

STANDARDS AND GOVERNANCE COMMITTEE
Appendix 3

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Completed Actions – Audit reports dated after April 2011

Audit Ref No	Recommendation	Priority 1=Low 2=Med 3=High	Post responsible	SMT	Response	Action Date	Follow up Memo(s)	Date Closed
SERVICE DELIVERY AUDIT PROCESS 2009/10								
3.4	A more formal and structured training regime should be established for Service Delivery performance management auditors, to complement the current induction and shadowing training methodology.	Medium	Performance Review Manager Area Manager, Response Support	Area Manager, Response Support	Agreed	2011/2012 Ongoing	18/02/2011	30/04/2012
The Service Delivery performance management model is currently subject to a review which takes into account all of the 'audit and review' processes carried out within the Service in respect to fire stations. The performance management audits have a different format in the future. Any training required will be appropriate to the requirements.								
INFORMATION MANAGEMENT 2010/11								
3.8	The scope of existing groups with Information Management (IM) content should be reviewed to clarify their role in relation to overall IM strategy and ensure there are no gaps or duplication in coverage.	Medium	Head of Financial and Office Services	Director of Corporate Services	Agreed	31/12/2011 extended to 31/3/2012 as part of the IM Programme	28/02/2012	24/05/2012
3.9	Consideration should be given to including information management and data quality as	Medium	Programme and Project Manager	Director of Human Resources	Agreed. This will be incorporated in the Information Strategy	31/12/2011 extended to 31/3/2012	28/02/2012	24/05/2012

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	mandatory areas within the formal Programme and Project Management process to ensure implications are identified at an early stage, and relevant skills included within the project team.				and Programme and Project Management procedures and processes	as part of the IM Programme		
3.14	The Data Quality policy should form one of a number of policies that underpin the Information Management (IM) strategy. Others policies include information security, Freedom of Information, and document management.	Medium	Head of Financial and Office Services	Director of Corporate Services	Agreed	31/12/2011 extended to 31/3/2012 as part of the IM Programme	28/02/2012	24/05/2012
3.16	A review should be undertaken to record (at an overview, non-technical level) details of all information systems, the information and data held, how it is collected, how it is used and the main user groups. This should help the organisation understand the information it needs to manage, help it to plan,	Medium	Head of Financial and Office Services	Director of Corporate Services	Agreed.	31/12/2011 extended to 31/3/2012 as part of the IM Programme	28/02/2012	24/05/2012

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	prioritise and co-ordinate future IM developments, and identify opportunities to streamline and avoid duplication of information held.							
3.21	The content of Service Orders should be reviewed and rationalised as part of the proposed Document Management System implementation.	Medium	Head of Financial and Office Services	Director of Corporate Services	Agreed	31/12/2011 extended to 31/3/2012 as part of the IM Programme	28/02/2012	24/05/2012

Performance Review Team note: All of these recommendations are being taken into account within an information management project/programme incorporating data and information security and a business case for a document management system. Progress against these pieces of work will be reported via the governance of the programme.

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TRAVEL AND SUBSISTENCE 2010/11								
3.14	Approving officers should ensure that claimants are using the most economic route to prevent unnecessary mileage being claimed. To ensure managers are more aware of why mileage may be different Workforce Support could on occasions query the mileage claimed with managers.	Medium	Director of Human Resources, as Senior Responsible officer of the Overtime and Travel Project Board	Director of Human Resources	We have a project underway to address travel costs and achieve savings. This issue will be covered as part of this project	30/03/2012	24/05/2012	24/05/2012
<p>Performance Review Team note: The Overtime and Travel project has a workstream in place looking at reviewing claims, and a plan to communicate various initiatives to reduce travel costs. A standard mileage chart (ready-reckoner) has been constructed and will be introduced imminently allowing managers and staff to check distances to and from all stations and regularly visited locations. The Workforce Support team have been advised to query/check a sample of individual claims on a regular basis.</p>								