

Annual Governance Statement 2016/17 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 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 Improvement 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 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 2016/17.

11 Background Papers

There are no background papers associated with this report.

Annual Governance Statement Improvement Plan 2016/17

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
Service Transformation Programme and IRMP Action Plan	1	<p>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.</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 Combined Fire Authority (CFA) through the Strategic Risk and Planning Working Group (StRaP).</p>	Ged Edwards and Andy Johnson	<p>Tablet roll out has commenced and the speed of roll out is dependent upon how quickly the ICT department can build the devices. The current timescale is to have all the devices out by the end of April.</p> <p>All the SharePoint applications, Portal and Departmental sites have been moved into the cloud. The decommissioning of all the on premise servers that have previously hosted SharePoint has now been completed.</p> <p>The new shift systems in Fire Control and on the Wholetime watches were started at the beginning of January (IRMP 1 and 2 Projects). Both systems will be under regular review during this first year, making sure they deliver the requirements of the Service, whilst also meeting the needs of our staff.</p> <p>The Service is working with West Mercia Police to explore how the additional functions they would like to relocate to Telford Central, can be integrated into the future plans for the site, in the most practical and cost effective way. The outcome from ongoing conversations will be reported to the Fire Authority, most likely at its June 2017 meeting.</p>	2020 (to be reviewed every 12 months)

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
ICT	2	<p>ICT will</p> <ul style="list-style-type: none"> • Provide improved provision of management information throughout the Service (SharePoint, BI, System Administrators); • Continue to replace all analogue communications with digital to improve communications and collaboration; and • Address IT Change Management issues. 	Sally Edwards	<ul style="list-style-type: none"> • Area Command performance dashboard is now live and Prevention Protection is due to be handed over in April. A prototype of the HR dashboard has been demonstrated. Changes are currently being made based on feedback from the department. • The trial for digital alerters 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. 	April 2017
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>Fire Fighter Electronic Individual Development Records (EIDR) application has gone live throughout the whole time element of the Service. The roll out to the retained is scheduled to commence in April.</p> <p>A pilot has been implemented for the Instructors' reviews, with the learning being used to support full deployment.</p> <p>Following full deployment of the Instructors Reviews process, we shall explore its applicability to the On-station Trainers Reviews.</p>	April 2017

Area of review	IRN	Improvement required	Improvement Owner	Progress to date	Completion date
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 Johnson	<p>The project to replace our 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	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	<p>ResourceLink work packages have been agreed for the coming financial year (2017/18) and resource needs have been communicated to the provider.</p> <p>The new System Administrator post has been effective in cleansing data as need is identified. Retained Pay remains the focus for future improvement.</p>	Managed through STP
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.	Andy Johnson	<p>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.</p> <p>The Service is currently recruiting to one of its Area Manager posts and this area of work will fall into their remit.</p>	September 2017