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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
7 December 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	The main focus of the Developers activities is on the Training and Development teams' performance dashboard. A demonstration of initial requirements is scheduled in for early December. Additional functionality will be programmed in throughout December and into January. Initial scoping work to replace the current Website is taking place. It will be built on the SharePoint, which will simplify and improve the process for managing content. Tablet trials are continuing at Shrewsbury and extended to Telford Training Centre. With the announcement from Microsoft in the summer of a change in direction of their mobile strategy and making their services available on the two leading platforms, iOS (iPhone Operating System) and Android the trial has been extended to test android tablets. The feedback regarding Android has been very positive so far. If this continues after further testing the longer-term strategy may be to change from extending the desktop platform out to mobile devices and instead using Android on all mobiles and tablets.	2020 (to be reviewed every 12 months)

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
				The consultants' scope of works has been developed for the Telford Central Programme. This is now with an advisor from the legal team at Telford and Wrekin Council to incorporate it in to a standard consultancy services contract to address issues such as personnel competency and consistency, liability, intellectual property and management of conflicts of interest. It is anticipated that this will be complete by the end of November, following which a procurement process will be carried out with a potential award in mid-February.	
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	• A recruitment campaign will run in early January 2018. • ICT Portal and new service desk software was launched on 11 September 2017. Review to be carried out in 6 months. • Opportunities with H&W for SharePoint and Business Intelligence have been explored but unfeasible due to current staffing levels so may be revisited at a later date. Regional ICT Managers continue to meet regularly and explore collaboration opportunities.	January 2018 March 2018 March 2018

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Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
Training	3	Develop management reporting processes from the new Fire Fighters (FF) Electronic Individual Development Record (EIDR) system.	Andy Johnson and John Harrison	Information provided has been reviewed and is sufficient for the requirements of the Training & Development Management Teams.	April 2018 (dependent upon supporting departments)
		Develop and Implement Course Evaluation Process using Resource Link.		Specification developed. Awaiting feedback from ResourceLink Administrator.	
		Review and further develop Officer EIDR system, using lessons learnt from developing the FF EIDR.		Awaiting development time to be allocated.	
		Develop Training & Development performance dashboard and access to Resource Link database in order to effectively administrate courses and provide management monitoring data/reports.		Development work has started and a demonstration of initial work will be presented to the Training Management Team in December 2017.	
		Continue to expand course reports from the Breathing Apparatus (BA) refresher report already developed.			
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. The project is reliant on a reliable hardware in the form of tablets being available for use on stations.	April 2018

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
Payroll Systems Review	5	Review current internal payroll processes, identify improvements and implement. Continue to develop ResourceLink to improve efficiency. Review current processes/ communications links between the Service and payroll provider to generate further improvements. Introduction of new ResourceLink Expenses upgrade and focus on modernising retained pay processes.	Germaine Worker/ Joanne Coadey	This work is continuing however, there is an impact from Shropshire Council's recent decision to move away from ResourceLink 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. Payroll audits are carried out each year by Audit Services, the next one in January 2018. The next major development in this area will be electronic retained payments, which will be done to coincide with the system changes detailed above.	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. 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.	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 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.	Due to go live from January 2018

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Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
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 - Completed and introduced August 2017 Near miss – The form and workflow are in testing Personal injury – Development has started Suspected Contamination – The form and workflow are in testing and completion is planned for December 2017	March 2018

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