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
25 April 2018

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. Benefits/new systems 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	All the main department dashboards within the original roll out plan have now been delivered. The Business Intelligence (BI) team are now concentrating on completing performance dashboards for SharePoint applications that have been built. Of these the operational monitoring and operational debrief dashboards have recently been completed. Work has commenced on the Electronic Individual Development Records (EIDR). However progress on this will be impacted by the requirement to provide information to the Fire Service Inspectorate in preparation for the forth coming inspection regime. One Android tablet devices per pumping appliance has now been distributed to all stations following feedback from the initial pilot. This will enable crews to access the portal and a number of electronic applications that have been built or are currently in development. A questionnaire has been developed to capture feedback that will inform timescales for full scale roll out.	2020 (to be reviewed every 12 months)

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
				Discussions are now taking place with Telford & Wrekin Council to plan the roll out of the Payroll, HR and Finance systems. Shropshire Council have given notice that support on the current systems will be withdrawn at the beginning of September. The technical Project Manager to support the Design, Costing, Procurement and Construction Projects has now been appointed. One of their first tasks will be to sit down with the internal delivery team and review the activities and timescales set out in the Programme Plan. Any changes to activities or amendment of timescales will then be reported back to the Programme Board. In relation to the other two significant IRMP projects (Wholetime and Fire Control Shift changes), they are both on track to deliver against the 2020 deadlines. A detailed report on the outcomes from the first year of the two main IRMP projects will be presented at the April meeting of the Fire Authority.	
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	Sally Edwards	• Work is ongoing to confirm structure and advertise through sector specific recruitment teams.	April 2018 March 2018

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Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
		• Review and continually improve the service desk provision including management of all ICT assets • Explore potential opportunities for collaboration		• This review is imminent. Staff training is still indicating work needs to be done to optimise all benefits of the service desk facility. • HR and Finance systems are now being developed with Telford & Wrekin Council. Resources to implement this work have been recruited and teams are working together to identify departmental inputs required for HR and Finance teams.	March 2018
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 in the short term for the requirements of the Training & Development Management Teams. Work has commenced on the EIDR Dashboard however progress on this will be impacted by the requirement to provide information to the Fire Service Inspectorate in preparation for the forth coming inspection regime.	April 2018 (dependent upon supporting departments)
		Develop and Implement Course Evaluation Process using Resource Link.		Creating the Course Evaluation process in Resource Link has had limitations and not all the business requirements for the process were achieved. Alternative options will now be explored.	April 2018
		Review and further develop Officer EIDR system, using lessons learnt from developing the FF EIDR.		Awaiting development time to be allocated.	

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
		Develop Training & Development performance dashboard and access to Resource Link database in order to effectively administrate courses and provide management monitoring data/reports. Continue to expand course reports from the Breathing Apparatus (BA) refresher report already developed.		The Training Dashboard has now been released to the Training Department.	
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	The Risk Management System project is currently being delivered, however there is slippage against the original plan due to delays in the development of some functionality. The project is reliant on a reliable hardware in the form of tablets being available for use on stations. Issues previously experienced with the tablets are now being resolved.	April 2018
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 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. The Payroll Audit in January 18 was really clean and no recommendations for HR. The major work remaining relates to retained pay and the change in systems.	Managed through STP April 2018

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Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
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 confirmed that SFRS is in tranche 2 of the inspection programme. The Service can expect to receive its full inspection in October or November 2018, however data collection for SFRS starts in April 2018 and will need to be refreshed quarterly from there on. The Service is now working on the development and collection of data for the first submission. This could significantly impact on the Business Intelligence (BI) team should all of the data not be readily accessible. The Service continues to prepare for the full inspection with all department heads receiving briefings on the requirements from the Head of Transformation and Collaboration.	This item will become business as usual from December 2018
Technical Services/ Area Command	7	Ability to effectively track and test operational equipment by the Introduction of Standard Testing and Reporting System (STARS).	Kevin Faulkner and Andrew Kelcey	Extensive trials of Samsung Android devices is taking place, and it is hoped that this will provide the platform to move this item forward.	June 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 – Completed and introduced February 2018 Personal injury – The form and workflow are currently in testing Suspected Contamination – Completed and introduced January 2018	March 2018

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