

Annual Governance Statement 2016/17 Improvement Plan

Report of the Chief Fire Officer

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1 Purpose of Report

This report summarises the progress made to date against the improvements contained in the Annual Governance Statement (AGS) Improvement Plan 2016/17.

2 Recommendations

The Committee is asked to note the progress made against each of the improvements contained in the AGS Improvement Plan 2016/17.

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 2016 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 2016/17).

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

4 Monitoring Progress against the AGS Improvement Plan 2016/17

A copy of the AGS Improvement Plan 2016/17 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 Service's 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. These changes will also be reported to this committee.

5 Progress to Date

The 2016/17 Improvement Plan contains 6 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 2016/17.

11 Background Papers

There are no background papers associated with this report.

Improvement Plan 2016/17

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
<p>Service Transformation Programme and IRMP Action Plan</p>	<p>1</p>	<p>The Programme has been updated, extended up to 2020 and now includes IRMP activities. The Programme forms the basis of the five year action plan which is contained within the recently published 2015-2020 Service Plan.</p> <p>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 (FA) through the Strategic Risk and Planning Working Group (StraP).</p>	<p>Ged Edwards And Andy Johnson</p>	<p>A Project Plan has been developed for the introduction of tablet devices at Fire Stations. The current planning assumption is to commence the roll out during December and January. 10 devices have been loaded with the mobile device management software and have been distributed as part of a pilot. A policy document is being drafted together with IT support arrangements.</p> <p>The roll out of the Portal and departmental SharePoint sites into the Cloud is now complete. This allows for the introduction of workflows such as return to work process following sick leave.</p> <p>Fire Fighter Electronic Individual Development Records (EIDR) application has now been built and is ready to introduce into the Service.</p> <p>Operational, HR and Training performance information has all been loaded into the central data warehouse. This has now resulted in the first electronic performance dashboard being released to Area Command. Go-live scheduled early December.</p>	<p>2020 (to be reviewed every 12 months)</p>

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				<p>The Service is at advanced stages of negotiation with representative bodies, staff and champions in relation to the planned changes to shift systems (IRMP 1 and 2 Projects), with the target completion continuing in line with the January 2017 deadline.</p> <p>The Police have now indicated the functions that could potentially be relocated to the Telford Central site. A report will be presented to the Fire Authority at its December 2016 meeting.</p>	
ICT	2	<p>ICT will Provide improved provision of management information throughout the Service (SharePoint, BI, System Administrators);</p> <p>Continue to replace all analogue communications with digital to improve communications and collaboration; and</p> <p>Address IT Change Management issues.</p>	Sally Edwards	<ul style="list-style-type: none"> • Area Command performance dashboard goes live early December 2016. Over the next 6-9 months there will be dashboards developed for Fire Safety, HR and Training, and Operations. • The trial for digital alerters/pagers is to be arranged for early 2017. A data superbundle is now in place offering many benefits for mobile data. With this in place and the distribution of tablets there is an anticipated growth in data consumption for 2017. • Training continues with courses, and e-learning material available to all staff. All RDS stations are identifying 'champions' to be points of contact and for on-site support to their colleagues. 	March 2017

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Health and Safety	3	<p>Improve the ability to electronically record, monitor and audit the following processes:</p> <ul style="list-style-type: none"> • Electronic Individual Development Records for Officers and Firefighters(EIDR's); • On station trainers' reviews; • Training and Assurance Centre Instructors' reviews. <p>The use of SharePoint will be explored for this purpose.</p>	Andy Johnson	<p>Firefighters' (FF) EIDR has now been developed and is being deployed.</p> <p>Focus will turn to On Station trainer reviews and Instructors' reviews following successful deployment of the FF EIDRs.</p>	April 2017
Operations	4	<p>The process required to ensure 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.</p>	Andy Johnson	<p>The project to replace current property information systems is still in the planning stage, with a preferred option close to being agreed. Once this is agreed upon, then a full project plan will be developed and implemented.</p> <p>The April 2018 deadline should be met, including 12 months bedding in for the new system.</p>	April 2018
Payroll Systems Review	5	<p>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.</p>	Louise McKenzie/ Joanne Coadey	<p>Building upon the considerable work completed in this area work packages have been agreed for the coming financial year (2017/18) and resources are being discussed with the provider.</p> <p>The System Administrator has now been in post for 6 months and is actively cleansing data as need is identified.</p> <p>Retained Pay remains the focus for future improvement and alternative approaches are being discussed to expedite achievement of improvement.</p>	Managed through STP

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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 revised self-assessment tool has been developed but due to key staff shortages it has not been possible to undertake the self-assessment as planned in 2016. It is now planned to undertake this process in early 2017. While it remains a priority to undertake the self-assessment there will be some benefit from this delay as we will be able to see how the work of the national inspection regime and independent standards body develops and what impact this will have on the Service.	Nov 2016 Revised To Apr 2017