

# 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.

### 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be maintained, to ensure that when the guidance is updated, the revised documents replace those which are rendered out of date as part of the standard review procedure.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>	<b>3</b>	<p>The Health &amp; Wellbeing Manager will develop a process to continually review, update and maintain the Health &amp; Wellbeing 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>Agreed Revised Target Date:</b></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. This is now complete and the feedback process is underway.</p>	Complete

<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>	3	<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>Agreed Revised Target Date:</b></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. This action is now complete.</p>	Complete
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## Operational Obsolescence - Director of Service Support

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p><b>1. Asset service maintenance checks and inspections</b></p> <p>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</p>	3	<p>Agreed, this will be referenced within the respective Estates, Fleet and Equipment plans.</p>	<p><b>Recommendation/Corrective Action:</b></p> <p>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.</p> <p><b>Responsibility:</b></p> <p>Head of Assets</p>	<p>The table for Estates is now in place.</p>	Complete

made clear and to hold employees to account for completing the checks as required.			<b>Target Date:</b> 06 December 2021		
<b>2. Inconsistencies in how sites with more than one building are recorded in the Property Asset Register and missing data</b>  We recommend that the Property Services Manager: - 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.	3	Agreed, the need for realignment of property sites with more than one 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.	<b>Recommendation/Corrective Action:</b>  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  <b>Responsibility:</b>  Property Services Manager  <b>Target Date:</b>  06 December 2021	This recommendation has now been completed and is monitored via Sycle.	Complete

## Pensions Administration and Employer Contributions Review - Director of People Services

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<b>1. Discrepancies in employer contributions</b>  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.	2	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	<b>Recommendation/Corrective Action:</b>  Review discrepancies found in the report  <b>Responsibility:</b>  HR BP and Employee Relations Manager  <b>Target Date:</b>  31 December 2021	A review into pension contributions has been completed. A system of periodic checking is also now in place.	Complete

## General Ledger (Cash and Bank) – Head of Financial Services

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<b>1. Budget monitoring report inaccuracies</b>  We recommend that the Management Accountant ensures that the cells within the budget monitoring reports containing formulas are protected so that they cannot be accidentally altered, or the formulas be removed.	3	Agreed	<b>Recommendation/Corrective Action:</b>  Implement cell protection to budget monitoring reports  <b>Responsibility:</b>  Management Accountant  <b>Target Date:</b>  31 October 2021	This now complete. The relevant cells have now been locked in the budget monitoring spreadsheets.	Complete

<p><b>2. Documentation of Agresso user updates</b> We recommend that the Finance System Account Technician ensures that evidence of monthly ledger usage reviews are documented and retained.</p>	3	Agreed	<p><b>Recommendation/Corrective Action:</b></p> <p>Document and retain monthly ledger usage reviews</p> <p><b>Responsibility:</b></p> <p>Financial Systems Manager</p> <p><b>Target Date:</b></p> <p>30 September 2021</p>	This is now complete with the reviews being documented and retained.	Complete
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