

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
WORKSHOPS 2007/08 – now called Fleet Maintenance Centre								
3.33	We recommend that the Fleet Management system should be substituted for a more robust and suitable system at the earliest opportunity.	High	Fleet Maintenance Centre Manager – there is now a Fleet Management IT system Project Team responsible for this action	Assistant Chief Officer Community Safety/FMC IT System Project Team	New Fleet Management system currently being sourced.	September 2008 extended to 01/04/2009 extended to quarter 3 2009/10 further extended to Q4 2010/11	12/08/2008 09/02/2008 27/09/2009 ongoing	
<p>Performance Review Team comment: The requirement for a new Fleet Management system was included in a recent external review of the Fleet Maintenance Centre. A report on the outcomes of this review, including its conclusions in respect to the proposed IT system was made to the Performance Review and Scrutiny Committee on 14th September 2009. The consultants who undertook the external review have been engaged to help with the procurement and implementation of the new system. The current estimation of date of implementation is Q4 2010/11.</p> <p>Further updates will be provided to this Committee to ensure that Members are kept informed of progress.</p>								

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
COMMUNITY FIRE RISK MANAGEMENT INFORMATION SYSTEM (CFRMIS) 2007/08								
3.2	A decision should be made as to how important logging of accessing individual records is to the Service. If the controls are complied with then only authorised users and IT staff should have access to the data. These should only be people with a business requirement to see the data.	Medium	CFRMIS Development Officer	Assistant Chief Officer – Service Delivery (Community Safety)	The software supplier is currently developing an auditable security system which will enable more effective control and monitoring of authorised/unauthorised access.	April 2009 Extended to April 2010 Extended to 31/03/2011	20/02/2009 28/10/2009	
<p>Performance Review Team comment: In the interim period, until an update to the system is available from the supplier, confirmation has been received that there is a robust procedure in place for the control of access to the system. Internal Audit undertook a follow up of this review in December 2008 and found that controls were working.</p> <p>The Service has lobbied for this improvement from the supplier of the system, which is used by a large number of Fire and Rescue Services. It should be noted that logging is expected to be provided in the next release of the software, Although we have tried to get an earlier date for this improvement, the need has been balanced with other priorities for the system. The current expected release date is October 2010, with full implementation and testing complete by the end of quarter four of the current year. Further updates will be provided nearer to that date.</p>								

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
HUMAN RESOURCES 2008/09								
3.3	We recommend that the Service Order reference SO/1/1/1, relating to the recruitment of firefighters should be updated, and care taken to ensure that relevant Human Resources service orders remain current at all times.	Low	Human Resources Manager (Workforce Planning)	Director of Human Resources	The whole Recruitment Service Order is currently being reviewed, which will encompass the elements covered for firefighter selection in SO/1/1/1. This particular service order has been superceded by the national guidance documents including procedures for the national firefighter selection tests.	June 2009 for completion extended to 31/03/2010 extended to 31/08/2010	29/06/2009 21/08/2009 29/10/2009 18/01/2010 17/04/2010 08/05/2010	

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
UNOFFICIAL FUNDS 2009/10								
3.5	The Service Order should be amended to reflect that it applies to all types of funds so that staff become aware of the procedures to administer their fund.	Low	Financial Services Officer	Head of Financial and Office Services	Agreed.	31/10/2009 extended to 31/12/2009 Extended to: 31/07/2010	14/10/2009 20/12/2009 23/03/2010 04/05/2010	
OVERTIME SYSTEM 2008/09								
3.17	TOIL (time off in lieu) balances should not exceed thirty hours in line with HFRS policy.	Medium	All	Service Management Team	All areas are well under way working towards this as a priority.	Ongoing	16/04/2010	20/04/2010
3.21	Consideration should be given to initiating a method to ensure that statutory rest is taken and monitored in accordance with working time regulations.	Medium	Workforce Support Manager - Human Resources/ Health and Safety Manager	Director of Human Resources	This is being considered as part of the time management development in SAP and ongoing working time regulation compliance work.	Ongoing	16/04/2010 08/05/2010	

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
PARTNERSHIPS 2008/09								
3.7	Once the system for managing partnerships has been fully developed, an annual review of all partnerships should be established. This will assist in assessing the performance of partnerships, raise issues not fully discussed during the year and help agree an action plan to further develop partnership working throughout the Authority.	Medium	Director of Corporate Services	Director of Corporate Services	Agreed	Quarter 4 2010/11		
3.8	A risk log should be maintained for partnerships to include information on the nature of risks, consequences if the risk materialises, risk impact and probability grading, control measures in place to mitigate risks and an action plan for any gaps in control.	Medium	Director of Corporate Services	Director of Corporate Services	Agreed	Quarter 4 2010/11		

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
3.9	Appropriate skills, experience and training should be formalised for management and partnership practitioners at Headquarters and in departments. Skills and training could include relationships, coalition, consensus building, communication, delegating, negotiating, managing conflict, problem solving, setting and monitoring performance measures and managing meetings.	Medium	Director of Corporate Services	Director of Corporate Services	Agreed.	Quarter 4 2010/11		
3.10	The following should be included on the partnerships database:- a) health and safety issues; b) exit strategy/notice periods; grants available/ contributions by partners; c) how it will achieve the Authority's partnership objectives.	Medium	Director of Corporate Services	Director of Corporate Services	Agreed	Quarter 4 2010/11		

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
3.11	We recommend that all partnerships should be reported to the Fire Authority to complete the management information trail.	Medium	Director of Corporate Services	Director of Corporate Services	Agreed	Quarter 4 2010/11		
3.17	We recommend that the partnership agreement should include a protocol for the management of conflicts of interest to ensure that where they occur, an agreed procedure by both parties is followed.	Medium	Station Manager (Co-responders)	Assistant Chief Officer (Service Delivery - Response)	Agreed – this will be considered during any future addendums to the agreement, or during the drafting of the new agreement, whenever the opportunities arise first.	01//04/2012 – unless the opportunity to revise the agreement arises beforehand.		

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
STRATEGY & PLANNING 2009/10								
3.6	HFRS should consider the outcomes of comparisons to other Authorities' plans to assess whether they may wish to revise their approach for the contents of future service plans.	Low	Director of Corporate Services	Director of Corporate Services	We receive corporate plans from several other authorities during the course of the year. The content and format of them varies considerably. We do look for ideas and evidence of good practice amongst them. So far as we are aware, ours is the only fire and rescue authority corporate plan to have been awarded a Crystal Mark from the Plain English Campaign in 2009. We are pleased that our Plan for 2010 has also just been awarded a Crystal Mark. One improvement we intend to make is to include a section and map describing the principal risks we deal with.	December 2010		
SECURITY AND PASSWORD CONTROLS 2009/10								

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
3.11	We recommend that responsibilities for all IT Security roles are accounted for via role profiles.	Low	Information Services Manager	Director of Corporate Services	Responsibilities for IT security roles are included in job descriptions. All IS job descriptions to be reviewed.	September 2010		
3.13	We recommend that all staff receive training on information security, even if they are on a temporary contract, to ensure that individuals are aware of their responsibilities.	Medium	Head of Training and Development	Head of Training and Development	This training will be included in the staff induction training.	September 2010		
PAYROLL OPERATIONS 2009/10								

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
3.13	Consideration should be given to streamlining the leaver process by combining all information on a single form, possibly passing via relevant sections, such as Finance, before being received for processing by Workforce Support.	Low	Human Resources Manager (Workforce Support)	Director of Human Resources	This recommendation will be investigated over the next couple of months. We have already formalised exit interview procedures and now record, analyse and chase for exit interview data.	July 2010		
DATA QUALITY 2008/09								
3.12	The Data Quality statement should be made available to all staff once approved and should be reviewed on an annual basis to ensure that it remains up to date and includes reference to national standards.	High	Group Manager Community Risk Intelligence and Performance Review Manager	Director of Corporate Services	The Data Quality Strategy, once approved will be made available to staff, and reviewed on an annually basis.	31/12/2009 extended to 30/09/2010		
DATA QUALITY (follow up) 2009/10								

IMPLEMENTATION OF INTERNAL AUDIT RECOMMENDATIONS
Agreed actions awaiting implementation

Audit Ref No	Recommendation	Priority	Post responsible	Service Management Team	Response	Action Date	Follow up Date	Date Closed
3.3	We recommend that the Data Management Strategy 2010 should be finalised and issued to all staff and reviewed annually as intended to ensure it remains up to date and includes current national standards.	Medium	Group Manager Community Risk Intelligence and Performance Review Manager.	Director of Corporate Services	Agreed	31/05/2010 extended to 30/09/2010		