

For Publication

Bedfordshire Fire and Rescue Authority  
Service Delivery Policy and Challenge  
Group  
26 June 2018  
Item No. 8

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

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

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

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Background Papers:

- Action Plans contained in Internal and External Audit Reports
  - Action Plan contained in the Annual Governance Statement 2016/17
  - Minutes of the Audit Committee dated 5 April 2012
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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.*

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**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.

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## 1. Introduction

- 1.1 The Members of the Service Delivery Policy and Challenge Group previously endorsed that the Group 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 report to the Service Delivery Policy and Challenge Group for the year 2018/19.

## 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 2018/19 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 2018/19 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 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 2016/17 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 14 June 2017, as part of the 2016/17 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.

**ANDREW HOPKINSON**  
**DEPUTY CHIEF FIRE OFFICER**

**Monitoring Report of Actions Arising from Audit Reports  
(incorporating any actions outstanding at 31 March 2018 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')
CPCA 1.1.1 (17/18)	<b>RSM</b> Nov 17: Final Report (17/18)	Collaboration – Police and Crime Act 2017  Partnership Development Manager and Blue Light Collaboration Board	Low	The Blue Light Collaboration Board will develop its terms of reference periodically and include key information in respect to: <ul style="list-style-type: none"> <li>• Membership;</li> <li>• Meeting Frequency;</li> <li>• Reporting Requirements;</li> <li>• its integration into the wider governance structure; and</li> <li>• Resourcing agreement (including cost sharing expectations).</li> </ul> This will then be approved by the Blue Light Collaboration Board at subsequent meetings.	The Terms of Reference has been redrafted within the timescale given and the required information included. Additionally, there is now a formal review date identified as 28 February 2019. The Board will be requested to adopt the revised TOR at their March 27th meeting.	Original Mar 18	Completed – No follow up audit required

**Monitoring Report of Actions Arising from Audit Reports  
(incorporating any actions outstanding at 31 March 2018 from earlier reports)**

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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')
CPCA 1.1.3a (17/18)	<b>RSM</b> Nov 17: Final Report (17/18)	Collaboration – Police and Crime Act 2017  Partnership Development Manager and Blue Light Collaboration Board	Low	The Blue Light Collaboration Board should consider further opportunities for emergency service staff to engage in identifying potential future collaboration opportunities and that there is an effective route to submit, triage and feedback ideas prior to consideration by the Blue Light Collaboration Board.	To complete this action, a conference is organised for August 1st 2018 which will be jointly chaired by Deputy Chief Fire Officer and Deputy Chief Constable with the National Programme Manager on Emergency Services Collaboration Working Group as Keynote speaker. The product of the conference will be a new cross agency tactical and operational multi-disciplinary Project group which is subordinate to the Blue Light Programme Board and which will generate and manage new collaborative projects borne out of team meetings across the organisations.  Additionally BFRS Partnership Development Manager attends team	Original Dec 17	Completed – no follow up audit required

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					meetings to speak to a standing collaboration agenda and again to help generate new collaborative projects or joint working to produce efficiencies.		
CPCA 1.1.3b (17/18)	<b>RSM</b> Nov 17: Final Report (17/18)	Collaboration – Police and Crime Act 2017  Partnership Development Manager and Blue Light Collaboration Board	Low	The Blue Light Collaboration Board will review the Emergency Services Collaboration Working Group National Overview 2016 document and ensure that any potential themes are considered.	The Partnership Development Manager attended an Emergency Services Collaboration Working Group meeting in February to discuss some of the collaborative ideas within the Overview document with those services involved. In addition, the National Overview 2016 document is included for discussion on the Board' March 27 2018 Agenda. Any collaboration ideas from within the document that are deemed to be of interest, where potential benefits are identified, will		Completed – No follow up audit required

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					be explored.		
CPCA 1.1.4 (17/18)	<b>RSM</b> Nov 17: Final Report (17/18)	Collaboration – Police and Crime Act 2017  Partnership Development Manager and Blue Light Collaboration Board	Medium	The Blue Light Collaboration Board will develop a standard collaboration project planning template to appraise all projects prior to their implementation.  This will include ensuring consideration of: <ul style="list-style-type: none"> <li>• Executive and Operation leads;</li> <li>• Financial and resourcing matters;</li> <li>• Delivery timescales;</li> </ul>	The Blue Light Board made a transition in November 2017 from being a "Project Board" to a "Programme Board" This transition allows an overarching role to be established which in turn enables multiple projects to be individually managed. The new Terms of Reference for the Board specifies that every project will be managed through formal project management process and structures. This is now being done by Bedfordshire Police Project office and addresses all the required actions.	Original Dec 17	Completed – To be confirmed by follow up audit

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				<ul style="list-style-type: none"> <li>• Legal implications;</li> <li>• Training impacts; and</li> <li>• Expected operational and community benefits.</li> </ul> <p>The templates will be reviewed and approved by the Blue Light Collaboration Board prior resources being used to initiate and deliver the project. The approval will be clearly documented within the Blue Light Collaboration Board meeting minutes.</p> <p>In addition to this, the performance reporting mechanisms will need to be reviewed to ensure that milestones and benefits are monitored appropriately.</p>			



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CPCA 1.1.5 (17/18)	<b>RSM</b> Nov 17: Final Report (17/18)	Collaboration – Police and Crime Act 2017  Partnership Development Manager and Blue Light Collaboration Board	Low	The projects on the activity and milestone tracker would be appropriately updated to reflect the five themes agreed within the terms of reference.	All meetings and reporting under the auspices of the Blue Light Collaboration Board are now structured under the 5 themes of Estates, Operations, Response, Resource Management and Support Services. This includes the central project management documentation housed within Bedfordshire Police Project Office. Additionally a shared central repository for Blue Light Collaboration documentation provides for all existing and new projects to be grouped under these headings.	Original Mar 18	Completed – No follow up audit required

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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 16/17	<b>RSM</b> Feb 17: Final Report (16/17)  RSM Follow up Jun 18: Final Report (17/18)	Data Quality – Incident Reporting System  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.  Action plans to address these issues will then be developed and monitored.	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.  Common issues relating to owner completion are communicated via email to all PUC owners.  IT issues are logged through IRS sharepoint management site.	<b>Original</b> May 17	Completed – Confirmed by follow up audit
DQIRS 1.3b 16/17	<b>RSM</b> Feb 17: Final Report (16/17)  RSM Follow up Jun 18:	Data Quality – Incident Reporting System  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.  The Head of Operations	Outstanding IRS reports are discussed at both Operational Command Team (OCT) meetings and Operational Delivery Team (ODT).	<b>Original</b> May 17	Completed – Confirmed by follow up audit

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	Final Report (17/18)			will ensure that findings are actively discussed in meetings.			
DQIRS 1.4 16/17	<b>RSM</b> Feb 17: Final Report (16/17)  RSM Follow up Jun 18: Final Report (17/18)	Data Quality – Incident Reporting System  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.  The Head of Operations will progress development of a training package to support induction of new control staff and new fire officers.	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> May 17	Completed – Confirmed by follow up audit