

For Publication

Bedfordshire Fire and Rescue Authority  
Service Delivery Policy and Challenge  
Group  
15 June 2017  
Item No. 8

---

**REPORT AUTHOR:** DEPUTY CHIEF FIRE OFFICER  
(SERVICE DELIVERY)

**SUBJECT:** AUDIT AND GOVERNANCE ACTION PLANS  
MONITORING REPORT

---

For further information on this report contact: Karen Daniels  
Service Assurance Manager  
Tel No: 01234 845013

---

Background Papers:

- Action Plans contained in Internal and External Audit Reports
  - Action Plan contained in the Annual Governance Statement 2015/16
  - Minutes of the Audit Committee dated 5 April 2012
- 

Implications (tick ✓):

|                 |       |   |                        |   |
|-----------------|-------|---|------------------------|---|
| LEGAL           |       |   | FINANCIAL              | ✓ |
| HUMAN RESOURCES |       |   | EQUALITY IMPACT        |   |
| ENVIRONMENTAL   |       |   | POLICY                 | ✓ |
| CORPORATE RISK  | Known | ✓ | OTHER (please specify) |   |
|                 | New   |   | CORE BRIEF             |   |

*Any implications affecting this report are noted at the end of the report.*

---

**PURPOSE:**

To report on progress made to date against current action plans arising from internal and external audit reports.

**RECOMMENDATION:**

That Members acknowledge progress made to date against the action plans and consider any issues arising.

---

## 1. Introduction

1.1 The Members of the Audit and Standards Committee previously endorsed that the Committee should receive monitoring reports at each of its meetings advising of progress against current action plans arising from internal and external audit reports, and the Authority's Annual Governance Statement.

1.2 In their meeting on 5 April 2012, Members of the Audit and Standards Committee agreed that progress on the action plans be reported to each meeting of the appropriate Policy and Challenge Group and action point owners report progress by exception to the Audit and Standards Committee. This is the first such report to the Service Delivery Policy and Challenge Group for the year 2017/18.

## 2. Monitoring Report of Actions Arising From Internal and External Audit Reports

2.1 The monitoring report of progress made to date against agreed actions arising from internal and external audit reports is attached as Appendix A.

2.2 The monitoring report covers, in order, the following:

- Outstanding actions from internal and external audit reports, including those reports received during 2017/18 and those from previous years, which have a proposal to extend the original completion date. There are no requests to extend the original completion date.
- Outstanding actions from internal and external audit reports, including those reports received during 2017/18 and those from previous years, which are on target to meet the original or agreed revised completion date.
- Completed actions which are subject to a subsequent or follow up audit. These will remain on the report until this audit is complete and the action validated.
- Completed actions that are of a Low risk and do not require a follow-up audit. These will be removed from the report once they have been reported as completed to the Policy and Challenge Group.
- Any actions that have been superseded by new actions. (Actions are removed from the report once they have been reported as superseded to the Policy and Challenge Group.)

2.3 There are no requests to extend the original completion date. All actions are completed subject to follow-up audit.

3. Monitoring Report of Actions Arising from the Authority's Annual Governance Statement
- 3.1 The monitoring report covers the actions within the 2015/16 Annual Governance Statement (if applicable) which was formally adopted by Members of the Audit and Standards Committee, on behalf of the Authority, at their meeting on 7 September 2016, as part of the 2015/16 Statement of Accounts.
4. Organisational Risk Implications
- 4.1 The actions identified within internal and external audit reports and the Annual Governance Statement represent important improvements to the Authority's current systems and arrangements. As such, they constitute important measures whereby the Authority's overall management of organisational risk can be enhanced.
- 4.2 In addition, ensuring effective external and internal audit arrangements and the publication of an Annual Governance Statement are legal requirements for the Authority and the processes of implementation, monitoring and reporting of improvement actions arising therefore constitute an important element of the Authority's governance arrangements.

**GLEN RANGER  
DEPUTY CHIEF FIRE OFFICER**

**Monitoring Report of Actions Arising from Audit Reports  
(incorporating any actions outstanding at 31 March 2017 from earlier reports)**

**APPENDIX A**

| URN                 | Auditing Body & Source                           | Audit Area and Responsible Manager                                 | Priority | Agreed Action   | Progress Report to Date  | Timing For Completion     | Status ('Not Started', 'In Progress' or 'Completed') |
|---------------------|--|--|----------|---|--|---------------------------|--|
| DQIRS 1.3a<br>16/17 | <b>RSM</b><br>Feb 17:<br>Final Report<br>(16/17) | Data Quality – Incident Reporting System<br><br>Head of Operations | Medium   | The Head of Operations will undertake periodic lessons learnt exercise to ensure that frequent issues can be identified with regards to the input of data.<br><br>Action plans to address these issues will then be developed and monitored.  | <b>New</b><br>An IRS management log exists on sharepoint which allows control personnel to input status issues and allocate back to original IRS owner or IT department for system issues.<br><br>Common issues relating to owner completion are communicated via email to all PUC owners.<br><br>IT issues are logged through IRS sharepoint management site. | <b>Original</b><br>May 17 | Completed – To be confirmed by follow up audit       |
| DQIRS 1.3b<br>16/17 | <b>RSM</b><br>Feb 17:<br>Final Report<br>(16/17) | Data Quality – Incident Reporting System<br><br>Head of Operations | Medium   | The Control Team will ensure that data on the number of outstanding IRS to be checked is produced and provided to ODT meetings on a monthly basis as prescribed.<br><br>The Head of Operations will ensure that findings are actively discussed in meetings.                                      | <b>New</b><br>Outstanding IRS reports are discussed at both Operational Command Team (OCT) meetings and Operational Delivery Team (ODT).   | <b>Original</b><br>May 17 | Completed – To be confirmed by follow up audit       |
| DQIRS 1.4<br>16/17  | <b>RSM</b><br>Feb 17:<br>Final Report<br>(16/17) | Data Quality – Incident Reporting System<br><br>Head of Operations | Medium   | The Head of Operations will consider whether full programme refresher training will be beneficial for all staff involved in the input of IRS data.<br><br>The Head of Operations will progress development of a training package to support induction of new control staff and new fire officers. | <b>New</b><br>A training package is being produced and will be available to all Primary User Code (PUC) owners as refresher training and given to all newly promoted supervisory officers as part of their development program.  | <b>Original</b><br>May 17 | Completed – To be confirmed by follow up audit       |

**Monitoring Report of Actions Arising from Audit Reports  
(incorporating any actions outstanding at 31 March 2017 from earlier reports)**

**APPENDIX A**

| URN                | Auditing Body & Source                           | Audit Area and Responsible Manager                                 | Priority | Agreed Action  | Progress Report to Date  | Timing For Completion     | Status ('Not Started', 'In Progress' or 'Completed') |
|--------------------|--|--|----------|--|--|---------------------------|--|
| DQIRS 1.1<br>16/17 | <b>RSM</b><br>Feb 17:<br>Final Report<br>(16/17) | Data Quality – Incident Reporting System<br><br>Head of Operations | Low      | The Service Control Manager will develop an IRS Quality Assurance procedure outlining the checking and publishing process for IRS data. This will include the frequency as to which checks take place in the Control Team and how often outstanding incidents will be followed up. | <b>New</b><br>Each incident generated will be the responsibility of the specific watch on duty in service control at that time. Incident Commanders are given 2 weeks to complete each IRS Report, Control Watch Commanders are responsible for ensuring outstanding reports are chased up for completion through individual owners.<br><br>A report is generated each month by each watch and forwarded to the Service Control Manger detailing all outstanding IRS reports by Station and individual owner. This is reported at the monthly Operation Command Team meeting attended by all Station Commanders.<br><br>outstanding IRS reports are then given to the relevant Station Commanders to action. | <b>Original</b><br>May 17 | Completed – No follow up audit required              |
| DQIRS 1.2<br>16/17 | <b>RSM</b><br>Feb 17:<br>Final Report<br>(16/17) | Data Quality – Incident Reporting System<br><br>Head of Operations | Low      | The Head of Operations will ensure that the IRS Checking and Publishing spreadsheet is updated periodically and reconciled to the IRS system on a period basis.<br><br>This frequency will be outlined in the aforementioned procedure and will be adhered to.                     | <b>New</b><br>The IRS checking and publishing spread sheet is updated by each watch on a shift by shift basis.<br><br>The information entered by the Primary owner (incident Commander) is quality checked by a member of service control before publishing.   | <b>Original</b><br>May 17 | Completed – No follow up audit required              |

**Monitoring Report of Actions Arising from Audit Reports  
(incorporating any actions outstanding at 31 March 2017 from earlier reports)**

**APPENDIX A**

| URN | Auditing Body & Source | Audit Area and Responsible Manager | Priority | Agreed Action  | Progress Report to Date | Timing For Completion | Status ('Not Started', 'In Progress' or 'Completed') |
|-----|------------------------|------------------------------------|----------|--|-------------------------|-----------------------|--|
|     |                        |                                    |          | This will be achieved via secondary checks performed by another member of staff in the Control Team and will be evidenced as such. |                         |                       |  |