

# Audit Improvement Plan Activities



**DORSET & WILTSHIRE**  
**FIRE AND RESCUE**

# Audit Improvement Plan Activities

## KEY FOR RECOMMENDATION PRIORITY

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

## Malpractice Management Controls

Deputy Chief Fire Officer

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<b>1. Review the Members Code of Conduct</b>  We recommend that the Head of Strategic Planning and Corporate Assurance ensures that a review is undertaken with regards to the Member Code of Conduct, upon the completion of the LGA model code consultation and from this point a review cycle is added to the code.	<b>3</b>	Upon completion and publication of the report from the LGA following consultation, the Service will review the Members code of conduct and provide recommendations to the Authority.	<b>Recommendation/Corrective Action:</b>  Upon the completion of the LGA model code consultation, review the Member Code of Conduct.  <b>Responsibility:</b>  Head of Strategic Planning and Corporate Assurance.  <b>Target Date:</b>  28 February 2021	Following publication of the Local Government Association Model Councillor Code of Conduct 2020, a review of the Authority's code was undertaken, with Members approving the Authority's revised arrangements at the Authority meeting on 11 February 2021.	Complete

## Health and Wellbeing

Director of People Services

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p><b>1. Review and update the Health and Wellbeing Connect pages</b></p> <p>We recommend that the Health &amp; Wellbeing Manager promptly continues the intended review of the H&amp;W information and resources held within the intranet pages, to ensure these are all complete and up to date. A record of where Health &amp; 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be maintained, to ensure that when the guidance is updated, the revised documents replace those which are rendered out of date as part of the standard review procedure.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&amp;W Manager should liaise with the Head of Information, Knowledge and Communications, to ensure that the correct results are returned in relation to H&amp;W roles on the staff 'CONNECT' site.</p>	3	<p>The H&amp;W Manager will develop a process to continually review, update and maintain the H&amp;W information and resources held on 'Connect'. The H&amp;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&amp;W roles and functions.</p>	<p><b>Recommendation/Corrective Action:</b></p> <p>Review and update the content and functionality of the Health and Wellbeing Connect pages</p> <p><b>Responsibility:</b></p> <p>HR Wellbeing Manager</p> <p><b>Target Date:</b></p> <p>31 March 2021</p> <p><b>Revised Target Date:</b></p> <p>30 September 2021</p>	<p>The Review of the CONNECT pages has been delayed due to the ongoing impact of C19 on the resources of the Health and Wellbeing team.</p>	Off Track

<p><b>2. Gather staff feedback regarding the content and accessibility of the Health and Wellbeing Connect site</b></p> <p>We recommend that the Health &amp; Wellbeing Manager introduces a mechanism to seek and capture staff feedback in relation to the H&amp;W intranet pages. The following information should determine whether:</p> <ul style="list-style-type: none"> <li>• Staff would access the intranet to locate H&amp;W information in the first instance and their awareness of the content.</li> <li>• Staff have personally accessed the H&amp;W intranet pages to seek H&amp;W information for them or their family and if they feel that the pages are easy to navigate through.</li> </ul>	<p><b>3</b></p>	<p>The Health &amp; Wellbeing Manager, with support from the HR Systems Advisor, will develop a staff feedback mechanism to assess access and usage of the Health &amp; Wellbeing pages on 'Connect, and ease of use of the system, to inform any required improvements and improve the user experience.</p>	<p><b>Recommendation/Corrective Action:</b></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><b>Responsibility:</b></p> <p>HR Wellbeing Manager</p> <p><b>Target Date:</b></p> <p>31 March 2021</p> <p><b>Revised Target Date:</b></p> <p>31 December 2021</p>	<p>The Review of the CONNECT pages has been delayed due to the ongoing impact of C19 on the Health and Wellbeing team. The Feedback element is dependent upon the completion of this review and therefore a revised completion date has been put in place.</p>	<p>Off Track</p>
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