

M. Pearson
CLERK TO THE AUTHORITY

To: **The Chair and Members of the
Audit and Performance Review
Committee (see below)**

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Your ref :
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Website : www.dsfire.gov.uk

Date : 20 November 2013
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AUDIT AND PERFORMANCE REVIEW COMMITTEE
(Devon and Somerset Fire and Rescue Authority)

Thursday 28 November 2013

A meeting of the Audit and Performance Review Committee will be held on the above date, **commencing at 14:00 hours in Conference Room B in Somerset House, Service Headquarters** to consider the following matters.

M. Pearson
Clerk to the Authority

AGENDA

PLEASE REFER TO THE NOTES AT THE END OF THE AGENDA LISTING SHEETS

1. **Apologies**
2. **Minutes** of the meeting held on 25 September 2013 attached (Page 4).
3. **Items Requiring Urgent Attention**

Items which, in the opinion of the Chair, should be considered at the meeting as matters of urgency.

PART 1 – OPEN COMMITTEE

4. **Audit Committee Update**
Document prepared by Grant Thornton, the Authority's external auditor, attached (page 7).
5. **Devon & Somerset Fire & Rescue Authority Annual Audit Letter for the Year Ended 31 March 2013**
Document prepared by Grant Thornton, the Authority's external auditor, attached (page 18).

6. **Audit And Review 2013-14 Progress Report**

Report of the Audit and Review Manager (APRC/13/13) attached (page 30).

7. **Devon and Somerset Fire and Rescue Service Performance Report: April to September 2013**

Report of the Director of Operations (APRC/13/14) attached (page 39).

PART 2 – ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PRESS AND PUBLIC

Nil.

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:-

Councillors Radford (Chair), Brazil, Burridge-Clayton, Edmunds, Gribble, Healey and Horsfall

NOTES	
1.	<p><u>Disclosable Pecuniary Interests (Authority Members only)</u></p> <p>If you have any disclosable pecuniary interests (as defined by Regulations) in any item(s) to be considered at this meeting then, unless you have previously obtained a dispensation from the Authority's Monitoring Officer, you must:</p> <ul style="list-style-type: none"> (a) disclose any such interest at the time of commencement of consideration of the item in which you have the interest or, if later, as soon as it becomes apparent to you that you have such an interest; (b) leave the meeting room during consideration of the item in which you have such an interest, taking no part in any discussion or decision thereon; and (c) not seek to influence improperly any decision on the matter in which you have such an interest. <p>If the interest is sensitive (as agreed with the Monitoring Officer), you need not disclose the nature of the interest but merely that you have a disclosable pecuniary interest of a sensitive nature. You must still follow (b) and (c) above.</p>
2.	<p><u>Part 2 Reports</u></p> <p>Members are reminded that any Part 2 reports as circulated with the agenda for this meeting contain exempt information and should therefore be treated accordingly. They should not be disclosed or passed on to any other person(s). Members are also reminded of the need to dispose of such reports carefully and are therefore invited to return them to the Committee Secretary at the conclusion of the meeting for disposal.</p>
3.	<p><u>Substitute Members (Committee Meetings only)</u></p> <p>Members are reminded that, in accordance with Standing Order 35, the Clerk (or his representative) must be advised of any substitution prior to the start of the meeting. Members are also reminded that substitutions are not permitted for full Authority meetings.</p>
4.	<p><u>Access to Information</u></p> <p>Any person wishing to inspect any minutes, reports or lists of background papers relating to any item on this agenda should contact the person listed in the "Please ask for" section at the top of this agenda.</p>

AUDIT AND PERFORMANCE REVIEW COMMITTEE

(Devon and Somerset Fire and Rescue Authority)

25 September 2013

Present:-

Councillors Radford (Chair), Burridge-Clayton, Dyke (vice Brazil), Edmunds and Healey.

Apologies:-

Councillors Gribble and Horsfall.

***APRC/9. Minutes**

RESOLVED that the Minutes of the meeting held on 29 July 2013 be signed as a correct record.

***APRC/10. Audit Findings for the Devon & Somerset Fire & Rescue Authority for the Year Ended 31 March 2013**

(David Bray, Grant Thornton, in attendance for this item).

The Authority considered a report, as presented by David Bray of Grant Thornton, summarising the findings from the audit of the Authority's 2012/13 financial statements. The report highlighted:

- two misstatements to the financial statements that had been adjusted including £860,000 on Debtors and Creditors and an adjustment of £1,261,000 on the split of property, plant and equipment within note 11;
- details of unadjusted misstatements which were not material to the financial statements;
- the recommendations that had been made in respect of deficiencies identified in respect of internal financial controls and particularly on Information Technology (IT) systems which it was felt merited reporting to the Authority;
- that, on the basis of the audit, it was proposed to issue an unqualified opinion on the financial statements;
- that it was proposed to issue an unqualified Value for Money conclusion.

Accompanying the report was a revised Statement of the Authority's Accounts for 2012/13, together with a document circulated at the meeting that set out a further amendment to the accounts in respect of the notes to the core financial statements (page 45 of the accounts) together with a draft Letter of Representation on the Authority's financial statements.

RESOLVED

- (a) that the Audit Findings 2012-13 including the recommendations contained therein be approved;
- (b) that the revised Statement of Accounts 2012-13, including the amendment circulated at the meeting and referred to above, containing the financial statements on which the Audit Findings are based, be approved; and

- (c) that the Letter of Representation also enclosed with the agenda for this meeting be approved and the Treasurer authorised to sign it on behalf of the Authority.

(SEE ALSO MINUTE *APRC/11 BELOW)

***APRC/11. 2012-13 Annual Statement of Assurance**

The Committee considered a report of the Audit and Review Manager (APRC/13/10) that set out details of the Annual Statement of Assurance, incorporating the Annual Governance Statement for 2012/13 to accompany the 2012/13 financial statements, as required by the Accounts and Audit Regulations (England) 2011 (as amended).

The Committee had considered the draft Statement of Assurance at its meeting on 29 July 2013 (Minute *APRC/7 refers). The Statement had subsequently been considered by Grant Thornton as part of its audit of the Authority's 2012/13 financial statements, with no material issues identified.

RESOLVED that the Annual Statement of Assurance (incorporating the Annual Governance Statement required to accompany the 2012/13 final accounts) be approved for publication, with the Chair of this Committee and Chief Fire Officer authorised to sign it on behalf of the Authority.

(SEE ALSO MINUTE *APRC/10 ABOVE)

***APRC/12. Audit and Review 2012-13 2nd Quarter Progress Report**

The Committee received for information a report of the Audit and Review Manager (APRC/13/11) that provided an update on the audit work that had been undertaken since July 2013 and which in particular detailed the key findings of the audit of the Service's P Card provision.

The Committee was pleased that the audit of the Authority's P Card provision had found that this was being operated to a good standard but noted that there were areas in which further improvement could be made to the control framework. The issues identified had been discussed with lead officers, however, and a suitable action plan had been agreed to improve the management of the risks identified. The Committee requested that an update on this be reported to a future meeting. Reference was made to the initial high volume of usage of P Cards on their introduction which had reached a peak in 2009/10 of £873,550 but then subsequently dropped to £369,832 in 2010/11. The Clerk indicated that he would seek an explanation of this and report back to the Committee via email in due course.

Anne Parsons of the Devon Audit Partnership (DAP) was also present at the meeting and she gave an overview of her role and the work that was being undertaken by the DAP in conjunction with the Audit and Review Manager.

***APRC/13. Devon & Somerset Fire & Rescue Service Performance Report April - August 2013**

The Committee received for information a report of the Area Manager, Community Safety (APRC/13/12) that set out Service performance for the period 1 April to 31 August 2013 against those measures contained in the approved Corporate Plan for 2013/14 to 2015/16.

In particular, the following points were highlighted:

- Measure 1 (fire deaths where people live): there had been 5 fire fatalities recorded to the end of August 2013 which was the highest in this period since reporting on these measures started in 2007/08. It was noted that 3 of these fatalities tragically related to one fire in Honiton, however. The Service was actively working to try to identify whether there were any further steps that could be taken to prevent fire fatalities occurring.
- Measure 2 (fire injuries where people live): there had been 27 injuries occurring between 1 April and 31 August 2013 as compared with 19 in the same period in 2012/13. 8 of these injuries were incurred as a result of deliberate fires which was the biggest increase recorded since 2010/11.
- Measure 3 (incidents where people live): there had been a slight increase in the number of fires to 441 in April to August 2013 which represented an increase of 21 incidents as compared with the same period in 2012/13 although overall this measure was still showing a downward trend since combination in 2007/08.
- Measure 4 (fire deaths where people work): there had been one further death reported in September 2013 since the statistics had been prepared to take the total to 2 deaths in places where people work, although this was a potential suicide and was still subject to the Coroner's verdict at inquest.
- Measure 5 (fire injuries where people work): the statistics for April to August 2013 showed an increase to 23 injuries in comparison to the same period in 2012/13 which had 7 recorded injuries. 16 of the total injuries recorded were as a result of vehicle fires, 12 of which were accidental and which it was felt had stemmed from the incidence of hot weather earlier in the year with vehicles overheating with 4 deliberate vehicle fires.
- Measure 6 (incidents where people work): there had been a substantial increase in the number of incidents reported in April to August 2013 to 682 as compared with 601 in the same period in 2012, with an increase of 43 vehicle and 49 outdoor fires (and a decrease of 11 non-domestic property fires). This was attributable largely to the long spells of hot, dry weather that had been experienced this year with, for example, cars overheating on long trips into Devon and Somerset.
- Measures 7 & 8 (emergency response standards): the Committee received a presentation at this point, a copy of which has been appended to these Minutes for information and ease of reference. The performance on both of these measures had improved during the period April to August 2013 with a performance at 65.88% for 1st attendance within 10 minutes and 75.78% for 1st attendance within 15 minutes for a road traffic collision.
- Measures 9, 10 and 11 – an update on progress on these measures was set out within the report for information.

In terms of sickness absence, it was reported that there had been a slight decrease to date in 2013/14. The Service continued to monitor the trend on sickness absence and to work towards improving performance in this area.

*** DENOTES DELEGATED MATTER WITH POWER TO ACT**

The meeting started at 14:00hours and finished at 15:15hours.



DEVON & SOMERSET FIRE & RESCUE AUTHORITY

REPORT REFERENCE NO.	APRC/13/13
MEETING	AUDIT & PERFORMANCE REVIEW COMMITTEE
DATE OF MEETING	28 NOVEMBER 2013
SUBJECT OF REPORT	AUDIT & REVIEW 2013-14: PROGRESS REPORT
LEAD OFFICER	Audit and Review Manager
RECOMMENDATIONS	<p>(a) <i>That the proposed change to the 2013-14 Internal Audit Plan as set out within paragraph 4.2 of this report is approved; and</i></p> <p>(b) <i>That subject to (a) above, the report be noted.</i></p>
EXECUTIVE SUMMARY	<p>Attached for consideration and discussion is the 2013-14 Audit & Review progress report (to November 2013). The report combines the work of the DSFRS Audit & Review Team and the Devon Audit Partnership to provide one comprehensive Internal Audit report.</p> <p>The report provides assurance statements for the audits completed since the September 2013 Audit and Performance Review Committee.</p> <p>The report details the key / high risk findings from the Fleet Development and Protection audit reviews.</p>
RESOURCE IMPLICATIONS	Nil.
EQUALITY RISKS AND BENEFITS ASSESSMENT (ERBA)	Not applicable.
APPENDICES	Nil.
LIST OF BACKGROUND PAPERS	<p>Audit & Review 2013-14 Plan</p> <p>Audit & Review Service Policy</p>

1. INTRODUCTION

- 1.1 The 2013/14 Internal Audit Plan was approved by the Audit and Performance Review Committee on the 8 May 2013. The plan sets out the combined scope of internal audit work to be completed by the Audit & Review Team and the Devon Audit Partnership.
- 1.2 The Audit & Review Team and the Devon Audit Partnership are accountable for the delivery of the plan and the policy includes the requirement to report progress to the Audit and Performance Review Committee at least three times per year.
- 1.3 All Internal Audit reports, Plans and Service Policy are available on the intranet and can be accessed using the following link:
<http://intranet/Departments/SPRD/RiskandReview.asp>
- 1.4 The key objective of this report is to provide the Audit and Performance Review Committee with a progress report against the plan.
- 1.5 The report also includes assurance statements for the audits completed since the September 2013 Audit and Performance Review Committee.

2. ASSURANCE STATEMENTS

- 2.1 One of the key roles of Internal Audit is to provide independent assurance as to how effectively risks are managed across the organisation.

- 2.2 The following assurance statements have been developed to evaluate and report audit conclusions:

★★★★ High Standard

The system and controls in place adequately mitigate exposure to the risks identified. The system is being adhered to and substantial reliance can be placed upon the procedures in place. Only minor recommendations aimed at further enhancing already sound procedures.

★★★ Good Standard

The systems and controls generally mitigate the risk identified but a few weaknesses have been identified and / or mitigating controls may not be fully applied. There are no significant matters arising from the audit and the recommendations made serve to strengthen what are mainly reliable procedures.

★★ Improvements Required

In our opinion there are a number of instances where controls and procedures do not adequately mitigate the risks identified. Existing procedures need to be improved in order to ensure that they are fully reliable. Recommendations have been made to ensure that organisational objectives are not put at risk.

★ Fundamental Weakness Identified

The risks identified are not being controlled and there is an increased likelihood that risks could occur. The matters arising from the audit are sufficiently significant to place doubt on the reliability of the procedures reviewed, to an extent that the objectives and/or resources of the Authority may be at risk, and the ability to deliver the service may be adversely affected. Implementation of the recommendations made is a priority.

3. PROGRESS AGAINST THE 2013-14 PLAN

Audit Area	Progress	Assurance Statement
Audit & Review Team		
P-Cards	Final Report	★★★ Good Standard
Fleet Development (Carried over from 2012-13)	Final Report	★★ Improvements Required
Protection	Final Report	★★★ Good Standard
Performance Management	Draft Report	
Area Command – Additional Retained Hours / Payments	Draft Report	
Driver Training	Draft Report	
Emergency Planning (Resilience)	Audit Testing	
Specialist Rescue	Audit Scoping	
HR – Ops	Audit Scoping	
Operational Assurance	To be scheduled	
Operational Assets – Production & Income Generation	To be scheduled	
Emergency Call Incident Support	To be scheduled	
Training & Development – Area Training	To be scheduled	
Process Management	Proposed Change	
Devon Audit Partnership		
Key Financial Systems: <ul style="list-style-type: none"> • Main Accounting • Bank Reconciliation • Treasury Management • Creditors • Debtors 	Audit Testing	
Payroll	To be completed in March 2014	
ICT	To be completed between December 2013 and March 2014	

3.1 Given the level of performance, the Audit & Review Team are pleased to report that all audits should have progressed to at least Draft Report by the end of the current financial year.

4. PROPOSED CHANGE TO THE 2013-14 PLAN

- 4.1 The 2013-14 Internal Audit Plan included the 10 day audit of Process Management. Given the recent organisational restructuring, the audit plan would appear to require amending.
- 4.2 The Audit & Review Team are proposing to use the allocation of audit days to complete a review of fire fighter safety. After some initial discussions with the Executive Board, it was identified that this is an organisational priority and would support the Operational Peer Assessment that is scheduled for next year.
- 4.3 It is recommended that the proposed change is considered and approved by the Committee.

5. ADDITIONAL WORK COMPLETED

- 5.1 The Audit & Review Team and the Devon Audit Partnership have also completed the following additional pieces of review work:
- Annual Statement of Assurance – The Audit & Review Team is responsible for the completion of the DSFRS Annual Statement of Assurance. A combined draft report has been produced and published that ensures the Accounts and Audit (England) Regulations 2011 and CLG requirements are met.
 - European Foundation for Quality Management (EFQM) – The Audit & Review Team has played a key role in co-ordinating the EFQM organisational assessment evidence document in preparation for the light touch external assessment completed in June 2013.
 - Capital Funding Grant - The Audit & Review Team is responsible for auditing the Capital Funding Grant and signing the return to CLG to confirm that the grant has been used in accordance with guidelines.
 - States of Jersey FRS Fire Call Handling Audit – Following a request from the Chief Fire Officer, States of Jersey Fire & Rescue Service it was agreed that Devon and Somerset Fire & Rescue Service would complete an audit of the States of Jersey Fire & Rescue Service Emergency Call Handling procedures within the combined control centre.
 - Co-Responder Analysis – Following a request from the Response & Resilience Manager, the Audit & Review Team have completed a cost analysis of the Co-Responder scheme to support the Corporate Plan Implementation.
 - Job Share Review – Following a request from Central Command East Group Support Team, a review of the controls around the operational job share posts has been completed.
 - Estates Maintenance – Following a request from the Property Maintenance Manager, a review of the controls around the new Maintenance Team activities has been completed.
 - Shepton Mallet Pilot – Following a request from the Somerset Command, the Audit & Review Team have provided on-going support to the Shepton Mallet Pilot.
 - Glastonbury Festival review – Following a request from the Somerset Command, a review of the 2013 Glastonbury Festival has been completed.

- Health and Safety Executive (HSE) Follow Up – The Audit & Review Team has completed a follow up to the HSE Review completed in 2011-12.
- ISO27001 – The Audit & Review Team is providing on-going support to the Information Assurance Project in relation to the auditing requirements for the ISO27001 accreditation.
- Operational Assessment (OpA) – The Audit & Review Team maintains the self-assessment for the CLG Operational Assessment.
- National Fraud Initiative (NFI) Data Matching – The Audit & Review Team co-ordinate the NFI data matches.
- On-going Audit Advice and Guidance – The Audit & Review Team provide on-going audit advice and guidance in relation to all Internal and External Audit matters.

6. AUDIT & REVIEW RECOMMENDATIONS

- 6.1 As part of the Audit & Review process, best practice recommendations are captured in an action plan for each piece of audit work completed. All recommendations are reviewed with service leads and agreed management actions are discussed and recorded to improve the current process.
- 6.2 To ensure that all agreed actions are effectively monitored, the Audit & Review Team has built and communicated the Audit Recommendation Tracker. This has been made available to all Devon and Somerset Fire and Rescue Service (DSFRS) employees to enable agreed management actions to be continually reviewed.
- 6.3 The Audit & Review Team are pleased to report that they have already seen evidence of actions being implemented and all agreed actions will be followed up in 2013/14. Time has been built into the 2013/14 plan for this purpose.

7. AUDIT & REVIEW FOLLOW UPS

- 7.1 The Audit & Review Team is committed to following up all finalised Internal Audit work.
- 7.2 The Audit Recommendation Tracker has been designed and rolled out to ensure that all agreed management actions can be monitored effectively.
- 7.3 The Audit & Review Team is also committed to completing formal follow up reviews of all audits completed. This enables the Committee to track the impact of actions and performance against identified risks. To date the following progress has been made:

2013/14 Follow Ups (Original Audit Completed in 2012-13)

Audit Area	2011-12 Assurance	2012-13 Assurance
Contract Management	★★ Improvements Required	★★★ Good Standard
Risk Management	★★ Improvements Required	★★ Improvements Required

7.4 Since the original audit, good progress has been made towards improving the systems for managing risk across the organisation. Originally; several recommendations were made in support of the implementation of a new style risk register utilising SharePoint. However; since the original audit, a new off the shelf system called DATIX has been procured; initially for use by the Organisational Safety Assurance Team, but was identified to include risk management capabilities. It is therefore understood that the new system will:-

- Provide a Corporate and Service-wide Risk Register framework which will be accessible to all identified risk managers and teams.
- Provide a risk based performance dashboard at each risk management perspective, strategic, programme, project and operational (day to day) levels.
- Automate an embedded escalation process.
- Automate an embedded action planning process.

7.5 The Audit & Review Team understand that it is anticipated that the following recommendations will be implemented in line with the rollout of the new system. These include:-

- Formal and periodic review at Executive Board / Service Leadership Team level.
- Populating the control measures by working more closely with the Audit & Review Manager.
- Standard Service reporting templates will include a risk section, detailing risk scores and controls.
- A periodic corporate risk management report will be presented to the Committee.

7.6 Upon review; key decisions on the systems used to manage the Services risks have been made and work is now on-going to implement this new way of working. The majority of original recommendations have either been incorporated into the new system or are pending its roll out. At the current time, work remains as in progress and implementation is anticipated at the end of the year. At the current time, the assurance level remains as ★★ Improvements Required with a view to completing another audit in the future to test against the new system once embedded.

8. **KEY AUDIT FINDINGS**

8.1 **Fleet Development**

★★ Improvements Required

The on-going development of the operational fleet plays a critical role in ensuring that Devon and Somerset FRS is able to respond quickly to operational incidents and keep its workforce and the public safe.

DSFRS is currently undertaking the following strategic projects which will have a significant impact upon the development and management of the current fleet:

- Strategic Fleet Alignment – ensuring the right resource is in the right place to manage the relevant risks

- Light Rescue Pumps (LRP's) - the roll out of smaller vehicles to improve emergency response standards, improve fuel efficiency, lower CO₂ emissions and save procurement costs.

The Audit & Review Team identified the following areas where it was considered that management actions should be focused:

- **Age of Fleet / Fleet Replacement** - It was confirmed that due to reductions in the capital programme, there have been no fleet replacements in the past couple of years. As a result of the financial pressures, a strategic decision has been made to extend the average age of appliances. Upon review, DSFRS were found to have vehicles in its fleet that are over 20 years old. The age of vehicles is a real challenge / risk for the Fleet Department to manage, particularly in the current economic climate. It was understood that discussions have been held around capturing the age of the current fleet on the corporate risk register; however, this has not been progressed to date. It is the view of the Audit & Review Team that this risk should be recorded and monitored as part of the corporate risk register reporting process.
- **Fleet Development Strategy** - The Audit has concluded that while there is some underpinning strategic documentation, these should be further developed to clearly set out the vision and approaches for fleet development across DSFRS. The strategy should clearly align to the following corporate activities:
 - DSFRS Corporate Plan
 - Strategic Fleet Alignment change project
 - LRP change project

It is the view of the Audit & Review Team that there is currently a risk that Fleet Development activities across DSFRS are not joined up and aligned to a clear strategy.

- **Project Business Case** - It should be recognised that the Fleet Development Team has made good progress in developing a framework and support documents for managing all projects. However, upon review of the supporting project management documents, a business case was found to be a key missing control document. A robust business case document would include the following elements:
 - The current level of service delivery An evaluation of all proposed solutions
 - The preferred solution
 - A clear authorisation

It is the view of the Audit & Review Team that the development of a robust business case would further improve the Fleet Development project management controls. A business case would link the activity to the strategy and enable clear benefits and outcomes to be monitored.

- **Performance Management Framework** - The next key challenge for the Fleet Management Team is to further develop its performance framework to include development activities. This will enable the Fleet Development Team to measure performance and drive continual process improvement. It is recommended that all KPI's are clearly linked to service objectives and the key outcomes that the department are hoping to achieve. Once these have been clearly identified suitable measures can be put in place to monitor performance.

8.2 Protection

★★★ Good Standard

In accordance with the National Framework (July 2012), Fire and Rescue Authorities (FRAs) are required to have a management strategy and a risk-based inspection programme to enforce the provisions of the Fire Safety Order which must form part of each FRAs Integrated Risk Management Plan (IRMP).

DSFRS launched a revised strategy in June 2010 which requires a fire safety check (FSC) to be carried out to high risk premises; the result of which determines whether a full fire safety audit (FSA) is needed. The audit focused on the systems and processes in place to manage these protection activities by using our resources more efficiently.

The Audit & Review Team are pleased to report that the new strategy was found to be effectively rolled out across the organisation; the following key achievements were noted:

- 94% of all premises that were targeted were reconciled to a FSC which is a strong indicator that the strategy has become well embedded over the last financial year.
- 74% of FSC scores determined that a FSA was not required, helping to manage the risk that premises are inaccurately targeted and audited.
- 77% of activity has been targeted at medium or higher risk premises (as identified in the organisational Local Risk Scoring Matrix) which support the organisations IRMP.
- The revised strategy is aligned to organisational roles to enable staff resources to be used efficiently. Station based personnel only carry out FSCs, with the Group Support Teams carrying out FSCs (where required) and all FSAs. 99.9% of activity was found to be carried out at the correct level.
- Effective support, guidance and communication are provided by the Central Service Headquarters (SHQ) Team.
- Good examples were identified across the sample groups that reflected innovative approaches to succession planning and managing resources.
- Strong examples of partnership working were demonstrated which included income generation, data sharing and external training. There are further challenges to share local best practice across the organisation.
- A consistent administrative approach was demonstrated across the groups between GST and Group Admin Teams, incorporating effective controls within the Community Fire Risk Management Information System (CFRMIS) to ensure current forms and letters are being used.
- Good progress has been made towards developing a quality assurance framework. However, it should be noted that this is in its infancy and requires embedding.

The audit recorded the following areas where it was felt that further improvements could be made to the controls around the Protection strategy:

- **Protection Training** – The existing training records system was found to hold incomplete records, particularly for personnel who had attended historic training events.
- **Customer Feedback** - There is little evidence to demonstrate how DSFRS uses the ORS Benchmarking results taken from customer satisfaction scores to continually improve performance. It is worth noting that while performance is good, when benchmarked against other FRS's there would appear to be the opportunity for further improvements.

8.3 All issues have been discussed with the Lead Officers and the Audit & Review Team is pleased to report that suitable action plans have been agreed to improve the management of the risks identified.

8.4 The agreed actions will be monitored as part of the audit follow up procedure. Once the agreed management actions have been implemented and embedded, the Audit & Review Team would be in a position to award improved levels of assurance.

9. CONCLUSION & RECOMMENDATIONS

9.1 We would like to use this report to thank all staff who have work us in delivering the audit programme and the willingness to positively engage in the audit process.

9.2 The progress made against the agreed Audit Plan will be reported back to the Committee at regular intervals.

9.3 It is recommended that the report be noted.

9.4 It is recommended that the proposed change to the 2013-14 Internal Audit Plan is approved.

PAUL HODGSON
Audit & Review Manager



DEVON & SOMERSET FIRE & RESCUE AUTHORITY

REPORT REFERENCE NO.	APRC/13/14
MEETING	AUDIT & PERFORMANCE REVIEW COMMITTEE
DATE OF MEETING	28 NOVEMBER 2013
SUBJECT OF REPORT	DEVON AND SOMERSET FIRE AND RESCUE SERVICE PERFORMANCE REPORT: APRIL – SEPTEMBER 2013
LEAD OFFICER	Director of Operations
RECOMMENDATIONS	<i>That the report be noted.</i>
EXECUTIVE SUMMARY	<p>Attached for your consideration and discussion is the Performance Report April 2013 - September 2013 for Devon and Somerset Fire and Rescue Service.</p> <p>The report looks at a summary of the corporate measures, and the performance and progress against them so far in 2013/14.</p> <p>At the previous meeting on 25 September 2013, the Committee requested that further information be included within the report in respect of benchmarking with other fire and rescue services and this has now been included, where available, for every measure.</p> <p>Additionally, a new format and design for the Performance Report is being considered and this will be brought to Members at a suitable point in 2014.</p>
RESOURCE IMPLICATIONS	None
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	N/A
APPENDICES	Annex 1 – Guide to understanding the Performance Report Devon and Somerset Fire and Rescue Authority Performance Report, April 2013 – September 2014 (Page numbered separately)

**LIST OF BACKGROUND
PAPERS**

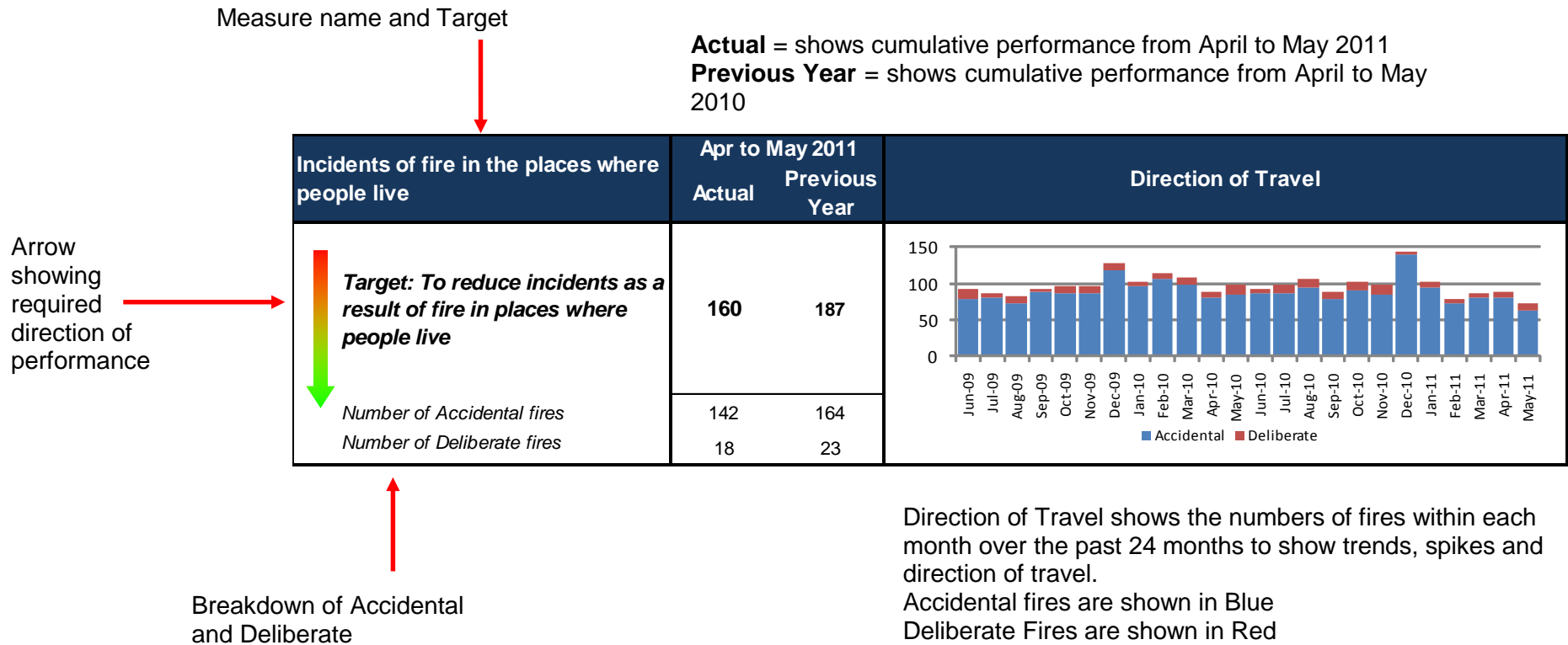
Devon and Somerset Fire and Rescue Authority Corporate Plan 2013/14
– 2014/15

Guide to understanding the Performance reports

Much of the new performance report now comes directly from our Performance Information Management System (PIMS), which is now being widely used within the service to access performance information and effectively manage performance.

Top level summary of performance against the Corporate Plan's Targets:

The Corporate Targets are shown in summary tables. For each Target, the following information is presented:



This graph shows the total number of incidents for each year since combination (April 2007). A trend line has been added to identify the current direction we are going in and therefore if we are going to achieve the target.

