

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be maintained, to ensure that when the guidance is updated, the revised documents replace those which are rendered out of date as part of the standard review procedure.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 Information, Knowledge and Communications, to ensure that the correct results are returned in relation to H&W roles on the staff 'CONNECT' site.</p>	3	<p>The Health & Wellbeing Manager will develop a process to continually review, update and maintain the Health & Wellbeing 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>	<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>	<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.</p> <p>This action has now been completed.</p>	Complete

<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. 	3	<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>	<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>	On Track
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Operational Obsolescence - Director of Service Support

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>1. Inspection and maintenance schedules</p> <p>The process and tracker used to track and monitor contractor compliance with inspection and maintenance schedules is inefficient. We recommend that the Property Services Manager and Facilities & Contracts Manager revisit ways to make the planned maintenance procedure more efficient in the short and longer term.</p>	3	<p>Agreed, this has been looked at by the Lotus Notes Developers previously who identified that this would be a complex task to replicate the functionality anywhere near the level of efficiency the Estates Team have built into the existing process. However, it is in our plan to review again as part of the digital transformation programme, for example</p>	<p>Recommendation/Corrective Action:</p> <p>Revisit ways to make the planned maintenance procedure more efficient in the short and longer term.</p> <p>Responsibility:</p> <p>Property Services Manager</p> <p>Target Date:</p>	<p>Procedures have been reviewed and until Office 365 is in place we have assessed that current working practices are suitable for the department needs at this time.</p>	Complete

		developing an intranet portal that works within the O365 environment.	06 December 2021		
2.Asset service maintenance checks and inspections There is currently no clear identification of the regularity of asset services maintenance checks and other inspections within the Service's Asset Management Plans or associated procedural guidance. We recommend that the Head of Assets considers including a table of which checks are completed and their expected regularities within the Asset Management Plans and/or associated procedures for maintenance of assets, to ensure that the Service's expectations for asset checks are made clear and to hold employees to account for completing the checks as required.	3	Agreed, this will be referenced within the respective Estates, Fleet and Equipment plans.	Recommendation/Corrective Action: Include a table of which checks are completed and their expected regularities within the Asset Management Plans and/or associated procedures for maintenance of assets. Responsibility: Head of Assets Target Date: 06 December 2021	Positive progress is underway and a table for Estates is now in place. We remain on track to deliver the outstanding elements by the target date.	On Track
3.Information regarding the Estate Management System is not included within the IPAMP We recommend that the Head of Assets and Property Services Manager revise the IPAMP to include an outline of the purpose and functions of the existing Estates Management System. They could also consider including a summary of the respective benefits and timeframes of the migration towards a new EMS, including how this project aims to meet the Service's corporate objectives.	3	Agreed, information regarding the Estates Management System will be added to the Estates plan.	Recommendation/Corrective Action: Revise the IPAMP to include an outline of the purpose and functions of the existing Estate Management System. Responsibility: Head of Assets Target Date: 06 December 2021	This recommendation has now been completed with references included in the Integrated Property Asset Management Plan (IPAMP).	Complete
4.Inconsistencies in how sites with more than one building are recorded in	3	Agreed, the need for realignment of property sites with more than one	Recommendation/Corrective Action:	Positive progress is underway and on schedule	On Track

<p>the Property Asset Register and missing data</p> <p>We recommend that the Property Services Manager:</p> <ul style="list-style-type: none"> - Continues to review how sites with multiple buildings are recorded within the Asset Register and assigns a timeframe for the work to correct the register entries to be completed, to ensure that the single agreed approach is applied to all relevant property assets in a timely manner. - Continues to keep the 'front page' data captured within the Asset Register under review, to ensure that all key data fields are updated with relevant information as soon as possible. An overall timeframe and set of milestones or target dates could also be assigned to the project to update the Asset Register, to ensure that the work is appropriately prioritised and so they are able to demonstrate that sufficient progress is being made. Updates on progress should also be reported to the Head of Assets to ensure accountability. 		<p>title for the same place was identified prior to this audit. The ICT Team are currently developing code to assist the Estates Team to rectify this before the eventual migration to Office 365.</p>	<p>Review how sites with multiple buildings are recorded within the Asset Register and keep the 'front page' data captured within the Asset Register under review.</p> <p>Responsibility:</p> <p>Property Services Manager</p> <p>Target Date:</p> <p>06 December 2021</p>	<p>to deliver by the target date.</p>	
<p>5.KPI Reports for the Property Services Team</p> <p>KPI Reports for the Property Services Team are currently compiled manually from information within the Property Asset Database. We recommend that the Property Services Manager revisits the KPI reporting process with a view to obtaining KPI information directly from the source data in the EMS, to make the process more efficient and enable a better use of their time.</p>	3	<p>Agreed, as with previous recommendation, the ICT Team is currently working on adjustments to Lotus Notes so that the KPI's can be linked.</p>	<p>Recommendation/Corrective Action:</p> <p>Revisit the KPI reporting process with a view to obtaining KPI information directly from the source data in the EMS</p> <p>Responsibility:</p> <p>Property Services Manager</p> <p>Target Date:</p> <p>06 December 2021</p>	<p>Automation of KPI reporting has been implemented and this recommendation is now complete.</p>	Complete

Pensions Administration and Employer Contributions Review - Director of People Services

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>1.Discrepancies in employer contributions</p> <p>Data analytics performed to support this review has highlighted discrepancies in employer contributions, despite the figures within i-Trent appearing to be correct. We recommend that the Service investigates the discrepancies found in the reports.</p>	2	<p>Whilst the risk and impact of discrepancies is low, the Employee Relations Officer will undertake a robust review of any discrepancies found in the report</p>	<p>Recommendation/Corrective Action:</p> <p>Review discrepancies found in the report</p> <p>Responsibility:</p> <p>HR BP and Employee Relations Manager.</p> <p>Target Date:</p> <p>31 December 2021</p>	<p>Positive progress is underway with the Finance department and is on schedule to complete by the target date.</p>	<p>On Track</p>