

Audit Improvement Plan Activities

Dorset & Wiltshire Fire and Rescue Service



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.

On Call Systems

Director of Service Support

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
1. Project Completion Schedule We recommend that a schedule to confirm that all stations have been moved permanently to the new scheme (including those currently on trial status) is introduced and is completed when the final version of the scheme is formally agreed.	3	A schedule already exists within Cycle as part of the project plan.	Recommendation/Corrective Action: Introduce a schedule to confirm that all stations have been moved to the new scheme. Responsibility: Area Manager - Response Support & Development Target Date: 31 March 2020 Revised Date: 5 October 2020	The scheme has now gone live across all stations.	Complete

Procurement Cards and Fuel Cards

Head of Financial Services and
Treasurer

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
1. Card holder limit review We recommend that the Financial Services team reviews the cardholder limits following the procurement process for cards. Limits for individual and monthly transactions should be consistently applied across the Service in line with agreed authorised signatory amounts.	3	A review of cardholder limits will be undertaken in line with the recommendation.	Recommendation/Corrective Action: Review procurement card limits. Responsibility: Chief Accountant Target Date: 31 August 2020 Revised Date: 31 October 2020	The review of procurement card limits has now been completed.	Complete
2. Procurement card process and segregation of duties We recommend that the Head of Financial Services ensures the procurement card procedures are updated to include requirement of authorisation on monthly transaction logs. Cardholders should be reminded of this requirement and non-compliances should be followed up by Financial Services.	2	The procurement card procedure will be reviewed and updated to reflect the recommendations.	Recommendation/Corrective Action: Undertake a review of Procurement Card process and segregation of duties. Responsibility: Chief Accountant Target Date: 31 August 2020 Revised Date: 31 October 2020	The procurement card procedure has been reviewed and now includes a specific requirement for the procurement card logs to be authorised by a line manager or other senior officer.	Complete

Malpractice Management Controls

Deputy Chief Fire Officer

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>1. Review the Members Code of Conduct</p> <p>We recommend that the Head of Strategic Planning & Corporate Assurance ensures that a review is undertaken with regards to the Member Code of Conduct, upon the completion of the Local Government Association (LGA) model Code consultation and from this point a review cycle is added to the code.</p>	3	<p>Upon completion and publication of the report from the LGA and following consultation with Members, the Service will review the Member Code of Conduct and provide recommendations to the Authority.</p>	<p>Recommendation/Corrective Action: Upon the completion of the LGA model Code consultation, review the Member Code of Conduct.</p> <p>Responsibility: Head of Strategic Planning & Corporate Assurance</p> <p>Target Date: 28 February 2021</p>	<p>The LGA's draft model Code has been through a consultation process. The final Code is scheduled to be submitted to the LGA Board in early December 2020, after which the approved Code will be published with guidance.</p> <p>Once the final Code has been issued, a report will be presented to the Authority for adoption to be considered. The current target date is dependent on the progress of the final Code.</p>	On Track
<p>2. Raise awareness of the Anti-Fraud, Corruption and Anti-Bribery Procedure</p> <p>We recommend that the Head of Financial Services & Treasurer periodically promotes the Anti-Fraud, Corruption and Bribery procedure as an effective deterrent to malpractice. This could include use of e-learning for targeted members of staff, examples of fraud related activity and controls that are in place to monitor and detect fraud at the Authority.</p>	3	<p>We will further promote the Anti-Fraud, Corruption and Anti-Bribery procedure. In addition, the annual Budget Manager Agreement, which is signed by all budget managers at the start of each financial year, will be amended to include a specific reference to the Anti-Fraud, Corruption and Anti-Bribery procedure.</p>	<p>Recommendation/Corrective Action: Periodically promote the Anti-Fraud, Corruption and Bribery procedure as an effective deterrent to malpractice.</p> <p>Responsibility: Head of Financial Services & Treasurer</p> <p>Target Date: 30 September 2020</p>	<p>An article has been published in the Weekly Update to remind staff of their responsibilities in relation to fraud, bribery and corruption.</p> <p>Our Budget Manager Agreement form has been amended to include a specific reference to the Anti-Fraud, Bribery and Corruption procedure.</p>	Complete

Health and Wellbeing

Director of People Services

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>1. Gather staff feedback regarding the content and accessibility of the Health and Wellbeing Connect site</p> <p>We recommend that the Wellbeing Manager introduces a mechanism to seek and capture staff feedback in relation to the Health & Wellbeing (H&W) intranet pages.</p> <p>The feedback 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. 	3	<p>The 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 the Service's intranet site 'Connect', and ease of use of the system, to inform any required improvements and improve the user experience.</p>	<p>Recommendation/Corrective Action: Gather staff feedback to establish if the content and accessibility of the Health and Wellbeing Connect site is fit for purpose.</p> <p>Responsibility: HR Wellbeing Manager</p> <p>Target Date: 31 March 2021</p>	<p>Appropriate officers have met to progress this recommendation and an action plan has been agreed to ensure its delivery, within the targeted deadline.</p>	On Track

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>2. Review and update the Health and Wellbeing Connect pages</p> <p>We recommend that the Wellbeing Manager promptly continues the intended review of the Health & Wellbeing (H&W) information and resources held within the intranet pages, to ensure these are all complete and up to date. A record of H&W 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 Wellbeing Manager should liaise with the Head of Information, Knowledge and Communications, to ensure that the correct results are returned in relation to Health & Wellbeing roles on the staff 'CONNECT' site.</p>	3	<p>The Wellbeing Manager will develop a process to continually review, update and maintain the Health & Wellbeing (H&W) information and resources held on 'Connect'. The Wellbeing 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>	<p>Recommendation/Corrective Action: Review and update the content and functionality of the Health and Wellbeing Connect pages.</p> <p>Responsibility: HR Wellbeing Manager</p> <p>Target Date: 31 March 2021</p>	<p>A meeting has taken place. Appropriate officers have met to progress this recommendation and an action plan has been agreed to ensure its delivery, within the targeted deadline.</p>	On Track