

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation – Audit reports dated before April 2011

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date
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
<p>The Service Delivery performance management audit process 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. Once the outcomes of that review have been defined, an appropriate training regime will be developed. It is expected that the review will be complete by the end of quarter one 2012/13 and the relevant training strategies will be developed by the end of quarter two.</p>							
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

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3.9	Consideration should be given to including information management and data quality as 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.	Medium	Programme and Project Manager	Director of Human Resources	Agreed. This will be incorporated in the Information Strategy and Programme and Project Management procedures and processes	31/12/2011 extended to 31/3/2012 as part of the IM Programme	28/02/2012
3.14	The Data Quality policy should form one of a number of policies that underpin the Information Management 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

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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, prioritise and co-ordinate future IM developments, and identify opportunities to streamline and avoid duplication of information held.	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
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

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RED BOOK COMPLIANCE – The prevention of fraud and corruption 2010/11							
Q22	In order to further enhance a real anti-fraud and corruption culture within the Authority, consideration should be given to raising its profile by for example, incorporating this area into the corporate induction process, producing an annual staff survey, posters, and running fraud awareness workshops.	Low	Head of Financial and office Services/HR Business Partner Manager	Director of Corporate Services/ Director of Human Resources	Agreed	April 2011 extended to December 2011 extended to Quarter 1 2012/13	
Performance Review Team note: the Service Order has been published and the work to enhance the culture will continue to be ongoing.							

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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	
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. This work will continue to be ongoing over the next financial year.							