

INTERNAL AND EXTERNAL AUDIT RECOMMENDATIONS – GLOSSARY OF TERMS

Page + Ref Numbers	Audit Title	Term *	Definition
APPENDIX 1 –			
Page 3 Q1/50	Red Book Compliance – Fraud and Corruption 2010-11	Red Book Compliance	This refers to an assessment undertaken of the Service's compliance with guidance issued by the Chartered Institute of Public Finance and Accountancy (CIPFA), titled 'Managing the risk of fraud – actions to counter fraud and corruption' known as the 'Red Book 2'. This guidance sets out the action needed for an organisation to be effective in countering fraud and corruption.
Page 5 3.26	Property Management 2010-11	CIPFA	The Chartered Institute of Public Finance and Accountancy is the professional body for people in public finance.
Page 6 3.8	Retained Firefighter Claims 2009-10	FireWatch	FireWatch is an integrated management solution for the Fire and Rescue Service. (For further details – see report to Finance & General Purposes Committee – 28 October 2010)
Page 6 3.8	Retained Firefighter Claims 2009-10	Human Resources – Workforce Support	This team is responsible for the administration of starters and leavers; salaries, allowances and pensions; job descriptions and evaluation, and sickness administration.
Page 12 3.5	SAP Access 2010-11	SAP	The IT system that the Service uses for administering key functions such as the main accounting system, payroll, and training systems.
Page 12 3.5	SAP Access 2010-11	Human Resources – Workforce Planning	This team is responsible for the selection and recruitment of all employees, development of service policy of key work areas, etc.

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APPENDIX 1 – (continued)			
Page 15 3.28	Training Centre 2009-10	Personal Development Review	<p>The Personal Development review is an annual process undertaken on a one to one basis between staff and their line manager to provide staff the opportunity to identify training and development needs within their individual service role and beyond. Its purpose has several strands:</p> <ul style="list-style-type: none"> • To support the Service Plan through the development and performance of its staff. • To improve communication throughout the organisation and help create a positive, supportive and innovative workforce. • Enable the planning and provision of training and development to meet the Service Plan • Promote our Core Values

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APPENDIX 2 –			
Page 11 3.24	Urban Search and Rescue 2010-11	TOIL – time off in lieu	This is time accrued outside of normal working hours
	Urban Search & Rescue 2010-11	Service Order	Official guidance, policies and instructions issued by the Service to staff.
Page 15 3.3	Databases 2009-10	Hydra	The IT system the Service uses to record and maintain hydrants
Page 29 3.7	Performance Management 2010-11	Views	Performance management software
Page 37 3.2	Community Fire Risk Management Information System (CFRMIS) 2007/08	CFRMIS – Community Fire Risk Management Information System	This IT system is a database used to provide premises risk profile data.

* These terms may appear more than once in both Appendix 1 and Appendix 2 – but we list above states the first time this term is used in the appendices.