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# 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.

### Social Media – Head of Corporate Support

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p><b>2. Account Monitoring</b> The Corporate Communications Team maintain a spreadsheet which holds information on each corporate social media account. As part of this, there is a column to confirm if the assigned administrator for each account has confirmed that they have read the Service’s Social Media Policy. We found that this was only complete for 44 of the 137 administrators and whilst the Corporate Communications Team have chased administrators, they have not received a response.</p>	<b>2</b>	<p>Prior to social media training the policy is sent to new administrators to read and confirm this has been read and understood at the training. The team have ensured this acknowledgement is documented accurately on the monitoring spreadsheet and 107 users have confirmed reading the social media policy. The team also regularly remind all users to familiarise themselves with the procedure and any major updates. This is done through the Weekly Update and the latest article was dated 28 May 2024. The team also email social</p>	<p><b>Recommendation/Corrective Action:</b> Social media account administrators should be reminded of the requirement to read the Service’s Social Media Policy and provide confirmation to the Corporate Communications Team that they have done so. The administrators’ managers should ensure this is actioned.</p> <p><b>Responsibility:</b> Corporate Communications &amp; Engagement Manager</p> <p><b>Target Date:</b> 1 October 2024</p>	<p>This work is now complete.</p>	<b>Complete</b>

		media users once a month with regards to content and include reminders regarding the policy in this. We will use the outcome of this audit to ensure that robust recording of users acknowledging the policy and any changes.			
<p><b>3. Incident Management</b></p> <p>The Corporate Communications and Engagement Manager advised that they are considering removing X (Twitter) corporate social media accounts due to the inappropriate comments that can, and have been, made on there by members of the public. They also do not perceive the level of engagement received to be beneficial considering the effort that is put in to maintaining the accounts.</p>	2	<p>An options paper will be presented to the Service Delivery Team on 24 September 2024 to agree the way forward with “X” (Twitter), formerly Twitter. This will enable any agreed changes to be implemented by 31 December 2024</p>	<p><b>Recommendation/Corrective Action:</b></p> <p>The Service should consider if Twitter accounts should continue to be used, considering the pro’s and con’s for doing so.</p> <p><b>Responsibility:</b></p> <p>Corporate Communications &amp; Engagement Manager</p> <p><b>Target Date:</b></p> <p>31 December 2024</p>	<p>A decision was made to remove all station account but retain the overall Service account for reporting emergency incidents/breaking news.</p>	Complete

## Site Security – ACO – Director of Service Support

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>Site security training is available to staff, however, completion is not mandatory, monitored or reported. In addition, refresher training is not a requirement and does not form business as usual. It is recognised that a new Protective Security Group is being formed which will review the training provided to staff and ensure a joined-up approach across the service from September 2024.</p> <p>It is recommended</p> <ul style="list-style-type: none"> <li>To review the site security training available to staff and ensure this is sufficient, compulsory, requires refreshing periodically, and completion is monitored.</li> <li>To create a training matrix outlining the varying degrees of security training required for specific roles and responsibilities.</li> <li>To include the Access Control Policy (ACP) on the induction checklist.</li> <li>Once the above elements have been discussed and agreed, the ACP should be updated to reflect the requirements.</li> </ul>	2	<p>A review of security training to take place and will be overseen by the new Protective Security Group. The ACP will be reviewed and either have a new section added or a supporting information document created that will cover the induction. This will include a matrix covering roles and responsibilities.</p>	<p><b>Recommendation/Corrective Action:</b> Review Site security training and monitoring and create a role and responsibility matrix related to site security.</p> <p><b>Responsibility:</b> Group Manager Resilience and Risk</p> <p><b>Target Date:</b> 15 November 2024</p>	<p>The Service has undertaken a review and established the training levels for each staff group.</p>	Complete
<p>It is recognised that there is a weekly process in place to manage leaver's ID cards. Sample</p>	2	<p>Although the audit has revealed that all leavers</p>	<p><b>Recommendation/Corrective Action:</b></p>		Complete

<p>testing found that in all those reviewed between April, May, and June 2024, all leavers ID cards had been deactivated.</p> <p>However, a full reconciliation of the system has not been carried out to identify any leavers that have not been deactivated or inactive users.</p> <p>It is recommended to carry out a full system reconciliation at a frequency deemed suitable for the Service.</p>		<p>over the last three months have been deactivated, the Service will undertake a full reconciliation of the system, to ensure that none have been missed over the previous twelve months.</p>	<p>Carry out a full reconciliation of leavers data</p> <p><b>Responsibility:</b> Head of Assets</p> <p><b>Target Date:</b> 15 November 2024</p>	<p>A full reconciliation of leavers data has now been completed with a full check form A-Z</p>	
<p>Contractors requiring site access are issued ID cards, which are managed by the Estates Team. However, contractor ID cards have not been monitored regularly. Currently, the Team are reviewing the Access Control System and contacting contractors to identify those who are still active, those who have departed, and any new starters.</p> <p>There is a risk that contractors that no longer work for DWFRS, or contractor's staff who have left the company, may still have unauthorised access to DWFRS sites, potentially compromising security.</p> <p>It is recommended to complete the ongoing review of contractors and implement a process to monitor contractor ID cards at a frequency deemed suitable for the Service.</p>	3	<p>Our internal procedure will be updated to include this process below:</p> <ul style="list-style-type: none"> <li>• Add to the list of contractors who have ID cards a list of their employee names.</li> <li>• Complete an annual review with the contractors to check the lists are up to date.</li> </ul>	<p><b>Recommendation/Corrective Action:</b> Add to the list of contractors who have ID cards a list of their employee names and complete an annual review with the contractors to check the lists are up to date.</p> <p><b>Responsibility:</b> Head of Assets</p> <p><b>Target Date:</b> 15 November 2024</p>	<p>A full check of contractors has been undertaken and this will now be completed annually in March.</p>	Complete
<p>Contractors are required to have Disclosure and Barring Service (DBS) checks in place to work at DWFRS sites. During the procurement process, a Standard Selection Questionnaire</p>	3	<p>We have over 300 contractors with multiple employees; in order to review all DBS checks for</p>	<p><b>Recommendation/Corrective Action:</b> Update the wording to the SSQ</p>	<p>The wording within the SSQ has been updated to align to the requirements of this</p>	Complete

<p>(SSQ) is sent to each contractor bidding on a contract who must select 'yes' or 'no' to the following statement: Please self-certify that you have in place processes to ensure that any personnel who may be employed to undertake work pursuant to and in support of this Contract can be DBS checked? By selecting 'no' that contractor will not be processed any further.</p> <p>However, the wording: 'can be DBS checked' suggests it is not mandatory for contractors to be DBS checked. The SSQ does not specify that DBS checks are a requirement, who is responsible for carrying them out or the level of check required.</p> <p>DWFRS do not request copies of DBS certificates and ID cards are issued to contractors without complete assurance that valid DBS checks are in place, despite this being the process for staff.</p> <p><b>It is recommended</b></p> <ul style="list-style-type: none"> <li>• To amend the wording of the SSQ to reflect that DBS checks are a requirement.</li> <li>• To determine, document, and implement processes to monitor and</li> <li>• manage contractors DBS checks, at a frequency deemed suitable for the Service, and determine who within DWFRS will be responsible for this oversight.</li> </ul>		<p>contractors coming onto sites, we would need a considerable increase in resources. This could create a risk as without the resources to adequately check all contractors coming on to site, it leaves us with the responsibility to ensure everyone is DBS checked, and we would be unable to fulfil a commitment to checking all contractors DBSs. The risk should be with the contractor, as it is, to assure us that they complete DBS checks. The risk is we could have contractors on site that have not been DBS checked.</p> <p>We agree that the wording of the SSQ should be changed but it should state that they will certify that all of their staff coming onto DWFRS sites have been DBS checked and that there are no adverse results.</p>	<p><b>Responsibility:</b> Head of Assets</p> <p><b>Target Date:</b> 30 September 2024</p>	<p>action, for future procurement activity.</p>	
<p>There is an up-to-date ACP which outlines the key roles, responsibilities, and features of site security. However, it does not outline how site security should be monitored and reported</p>	<p>3</p>	<p>Quarterly security reports will be conducted as part of the Service Delivery Team quarterly updates This will</p>	<p><b>Recommendation/Corrective Action:</b></p>	<p>The Security reports now form part of the agenda programme for our internal Service Delivery</p>	<p>Complete</p>

<p>corporately.</p> <p>While it was evident that team meetings are discussing site security, Officers confirmed that site security has not been reported on corporately in the past. Going forward, site security will be included on the quarterly service delivery report and a Protective Security Group is being formed in September 2024.</p> <p>It is recommended</p> <ul style="list-style-type: none"> <li>• To update the ACP with the corporate monitoring and reporting arrangements.</li> <li>• To ensure the Protective Security Group includes representatives from across the Service including Estates and Assets, and a Terms of Reference is produced outlining the members, roles and responsibilities, meeting frequency, reporting and escalation arrangements, and aims and objectives.</li> </ul>		<p>include reviewing and reporting on all reported security incidents. The Protective Security Group will be implemented within Q2 of 2024 with representatives from across the service and a Terms of Reference will be produced. The ACP will be updated to include corporate monitoring and reporting arrangements.</p>	<p>Update the ACP with corporate monitoring and reporting arrangements.</p> <p><b>Responsibility:</b> Group Manager Resilience and Risk</p> <p><b>Target Date:</b> 29 November 2024</p>	<p>Team meetings. Furthermore, the terms of reference are in place for the Protective Security group. The internal procedure has been updated accordingly</p>	
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