Annual Governance Statement Improvement Plan 2019/20

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 2019/20.

2   Recommendations

The Committee is asked to note the progress made against each of the improvements contained in the Annual Governance Statement Improvement Plan 2019/20.

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 2018/19 at its July 2019 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 2019/20).

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

4 Monitoring Progress against the AGS Improvement Plan 2019/20

A copy of the AGS Improvement Plan 2019/20 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 (SMT) or Service Transformation Board (STB), if they require any variations to the current Plan. Such variations will also be reported to this committee.

5 Progress to Date

The 2019/20 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 2019/20.

11 Background Papers

There are no background papers associated with this report.

Appendix to report on
Annual Governance Statement 2019/20 Improvement Plan
Shropshire and Wrekin Fire and Rescue Authority
Standards, Audit and Performance Committee
16 July 2020

Annual Governance Statement Improvement Plan Update July 2020 - Close Down

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 Shaun Baker	The collective agreement is with the FBU regional/national committee and we are still awaiting an outcome. A draft collective agreement for the Flexible Crewing Duty System within Fire Control has been produced and shared with Representative Bodies for initial comment. The progression of this area will be reliant upon the outcomes of the Wholetime crewing model. The Retained Sustainability Project has been delayed by capacity within the team. A request for a temporary resource to assist with this was presented at the corporate planning day 25 November. This post has now been interviewed for, however the successful candidate will not take up the post until we come out of the current restrictions put in place for the COVID19 outbreak. This is due to start in September 2020.	July 2020
Process	2	Through the Service Transformation Programme continue to replace paperbased processes with streamlined electronic workflows including standard test and reporting systems (STARS), provision of operational risk information systems (Poris), Electronic	Kev Faulkner Shaun Baker Ged Edwards Joanne Coadey	The risk management system is live and fully functional on Mobile Data Terminal (MDT) devices fitted to all frontline appliances. A Service representative sits on national groups to establish best methods for sharing over border risks, which was highlighted as a national issue. Changes to capturing risk information have been made due to the Covid pandemic, which entails risk information being obtained via telephone as opposed to site visits, however this forms part of our restoration of services. Meetings have taken place to agree the scope of changes to the STARS application. The developer is currently costing out the required changes prior to an agreement to pursue this further.	July 2020

Area of Review		Improvement Required	Lead Officers	Progress to date	Completion date
		Individual Development Record (EIDR) and operations department procedures.

Following migration to the new Finance, Payroll and electronic retained payments systems – develop internal processes to ensure full functionality and compliance within these systems. | | Learning Environment Online (LEO) continues to add value to the Service and is now a live platform for Individual Personal Development Reviews (IPDR's) and staff appraisals. Performance and competency reports are now generating from the system to provide accurate dashboards within a live environment. LEO has also been utilised to provide digital training packages during Covid with over 100 videos being placed within the system to support remote learning.

New ways of working within the Finance department - the Covid-19 outbreak has diverted resources to ensuring payments are made remotely to suppliers and staff. Following completion of financial yearend, work will now continue on audits and new ways of working and an update with any necessary timetable changes will be reported to the Service Transformation Board (STB). | |
| **Systems/ Infrastructure** | 3 | Improve security of the corporate network and continue to support the implementation of Emergency Services Network.

Introduce Integrated Communications Control System (ICCS).

Complete Fire Service Rota (FSR) implementation. Introduce the leave management system. | Ged Edwards

Sally Edwards

Kevin Faulkner

Shaun Baker | IT Health Check was carried out in March and the report sent in April. The subsequent report gave a good assessment of the security set up on the corporate network. A number of minor issues were highlighted which will be tracked through a remedial action plan and reported to STB.

ICCS implementation plan is underway. There is a dependency on the fibre connection being installed. A site visit has been carried out but there is no date for installation yet.

FSR dashboards are in testing and will shortly be released to the users.

The leave management module has now been built and deployed. Green book staff are now using the application to book leave and record sickness. This is now complete.
LEO functionality improvements were implemented and the training prospectus and records are now being successfully used. | July 2020 |

Area of Review		Improvement Required	Lead Officers	Progress to date	Completion date
		Introduce new functionality from the Learning Environment Online (LEO) system into the Service.			
Building Facilities	4	Deliver the property strategy. To include Telford Central, refurbishment. Introduce improvements to station access and security at all SFRS sites.	Andrew Kelcey Sally Edwards	Telford design and contract documents are almost complete. The Fire Authority have endorsed a delay to the tender process to ensure that contractor pricing capability is in place following lockdown, and that contractual implications of further lockdowns are fully understood. Window and door replacement is complete at Ludlow, Bishops Castle, Church Stretton and Newport. Planning applications have been submitted for works to provide improved welfare and fitness facilities at Ellesmere, Whitchurch and Market Drayton	July 2020
Appliances / Equipment	5	Deliver the fleet and equipment strategy. To include the introduction of three pumping appliances and the Incident Command Vehicle. Deliver the Service improvement workstreams of the Response Capability Programme Board.	Kevin Faulkner Shaun Baker Andrew Kelcey	The Incident Command Unit (ICU) is now fully operational within the Service following a series of training and upskilling for allocated crews. Command software to compliment the ICU has also been introduced and is operational within the Service, with further functionality and opportunity being explored with the provider. Tenders have been issued for 5 pumping appliances for the 2019/20 and 2020/21 capital programmes. A further 5 optional appliances have also been included to cover the 2021/22 capital programme.	July 2020
Collaboration	6	Develop the strategic alliance programme plan. Commence work on the new Community Risk Management Plan/ Integrated Risk	Guy Williams	The Strategic Alliance Plan has been created and agreed between the CFOs and CFAs. Four key work streams have been identified as a priority: **IRMP** Both Services have been given approval from their respective Fire Authorities to proceed to formal consultation over the summer of 2020.	4-year plan 2018-22

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Area of Review		Improvement Required	Lead Officers	Progress to date	Completion date
		Management Plan (CRMP/IRMP).		The proposed departmental aims for 21-25 have been jointly developed by both Services and whilst each Service has certain differences these aims will help support future collaboration and integration. The IRMP/CRMP documents have used the same risk methodology and will now follow an agreed Alliance consultation approach to enable standardisation. **Fire Control** Options appraisal report was provided following a series of one-to-one meetings with key managers to review risks, issues, constraints, dependencies. Officers have continued to research lessons learnt from other Control projects in the Fire Sector. Risk assessment and testing of current Control capability is being undertaken to support the next phase of this project. This is including national occupational learning and learning from both the Grenfell Tower and Manchester MEN Kerslake reports. **ICT** The Strategic ICT Change Manager Mark Jarvis has provided as requested a report on his proposed change process, he is also drafting an Alliance ICT Strategy which is nearing completion. These documents provide detail and a timetable for change that will meet the Alliance ICT specifications. **Procurement** Officers have drawn up a procurement strategy that has been approved by the Alliance Board. The strategy will support the ongoing delivery of tangible results through establishing a timetable of future needs and opportunities. Work is underway in Service to embed consideration and assessment of joint procurement at every opportunity. This also includes recording benefits and identifying upstream opportunities.	

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SAP 16.7.2020