

Annual Governance Statement 2015/16 Improvement Plan

Report of the Chief Fire Officer

For further information about this report please contact John Redmond, 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 2015/16.

2 Recommendations

The Committee is asked to note the progress made against each of the improvements contained in the AGS Improvement Plan 2015/16.

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 2014/15 at its July 2015 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 2015/16).

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

4 Monitoring Progress against the AGS Improvement Plan 2015/16

A copy of the AGS Improvement Plan 2015/16 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 our work, as well as the internal environment that dictates whether we have the capacity to achieve our 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. These changes will also be reported to this committee.

5 Progress to Date

The 2015/16 Improvement Plan contains six 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 2015/16.

11 Background Papers

There are no background papers associated with this report.

Improvement Plan 2015/16

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
Service Transformation Programme and Integrated Risk Management Plan (IRMP) Action Plan	1	The Programme has been updated, extended up to 2020 and now includes IRMP activities. The Programme forms the basis of the 5-year Action Plan, which is contained within the recently published 2015-2020 Service Plan. An annual benefits review will be presented to the Audit and Performance Management Committee and progress on the three main IRMP work streams will be reported to the Fire Authority in October 2015.	Ged Edwards and Andy Johnson	The Programme has been refreshed and updated to reflect the 5-year Action Plan. The main focus is the continued development of IT systems in order to streamline processes and introduce more efficient ways of working. The Programme also incorporates the 3 significant IRMP projects for the current year, all of which are on track to deliver the intended outcomes: <ol style="list-style-type: none"> 1. Integrated Crewing Model to deliver up to £400k efficiency savings 2. Fire Control review to deliver up to £300k efficiency savings 3. Telford Central Project to deliver state-of-the-art facilities, able to meet Service and local communities' needs into the future. 	2020 (to be reviewed every 12 months)
ICT	2	The Command and Control (C&C) system still uses analogue communications, which is aging technology, difficult to support and obtain spares, and is increasingly unreliable. With the new wide area network in place and the rebuilt C&C it is now possible to move to digital communications. Asset management of personally allocated equipment is required and will be achieved by the improved use of mobile device management software, a change in policy and procedures, and better utilisation of information systems.	Sally Edwards	There has been a pilot carried out for new station-end equipment and this has highlighted some minor modifications to be completed before this is rolled out. The next phase will be based upon implementing Microsoft Lync across the Service. A review of systems has been carried out and work is taking place to change procedures for role based allocation of equipment. Mobile device management is scheduled for installation in November 2015.	July 2016

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		Experiences of introducing the first phase of Service Transformation will shape how the Service adopts new technology and systems throughout the organisation going forward. This will include Service Management Team training and planning days and the introduction of a new role for implementing change across the Service.		There have been a number of change management training sessions to the Service Management Team and middle managers. An appointment has been made to the role that will support the implementation of change across the Service.	
Health and Safety	3	<p>Address the inability to electronically record, monitor and audit:</p> <ul style="list-style-type: none"> • Electronic Individual Development Reviews (EIDRs) • On station trainers' reviews • Training and Assurance Centre Instructors' reviews 	Andy Perry	Following an assessment of the talent module in Resourcelink it has been identified this may not meet all of the needs of the Training Assurance Centre. A review has, therefore, been commissioned to consider other systems, from internal and external providers, to identify the best option for the Service. A working group, involving the relevant parties, has been set up and has held its inaugural meeting.	December 2015
Operations	4	The process required to ensure our 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.	Andy Perry	<p>This work stream sits under the Service Transformation Programme and covers the following:</p> <ul style="list-style-type: none"> • Implement National Operational Guidance processes • Mobile Data Terminal (MDT) hardware and software (Replacement of MDTs & MDT2) • Provision of Operational Risk Information System (PORIS) + software (Operational Intelligence) and integration with a corporate Gazetteer. <p>The current risk information system to provide amendment updates was isolated due to errors on the system.</p>	April 2018

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				<p>An updated, interim, risk information system is being developed through ICT to enable current risk information to be amended and updated on the Service's MDT's.</p> <p>This interim solution is being used, whilst awaiting the confirmation of the replacement MDT's, which will determine the risk information systems available to use in line with National Guidance PORIS. A final review of the interim system will shortly be completed to determine the most appropriate way forward.</p> <p>Contingency arrangements have been put in place to update operational personnel of any changes in risk critical information, requirements and changes.</p>	
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.	Louise McKenzie/ Joanne Coadey	<p>Good progress continues to be made in contractual arrangements and ways of working. Self-service access to pay slips and changes of details are embedded and a trial of travel and subsistence on-line claims is underway.</p> <p>The Retained payment process is being analysed and potential solutions will be explored.</p>	Managed through Service Transformation Programme
Operational Assurance	6	New guidance has been issued. Officers are currently reviewing the guidance with a view to undertaking a self-assessment and peer review early next year.	Rod Hammerton	A lead officer has been nominated, who will undertake training in the Spring with a view to undertaking a self-assessment, with a peer challenge later in 2016.	June 2016