

# Annual Governance Statement Improvement Plan 2018/19

## 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 2018/19.

### 2 Recommendations

The Committee is asked to note the progress made against each of the improvements contained in the AGS Improvement Plan 2018/19.

### 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 2017/18 at its July 2018 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 2018/19).

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

## **4 Monitoring Progress against the AGS Improvement Plan 2018/19**

A copy of the AGS Improvement Plan 2018/19 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 2018/19 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 Equality Impact Assessment**

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

## **9 Appendix**

Annual Governance Statement Improvement Plan 2018/19

## **10 Background Papers**

There are no background papers associated with this report.

## Annual Governance Statement Improvement Plan Update September 2018

Area of Review		Improvement Required	Lead Officers	Progress to date	Completion date
People	1	Continue to deliver the people strategy including the Wholetime and Fire Control shift changes. Carry out a review of the Retained Duty Service (RDS).	Germaine Worker Kevin Faulkner	The Wholetime shift change is progressing towards the signing of a collective agreement. The integrated crewing element of the project has progressed also with a report recommending short term fixed contract employment opportunities due to go to Service Management Team (SMT) in September 2018. The Fire Control Flexible Rostering trial is progressing with some positive results. The Shift System implementation board is due to make a recommendation on its viability into the future around October 2018. The scope of Retained Duty System review, now renamed Retained Sustainability Project, has now been agreed by SMT, the work on this project has been delayed while resources have been supporting the introduction of On Call Fire Service Rota (FSR) to support the Systems/Infrastructure area of this AGS. It is anticipated that this project will start in earnest before the end of 2018.	March 2019

Area of Review		Improvement Required	Lead Officers	Progress to date	Completion date
Process	2	Through the Service Transformation Programme continue to replace paper-based processes with streamlined electronic workflows including standard test and reporting systems (Stars), provision of operational risk information systems (Poris), Electronic Individual Development Record (EIDR) and operations department procedures.	Kevin Faulkner Simon Hardiman Ged Edwards	Progress has been made with the Risk Management System and the project manager is currently liaising with the point of contact in ICT to carry out remedial work to enable implementation. Firefighter EIDR dashboard has now been released which completes all the development work on the application. Options for Officer EIDR is currently being considered and may form an element of the LEO learning pool product that the Service uses for on line learning. A review team is currently considering existing and potential new systems to improve efficiency, effectiveness and enhance end user experience. STARs is currently being trialed at Shrewsbury Station by whole-time watches. Feedback from the trial will be evaluated and presented to Service Transformation Board.	March 2019
Systems / Infrastructure	3	Through the Service Transformation Programme Implement HR, Finance, Payroll, Training, Retained Payments & Systems.  Improve security of the corporate network and continue to support the implementation of Emergency Services Network (ESN).	Ged Edwards Germaine Worker Joanne Coadey Sally Edwards Kevin Faulkner	Finance - The migration to the Agresso finance system will take place in the last week of August. Supplier payments will be made from the new system, although the Shropshire Council system will be available until October 2018. Officers will be introduced to the new system by Finance officers in a staged approach to ensure that they have confidence with the system.  Retained payments – all retained staff are now using FireServiceRota (FSR). The retained payment business rules have been created and an example extract has been taken from one station. This will be compared against the manual process for accuracy before extending the trial to a wider group.  Network security for ESN – the majority of the remedial work has been completed. Any outstanding work has external dependencies but should be completed by the Autumn.	March 2019

Area of Review		Improvement Required	Lead Officers	Progress to date	Completion date
				HR and Training – the database is being built and should be available for testing in the next few weeks. The training department are considering extending the use of Learning Pool for the longer term which aligns the approach that T&W have taken.	
Building Facilities	4	<p>Deliver the property strategy.</p> <p>To include Telford Central, Clun and Much Wenlock refurbishments.</p>	Andrew Kelcey	<p>The redevelopment of Clun is nearing completion, with handover planned in September.</p> <p>A contract has been awarded for Much Wenlock, with works due to start in September for completion by April 2019.</p> <p>A Technical Project Manager has been appointed for Telford, and we are now in the process of appointing an Architect.</p>	March 2019
Appliances/Equipment	5	<p>Deliver the fleet and equipment strategy.</p> <p>To include the introduction of five pumping appliances and the Incident Command Vehicle.</p>	Kevin Faulkner Simon Hardiman Andrew Kelcey	<p>The Incident command vehicle has been delayed due to a waiting list for a new Mercedes chassis on which the vehicle will be built. Options for Incident command software are currently underway and will be purchased prior to the vehicle arriving to ensure Command Support crew are proficient in its functionality which will assist when the vehicle goes live.</p> <p>Scania Chassis for the new pumping appliances are due for delivery to the bodybuilder in October.</p> <p>A specification has been prepared for modification of the current whole-time appliance to RDS specification, and a procurement process is planned. Specification has been prepared for modification of the current whole-time appliance to RDS specification.</p>	March 2019

Area of Review		Improvement Required	Lead Officers	Progress to date	Completion date
Collaboration	6	Develop the strategic alliance programme plan.	Guy Williams	The Strategic Alliance Plan has been created and agreed between to the two Chief Fire Officers (CFO's). Several key strands / work streams have been identified. These will be reviewed and where the benefits can be identified then resulting projects will be implemented. This process is currently being designed as part of a Strategic Alliance Programme Plan.	April 2023  4-5 year plan.