

## Appendix A – Annual Governance Statement 2022/23 - Annual Action Plan

Ref	Area for improvement	Lead Officer	Responsible Officer	Actions Status
1 2022/23	Develop a communication and engagement strategy that sets out how the fire and rescue service will continue to effectively engage with both internal and external stakeholders.	AM Data, Digital & Safety	Media and Communications Manager	<p><b>Action Complete</b></p> <p>The Communication, Engagement and Consultation Strategy has been consulted on with Senior Management Group, and appropriate amendments made. The final version was published in June 2023. The Strategy sets a clear direction for internal and external engagement, and will be supported by an internal and external communication, engagement and consultation plans – being developed in 2023.</p>
2 2022/23	Develop and deliver a structured management development programme for the Senior Management Group.	HR Director	<p>Organisational Development Manager</p> <p>Organisational Development Advisor</p>	<p><b>Action Complete</b></p> <p>A structured management development programme was initiated in 2022 and five sessions have now been delivered with a further three, where specific topics have already been assigned, scheduled for delivery.</p> <p>Sessions are delivered on average every 6 to 8 weeks with content designed around topical subjects which address specific areas of leadership and management; and provide opportunity for learning and growth for TWFRS leaders. Work is currently being undertaken to publish this on the Organisational Development pages on the intranet.</p> <p>The Service has implemented the National Fire Chiefs Council (NFCC) Supervisory Leadership Development Programme in 2023, with all those participating in the initial rollout phase now inducted and progressing with the programme.</p> <p>In October 2022, a business case to commence the NFCC Middle Management Development Programme was agreed. This course is currently in development by NFCC and the Service will roll this out once a launch date is confirmed and training material is available.</p>

<b>3</b> 2022/23	Review and improve the fire and rescue service's information governance approach and develop an information governance framework.	HR Director  AM Data, Digital & Safety	Information Governance Advisor  HR Services Manager  Head of ICT  Head of Data, Information and Safety	<p><b>Action Complete</b></p> <p>A new Information Management Framework has been developed, based upon all elements of the information life cycle and includes essential sign posting to our updated procedures relating to information governance. Benchmarking has been undertaken against the Information Commissioner's Office (ICO) accountability tracker and in accordance with Fire Standards Board (FSB) criteria for information governance related Fire Standards. This is to ensure our policy content aligns to statutory requirements.</p> <p>There will be further review of this benchmarking following additional guidance due to be published by the FSB in relation to compliance with Fire Standards.</p> <p>Several policies and procedures were approved by ELT, and the overarching Framework will be reviewed and approved at the July 2023 ELT meeting.</p>
<b>4</b> 2022/23	Review and where appropriate update the All Personnel Code of Conduct.	HR Director	HR Director	<p><b>Action Complete</b></p> <p>The Service's Code of Conduct was reviewed and refreshed to incorporate the national Core Code of Ethics for Fire and Rescue Services in England. The national Core Code of Ethics was developed in partnership with the National Fire Chiefs Council (NFCC), Local Government Association (LGA) and the Association of Police and Crime Commissioners (APCC) to support a consistent approach to ethics, including behaviours, by fire and rescue services in England.</p> <p>An e-learning package has also been developed for staff to complete to support the implementation of the Service's new Code of Conduct and Ethics.</p>
<b>7</b> 2021/22	Arrange for the provision of anti-fraud and bribery training for TWFRS	HR Director	Head of Learning and Development	<p><b>Action Complete</b></p> <p>An e-learning package for the Service anti-fraud and bribery training has now been launched and is available for all staff to complete.</p>

	Members, managers and staff		Multimedia Technician	<p>In addition, to further support the roll out of this training, a counter fraud framework has been drafted and is now in the consultation phase prior to publication.</p> <p>The Monitoring Officer has confirmed that Members receive training from their 'home' councils so there is no further action required in respect of Member training.</p>
8 2021/22	Further guidance and training required for staff on Privacy Impact Assessment (PIA) to improve staff understanding of and compliance with PIA requirements.	HR Director	<p>Information Governance Advisor</p> <p>HR Services Manager</p>	<p><b>In progress</b></p> <p>In line with current Information Commissioners Office (ICO) guidance the Service has moved from the Privacy Impact Assessment requirements to incorporate the Data Protection Principles in to a Data Protection Impact Assessment.</p> <p>The Data Protection and GDPR policy is now published and a new DPIA template is in use. A trial of the revised DPIA process was carried out successfully on the refresh of the Body Worn Video Cameras policy.</p> <p>A DPIA guidance document is under consultation to support the completion of the screening questions/DPIA. DPIA requirements is explained within the e-learning package, additional 1 to 1 training/support is available as required.</p> <p>A request for an extension for this action to August 2023, to accommodate approval route for publication and delivery of the training.</p>
43 2018/19	Review and streamline policies and procedures, to include PIA and Equality Impact Assessment (EIA) and support training, to align to new strategic planning framework.	HR Director	<p>Information Governance Advisor</p> <p>HR Services Manager</p>	<p><b>In progress</b></p> <p>A revised process for developing and reviewing Service Policy and Procedure is now fully implemented which includes EIA. The Service has adopted a DPIA which covers the requirements of a PIA, in line with the ICO guidance. DPIA requirements and guidance is incorporated within the overarching Information Management</p>

				<p>Framework (noted in action 3 of this action plan) and further training is to be delivered (as noted in action 8).</p> <p>The Service is in the process of rolling out PIA training and templates</p> <p>Proposed completed date of August 2023 to accommodate the appropriate review of all required policies and procedures.</p>
<p><b>60</b></p> <p>2019/20</p>	<p>Information Asset Register (IAR) and recording system to be reviewed, supported by new technology and further training.</p>	<p>HR Director</p> <p>AM Data, Digital &amp; Safety</p>	<p>Information Governance Advisor</p> <p>HR Services Manager</p> <p>Head of ICT</p>	<p><b>Action Complete</b></p> <p>A new IAR template is now in place that also includes the Record of Processing Activities (ROPA) to ensure we have a lawful basis for processing. Guidance documentation and training for Information Asset Owners (IAO) and administrators has been produced and delivered.</p> <p>All IAOs are currently carrying out data mapping exercises within their teams on the new IAR template to inform the final identification and allocation of information assets across the Service.</p> <p>Microsoft 365 functionality is being explored to effectively manage IARs and enhance the control of IARs within the Service e.g. retention automation</p>
<p><b>67</b></p> <p>2020/21</p>	<p>Roll out training on corporate governance (CG) for the Senior Leadership Team (SLT) including</p> <p>b) Info asset management.</p>	<p>HR Director</p>	<p>Information Governance Advisor</p>	<p><b>Action Complete</b></p> <p>An initial Information Asset Owner training session was delivered to the SLT in February 2023 by the Information Governance Advisor, with follow up individual training sessions conducted with Department Heads. These one to one sessions will continue on a rolling basis to maintain and develop knowledge for IAOs.</p> <p>In addition, an Information Governance e-learning package was produced and has been launched to all staff in early 2023.</p>