



DEVON & SOMERSET FIRE & RESCUE AUTHORITY

M. Pearson
CLERK TO THE AUTHORITY

To: The Chair and Members of the Audit &
Performance Review Committee

(see below)

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AUDIT & PERFORMANCE REVIEW COMMITTEE **(Devon & Somerset Fire & Rescue Authority)**

Friday 9 November 2018

A meeting of the Audit & Performance Review Committee will be held on the above date, **commencing at 10.00 am in Committee Room B, Somerset House, Service Headquarters, Exeter** to consider the following matters.

M. Pearson
Clerk to the Authority

A G E N D A

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

1 Apologies

2 Minutes (Pages 1 - 4)

of the previous meeting held on 27 July 2018 attached.

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 External Audit Update (Pages 5 - 18)

The Authority's External Auditor, Grant Thornton, has submitted FOR INFORMATION a report (enclosed with this agenda) setting out the progress made in delivering its audit responsibilities to the Devon & Somerset Fire & Rescue Authority up to 26 October 2018.

5 Annual Audit Letter (Pages 19 - 32)

The Authority's External Auditor, Grant Thornton, has submitted the Annual Audit Letter for the year ended 31 March 2018 to the Committee FOR INFORMAITON.

6 Audit & Review Update: Quarter 2 (Pages 33 - 40)

Report of the Director of Service Improvement (APRC/18/18) attached.

7 Corporate Risk Register (Pages 41 - 44)

Report of the Director of Service Improvement (APRC/18/19) attached.

8 Devon & Somerset Fire & Rescue Service Performance report: April to September 2018 (Pages 45 - 74)

Report of the Director of Service Improvement (APRC/18/20) attached.

MEMBERS ARE REQUESTED TO SIGN THE ATTENDANCE REGISTER

Membership:-

Councillors Healey MBE (Chair), Clayton, Mathews, Napper (Vice-Chair), Saywell, Wheeler and Bowyer

NOTES

1.	<u>Access to Information</u> 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.
2.	<u>Reporting of Meetings</u> Any person attending a meeting may report (film, photograph or make an audio recording) on any part of the meeting which is open to the public – unless there is good reason not to do so, as directed by the Chair - and use any communication method, including the internet and social media (Facebook, Twitter etc.), to publish, post or otherwise share the report. The Authority accepts no liability for the content or accuracy of any such report, which should not be construed as representing the official, Authority record of the meeting. Similarly, any views expressed in such reports should not be interpreted as representing the views of the Authority. Flash photography is not permitted and any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chair or the Democratic Services Officer in attendance so that all those present may be made aware that is happening.
3.	<u>Declarations of Interests at meetings (Authority Members only)</u> If you are present at a meeting and you are aware that you have either a disclosable pecuniary interest, personal interest or non-registerable interest in any matter being considered or to be considered at the meeting then, unless you have a current and relevant dispensation in relation to the matter, you must: <ul style="list-style-type: none">(i) disclose at that meeting, by no later than commencement of consideration of the item in which you have the interest or, if later, the time at which the interest becomes apparent to you, the existence of and – for anything other than a “sensitive” interest – the nature of that interest; and then(ii) withdraw from the room or chamber during consideration of the item in which you have the relevant interest. 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 an interest of a sensitive nature. You must still follow (i) and (ii) above. Where a dispensation has been granted to you either by the Authority or its Monitoring Officer in relation to any relevant interest, then you must act in accordance with any terms and conditions associated with that dispensation. Where you declare at a meeting a disclosable pecuniary or personal interest that you have not previously included in your Register of Interests then you must, within 28 days of the date of the meeting at which the declaration was made, ensure that your Register is updated to include details of the interest so declared.
4.	<u>Part 2 Reports</u> 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.
5.	<u>Substitute Members (Committee Meetings only)</u> Members are reminded that, in accordance with Standing Order 37, 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.

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AUDIT & PERFORMANCE REVIEW COMMITTEE

(Devon & Somerset Fire & Rescue Authority)

27 July 2018

Present:-

Councillors Healey MBE (Chair), Clayton, Saywell, Wheeler, Bowyer and Coles

Apologies:-

Councillor Mathews

In attendance:-

Councillor Randall Johnson

* **APRC/1** **Minutes**

RESOLVED that the Minutes of the meeting held on 26 April 2018 be signed as a correct record.

* **APRC/2** **Devon & Somerset Fire & Rescue Authority's Financial Statements 2017-18:**

The Committee considered the Authority's Financial Statements (as circulated) for the year ended 31 March 2018, including:

- a. The Audit Findings for the Authority;
- b. The Statement of Accounts 2017-18; and
- c. The 2017-18 draft Letter of Representation.

The Authority's external auditor, Grant Thornton, presented the external audit findings and the external auditor's opinion on the Authority's financial statements for the year ended 31 March 2018.

The Committee noted that the draft financial statements presented for audit were free from material error and no significant adjustments were needed to either the year end outturn position or the Balance Sheet. Grant Thornton confirmed that the financial statements were presented for audit in accordance with the earlier timetable of the end of July 2018 supported by good quality working papers with excellent assistance from the Service's Finance team. The Treasurer expressed her thanks to the Finance team for the work that had been undertaken on the preparation of the financial statements.

The auditors were also satisfied in respect of value for money that, in all significant aspects, the Authority had proper arrangements in place to secure economy, efficiency and effectiveness in its use of resources.

An action plan to address the recommendations made as a result of the audit was set out at Appendix A of the Audit Findings. No issues had been identified with the Annual Governance Statement (Annual Statement of Assurance), submitted along with the financial statements (see also Minute *APRC/3 below).

The external audit work had also concluded that, in all significant aspects, the Authority had in place proper arrangements to secure value for money through economic, efficient and effective use of its resources. It was anticipated that the Authority would be issued with an unqualified audit opinion on its financial statements for 2017-18.

RESOLVED

- (a). that the final Statement of Accounts for the 2017-18 financial year, as included with the agenda for this meeting, be approved and published on the Authority website;
- (b). that the Audit & Performance Review Committee Chair and Treasurer be authorised, on behalf of the Authority, to sign the Letter of Representation to the external auditor (Grant Thornton) on the Authority's 2017-18 financial statements;
- (c). that, subject to (a) to (b) above, the external audit findings and external auditor's opinion on the Authority's financial statements for the year ended 31 March 2018 be noted.

* **APRC/3**

2017-18 Annual Statement of Assurance

The Committee considered a report of the Director of Service Improvement (APRC/18/13) to which was appended the final 2017-18 Annual Statement of Assurance for the Authority. The document had been prepared in accordance with relevant legislative and best practice requirements (including the Accounts and Audit Regulations, the Fire and Rescue National Framework and the CIPFA/SOLACE good governance framework).

The Committee noted that the Annual Statement of Assurance had been submitted for external verification with the Authority's financial statements for 2017-18. The external auditor (Grant Thornton) had not identified any issues with the Annual Statement of Assurance.

RESOLVED

- (a). that the final Authority Annual Statement of Assurance for 2017-18 be approved and published on the Authority website;
- (b). that the Audit & Performance Review Committee Chair and Chief Fire Officer be authorised to sign the 2017-18 Annual Statement of Assurance on behalf of the Authority;
- (c). that, subject to (a) and (b) above, the report be noted.

(see also Minute *APRC/2 above).

* **APRC/4**

Audit & Review 2018-19 Progress Report

The Committee received for information a report of the Director of Service Improvement (APRC/18/14) that set out the progress made to date against the approved 2018 -19 Internal Audit Plan with assurance statements on the quarter one audits that had been undertaken.

Reference was made to the risk based audit of community safety education activity that had been undertaken which had received an assurance statement of "improvements required". The Area Manager (Organisational Assurance) reported that the Service was aware of the improvements needed on community safety education due to a previous peer review. This audit had been commissioned in response to address the inconsistencies found in terms of the Service's approach to the content and style of its education activity.

Councillor Wheeler requested an update at a future meeting on the audits undertaken on IT security and, in particular:

- the position in respect of the IT health check on progress with the Networked Fire safety Partnership (NFSP) and specifically the performance of capita, and;
- the progress being made with the Emergency Services Network.

The report also provided an overview of the assurance tracking process and the current high priority recommendations that remained “open” on the assurance tracker.

* **APRC/5**

Devon & Somerset Fire & Rescue Service Performance Report: April 2017 to March 2018

The Committee received for information a report of the Director of Service Improvement (APRC/18/15) that set out the Service’s performance for the period of April 2017 to March 2018 with a focus on quarter 4 of 2017-18. The report highlighted the new format for the performance information which set out a measure status of ‘good performance’, ‘monitor performance’ or ‘negative exception’. This was established through an assessment of the different types of analysis, for example, performance versus the previous year, performance versus the previous quarter and trends and performance against normal variation to give a more rounded picture and which directed focus more effectively on emerging issues. Where a measure was reported as an exception, a separate report would be provided.

Five of the eight measures were showing positive performance whilst three measures were showing negative performance with one requiring monitoring. In terms of the measures showing negative performance, the following was noted:

- There had been one fire related death where people lived this quarter (January to March 2018) taking the total number to five, the same as in 2016-17. The three and five year trends were all down but a fire death meant that this corporate measure was automatically moved into negative exception;
- Fire related injuries where people work had increased compared to the previous year (2016-17) for both the reporting quarter and year to date. There was a relatively low number of injuries, however, which meant that a small change in the numbers could show dramatic percentage variations. A deeper analysis had showed that, whilst there had been an increase in the number of injuries recorded, the numbers were within normal levels for the data ;
- Fires where people lived had increased compared to the previous year for both the reporting quarter and year to date. The increase was not dramatic but combined with a negative rolling three year trend, this had been assessed to be an exception. The Service continued to look at potential causes of the increase.

For the measures on fires where people work and visit and in vehicles and also for emergency response standards, both were showing an improvement compared to the previous year for both the reporting quarter and the year to date. There had also been no fire related deaths where people worked and visited and in vehicles this quarter with the end of year figures remaining at one death, two less than the previous year.

Fire related injuries where people lived had seen a reduction compared to the previous quarter, however, the annual figure had increased from 61 to 76 (24%). Both medium and long term trends were positive, however, with performance remaining within normal levels

APRC/6 **Local Pensions Board Annual Report 2017-18**

The Committee considered a report of the Director of Corporate Services (APRC/18/16) that included the first Local Pension Board Annual Report for 2017-18 that had been submitted as good practice to the Committee to consider.

It was noted that, given the role of this Committee in assurance matters, it was considered to be both appropriate and proportionate that it should receive the Annual Report in future. It was recommended, therefore, that the Terms of Reference for this Committee should be amended to make it explicit that it would receive this report annually.

RESOLVED

- (a) That the Authority be recommended to amend the Terms of reference for this committee to provide explicitly for it to receive an Annual Report from the Local Pensions Board;
- (b) That the first Local Pensions Board Annual Report 2017-18, as appended to the report, be noted.

* **APRC/7** **Going Concern Review**

The Committee received for information a report of the Director of Finance (Treasurer) (APRC/18/17) that provided a formal response from management over the ability of the Authority to continue as a going concern.

The Director of Finance (Treasurer) reported that this was the first report that had been prepared and contained a review of the financial position as at 31 March 2018 alongside an assessment of the ability of the Authority to continue operating for the foreseeable future. The report confirmed that this Authority was operating within a robust control environment which was evidenced through appropriate assurance, financial and operational monitoring reports both to management and the Authority.

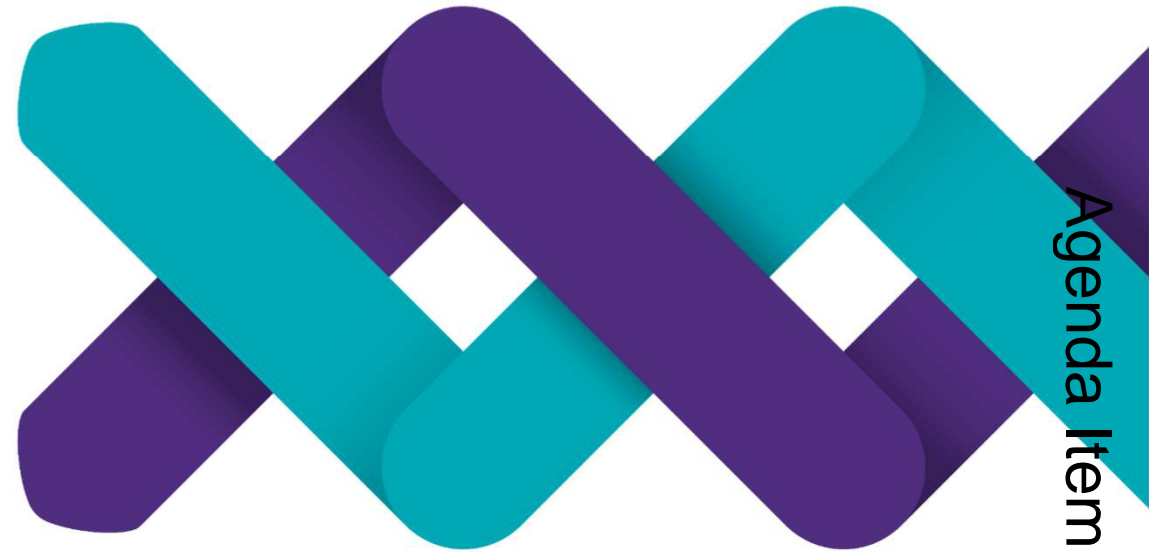
***DENOTES DELEGATED MATTER WITH POWER TO ACT**

The meeting started at 10.00 am and finished at 12.00 pm

Audit Progress Report and Sector Update

Devon and Somerset Fire and Rescue Authority
Year ending 31 March 2019

26 October 2018



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Introduction



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This paper provides the Audit and Performance Review Committee with a report on progress in delivering our responsibilities as your external auditors.

The paper also includes a summary of emerging national issues and developments that may be relevant to you as a fire and rescue authority.

Members of the Audit and Performance Review Committee can find further useful material on our website, where we have a section dedicated to our work in the public sector. Here you can download copies of our publications. Click on the Grant Thornton logo to be directed to the website www.grant-thornton.co.uk.

If you would like further information on any items in this briefing, or would like to register with Grant Thornton to receive regular email updates on issues that are of interest to you, please contact either your Engagement Lead or Engagement Manager.

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Engagement Manager

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Progress at 26 October 2018

2017/18 Audit

We have completed our audit of the Authority's 2017/18 financial statements. Our audit opinion, including our value for money conclusion and certificate of audit closure was issued on the 30 July 2018.

We issued:

- An unqualified opinion on the Authority's financial statements; and
- An unqualified value for money conclusion on the Authority's arrangements to secure economy, efficiency and effectiveness in its use of resources.

We have issued all our deliverables for 2017/18 and have concluded our work on the 2017/18 financial year. Our Annual Audit Letter, summarising the outcomes of our audit is included as a separate agenda item.

2018/19 Audit

We have begun our planning processes for the 2018/19 financial year audit.

Our detailed work and audit visits will begin later in the year and we will discuss the timing of these visits with management. In the meantime we will:

- continue to hold regular discussions with management to inform our risk assessment for the 2018/19 financial statements and value for money audits;
- review minutes and papers from key meetings; and
- continue to review relevant sector updates to ensure that we capture any emerging issues and consider these as part of audit plans.

Other areas

Meetings

We met with Finance team on 10 October 2018 as part of our quarterly liaison meetings and continue to be in discussions with finance staff regarding emerging developments and to ensure the audit process is smooth and effective.

Events

We provide a range of workshops and publications to support the Authority. Our next event is our Chief Accountants Workshop which will take place in the new year to support the production of the 2018/19 financial statements. Further details of the publications that may be of interest to the Authority are set out in our Sector Update section of this report.

Audit Deliverables

2018/19 Deliverables	Planned Date	Status
Fee Letter Confirming audit fee for 2018/19.	April 2018	Complete
Accounts Audit Plan We are required to issue a detailed accounts audit plan to the Audit and Performance Review Committee setting out our proposed approach in order to give an opinion on the Authority's 2018-19 financial statements.	January 2019	Not yet due
Interim Audit Findings We will report to you the findings from our interim audit and our initial value for money risk assessment within our Progress Report.	March 2019	Not yet due
Audit Findings Report The Audit Findings Report will be reported to the July Audit and Performance Committee.	July 2019	Not yet due
Auditors Report This is the opinion on your financial statement, annual governance statement and value for money conclusion.	July 2019	Not yet due
Annual Audit Letter This letter communicates the key issues arising from our work.	August 2019	Not yet due

Sector Update

Local government finances are at a tipping point. Councils and Fire and Rescue Authorities are tackling a continuing drive to achieve greater efficiency in the delivery of public services, whilst facing the challenges to address rising demand, ongoing budget pressures and social inequality.

Our sector update provides you with an up to date summary of emerging national issues and developments to support you. We cover areas which may have an impact on your organisation, the wider NHS and the public sector as a whole. Links are provided to the detailed report/briefing to allow you to delve further and find out more.

Our public sector team at Grant Thornton also undertake research on service and technical issues. We will bring you the latest research publications in this update. We also include areas of potential interest to start conversations within the organisation and with audit committee members, as well as any accounting and regulatory updates.

- **Grant Thornton Publications**
- **Insights from local government sector specialists**
- **Reports of interest**
- **Accounting and regulatory updates**

More information can be found on our dedicated public sector and local government sections on the Grant Thornton website

CIPFA consultation – Financial Resilience Index

The Chartered Institute of Public Finance and Accountancy (CIPFA) has consulted on its plans to provide an authoritative measure of local authority financial resilience via a new index. The index, based on publically available information, will provide an assessment of the relative financial health of each English council.

CIPFA has designed the index to provide reassurance to councils who are financially stable and prompt challenge where it may be needed. To understand the sector's views, CIPFA invited all interested parties to respond to questions it has put forward in the consultation by the 24 August.

The decision to develop an index is driven by CIPFA's desire to support the local government sector as it faces a continued financial challenge. The index will not be a predictive model but a diagnostic tool – designed to identify those councils displaying consistent and comparable features that will highlight good practice, but crucially, also point to areas which are associated with financial failure. The information for each council will show their relative position to other councils of the same type. Use of the index will support councils in identifying areas of weakness and enable them to take action to reduce the risk of financial failure. The index will also provide a transparent and independent analysis based on a sound evidence base.

The proposed approach draws on CIPFA's evidence of the factors associated with financial stress, including:

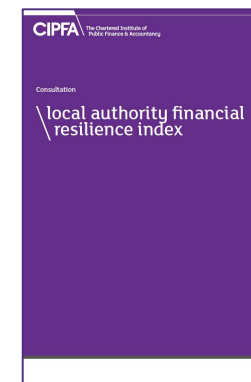
- running down reserves
- failure to plan and deliver savings in service provision
- shortening medium-term financial planning horizons.
- gaps in saving plans
- departments having unplanned overspends and/or undelivered savings.

Conversations with senior practitioners and sector experts have elicited a number of additional potential factors, including:

- the dependency on external central financing
- the proportion of non-discretionary spending – e.g. social care and capital financing - as a proportion of total expenditure
- an adverse (inadequate) judgement by Ofsted on Children's services
- changes in accounting policies (including a change by the council of their minimum revenue provision)
- poor returns on investments
- low level of confidence in financial management.

The consultation document proposes scoring six key indicators:

1. The level of total reserves excluding schools and public health as a proportion of net revenue expenditure.
2. The percentage change in reserves, excluding schools and public health, over the past three years.
3. The ratio of government grants to net revenue expenditure.
4. Proportion of net revenue expenditure accounted for by children's social care, adult social care and debt interest payments.
5. Ofsted overall rating for children's social care.
6. Auditor's VFM judgement.



MHCLG – Social Housing Green Paper

The Ministry of Housing, Communities and Local Government (MHCLG) published the Social Housing Green Paper, which seeks views on government's new vision for social housing providing safe, secure homes that help people get on with their lives.

With 4 million households living in social housing and projections for this to rise annually, it is crucial that MHCLG tackle the issues facing both residents and landlords in social housing.

The Green Paper aims to rebalance the relationship between residents and landlords, tackle stigma and ensure that social housing can be both a stable base that supports people when they need it and also support social mobility. The paper proposes fundamental reform to ensure social homes provide an essential, safe, well managed service for all those who need it.

To shape this Green Paper, residents across the country were asked for their views on social housing. Almost 1,000 tenants shared their views with ministers at 14 events across the country, and over 7,000 people contributed their opinions, issues and concerns online; sharing their thoughts and ideas about social housing,

The Green Paper outlines five principles which will underpin a new, fairer deal for social housing residents:

- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Ensuring homes are safe and decent

Consultation on the Green Paper is now underway, which seeks to provide everyone with an opportunity to submit views on proposals for the future of social housing and will run until 6 November 2018.

The Green Paper presents the opportunity to look afresh at the regulatory framework (which was last reviewed nearly eight years ago). Alongside this, MHCLG have published a Call for Evidence which seeks views on how the current regulatory framework is operating and will inform what regulatory changes are required to deliver regulation that is fit for purpose.

The Green Paper acknowledges that to deliver the social homes required, local authorities will need support to build by:

- allowing them to borrow
- exploring new flexibilities over how to spend Right to Buy receipts
- not requiring them to make a payment in respect of their vacant higher value council homes

As a result of concerns raised by residents, MHCLG has decided not to implement at this time the provisions in the Housing and Planning Act to make fixed term tenancies mandatory for local authority tenants.

The Green Paper is available on the MHCLG's website at:

<https://www.gov.uk/government/consultations/a-new-deal-for-social-housing>



MHCLG – Business rate pilots

The Secretary of State has invited more councils to apply for powers to retain the growth in their business rates under the new pilots. The pilots will see councils rewarded for supporting local firms and local jobs and ensure they benefit directly from the proceeds of economic growth.

From April 2019, selected pilot areas will be able to retain 75% of the growth in income raised through business rates, incentivising councils to encourage growth in business and on the high street in their areas. This will allow money to stay in communities and be spent on local priorities - including more funding to support frontline services.

This follows the success of previous waves of business rates retention pilots, launched in a wide range of areas across country in 2017 and 2018.

The current 50% business rates retention scheme is yielding strong results and in 2018 to 2019 it is estimated that local authorities will keep around £2.4 billion in business rates growth.

Findings from the new round of pilots will help the government understand how local authorities can smoothly transition into the proposed system in 2020.

Proposals will need to show how local authorities would 'pool' their business rates and work collaboratively to promote financial sustainability, growth or a combination of these.

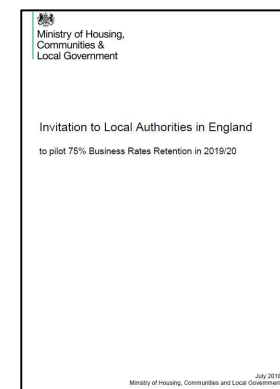
Alongside the pilots, the government will continue to work with local authorities, the Local Government Association, and others on reform options that give local authorities more control over the money they raise and are sustainable in the long term.

The invitation is addressed to all authorities in England, excluding those with ongoing business rates retention pilots in devolution areas and London. Due to affordability constraints, it may be necessary to assess applications against selection criteria, which will include:

- Proposed pooling arrangements operate across a functional economic area
- Proposal demonstrates how pooled income from growth will be used across the pilot area to either boost further growth, promote financial sustainability or a combination of these
- Proposal sets out robust governance arrangements for strategic decision-making around management of risk and reward and outlines how these support the participating authorities' proposed pooling arrangements

Any proposals will need to show that all participating authorities have agreed to become part of the suggested pool and share additional growth as outlined in the bid. The Section 151 officer of each authority will need to sign off the proposal before submission.

Proposal for new pilots must be received the MHCLG by midnight on Tuesday 25th September 2018.



Institute of Fiscal Studies: Impact of ‘Fair Funding Review’

The IFS has published a paper that focuses on the issues arising in assessing the spending needs of different councils. The government’s ‘Fair Funding Review’ is aimed at designing a new system for allocating funding between councils. It will update and improve methods for estimating councils’ differing abilities to raise revenues and their differing spending needs. The government is looking for the new system to be simple and transparent, but at the same time robust and evidence based.

Accounting for councils’ spending needs

The IFS note that the Review is seeking a less subjective and more transparent approach which is focused on the relationship between spending and needs indicators. However, like any funding system, there will be limitations, for example, any attempt to assess needs will be affected by the MHCLG’s funding policies adopted in the year of data used to estimate the spending needs formula. A key consideration will be the inherently subjective nature of ‘spending needs’ and ‘needs indicators’, and how this will be dealt with under any new funding approach. Whilst no assessment of spending needs can be truly objective, the IFS state it can and should be evidence based.

The IFS also note that transparency will be critical, particularly in relation to the impact that different choices will have for different councils, such as the year of data used and the needs indicators selected. These differentiating factors and their consequences will need to be understood and debated.

Accounting for councils’ revenues

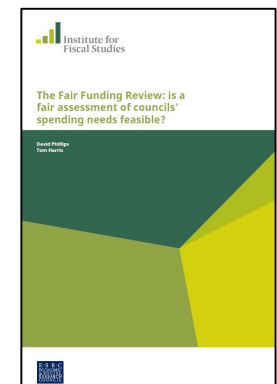
The biggest source of locally-raised revenue for councils is and will continue to be council tax. However, there is significant variation between councils in the amount of council tax raised per person. The IFS identify that a key decision for the Fair Funding Review is the extent to which tax bases or actual revenues should be used for determining funding levels going forward.

Councils also raise significant sums of money from levying fees and charges, although this varies dramatically across the country. The IFS note that it is difficult to take account of these differences in a new funding system as there is no well-defined measure of revenue raising capacity from sales, fees and charges, unlike council tax where the tax base can be used.

The overall system: redistribution, incentives and transparency

The IFS also identify that an important policy decision for the new system is the extent to which it prioritises redistribution between councils, compared to financial incentives for councils to improve their own socio-economic lot. A system that fully and immediately equalises for differences in assessed spending needs and revenue-raising capacity will help ensure different councils can provide similar standards of public services. However, it would provide little financial incentive for councils to tackle the drivers of spending needs and boost local economics and tax bases.

Further detail on the impact of the fair funding review can be found in the full report <https://www.ifs.org.uk/uploads/publications/comms/R148.pdf>.



The Vibrant Economy Index

a new way to measure success

Our Vibrant Economy Index uses data to provide a robust, independent framework to help everyone understand the challenges and opportunities in their local areas. We want to start a debate about what type of economy we want to build in the UK and spark collaboration between citizens, businesses and place-shapers to make their places thrive.

Places are complex and have an intrinsic impact on the people and businesses within them. Economic growth doesn't influence all of the elements that are important to people's lives – so we shouldn't use GDP to measure success. We set out to create another measure for understanding what makes a place successful.

In total, we look at 324 English local authority areas, taking into account not only economic prosperity but health and happiness, inclusion and equality, environmental resilience, community and dynamism and opportunity. Highlights of the index include:

- Traditional measures of success – gross value added (GVA), average workplace earning and employment do not correlate in any significant way with the other baskets. This is particularly apparent in cities, which despite significant economic strengths are often characterised by substantial deprivation and low aspiration, high numbers of long-term unemployment and high numbers of benefit claimants
- The importance of the relationships between different places and the subsequent role of infrastructure in connecting places and facilitating choice. The reality is that patterns of travel for work, study and leisure don't reflect administrative boundaries. Patterns emerge where prosperous and dynamic areas are surrounded by more inclusive and healthy and happy places, as people choose where they live and travel to work in prosperous areas.
- The challenges facing leaders across the public, private and third sector in how to support those places that perform less well. No one organisation can address this on their own. Collaboration is key.

Visit our website (www.granthornton.co.uk) to explore the interactive map, read case studies and opinion pieces, and download our report **Vibrant Economy Index: Building a better economy**.

Vibrant Economy app

To support local collaboration, we have also developed a Vibrant Economy app. It's been designed to help broaden understanding of the elements of a vibrant economy and encourage the sharing of new ideas for – and existing stories of – local vibrancy.

We've developed the app to help people and organisations:

- see how their place performs against the index and the views of others through an interactive quiz
- post ideas and share examples of local activities that make places more vibrant
- access insights from Grant Thornton on a vibrant economy.

We're inviting councils to share it with their employees and the wider community to download. We can provide supporting collateral for internal communications on launch and anonymised reporting of your employees' views to contribute to your thinking and response.

To download the app visit your app store and search 'Vibrant Economy'

- Fill in your details to sign up, and wait for the verification email (check your spam folder if you don't see it)
- Explore the app and take the quiz
- Go to the Vibrant Ideas section to share your picture and story or idea



Supply Chain Insights tool helps support supply chain assurance in public services

Grant Thornton UK LLP has launched a new insights and benchmarking platform to support supply chain assurance and competitor intelligence in public services.

The Supply Chain Insights service is designed for use by financial directors and procurement professionals in the public sector, and market leaders in private sector suppliers to the public sector. It provides users with a detailed picture of contract value and spend with their supply chain members across the public sector. The analysis also provides a robust and granular view on the viability, sustainability, market position and coverage of their key suppliers and competitors.

The platform is built on aggregated data from 96 million invoices and covers £0.5 trillion of spending. The data is supplemented with financial standing data and indicators to give a fully rounded view. The service is supported by a dedicated team of analysts and is available to access directly as an on-line platform.

Phillip Woolley, Partner, Grant Thornton UK LLP, said:

"The fall-out from the recent failure of Carillion has highlighted the urgent need for robust and ongoing supply chain monitoring and assurance. Supply Chain Insights provides a clear picture of your suppliers' activities across the sector, allowing you to understand risks, capacity and track-record. We think it's an indispensable resource in today's supplier market."



The tool enables you to immediately:

- access over 96 million transactions that are continually added to
- segment invoices by:
 - organisation and category
 - service provider
 - date at a monthly level
- benchmark your spend against your peers
- identify:
 - organisations buying similar services
 - differences in pricing
 - the leading supplier
- see how important each buyer is to a supplier
- benchmark public sector organisations' spend on a consistent basis
- see how much public sector organisations spend with different suppliers

Supply Chain Insights forms part of the Grant Thornton Public Sector Insight Studio portfolio of analytics platforms.

Click on Supply Chain Insights for more information.

Supply Chain Insights

Grant Thornton

Challenge question:

Has your Authority considered how our Supply Chain Insight tool can help support your supply chain assurance?



Links

Grant Thornton website links

<https://www.grantthornton.co.uk/>

<http://www.grantthornton.co.uk/industries/publicsector>

Ministry of Housing, Communities and Local Government links

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/728722/BRR_Pilots_19-20_Prospectus.pdf

Institute for Fiscal Studies

<https://www.ifs.org.uk/uploads/publications/comms/R148.pdf>

Annual Audit Letter

Year ending 31 March 2018

Devon and Somerset Fire and Rescue Authority

27 August 2018

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Agenda Item 5

Contents



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Section

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2. Audit of the Accounts
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Executive Summary

Purpose

Our Annual Audit Letter (Letter) summarises the key findings arising from the work that we have carried out at Devon and Somerset Fire and Rescue Authority (the Authority) for the year ended 31 March 2018.

This Letter is intended to provide a commentary on the results of our work to the Authority and external stakeholders, and to highlight issues that we wish to draw to the attention of the public. In preparing this Letter, we have followed the National Audit Office (NAO)'s Code of Audit Practice and Auditor Guidance Note (AGN) 07 – 'Auditor Reporting'. We reported the detailed findings from our audit work to the Authority's Audit and Performance Review Committee as those charged with governance in our Audit Findings Report on 27 July 2018.

Respective responsibilities

We have carried out our audit in accordance with the NAO's Code of Audit Practice, which reflects the requirements of the Local Audit and Accountability Act 2014 (the Act). Our key responsibilities are to:

- give an opinion on the Authority financial statements (section two)
- assess the Authority's arrangements for securing economy, efficiency and effectiveness in its use of resources (the value for money conclusion) (section three).

In our audit of the Authority financial statements, we comply with International Standards on Auditing (UK) (ISAs) and other guidance issued by the NAO.

Our work

Materiality	We determined materiality for the audit of the Authority's financial statements to be £1,578k, which is 2% of the Authority's gross revenue expenditure.
Financial Statements opinion	We gave an unqualified opinion on the Authority's financial statements on 30 July 2018.
Whole of Government Accounts (WGA)	We completed work on the Authority's consolidation return following guidance issued by the NAO.
Use of statutory powers	We did not identify any matters which required us to exercise our additional statutory powers.
Value for Money arrangements	We were satisfied that the Authority put in place proper arrangements to ensure economy, efficiency and effectiveness in its use of resources. We reflected this in our audit report to the Authority on 30 July 2018.
Certificate	We certify that we have completed the audit of the accounts of Devon and Somerset Fire and Rescue Authority in accordance with the requirements of the Code of Audit Practice.

Executive Summary

Working with the Authority

During the year we have delivered a number of successful outcomes with you:

- An efficient audit – we delivered an efficient audit with you in July, delivering the audit before the new earlier 31 July deadline.
- VFM - we provided you with assurance and feedback on your arrangements for delivering efficiency, effectiveness and economy.
- Sharing our insight – we provided regular audit committee updates covering best practice. We also shared our thought leadership reports.
- Providing training – we provided your teams with update training on financial accounts.

We would like to record our appreciation for the assistance and co-operation provided to us during our audit by the Authority's staff.

Grant Thornton UK LLP
August 2018

Audit of the Accounts

Our audit approach

Materiality

In our audit of the Authority's financial statements, we use the concept of materiality to determine the nature, timing and extent of our work, and in evaluating the results of our work. We define materiality as the size of the misstatement in the financial statements that would lead a reasonably knowledgeable person to change or influence their economic decisions.

We determined materiality for the audit of the Authority's accounts to be £1,578k, which is 2% of the Authority's gross revenue expenditure. We used this benchmark as, in our view, users of the Authority's financial statements are most interested in where the Authority has spent its revenue in the year.

We also set a lower level of specific materiality for senior officer remuneration of £27k.

We set a lower threshold of £79k, above which we reported errors to the Audit and Performance Review Committee in our Audit Findings Report.

The scope of our audit

Our audit involves obtaining sufficient evidence about the amounts and disclosures in the financial statements to give reasonable assurance that they are free from material misstatement, whether caused by fraud or error. This includes assessing whether:

- the accounting policies are appropriate, have been consistently applied and adequately disclosed;
- the significant accounting estimates made by management are reasonable; and
- the overall presentation of the financial statements gives a true and fair view.

We also read the remainder of the Statement of Accounts, the Narrative Report and the Annual Statement of Assurance published alongside the Statement of Accounts to check they are consistent with our understanding of the Authority and with the financial statements included in the Statement of Accounts on which we gave our opinion.

We carry out our audit in accordance with ISAs (UK) and the NAO Code of Audit Practice. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our audit approach is based on a thorough understanding of the Authority's business and is risk based.

We identified key risks and set out overleaf the work we performed in response to these risks and the results of this work.

Audit of the Accounts

Significant Audit Risks

These are the significant risks which had the greatest impact on our overall strategy and where we focused more of our work.

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p>Improper revenue recognition Under ISA (UK) 240 there is a presumed risk that revenue may be misstated due to the improper recognition of revenue.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 24</p>	<p>Having considered the risk factors set out in ISA240 and the nature of the revenue streams at the Authority, we have determined that the risk of fraud arising from revenue recognition can be rebutted for non-fees and charges income streams, because:</p> <ul style="list-style-type: none"> • There is little incentive to manipulate revenue recognition • Opportunities to manipulate revenue recognition are very limited • The culture and ethical frameworks of local authorities, including Devon and Somerset Fire and Rescue Authority, mean that all forms of fraud are seen as unacceptable 	<p>Our audit work has not identified any issues in respect of revenue recognition.</p>
<p>Management override of controls Under ISA (UK) 240 there is a non-rebuttable presumed risk that the risk of management over-ride of controls is present in all entities.</p> <p>The Authority faces external scrutiny of its spending, and this could potentially place management under undue pressure in terms of how they report performance.</p> <p>We identified management override of controls as a risk requiring special audit consideration.</p>	<p>As part of our audit work we have:</p> <ul style="list-style-type: none"> • reviewed accounting estimates, judgements and decisions made by management • tested journal entries • reviewed unusual significant transactions 	<p>Our audit work did not identify any issues in respect of management override of controls.</p>

Audit of the Accounts

Significant Audit Risks

These are the significant risks which had the greatest impact on our overall strategy and where we focused more of our work.

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p>Valuation of property, plant and equipment The Authority revalues its land and buildings on an annual basis to ensure that carrying value is not materially different from fair value. This represents a significant estimate by management in the financial statements.</p> <p>We identified the valuation of land and buildings revaluations and impairments as a risk requiring special audit consideration.</p>	<p>As part of our audit work we have:</p> <ul style="list-style-type: none"> • Reviewed management's processes and assumptions for the calculation of the estimate, the instructions issued to valuation experts and the scope of their work • Reviewed the competence, expertise and objectivity of any management experts used. • Discussed with the Authority's valuer the basis on which the valuation was carried out, challenging the key assumptions. • Reviewed and challenged the information used by the valuer to ensure it was robust and consistent with our understanding. • Tested revaluations made during the year to ensure they were input correctly into the Authority's asset register • Evaluated the assumptions made by management for those assets not revalued during the year and how management satisfied themselves that these were not materially different to current value. 	<p>Our audit work did not identify any issues in respect of the valuation of property, plant and equipment.</p>

Audit of the Accounts

Significant Audit Risks (continued)

These are the significant risks which had the greatest impact on our overall strategy and where we focused more of our work.

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p>Valuation of pension fund net liability The Authority's LGPS pension fund asset and liability as reflected in its balance sheet represent a significant estimate in the financial statements.</p> <p>We identified the valuation of the pension fund net liability as a risk requiring special audit consideration.</p>	<p>As part of our audit work we have:</p> <ul style="list-style-type: none"> Identified the controls put in place by management to ensure that the pension fund net liability is not materially misstated and assessed whether those controls were implemented as expected and whether they were sufficient to mitigate the risk of material misstatement. Reviewed the competence, expertise and objectivity of the actuary who carried out the Authority's pension fund valuation. Gained an understanding of the basis on which the IAS 19 valuation was carried out, undertaking procedures to confirm the reasonableness of the actuarial assumptions made. Reviewed the consistency of the pension fund net liability disclosures in notes to the financial statements with the actuarial report from your actuary. 	<p>Our audit work did not identify any issues in respect of the valuation of the pension fund net liability.</p>

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Audit of the Accounts

Audit opinion

We gave an unqualified opinion on the Authority's financial statements on 30 July 2018, in advance of the earlier national deadline.

Preparation of the accounts

The Authority presented us with draft accounts in accordance with the national deadline of 31 May 2018 and provided a good set of working papers to support them. The finance team responded promptly and efficiently to our queries during the course of the audit.

Issues arising from the audit of the accounts

We reported the key issues from our audit to the Authority's Audit and Performance Review Committee on 27 July 2018.

In addition to the key audit risks and findings reported above, we identified an issue with the evidence trail to support the approval of exit package. Specifically, the lack of formal minutes documenting the original and final approved settlement decision was, in our view, a significant deficiency in the internal controls operating over decision making in this matter.

The Authority retrospectively approved the minutes of the June 2017 GP Committee, where the original decision was taken, within the confidential (Part 2) session of the full Authority on 30 July 2018.

Annual Governance Statement and Narrative Report

We are required to review the Authority's Annual Statement of Assurance and Narrative Report. It published them on its website alongside the Statement of Accounts in line with the national deadlines.

Both documents were prepared in line with the CIPFA Code and relevant supporting guidance. We confirmed that both documents were consistent with the financial statements prepared by the Authority and with our knowledge of the Authority.

Certificate of closure of the audit

We are also required to certify that we have completed the audit of the accounts of Devon and Somerset Fire and Rescue Authority in accordance with the requirements of the Code of Audit Practice.

We certified that we had completed the audit of the accounts for the Authority in accordance with the Code on 30 July 2018.

Value for Money conclusion

Background

We carried out our review in accordance with the NAO Code of Audit Practice, following the guidance issued by the NAO in November 2017 which specified the criterion for auditors to evaluate:

In all significant respects, the audited body takes properly informed decisions and deploys resources to achieve planned and sustainable outcomes for taxpayers and local people.

Key findings

Our first step in carrying out our work was to perform a risk assessment and identify the key risks where we concentrated our work.

The key risks we identified and the work we performed are set out overleaf.

As part of our Audit Findings report agreed with the Authority in July 2018, we agreed a recommendation to address our findings:

- The Authority must develop realistic savings plans to bridge the budget gap in the Medium term Financial Plan.

Overall Value for Money conclusion

We are satisfied that in all significant respects the Authority put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources for the year ending 31 March 2018.

Value for Money conclusion

Key Value for Money Risks

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p>Medium Term Financial Planning</p> <ul style="list-style-type: none"> We reported in our audit plan that the Authority continues to face financial pressures with the 4 year settlement for 2016/17 to 2019/20 resulting in a 25% grant cut. In order to set a balanced budget for 2018/19 the Authority is proposing, as a short term solution, to reduce the revenue contribution to capital to bridge the budget gap. The budget report also highlights that savings of between £8.4m and £14.6m will need to be made by 2021/22 depending on the level of Council Tax increase. 	<p>We reviewed the Authority's Medium Term Financial Plan, including the assumptions and savings included within the modelling. We also considered the work being done by the Authority to identify the additional savings that it needs to make over this period.</p> <p>The Authority's outturn for 2017/18 was £320k below budget, which was transferred to earmarked reserves. At 31 March 2018 the Authority has reserves of £37.2m, with £31.9m being in earmarked reserves and £5.3m in the general reserve (which at over 7% of the annual budget is in excess of the 5% target set by the Authority).</p> <p>The Authority set a balanced budget for the 2018/19 financial year, with a Council Tax increase of 2.99% being agreed. Budgeted savings within this were £711k, consisting of £441k from authority pensions, £206k from estates and £89k from debt charges. The balanced budget position was achieved by reducing the revenue contribution to capital expenditure by £1,289k.</p> <p>The current MTFP runs to 2021/22 with the savings requirement over that period being between £8.4m and £14.6m depending on the level of council tax increase. The MTFP is based on detailed modelling assumptions in the Financial Planning Model, which go beyond the reported MTFP into 2022/23. These include inflation, pay and pension increases as well as anticipated reductions in grant funding, including the four year funding settlement accepted by the Authority. These assumptions have been reviewed and appear to be reasonable. The MTFP is updated regularly as a result of updated information on grant settlements, savings strategy and new cost pressures identified.</p>	<p>The Authority's MTFP has a gap of up to £14.6m over the 2019/20 - 2021/22 period. This represents a considerable challenge for the Authority given the savings it has had to make in recent years. The Authority must develop realistic savings plans to bridge the budget gap.</p> <p>On that basis we concluded the risk was sufficiently mitigated and the Authority has proper arrangements in place for planning finances effectively to support the sustainable delivery of strategic priorities and using appropriate cost and performance information to support informed decision making</p>

Value for Money conclusion

Key Value for Money Risks

Risks identified in our audit plan	How we responded to the risk	Findings and conclusions
<p>Red One</p> <ul style="list-style-type: none"> We reported in our audit plan that in 2016/17 the Authority sought external advice in response to concerns over cross-charging between Authority and Red One Ltd, and governance arrangements generally. Reports were received as a result that made a number of recommendations, although one report stated that many were similar to recommendations that had been made previously but not yet actioned. A further review of the governance arrangements at Red One has been carried out. 	<p>We reviewed the progress made by the Authority in response to the recommendations from the reports received in 2016/17, and the more recent review, to ensure that appropriate action has been taken to address the issues identified.</p> <p>The last reported update to members in December 2017 demonstrates that the recommendations made in relation to Red One's governance and financial arrangements are now being taken forward. The report shows that recommendations are being tracked in an action plan. The Authority has now approved a revised governance framework for Red One and revised arrangements for the Non Executive Board of Red One, including the introduction of independent Non Executive Directors.</p>	<p>The Authority is making progress in implementing the recommendations in relation to Red One, with revised governance arrangements in place. Further efforts are required to ensure that all the issues identified are addressed and governance arrangements are fully effective at Red One. We will continue to monitor progress in this area as part of our 2018/19 VFM audit.</p> <p>On that basis we are satisfied that the risk is being properly mitigated.</p>

A. Reports issued and fees

We confirm below our final reports issued and fees charged for the audit and confirm there were no fees for the provision of non audit services.

Reports issued

Report	Date issued
Audit Plan	February 2018
Audit Findings Report	July 2018
Annual Audit Letter	August 2018

Fees for non-audit services

Service	Fees £
Audit related services	
- None	Nil
Non-Audit related services	
- None	Nil

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Fees

	Planned £	Actual fees £	2016/17 fees £
Statutory Authority audit	33,820	33,820	33,820
Total fees	33,820	33,820	33,820

Non-audit services

- For the purposes of our audit we have made enquiries of all Grant Thornton UK LLP teams providing services to the Authority. The table above summarises all non-audit services which were identified.

The planned fees for the year were in line with the scale fee set by Public Sector Audit Appointments Ltd (PSAA)



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Agenda Item 6

REPORT REFERENCE NO.	APRC/18/18
MEETING	AUDIT & PERFORMANCE REVIEW COMMITTEE
DATE OF MEETING	9 NOVEMBER 2018
SUBJECT OF REPORT	AUDIT & REVIEW 2018-19 UPDATE: QUARTER 2
LEAD OFFICER	DIRECTOR OF SERVICE IMPROVEMENT
RECOMMENDATIONS	<i>That the report be noted.</i>
EXECUTIVE SUMMARY	<p>Attached for consideration and discussion is the 2018 – 19 Quarter 2 Audit & Review report. This report sets out progress to date against the approved 2018-19 Internal Audit Plan, and updates on additional review work undertaken.</p> <p>The report provides assurance statements for the audits completed to date and records the progress against the approved Internal Audit Plan.</p> <p>Internal Audit activities across Devon & Somerset Fire & Rescue Service (DSFRS) are managed through a shared service agreement that sees Audit & Review and the Devon Audit Partnership (DAP) work together to deliver the Internal Audit Plan. Additionally this includes an overview of key assurance activities completed by other teams who contribute to the audit plan, such as Information Assurance, Operational Assurance, and Safety Assurance.</p> <p>The report provides an overview of the assurance tracking process and the current high priority recommendations that remain as 'open' on the assurance tracker.</p>
RESOURCE IMPLICATIONS	Nil.
EQUALITY RISKS AND BENEFITS ASSESSMENT (ERBA)	Not applicable.
APPENDICES	Nil.
LIST OF BACKGROUND PAPERS	<p>Audit & Review 2018-19 Plan</p> <p>Audit & Review Service Policy</p>

1. INTRODUCTION

- 1.1. The 2018/19 Internal Audit Plan was approved by this Committee at its meeting held on 26 April 2018. The Plan sets out the combined scope of internal audit work to be completed by Audit & Review and the Devon Audit Partnership, and other assurance providing functions.
- 1.2. Audit & Review and the Devon Audit Partnership are accountable for the delivery of the Plan and the policy includes the requirement to report progress to this Committee at least three times per year.
- 1.3. The key objective of this report is to provide the Committee with a progress report against the Plan.
- 1.4. The report includes the assurance statements for the audits completed since the previous meeting of the Committee.
- 1.5. The report also includes an overview of the assurance tracking process and the current high priority recommendations that remain as 'open' on the assurance tracker.

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 2018-19 PLAN

3.1. The 2018-19 Internal Audit Plan has been assigned to the Audit & Review Manager, the Information Assurance Manager, the IT Security Officer, the Operational Assurance Manager, the Organisational Safety Manager, and the Risk & Insurance Manager.

Assurance Area	Progress	Assurance statement / Update
Operational Assurance		
<p>Our Operational Assurance (OpA) process captures information from operational activities (through monitoring and debriefing), enables the identification of trends through a graphical dashboard and manage the resultant actions with the organisation. Actions are assigned to local risk managers and monitored to ensure improvements implemented.</p>		
Operational Assurance	Ongoing	<p>Between July and September; 319 Incidents were monitored. 222 of these incidents identified learning points:</p> <ul style="list-style-type: none"> • 11 safety critical (18 in Q1) • 150 improvement opportunities (against 107 in Q1). • 61 notable practice (2 in Q1; this is a significant increase). <p>Learning points have been referred to the relevant teams to action.</p> <p>Trend analysis has been carried out by the Op A department and incorporated into our quarterly bulletin for organisational learning.</p> <p>Quarter 2 - 100 response support visits completed by flexi officers on targeted themes (120 in Q1). These visits are to enhance learning identified through trend analysis and national learning.</p> <p>An inspection by HSE is scheduled for 30th-31st October 2018.</p>

Information Assurance		
Data Protection / GDPR	Ongoing	<p>A GDPR compliance gap analysis has been completed.</p> <p>There were 52 security events reported between July and September (49 in Q1), of which 16 related specifically to Information Security (16 in Q1), showing no significant change. None of these were reportable to the ICO.</p>
Risk based audits		
National Fire Chiefs Council (NFCC) H&S Assessment	In Progress	<p>Stage two of the three stage self-assessment (our Safety Management System) is in progress, which is scheduled for completion by end of Q3 2018-19, with DAP providing an objective review (stage three) of our assessment in Q4, to enable an overall outcome to be determined.</p>
National Fraud Initiative	Ongoing	<p>This is a mandatory initiative for public sector organisations, and is owned by the Cabinet Office. The results of the 2016-2018 national exercise, show recovery of £275.3m public finance across UK. There were no instances of fraud identified at DSFRS through this exercise. Data collection is currently being completed to enable a new matching exercise to be completed across the next 2 years.</p>
Service Policies	Ongoing	<p>An ongoing review is underway to reduce the volume of service policy documents which are no longer relevant or past their required review date. Currently 71% of policies are past due for review (an improvement from 76% in Q1). This has been added to the Corporate Risk Register, and a project to address this has been agreed by EB.</p>
Training for Competence: Evaluation review	Draft Report	<p>★★★ Good Standard</p> <p>There were robust feedback processes in place during the pilot, however, as this progresses to becoming business as usual, there is room to improve the transparency and signposting of the feedback process, to ensure it is easily accessible to all.</p>

Cultural Audit	In Progress	Work has begun on a cultural audit, to assess the decision making process, and empowerment within DSFRS, and to identify any areas for consideration in the Bullying & Harassment policy. This is due to be completed by Devon Audit Partnership.
IT Security		
IT Health Check - Corporate	Ongoing	The 2018 testing has been completed and the draft reports received for review. The testers expressed confidence in our overall technical security posture.
IT Health Check - NFSP	Ongoing	Capita progress with remediation of the 2017 risks is still incomplete but they have arranged for a pre-Health Check review by one of their security specialists. The 2018 health Check has been delayed by complications with the Capita Emergency Services Network (ESN) update and is now booked for October.
Code of Connection (Airwave/ESN)	Ongoing	The Health Check has recently been performed and the report will be reviewed for any actions before the new submission is completed.
ISO 27001 Alignment	Ongoing	Good progress has been made in Q2 with gathering evidence of ISO27001 alignment.

Action Planning

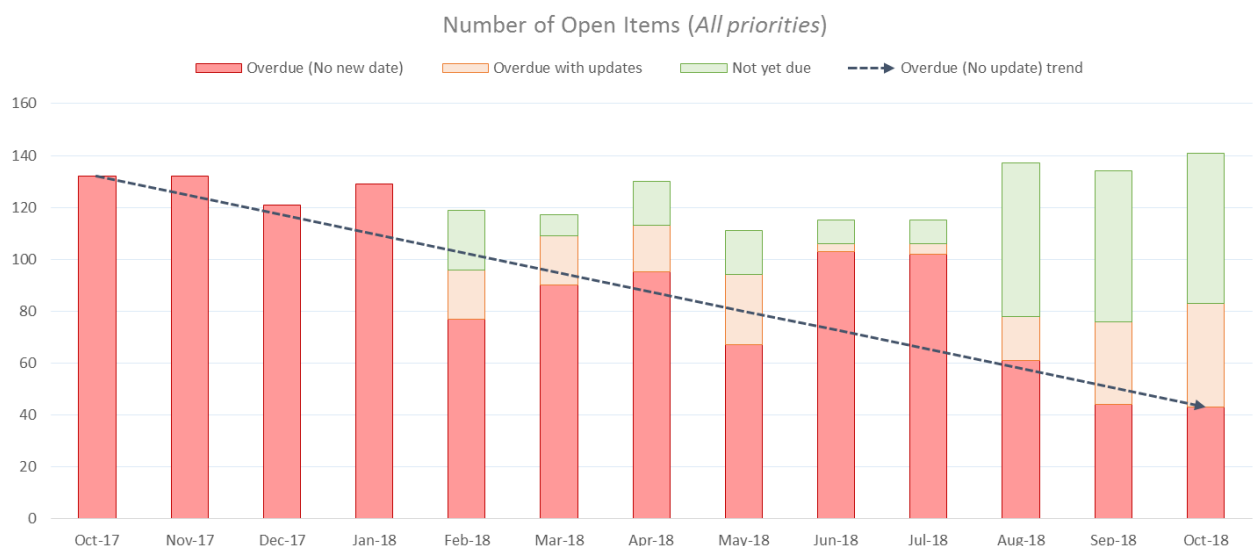
- 3.2. All issues have been discussed with the Lead Officers and Audit & Review are pleased to report that suitable action plans have been agreed to improve the management of any risks identified.
- 3.3. All agreed actions are captured and monitored through the assurance tracking process (see paragraph below), and where relevant, will be reflected in either department plans (if incremental improvement) or the Change & Improvement Plan (if strategic).

4. WHAT HAPPENS WITH AUDIT & REVIEW RECOMMENDATIONS

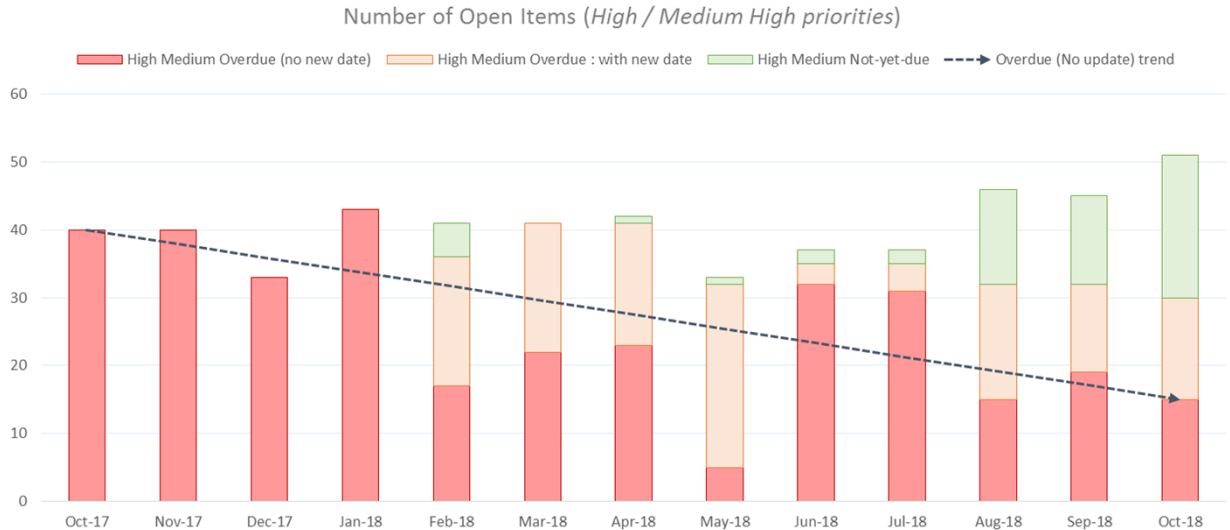
- 4.1. The Audit & Review Assurance Tracking system records all recommendations and agreed actions coming out of key assurance activities. The system tracks recommendations at the following assurance levels:
- External reviews (including External audit)
 - Annual Statement of Assurance
 - Internal Audit (Audit & Review and Devon Audit Partnership)
 - Operational Assurance

- European Foundation for Quality Management (EFQM)
- Peer Review
- ICT Health Checks
- Safety Events
- Security Events

- 4.2. The Assurance Tracker is available to all employees through the Service Information Point (SIP) and will be made available to the public in the future to fall in line with the new draft Fire & Rescue National Framework document.
- 4.3. A quarterly update procedure has been embedded that sees the export and distribution of outstanding recommendations to service managers to provide an update. This has been aligned to the Corporate Planning process to ensure outstanding recommendations are reviewed alongside departmental plans.
- 4.4. The inclusion of additional assurance activity, such as ICT health checks, safety and security events, has seen an overall increase in the total number of open actions. However, even with the additional assurance actions, over the last 12 months, a 67% decrease has been seen in overdue recommendations with no update, to 43 (132 reported in September 2017). Updates are being focussed on the higher priority items, however the overall trend in all priority of open items, continues to decrease. As at October 2018, refer to illustrated Graph 1 and Graph 2 below.
- 4.5. The overdue actions are largely linked to longer term project work that remain on-going and are monitored through the assurance tracking process.
- 4.6. Additionally, open actions have been superseded by changes to the service structure, digital transformation and other actions. Further work is ongoing to ensure that actions that have been superseded are documented and recorded as closed.



Graph 1: Open recommendations (all priorities)



Graph 2: Open recommendations (High/Med High priority)

5. CONCLUSION

- 5.1. Based on the work completed to date in this year and knowledge from previous years, the systems in operation within Devon & Somerset Fire & Rescue Service continue to demonstrate a level of internal control.
- 5.2. Both Audit & Review and the Devon Audit Partnership would wish to use this report to thank all staff who have worked with them in delivering the audit programme and the willingness to positively engage in the audit process.
- 5.3. The progress made against the agreed Audit Plan will be reported back to this Committee at regular intervals.

ACFO PETE BOND
Director of Service Improvement

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Agenda Item 7

REPORT REFERENCE NO.	APRC/18/19
MEETING	AUDIT & PERFORMANCE REVIEW COMMITTEE
DATE OF MEETING	9 NOVEMBER 2018
SUBJECT OF REPORT	CORPORATE RISK REGISTER
LEAD OFFICER	DIRECTOR OF SERVICE IMPROVEMENT
RECOMMENDATIONS	<i>That the report be noted.</i>
EXECUTIVE SUMMARY	<p>Managing risks, both operational and strategic, is an important part of ensuring that the resources of Devon and Somerset Fire and Rescue Service are used to best advantage. Risk is inherent in most things that the Service does and much of its activity is already assessed and managed through the application of the operational risk management procedures and good common sense.</p> <p>The Corporate Risk Register details risks and mitigation to ensure risk is managed appropriately and proportionately.</p>
RESOURCE IMPLICATIONS	Nil.
EQUALITY RISKS AND BENEFITS ASSESSMENT (ERBA)	Not applicable.
APPENDICES	Nil.
LIST OF BACKGROUND PAPERS	<p>APRC September 2017 – Corporate Risk Register</p> <p>APRC January 2018 – Corporate Risk Register</p>

1. INTRODUCTION

1.1 The aims of Risk Management for the Devon & Somerset Fire & Rescue Service (“the Service”) are to:

- Protect the assets of the Service;
- Ensure service continuity; and
- Facilitate innovation and opportunity.

1.2 Risk management does not mean risk avoidance. It is about encouraging officers and managers to identify, understand and control risk and to learn how to accept the right level of risk.

2. BACKGROUND – CORPORATE RISK REGISTER

2.1 The Service corporate risk register captures and describes the Authority’s most significant risks, with a focus on cross-cutting risks and major projects. It is formally reviewed and refreshed on a regular cycle. The final stage of the process, once the risks have been reviewed by risk owners and directors, is for the Audit & Performance Review Committee to consider and comment on the register.

2.2 The Service risk profile has changed over the last six months. The Corporate Risk Register contains fourteen risks with three new risks, CR041 (added January 2018) and CR042 and CR043 (added September 2018). There are four risks that the Service Extended Leadership Team (ELT) is considering for delegation to local risk registers, thus making a total of ten corporate risks, a reduction since January 2018. No risks have increased in severity. As is normal, there have been minor changes to control measures across the risk portfolio. Risk owners are assigned to each issue and active mitigation in place.

2.3 The new risks added are:

- CR041 Outstanding policies may adversely impact on safe systems of work and reduce existing compliance standards.

Controls : An ongoing review is underway to reduce the volume of service policy documents which are no longer relevant or past their required review date. Currently 71% of policies are past due for review (an improvement from 76% in Q1). The Service Executive Board (EB) has agreed a plan to resource and address this area, led by Amy Webb.

- CR042 Restrictive business rules for minimum operational crewing levels impacts adversely on the Service’s ability to recruit on call fire fighters.

Controls : this risk is being incorporated into the Service Delivery redesign project in the Change and improvement programme.

- CR043 ICT business continuity plans that support organisational restoration should be tested regularly for plan adequacy.

Controls : a Business continuity manager has been appointed, on a fixed term contract commencing in early December 2018. The post holder’s initial priority is cyber incident management and ICT systems recovery plans

3. PROPOSED NEW RISK FOR INCLUSION IN CORPORATE RISK REGISTER

3.1 None.

4. RISK UPDATES

4.1 The Annual Statement of Assurance was published recording areas for improvement and is monitored by the Internal Audit Manager on a regular basis and progress updates reported to APRC quarterly.

4.2 Preparation for Her Majesty's Inspector of Constabulary & Fire & Rescue Services (HMICFRS) Inspection is underway in readiness for next year's process.

4.3 Between January and October 2018, the Extended Leadership Team (ELT) and the Protective Security Group (PSG) considered the following issues and agreed next steps to mitigate risk to a comfortable level:

- a. ELT participated in corporate risk management training and a "no notice" cyber-attack exercise that tested adequacy of existing business continuity plans.
- b. PSG monitor security for personal, information and physical security threats and risks.

5. AMENDED RISKS

5.1 None.

6. RISKS TO BE DELEGATED TO LOCAL RISK REGISTER

6.1 There are four risks being considered by ELT for delegation to local risk registers due to the level of risk is being mitigated adequately and transition into business as usual.

6.2 The recommended delegated risks are:

- a. CR029 Breathing apparatus process improved.
- b. CR030 Inadequate project team resilience. Restructured programme and project process and additional resources recruited.
- c. CR038 NFSP mobilising system. Regular IT health checks and system availability tests.
- d. CR040 Failure to comply with GDPR by May 2018. Activity business as usual.

7. LEGAL IMPLICATIONS

7.1 None

8. NEXT STEPS

8.1 The next formal review of the corporate risk register will take place after the financial year end. The register may well therefore need to be refreshed.

ACFO PETE BOND
Director of Service Improvement

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Agenda Item 8

REPORT REFERENCE NO.	APRC/18/20
MEETING	AUDIT & PERFORMANCE REVIEW COMMITTEE
DATE OF MEETING	9 NOVEMBER 2018
SUBJECT OF REPORT	DEVON & SOMERSET FIRE & RESCUE SERVICE PERFORMANCE REPORT: APRIL 2018 TO SEPTEMBER 2018
LEAD OFFICER	DIRECTOR OF SERVICE IMPROVEMENT
RECOMMENDATIONS	<i>That the report be noted.</i>
EXECUTIVE SUMMARY	<p>Attached for consideration and discussion is the Devon & Somerset Fire & Rescue Authority Performance Report for the reporting period April 2018 to September 2018.</p> <p>The report features the measure details together with information on the measure status – in this report a measure status can be classed as ‘positive performance’, ‘monitor performance’ or ‘negative exception’.</p> <p>The measure statuses are established through assessing performance vs previous year and medium to long-term trends. This method gives a rounded picture of performance and directs focus effectively on emerging issues.</p> <p>Where a measure is reported as an exception, an exception report will be included, providing additional information and analysis relating to the measure and identifying whether further action should be considered at this point.</p> <p>Commentary is included to provide additional contextual information related to the measures within the report and highlights the activities that are being carried out to improve performance.</p>
RESOURCE IMPLICATIONS	None
EQUALITY RISKS AND BENEFITS ANALYSIS (ERBA)	None
APPENDICES	A. Devon & Somerset Fire & Rescue Authority Performance Report – April to September 2018.
LIST OF BACKGROUND PAPERS	Devon and Somerset Fire and Rescue Authority Corporate Plan 2013/14 – 2014/15

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DEVON &
SOMERSET
FIRE & RESCUE SERVICE

April to September 2018/19 Performance Report

Audit and Performance Review Committee

Strategic Analysis Team

Devon & Somerset
Fire & Rescue Service

24/10/2018

Contents

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3	Contents
4	Introduction
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6	Measure Status
7 to 14	Measures 1-3: Performance against measures relating to fires in the home, exception reports and commentary on associated activities.
15 to 23	Measures 4-6 Details: Performance against measures relating to fires where people work, visit and in vehicles, exception reports and commentary on associated activities.
24 to 26	Measures 7-8 Details: Performance against measures relating to emergency response standards (ERS) to fires in the home and road traffic collisions (RTCs), exception reports and commentary on associated activities.
27	Sickness Absence Performance: April-July 2018

Introduction

Devon & Somerset Fire & Rescue Service (DSFRS) is the largest non-metropolitan fire and rescue service in England. DSFRS provide prevention, protection and response services across the counties of Devon and Somerset (including Torbay and Plymouth).

There are 85 fire stations in the service area, the second largest number in England, and over 1,900 dedicated staff who work to protect the 1.7 million people who live in the area. This alongside the estimated 400,000 people who visit the counties throughout the year.

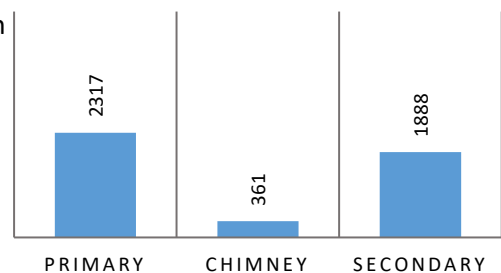
The fire and rescue service does not just rescue people from burning buildings and put out fires. In the 12 month period from October 2017 to September 2018 there were 19,044 incidents attended in the Devon and Somerset service area, a breakdown of the incidents can be seen below:

FIRES, 4566

Primary Fires - generally larger more complex incidents, those with casualties or fatalities or those occurring in dwellings.

Chimney Fires - fires restricted to the confines of the chimney.

Secondary Fires - minor fires, no casualties.

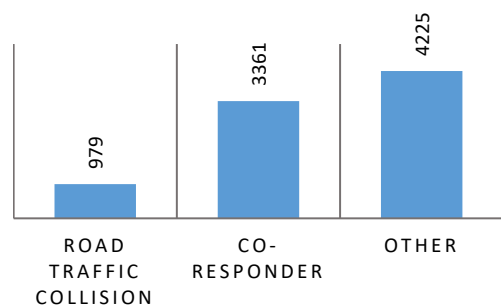


SPECIAL SERVICE, 8565

Road Traffic Collisions (RTCs) attended by DSFRS - not fires.

Medical emergencies include Co-responder incidents for which DSFRS provide first response on behalf of the South West Ambulance Service Trust (SWAST).

Other incidents include flooding, rescue from height, animal rescue

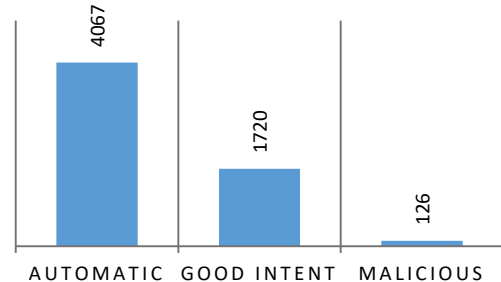


FALSE ALARMS, 5913

Automatic Fire Alarm (AFAs) - calls initiated by fire alarm or fire-fighting equipment operating.

False Alarm Good Intent - calls made in the belief that the Service would attend an emergency incident.

Malicious False Alarm – calls made with the intention of getting the Service to respond to a non-existent incident.



As well as providing a response to emergencies the Service is committed to providing community safety advice, education and intervention to keep its community and its visitors safe and prevent incidents from happening. This can be by ensuring that the responsible person in a business premises is adhering to fire safety legislation, or through community safety activities such as home safety visits, RTC education and youth intervention programmes.

Executive Summary

The April to September 2018/19 Performance Report sees three of the eight corporate measures showing positive performance, three showing negative performance and two requiring monitoring.

Positive performance

Fire-related injuries where people live have seen a reduction in both the reporting quarter (-15.4%) and year-to-date figures (-12.5%).

Fires where people live have seen a reduction in incidents in both the reporting quarter (-9.5%) and year-to-date (-12.3%).

Emergency response standards for fires where people live are showing improvement compared to previous year for the reporting quarter and only a slight deterioration in year-to-date performance. The long-term trend is also positive.

Monitoring Performance

Fire-related injuries where people work, visit and in vehicles are showing variable performance with the reporting quarter showing no change from previous year and year-to-date showing a slight improvement. Both three and five-year trends are upward. The number of injuries recorded are thankfully low and as such small variations within the data can effect measurement significantly.

Emergency response standards for road traffic collisions are showing variable performance and should be monitored. There has been a slight decline in performance during Q2 2018/19 and year-to-date performance is also slightly worse than previous year. However, three and five-year trends are positive.

Negative Performance

There have been five **fire-related deaths** between April and September 2018; three due to fires where people live, one due to a vehicle fire and one due to an out of control bonfire. Where a death unfortunately occurs the related measures will be reported as exceptions.

Fires where people work, visit and in vehicles have increased for both the reporting quarter and year-to-date. The rolling three-year trend is upward, however, the five-year trend is down. Analysis indicates that the increase is likely to be linked to the sustained period of dry hot weather experienced over the summer months. Further information is contained in the body of the report.

Further information on the measures that are in negative exception is provided within the body of the report.

Measure Status

The performance status of reportable measures is established through analysis of performance vs previous year and medium / long term trends. Where a measure is reported as an exception an exception report will be included in the document. This report will provide additional information and analysis relating to the measure and will identify whether further action should be considered at this point.

Statuses: ✓ = Good Performance ! = Monitor Performance ✘ = Negative Exception

KPI No.	Description	Status	Page
1	Fire-related deaths where people live	✘	7
2	Fire-related injuries where people live	✓	7
3	Fires where people live	✓	7
4	Fire-related deaths where people work, visit and in vehicles	✘	15
5	Fire-related injuries where people work, visit and in vehicles	!	15
6	Fires where people work, visit and in vehicles	✘	15
7	Emergency Response Standard - first appliance to fires where people live in 10 minutes	✓	24
8	Emergency Response Standard - first appliance to Road Traffic Collisions in 15 minutes	!	24

Measures 1-3 Details

Measure 1: Fire-related deaths where people live

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	0	NA	✘	3	3	0.0%	!	↓	↓
Accidental	1	0	NA	✘	3	3	0.0%	!	↑	↓
Deliberate	0	0	0.0%	✔	0	0	0.0%	✔	↓	↓

This measure is in exception due to one death in the reporting quarter, bringing the total number of deaths up to three for the year-to-date, the same as previous year. All trends are positive with the exception of the rolling three-year trend for accidental deaths.

The low numbers recorded within this measure should be noted. Minor fluctuations will lead to dramatic changes to percentages and trends.

Further information can be found on page eight of this report.

Measure 2: Fire-related injuries where people live

Status ✔

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	11	13	-15.4%	✔	35	40	-12.5%	✔	↑	↑
Accidental	10	10	0.0%	!	30	35	-14.3%	✔	↑	↑
Deliberate	1	3	-66.7%	✔	5	5	0.0%	!	↑	↔

This measure is showing positive performance for both the reporting quarter and year-to-date.

Rolling three and five-year trends are all negative.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Measure 3: Fires where people live

Status ✔

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	218	241	-9.5%	✔	441	503	-12.3%	✔	↔	↔
Accidental	201	223	-9.9%	✔	402	460	-12.6%	✔	↔	↔
Deliberate	17	18	-5.6%	✔	39	43	-9.3%	✔	↑	↑

This measure is showing positive performance for both the reporting quarter and year-to-date.

Rolling three and five-year trends are indicating a level trend in performance with the exception of deliberate fires which are showing upward trends, however, numbers of deliberate fires small and therefore trends are less reliable.

Measures 1-3 Details

Measure 1: Fire-related deaths where people live

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 18/19	YTD 17/18	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	1	0	NA	✘	3	3	0.0%	!	↓	↓
Accidental	1	0	NA	✘	3	3	0.0%	!	↔	↓
Deliberate	0	0	0.0%	✓	0	0	0.0%	✓	↓	↓

Why is this an exception?

This measure is in exception due to one death in the reporting quarter, bringing the total number of fatalities up to three for the year-to-date, the same as previous year.

All trends are positive with the exception of the rolling three-year trend.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Analysis

The three deaths where people live reported resulted from separate incidents.

1) Incident one occurred on the 15th June 2018. The victim was a 48-year-old, chair-ridden male who was rescued from a ground floor flat by a bystander. The fire started accidentally when smoking materials came into contact with bedding. Although it cannot be confirmed it has been indicated that drugs may have been a contributory factor to the incident. Alarms operated and alerted a response.

Two people were rescued by the fire service from the first floor flat above the affected property. Both were uninjured.

There has been no recorded community safety engagement with the victim at the premises.

2) Incident two occurred on the 17th June 2018. The victim was an 89-year-old male who was rescued from the room of origin by fire service personnel. The fire started accidentally in the bedroom when clothing came into contact with an electric heater. The fire was confined to the room of origin. Alarms operated and alerted a response.

In April 2011 the service conducted a home fire safety visit at the property, fitting two smoke detectors.

3) Incident three occurred on the 22nd September 2018. The victim was an 82-year-old woman. Cause of fire and death are under investigation however initial indications are that the fire started accidentally, it is likely that the victim was alerted by the smoke detectors and went to investigate rather than exiting the building immediately.

The Service had attended the property to carry out a home fire safety visit in July 2018. At the visit two smoke detectors were fitted and advice was given.

All victims exhibited characteristics that would have resulted in eligibility for free home fire safety visit.

Recommendations

No action required at this time. Continue to monitor.

Measures 1-3 Commentary

Community Safety Prevention Activities

In the 12 months from 01 October 2017 to 30 September 2018 the Service conducted 9,624 targeted Home Safety Visits to households identified as needing our expert guidance and support.

The Service works closely with colleagues in other agencies and third sector organisations to build partnerships that enable it to ensure that resources provide maximum benefit to the community.

Engagement with local communities is conducted in a variety of ways including educating children and young people through schools talks and structured programmes such as Fire Cadets, Phoenix and FireSetters. In addition to the Home Safety Visit activities, from 01 October 2017 to 30 September 2018, the Service undertook 7,335 preventative activities to improve public safety.

Central Operations Update

The Service is currently moving to a revised delivery model for community safety activity; centralising the management of resources to develop a more consistent approach across the organisation. As with any organisational change there has been a short-term effect on delivery as new ways of working are embedded.

Two of the three victims of fire death where people live recorded since April 2018 had received a Home Fire Safety Visit. This suggests that the Service is targeting preventative activity the right households but may also indicate that more needs to be done. The Service is moving to a new type of smart alarm, Fire Angel Wi-Safe Interlink Technology, which captures data on when the alarm is activated. Through understanding behavioural changes it is anticipated that the organisation will be able to actively undertake further intervention should a household reach certain trigger points e.g. a significant increase in alarm actuations.

The Central Community Safety Team and Service Delivery Groups are working to develop and nurture effective partnerships with organisations that will generate high quality Home Fire Safety Visit referrals; targeting households that exhibit factors that indicate a higher likelihood of death from a fire in the home.

Working with partners, such as charities and housing associations, provides invaluable insight that supports the Service to direct preventative activity to those in the community that need its support and advice the most. Further information on local partnerships and initiatives is provided through the Area Operations update.

The new Home Fire Safety system went live on the 10th September with the office launch the following day. The Community Safety Team demonstrated the system to the Executive Leadership Team, Group Support Teams and Community Safety leads and other personnel from across the organisation. The Team also raised awareness of the 0800 number, the types of people who are at risk in the community, what the new system will achieve and were supported on the day by one of the Home Safety Technicians for people to learn more about the enhanced service that is now provided.

From the launch date on the 10th September to the 8th October 2018 the Home Safety Team at Service Headquarters handled a total of 1,772 customers, both eligible and not. This exceeded all expectations of the team. Of these customers, 71% were contacted within seven days of referral. It is anticipated that this will improve once the transition from the legacy system and processes is fully complete and the team can focus entirely on business as usual activity.

Measures 1-3 Commentary

East Somerset

Partnerships: the Group is continuing to work with its established partners, Careline, Sompar and a number of local Mental Health organisations; all of which are providing a high number of good quality, targeted referrals.

The Group has recently established new partnerships with local doctor's surgeries and other care agencies with the aim of generating targeted referrals. In addition to this, there are a number of potential partnerships that are in the process of being signed-off include Wisteria Care, Rethink, Mind and Candlelight Care.

Partnerships with local housing providers Yarlington and Aster continue to be beneficial, providing referrals and supporting community action events.

Due its size and complexity, the Group have been working with a dedicated partnerships officer to simplify our working with Aster Housing. Further input is planned for Aster staff in the next quarter to provide trigger point training.

Development and support of additional effective partnerships to assist in the targeting of the most vulnerable members of our community will be the main focus for the remainder of the year.

East Somerset now has a regular dedicated attendance at all One Team multi-agency forums at both operational and tactical levels. This has raised the profile of the Service and has given us access to some extremely vulnerable people.

The Group are represented at the Health & Wellbeing Board for Mendip on a quarterly basis. This has generated a lot of interest for the 'Safer Homes' scheme which has given rise to a plan to promote it further during National Child Accident Week in 2019. A presentation will be given to the Board in January.

East Somerset are currently undertaking a review of all of our existing Partnership arrangements held on the central register at SHQ with an aim to ensure that we have named contacts for each partner organisation and have signed copies of the updated agreements/contracts that are GDPR compliant.

Home Safety: quarter two has focused on the completion of outstanding home safety referrals and the associated records. This target was reached in mid-September and management tool figures indicate that 1,514 properties have received a full HSV to date in this financial year. This represents a significant increase compared to the mid-year point in the year 2016-2017.

East Somerset have continued targeting vulnerable people through activity at sheltered housing schemes across the group. This work is based on risk profile provided by NHS Exeter Data. Twenty-six sheltered housing schemes have been visited out of an identified total of 45 and this work will continue through the remainder of the year. These visits focuses on: fire prevention, smoke detection, escape planning and consequences of distractions.

Organisationally, cooking & kitchen related incidents remain an ongoing problem. The Group continues to focus on education and intervention activity in this area to directly address the issue. A 'Look While you Cook' message is emphasised during all targeted activity.

East Somerset have commenced a new system of Home Safety service delivery using locally based advocates for generating referrals and attending partnership events whilst technicians undertake

Measures 1-3 Commentary

home safety visits and provide and fit specialist risk-reduction equipment.

Engagement at events such as flu clinics, older person events and inter agency meetings relating to vulnerable persons provide a steady stream of targeted referrals.

East Devon

Partnerships: Between 1st April and 30th September East Devon Group have received over 700 home safety referrals from Partners. The Group has supported the review and update of over 90 partnerships to ensure full compliance with data protection requirements.

Following a serious fire in Exeter, the Group has formed a partnership with the housing provider and developed a strategy to engage with vulnerable tenants.

The successful partnership with the Memory Cafes continues and is being expanded to locations throughout East Devon. This enables engagement with some of our most vulnerable, hard-to-reach target groups.

East Devon group are now fully embedded in the Budleigh Health Hub, where complimentary services are joined to provide a one-stop shop for the needs of local communities. We hold regular home safety surgeries at the former cottage hospital and have a catchment of over 45,000 residents.

The Group has also supported collaboration with Devon & Cornwall Police at Crime Safety Roadshows in Axminster and Honiton.

Home Safety: East Devon attended the Devon County Show and Mid Devon Show to promote Home Safety.

Junior Life Skills events took place in June and early July at Tiverton, Sidmouth and Exeter, with our Advocates supporting 16 events over a five week period.

The Group also presented a Fire Safety and Winter Safety talk to Exmouth Town Council and worked with The Range homeware store on home safety and promotion of smoke/carbon monoxide detectors.

East Devon have worked with Unite Accommodation at Exeter University, carrying out unannounced Fire Alarms and evacuation tests and then giving a Fire Safety Talk to the new students. The Group worked with a number of other contributors to provide information to over 300 new international students from Exeter University who do not have English as a first language.

The East Devon Group have targeted pre-school children by using our early years ELF boxes. Through a post on social media we reached over 42,000 people and have commenced responding to a large increase in demand. Other Groups within DSFRS have supported this increase by loaning their resources.

South Devon

Partnerships: The Group has numerous successful partnerships that provide the bulk of the most effective visits undertaken with in the area.

After a period of under staffing due to the Services re-structure, the Community Safety team is now revisiting partnership arrangements with a view to reinvigorating these from a centralised perspective.

Measures 1-3 Commentary

We have prioritised quality over quantity, concentrating on partners that can give us the best leads such as the NHS Sensory Team.

Wholetime Operational crews are becoming increasingly proactive in identifying and establishing local partnerships.

Home Safety: with the ongoing centralisation of Home Fire Safety Visit delivery there has been a reduction in the number of visits that have been completed. However, effective targeting means that the visits that are undertaken are for high quality referrals and are completed within target timescales.

Other Prevention: the team continues to engage with schools to deliver fire and road safety and arson reduction.

South Devon Group has also worked extensively with partners at various high-profile road safety events, fire pride, recruitment events and assisting the safeguarding team

West Devon

Partnerships: the group have formed partnerships with six home care providers, including the largest provider in the southwest. This particular partnership has already generated in excess of 60 referrals for Home Fire Safety Visits. The Group hope to develop this work further through engagement with a Domiciliary Care Forum which may lead to further partnerships.

West Devon group have also worked closely with individual Livewell teams to raise awareness and increase referrals. They have also met with Derriford Hospital teams to discuss future partnerships. The Group attended the Adult Safeguarding Board meeting to explore more collaborative ways of working and attended an inclusion seminar run by PLUSS (a social enterprise that supports people with disabilities).

West Devon Group's 'Stonehouse Project' was a participatory budgeting initiative focused on the Stonehouse area of Plymouth, this led to 12 community groups receiving support from DSFRS with the allocations decided by the community. These groups included a Dance Academy, a Bike Club and Boxing Gym, and were all focused on reducing anti-social behaviour and deliberate fires within the community. In May all beneficiaries and those who supported the project came to an Evening of Celebration hosted by DSFRS which was also attended by the Lord Mayor of Plymouth and other VIPs. Greenbank Fire Station continues to work with the 12 beneficiaries of the project (three per watch) to ensure a lasting impact on the community.

Home Safety: West Devon have conducted 33 home fire safety visits generation events conducted with 21 further planned. They have carried out 14 talks with diverse groups (elderly, osteoporosis, military vet's, refugees, students, women, dementia and sports clubs).

Other Prevention: The Group have made good progress with its Key Stage one and two school talks completing 49 to date and 41 others booked between now and March 2019. Targeted Key stage three and four schools talks are ongoing.

Junior Life Skills events were held Plymouth in June (attended by 2,500 children), Tavistock in September (attended by 350 children) and the South Hams in October (800 children). The Group have five Phoenix Courses planned during the remainder of this year targeted at young people.

Measures 1-3 Commentary

Additionally Plymouth Fire Cadets 2018 has started, 10 students from across Plymouth working towards a new BTEC qualification.

West Devon supported Armed Forces Day in June, Plymouth Respect Festival in July and Plymouth Pride in August.

North Devon

Partnerships: The Group is working with the local NHS Trust to deliver trigger point training to staff to increase referrals of vulnerable people.

The Community Champion is half way through training North Local Policing Area police officers, specials and police community support officers in trigger point awareness refresher training .

The Group is working with local GP surgeries and flu clinics and using their screens to raise awareness of home fire safety.

North Devon are working with stroke survivor groups to give them information on fire safety within the home following a stroke.

Work is ongoing with Drink Wise Age Well & LGBT Plus groups, targeting communities where social isolation can increase risk; referrals for HFSVs are being generated.

A Watch Manager is now embedded in the Local Authority Community Safety Partnership team to support identification of vulnerable people that may not be visible through other channels.

Home Safety: staff on on-call stations are working through the vulnerable peoples data to ensure they are referred for HFSV.

Other Prevention: schools talks are continuing by utilising advocates and are the Group are still on target to complete all junior schools in North Devon.

999 Academy and Out of the Blue is continuing in both Ilfracombe and Bideford.

West Somerset

Partnerships: the Group are balancing the work of finding new partnerships with maintaining existing ones in a beneficial state. New partners include Arc (formerly Taunton Association for the Homeless), Somerset Care (the largest home care provider in the South West), SHAL Housing Limited (a smaller housing provider for residents with very complex needs) and Somerset Sight (the organisation delivering services in Somerset on behalf of RNIB).

It is equally important to invest time in keeping in touch and providing support to existing partners.

An example of this is the long-standing partnership with the Community Council for Somerset (CCS) who

An example of this is the long-standing partnership with the Community Council for Somerset (CCS) who provide the Village and Community Agents service. The CCS requested the Group meet an elderly couple in Taunton who they had concerns about. The couple in their 90s had lived there all their married lives. During a meeting at their home, our community safety team member identified risks with the gas and electrical services in the home. CCS commissioned and paid for an urgent electrical test and gas safety check. The gas installation was able to be repaired and re-commissioned quickly, but the electrical circuits were in a very poor state and dangerous. A quick meeting was held between the relevant partners and an action plan agreed.

Measures 1-3 Commentary

The Social Worker arranged temporary accommodation for the couple in a care home in Wellington whilst their home was rewired, using some charity funding accessed by CCS. The couple then returned to their home which was safe for them and their visiting home-carers.

Home Safety: wholetime fire station teams in West Somerset continued to generate and deliver HFSVs within their areas (during the phased roll-out of the Technician scheme), reaching over 150 vulnerable households each in Bridgwater and Taunton. Additionally, between May and September (whilst the Technician team was depleted due to leavers and sickness) the Group's Advocates were also asked to help with the backlog of HFSVs, and reached over 150 additional vulnerable families.

The Group are working harder than ever to join up with other agencies to enhance the provision of safety advice and prevention activity.

For example, the Group were asked to come and meet a client who was confined to his house due to disability following a brain injury. The Group carried out a survey of his house with his social worker and identified things which could risk a fire starting and endanger him because of the time it would take him to evacuate at night (assisted by his partner this was estimated at 10 minutes). Charity funding was accessed for an electrician to move electrical sockets into an accessible position, so that appliances could be switched off at the wall at night. The Service also recommended that they create a non-combustible zone around appliances that would be left on, so that growth of a fire would be slow because there would then be nothing for the fire to spread to, giving more time to escape. It was recognised that, because of his specific circumstances and inability to escape quickly, the emphasis was to do everything possible to prevent a fire from starting in the first place and preventing it from spreading, through engineering and advice. In these rare cases, the standard model of smoke alarms and an escape plan are not sufficient.

Other Prevention: a reprioritisation has started in the local engagement work, with the Group focusing on those activities that reap the most benefit in fire risk reduction terms. Wholetime fire station teams and Advocates are being re-briefed on what is expected of them in community safety terms. The Group's Community Safety Team is driving this work by researching 'leads' for the teams.

An example of this is our new partnership with Arc (formerly Taunton Association for the Homeless) who run two large hostels for people experiencing homelessness (one specifically for veterans) plus 14 satellite houses for those in transition to independence. The wholetime fire station teams in Bridgwater and Taunton are being asked to engage with Arc's clients by meeting them where they are, in the hostels and in the satellite houses, and in an informal way talk about lifestyle choices that might put them at risk from fire.

This approach will enable the Service to engage with individuals in a group setting that may be reluctant to invite agencies into their own homes when they move on from Arc.

The teams are also participating in multinational events to make sure that safety messages are reaching everyone, including those from different countries and cultures and those speaking different languages. For example, wholetime fire station teams are attending Taunton Together 2018 and Bridgwater Together 2018, where they will meet people from the Chinese, Indian, Polish and Portuguese communities and many more, to ensure that home fire safety advice is accessible to all. They will also publicise safety advice for small businesses and opportunities to work for DSFRS.

Performance Overview Measures 4 - 6

Measure 4: Fire-related deaths where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	2	0	NA	✘	2	1	100.0%	✘	↔	↑
Accidental	2	0	NA	✘	2	1	100.0%	✘	↔	↔
Deliberate	0	0	0.0%	✔	0	0	0.0%	✔	↓	↓

This measure is in exception due to a two fire-related deaths in quarter two of 2018/19. Year-to-date performance is showing slight decline compared to previous year. Rolling three and five-year trends are variable.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Further information can be found on page 16 of this report.

Measure 5: Fire-related injuries where people work, visit and in vehicles

Status !

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	7	7	0.0%	!	15	18	-16.7%	✔	↑	↑
Accidental	5	4	25.0%	✘	9	13	-30.8%	✔	↓	↑
Deliberate	2	3	-33.3%	✔	6	5	20.0%	✘	↑	↑

This measure is variable performance with the reporting quarter showing no change compared to previous year but year-to-date indicating improvement overall, although a slight increase in deliberate fires. Rolling three and five-year trends are negative with the exception of accidental three-year trend.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Measure 6: Fires where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	384	338	13.6%	✘	778	688	13.1%	✘	↑	↓
Accidental	283	241	17.4%	✘	580	504	15.1%	✘	↑	↓
Deliberate	101	97	4.1%	!	198	184	7.6%	!	↑	↑

This measure is in negative exception due to increases in both the current quarter and year-to-date figures. Rolling three-year trends are all showing an increase as is the five-year deliberate fire trend. The rolling five-year trends for total fires and accidental fires are both positive.

Further information can be found on page 17 of this report.

Measures 4-6 Details

Measure 4: Fire-related deaths where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	2	0	NA	✘	2	1	100.0%	✘	↔	↑
Accidental	2	0	NA	✘	2	1	100.0%	✘	↔	↔
Deliberate	0	0	0.0%	✓	0	0	0.0%	✓	↓	↓

Why is this an exception?

This measure is in exception due to a two fire-related deaths in quarter two of 2018/19.

Year-to-date performance is showing slight decline compared to previous year. Rolling three and five-year trends are variable.

The low numbers recorded within this measure should be noted. Even minor fluctuations will lead to dramatic percentage and trend change.

Analysis

The two fatalities where people work, visit and in vehicles that were reported in quarter two resulted from separate incidents.

1) Incident one occurred on the 19th July 2018. The victim was a 75-year-old male who died as a result of a tractor fire. A conclusive cause could not be identified due to the extent of damage to the vehicle. However, evidence indicates that the fire was most likely due to a fault in the vehicle. There was a delay to the commencement of fire-fighting action due to vehicle access difficulties.

2) Incident two occurred on the 4th August 2018. The victim was a 78-year-old male who died as a result of a grassland fire developing from an out of control bonfire. Contributory factors included a temporary lack of mobility combined with rapid spread of fire due to strong winds.

Recommendations

No further action at this time.

Measures 4-6 Details

Measure 6: Fires where people work, visit and in vehicles

Status ✘

	Q2 18/19	Q2 17/18	Var.		YTD 2018	YTD 2017	Var.		Rolling 3 Year Trend	Rolling 5 Year Trend
Total	384	338	13.6%	✘	778	688	13.1%	✘	↑	↓
Accidental	283	241	17.4%	✘	580	504	15.1%	✘	↑	↓
Deliberate	101	97	4.1%	⚠	198	184	7.6%	⚠	↑	↑

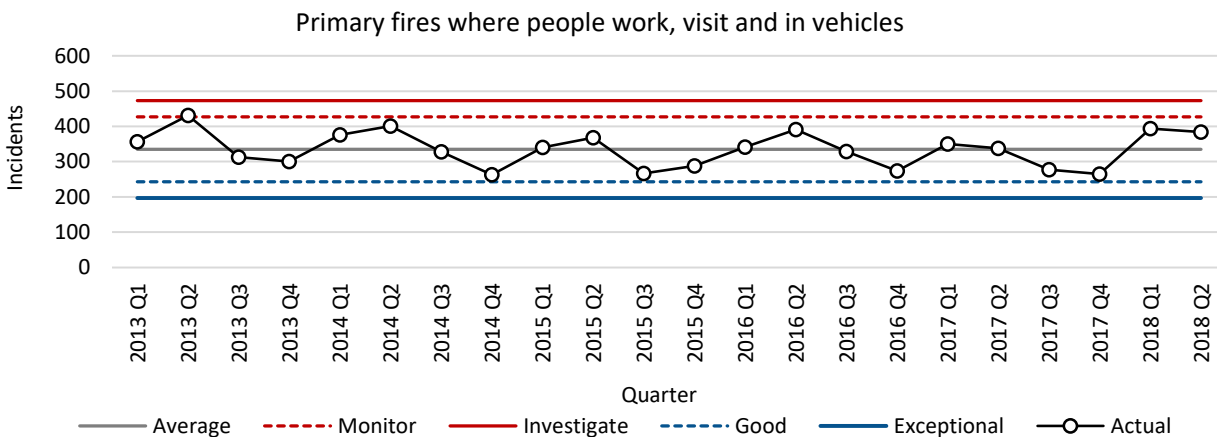
Why is this an exception?

This measure is in negative exception due to increases in both the current quarter and year-to-date figures.

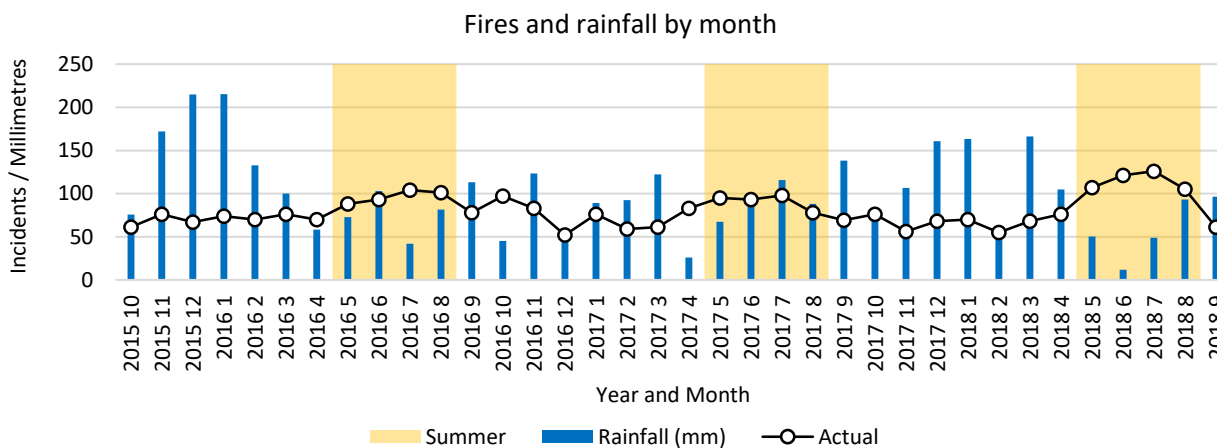
Rolling three-year trends are all showing an increase as is the five-year deliberate fire trend. The rolling five-year trends for total fires and accidental fires are both positive.

Analysis

There has been a slight increase in fires of this type compared to previous year, however, as shown in the chart below, the number of incidents are still within normal levels.



The data fluctuates seasonally, with more fires during the warmer months from May to September. The particularly dry, hot summer experienced this year is likely to have been a factor in the increase in incidents.



Recommendations

No action required at this time. Continue to monitor.

Measures 4-6 Commentary

Community Safety Protection Activities

DSFRS has a statutory obligation to ensure that non-domestic premises and public events are compliant with fire safety regulations. From 01 October 2017 to 30 September 2018 the Service conducted 4,338 fire safety checks, 838 fire safety audits and 8,327 other protection activities to ensure public safety.

Central Operations Update

Primary Authority Scheme: the scheme has been reinforced due to the maturing of relationship with Bourne Leisure and creation of four new partnerships and a further two in the pipeline. Advice given to Bourne Leisure was adopted as national standard by National Fire Chiefs Council (NFCC) and Welsh Fire and Rescue Services.

Legal actions and court cases have resulted in 100% success rate, confirming robust and well led decision making processes are in place.

Training and development of personnel continues to be a key area of focus to ensure that the Service has sufficient capacity and resilience to deliver business safety activities.

A Protection Foundation course (Phase I & II) was concluded in October, with all 15 delegates successfully passing the assessments.

The course has been designed to provide the delegates with knowledge of a wide range of fire safety matters, thereby improving their operational efficiency and effectiveness. It will also enable the delegates to be issued with a statutory level 1 warrant to conduct fire safety checks. Further training courses will be scheduled to develop additional uniformed and non-uniformed personnel in accordance with Service policy and with the intention of establishing a 'business engagement team' using the staff trained.

The Protection Handbook that is provided as a reference to delegates studying on the course is now available on the Service's intranet, and it has also been made available national on the NFCC's website, for other fire and rescue services to use.

Team members have worked on the apprenticeship trailblazer for Business Safety Officers and fire engineering. Completion of this work will allow the Service to access the apprenticeship levy to fund training for our staff.

Process development: the use of a risk based inspection targeting programme from Experian known as Fire Risk Event Data (FRED) is proving successful, with many Groups reporting an increase in fire safety audits resulting in further action. This indicates that the FRED data is supporting business safety teams to focus resources efficiently and effectively.

The email engagement initiative to support Business Safety messages is ongoing, with businesses signing-up to receive regular updates and safety advice.

The introduction of Short Audit inspection process to promote consistency and competency (a key theme of the initial findings of the Dame Judith Hackett review) has been progressed. The user acceptance testing is now complete with the East Devon Group Support Team trialling the process. Evaluation of the results of the trial is underway and it is hoped that the process will now be available across the Service early in the New Year.

Measures 4-6 Commentary

The provision of wireless interlinked smoke detectors (at no cost to DSFRS) to businesses and Houses in Multiple Occupancy where the alternative would have been to prohibit or restrict the use of the premises is continuing. This promotes and supports business and prevents removing residents from their homes while still allowing legal actions to be taken if appropriate.

The central team are currently review the way the Service makes representation to local licencing authorities under the licencing act 2003. The licencing lead for the Service has liaised with several licencing authorities to both understand their needs and ensure a consistent approach across the organisation.

The hope is to streamline the response process to assist both the Service, partner agencies and licensees in managing safer premises.

East Somerset

Business Safety: East Somerset have carried out a targeted inspection programme utilising various data sets and intelligence, partner referrals and complaints. The primary source of information used to shape the inspection program is Fire Risk Event Data (FRED) which has greatly assisted the Group to focus resources at premises with a high likelihood of fire. The information highlighted a number of sleeping risks and licenced premises and the Group has visited these during the last quarter, many of these visits resulted in enforcement or further action.

Effective targeting of Business Safety inspections across East Somerset has produced a number of resource intensive cases where further action has been required. The most high profile of these is a hotel, identified through FRED, which resulted in a Prohibition Notice being issued and potential legal action against the responsible person.

The Group has a current under provision of fully trained legal action officers, but is in the process of developing new staff into this role. This development will also underpin the future work which is likely to come from the Grenfell fire enquiry recommendations.

Good progress has been made with post Grenfell cladding checks which are now in the final stages of completion. From more than 200 premises identified in East Somerset there are now less than 20 to complete and the team will continue to work in this area.

The Group has supported a number of Business Safety engagement activities through Bath & West Show, and Cornish Mutual as well as an event focused on engaging with holiday lettings providers held within the East Somerset Group.

The Group continues to support partners through Safety Advisory Groups in South Somerset and Mendip. This has included events featuring 1980's band A-ha headlining at Yeovil Town FC; and also a number of small music festivals that have been held across the group.

East Devon

Partnerships: East Devon Group's working in partnership with Exeter City Council, East Devon and Mid Devon District Council's Environmental Health Private Sector Housing and Licensing teams has continued throughout the quarter. This work has grown to include working with those responsible for maintaining fire safety in the communal areas of the respective councils own social housing stock. This partnership work has led to direct and indirect intervention in a number of blocks of flats improving the means of escape for a significant number of East Devon residents.

Measures 4-6 Commentary

Local initiatives:

East Devon Group Support has continued to support East Devon District Council with a sterile policy in the council's social housing with joint inspection visits. This work has expanded to include inspections of blocks of flats managed and owned by Private Sector landlords to identify non-compliant fire doors and other means of escape issues.

The East Devon Business Safety Team has supported Exeter City Council in the preparation of their 'Clear and Safe' policy in their social housing blocks. The support of DSFRS at meetings was greatly appreciated in winning the support of local councillors for a change of policy.

The Business Safety Team has attended a number of seminars aimed at providing Private Sector Landlords advice on what fire precautions are necessary in HiMO accommodation.

Inspections programmes:

An inspection programme, based on the FRED data has continued throughout the quarter. The information provided has led to more efficient targeting of premises that have a higher likelihood of fire and many of those visited has resulted in further action or enforcement.

The Group has continued to complete Fire Safety Checks since the previous quarter resulting in a number of Fire Safety Audits. Through our targeted inspections and from responding to complaints from members of the public and concerns raised by other Regulatory bodies Prohibition Notice and Enforcement Notices have been served.

East Devon Group has continued to be involved in a number of significant and high profile Building Regulation Consultations throughout the quarter. These construction projects have included a number of significant student accommodation blocks which have involved complex fire engineered safety strategies. The Group has continued, with support from DSFRS Fire Engineers, to strive for effective and manageable fire safety within the built environment whilst also ensuring adequate measures are in place for firefighters.

Work on inspecting all high rise premises in the group has concluded and further publicly owned premises have been identified for inspection. Information on cladding systems installed across health care and educational premises is still being collated through telephone enquiries and site visits.

South Devon

The Group has seen a slight downward trend in the number Fire Safety Audits (FSAs) completed in the first two quarters of 2018/19, however, there are a number of mitigating factors and this is not a concern at the present time.

High priority prohibition and prosecution work arising from inspections of AirBnB and Houses in Multiple Occupancy are resource intensive and reduce capacity for delivery of FSAs.

FSAs are usually the result of a Fire Safety Check and these have reduced in number slightly due to WT watches summer leave and multiple standby-shifts to Plymouth.

Moving forward the Group have a programme to utilise the fire fighter apprentices who have completed the requisite qualification to carry out simple audits from our inspection list. We are encouraging them to undertake this work for four days a month detached from their new watches where crewing allows. This will ensure these firefighters utilising the skills they have acquired and allows us to cover areas beyond the wholtime stations.

Measures 4-6 Commentary

The Business Safety team are now fully trained to complete Building Regulations Consultations. South and West Devon Group Support Teams have recently carried out peer assessments on their respective teams to quality assure this area of work.

The Group will be contributing to the Torbay Licensing forum which will be attended by all licensed businesses in the area.

Delivery of compliance events is on target. South Devon have also widely publicised successful prosecutions with emphasis on key messages. Evidence from social media indicates that these messages are being received by the business community.

Positive feedback was received from the organiser following a food licencing event the Group contributed to that was attended by over 60 local businesses:

“Many thanks for your valued support and presentations yesterday. It was good to see you.

The feedback was really good –

Did sessions delivered by partner agencies satisfy your training requirements?

‘The fire session was particularly good, informative’

‘Fire Safety book helpful’

‘Especially that given by Fire dept.’”

South Devon are in the process of trialling paperless working; reducing admin work considerably and enhancing data protection. The costs associate with the trial are being funded by money from a successful prosecution.

West Devon

Following the Savage Road Fire in Plymouth the Group have carried out a high profile media & poster campaign regarding the storage of waste in communal areas which is ongoing.

The Group have been targeting delivery of fire safety checks based upon FRED data. The focus for operational crews is to carry out fire safety checks at non-sleeping risk premises and to visit retail, industrial, institutional and licensed premises.

West Devon Group were tasked with prioritising inspections to specific building types as a result of the Grenfell Fire with 385 inspections have been completed to date. Additional work generated Post Grenfell was inspection of premises falling into Medical & Education occupancy. This body of work was in addition to planed inspection strategy and amounted to an extra 250 inspections and was serviced by members of GST and Fire Safety Check Inspectors (Advocates).

The Group has provided expertise to Plymouth City Council Building Control Department in respect of multiple high rise projects (built environment & proposed).

The main inspection focus for Group Support Team personnel will be residential care premises and other commercial premises with sleeping accommodation.

West Devon continue to engage with numerous business groups to support increased awareness and standards in fire safety. An example being delivery of bespoke training to ‘Best Bar None’ accredited

Measures 4-6 Commentary

licenced premises in the Plymouth area developing relationships with businesses through compliance events and engagement activities is key to fostering positive partnerships that will improve fire safety standards.

The group also has a representative on 'Responsible Authority' working group chaired by Plymouth City Council. This led to Business safety activity and DSFRS support to Trading Standards for suspected 'Modern Slavery' concerns within Western Approach area of Plymouth.

West Devon group sit on the Best Bar None Steering Group. The initiative is ongoing with Compliance Events scheduled on a quarterly basis. The overarching objective is to improve safety within licenced premises (including fire safety) and to encourage Plymouth's night time economy.

West Devon have established a working partnership with the Care and Quality Commission (CQC) at local level to the benefit of both organisations. The group have assisted in developing a fire safety toolkit which is issued to regional CQC inspectors which will assist CQC personnel on site during their inspections.

The Group are a statutory attendee on the Safety Advisory Group for Plymouth Argyle FC and Plymouth Albion RFC. In addition to this representatives sit on Event Safety Advisory Groups covering Plymouth, West Devon Borough Council and South Hams. These groups enable relevant information on large events to be shared between agencies to ensure that proceedings run safely and are compliant with regulations. These events include major events such as MTV Crashes 25,000 people, British firework Championships 30,000 people, Armed Forces Day 30,000 people etc.

North Devon

Partnerships: the Group is working with North Devon District Council housing, Torrridge District Council Housing and Environmental Health to ensure common areas of HIMO's are kept clear of combustible materials

Working closely with Torrridge District Council and Police due to possible modern slavery and people being housed in unlicensed Houses in Multiple Occupancy.

During the weekly Police and Fire meeting properties and premises are being identified that have an arson threat against them. The Group are amending the Operational Risk Information System to ensure appropriate response should an incident occur, maintaining firefighter and public safety

Inspection Programmes: working with North Devon District Council Housing and Environmental Health to complete joint inspections of poor quality rented housing stock in the Ilfracombe area is continuing.

West Somerset

The Group's Business Safety Team continues to work in line with Service expectations which is now showing greater numbers of inspection activity leading to formal enforcement action and consideration for prosecution where necessary.

Following a review of wholtime watch commitments, their work expectations and targets have increased to 4 fire safety checks per tour. These are a combination of FRED data led premises and an expansion of targeting fast food premises with accommodation. Targeting areas of Taunton and Bridgwater with a history of low compliance in areas of deprivation.

Measures 4-6 Commentary

Operational crews are supported by a Business Safety Officer, either accompanying to develop staff or located in close proximity to enable a rapid response to fire safety contraventions.

Most recently Local Authority Environmental Health Officers, having seen the progress made to date in identifying and processing non-compliance by this BST, now wish to investigate an expansion to facilitate joint inspection activity.

Availability of business safety advocates and fire safety advisors is limiting the capacity for fire safety checks in On Call stations areas, but it is aimed to recruit further advocates alongside community safety advocates in the last quarter.

Business safety specialist officers continue to carry out statutory consultations for both West and East Somerset groups as they have current staffing challenges. Specialist business safety officers continue to support wholetime watches and advocates through continual development and/or receiving referrals from fire safety checks and also inspecting premises of higher complexity in line with FRED data.

Partnerships with Avon and Somerset Police continue to be improved, with regular meetings to identify premises (subject to the Fire Safety Order), that could indicate low standards of fire safety compliance, but may also have links into Organised Crime Groups (OCG's) and vulnerable persons. continue to support wholetime watches and advocates through continual development and/or receiving referrals from fire safety checks and also inspecting premises of higher complexity in line with FRED data.

Partnerships with Avon and Somerset Police continue to be improved, with regular meetings to identify premises (subject to the Fire Safety Order), that could indicate low standards of fire safety compliance, but may also have links into Organised Crime Groups (OCG's) and vulnerable persons.

Performance Overview - Measures 7 & 8

Measure 7: Emergency Response Standard - first appliance to fires where people live in 10 minutes ✓

	Q2 18/19	Q2 17/18	% pt. var.	YTD 2018	YTD 2017	% pt. var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	72.2%	69.9%	2.3% ✓	68.9%	69.5%	-0.6% ⚠	↓	↑

This measure is showing generally positive performance. Quarter 2 has seen an improvement of over two percent compared to previous year. Year-to-date performance shows a slight decline.

The negative three year trend does not effect the overall status of this measure but should be monitored.

Measure 8: Emergency Response Standard - first appliance to Road Traffic Collisions in 15 minutes !

	Q2 18/19	Q2 17/18	% pt. var.	YTD 2018	YTD 2017	% pt. var.	Rolling 3 Year Trend	Rolling 5 Year Trend
Total	76.2%	76.9%	-0.7% ⚠	75.0%	76.6%	-1.6% ✗	↑	↑

Performance in this measure is varied and should be monitored over the coming months.

There has been a slight decline in performance during Q2 2018/19 and year-to-date performance is also slightly worse than previous year. However, three and five-year trends are positive.

Measures 7-8 Commentary

Area Operations Update

Following requests from operational staff the Service has enabled qualified personnel, on a voluntary basis, to simultaneously undertake the role of Officer in Charge and driver to support improved availability of on-call appliances. Previous policy did not allow this and restricted personnel to carry out only one of these roles at an incident.

The change has facilitated improved availability across the organisation. Between the 18th August and 30th September 2018 a total of 256.25 additional hours of availability were provided through this voluntary arrangement, a breakdown by Group can be seen below:

East / West Somerset: 62 hrs

North Devon: 79hrs

South Devon: 62.25hrs

East Devon: 21.5hrs

West Devon: 31.5hrs

Under the former policy maintaining availability at these stations would have cost approximately an additional £4,000.

East Somerset

East Somerset Stations are actively planning crewing availability and identifying development opportunities for staff through appliance driving and incident command which supports appliance availability.

East Somerset are actively engaged in recruitment across the Group to ensure sufficient crewing is maintained. This is targeted to ensure that we recruit candidates who will provide cover at the times when it is most needed, and a workforce that is reflective of the community that we serve. The Group hope to achieve this through actively engaging more with potential female firefighters and those from minority groups.

East Devon

To assist firefighter development, organised modular assessments are taking place and facilitated in Group at training hubs. This is successfully improving timescales for progressing training of Firefighter's in development.

The group proactively approached Eurotech in Exmouth where a serious fire occurred. They have agreed to support staff joining Exmouth on-call to aid response times and improve cover (especially daytimes).

South Devon

For some time crews at Newton Abbot have experienced delays reaching the station due to traffic levels. The firefighters at the station have been supplied the with illuminated "FIRE" signs to display within their vehicles. The Group have worked with support services including Health and Safety, Driver Training, Strategic Analysis and Risk and Insurance to ensure safe use and thorough evaluation of the trial.

Feedback so far has been excellent and the number of complaints received has reduced to zero. On-call availability continues to be challenge due known issues around reliance on goodwill, contracts, remuneration, recruitment and retention combined with the summer leave period. Local arrangements are in place to mitigate, where possible, availability shortfalls. The Group has worked hard to recruit on-call firefighters; 99 are currently in-process or have started 23% of these are female.

Measures 7-8 Commentary

Following a deterioration in availability of the key Paignton and Torquay on-call pumps in November and December 2017 introduced measures outside of normal contractual arrangements to address the problem. For a number of months wholetime firefighters at Paignton have been paid, on a purely ad-hoc basis, for cover given to support availability of the Paignton on-call appliance. This has been as an exception to cover shortfalls in cover unable to be filled by normal means.

Of the four firefighters that undertook this cover, two have subsequently joined the on-call compliment. The remaining two firefighters were unable to undertake a standard on-call contract but were keen to help the station for short periods when needed (typically 10-15 hours per month). This arrangement has proved to be highly efficient and effective in covering specific shortfalls.

In addition to the above approach and ongoing recruitment on-call firefighters; Torquay and Paignton personnel have been paid for extra hours they provide at their on-call hourly rate on a pro-rata basis and additional casual hours are being paid to the wider Torbay on-call crews when extra, essential cover is given.

The Group Commander has recognised the efforts that personnel have made to improving performance and written to all on-call staff involved to acknowledge the positive contribution and encourage continuation.

West Devon

West Devon Group are planning crewing availability at on-call station and closing gaps where possible. The group have identified development opportunities for all staff and offering Command & Control and driving skills where appropriate to improve ERS and support service delivery.

The Group are progressing firefighters in development at an appropriate tempo through to competency to support appliance availability. There is on-going recruitment at Plymstock and across the South Hams to support appliance availability in the near future.

West Devon Group's CAD technicians are positioned at Crownhill Fire Station to support availability of the on-call appliance during the day and additionally Group Support Team staff are utilised to support availability of Plympton Fire Station during normal working hours.

The Group are also supporting response standards through training on-call staff to support the availability of the aerial appliance at Crownhill and encouraging and supporting the use of dual-role.

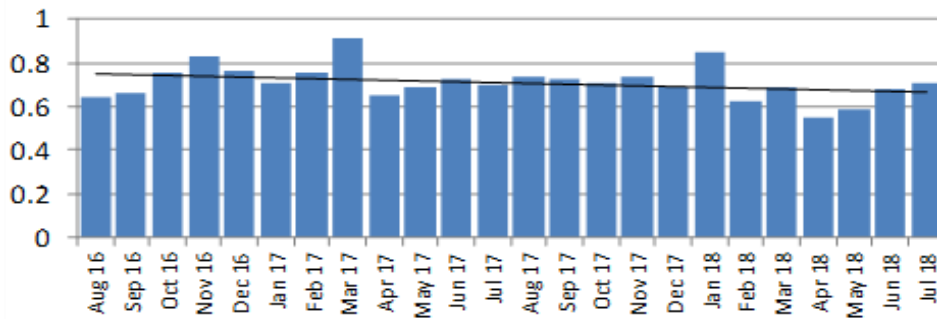
The Group are utilising spare crew within the South Hams cluster of stations to support neighbouring stations (working alongside the Operational Resource Centre) and additionally Kingston Fire station is operating the flexible crewing model.

Performance Overview - Sickness

Priority: Staff Safety - Sickness Rates

Measure Breakdown	Actual Apr-18 to Jul-18	Previous Apr-17 to Jul-17	% Variance
Sickness Rates (All Staff)	2.52	2.75	-8.60%

Average sick days taken per person, per month



Sickness Rates by Post Type Apr-18 to Jul-18	Wholetime Station Based Staff			Wholetime Non-Station Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	2.94	2.45	19.6%	1.32	2.91	-54.7%
Days / Shifts Lost	1068.00	881.50	21.2%	256.00	568.00	-54.9%
Sickness Rate - Long Term*	1.88	1.43	31.5%	0.71	2.39	-70.2%
Days / Shifts Lost - Long Term	684.00	513.50	33.2%	138.00	466.00	-70.4%
Sickness Rate - Short Term Cert**	0.45	0.41	7.4%	0.28	0.18	58.1%
Days / Shifts Lost - ST Cert.	162.00	149.00	8.7%	55.00	35.00	57.1%
Sickness Rate - Short Term***	0.61	0.61	0.1%	0.32	0.34	-5.4%
Days / Shifts Lost - ST	222.00	219.00	1.4%	63.00	67.00	-6.0%

Sickness Rates by Post Type Apr-18 to Jul-18	Control			Support Staff		
	Actual	Previous	% Var.	Actual	Previous	% Var.
Overall Sickness Rate	2.37	2.61	-9.2%	2.72	2.89	-5.7%
Days / Shifts Lost	1324.00	1449.50	-8.7%	681.25	678.05	0.5%
Sickness Rate - Long Term	1.47	1.77	-16.6%	1.78	2.03	-12.1%
Days / Shifts Lost - Long Term	822.00	979.50	-16.1%	446.43	476.50	-6.3%
Sickness Rate - Short Term Cert.	0.28	0.33	-14.6%	0.41	0.28	49.4%
Days / Shifts Lost - ST Cert.	217.00	184.00	17.3%	103.46	65.00	59.2%
Sickness Rate - Short Term	0.32	0.52	-37.1%	0.52	0.58	-9.7%
Days / Shifts Lost - ST	285.00	286.00	-0.3%	131.36	136.55	-3.8%

* Long Term Sickness: >28 Calendar Days

** Short-Term Certified Sickness: 8 to 28 Calendar Days

*** Short Term Sickness: <8 Calendar Days

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