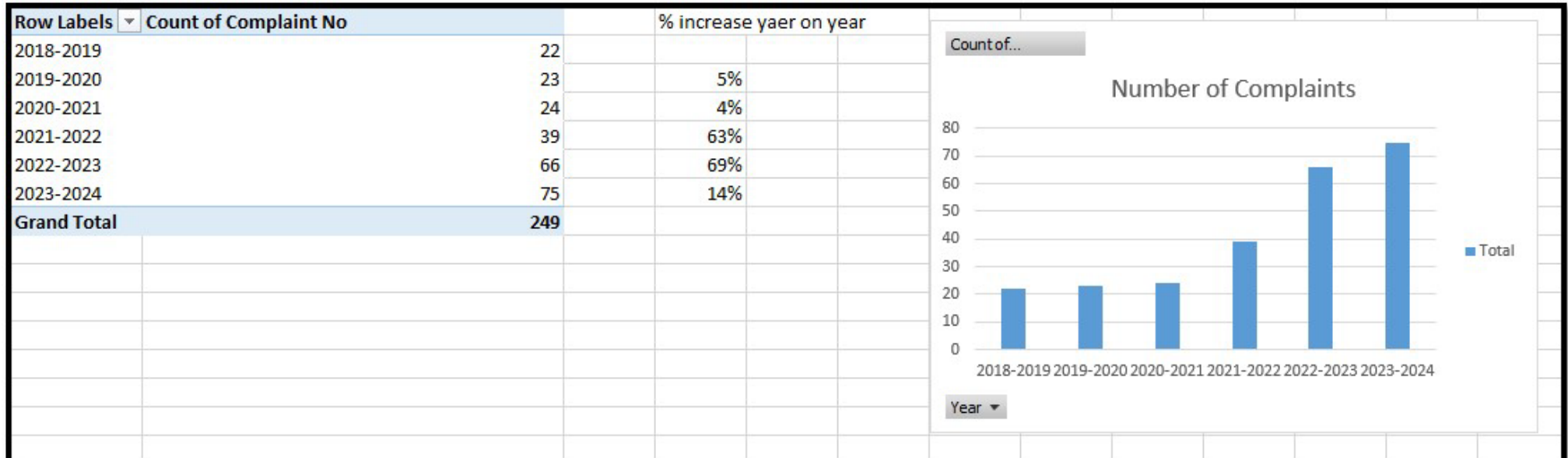


Additional evidence supplied by the South Wales Fire and Rescue Service

Complaints Update received/ongoing March 2023 - March 2024

Category	6 year total
Behaviour	23
Behaviour - Bullying & Harassment	21
Behaviour - Social Media	16
Behaviour - respect	16
Driving - Dangerous	11
Driving	10
Confidentiality / Information Governance	10
Information Request	8
Service Delivery - Damage	8
Behaviour - Antisocial	7



Additional evidence supplied by the South Wales Fire and Rescue Service
Information provided by South Wales Fire and Rescue Service regarding Sex and
Ethnicity counts by Service

Employment Criteria

Anyone on temporary promotion is counted in the role they occupy at the date of the report

Due to multiple contracts, totals for groups exceeds the overall headcount analysis. Anyone with more than one contract is counted once in 'All Service - All' reporting. Anyone with both a Uniform and Non-uniform contract is counted once in both in 'All Service Uniform / Non-uniform' reporting. Anyone with a contract in more than one grade group is counted in each grade group.

Staff contracts excluded in report

Report excludes:

- Non-Establishment
- Contract Staff
- Volunteers
- Members/Commissioners
- Sessional Workers
- Agency Workers
- Secondments
- USAR
- National Resilience
- NFCC
- Antisocial Behaviour Gpcc
- Natural Resources Wales.

Redacted Counts: <5

Grade Groups

- Strategic Manager
- Middle Manager (Grade 10-18 / Station Manager - Group Manager)
- Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
- Other (Grade 1-5 / Firefighter)

Post Pay Scale > Grade Group Mapping

Sw Apprentice Technician	Other (Grade 1-5 / Firefighter)
Sw Auxillary Firefighter	Other (Grade 1-5 / Firefighter)
SW Auxillary Firefighter (Control)	Other (Grade 1-5 / Firefighter)
Sw Firefighter Competent (Control)	Other (Grade 1-5 / Firefighter)
Sw Crew Manager Competent (Control)	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Watch Manager A Competent (Control)	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Station Manager A Competent (Control)	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Station Manager Development (Control)	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Group Manager B Competent (Control)	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Commissioners of SWFRS	n/a
Sw Standards Committee	n/a
Sw Chaplain	n/a
Sw Firefighter Competent All B (Rds)	Other (Grade 1-5 / Firefighter)
Sw Crew Manager Competent All B (Rds)	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Watch Manager A Competent All B (Rds)	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Grade 9	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Grade 7	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Grade 10	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Grade 4	Other (Grade 1-5 / Firefighter)
Sw Grade 8	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Grade 11	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Grade 13	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Grade 6	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Grade 5	Other (Grade 1-5 / Firefighter)

Sw Grade 16	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Grade 12	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Business Apprentice	Other (Grade 1-5 / Firefighter)
Sw Grade 14	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Grade 18	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Grade 17	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Doctor	n/a
SW Nurse Band 5	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
ICT Apprentice	Other (Grade 1-5 / Firefighter)
Sw Hos	Strategic Manager
Sw Nurse Band 6	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Grade 15	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Aco	Strategic Manager
Sw Nurse Band 7	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Treasurer	Strategic Manager
Sw Volunteers	n/a
Sw Firefighter Competent	Other (Grade 1-5 / Firefighter)
Sw Crew Manager Competent	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Group Manager A Competent	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Hdim	n/a
Sw Watch Manager A Competent	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Station Manager A Competent	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Watch Manager B Competent	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Group Manager B Competent	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Usar Team Member	n/a
Sw Usar Deputy Team Leader	n/a
Sw Usar Team Leader	n/a

Sw Area Manager B Competent	Strategic Manager
Sw Dcfo	Strategic Manager
Sw Cfo	Strategic Manager
Sw Acfo	Strategic Manager
Sw Station Manager B Competent	Middle Manager (Grade 10-18 / Station Manager - Group Manager)
Sw Yff Branch Manager	Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)
Sw Yff Instructor	Other (Grade 1-5 / Firefighter)

Ethnicity

Ethnicity counts come from employee self-identity with one of the Ethnic Origin Groups listed in the information collection system. The staff cohort at the time of this report self-identified into one of the following groups.

We recognise that these groups do not align with the standard ethnicity groupings in Census reporting. We are working on making sure that we enable staff to identify with the standard groups in the future.

- Black (African)
- British
- English
- European
- Irish
- Mixed (Asian / White)
- Mixed (Black Caribbean / White)
- Mixed (Other)
- Other ethnic group
- Scottish
- Traveller
- Welsh
- White
- Prefer not to say
- not disclosed

Sex and Ethnicity data – All Services

ALL

By count and share- sex

Sex	Count	Share
Female	293	18%
Male	1345	82%
Total	1638	

By count and share- ethnicity

Ethnic Origin Description	Count	Share
Black (African)	<5	-
British	401	24%
English	19	1%
European	<5	-
Irish	<5	-
Mixed (Asian / White)	<5	-
Mixed (Black Caribbean / White)	<5	-
Mixed (Other)	<5	-
not disclosed	686	42%
Other - Can Specify Below In Notes Box	16	1%
Prefer Not To Say	27	2%
Scottish	<5	-
Traveller	<5	-
Welsh	447	27%
White	32	2%
Total	1638	

UNIFORM STAFF

By count and share- sex

Sex	Count	Share
Female	119	9%
Male	1207	91%
Total	1326	

By count and share- ethnicity

Ethnic Origin Description	Count	Share
Black (African)	<5	-
British	321	24%
English	18	1%
European	<5	-
Irish	<5	-
Mixed (Asian / White)	<5	-
Mixed (Black Caribbean / White)	<5	-
Mixed (Other)	<5	-
not disclosed	584	44%
Other ethnic group	14	1%
Prefer Not To Say	26	2%
Scottish	<5	-
Traveller	<5	-
Welsh	336	25%
White	17	1%
Total	1326	

NON-UNIFORM STAFF

By count and share- sex

Sex	Count	Share
Female	177	52%
Male	166	48%
Total	343	

By count and share- ethnicity

Ethnic Origin Description	Count	Share
Black (African)	0	0.0%
British	86	25.1%
English	2	0.6%
European	0	0.0%
Irish	0	0.0%
Mixed (Asian / White)	0	0.0%
Mixed (Black Caribbean / White)	0	0.0%
Mixed (Other)	0	0.0%
not disclosed	117	34.1%
Other ethnic group	<5	-
Prefer Not To Say	<5	-
Scottish	0	0.0%
Traveller	0	0.0%
Welsh	117	34.1%
White	17	5%
Total	343	

Additional evidence supplied by the South Wales Fire and Rescue Service

Information provided by South Wales Fire and Rescue Service regarding Sex and Ethnicity counts by Grade

SEX AND ETHNICITY BY GRADE- ALL GRADES

By count and percentage- sex

Grade	Female		Male	
Other (Grade 1-5 / Firefighter)	156	15%	874	85%
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	108	20%	431	80%
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	37	24%	117	76%
Strategic Manager	4	29%	10	71%

By count- ethnicity

Grade	Black (African)	British	English	European	Irish	Mixed (Asian / White)	Mixed (Black Caribbean / White)	Mixed (Other)	Other ethnicity	Scottish	Traveller	Welsh	White	Prefer not to say	Not Disclosed
Other (Grade 1-5 / Firefighter)	<5	187	6	<5	<5	<5	<5	<5	8	<5	<5	200	17	23	579
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	0	184	12	0	0	<5	0	0	6	0	0	204	14	5	113
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	0	49	<5	0	0	0	0	0	<5	0	0	79	<5	<5	17
Strategic Manager	0	5	0	0	0	0	0	0	0	0	0	8	<5	0	0

By percentage- ethnicity

Grade	Black (African)	British	English	European	Irish	Mixed (Asian / White)	Mixed (Black Caribbean / White)	Mixed (Other)	Other ethnic group	Scottish	Traveller	Welsh	White	Prefer not to say	Not disclosed
Other (Grade 1-5 / Firefighter)	-	18%	1%	-	-	-	-	-	1%	-	-	19%	2%	2%	56%
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	0.0%	34%	2%	0.0%	0.0%	-	0.0%	0.0%	1%	0.0%	0%	38%	3%	1%	21%
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	0.0%	32%	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0%	51%	-	-	11%
Strategic Manager	0.0%	36%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%	57%	-	0.0%	0.0%

UNIFORM

By number and ethnicity- sex

Grade	Female		Male	
	Count	Percentage	Count	Percentage
Other (Grade 1-5 / Firefighter)	95	10%	830	90%
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	19	5%	353	95%
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	6	7%	82	93%
Strategic Manager	0	0%	7	100%

By count- ethnicity

Grade	Black (African)	British	English	European	Irish	Mixed Asian / White	Mixed Black Caribbean / White	Mixed (Other)	Other - Can Specify Below In Notes Box	Scottish	Traveller	Welsh	White	Prefer Not To Say	Not disclosed
Other (Grade 1-5 / Firefighter)	<5	162	<5	<5	<5	<5	<5	<5	8	<5	<5	164	13	23	541
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	0	147	12	0	0	<5	0	0	5	0	0	142	5	4	56
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	0	28	<5	0	0	0	0	0	<5	0	0	55	0	<5	<5
Strategic Manager	0	<5	0	0	0	0	0	0	0	0	0	5	0	0	0

By percentage- ethnicity

Grade	Black (African)	British	English	European	Irish	Mixed (Asian / White)	Mixed (Black Caribbean / White)	Mixed (Other)	Other ethnic group	Scottish	Traveller	Welsh	White	Prefer not to say	Not disclosed
Other (Grade 1-5 / Firefighter)	-	18%	-	-	-	-	-	-	0.9%	-	-	18%	1%	2%	58%
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	0.0%	40%	3%	0.0%	0.0%	-	0.0%	0.0%	1%	0.0%	0.0%	38%	1%	1%	15%
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	0.0%	32%	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	63%	0.0%	-	-
Strategic Manager	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	71%	0.0%	0.0%	0.0%

NON-UNIFORM

By number and ethnicity- sex

Grade	Female		Male	
	Count	Percentage	Count	Percentage
Other (Grade 1-5 / Firefighter)	66	55%	53	45%
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	89	52%	83	48%
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	31	47%	35	53%
Strategic Manager	4	57%	3	43%

By count- ethnicity

Grade	Black (African)	British	English	European	Irish	Mixed (Asian / White)	Mixed (Black Caribbean / White)	Mixed (Other)	Other ethnic group	Scottish	Traveller	Welsh	White	Prefer not to say	Not disclosed
Other (Grade 1-5 / Firefighter)	0	25	<5	0	0	0	0	0	0	0	0	41	<5	<5	46
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	0	39	0	0	0	0	0	0	<5	0	0	63	9	<5	59
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	0	21	0	0	0	0	0	0	<5	0	0	24	4	0	16
Strategic Manager	0	3	0	0	0	0	0	0	0	0	0	<5	<5	0	0

By percentage- ethnicity

Grade	Black (African)	British	English	European	Irish	Mixed (Asian / White)	Mixed (Black Caribbean / White)	Mixed (Other)	Other ethnic group	Scottish	Traveller	Welsh	White	Prefer not to say	Not disclosed
Other (Grade 1-5 / Firefighter)	0.0%	21%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	34%	-	-	39%
Supervisory Manager (Grade 6-9 / Crew Manager - Watch Manager)	0.0%	23%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	37%	5%	-	34%
Middle Manager (Grade 10-18 / Station Manager - Group Manager)	0.0%	32%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	36%	6%	0.0%	24%
Strategic Manager	0.0%	43%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	0.0%	0.0%