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.

Recommendations

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

---

2   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.

3   Monitoring Progress

A copy of the 2015/16 Improvement Plan is attached as an appendix to this report. It contains six areas for improvement and progress against each of the planned activities is summarised.

As is the case with most plans, the activities included are often subject to change. This can be as a result of changes in the external environment, 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. These changes will also be reported to this Committee.

4   Financial Implications

There are no financial implications arising from this report.

5   Legal Comment

There are no legal implications arising from this report.

6   Initial Impact Assessment

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

7   Equality Impact Assessment

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

8   Appendix

Annual Governance Statement Improvement Plan 2015/16

9   Background Papers

There are no background papers associated with this report.

Appendix to report on
Annual Governance Statement 2015/16 Improvement Plan 2016/17
Shropshire and Wrekin Fire and Rescue Authority
Audit and Performance Management Committee
10 December 2015

Annual Governance Statement Improvement Plan 2015/16

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
Service Transformation Programme and 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 APMC and progress on the three main Integrated Risk Management Plan (IRMP) workstreams will be reported to the Fire Authority in October 2015.	Ged Edwards and Andy Johnson	The focus of the Programme continues to be the development of ICT systems to streamline processes and introduce more efficient systems of working. Following a comprehensive review, the interim retained availability system has been formally adopted by the Service. The next key area of focus will be the introduction of electronic pay claims for retained staff. The roll out of electronic travel claims and expenses is continuing and the build for electronic overtime claims is currently being scoped out. CFA received a report/presentation in October on the three IRMP work streams. Final proposals for the three work streams will be presented to the CFA in April 2016.	2020 (to be reviewed every 12 months)

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
ICT	2	The Command and Control System (C&C) still uses analogue communications, which is aging technology that has become difficult to support and obtain spares, and is increasingly unreliable. With the new Wide Area Network (WAN) 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. 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 (SMT) training and planning days and the introduction of a new role for implementing change across the Service.	Sally Edwards	The implementation of a unified communications system is planned in for December 2015. In January 2016 a workshop is scheduled to demonstrate the features of digital communications in a C&C context. A rollout plan will subsequently be formulated. Mobile device management (MDM) software is being rolled out to all mobiles and tablets. A review of processes and systems is taking place to establish the most appropriate method of monitoring and tracking that complements MDM. Training has been delivered to SMT and other staff, who are at the forefront of the Transformation Programme. Further work is required in order to support managers and staff as changes occur as a result of the introduction of new technology, systems and processes.	July 2016

Putting Shropshire's Safety First

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
Health and Safety	3	Address the inability to electronically record, monitor and audit: • Electronic Individual Development Records (EIDR's) • On station trainers' reviews • Training and Assurance Centre Instructors' reviews	Andy Perry	• The Officer EIDR has been built and is now ready for the pilot, which will commence in December. • The on-station trainers' reviews are over 3 years and will be completed in June 2016. All observation of trainers is recorded within the Assurance Department and a report on its findings will be available following the review. This is recorded electronically on an excel spreadsheet and paper based for each individual. • The instructors' reviews (these are also observations) are included in the above. The Station Manager Training also carries out observations of the trainers and records their performance and feedback.	June 2016
Operations	4	The process required to ensure our fireground 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	The ongoing 'Provision of Risk Information System (PORIS)' project will align the Service's current risk gathering information into the nationally required standard. The Service is currently working to ascertain whether it can adopt the same technical solution as two other regional colleagues to greater support collaboration. This programme is being managed through the Transformation Programme.	April 2018

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
				The provision of operational information to the fireground is currently being maintained by weekly updates to the system and available via Mobile Data Terminals (MDTs) on all appliances. Incident command on the fireground is also being improved by the introduction of Command Support Packs. After a lengthy period of development these will be issued in December 2015 with a training programme being undertaken in early 2016. In addition to this, the Command Support Unit (CSU) replacement project is now underway. The overall intention is to achieve greater interoperability and resilience, alongside improved efficiency, by developing and procuring the replacement vehicle in partnership with Hereford and Worcester FRS. This project will also provide a high-speed internet connection to the fireground.	
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	Progress to date is good. Processes have been improved. Electronic travel and subsistence claims have been developed and trialled with lease car users. In the first 2 months 72 claims were processed completely electronically. This is now being extended to Green Book staff. Future areas for development are under discussion with a view to planning activity in 2016/17.	Managed through STP

Putting Shropshire's Safety First

A&PM 10.12.15

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
				Processes have also been put in place to strengthen controls around payroll inputs and outputs, and further enhancements will be developed over the coming months.	
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	Area Manager Das Gupta has been nominated as Service Lead. Training on use of the National Toolkit will be undertaken in March 2016.	Nov 2016

Key

APMC Audit and Performance Management Committee
C&C Command and Control
CSU Command Support Unit
FRS Fire and Rescue Service
ICT Information and Communications Technology
IRMP Integrated Risk Management Plan/Planning
MDM Mobile Device Management
MDTs Mobile Data Terminals
PORIS Provision of Risk Information System
SMT Service Management Team
WAN Wide Area Network