6

Annual Governance Statement 2017/18 Improvement Plan

Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260205 or Ged Edwards, Planning, Performance and Communications Manager, on 01743 260208.

1 Purpose of Report

This report summarises the progress made to date against the improvements contained in the Annual Governance Statement (AGS) Improvement Plan 2017/18.

2 Recommendations

The Committee is asked to note the progress made against each of the improvements contained in the AGS Improvement Plan 2017/18.

3 Background

In accordance with authority delegated to it by the Fire Authority, the Audit and Performance Management Committee considered the draft Statement of Accounts 2016/17 at its July 2017 meeting.

The Statement of Accounts contains, as an appendix, a statement as to how effective the Authority's various systems of internal control have been in governing the risks, to which the Authority is exposed. This is known as the Annual Governance Statement or the AGS. Areas of the system of internal control that had been identified as requiring improvement were listed in the AGS and an action plan was developed to ensure that these improvements are progressed during the coming year (the AGS Improvement Plan 2017/18).

This Committee is responsible for monitoring the progress, which the Service makes against the Plan.

4 Monitoring Progress against the AGS Improvement Plan 2017/18

A copy of the AGS Improvement Plan 2017/18 is attached as an appendix to this report; progress against each of the planned activities is also included in the appendix.

As is the case with most plans, the activities included within it are often subject to change. This can be as a result of changes in the external environment that guides the work, as well as the internal environment that dictates whether the Service has the capacity to achieve its stated objectives. To ensure there is control over any slippage, the officers responsible for delivering this work must obtain approval from the Service Management Team or Service Transformation Board, if they require any variations to the current Plan. Such variations will also be reported to this committee.

5 Progress to Date

The 2017/18 Improvement Plan contains eight areas for improvement. Progress against each of the work packages is summarised in the appendix.

6 Financial Implications

There are no financial implications arising from this report.

7 Legal Comment

There are no legal implications arising from this report.

8 Initial Impact Assessment

This report contains merely statements of fact / historical data. An Initial Impact Assessment is not, therefore, required.

9 Equality Impact Assessment

There are no equality or diversity implications arising from this report. An Equality Impact Assessment is not, therefore, required.

10 Appendix

Annual Governance Statement Improvement Plan 2017/18

11 Background Papers

There are no background papers associated with this report.

Appendix to report on
Annual Governance Statement 2017/18 Improvement Plan
Shropshire and Wrekin Fire and Rescue Authority
Audit and Performance Management Committee
14 September 2017

Annual Governance Statement Improvement Plan 2017/18

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
Service Transformation Programme and IRMP Action Plan	1	The Programme which is updated each year, has been extended up to 2020 and includes Integrated Risk Management Plan (IRMP) activities. The Programme forms the basis of the 5 year action plan contained within the 2015-2020 Service Plan. An annual benefits review will be presented to the Audit and Performance Management Committee (APMC) and progress on the three main IRMP workstreams will be reported to the Combined Fire Authority (CFA) through the Strategy and Planning Working Group.	Ged Edwards and Andy Johnson	A number of follow on actions after the roll out of tablet devices to the stations are currently being addressed by the Project Manager. The main areas being wifi connectivity of some devices and the development of IT skills of staff. The IT champions at retained stations have received a number of training sessions. As a result of the success of the IT champions the concept has now been expanded to the whole-time stations. Human Resources (HR) department performance dashboard has now been rolled out. Development work has now commenced on the Operations department dashboard. Telford Central Programme brief has been agreed by Service Transformation Board. Responsibility for the Telford Central refurbishment/rebuild has been devolved to a dedicated Board.	2020 (to be reviewed every 12 months)

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
ICT	2	ICT will: • Build a stabilised team with the appropriate skills that can deliver the requirements of the 2017/18 Annual Plan and the support of the Command & Control System • Review and continually improve the service desk provision including management of all ICT assets • Explore potential opportunities for collaboration	Sally Edwards	• This will not be completed by September. Delays have been incurred as a result of carrying out further recruitment campaigns at current grades. New completion date is December 2017. • ICT Portal and new service desk software to be launched on 11 September 2017. Review to be carried out in 6 months. • Opportunities with Hereford & Worcester Fire and Rescue Service for SharePoint and Business Intelligence have been explored but unfeasible due to current staffing levels so may be revisited at a later date.	December 2017 March 2018 March 2018
Training	3	Develop management reporting processes from the new Fire Fighters (FF) Electronic Individual Development Record (EIDR) system. Develop and Implement Course Evaluation Process using Resource Link. Review and further develop Officer EIDR system, using lessons learnt from developing the FF EIDR. Develop Training & Development performance dashboard and access to Resource Link database in order to effectively administrate courses and	Andy Johnson and John Harrison	Awaiting development time to be allocated. Specification developed. Awaiting feedback from Resource Link Administrator. Awaiting development time to be allocated.	April 2018 (dependent upon supporting departments)

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4

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Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
		provide management monitoring data/reports. Continue to expand course reports from the Breathing Apparatus (BA) refresher report already developed.		Development work carried out.	
Operations	4	The process required to ensure fire-ground information is maintained in a format that is accessible, timely and accurate is outdated and needs replacing to ensure it takes advantage of the changes being made nationally. The project plan relating to a new electronic system has been approved and will be implemented prior to April 2018.	Andy Johnson and John Harrison	Risk Management System project currently being delivered and on target.	April 2018
Payroll Systems Review	5	Review current internal payroll processes, identify improvements and implement. Continue to develop Resource Link to improve efficiency. Review current processes/ communications links between the Service and payroll provider to generate further improvements. Introduction of new Resource Link Expenses upgrade and focus on modernising retained pay processes.	Louise McKenzie/ Joanne Coadey	This work is continuing however, there is an impact from Shropshire Council's recent decision to move away from Resource Link and the Service is currently diverting time and effort to considering the impact of that decision and the potential options for the future. This is being dealt with as a work package under Service Transformation Board.	Managed through STP
Operational Assurance	6	The Service is awaiting an indication as to who will be undertaking the new inspection regime and the areas it will cover, which is likely to include some form of operational assessment. Details about the new inspection will not be available until next year.	Kevin Faulkner	It has been announced that Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) will deliver the new inspection regime. Current information suggests that the Fire Service will move towards an inspection regime similar to the	Due to go live from January 2018

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
		Whilst undertaking some form of self-assessment continues to be a priority, in readiness for future inspection, this has been postponed whilst clarity is sought on the likely make-up of the national inspection regime and independent standards body. The Service has recruited an Area Manager who now has responsibility for this area of work.		model used in the Police Service. Shropshire Fire and Rescue Service will form part of the Western Region. Wendy Williams is Her Majesty's Inspector for Fire & Rescue Services for this Region. The five Services of the West Midlands region are working closely together to share available information and plan for inspections.	
Technical Services/ Area Command	7	Ability to effectively track and test operational equipment by the Introduction of Standard Testing and Reporting System (STARS).	John Das-Gupta and Andrew Kelcey	Good progress has been made developing a solution. Issues around the delivery of an effective mobile working solution has caused the project to be put on temporary hold. This should not have a detrimental impact on the work already undertaken, but may extend the implementation timescale.	March 2018
Health and Safety	8	Introduce electronic workflows for the following: • Vehicle incident report form • Near miss • Personal injury • Suspected Contamination	John Harrison	 Vehicle Incident Report Form - introduced Near miss – The form and workflow are in testing Personal injury – Development has started Suspected Contamination – Development in progress.	March 2018

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