

Audit Improvement Plan Activities



DORSET & WILTSHIRE
FIRE AND RESCUE

Audit Improvement Plan Activities

KEY FOR RECOMMENDATION PRIORITY

Priority 1	- Findings that are fundamental to the integrity of the Service's business processes and require the immediate attention of Management.
Priority 2	- Important findings that need to be resolved by Management.
Priority 3	- Findings that require attention.

Health and Wellbeing

Director of People Services

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>1. Review and update the Health and Wellbeing Connect pages</p> <p>We recommend that the Health & Wellbeing Manager promptly continues the intended review of the H&W information and resources held within the intranet pages, to ensure these are all complete and up to date. A record of where Health & Wellbeing documents are stored and referenced should be maintained, to ensure that when the guidance is updated, the revised documents replace those which are rendered out of date as part of the standard review procedure. To resolve the issue in relation to keywords, the H&W Manager should liaise with the Head of</p>	3	The H&W Manager will develop a process to continually review, update and maintain the H&W information and resources held on 'Connect'. The H&W Manager will liaise with the Head of Information, Knowledge and Communications to review the search function on Connect to ensure that keyword searching is effective and responsive and that keyword search results appear for H&W roles and functions.	<p>Recommendation/Corrective Action:</p> <p>Review and update the content and functionality of the Health and Wellbeing Connect pages</p> <p>Responsibility:</p> <p>HR Wellbeing Manager</p> <p>Agreed Revised Target Date:</p> <p>30 September 2021</p>	The Review of the CONNECT pages was delayed due to the ongoing impact of C19 on the resources of the Health and Wellbeing team. The revised target date was agreed with Members at their meeting in March 2021. Positive progress is underway to meet this deadline.	On track

<p>Information, Knowledge and Communications, to ensure that the correct results are returned in relation to H&W roles on the staff 'CONNECT' site.</p>					
<p>2. Gather staff feedback regarding the content and accessibility of the Health and Wellbeing Connect site</p> <p>We recommend that the Health & Wellbeing Manager introduces a mechanism to seek and capture staff feedback in relation to the H&W intranet pages. The following information should determine whether:</p> <ul style="list-style-type: none"> • Staff would access the intranet to locate H&W information in the first instance and their awareness of the content. • Staff have personally accessed the H&W intranet pages to seek H&W information for them or their family and if they feel that the pages are easy to navigate through. 	<p>3</p> <p>The Health & Wellbeing Manager, with support from the HR Systems Advisor, will develop a staff feedback mechanism to assess access and usage of the Health & Wellbeing pages on 'Connect, and ease of use of the system, to inform any required improvements and improve the user experience.</p>	<table border="1"> <tr> <td data-bbox="1171 288 1597 994"> <p>Recommendation/Corrective Action:</p> <p>Gather staff feedback to establish if the content and accessibility of the Health and Wellbeing Connect site is fit for purpose.</p> <p>Responsibility:</p> <p>HR Wellbeing Manager</p> <p>Agreed Revised Target Date:</p> <p>31 December 2021</p> </td><td data-bbox="1597 288 1982 994"> <p>The Review of the CONNECT pages was delayed due to the ongoing impact of C19 on the resources of the Health and Wellbeing team. The revised target date was agreed with Members at their meeting in March 2021. Positive progress is underway to meet this deadline.</p> </td><td data-bbox="1982 288 2141 994"> <p>On Track</p> </td></tr> </table>	<p>Recommendation/Corrective Action:</p> <p>Gather staff feedback to establish if the content and accessibility of the Health and Wellbeing Connect site is fit for purpose.</p> <p>Responsibility:</p> <p>HR Wellbeing Manager</p> <p>Agreed Revised Target Date:</p> <p>31 December 2021</p>	<p>The Review of the CONNECT pages was delayed due to the ongoing impact of C19 on the resources of the Health and Wellbeing team. The revised target date was agreed with Members at their meeting in March 2021. Positive progress is underway to meet this deadline.</p>	<p>On Track</p>
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