

## Tyne and Wear Fire and Rescue Authority

## 2009/2010 Annual Review of Corporate Governance and Internal Control Arrangements

## Action Plan for 2010/2011

Ref.	Corporate Improvement Objectives	Update	Responsible Officer
1	<ul style="list-style-type: none"> <li data-bbox="226 475 1137 687">• The Performance and Statistics team are to devolve the validation of statistics to station/departmental level and to the personnel actually attended an emergency incident. It is envisaged this will reduce the time taken to validate incident data and make accurate information available to inform decisions on a timelier basis.</li>   <li data-bbox="226 922 1137 1134">• The risk information library is to be fully digitalized to allow succinct access by operational personnel. Risk management sections will be introduced into district plans and a risk register will be developed to inform Local Strategic Partnerships. The Capital Appraisal Form will also be reviewed to better recognise risk.</li> </ul>	<p data-bbox="1167 475 1608 874">Although we have a principle of working towards information being correct at source, the validation of statistics still happens centrally. Due to training and updating of IT systems this doesn't take as long as it used to but is still a requirement at this time to maintain good data quality.</p> <p data-bbox="1167 922 1608 1315">Risk information is almost completely digitalized and is now available through our Mobile Data Terminals to Ffs riding appliances.. A strategic decision was taken this year not to include risk registers in District Plans –although they do have a section on community risk. The comment about LSP's</p>	AM Corporate Development

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	<ul style="list-style-type: none"> <li>A full publication scheme has been developed and will be evidenced on the Authority Internet and Intranet which will allow members of the public access to all of the documents produced by the Authority.</li> </ul>	<p>should be about us assisting them to develop their own risk registers? –this is complete for Newcastle and being developed for North Tyneside. CAFs have a section requesting detail of risks if project does not go ahead.</p> <p>Complete</p>	
2	<ul style="list-style-type: none"> <li>The Procurement Department will develop a Procurement Manual to compliment the standing orders and financial regulations.</li> </ul>	Ongoing	Procurement Manager

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3	<p>The Authority should give consideration to developing a Whistleblowing Policy for the benefit of members of the public which aims to:</p> <ul style="list-style-type: none"> <li>• enable members of the public to raise concerns about suspected malpractice;</li> <li>• encourage and enable members of the community to communicate serious concerns rather than overlooking a problem;</li> <li>• encourage members of the public to feel confident in raising serious concerns;</li> <li>• reassure members of the public that they will be protected from victimisation and their concerns will be taken seriously;</li> <li>• provide avenues for members of the public to raise concerns and receive appropriate feedback on any action taken; and</li> <li>• ensure that members of the public get an appropriate response to the concerns they have raised and show how they may take the matter further if they are dissatisfied with the response.</li> </ul>	Complete	Human Resources Manager and Corporate Communications Manager

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4	<ul style="list-style-type: none"><li>Gain accreditation under the British Standard for Business Continuity Management to ensure that services can be resumed in case of emergency.</li></ul>	April 2011	AM Corporate Support
5	<ul style="list-style-type: none"><li>Raise a greater understanding of Corporate Governance with Middle Managers</li></ul>	April 2011	DCO