Due to the current heightened security level in all our premises, Members are reminded to wear their identity badges whilst attending meetings. Any visitors <u>must</u> produce photographic identification at Reception.

SOUTH WALES FIRE & RESCUE AUTHORITY

COMMITTEE: Finance, Audit & Performance Management Committee

DATE: **Monday, 28 January 2019 at 10:30 hours**

VENUE: South Wales Fire & Rescue Service Headquarters, **Room 8,** Forest View Business Park, Llantrisant CF72 8LX

A G E N D A

1. Apologies for Absence

2. Declarations of Interest

Members of the Fire & Rescue Authority are reminded of their personal responsibility to both verbally and in writing declare any personal and/or prejudicial interests in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Fire & Rescue Authority's Standing Orders and the Members Code of Conduct.

3. Chairman's Announcements

4. To Receive the Minutes of:

   - Finance Asset & Performance Management Scrutiny Group Meeting held on 8 October 2018   5

   - Finance Audit & Performance Management Meeting held on 3 December 2018   11

5. Revenue Budget Setting Report 2019/20   15

6. Revenue Monitoring Report 2018/19   25

7. Capital Monitoring Report 2018/19   35

At the close of the meeting Members will meet with the Wales Audit Office and Internal Auditors to discuss Service progress

Signature of Proper Officer:

MEMBERSHIP

Councillors:

J	Collins	Blaenau Gwent
K	Critchley	Newport
D	White	Bridgend
A	Hussey	Caerphilly
S	Ebrahim	Cardiff
L	Brown	Monmouthshire
A	Roberts	Rhondda Cynon Taff
S	Evans	Torfaen
R	Crowley	Vale of Glamorgan
L	Davies	Merthyr Tydfil

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SOUTH WALES FIRE & RESCUE AUTHORITY

**MINUTES OF THE FINANCE, ASSET & PERFORMANCE
MANAGEMENT SCRUTINY GROUP MEETING
HELD ON MONDAY 8 OCTOBER 2018 AT
SOUTH WALES FIRE & RESCUE SERVICE HEADQUARTERS**

68.   PRESENT:

Councillor	**Left**	
K Critchley (Chair)		Newport
S Evans		Torfaen
S Bradwick		Rhondda Cynon Taf
D Naughton		Cardiff
A Roberts		Rhondda Cynon Taff
A Slade		Torfaen
L Brown		Monmouthshire
V Smith		Monmouthshire
R Shaw		Bridgend

APOLOGIES:

R Crowley	Vale of Glamorgan
J Williams	Cardiff
L Davies	Merthyr Tydfil
A Hussey	Caerphilly

ABSENT:

J Harries	Rhondda Cynon Taf
K McCaffer	Vale of Glamorgan
H Thomas	Newport

OFFICERS PRESENT:- CFO Huw Jakeway, Mr C Barton – Treasurer, Mr G Thomas - Head of Finance & Procurement, Mr N Corrigan – Property Strategy Manager, Mr A Humphreys – Building Facilities Manager, Mr L Bunkham – Senior Procurement Officer, Mr C Temby – Head of Fleet & Engineering, Mr W Thomas – Head of Service Performance & Communications

69.   DECLARATIONS OF INTEREST

All Members declared a personal non-prejudicial interest in each agenda item which affected their Authority.

70. CHAIR'S ANNOUNCEMENTS

The Chair advised that there will be an additional agenda item, 8(iii) Revenue Budget (Minute No. 75.3) by the Treasurer.

71. MINUTES OF PREVIOUS MEETING

The minutes of the previous Finance, Asset & Performance Management Working Group meeting held on 21 May 2018 were received and accepted as a true record of proceedings.

72. ASSET MANAGEMENT STRATEGY 2017 - 2021

The Head of Finance & Procurement gave an update on the Asset Management Strategy 2017-2021. A question and answer session followed which included discussion in relation to Pontypridd Fire & Rescue Station, cloud technology, Community Safety within the communities and the use of data to target those at risk and vulnerable within our communities.

RESOLVED THAT

Members resolved to approve the Asset Management Strategy 2017-2021.

73. APPOINTMENT OF MEMBER CHAMPIONS

The Head of Finance & Procurement advised that Members are requested to determine Member Champions to the key asset management groups. It was noted that the frequency of Member/Lead officer meetings needs to be enhanced, with this in mind it was suggested meetings take place following each meeting of this Group.

RESOLVED THAT

Members resolved to re-appoint the following Members as Member Champions for the following Asset Groups:

Land & Buildings – Cllr Val Smith

ICT – Cllr Aurfron Roberts
Fleet & Engineering – Cllr Steve Evans
Operational & Personal Issue Equipment – Cllr Dan Naughton

74. A SOUTH WALES FIRE & RESCUE SERVICE RESPONSE TO THE 'ELECTRICAL FIRES IN WALES' WRITTEN STATEMENT BY WELSH GOVERNMENT

The Chief Fire Officer gave the background to the Statement by the Welsh government in relation to electrical fires in Wales, and the response by the Service.

The Head of Service Performance & Communications gave a detailed analysis of the report and provided scrutiny and context to the data provided within the report to provide a more proportional picture of the risk presented by fires of this nature.

RESOLVED THAT

74.1 Members acknowledged the Service's response to the 'Electrical Fires in Wales' written statement by Welsh Government and how the issues raised within the written statement can be rationalised and explained; and

74.1 Resolved that the report be referred to the Finance, Audit and Performance Management Committee on 12 November 2018.

75. PREPARATION OF CAPITAL BUDGET SETTING 2019/20: REPORT AND/OR PRESENTATION ON THE FOLLOWING KEY AREAS:

75.1 Review of property strategy, budget and planning assumptions and progress against the plan and consideration of sustainability and environmental issues

The Property Strategy Manager gave a detailed overview of the property strategy, budget and planning assumptions and progress against the plan and consideration of sustainability and environmental issues which included Building and Maintenance Strategy, 2018/19 Overview of achievements, HQ fuel pump, the CFBT Facility build at Cardiff Gate and ongoing major projects.

The Building Facilities Manager gave a presentation on the Energy Strategy, and consumption trends at Service premises was noted and discussed.

RESOLVED THAT

Members noted the property strategy, budget and planning assumptions and progress against the plan and consideration of sustainability and environmental issues

75.2 Review of fleet and vehicles strategy, budget and planning assumptions and progress against the plan to include Capital

The Head of Fleet and Engineering gave a detailed overview of the fleet and vehicles strategy, budget and planning assumptions and progress against the plan.

RESOLVED THAT

Members noted the fleet and vehicles strategy, budget and planning assumptions and progress against the plan.

75.3 Revenue Budget

The Treasurer gave a presentation on the Revenue Budget and issues for consideration in relation to the Local Government Settlement and the Firefighters' Pension Scheme evaluation, and the possible effect on contributions to the Fire and Rescue Service from Local Authorities.

RESOLVED THAT

Members noted the presentation and update given by the Treasurer.

76. FORWARD WORK PROGRAMME

The Chief Fire Officer presented the Forward Work Programme for 2017/2018.

RESOLVED THAT

76.1 A future paper be provided by ACFO Service Delivery on the outstanding issues/recommendations of the Authority's fire cover Review.

76.2 Members accepted the Forward Work Programme for 2017/2018.

77. TO CONSIDER ANY ITEMS OF BUSINESS THAT THE CHAIRMAN DEEMS URGENT (PART 1 OR 2)

There were no items of urgent business for Members to consider.

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SOUTH WALES FIRE & RESCUE SERVICE

**MINUTES OF THE FINANCE, AUDIT & PERFORMANCE
MANAGEMENT COMMITTEE MEETING
HELD ON MONDAY, 3 DECEMBER 2018 AT
SOUTH WALES FIRE & RESCUE SERVICE HEADQUARTERS**

28.   PRESENT

Councillor	**Left**	
S Evans (Chair)		Torfaen
A Roberts		Rhondda Cynon Taf
L Brown		Monmouthshire
A Hussey		Caerphilly
R Crowley		Vale of Glamorgan
D White		Bridgend

APOLOGIES

J Collins	Blaenau Gwent
L Davies	Merthyr Tydfil

ABSENT

K Critchley	Newport
S Ebrahim	Cardiff

OFFICERS PRESENT: Mrs S Chapman – Monitoring Officer**,** Mr C Barton – Treasurer; Mr G Thomas – Head of Finance & Procurement; Mrs S Watkins - Deputy Monitoring Officer; Mr R Prendergast - ACFO, Technical Services, Miss V Davies – TIAA; Ms A Butler – Wales Audit Office

29.   DECLARATIONS OF INTEREST

All Members declared a personal non-prejudicial interest in each agenda item that affected their Authority.

30.   CHAIR'S ANNOUNCEMENTS

There were no announcements from the Chair.

31.   MINUTES OF PREVIOUS MEETING

Ms A Butler, WAO advised Miss A Smith attended the last meeting, not herself. Subject to that change, the minutes of the meeting held on 12 November 2018 were received and accepted as a true record of proceedings:

32. TREASURY MANAGEMENT MID-TERM REPORT 2018/19

The Treasurer presented the Treasury Management Mid Term Report 2018/19, which updates Members on the Authority's treasury activities for the period 1 April to 30 September 2018. An explanation of the scoring system was given.

RESOLVED THAT

32.1 Members noted the report and the treasury activity for the period; and

32.2 Approved the report to be presented to Fire Authority

33. STRATEGIC RISK REGISTER 2018-19 – QUARTER 2 REVIEW

The Monitoring Officer gave the background to the report, which requests that Members consider the strategic risks held within the Risk Register and the management of these risks.

RESOLVED THAT:

Members agreed the validity of the strategic risks contained within the Risk Register held on the Business Management Information System (BMIS).

34. REVENUE BUDGET REPORT 2019/20

The Treasurer gave the background and outlined the proposals for the Fire Authority's revenue budget for the financial year 2019/20.

RESOLVED THAT

34.1 Members confirmed the revenue budget 2019/20 as the basis for consultation with its Constituent Authorities; and

34.2 resolved that the Treasurer provide a copy to Members of the correspondence being sent to their respective Authorities

35. REPORT ON PROGRESS OF AUDIT, SCHEME AND CIRCULAR ACTION UPDATES AS AT 30 SEPTEMBER 2018

The Monitoring Officer gave the progress recorded against actions arising from internal audits, Wales Audit Officer Thematic Reviews, Operational Assurance Peer Reviews, Corporate Schemes and Government Circulars.

RESOLVED THAT

Members noted the progress made.

36. AUDIT OF FINANCIAL STATEMENTS REPORT - RECOMMENDATIONS

The Treasurer presented the addendum to the statutory ISA260 report, final statement of accounts and the letter of representation required by the auditor which was approved by the Fire Authority on 24 September 2018, and subsequently commented up on by the Appointed Auditor. The addendum outlines the progress and actions made in relation to the recommendations for both 2016/17 and 2017/18 financial years.

RESOLVED THAT

Members noted the addendum report, approved the management responses and noted the progress made against the recommendations.

37. INTERNAL AUDIT REPORT

The Internal Auditor advised on the progress being made against the Internal Audit Plan 2018/19. A question and answer session took place in relation to the 'Appraisal Review of Fleet Management – Usage' report. After discussion, it was agreed that, in light of the Priority 2 areas, a further paper be considered by the Committee at its meeting on Monday 28 January 2019, particularly in relation to job cards, and actions taken in relation to the mischarged seal.

RESOLVED THAT

37.1 Members noted the internal audit recommendations and work completed to date on the internal Audit Annual Plan; and

37.2 resolved to receive a further report on 'Fleet Management – Usage' at its meeting on Monday 28 January 2019.

38. FORWARD WORK PROGRAMME

The Monitoring Officer presented the Forward Work Programme for 2018/19, and confirmed that the further report requested on Fleet Management – Usage will be added to the Programme

RESOLVED THAT

Members accepted the Forward Work Programme for 2018/19.

39. TO CONSIDER ANY ITEMS OF BUSINESS THAT THE CHAIRMAN DEEMS URGENT (PART 1 OR 2)

There were no items of urgent business for Members to consider.

40 **SESSION WITH WALES AUDIT OFFICER AND INTERNAL AUDITOR**

Officers left the meeting and Members received an information session from the Wales Audit Officer and the Internal Audit Officer.

SOUTH WALES FIRE & RESCUE AUTHORITY   AGENDA ITEM NO 5
FINANCE, AUDIT & PERFORMANCE   28 JANUARY 2019
MANAGEMENT COMMITTEE
REPORT OF THE TREASURER

REVENUE BUDGET SETTING REPORT 2019/20

SUMMARY
The report outlines the latest information available in relation to the budget together with consultation responses received and the proposed Fire Authority revenue budget for the financial year 2019/20.

RECOMMENDATION
That the Committee recommends to the Fire Authority the attached revenue budget 2019/20

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1. BACKGROUND

1.1 The Fire Authority approved its Medium Term Financial Plan in September as the basis for agreeing the 2019/20 revenue budget.

1.2 Further work was undertaken to establish the appropriate level of the budget for the coming financial year including consideration of pressures, inflation and savings that could be made. A consultation exercise based on this information was commenced in December.

1.3 The recommendation from this Committee together with any further information which is forthcoming in the meantime will be considered by the Fire Authority on the 11 February 2019.

2. 2018/19 BUDGET PROJECTIONS

2.1 Monitoring for the current financial year reveals that the revenue budget is now much more tightly aligned with spending following several years of austerity and budget reductions. The Fire Authority has taken steps to rationalise spending across the breadth of the Service including both staffing and non-staff budgets.

2.2 The result of this work has been to deliver a significant real terms reduction in spend over the austerity period with the current year budget still significantly below the 2010/11 budget in cash terms as shown in the chart overleaf.

South Wales Fire & Rescue Budget since April 2009
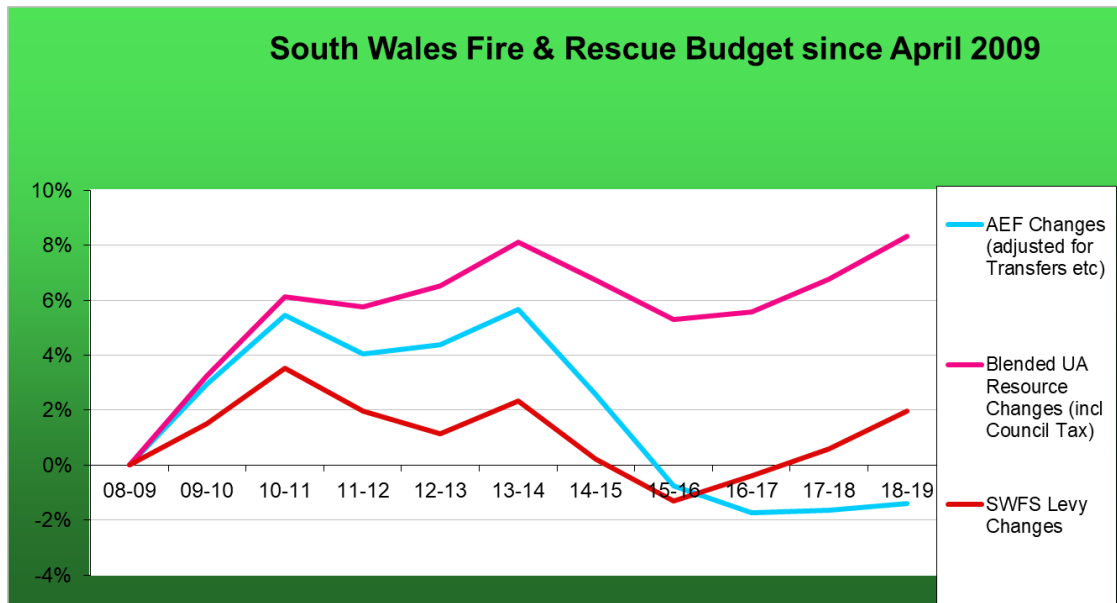
2.3   The challenge within all public sector financial plans continues to be the ongoing uncertainty around austerity and the extent to which public services can and will be funded.

3   WELSH GOVERNMENT AND COUNCIL BUDGETS

3.1   On the 18 December, Welsh Government published the final Local Government Settlement for 2019/20. The settlement changed little from the draft previously released save for recognition of a number of budget pressures that existed in councils.   The headlines from the final settlement were a 0.2% cash increase in budgets ranging from -0.3% to +0.9% within the South Wales area.

3.2   Councils of course have the ability to raise council tax locally. The long term trend of increases in council tax yield has been around 4.7% in South Wales. This together with the increase in funding from Welsh Government for 2019/20 would equate to an approximate average increase of over 1% in net resources year on year.

4.   2016 FIRE PENSION SCHEME VALUATION

4.1   The draft results of the 2016 Fire Pension Scheme Valuation were released in September this year.   The detail of the valuation methodology, assumptions and results will be considered in detail through the Local Pension Board and the Scheme Advisory Board for Wales.

4.2   The Scheme is an unfunded pension scheme and largely as a result of technical changes in the calculation of the notional funding position, the scheme is now in deficit. The valuation by GAD includes the calculation of future employers' pension contributions over the period 2019 to 2023 to address this situation. The increase is calculated at 9.6% equating to

around £2.9m for the Fire Authority, equivalent to 4% of the Fire Authority's total budget.

4.3   As reported to previous meetings, there has been no confirmation of funding from central government for this cost. However, the Chancellor's budget contained the following commentary in respect of unfunded pension scheme costs.

Public service pensions were reformed in 2015 and, as part of those reforms, an agreement was reached to maintain their value. Valuations of public service pensions are ongoing, and provisional results indicate that changes will need to be made from 2019-20 to make pension benefits more generous for public servants, including teachers, police, armed forces and NHS staff.

The Budget confirms a reduction of the discount rate for calculating employer contributions in unfunded public service pension schemes, to 2.4% plus CPI (in line with established methodology to reflect OBR forecasts for long-term GDP growth). The valuations indicate that there will be additional costs to employers in providing public service pensions over the long-term.

The government is supporting departments to ensure that recognition of these costs does not jeopardise the delivery of frontline public services or put undue pressure on public employers. For the NHS, as outlined in the five-year health settlement in England in June 2018, the Treasury has made provision for NHS pension costs until 2023-24. For state schools, the Department of Education are proposing to provide more funding to cover pension costs for the rest of this Spending Review period. To supplement this, the Budget allocates extra DEL to the reserve for 2019-20 to cover an expected £4.7 billion of additional costs. The Spending Review next year will settle the funding for costs beyond 2019-20 arising from the valuations.

4.4   Despite lobbying from Welsh Government, HM Treasury has still not yet confirmed direct funding to meet the costs of these pension charges in Wales.

5.   CONSTITUENT AUTHORITY POPULATION PROJECTIONS 2019/20

5.1   As reported to the FAPM in November, population changes will result in a shift in contributions regardless of the budget set by the Fire Authority. By way of reminder, the relevant table is repeated overleaf.

Authority	Population				Contributions		
	2018/19	2019/20	Change	%	2018/19	Projected	Change
Bridgend	142,862	143,272	410	0.29%	6,688,835	6,684,490	-4,345
Vale Of Glamorgan	128,280	128,424	144	0.11%	6,006,101	5,991,742	-14,359
Rhondda Cynon Taf	238,482	238,945	463	0.19%	11,165,782	11,148,204	-17,578
Merthyr Tydfil	59,219	59,254	35	0.06%	2,772,639	2,764,551	-8,088
Caerphilly	181,027	181,297	270	0.15%	8,475,706	8,458,582	-17,124
Blaenau Gwent	69,433	69,374	-59	-0.09%	3,250,883	3,236,709	-14,174
Torfaen	91,991	92,087	96	0.10%	4,307,043	4,296,406	-10,637
Monmouthshire	92,931	93,070	139	0.15%	4,351,053	4,342,268	-8,785
Newport	148,729	149,243	514	0.35%	6,963,525	6,963,072	-453
Cardiff	366,959	370,299	3,340	0.91%	17,181,105	17,276,648	95,543
Total	**1,519,913**	**1,525,265**	**5,352**	**0.35%**	**71,162,672**	**71,162,672**	**0**

5.2 The Fire Authority has no discretion in how it distributes the overall revenue budget contributions as the methodology is specified in the South Wales Fire Services (Combination Scheme) Order 1995.

6.   BUDGET 2019/20

6.1 The Fire Authority has already considered the impact of inflation and budget pressures on its base budget and information on this was provided to the FAPM and Scrutiny Group meetings last year.

6.2 The one significant matter which could yet bear on the budget requirement for next financial year is the recently lodged grey book pay award of 17%. This pay claim will be dealt with through the nationally agreed negotiating mechanism in which South Wales Fire Authority plays no direct part. The request is linked to the broadening role of the firefighter in the UK and is likely therefore to be the subject of some detailed discussion. If central government agrees as part of these negotiations to any pay increase in excess of basic inflation, such costs would have to be funded on a national basis to avoid them becoming another call on constituent authority budgets. A 2% provision is currently assumed for pay.

6.3 Inclusion of the identified savings and pressures to date would result in a revenue budget of £71,827,144 representing a 0.93% increase over 2018/19.

6.4 This of course assumes that the fire pension costs identified in this report are funded by Welsh Government directly. If this resource is fed through local government in Wales or not funded at all, then the revenue budget of the fire service would need to be set at £74,727,144 representing a 5% increase over 2018/19.

6.5   These two scenarios were outlined in the consultation with constituent authorities commenced in December and are outlined in the table below.

Constituent Council	With Pension Funding			Without Pension Funding		
	Proposed contribution £	Increase / Decrease £	Percentage Change	Proposed contribution £	Increase / Decrease £	Percentage Change
Bridgend	6,746,905	58,070	0.87%	7,019,310	330,475	4.94%
Vale Of Glamorgan	6,047,690	41,589	0.69%	6,291,863	285,762	4.76%
Rhondda Cynon Taf	11,252,298	86,516	0.77%	11,706,607	540,825	4.84%
Merthyr Tydfil	2,790,365	17,726	0.64%	2,903,025	130,386	4.70%
Caerphilly	8,537,563	61,857	0.73%	8,882,264	406,558	4.80%
Blaenau Gwent	3,266,932	16,049	0.49%	3,398,833	147,950	4.55%
Torfaen	4,336,523	29,480	0.68%	4,511,608	204,565	4.75%
Monmouthshire	4,382,814	31,761	0.73%	4,559,768	208,715	4.80%
Newport	7,028,089	64,564	0.93%	7,311,846	348,321	5.00%
Cardiff	17,437,965	256,860	1.50%	18,142,020	960,915	5.59%
Total	**71,827,144**	**664,472**	**0.93%**	**74,727,144**	**3,564,472**	**5.01%**

6.6   The responses to the consultation are included as Appendices to this report for Members consideration.

7.   FINANCIAL IMPLICATIONS

7.1   Details of the financial implications are included within the body of this report.

8.   EQUALITY RISK ASSESSMENT

8.1   There are no equality implications resulting directly from this report. Each significant project within the Fire Authority's financial planning framework undergoes equality and diversity risk assessment by the responsible budget holder as part of the budget planning process.

9.   RECOMMENDATION

9.1   That the Committee considers the report and consultation responses and recommends the attached revenue budget to the Fire Authority.

Contact Officer:	Background Papers:
Geraint Thomas Head of Finance and Procurement	

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Appendix A - Revenue Budget 2019/20 (Subject to Pension Funding)

Expenditure/Income Head	18-19	19-20
	£	£
Direct Employee Costs	47,642,161	48,459,033
Indirect Employee Costs	8,126,585	8,261,573
Premises Related Expenses		
Repair & maintenance	810,760	835,083
Lease costs - Occ Health unit	75,000	5,000
Grounds, Cleaning & Security	596,500	546,500
Rates etc.	1,148,000	1,370,960
Water	42,000	42,000
Energy	583,730	508,730
Telephones/Communications	1,413,000	1,413,000
Sub Total Premises Related	**4,668,990**	**4,721,273**
Training Expenses	**1,525,925**	**1,465,925**
Supplies & Services		
Furniture	77,640	77,640
Operational equipment	281,700	241,700
Other equipment	81,520	81,520
RTC (scrap vehicles)	55,000	55,000
Fitness/training equipment	70,000	50,000
Equipment repair & maintenance	142,640	142,640
Fire Ground consumables (foam)	20,000	20,000
I.C.T.	717,100	657,100
Clothing & Uniforms	566,200	566,200
Printing, Stationery & Postage	137,618	127,618
Advertising (vacancies, etc.)	203,700	203,700
Licences, Literature etc	262,525	242,525
Provisions, catering, medical etc	67,280	67,280
Insurances	996,278	1,036,129
Sub Total Supplies and Services	**3,679,201**	**3,569,052**
Transport Costs	**1,252,942**	**1,162,942**
Contracted Services	**744,139**	**734,139**
Other Central Costs		
Capital Costs and Leasing	4,498,825	4,548,825
Transfer from / to Reserves	-	(100,000)
Sub Total Other Central Costs	**4,498,825**	**4,448,825**
Sub Total Expenditure	**72,138,768**	**72,822,762**
Income	**(976,096)**	**(995,618)**
TOTAL BUDGET	**71,162,672**	**71,827,144**

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Appendix B

Consultation Responses (awaited)

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SOUTH WALES FIRE & RESCUE AUTHORITY   AGENDA ITEM NO 6
FINANCE, AUDIT & PERFORMANCE   28 JANUARY 2019
MANAGEMENT COMMITTEE
REPORT OF THE DEPUTY CHIEF OFFICER

REVENUE MONITORING REPORT 2018/19

SUMMARY

The Revenue Monitoring Report provides details of the annual revenue budget and associated information for the year ending 31 March 2019.

RECOMMENDATION

That the Finance, Audit and Performance Management Committee note and agree the report content.

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1. BACKGROUND

1.1   This report provides an update of the major changes affecting the revenue budget since the Finance, Audit & Performance Management (FAPM) Committee on 12 November 2018.

1.2   Appendix 1 details the original budget, a revised budget to reflect authorised virements, transactions to date, the forecast outturn position and variance analysis. Appendix 2 charts the budget variances reported at each FAPM Committee in addition to the overall year end position.

1.3   The reserve statement at Appendix 3 has been provided to update Members to provide forecast year end movements and position for scrutiny and financial planning purposes**.**

2. ISSUES

2.1   Updated revenue projections indicate an overspend of £271k, a decrease of £130k since previous reporting. This is a result of a decrease of £93k in employee costs in addition to a further £37k within non employee budgets.

2.2   The most significant changes since previous reporting are outlined below:

2.2.1 **EMPLOYEE COSTS - £93k increase in underspend**

This consists of an overall decrease against salaries of £129k, against an increase in projected ill health pension costs of £28k.

An agreement between SWFRS and MWWFRS has seen salary costs for Joint Control staff split between both services on the ration of 60:40, to SWFRS, where previous forecasts were on a 50:50 basis. This additional cost to SWFRS has been offset by both the actual salary costs of the recent 2% pay award against what was initially budgeted, along with vacancies savings across

the service. In addition, firefighter pension fund costs have decreased due to 13 further retirements since previous reported.

To offset this overall saving, an increase in ill health pension costs of £28k are projected to reflect 2 additional ill health retirements since previously reported. It is worth noting that any additional ill health retirements that occur during the course of the year will impact on this position further.

Establishment figures (FTE) as at 30 November 2018

	Strength*	Budgeted Estab
WDS	771.50	793.00
RDS (100%)	357.50	426.40
Control	38.93	42.00
Support Staff	260.89	254.64
YFF	58.47	67.00
Auxiliary Reserve	74.00	80.00

Total Leavers & Joiners April 2018 to November 2018 (Headcount)

	Starters	Leavers
Control	0	0
Support Staff	26	24
RDS	78	58
WDS	0	34
YFF Staff	2	0
Auxiliary Reserve	0	2
Total	**106**	**118**

*Only details new starter or leavers to the service and does not relate to additional contracts

2.2.2 HOLIDAY PAY ENTITLEMENT

Due to legislative amendments the Working Time Directive 2003 and the Zero Hours Regulations 2015 holiday pay entitlements, for both zero hours contracts and that linked to overtime payments, is included within salary forecasts for payment in March 2019 at approximately £300k. It is worth noting that this is built into the medium term financial plan and will be included as part of initial budget setting in future years.

2.2.3 PREMISES COSTS - £68k decrease in overspend

A saving of £28k is currently forecast within energy costs, in addition, due to the installation of the LED lighting system, further

savings are anticipated during the year and these will be confirmed once actual charges are incurred. A further £30k relates to a rebate from Cardiff County Council for lease costs incurred in relation to the location of Occupation Health.

2.2.4 TRAINING - £11k decrease in overspend

£5k set aside within UKISAR budget for training has been identified as relating to training costs incurred for travel and subsistence allowances and is the main factor in the decrease in this area.

2.2.5 SUPPLIES AND SERVICES - £38k increase in overspend

These include a projected increase of £25k for non salary costs to support the UKRO challenge. Confirmation of final challenge costs and associated detail will be reported to members subsequently.

Operational equipment costs are forecast to increase by £14k to accommodate for damaged and replacement kit that occurred during the wildfires in the summer.

2.2.6 TRANSPORT - £46k increase in overspend

Lease and pool car costs have increased by £38k. The lease of 34 pool cars have ended during the current financial year and lease costs are to increase by £30k for replacement vehicles.

Fuel costs have currently increased by £16k as a result of the increase in wildfires during the summer.

2.2.7 CONTRACTED SERVICES - £10k increase in overspend

£18k relates to unbudgeted secondment costs for 3 members of staff to the Joint Emergency Service Group (JESG). This has been offset by costs set aside within the Health and Safety budget for projects that will now no longer take place during the current financial year.

2.2.8 CAPITAL COSTS - £24k decrease in overspend

This decrease is due to the forecast for the Minimum Revenue Provision (MRP) charge reducing due to a delay in property works being undertaken and will now take place in 2019/20.

2.2.9 **INCOME - £28k Increase**

£25k of this is the result of an increase in mast rental costs following revaluation at Barry station for the period 2005 to 2017.

3. FINANCIAL IMPLICATIONS

3.1 An overall projected overspend on the revenue budget equating to £271k.

4. EQUALITY RISK ASSESSMENT

4.1 There are no equality implications resulting directly from this report. Each element of the revenue budget will have undergone equality and diversity risk assessments by the responsible budget holder as part of the budget planning process.

5. RECOMMENDATIONS

5.1 That the holiday pay entitlement noted in paragraph 2.2.2 is noted and agreed.

5.2 That the Finance, Audit and Performance Management Committee note and agree the report content.

Contact Officer:	Background Papers:
Geraint Thomas Head of Finance and Procurement	- Revenue and Capital Determination Report - Revenue Budget Working Papers - Budget Holder Reports - Capital Monitoring Report

SOUTH WALES FIRE & RESCUE SERVICE

BUDGET MONITORING 2018/19

APPENDIX 1

	Original Budget 2018/19 £	Budget (vired budget) 2018/19 £	Actual at 04.12.18 £	Forecast 31.03.19 £	Over/Under Spend Against Revised Budget	Over/ Under Spend %
Employee Costs						
Salaries, NI & superann.	54,166,233	54,440,979	35,412,586	53,574,060	866,919	1.2%
	54,166,233	54,440,979	35,412,586	53,574,060	866,919	
Pensions (ill health)	793,608	793,608	389,557	982,814	-189,206	-0.3%
Travel and Subsistence	453,200	452,700	293,196	467,176	-14,476	0.0%
Total Employee Costs	55,413,041	55,687,287	36,095,339	55,024,050	663,237	0.9%
Premises Related Expenses	4,668,990	4,664,718	2,856,829	4,924,671	-259,953	-0.4%
Training Expenses	1,525,925	1,525,039	308,571	1,587,591	-62,551	-0.1%
Supplies & Services	3,679,201	3,684,358	2,569,973	4,305,975	-621,617	-0.9%
Transport Related Expenses	1,252,942	1,252,942	888,618	1,286,475	-33,533	0.0%
Third Party Payments (Contracted Services)	744,139	880,198	431,769	924,090	-43,892	-0.1%
Capital costs / leasing	4,498,825	4,443,725	604,502	4,582,279	-138,554	-0.2%
Contingency	355,705	0	0	0	0	0.0%
Income	-976,096	-975,596	-792,057	-1,201,196	225,600	0.3%
CONTRIBUTION BUDGET 2017/2018	71,162,672	71,162,672	42,963,543	71,433,936	-271,264	-0.4%

Key	
Overspend	
Underspend	

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SOUTH WALES FIRE & RESCUE SERVICE

BUDGET MONITORING 2018/19

APPENDIX 2

	Original Budget 2018/19 £	Revised Budget (vired budget) 2018/19 £	FAPM Forecast 10.09.18 £	FAPM Forecast 12.11.18 £	FAPM Forecast 29.01.18 £		Variance at FAPM 10.09.18 to Revised Budget	Variance at FAPM 12.11.18 to FAPM 10.09.18	Variance at FAPM 29.01.19 to FAPM 12.11.18	Cumulative Variances against Revised Budget	Summary on variances previoulsy reported*
Employee Costs											* Vacancy underspends
Salaries, NI & superann.	54,166,233	54,440,979	53,399,435	53,703,462	53,574,060		685,839	-304,027	129,402	511,214	Additional income relating to Joint Control and CS
	54,166,233	54,440,979	53,399,435	53,703,462	53,574,060		685,839	-304,027	129,402	511,214	Pension variations since budget setting
											Increase in the number of Ill Health retirements since budget setting
Pensions (ill health)	793,608	793,608	871,745	955,054	982,814		-78,137	-83,308	-27,761	-189,206	Virement of £81k to Contracted Services re: Aux.Reserve
Travel and Subsistence	453,200	452,700	461,934	458,102	467,176		-9,234	3,832	-9,074	-14,476	** Increase in salaries offset by reduction in FFPF costs (due to increase in retirements forecast) and additional funding for CS staff forecast through to March 2019
Total Employee Costs	55,413,041	55,687,287	54,733,114	55,116,617	55,024,050		598,468	-383,503	92,567	307,532	Further increase in ill health retirements
											Includes projections for 2% pay award for operational staff - monies set aside within contingency
Premises Related Expenses	4,668,990	4,664,718	4,957,683	4,992,459	4,924,671		-292,964	-34,776	67,787	-259,953	* NNDR increase following 2017 revaluations
											External Fabric increase - wall repairs at Pontycymmer and Monmouth, fencing at Porthcawl, remaining NET2 swipe installation. These costs are partially offset by savings identified within air conditioning unit repairs
											Increase in re-active areas including boiler repairs, HQ ceiling works and signage
											** Co-location recharge of JPSC along with increasing trade waste costs
Training Expenses	1,525,925	1,525,039	1,563,694	1,598,684	1,587,591		-38,655	-34,989	11,093	-62,551	* Additional training not initially budgeted (RAPs, ELP and MIND Cymru)
											** High Rise training costs in association with WMFRS
Supplies & Services	3,679,201	3,684,358	4,074,400	4,268,372	4,305,975		-390,042	-193,972	-37,604	-621,617	* Overspend anticipated on WG HFS funding
											Operational equipment increased due to goods not received in 17/18 and ladders required within Fleet. Also, HYDRA facility at Cardiff Gate which will be covered by both 18/19 income and carry forward reserves
											Increase to Support and Maintenance and Licence costs within IT offset by income
											** £130k for non salary costs for UKRO
											£45k for unbudgeted replacement operation equip inc. trauma bags and hose reel branches
											Increase in Core subscription costs offset by income (MWWFRS)
Transport Related Expenses	1,252,942	1,252,942	1,248,983	1,240,237	1,286,475		3,959	8,746	-46,238	-33,533	
Third Party Payments (contracted services)	744,139	880,198	893,130	913,635	924,090		-12,932	-20,506	-10,455	-43,892	* Additional Consultancy costs within HR offset by additional income received
											** Recoding from training budget to cover consultancy costs
Capital costs / leasing	4,498,825	4,443,725	4,816,313	4,606,485	4,582,279		-372,588	209,827	24,206	-138,554	* Operating Lease charges increase including Joint Control lease and buy out charges
											MRP increase due to revised schedule of works
											CERA increase offset by additional income received
											Recalculation of loan interest due to two loans ending in 2018/19
											** Revised MRP calculation to exclude projects funded from earmarked reserves
											£38k set aside for new borrowing no longer required
Contingency	355,705	0	355,705	0	0		0	355,705	0	355,705	** Within salaries to cover operational pay award
Income	-976,096	-975,596	-1,088,997	-1,172,872	-1,201,196		113,401	83,875	28,325	225,600	* Increase to cover additional expenditure in areas detailed above
											** £53k unbudgeted investment returns along with a further £18k to cover subscription costs
CONTRIBUTION BUDGET 2018/2019	71,162,672	71,162,672	71,554,025	71,563,618	71,433,936		-391,353	-9,593	129,682	-271,264	

Key	
	Overspend
	Underspend

Comments for the latest FAPM will be included in detail in the report attached

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APPENDIX 3

Reserve	Purpose and Control	Balance at year start	Transfers in and (out)	Balance at year end	Variations arising between budgeted and actual levels of reserves
General	To cover general financial risks including council funding, grants, inflation and interest.	-3,000,000	0	-3,000,000	
Managed under spends	To meet costs associated with rolling programmes of expenditure incomplete at year end. Controlled via routine budget monitoring procedures.	-100,689	57,043	-43,646	Spending against 2017/18 carry forward requests within revenue
Change Management	Costs of change arising from 'Shaping our 'Future' programme, investment in change projects to improve service and / or reduce spend.	-6,674,331	1,866,776	-4,807,555	Capital expenditure on Energy Efficiency and Joint Control
CFBT Reserve	This reserve has been set up to fund capital investment activities in this facility which is to be housed at Cardiff Gate.	-4,349,161	2,929,391	-1,419,770	Capital spend on CFBT
PFI Equalisation	To meet future costs of the Training Centre PFI project	-3,850,851	617	-3,850,233	Current figures which includes estimated additional value for indexation at year end
Capital Receipts	To meet costs of the capital programme. Reserve applied as receipts are generated	-786,635	-77,163	-863,798	Capital Receipts Reserve in 18/19, mainly disposed vehicles
	TOTAL	-18,761,666	4,776,664	-13,985,002	

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SOUTH WALES FIRE & RESCUE AUTHORITY   AGENDA ITEM NO 7
FINANCE, AUDIT & PERFORMANCE   28 JANUARY 2019
MANAGEMENT COMMITTEE
REPORT OF THE DEPUTY CHIEF OFFICER

CAPITAL MONITORING REPORT 2018/19

SUMMARY
The capital monitoring report provides detail of the capital budget, transactions to date and the forecast year end position as at 7 December 2018.

RECOMMENDATION
That Members note the budget, progress of capital schemes, approve alterations identified in Appendix 1 and note the associated funding streams.

---

1.   BACKGROUND

1.1   This report provides an update of the major changes affecting the capital budget since the Finance, Audit & Performance Management (FAPM) Committee on 12 November 2018.

1.2   Appendix 1 illustrates 2017/18 budget slippage, the 2018/19 budget, expenditure (Actual) incurred to date, a forecast 31 March position and budget slippage into 2019/20. In summary, the total available budget equates to £8.1 million, the forecast outturn and slippage for the year is £7.3 and £1.7 respectively.

1.3   Appendix 1 provides a detailed breakdown of the schemes contributing to the aforementioned position together with the necessary financing arrangements. The following provides a narrative update in support of Appendix 1.

2.   ISSUES

2.1   **Property**

2.1.1   Forecast spending on property schemes has reduced by £181k and budget slippage into 2019/20 has increased by £265k since previous reporting. These variances are caused by three properties i.e. Monmouth, New Inn and the Compartment Fire Behaviour Training (CFBT) facility, as follows;

	12.11.18 Forecast	Current Forecast	Variance
Monmouth	150k	25k	-125k
New Inn	150k	10k	-140k
CFBT	2.8m	2.9m	81k
			184k

The variance represents the impact competing priorities have on progressing capital schemes in addition to broad estimates of spending that will not materialise in this reporting period.

2.5 **Vehicle Replacement Programme (VRP)**

2.5.1 Since previous reporting, the forecast has reduced by £176k and slippage into 2019/20 has increased by £150k. This relates to the delayed ordering / purchase of the truck (slide deck / crane) which has an estimated cost of £150k in addition to the £26k variance on the purchase of the grant funded Marauding Terrorism Firearms Attack vehicles (MTFA). The Fleet Engineer informs us that 2 vehicles have been received and no further orders will be placed this year. As we are not utilising all available grant £80k, a variance on the forecast figures for the difference, i.e. £26k, has arisen.

2.6 **EQUIPMENT / ICT**

2.6.1 There is one small variance since previous reporting, an additional £10k on the forecast outturn for the Unified Communication Replacement project. The tender documents have been returned and potential supplier costs have come in £10k higher than the budget submission. There have been changes in price and currency exchange rates since initial research was undertaken.

3 FINANCIAL IMPLICATIONS

3.1 Appendix 1 illustrates capital scheme details which is supported by paragraphs 2.1 to 2.6 above. The appendix presents a picture of over spending by £838k although the over spend is offset my additional funding (detailed in the funding analysis) i.e. grants, reserves etc. and is be analysed as follows;

	Over/Under spend £000	Additional Funding £000	Report Variances £000
C/GATE SECURE STORAGE UNIT	-5		-5
PLANNED & PREVENTATIVE MAINT	154		154
BREATHING APPARATUS	-22		-22
SERVICE DESK	4		4
UNIFIED COMMUNICATION REPLACEMENT	-10		-10
BARRY (co-location cont's offset over spend)	-2	-149	-151
LLANTWIT MAJOR (co-location cont's offset overspend)		-164	-164
ENERGY EFFICIENCY SCHEMES (reserve funding)		-95	-95
WEBSITE PROJECT (reserve funding)		-1	-1
CFBT FACILITY CARDIFF GATE (reserve funding)	-81		-81
MTFA Vehicles (grant funded)		-54	-54
USAR VEHICLES (grant funded)		-48	-48
MTFA EQUIPMENT (grant funded)		-60	-60
CBRN / DIM EQUIP (grant funded)		-85	-85
LCD DETECTION / MONITORING (grant funded)		-220	-220
TOTAL	39	-876	-838

Consequently, the overall impact on the capital budget variance is a 'net under spend' of £39k with £876k of additional funding to be provided to cover the over spends.

4. EQUALITY RISK ASSESSMENT

4.1 There are no equality implications resulting directly from this report. Each element of the capital programme will have undergone Equality risk assessments by the responsible project lead, prior to the commencement of the scheme.

5. RECOMMENDATION

5.1 That Members note the progress of the capital schemes, approve alterations identified in Appendix 1 and note the associated funding streams.

Contact Officer:	Background Papers:
Geraint Thomas Head of Finance & Procurement	Revenue & Capital Budget Determination Report Capital Monitoring working papers 2017/18 Budget Holder Reports

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CAPITAL PROGRAMME 2018/19	Project Total £000	SLIPPAGE B/F 2017/18 £000	2018/19 BUDGET £000	ACTUAL AS AT 07.12.18 £000	COMMITTED AS AT 07.12.18 £000	OUTTURN POSITION 31.03.19 £000	BUDGET UNDER/OVER SPEND £000	SLIPPAGE C/F 2019/20 £000	APPENDIX 1
PROPERTY									
LAND ACQUISITIONS									
PONTYPRIDD	425	425	0	0	0	0	0	425	
STATION REFURBISHMENTS									
MONMOUTH	600	597	0	0	9	25	0	572	
NEW INN	2,550	497	0	3	6	10	0	487	
BARRY (co-location cont's offset over spend)	1,400	0	430	428	153	581	-151	0	
TONYPANDY	300	0	300	0	0	300	0	0	
FORMER CONTROL (Pontyclun)	150	0	150	0	0	150	0	0	
LLANTWIT MAJOR (co-location cont's offset overspend)	0	0	37	16	3	201	-164	0	
NEW BUILDS									
CFBT FACILITY CARDIFF GATE (reserve funding)	5,000	2,848	0	800	2,129	2,929	-81	0	
C/GATE SECURE STORAGE UNIT	55	0	55	57	2	60	-5	0	
PLANNED & PREVENTATIVE MAINT	0	100	113	59	0	59	154	0	
ENERGY EFFICIENCY SCHEMES (reserve funding)	1,054	1,054	0	619	319	1,149	-95	0	
	11,534	**5,521**	**1,085**	**1,982**	**2,620**	**5,463**	**-342**	**1,484**	
VEHICLES									
OPERATIONAL 4WD		0	120	0	0	120	0	0	
TRUCK (SLIDE DECK / CRANE)		0	150	0	0	0	0	150	
VANS (LIGHT VEHICLES)		61	170	61	116	231	0	0	
WATER LADDERS		0	464	0	0	464	0	0	
MTFA Vehicles (grant funded)		0	0	0	54	54	-54	0	
USAR VEHICLES (grant funded)		0	0	0	48	48	-48	0	
RESCUE BOAT	45	45	0	0	0	0	0	45	
	45	**106**	**904**	**61**	**218**	**917**	**-102**	**195**	
EQUIPMENT									
BREATHING APPARATUS		0	0	22	0	22	-22	0	
SERVICE DESK	50	35	0	0	31	31	4	0	
HQ SWITCH REPLACMENT	200	200	0	135	22	200	0	0	
DISASTER RECOVERY	100	44	100	36	66	144	0	0	
WEBSITE PROJECT (reserve funding)		0	40	24	17	41	-1	0	
BIMS	126	5	0	1	0	5	0	0	
UNIFIED COMMUNICATION REPLACEMENT	100	0	100	9	101	110	-10	0	
MTFA EQUIPMENT (grant funded)		0	0	2	0	60	-60	0	
CBRN / DIM EQUIP (grant funded)		0	0	0	0	85	-85	0	
LCD DETECTION / MONITORING (grant funded)		0	0	0	0	220	-220	0	
USAR RIG UPGRADE (grant funded)		0	0	0	0	0	0	0	
	576	**284**	**240**	**229**	**237**	**918**	**-394**	**0**	
TOTAL	**12,155**	**5,911**	**2,229**	**2,272**	**3,076**	**7,298**	**-838**	**1,679**	

FUNDING ANALYSIS	
BORROWING	2,198
CO-LOCATION CONTRIBUTIONS	314
REVENUE CONTRIBUTION	200
REVENUE RESERVES	4,119
CAPITAL GRANT	467
	7,298

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SOUTH WALES FIRE & RESCUE AUTHORITY   AGENDA ITEM NO 8
FINANCE, AUDIT & PERFORMANCE   28 JANUARY 2019
MANAGEMENT COMMITTEE
REPORT OF THE DEPUTY CHIEF OFFICER

HEALTH CHECK ON PERFORMANCE AND STRATEGIC OBJECTIVES QUARTER 3 (1ST APRIL TO 31ST DECEMBER) 2018/19

SUMMARY

This paper will give assurance to the Members of the Fire & Rescue Authority and senior management within the South Wales Fire & Rescue Service on progress towards achievement of the Strategic Objectives and performance of the Strategic Performance Indicators for the first three quarters of 2018/19.

RECOMMENDATION

That Members review the performance details and statistical data for the first three quarters of 2018/19 contained within this report.

1. BACKGROUND

1.1 The Welsh Government requires the South Wales Fire & Rescue Service to develop Strategic Plans to identify the direction for the Service and address particular areas for improvement. The Service does this by developing a five year Strategic Plan, implementing actions and measuring indicators to enable the Service to achieve these organisational goals.

1.2 All departments link actions within their annual department plans to the appropriate Strategic Objectives. This enables us to measure how well we are performing against these objectives by how many of the linked actions are on target and review how the associated indicators are performing.

1.3 Quarterly updates are recorded by action owners onto the Business Management Information System (BMIS), and staff within the Engagement, Transformation and Performance Team monitor the information and extract reports accordingly.

1.4 To further support the performance management framework, National Strategic Indicators were introduced for reporting year 2015/16. Together these provide data and information to inform and support decision making processes within the Service to target activity and drive improvement. The Statistics and Risk Team monitors the information and extract reports accordingly.

1.5 This report will provide Members and Officers with a health check on performance against the Strategic Objectives and Strategic Indicators for the first three quarters 2018/19.

2. ISSUE

2.1 For Members' information going forward, taking into account the Well-Being of Future Generations (Wales) Act 2015, the Service has revised the Strategic Plan to include five Strategic Themes as listed below:

ST01 - We will Reduce Risk
ST02 - We will Engage and Communicate
ST03 - We will Nurture Sustainable Resources
ST04 - We will Embrace Technology
ST05 - We will Strengthen Partnerships

2.2 Each of these Strategic Themes has a number of Priority Actions that the Service will be monitoring progress against in 2018/19.

2.3 In 2018/19, the Service had five Strategic Themes. Appendix 1 to this report shows our position in securing the achievement of the Improvement Objectives.

2.4 In relation to Strategic Theme 1 to "Reduce Risk", there is one Priority Action linked to delivering against this objective:

2.4.1 PA01 - working with others to protect our communities from harm or the risk of harm.

2.4.2 There are **42** actions that are green, **18** amber and **2** red.
At present, **7** task updates remain outstanding.
Therefore, the majority were on target at Quarter 3.

2.5 In relation to Strategic Theme 2 to "Engage & Communicate", there is one Priority Action linked to delivering against this objective:

2.5.1 PA02 - developing more efficient and effective ways of engaging and communicating with our communities about our services.

2.5.2 There are **8** green actions, **6** amber and **0** red.
There are no outstanding task updates.
Therefore, the majority were on target at Quarter 3.

2.6 In relation to Strategic Theme 3 to "Nurture Sustainable Resources", there are two Priority Actions linked to delivering this objective:

2.6.1 PA03 - ensuring we attract, develop and retain a workforce that reflects our communities and is capable of delivering effective services today and in the future.

2.6.2 There are **50** linked actions that are green, **24** amber and **3** red. There are no outstanding task updates. Therefore, the majority were on target at Quarter 3.

2.6.3 PA04 - reduce our services impact on the environment to ensure future sustainability.

2.6.4 There are **8** linked actions that are green, **0** amber and **0** red. There are no outstanding task updates. Therefore, all were on target at Quarter 3.

2.7 In relation to Strategic Theme 4 "Embrace Technology", there is one Priority Action linked to delivering this objective:

2.7.1 PA05 - ensuring we use technology to enable efficient and improved service delivery.

2.7.2 There are **30** linked actions that are green, **17** amber and **3** red. At present, **5** task updates remain outstanding. Therefore, the majority were on target at Quarter 3.

2.8 In relation to Strategic Theme 5 "Strengthen Partnerships", there is one Priority Action linked to delivering this objective:

2.8.1 PA06 - working with our public service boards to support local communities.

2.8.2 There are **6** linked actions that are green, **0** amber and **0** red. There are no task updates outstanding. Therefore, all were on target at Quarter 2.

2.9 Appendix 2 attached is a summary of the Performance Monitoring Report, which reviews the first three quarters of 2018/19 performance against agreed targets for the seven National Strategic Performance Indicators. It also includes a summary comment for each indicator.

2.10 Appendix 2 identifies that two indicators have not achieved their target, three indicators have not met their but were within 0-5% of doing so and two indicators were below their target.

2.11 The indicators that have not achieved their target are:

- Fires Attended
- RTCs attended

2.12 Two indicators that have not met their target but were within 0% to 5% of the target and are performing worse than last year are:

- False Alarms Attended
- % of Dwelling Fires confined to the room of origin

2.13 The one indicator that has not achieved the target but is within 0% to 5% of the target and is performing better than last year is:

- Other Special Services Calls Attended

2.14 The two indicators that are achieving their target are:

- Deaths and Injuries in Fires
- Accidental Deaths and Injuries in Fires

3. EQUALITY RISK ASSESSMENT

3.1 This report, the accompanying appendices and the targets themselves have no Equality Risk Assessment impact. The Service Performance and Communications Department and the respective Directorates are working with the performance data to establish any trends and implications that would include equality implications. These will be addressed at that time.

3.2 It is the responsibility of the action owners to ensure that Equality Risk Assessments are carried out for their actions in the planning framework.

4. RECOMMENDATIONS

4.1 That Members review the performance details and statistical data for the three quarters of 2018/19 contained within this report.

Contact Officer:	Background Papers:
Jon Carter Planning, Performance and Risk Manager	- Appendix 1 - Position in securing the achievement of the Strategic Objectives. - Appendix 2 - Performance Monitoring Report 2018/19 (Quarter 1, 2 & 3)

APPENDIX 1

BUSINESS PLAN ACTIONS REPORT

Health Check

2018-19 Quarter 3

Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Produced in

BMIS

**Business Management
Information System**

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Contents

Introduction

This report shows the Business Plan actions as of Quarter 3 2018/2019. It shows the RAG status of each action that sits under our Priority Actions for the year.

Each Priority action has an overall update that is included in this report.

This year's Priority Actions are:

1. PA01 - working with others to protect our communities from harm or the risk of harm

2. PA02 - developing more efficient and effective ways of engaging and communicating with our communities about our services

3. PA03 - ensuring we attract, develop and retain a workforce that reflects our communities and is capable of delivering effective services today and in the future

4. PA04 - reduce our services impact on the environment to ensure future sustainability

5. PA05 - ensuring we use technology to enable efficient and improved service delivery

6. PA06 - working with our public service boards to support local communities

Sunburst

The sunburst opposite displays the progress of each Priority Action based on the current performance of their supporting tasks.

The inner segments display the RAG status of the worst performing task contributing to that Priority Action.

The outer segments display the RAG of the supporting tasks.

PA06 18/19 Work with PSBs to

PA01 18/19 Working with others to

PA04 18/19 Reduce impact on the

PA03 18/19 Attract, develop &

PA02 18/19 Develop more efficient &

PA05 18/19 Use Technology : Task
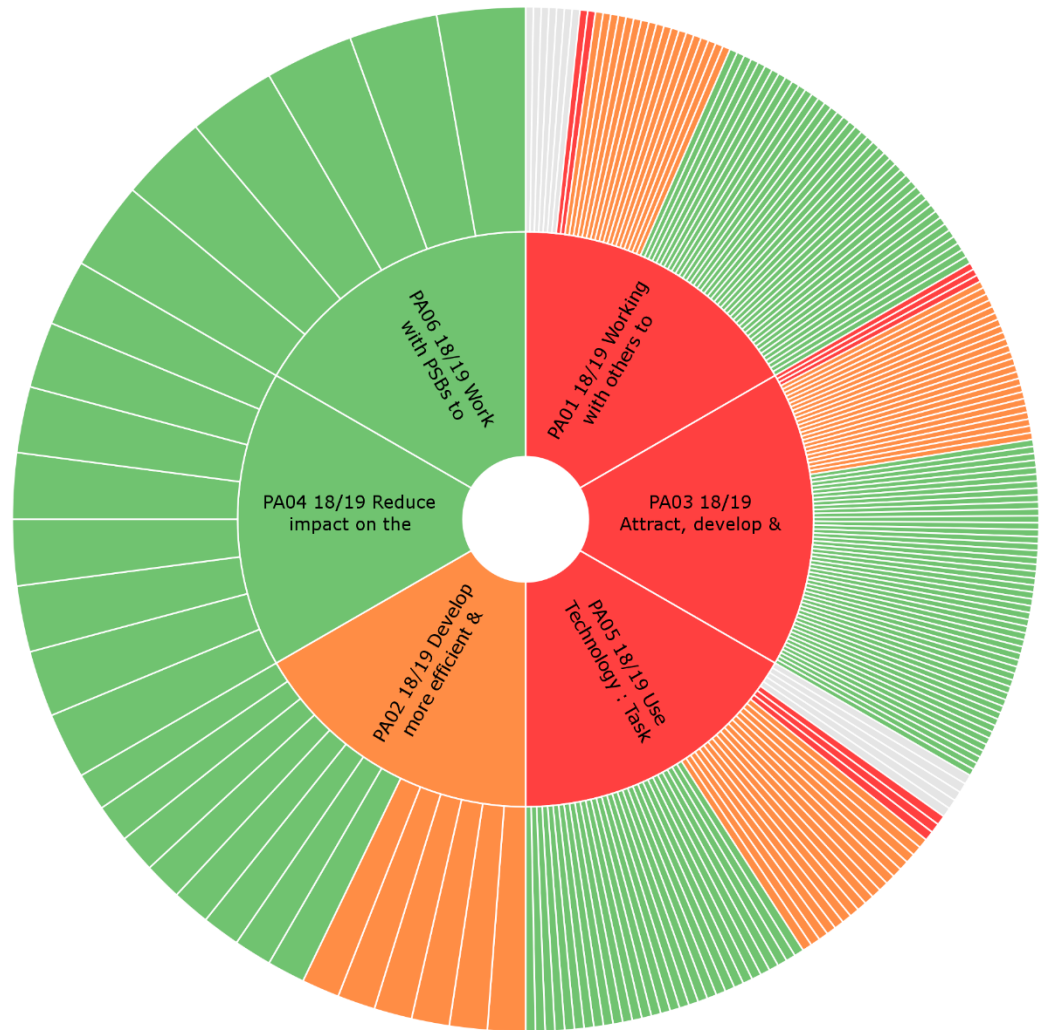
Grey segments indicate an action that:

1.   Has started subsequent to the completion of the previous quarter (8); or

2.   Has not been updated (1) by the action owner.

Further information on the number of actions for each priority action is detailed on the next page.

Scorecard

The scorecard opposite lists the number of tasks in progress relating to each Priority Action along with a breakdown by RAG status.

The "Unknowns" are equivalent to grey segments on the sunburst on the previous page and indicate the number of tasks that have either:

1. Started subsequent to the completion of the previous quarter (8); or
2. Not been updated by the action owner (1).

PA1: WORK WITH OTHERS TO PROTECT OUR COMMUNITIES				Unknowns	Total
▲	●	★			
2	18	42		7	69

PA2: DEVELOP MORE EFFICIENT AND EFFECTIVE WAYS OF ENGAGING WITH OUR COMMUNITIES				Unknowns	Total
▲	●	★			
0	6	8		0	14

PA3: ATTRACT, DEVELOP & RETAIN A WORKFORCE THAT REFLECTS OUR COMMUNITIES AND DELIVERS EFFECTIVE SERV				Unknowns	Total
▲	●	★			
3	24	50		0	77

PA4: REDUCE OUR IMPACT ON THE ENVIRONMENT				Unknowns	Total
▲	●	★			
0	0	8		0	8

PA5: USE TECHNOLOGY TO ENABLE EFFICIENT & IMPROVED SERVICE DELIVERY				Unknowns	Total
▲	●	★			
3	17	30		5	55

PA6: WORK WITH PSBs TO SUPPORT LOCAL COMMUNITIES				Unknowns	Total
▲	●	★			
0	0	6		0	6

Priority Action Commentary

PA1: WORKING WITH OTHERS TO REDUCE RISK	COMMENTS
▲ ● ★ Unknowns Total 2 18 42 7 69	DRAFT TO BE APPROVED Rollout of replacement water rescue equipment is now complete. A decision has been taken to remain with Draeger as supplier of Breathing Apparatus sets due to contractual issues and end user feedback. The order of individual components is being compiled with a view to place order in late January. The Compartment Fire Behaviour Training facility build is progressing well. Contractor meetings are being held fortnightly and risks are being identified and dealt with locally. The average availability of "On Call" appliances during Q3 was 90%; this is 5% above the 2017 average percentage and, on some stations, an increase in availability between 30 - 40% has been achieved. The Strategic Reserve continues to be utilised in support of key stations where crewing levels are impacting on daily availability. Both a tabletop and practical exercises of Op Ategol involving auxiliary crews and Securitas staff are programmed to take place in January. Options are also under consideration for utilising the Auxiliary Reserve into wider Service functions. Collaboration between the Control watch officers and Force Incident Managers happen on a daily basis on all types of incidents and any issues that arise in the room. Regular meetings are now being held between the management teams of Police and Fire and there have been notable incidents where it is apparent Fire and Police control staff have worked together on the same incident to save lives. Roll out safe and well visits is currently on hold due to industrial relationships. Training of station commanders to carry out face to face Lifebid interviews is scheduled for Quarter 4. A UKRO report will be presented to the project board consisting of the main objectives achieved, budgetary expense and communication strategy. Press and media will provide feedback along with safety and engagement. A 100 point lessons learned document has been completed and this has been forwarded to Derbyshire FRS who will undertake UKRO challenge 2019.

PA2: ENGAGING AND COMMUNICATING	COMMENTS
▲ ● ★ Unknowns Total 0 6 8 0 14	DRAFT TO BE APPROVED A Service-wide survey of staff to identify successful means of internal communication will be conducted by the newly developed Staff Engagement Network with Media and Communications team supporting in relation to content. Digital communication streams, including the establishment of an external facing SWFRS blog with regular content to drive engagement, are being progressed by the Lead Communications Officer and the Engagement and Attraction Officer, and will be implemented in Q4. The Media and Communications Manager has identified an external training provider and team members have had the opportunity to attend to further develop their social media and engagement skills in order to support our revised social media and engagement plans for 2019.

PA3: ATTRACT DEVELOP AND RETAIN A WORKFORCE					COMMENTS
▲	●	★	Unknowns	Total	**DRAFT TO BE APPROVED**
3	24	50	0	77	

DRAFT TO BE APPROVED

Three "On Call" recruitment events were conducted during Quarter 3 with mixed success. Each of these events received support from Media and Communications with the "Be More" campaign being targeted across social media platforms. A specific plan was developed and implemented for Usk with radio, newspaper and various advertisement streams being utilised. The "On Call" Management Team, working alongside Human Resources and Media & Communications, has finalised the planner for 2019. Ten events are scheduled, and will be fully supported, aligned to priority of recruitment in key station areas where applications are historically low

The firefighter development to competent programme is maintaining the needs of the Service and discussions are ongoing regarding the firefighter apprenticeship scheme. A strategic leadership programme has been procured through the University of South Wales on behalf of the three Services in Wales. The first cohort commenced earlier in the year. The inaugural Pioneer programme is due to complete in January 2019.

Compartment Fire Behaviour Training continues to be delivered at Cardiff Wales Airport. We are currently in the process of developing a new in house Compartment Fire Behaviour Training instructors course in readiness for the new facility currently under construction at Cardiff Gate Training and Development Centre.

Course profiles and lesson plans for Water Rescue are being reviewed and assessed to ensure accuracy in capturing the correct content according to DEFRA guidance.

Retention of "On Call" personnel has remained a key activity during Quarter 3; the introduction of the 8 additional contracts will be reviewed during Q4 for analysis.

PA4: REDUCE IMPACT ON THE ENVIRONMENT					COMMENTS
▲	●	★	Unknowns	Total	**DRAFT TO BE APPROVED**
0	0	8	0	8	

DRAFT TO BE APPROVED

The installation of LED lighting at all our sites is 60% complete and costs have been received for phase 3 of the installation. Work has commenced on the installation of building management systems at the 12 remaining sites. We are awaiting delivery of two euro six appliances to improve our existing fleet. Alternative fuel demonstration vehicles are being tested and this will continue for the near future.

PA5:USE TECHNOLOGY					COMMENTS
▲	●	★	Unknowns	Total	DRAFT TO BE APPROVED
3	17	30	5	55	An initial meeting has been held with Centreprise and 5i representatives with regards to Telephony / Video Conferencing / Switchboard / Voicemail. A Statement of Works has been received from Centreprise & 5i along with confirmation that hardware has been ordered. A report is being prepared to secure funding for Mobile Data Terminal software upgrade. Technical discussions, between the three Welsh FRS' have begun regarding hardware imaging with Windows 10. It has been confirmed by Airbus that migrating to the scResponse platform will have to include upgrading the back end systems: Gateway, CMS and Hydra. There will also be a requirement to discuss training on the new devices with the Operations Department. Consultation with the All Wales comms group, to develop an all Wales app for reporting incidents / concerns, is continuing to ascertain the best product. This system will not be completed this during this planning year. The use of the FSEC tool continues to support reviews of assets and potential scenarios. A paper detailing the current position of the FSEC tool including data sets, update frequency and current use will be put together in Q4. The paper will include options for the use of QGIS as a potential replacement as well as 3rd party potential solutions.

PA6: WORK WITH PSBs TO SUPPORT LOCAL COMMUNITIES					COMMENTS
▲	●	★	Unknowns	Total	DRAFT TO BE APPROVED
0	0	6	0	6	All Operations Department Group Managers are engaging effectively with PSB Partners to allocate suitable resources to enable a sufficient and suitable collaborative approach, in an attempt to problem solve various issues within the communities. In recent months various work streams and action areas have been identified and planning and implementation groups formed to progress identified issues, e.g.

All Operations Department Group Managers are engaging effectively with PSB Partners to allocate suitable resources to enable a sufficient and suitable collaborative approach, in an attempt to problem solve various issues within the communities. In recent months various work streams and action areas have been identified and planning and implementation groups formed to progress identified issues, e.g.

1. The collaborative approach between SWFRS, NRW, LA's, and Countryside Council for Wales, and various land management organisations, with a view to reduce the amount of wildfires that occur throughout the Service area.

2. The formation of a community safety hub, within Caerphilly UA, whereby staff from SWFRS, Gwent Police and Local Authority, are Working closely together to resolve issues surrounding Anti-Social Behavior (ASB).

With regards to sharing data with partners, a Community Safety Memorandum of Understanding has been updated in line with General Data Protection Regulations. The Information Sharing Procedure (ISMS 25) has not yet been updated - awaiting clarification from the WASPI team. A new Information Governance and Compliance Officer is scheduled to commence employment in January. This will be raised at the earliest opportunity.

APPENDIX 2

PERFORMANCE MONITORING REPORT

April 2018 to December 2018

Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Produced in

BMIS
Business Management Information System

Strategic Indicators 2018-2019 – Performance Q1 to Q3

The sunburst below displays the progress of each Strategic Indicator based on its performance against the target set.

Performance Key	⭐ Better than target	❗ 0% to 5% from target	🔺 Over 5% from target

	to 31/12/2018			
	Actual (YTD)	Target (YTD)	Performance (YTD)	2017/2018 (YTD)
Total Fires Attended	5,588	4,778	🔺	4,849
Total RTCs Attended	843	795	🔺	855
Total False Alarms Attended	6,157	5,869	🟠	5,986
Total Other SSCs Attended	1,564	1,497	🟠	1,977
% of Dwelling Fires Confined to Room of Origin	81.78%	85.00%	🟠	82.89%
Total Deaths and Injuries In Fires	49	50	⭐	48
Total Accidental Deaths and Injuries In Fires	41	44	⭐	43

Total Fires Attended
Target 5,900

Bar chart values:
- to Mar 2014: 6,838
- to Mar 2015: 5,917
- to Mar 2016: 6,578
- to Mar 2017: 5,797
- to Mar 2018: 5,792
- to Dec 2018: 5,588
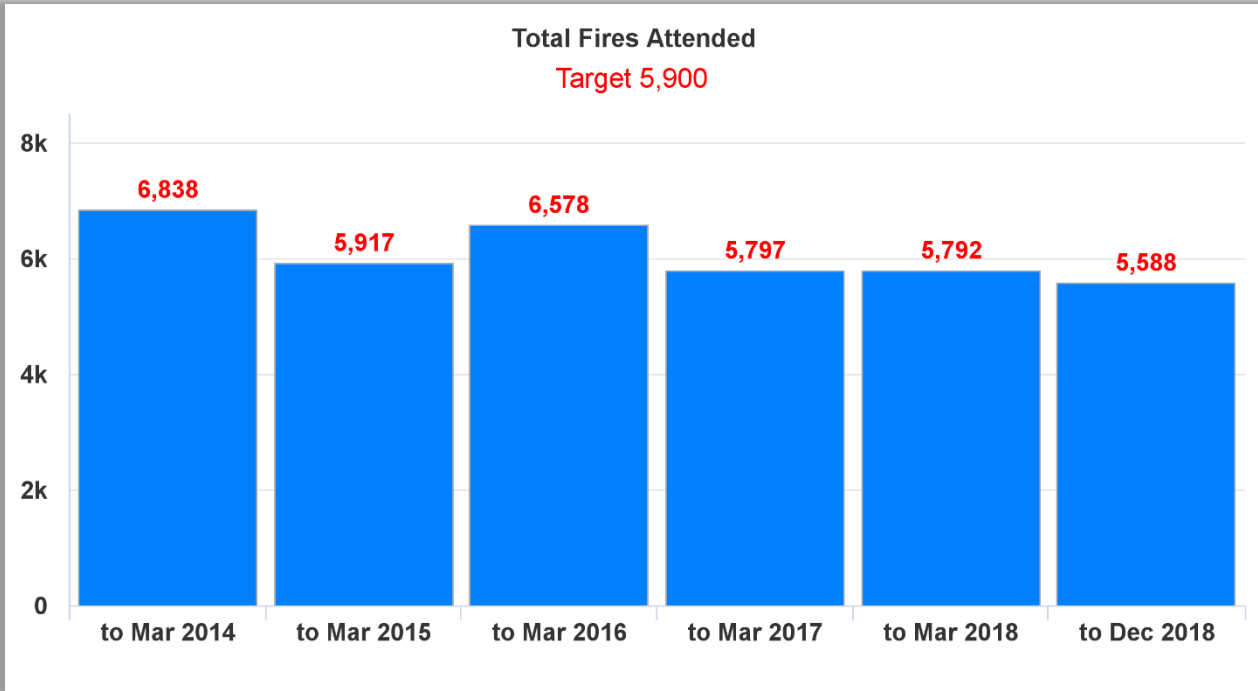
*Comment • **Quarterly Performance***
Total fires attended for Q3 have decreased by 199 (-14.74%) compared to Q3 last year. Refuse fires were the main incident type with incidents decreasing by 161 (-22%) in Q3. There were further reductions in Non-residential buildings 22 (-20%) and vehicle fires which reduced by 45 (-21%). We did see an increase in grass fires (mainly deliberate) from 45 to 85 (89%) when comparing Q3 this year to last year. We saw a reduction in both accidental and deliberate fires. Total fires are currently 17% above the Q1-Q3 target of 4,778 although we are closer to the target now than we were in September where we were 27% above the target. We still expect to exceed the end of year target of 5,900 at the end of the financial year with the predicted end of year forecast for fires being approximately 6700 (+14%).

Total False Alarms Attended
Target 7,500

Bar chart values:
- to Mar 2014: 8,046
- to Mar 2015: 8,196
- to Mar 2016: 8,323
- to Mar 2017: 8,190
- to Mar 2018: 7,684
- to Dec 2018: 6,157
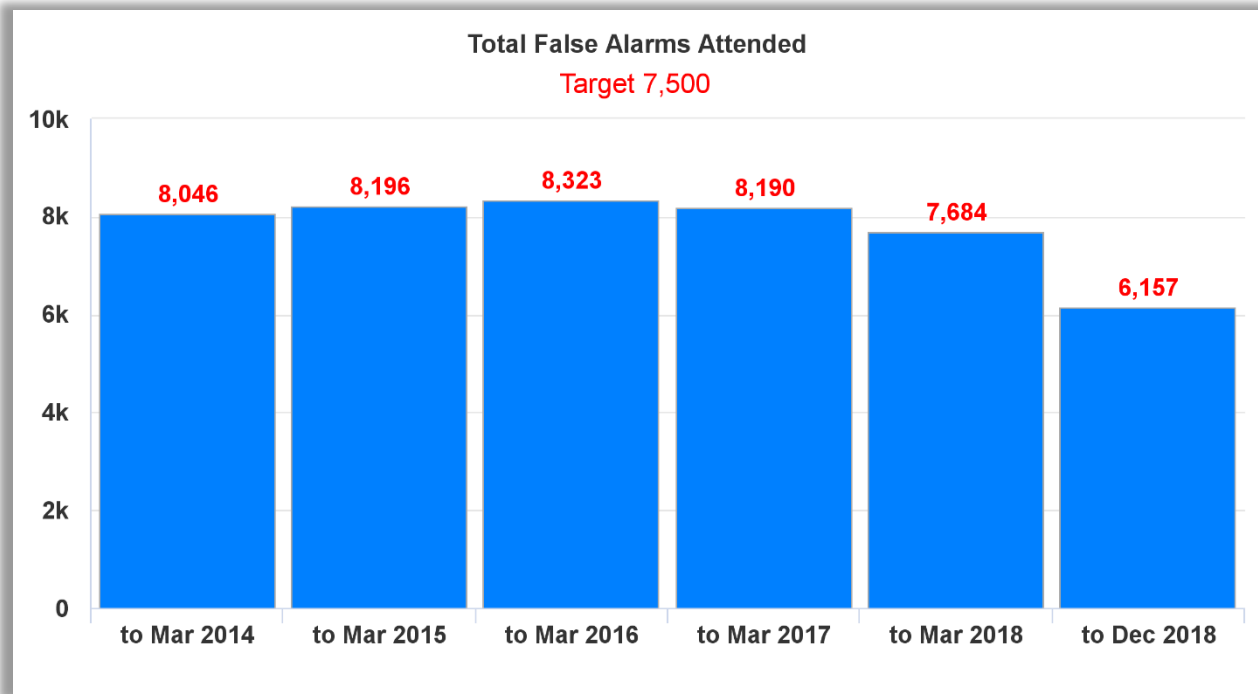
*Comment • **Quarterly Performance***
False Alarms attended have decreased from 1,955 in Q3 last year to 1869 in Q3 this year (-5%). This reduction is driven by false alarms due to apparatus in non-residential buildings, mainly in Education but also in food and drink establishments. We have seen an increase in false alarms due to apparatus in dwellings, in particular for converted flats and purpose built flats with the main reason for actuation being faulty alarms with numbers reducing from 134 to 174 (-23%). False alarms attended are currently 5% above the Q1-Q3 target set of 5,869 although we are closer to the target now than we were in September where we were 8% above target the target. We still expect to exceed the end of year target of 7,500 at the end of the financial year with the predicted end of year forecast for false alarms being approximately 7,900 (+5%).

Total RTCs Attended
Target 1,050
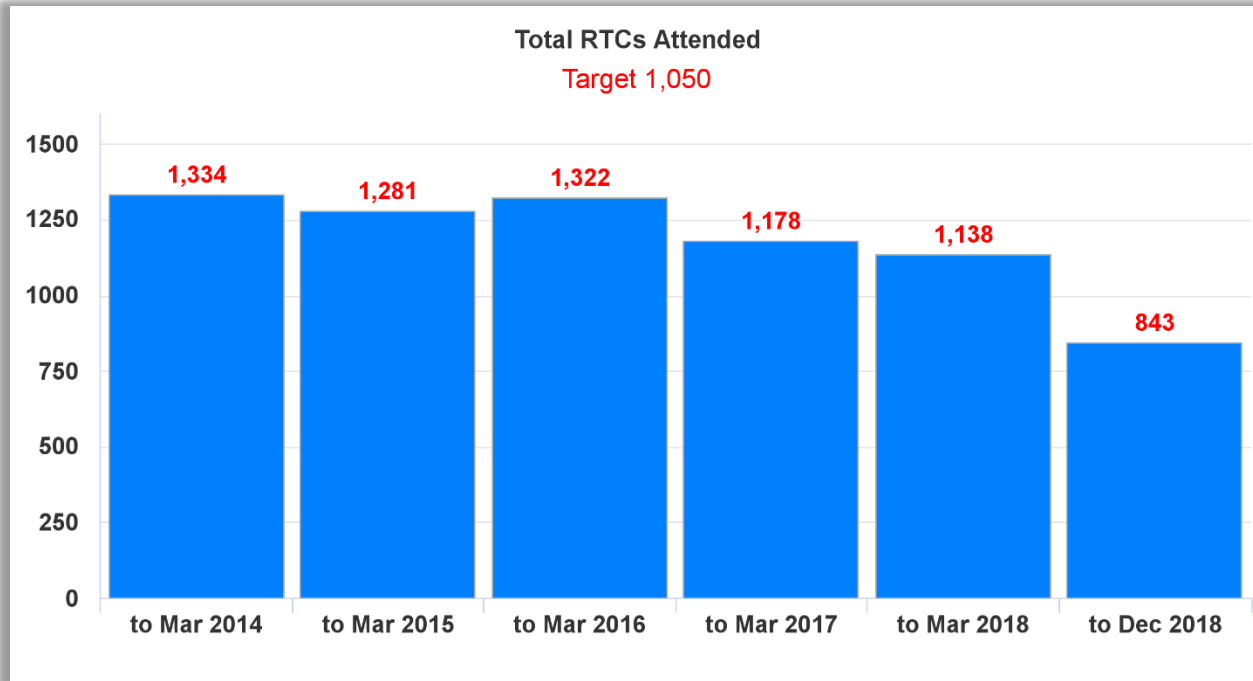
Comment • Quarterly Performance
RTCs attended have decreased from 308 in Q3 last year to 276 (-10%) in Q3 this year. Extrication of persons accounted for 45 (16%) of 276 total RTCs attended in Q3. Compared to Q3 last year the number of Extrication of persons accounted for 38 (12%) of 308 total RTCs attended. We have seen a reduction in all the other categories. The number of RTCs attended of 842 is currently 6% above the target set of 795 for Q1-Q3. We are closer to the target than in September which was at 8% above the target. We still expect to exceed the end of year target of 1,050 at the end of the financial year with the predicted end of year forecast for RTCs being approximately 1,140 (+8%).

Total Other SSCs Attended
Target 2,000
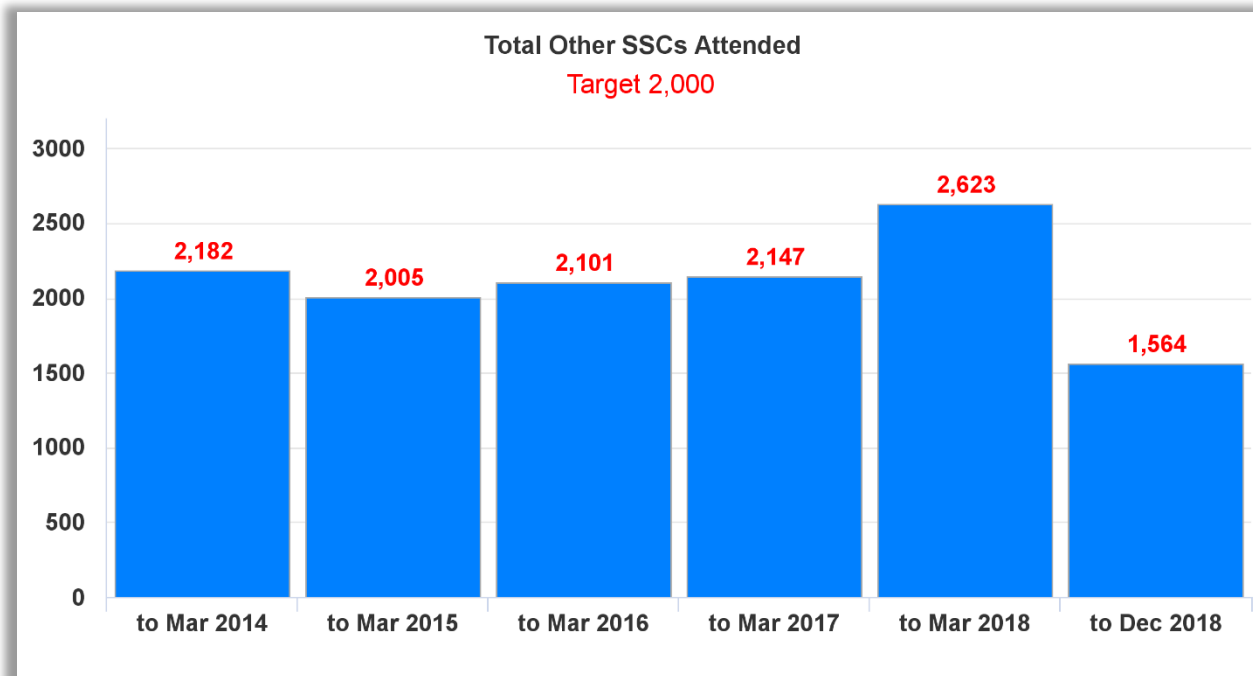
Comment • Quarterly Performance
Other special service calls attended have decreased from 551 in Q3 last year to 508 (-8%) in Q3 this year. The main incident types where we have seen the reduction are effecting entry/exit which has reduced from 118 to 81 (-31%), Medical Incident – First responder down from 35 to 12 (-66%) and removal of objects from people down from 34 to 21 (-38%). We have also seen some increases mainly from assisting other agencies 51 to 75 (+47%) and flooding 52 to 64 (+23%). The number of Other special service calls attended 1,564 are currently 4% above the target of 1,497 for Q1-Q3. We are closer to the target than in September which was 5% above the target. We still expect to exceed the end of year target of 2,000 at the end of the financial year with the predicted end of year forecast for Other special service calls being approximately 2,150 (+7%).

Total Deaths and Injuries In Fires
Target 66

Bar chart "Total Deaths and Injuries In Fires" with values:
- to Mar 2014: 68
- to Mar 2015: 57
- to Mar 2016: 85
- to Mar 2017: 92
- to Mar 2018: 67
- to Dec 2018: 49
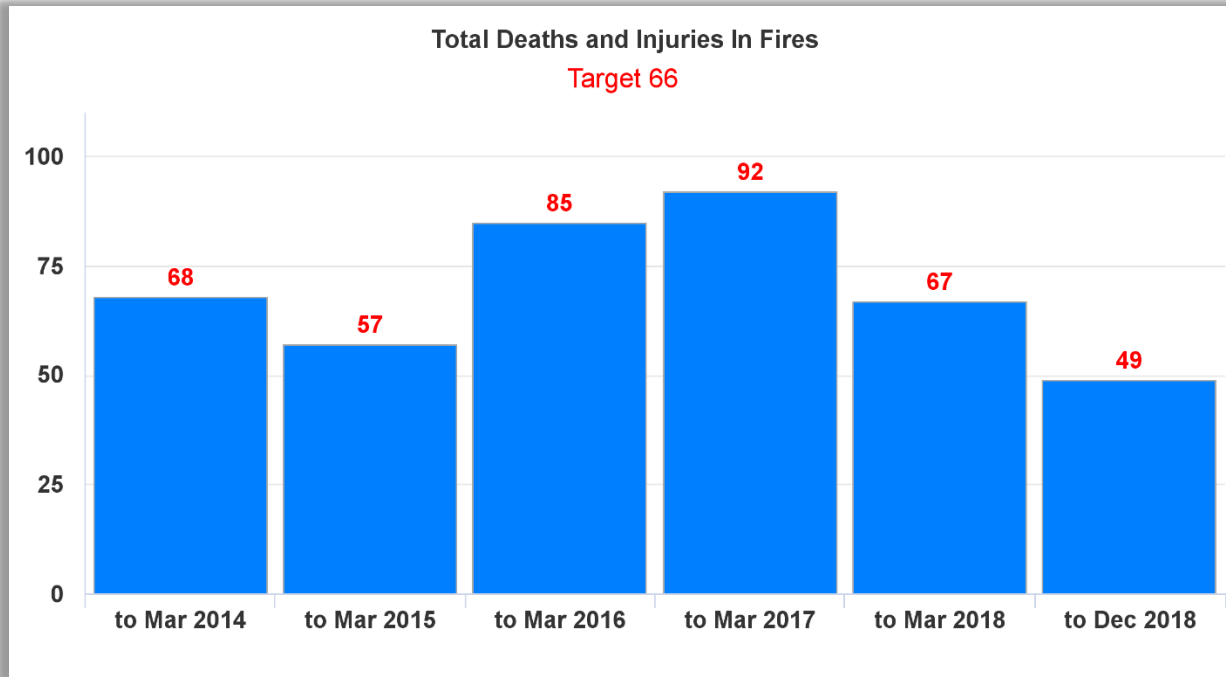
*Comment • **Quarterly Performance***
There are currently no reported fatalities from fires for Q3 this year. The number of serious injuries from Q3 this year to Q3 last year have increased from 1 to 4, with the number of slight injuries decreasing from 14 to 5. An overall decrease of 15 to 9 (-40%). The 49 fatalities and injuries are under the target set of 50 for Q1-Q3 and are therefore forecasted to be near or just under the target of 66 at the end of the year. This is an improvement from September where we were 8% over the target.

Total Accidental Deaths and Injuries In Fires
Target 59

Bar chart "Total Accidental Deaths and Injuries In Fires" with values:
- to Mar 2014: 58
- to Mar 2015: 47
- to Mar 2016: 76
- to Mar 2017: 74
- to Mar 2018: 58
- to Dec 2018: 41
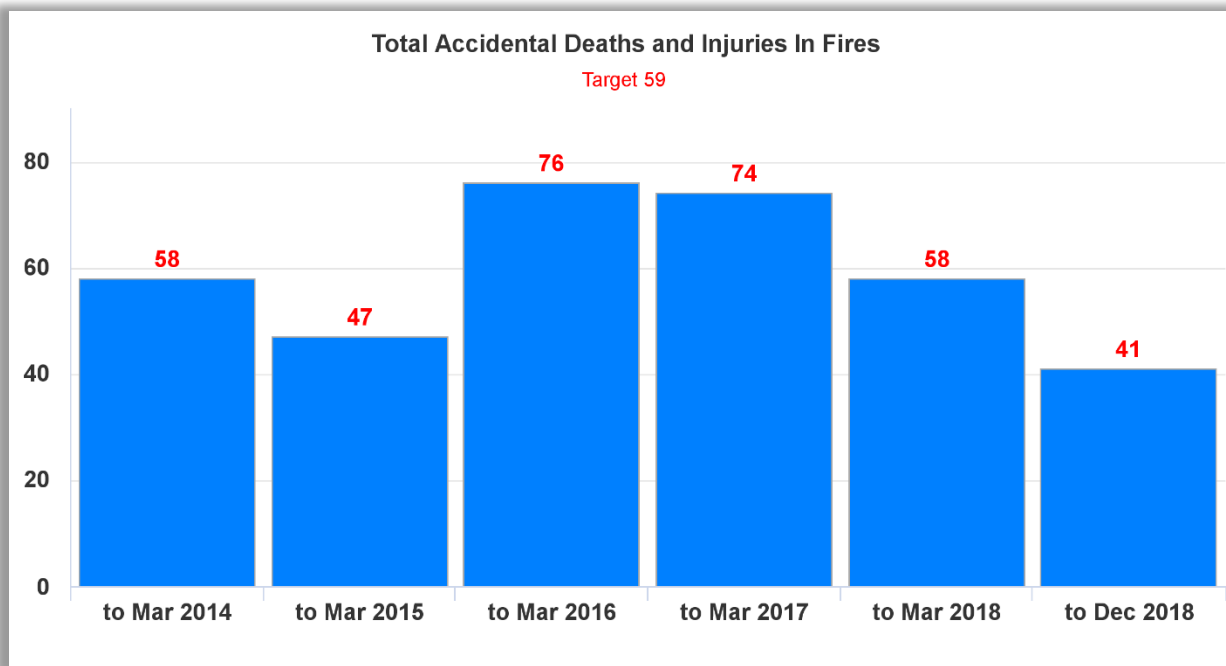
*Comment • **Quarterly Performance***
There are currently no reported fatalities from accidental fires for Q3 this year. The number of serious injuries from Q3 this year to Q3 last year have increased from 1 to 2, with the number of slight injuries decreasing from 13 to 3. An overall decrease of 14 to 5 (-64%). The 41 fatalities and injuries are under the target set of 44 for Q1-Q3 and are therefore forecasted to be near or just under the target of 59 at the end of the year. This is an improvement from September where we were 9% over the target.

58

% of Dwelling Fires Confined to Room of Origin
Target 85%

Chart values:
- to Mar 2014: 84.79%
- to Mar 2015: 84.71%
- to Mar 2016: 84.56%
- to Mar 2017: 84.78%
- to Mar 2018: 83.65%
- to Dec 2018: 81.78%
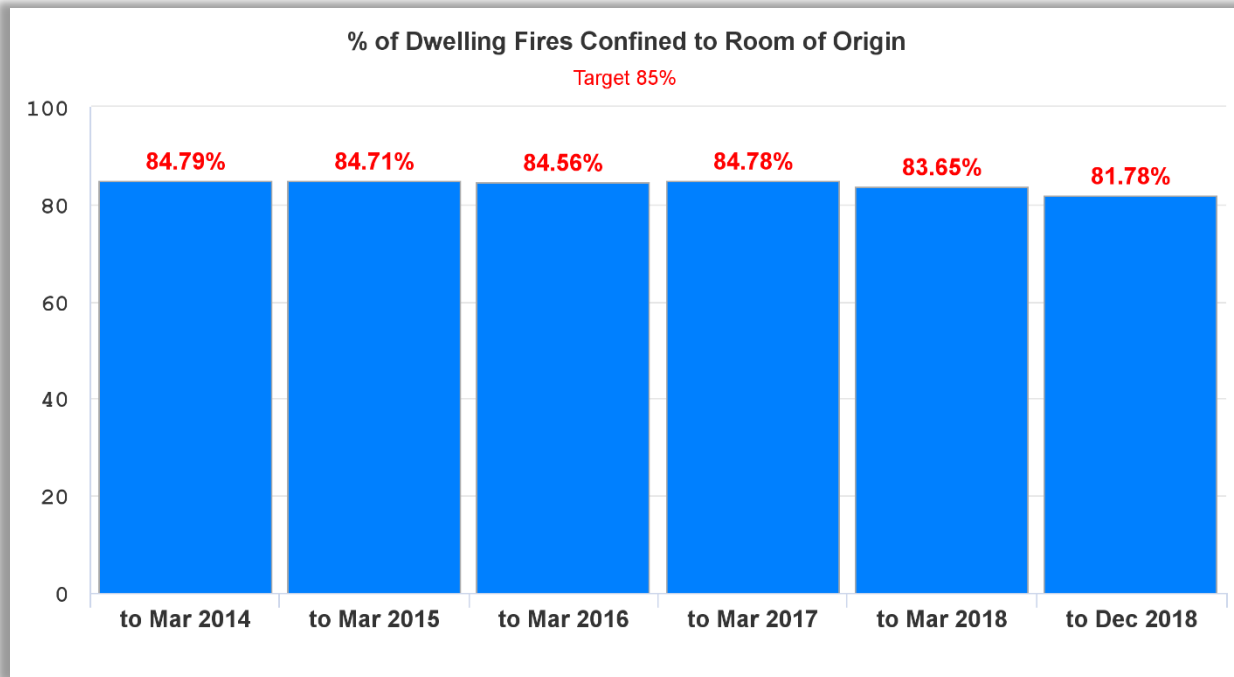
*Comment • **Quarterly Performance**
There have been 163 dwelling fires for Q3 this year of which 132 have been confined to the room of origin (81%). This is below the set target of 85%. Blaenau Gwent have the lowest figures with 3 of the 5 (60%) dwelling fires confined to the room of origin. For Q1-Q3 we are currently at 82%, this is in line with the percentage in September but is likely to fall below the 85% target come the financial year end.*

Blaenau Gwent County Borough Council

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	1,008	59	98	106	263	78	75	87	73	41				263	416	201		880	803	77	10%	▲
Special Service Call	202	6	12	17	12	11	9	14	12	6				35	32	32		99	135	-36	-27%	★
Total RTCs Attended	55	2	3	5	5	0	4	3	3	1				10	9	7		26	37	-11	-30%	★
Total Other SSCs Attended	147	4	9	12	7	11	5	11	9	5				25	23	25		73	98	-25	-26%	★
Total False Alarms Attended	358	28	32	26	70	31	25	28	33	23				86	126	84		296	288	8	3%	●
Malicious False Alarms	19	0	1	1	3	0	0	2	1	1				2	3	4		9	19	-10	-53%	★
Good Intent False Alarm	153	12	21	15	56	16	17	11	17	12				48	89	40		177	132	45	34%	▲
Automatic False Alarms	186	16	10	10	11	15	8	15	15	10				36	34	40		110	137	-27	-20%	★
Total Fires Attended	448	25	54	63	181	36	41	45	28	12				142	258	85		485	380	105	28%	▲
Deliberate Fire	393	19	47	55	164	30	33	43	22	6				121	227	71		419	337	82	24%	▲
Deliberate grass fires attended	90	5	21	20	143	12	1	3	0	0				46	156	3		205	89	116	130%	▲
Deliberate refuse fires attended	230	10	22	24	15	11	22	31	15	4				56	48	50		154	188	-34	-18%	★
Accidental Fire	55	6	7	8	17	6	8	2	6	6				21	31	14		66	43	23	53%	▲
Accidental Dwelling Fires Attended	20	2	3	2	0	3	4	1	1	1				7	7	3		17	17	0	0%	★
Total Deaths and Injuries In Fires	2	1	0	0	0	0	0	0	0	0				1	0	0		1	2	-1	-50%	★
Total Accidental Deaths and Injuries In Fires	1	1	0	0	0	0	0	0	0	0				1	0	0		1	1	0	0%	★

*Latest Comment • **Quarterly Performance***

The total number of incidents for Q1 to Q3 is dominated by the increase in grass fires in Q2 which was covered in the previous quarter 2 report. The total number of Incidents in Q3 is down from 257 to 201 (-21.79%). Fires in Q3 have decreased from 114 to 85 (-25.44%) mainly driven by the reduction in deliberate refuse fires down from 78 to 50 (-35.90%). Road traffic collisions have halved from 14 down to 7 (-50.0%), with extrication of persons reducing from 2 in Q3 last year to 0 in Q3 this year. Other Special service calls are slightly down on Q3 last year from 28 to 25 (-10.71%). Effecting entry /exit has reduced from 7 to 2 (-71.43%), with rescue for able bodies person not in distress down from 3 to 0 in Q3. False alarm due to apparatus (AFA) have decreased from 54 to 40 (-25.93%) compared to Q3 last year. This is a mixed picture as AFA in Non-residential buildings have decreased from 33 to 12 (-63.64%), mainly from Industrial manufacturing properties. We have seen an increase in AFA in dwellings from 9 to 17 (+88.89%) mainly driven by human activity in self-contained sheltered housing (all different addresses), with Other residential buildings holding constant. The overall number of incidents for good intent false alarm (FAGI) have remained relatively static at 40 in Q3 this year compared to 38 in Q3 last year. We have seen small decreases across the board which is offset by an increase from 12 to 18 (+50.0%) for FAGI relating to refuse. Malicious false alarms have also decreased from 9 to 4 (-55.56%) mainly driven by a reduction in activation of fire call points.

Bridgend County Borough Council

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	1,469	132	141	142	214	129	103	120	98	88				415	446	306		1,167	1,156	11	1%	●
Special Service Call	312	29	25	24	25	38	24	26	23	26				78	87	75		240	229	11	5%	●
Total RTCs Attended	110	10	11	11	6	17	10	8	15	11				32	33	34		99	76	23	30%	▲
Total Other SSCs Attended	202	19	14	13	19	21	14	18	8	15				46	54	41		141	153	-12	-8%	★
Total False Alarms Attended	684	42	53	56	78	51	46	61	45	42				151	175	148		474	533	-59	-11%	★
Malicious False Alarms	16	2	1	0	1	0	1	0	0	1				3	2	1		6	14	-8	-57%	★
Good Intent False Alarm	268	19	36	39	53	27	19	26	34	16				94	99	76		269	208	61	29%	▲
Automatic False Alarms	400	21	16	17	24	24	26	35	11	25				54	74	71		199	311	-112	-36%	★
Total Fires Attended	473	61	63	62	111	40	33	33	30	20				186	184	83		453	394	59	15%	▲
Deliberate Fire	324	48	47	46	68	34	20	23	17	7				141	122	47		310	283	27	10%	▲
Deliberate grass fires attended	110	22	19	17	32	9	2	5	6	1				58	43	12		113	94	19	20%	▲
Deliberate refuse fires attended	146	20	18	21	27	19	13	15	7	3				59	59	25		143	130	13	10%	▲
Accidental Fire	149	13	16	16	43	6	13	10	13	13				45	62	36		143	111	32	29%	▲
Accidental Dwelling Fires Attended	48	6	5	6	5	2	9	0	5	7				17	16	12		45	35	10	29%	▲
Total Deaths and Injuries In Fires	4	4	0	0	0	0	0	0	0	0				4	0	0		4	3	1	33%	▲
Total Accidental Deaths and Injuries In Fires	4	4	0	0	0	0	0	0	0	0				4	0	0		4	3	1	33%	▲

*Latest Comment • **Quarterly Performance***

Total number of fires have reduced from 106 in Q3 last year to 83 (-21.70%) in Q3 this year. The main drivers are deliberate refuse fires reducing from 41 to 25 (-39.02%) and a there has been a reduction in Non-residential building fires from 19 to 9 (-52.63%).The total number of RTCs have increased from 22 in Q3 last year to 34 (+54.55%) in Q3 this year. We have seen an increase in making vehicle safe (6 to 12) offset by a reduction in making the scene safe (10 to 3). The more concerning increase was driven by the number of extrication of persons increasing from 2 to 8 (+300.00%). These incidents are not in any particular place and spread out around the unitary authority. Within Other special service we have seen a small reduction when comparing Q3 this year verses last year from 45 to 41 (-8.89%), with small increases being offset with decreases between different types of incidents. One noticeable incident type was a reduction in removing objects from people (ring removal) down from 8 to 1.False alarm due to apparatus have decreased from 93 to 71 (-23.66%), driven by a reduction in human activity (accidentally/cooking) within dwellings and system smoke alarms in Non-residential buildings, spread across Education, Industrial manufacturing and Retail, with the reason of activation due to faulty alarms.

South Wales Fire and Rescue Service — Gwasanaeth Tân ac Achub De Cymru

Caerphilly County Borough Council — Cyngor Bwrdeistref Sirol Caerffili

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	1,823	123	199	217	421	186	137	154	130	110				539	744	394		1,677	1,484	193	13%	▲
Special Service Call	354	20	30	33	32	29	21	28	21	23				83	82	72		237	270	-33	-12%	★
Total RTCs Attended	126	4	12	13	12	11	5	8	10	9				29	28	27		84	98	-14	-14%	★
Total Other SSCs Attended	228	16	18	20	20	18	16	20	11	14				54	54	45		153	172	-19	-11%	★
Total False Alarms Attended	651	49	54	74	119	75	53	60	58	56				177	247	174		598	529	69	13%	▲
Malicious False Alarms	32	2	2	2	4	1	0	4	4	2				6	5	10		21	29	-8	-28%	★
Good Intent False Alarm	323	23	33	48	85	46	25	28	30	20				104	156	78		338	268	70	26%	▲
Automatic False Alarms	296	24	19	24	30	28	28	28	24	34				67	86	86		239	232	7	3%	●
Total Fires Attended	818	54	115	110	270	82	63	66	51	31				279	415	148		842	685	157	23%	▲
Deliberate Fire	648	44	92	89	234	75	50	51	37	22				225	359	110		694	551	143	26%	▲
Deliberate grass fires attended	176	11	54	40	173	30	9	10	1	1				105	212	12		329	158	171	108%	▲
Deliberate refuse fires attended	354	23	31	38	46	36	29	35	25	10				92	111	70		273	294	-21	-7%	★
Accidental Fire	170	10	23	21	36	7	13	15	14	9				54	56	38		148	134	14	10%	▲
Accidental Dwelling Fires Attended	57	3	5	5	7	1	5	2	4	3				13	13	9		35	42	-7	-17%	★
Total Deaths and Injuries In Fires	11	0	1	1	1	0	0	0	1	0				2	1	1		4	9	-5	-56%	★
Total Accidental Deaths and Injuries In Fires	10	0	1	1	0	0	0	0	0	0				2	0	0		2	9	-7	-78%	★

*Latest Comment • **Quarterly Performance***

The total number of fires in Q3 this year have decreased to 148 from 175 (-15.43%) in Q3 last year. The main driver for the reduction was deliberate loose refuse fires reducing from 109 to 74 (-32.11%), with further decreases in accidental non-residential buildings. We have seen an increase in grass fires between the two Q3s mainly spread out throughout October and spread over Caerphilly. RTCs have decreased from 39 to 27 (-30.77%). We have seen increases in extrication of persons from 5 to 7 and release of persons increasing from 0 to 3 compared to Q3 last year. Other special service incidents have increased slightly from 43 to 45 (+4.65%) with small increases across all incident types. We have seen a decrease in effecting entry/exit from 11 in Q3 last year to 6 this year in Q3 with effecting entry to children reducing from 6 to 2. Good intent and malicious false alarms have stayed consistent across the board. We have seen an increase for False alarms due to apparatus from 76 in Q3 last year to 86 (+13.16%) in Q3 this year, with the majority of the increase coming from faulty smoke alarms. We have also seen the number of Injuries in fires reduce from 3 to 1 compared to Q3 last year.

South Wales Fire and Rescue Service (Gwasanaeth Tân ac Achub De Cymru)

Cardiff City Council

CARDIFF CAERDYDD

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	4,122	263	353	424	501	337	298	328	326	257				1,040	1,136	911		3,087	3,270	-183	-6%	★
Special Service Call	887	47	55	89	67	72	57	57	58	52				191	196	167		554	681	-127	-19%	★
Total RTCs Attended	215	12	14	23	16	19	19	14	22	13				49	54	49		152	165	-13	-8%	★
Total Other SSCs Attended	672	35	41	66	51	53	38	43	36	39				142	142	118		402	516	-114	-22%	★
Total False Alarms Attended	2,125	159	181	209	200	163	172	168	171	162				549	535	501		1,585	1,643	-58	-4%	★
Malicious False Alarms	75	4	5	11	7	7	2	10	12	3				20	16	25		61	58	3	5%	▲
Good Intent False Alarm	671	54	70	64	92	62	63	64	51	35				188	217	150		555	513	42	8%	▲
Automatic False Alarms	1,379	101	106	134	101	94	107	94	108	124				341	302	326		969	1,072	-103	-10%	★
Total Fires Attended	1,110	57	117	126	234	102	69	103	97	43				300	405	243		948	946	2	0%	●
Deliberate Fire	740	44	67	72	190	71	45	71	65	22				183	306	158		647	646	1	0%	●
Deliberate grass fires attended	126	5	12	29	105	18	6	10	1	3				46	129	14		189	117	72	62%	▲
Deliberate refuse fires attended	454	34	45	30	72	45	30	44	48	15				109	147	107		363	404	-41	-10%	★
Accidental Fire	370	13	50	54	44	31	24	32	32	21				117	99	85		301	300	1	0%	●
Accidental Dwelling Fires Attended	139	7	13	18	14	16	10	18	15	11				38	40	44		122	104	18	17%	▲
Total Deaths and Injuries In Fires	19	3	4	1	0	0	2	3	2	0				8	2	5		15	16	-1	-6%	★
Total Accidental Deaths and Injuries In Fires	16	3	4	1	0	0	1	2	2	0				8	1	4		13	14	-1	-7%	★

*Latest Comment • **Quarterly Performance***

From Q3 last year to Q3 this year we have seen a decrease in the number of fires attended from 259 to 243 (-6.19%). We have seen decreases in road vehicle fires, refuse fires and outdoor structures, with small increases in deliberate grass fires and an increase in accidental dwelling fires from 27 in Q3 last year to 44 (+62.96.26%) this year. Incidents involving a cooker accounted for an increase from 7 last year to 14 this year (+50.00%). RTCs have decreased from 64 in Q3 last year to 49 (-23.44%) in Q3 this year with the number of extrication of person reducing from 6 to 3. The main cause of the reduction is from making scene safe reducing from 18 to 11. Other special service call have decreased from 158 in Q3 last year to 118 (-25.32%) in Q3 this year. The main drivers to the decrease are effecting entry/exit decreasing from 42 to 23 (mainly from buildings) and lift rescues decreasing from 22 to 13. Also we have seen the number of incidents under medical incident first responder decreasing from 14 to 2. There have been a couple of categories where we have seen the number of incidents recorded increase, assisting other agencies increased from 11 to 18 and animal rescue increased from 4 to 11. Fire alarm due to apparatus has decreased from 369 to 326 (-11.65%) with the largest reduction coming from faulty alarms in non-residential buildings (Hospital and medical care).

Merthyr Tydfil County Borough Council

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %
Total Incidents	756	59	83	91	164	68	59	58	55	44				233	291	157		681	605	76	13% ▲
Special Service Call	178	6	14	9	13	14	21	18	15	7				29	48	40		117	142	-25	-18% ★
Total RTCs Attended	49	2	8	2	6	3	7	4	8	3				12	16	15		43	43	0	0% ★
Total Other SSCs Attended	129	4	6	7	7	11	14	14	7	4				17	32	25		74	99	-25	-25% ★
Total False Alarms Attended	293	29	30	31	40	26	21	22	23	25				90	87	70		247	234	13	6% ▲
Malicious False Alarms	7	1	1	0	2	0	1	0	4	0				2	3	4		9	7	2	29% ▲
Good Intent False Alarm	125	12	13	15	29	13	10	11	8	13				40	52	32		124	108	16	15% ▲
Automatic False Alarms	161	16	16	16	9	13	10	11	11	12				48	32	34		114	119	-5	-4% ★
Total Fires Attended	285	24	39	51	111	28	17	18	17	12				114	156	47		317	229	88	38% ▲
Deliberate Fire	211	21	32	39	98	20	11	12	14	7				92	129	33		254	179	75	42% ▲
Deliberate grass fires attended	69	11	19	19	76	5	0	1	1	1				49	81	3		133	64	69	108% ▲
Deliberate refuse fires attended	115	7	10	15	17	13	8	9	7	4				32	38	20		90	92	-2	-2% ★
Accidental Fire	74	3	7	12	13	8	6	6	3	5				22	27	14		63	50	13	26% ▲
Accidental Dwelling Fires Attended	29	1	1	3	0	3	2	3	0	4				5	5	7		17	17	0	0% ★
Total Deaths and Injuries In Fires	4	0	1	0	1	0	1	0	0	0				1	2	0		3	1	2	200% ▲
Total Accidental Deaths and Injuries In Fires	4	0	1	0	1	0	1	0	0	0				1	2	0		3	1	2	200% ▲

*Latest Comment • **Quarterly Performance***

Total fires from Q3 last year to Q3 this year have reduced slightly from 48 to 47. There have been small increases and decreases across different categories. RTCs have increased from 11 in Q3 last year to 15 in Q3 this year with extrication of person increasing from 3 to 6. Other special service calls have increased from 15 to 25 (+66.67%) when comparing Q3 last year to this year. There has not been any single driver for the increase, with increases across a range of different categories. There has been decreases in False alarm due to apparatus from 42 in Q3 last year to 34 (-19.05%). The main reason for the decrease is a reduction in faulty alarms in non-residential buildings.

Monmouthshire Council

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %
Total Incidents	909	76	93	85	102	90	75	101	73	59				254	267	233		754	701	53	8% ▲
Special Service Call	256	19	19	14	10	17	19	21	20	13				52	46	54		152	183	-31	-17% ★
Total RTCs Attended	106	8	10	4	3	11	10	12	6	4				22	24	22		68	76	-8	-11% ★
Total Other SSCs Attended	150	11	9	10	7	6	9	9	14	9				30	22	32		84	107	-23	-21% ★
Total False Alarms Attended	470	42	49	44	45	50	37	55	37	37				135	132	129		396	380	16	4% ●
Malicious False Alarms	8	0	1	2	3	0	1	1	0	1				3	4	2		9	7	2	29% ▲
Good Intent False Alarm	126	13	10	10	21	14	8	9	8	8				33	43	25		101	101	0	0% ★
Automatic False Alarms	336	29	38	32	21	36	28	45	29	28				99	85	102		286	272	14	5% ▲
Total Fires Attended	183	15	25	27	47	23	19	25	16	9				67	89	50		206	138	68	49% ▲
Deliberate Fire	57	6	12	12	22	8	10	5	9	2				30	40	16		86	50	36	72% ▲
Deliberate grass fires attended	16	3	5	5	16	0	4	1	2	0				13	20	3		36	15	21	140% ▲
Deliberate refuse fires attended	20	3	5	3	3	5	2	2	5	1				11	10	8		29	17	12	71% ▲
Accidental Fire	126	9	13	15	25	15	9	20	7	7				37	49	34		120	88	32	36% ▲
Accidental Dwelling Fires Attended	30	4	1	2	1	4	4	2	1	4				7	9	7		23	20	3	15% ▲
Total Deaths and Injuries In Fires	0	0	0	0	0	0	1	0	0	0				0	1	0		1	0	1	100% ▲
Total Accidental Deaths and Injuries In Fires	0	0	0	0	0	0	1	0	0	0				0	1	0		1	0	1	100% ▲

*Latest Comment • **Quarterly Performance***

Total fires from Q3 last year to Q3 this year have increased from 43 to 50 (+16.28%). The main driver behind the increase is accidental fires in Non-residential buildings. There was no single type of non-residential building that the increase can be assigned to. These are also spread-out across the Unitary Authority. RTCs have decreased from Q3 last year compared to Q3 this year from 30 to 22 (-26.67%). We have seen a large decrease in the number of incidents involving release of persons from 4 down to 0 and making vehicle safe has decreased from 11 to 5. Other special service call have increased from 28 in last year in Q3 to 32 this year Q3. We have seen an increase in both effective entry/exit from 2 to 9 and lift release from 0 to 5, 3 of these were at Bailey Court, Hereford Road. We have seen an increase in False alarms due to apparatus from 83 in Q3 last year to 102 (+22.89%) in Q3 this year. This increase has been across all property types.

Newport City Council

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	2,328	150	178	206	296	187	177	196	189	149				534	660	534		1,728	1,863	-135	-7%	★
Special Service Call	412	25	25	32	28	21	26	30	32	27				82	75	89		246	321	-75	-23%	★
Total RTCs Attended	131	9	8	11	13	6	10	12	11	9				28	29	32		89	98	-9	-9%	★
Total Other SSCs Attended	281	16	17	21	15	15	16	18	21	18				54	46	57		157	223	-66	-30%	★
Total False Alarms Attended	1,051	61	81	95	104	94	84	98	94	81				237	282	273		792	819	-27	-3%	★
Malicious False Alarms	41	4	4	3	4	3	2	6	4	1				11	9	11		31	30	1	3%	●
Good Intent False Alarm	308	18	32	35	61	36	27	31	38	20				85	124	89		298	244	54	22%	▲
Automatic False Alarms	702	39	45	57	39	55	55	61	52	60				141	149	173		463	545	-82	-15%	★
Total Fires Attended	865	64	72	79	164	72	67	68	63	41				215	303	172		690	723	-33	-5%	★
Deliberate Fire	709	46	57	58	125	58	52	57	52	25				161	235	134		530	596	-66	-11%	★
Deliberate grass fires attended	81	6	8	21	72	16	5	7	0	0				35	93	7		135	68	67	99%	▲
Deliberate refuse fires attended	474	30	37	31	35	30	37	38	39	18				98	102	95		295	409	-114	-28%	★
Accidental Fire	156	18	15	21	39	14	15	11	11	16				54	68	38		160	127	33	26%	▲
Accidental Dwelling Fires Attended	60	8	3	2	4	3	7	2	5	9				13	14	16		43	50	-7	-14%	★
Total Deaths and Injuries In Fires	3	4	0	1	0	0	0	0	0	2				5	0	2		7	2	5	250%	▲
Total Accidental Deaths and Injuries In Fires	2	3	0	1	0	0	0	0	0	1				4	0	1		5	1	4	400%	▲

*Latest Comment • **Quarterly Performance***

Total fires have increased from 263 in Q3 last year to 172 (-34.60%) in Q3 this year. We have seen a large decrease in deliberate refuse fires from 169 to 95 (-43.79%). There has been a reduction in the number of RTC incidents attended in Q3 from 40 this year compared to 32 (-20.00%) in Q3 last year. The number of extrications of persons is down from 5 to 2 and release of person down from 3 to 0. Other special service calls have decreased from 68 in Q3 last year to 57 (-16.18%) in Q3 this year. We have seen the number of effecting entry/exit reduce from 14 to 3 (-78.57%). The number of false alarm due to apparatus has decreased slightly from 178 in Q3 last year to 173 in Q3 this year. We have seen the number of number of injuries only slight in nature increase from zero to 2.

Rhondda Cynon Taf County Borough Council

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	2,506	200	270	264	604	235	212	222	196	109				734	1,051	527		2,312	1,996	316	16%	▲
Special Service Call	566	41	44	33	51	35	62	61	45	40				118	148	146		412	434	-22	-5%	★
Total RTCs Attended	184	20	20	14	15	17	25	18	22	11				54	57	51		162	138	24	17%	▲
Total Other SSCs Attended	382	21	24	19	36	18	37	43	23	29				64	91	95		250	296	-46	-16%	★
Total False Alarms Attended	935	88	98	76	161	110	76	79	81	45				262	347	205		814	715	99	14%	▲
Malicious False Alarms	24	2	4	2	1	1	1	1	3	1				8	3	5		16	21	-5	-24%	★
Good Intent False Alarm	426	38	44	36	122	47	41	38	44	15				118	210	97		425	335	90	27%	▲
Automatic False Alarms	485	48	50	38	38	62	34	40	34	29				136	134	103		373	359	14	4%	●
Total Fires Attended	1,005	71	128	155	392	90	74	82	70	24				354	556	176		1,086	847	239	28%	▲
Deliberate Fire	744	50	102	128	330	61	52	67	50	18				280	443	135		858	643	215	33%	▲
Deliberate grass fires attended	269	17	46	72	244	21	1	9	5	0				135	266	14		415	245	170	69%	▲
Deliberate refuse fires attended	349	25	44	45	67	32	44	52	35	10				114	143	97		354	289	65	22%	▲
Accidental Fire	261	21	26	27	62	29	22	15	20	6				74	113	41		228	204	24	12%	▲
Accidental Dwelling Fires Attended	101	10	6	12	5	10	15	7	7	3				28	30	17		75	81	-6	-7%	★
Total Deaths and Injuries In Fires	17	0	0	1	1	1	0	0	1	0				1	2	1		4	12	-8	-67%	★
Total Accidental Deaths and Injuries In Fires	17	0	0	0	1	1	0	0	0	0				0	2	0		2	12	-10	-83%	★

*Latest Comment • **Quarterly Performance***

Total fires have decreased from 190 last year in Q3 to 176 (-7.37%) in Q3 this year. There has been a reduction in the number of accidental fires involving road vehicles from 21 to 6 (-71.43%) but there has been an increase in deliberate refuse fires from 82 to 97 (+18.29%). There has also been a reduction in accidental dwelling fires from 35 to 17 (-51.42%). There has been an increase in the number of RTC incidents attended in Q3 from 43 this year compared to 51 (+18.60%) in Q3 last year. There has been an increase in extrication of persons from 5 to 7 and release of person has increased from 0 to 2.There has been an increase in the number of other special service calls from 82 to 95 (+15.85%). This increase can be attributed to flooding where we have seen an increase from 9 to 28 (+211.11%) compared to Q3 last year. There has been a decrease in the number of False alarms due to apparatus from 120 in Q3 last year to 103 in Q3 this year (-14.17%). The reduction in false alarms due to apparatus is mainly coming from alarms caused by cooking 28 to 17 and faulty alarms 35 to 28. There has also been a decrease in the number injuries from 3 to 1 compared to Q3 last year.

Gwasanaeth Tân ac Achub **De Cymru** — South Wales Fire and Rescue Service

Torfaen County Borough Council

TORFAEN COUNTY BOROUGH — BWRDEISTREF SIROL TORFAEN

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	1,126	89	114	120	160	112	94	122	84	90				323	366	296		985	892	93	10%	▲
Special Service Call	228	19	18	19	13	15	11	18	13	19				56	39	50		145	179	-34	-19%	★
Total RTCs Attended	55	4	5	6	8	6	1	3	7	9				15	15	19		49	42	7	17%	▲
Total Other SSCs Attended	173	15	13	13	5	9	10	15	6	10				41	24	31		96	137	-41	-30%	★
Total False Alarms Attended	590	54	68	54	70	75	61	62	38	59				176	206	159		541	448	93	21%	▲
Malicious False Alarms	22	2	0	1	3	0	1	3	1	4				3	4	8		15	17	-2	-12%	★
Good Intent False Alarm	169	23	25	12	34	24	22	13	12	17				60	80	42		182	124	58	47%	▲
Automatic False Alarms	399	29	43	41	33	51	38	46	25	38				113	122	109		344	307	37	12%	▲
Total Fires Attended	308	16	28	47	77	22	22	42	33	12				91	121	87		299	265	34	13%	▲
Deliberate Fire	201	10	21	31	56	14	16	33	21	7				62	86	61		209	180	29	16%	▲
Deliberate grass fires attended	37	3	9	12	32	5	3	4	1	2				24	40	7		71	37	34	92%	▲
Deliberate refuse fires attended	103	4	7	12	18	3	9	28	13	2				23	30	43		96	95	1	1%	●
Accidental Fire	107	6	7	16	21	8	6	9	12	5				29	35	26		90	85	5	6%	▲
Accidental Dwelling Fires Attended	39	1	3	6	3	3	1	5	5	2				10	7	12		29	31	-2	-6%	★
Total Deaths and Injuries In Fires	2	0	0	7	1	0	0	0	0	0				7	1	0		8	2	6	300%	▲
Total Accidental Deaths and Injuries In Fires	1	0	0	7	1	0	0	0	0	0				7	1	0		8	1	7	700%	▲

*Latest Comment • **Quarterly Performance***

Total fires have increased from 75 in Q3 last year to 87 (+16.00%) in Q3 this year. The increase is mainly due to deliberate refuse fires increasing from 36 to 43 and deliberate grass fires increasing from 3 to 7. There has been an increase in the number of RTC incidents attended in Q3 this year compared to Q3 last year from 16 to 19. The number of incidents involving extrication of persons has increased from 1 to 6. Other Special Service call have decreased from 37 in Q3 last year to 31 in Q3 this year. We have seen the number of effecting entry/exit reduce from 10 to 5 and lift rescues from 5 to 2. We have seen an increase in False alarms due to apparatus from 100 in Q3 last year to 109 in Q3 this year. We have seen a large increase in the number of fire alarms activated due to a power surge up from 1 to 11. These are spread-out across the Unitary Authority.

The Vale of Glamorgan County Borough Council

Incident Categories	Apr 2017 - Mar 2018	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Q1	Q2	Q3	Q4	Q1toQ3	Last Year Q1toQ3	Q1toQ3 YoY	Q1toQ3 YoY %	
Total Incidents	1,190	73	121	105	161	89	91	82	75	84				299	341	241		881	897	-16	-2%	★
Special Service Call	366	20	28	14	36	23	25	18	21	20				62	84	59		205	258	-53	-21%	★
Total RTCs Attended	107	5	12	5	13	7	9	6	6	8				22	29	20		71	82	-11	-13%	★
Total Other SSCs Attended	259	15	16	9	23	16	16	12	15	12				40	55	39		134	176	-42	-24%	★
Total False Alarms Attended	527	35	53	48	65	46	43	40	42	42				136	154	124		414	397	17	4%	●
Malicious False Alarms	5	0	3	3	4	0	1	2	2	0				6	5	4		15	5	10	200%	▲
Good Intent False Alarm	175	15	15	16	24	19	14	14	19	17				46	57	50		153	130	23	18%	▲
Automatic False Alarms	347	20	35	29	37	27	28	24	21	25				84	92	70		246	262	-16	-6%	★
Total Fires Attended	297	18	40	43	60	20	23	24	12	22				101	103	58		262	242	20	8%	▲
Deliberate Fire	174	10	29	25	34	12	14	11	5	8				64	60	24		148	146	2	1%	●
Deliberate grass fires attended	36	2	6	8	25	3	1	1	0	0				16	29	1		46	25	21	84%	▲
Deliberate refuse fires attended	95	5	16	13	9	7	10	8	4	5				34	26	17		77	85	-8	-9%	★
Accidental Fire	123	8	11	18	26	8	9	13	7	14				37	43	34		114	96	18	19%	▲
Accidental Dwelling Fires Attended	44	4	3	4	3	3	5	6	1	4				11	11	11		33	36	-3	-8%	★
Total Deaths and Injuries In Fires	5	0	0	0	1	1	0	0	0	0				0	2	0		2	1	1	100%	▲
Total Accidental Deaths and Injuries In Fires	3	0	0	0	1	1	0	0	0	0				0	2	0		2	1	1	100%	▲

*Latest Comment • **Quarterly Performance***
Total fires have decreased from 77 in Q3 last year to 58 (-24.68%) in Q3 this year. There has been a reduction in the number of deliberate road vehicle fires from 10 to 0 .The largest decrease was in the Peterston-Super-Ely ward and Dinas Powys ward. There has been a reduction in the number of RTC incidents attended in Q3 this year compared to Q3 last year with incidents falling from 29 to 20 (-31.30%). The number of extrications of people is down from 5 to 1 and release of person down from 1 to 0. Other special service call have decreased from 47 in Q3 last year to 39 (-17.02%) in Q3 this year. There has been an increase in the number of incidents assisting police/ambulance from 1 in Q3 last year to 7 in Q3 this year. Bariatric rescues have increased from 0 to 3 in Q3. There has been a decrease in the number of False alarms due to apparatus from 91 in Q3 last year to 70 (-23.08%) in Q3 this year. The reduction in False alarms due to apparatus are mainly coming non-residential buildings reducing from 57 to 37 (-35.09%) with the main reason being contaminants (dust and Steam) and faulty alarms.

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SOUTH WALES FIRE & RESCUE AUTHORITY AGENDA ITEM NO 9
FINANCE, AUDIT & PERFORMANCE 28 JANUARY 2019
MANAGEMENT COMMITTEE
REPORT OF THE DEPUTY CHIEF OFFICER

REPORT ON PROGRESS OF AUDIT, SCHEME AND CIRCULAR ACTION UPDATES AS AT 31 DECEMBER 2018

SUMMARY
This report shows the latest progress recorded against actions arising from Internal Audits, Wales Audit Office Thematic Reviews, Operational Assurance Peer Reviews, Corporate Schemes and Government Circulars at Appendix 1. The scorecard shows the performance of each action through a RAG status.

RECOMMENDATION
That Members note the contents of the progress report and graphical summaries.

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1. BACKGROUND

1.1 All actions as defined above are assigned to Officers and recorded on the BMIS system. Each quarter Officers are requested to provide progress updates on these actions with a RAG status and commentary.

2. ISSUE

2.1 There are currently:
   - 24 actions arising from internal audits recorded as progressing on the database, with three of these shown as overdue against the target date.
   - 99 have been completed
   - 1 action arising from a Corporate Scheme audit is recorded as progressing on the database
   - 1 action arising from an Operational Peer Assurance audit is recorded as progressing on the database

3. EQUALITY RISK ASSESSMENT

3.1 It is the responsibility of the action owner to ensure that Equality Risk Assessments are carried out for their actions.

4. RECOMMENDATION

4.1 That Members note the contents of the progress report and graphical summaries.

Contact Officer:	Background Papers:
Jon Carter Planning, Performance and Risk Manager	**Appendix 1 -** Report showing progress recorded against actions arising from Internal Audits, Wales Audit Office Thematic Reviews, Operational Assurance Peer Reviews, Corporate Schemes and Government Circulars.

APPENDIX 1

AUDIT ACTIONS REPORT

Health Check

2018-19 Quarter 3

Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Produced in

BMIS
Business Management
Information System

Contents

Introduction

This report details the progress made on Audit Actions arising from:

1. Internal Audits
2. Wales Audit Office Thematic Reviews
3. Operational Peer Reviews
4. Corporate Schemes and Government Circulars

   Loaded on BMIS as of Quarter 3 (Oct-Dec) 2018-19

Once audits/reviews are completed then actions arising from them are assigned to an Officer and loaded onto the Business Management Information System (BMIS) for monitoring.

Each quarter officers provide an update with a Red, Amber, Green (RAG) status and commentary.

The report below details the actions that have been agreed and loaded onto BMIS. Actions identified from the 2018-19 audit strategies will be included once agreed with each audit owner.

Internal Audit Strategy 2018-19

The below table summarises the progress of all planned internal audits for 2018-19:   **Correct as of December 2018**

Audit Name		Progress	Report Summary
Assurance Review of Training Records		Final Report Received	Reasonable Assurance
Appraisal Review of Fleet Management – Usage		Final Report Received	Limited Assurance
Assurance Review of HR Management – Rosters		Final Report Received	Reasonable Assurance
Compliance Review of Data Analytics – Deep Dive Duplicate Payments Compliance		Final Report Received	Substantial Assurance
Regularity Review – Station Visits	Petty Cash	Final Report Received	Substantial Assurance
	Other Income		Substantial Assurance
	Purchasing		Substantial Assurance
	Fuel and Fuel Cards		Substantial Assurance
	Health and Safety		Reasonable Assurance
	Overtime, Roster, Sickness and Training		Substantial Assurance
	Redkite – Equipment Management System		Reasonable Assurance
	Home Fire Safety Checks		Substantial Assurance
Assurance Review of Estate Management - Delivery		Final Report Received	Reasonable Assurance
Assurance Review of Governance – Partnerships		Final Report Received	Substantial Assurance
Compliance Review of Risk Management – Mitigating Controls - Board Assurance		Final Report Received	Substantial Assurance
ICT Review of General Data Protection Regulations (GDPR) Compliance		Awaiting Final Report	Reasonable Assurance
Key Financial Controls		7th - 10th January 2019	
Follow Up 3		4th – 5th February 2019	

Internal Audit Summary

The chart below is a "sunburst" and highlights the progress of each internal audit by displaying the RAG status of the worst performing action.

The table below summaries the same information with an explanation of the progress of actions arising from internal audits

⭐ All Actions are expected to be completed on time   🔺 1 or more action(s) are not expected to be completed on time

🟠 1 or more action(s) has an issue that needs attention

Audit Name	Progress
11.10/11 IT Disaster Recovery Planning - Follow Up	🟠
Appraisal Review of Fleet Management - Usage November 2018	⭐
Appraisal Review of Risk Management - Anti-Fraud Arrangements	⭐
Appraisal Review of the Estate Management Strategy Arrangements	🟠
Appraisal Review of the Governance - Partnerships Arrangements	⭐
Appraisal Review of the Risk Mitigation Arrangements	⭐
Assurance Review of Estate Management Delivery October 2018	⭐
Assurance Review of ICT - Cyber Security	🟠
Assurance review of the Governance - Internal Communication Arrangements	⭐
Assurance Review of the Payroll & HR Controls Arrangements	🟠
Assurance Review of Training Records August 2018	⭐
Compliance Review of Risk Management - Mitigating Controls-Board Assurance October 2018	⭐
Follow Up Review	🟠
Internal Audit Follow Up Review	🟠
Operational Review of the Authority Assurance Framework	🔺
Regularity Review - Station Visits	🟠
Regularity Review - Station Visits September 2018	⭐

Internal Audit Action Progress

The below "scorecards" show the number of actions Ongoing or Overdue. It shows actions by their RAG status as well as those that the action owner (Unknowns) did not provide update.

Audit Actions Ongoing

Internal Audit			
▲	🟠	⭐	Total
1	8	12	21

Audit Actions Overdue

Internal Audit				
▲	🟠	⭐	Unknowns	Total
0	3	0	0	3

There are 99 actions marked as Completed

Internal Audit Actions – Commentary (In Progress)

Name	Action Description in Full	Owner	Department	Performance	Target Date	Comments
					31/12/18	
11.10/11 IT Disaster Recovery Planning - Follow Up 1.2	Management should ensure that the priority of recovery for key IT systems and data following a disaster event is determined, approved by senior management and included within the IT DR element of the organisation's ICT BCP.	Williams, Chris	ICT	●	31/03/2019	Slow progress on this action due to lack of resources.
Appraisal Review of Fleet Management - Usage November 2018.2	Recommendation Local KPI reporting be introduced to highlight the performance and productivity of the Fleet Department.	Temby, Chris	Fleet & Engineering	⭐	31/03/2019	Reporting is now taking place via the BMIS system although we are still at a test stage.
Appraisal Review of Fleet Management - Usage November 2018.3	Recommendation The data used to report performance indicators on the Business Management Information system be reviewed to ensure more accurate data is published.	Temby, Chris	Fleet & Engineering	⭐	31/01/2019	Work is continuing and we are testing on daily intervals
Appraisal Review of Risk Management - Anti-Fraud Arrangements 6	The Code of Corporate Governance be reviewed and updated to reflect current arrangements or if it is now obsolete this be removed from the Documents within the Fire Authority.	Watkins, Sarah	Corporate Services	⭐	31/03/2019	The Corporate Governance Statement and any proposed changes will be reviewed at the end of this FY in readiness for the next publication.
Appraisal Review of Risk Management - Anti-Fraud Arrangements 7	All gifts and hospitality be recorded in the Gifts and Hospitality Register whether accepted or declined in accordance with the General Standing orders and this be noted in the next review of the OP-05.006 Hospitality and Gifts Policy.	Watkins, Sarah	Corporate Services	⭐	31/03/2019	Ammendments to M10 form, purpose sheet and procedure drafted an sent to policy owner for consideration.
Appraisal Review of Risk Management - Anti-Fraud Arrangements 8	The Gifts and Hospitality Register be presented regularly to the Finance, Audit and performance Committee meeting for inspection in accordance with good governance and this be recorded in the minutes.	Watkins, Sarah	Corporate Services	⭐	31/03/2019	Report to FAPM planned for the end of the FY.

	Recommendation/Action	Owner	Service		Due Date	Update
✅ Appraisal Review of the Governance - Partnerships Arrangements 2	Quality Assurance procedures be re-instated for the existing Home Fire Safety Checks service as soon as resource allows and fully implemented following implementation of the new training package.	Davies, Garry	Risk Reduction	⭐	30/03/2019	Audit process now in place and will continue with current partners. With a view to complete by end of March 2019 and will become normal business during 2019 / 2020.
✅ Appraisal Review of the Risk Mitigation Arrangements 3	At the next review of the Corporate Risk Register consideration be given to the information captured within the SharePoint fields of 'prevention controls in place', 'further prevention actions planned', and the 'comments - record of all updates and reviews' to ensure that a consistent message is relayed within the risk control	Thomas, Wayne	Corporate Services	⭐	31/03/2019	The annual review of the organization's risk register was conducted with the SMT on 15th November 2018. The main emphasis was on strategic risks and the associated control tasks, while also looking at Departmental Risks and tasks. The officers highlighted the importance of completing all of the fields available for risk tasks within BMIS in the correct way, and will also be quality assuring the data input within BMIS going forward to ensure consistency and robustness.
✅ Assurance Review of Estate Management - Deliver Oct 18.1	Recommendation A clear structure be implemented for documenting approval at each stage of developing and approving schemes within the Estates Strategy.	Corrigan, Nick	Corporate Services	⭐	31/03/2019	The audit action is in the process of being considered by the Property Steering Group. It is intended that sign off will occur at each critical phase of a building project.
✅ Assurance Review of ICT - Cyber Security 1	The relevant areas of the Information Security Management System be updated to ensure compliance with the requirements of EU GDPR and the equivalent UK legislation by the 25 May 2018 compliance deadline.	Thomas, Wayne	Corporate Services	🟠	31/03/2019	This links to P110.09. 15/10/18 - In progress. Relevant procedures within the ISMS have been identified and have been amended, they are at various stages of consultation/publication. ISMS12- Security Breaches – Published ISMS16 - CCTV - Published ISMS 17 - Data Protection - Published ISMS 25 - Information Sharing - in progress pending information from WASPI team
✅ Assurance Review of ICT - Cyber Security 3	A comprehensive log management strategy be implemented that includes the use of a central log server and the use of log management tools.	Smith, Darren	ICT	⭐	31/03/2019	Went to NPS for purchase of Splunk log management software, tender response was won by Insight. PO has been raised for purchase of 2 year license for Splunk and up to 3 days support for install and configuration. Processing of this PO will be done by Splunk on 7/12/18, following which date (s) for Splunk to come in will be arranged. Currently logging requirements will be limited to switches and firewalls, but can be expanded to all infrastructure requirements if required.

☑ Assurance Review of the Governance - Internal Communication Arrangements 3	The intended restructure of the Media and Communications Team is to give consideration to the following factors; the Welsh language Standards; additional Data Protection requirements to co-ordinate, maintain and manage consent forms for all moving imagery, photographs and audio recordings; the introduction of new bilingual intranet and internet sits; the synergies between the communication and engagement functions within the Service; 24/7 support for media and communication activity; and the resilience of the senior roles within the media and communications team over forthcoming months.	Thomas, Wayne	Corporate Services	☆	31/03/2019	The interim structure of the department remains in place. The proposed new structure has been approved by the Fire Authority and, when finalised on 31st March 2019, will provide the organization with a greater capacity to engage and communicate with our diverse communities more effectively. The organisation's Welsh language translators, who are now incorporated to the team on a permanent basis, have been equipped with mobile telephones in order to ensure that our media content can be translated promptly. This ensures that our media messages can therefore be published sooner and in full compliance with the Welsh Language Standards. There is also work ongoing regarding the organization's website URLs, to ensure that every URL present in the address bar of the Welsh side of the site is fully bilingual. While this is not a direct requirement under the Welsh Language standards, it is indicative of our commitment to spirit of the standards.
☑ Assurance Review of Training Records Aug 18.2	Recommendation The levels of non-attendance at training courses be recorded and quantified by Training and Development	Greenma Ian	Training & Development	🟠	01/09/2019	This issue will be addressed and rectified once the Core training module is developed and functional.
☑ Assurance Review of Training Records Aug 18.4	Recommendation The out of compliance reporting processes in use need to be reviewed to ensure that the reported out of compliance data is accurate and can be easily obtained on demand.	Greenma Ian	Training & Development	🟠	01/09/2019	The training dept are currently developing the Core Training module which will ensure that this is negated in the future. It is envisaged that the Training module will be fully functional in the latter part of 2019.
☑ Assurance Review of Training Records Aug 18.5	Recommendation The information held within the PSE database be reviewed and cleansed prior to importing into the Core HR training module.	Greenma Ian	Training & Development	🟠	01/09/2019	This issue will be addressed through the development and implementation of the Core Training

	Recommendation	Owner	Department	Status	Due Date	Update
Compliance Review of Risk Management - ☑ Mitigating Controls - Board Assurance Oct 18.1	Recommendation The Framework for Managing Corporate Risks document be revised and updated as planned to reflect the changes arising from the transition to the Business Management Information System.	Thomas, Wayne	Corporate Services	★	31/03/2019	The framework for managing corporate risks document will be revised and updated as planned, to reflect the changes arising from the transition to the Business Management Information System.
Compliance Review of Risk Management - ☑ Mitigating Controls - Board Assurance Oct 18.2	Recommendation Planned actions be documented in a SMART (specific, measurable, achievable, realistic and timely) manner to enable those with oversight of the risk to identify and challenge slippage.	Thomas, Wayne	Corporate Services	★	31/03/2019	The Engagement, Transformation and Performance team will start the process for devising the organisation's business plan for 2019/20 in January 2019. The team will encourage the Senior Management Team to devise planned actions in a SMART manner, to ensure that the completion of tasks can be measured and monitored.
Follow Up Review - A ☑ Forensic Readiness Procedure	Anti fraud Cyber Crime 2013/14 - A Forensic Readiness Procedure be documented detailing the processes to be followed in the event of a suspected or actual network security incident. Original Due Date 7/31/2018	Smith, Darren	ICT	🟠	31/03/2019	Delayed subject to appointment of Info and Governance and Compliance Officer following current post holder leaving the organisation
Operational Review of the ☑ Authority Assurance Framework 3	Within the project Management governance arrangements all projects be linked to the relevant strategic objectives and define how the project outcomes contribute to the achievement of the objective.	Thomas, Wayne	Corporate Services	🔺	30/03/2019	The team contacted stakeholders to identify any ongoing projects that could be used to assist with the development of the project management element of the new Business Management Information System. The development of the module itself was scheduled to be explored during Q3 of 2018/19, but this has not been the case due to other workload commitments during the quarter. I will discuss the progress further with the Planning, Performance and Risk Manager in January 2019 to identify whether the completion of this module is feasible for 2018/19.
Regularity Review - Station ☑ Visits - Routine fire alarm tests	Routine fire alarm tests and firefighting equipment inspections be carried out on a weekly basis and emergency lighting tests on a monthly basis be undertaken at all stations in accordance with the procedures set out in the Raising Awareness Reducing Risk Log book.	Smith, Keith	ORM	🟠	01/01/2019	Due to end of Audit year this will be reviewed and amended as required after end of year review
WAO - Annual ☑ Improvement Report 2017-18	Agreeing common measures with other Welsh Fire and Rescue Authorities to assess key indicators around land and buildings to enable comparison of performance and the identification of developing trends.	Corrigan, Nick	Corporate Services	🟠	31/03/2019	Audit attached

Internal Audit Actions – Commentary (Overdue)

Name	31/12/18					
	Action Description in Full	Owner	Department	Performance	Target Date	Comments
✅ Appraisal Review of the Estate Management Strategy Arrangements 16.1	A detailed report and annual action plan be developed in support of the property asset management strategy as planned.	Corrigan, Nick	Corporate Services	🟠	10/10/2018	Need to review with PSG what is required, and what is reasonably achieveable with existing resources.
✅ Assurance Review of the Payroll & HR Controls Arrangements 1	All procedures relating to HR and Payroll processes be reviewed and amended as planned.	Jeal, Kimbely	Human Resources	🟠	31/10/2018	Process reviews underway, work continues. The majority of processes are being reviewed by the Employee Relations Manager as the majority of work starts in ER and is then processed across to Payroll. SP&C have been asked if they can assist with these process reviews both internal to the department and those that feed in from other areas of the Service.
✅ Follow Up Review - Anti-Fraud Cyber Crime	Anti-Fraud Cyber Crime 2013/2014 - Any document identified during the data analysis review that needs to be held securely that is not already electronically marked be electronically marked to ensure that it can be identified by the e-mail sweeping software to prevent unauthorised distribution.	Lloyd, Chris	ICT	🟠	31/12/2018	Awaiting new DPO to be appointed to provide a decision

Other Audits Summary

Corporate Scheme Audit

Strategic Equality Plan	**Progress** ⭐

Name	Action Description in Full	Owner	Department	Performance	Target Date	Comments
				31/12/18		
☑ Audit - Strategic Equality Plan - good practice	Promote in-house equality and diversity good practice.	Wood, Carey	Human Resources	⭐	30/03/2020	Launched the Equality Allies Network. Developed the #YouMatter campaign to showcase external partners (MIND, Stonewall, etc) we work with, delivered both AER and SEP Review to FRA ahead of legal deadline of March.

Operational Assurance Audit Name

Ops Assurance 2013	**Progress** 🔺

Name	Action Description in Full	Owner	Department	Performance	Target Date	Comments
				31/12/18		
☑ Ops Assurance - Legislative Fire Safety	Review the allocation of Legislative Fire Safety resources following the introduction of the new MIS in line with the revised picture of risk.	Davies, Garry	Risk Reduction	🔺	30/03/2019	New system will not be ready this fiscal year.

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SOUTH WALES FIRE & RESCUE AUTHORITY   AGENDA ITEM NO 10
FINANCE AUDIT & PERFORMANCE   28 JANUARY 2019
MANAGEMENT COMMITTEE

REPORT OF THE ASSISTANT CHIEF FIRE OFFICER – DIRECTOR OF TECHNICAL SERVCIES

UPDATE – FLEET MANAGEMENT USAGE AUDIT

SUMMARY
This report updates Members upon progress being made against the Fleet Management usage

RECOMMENDATION
Members are asked to note internal audit recommendations and work completed to date.

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1.   BACKGROUND

1.1   As Members will be aware, the original report was given in December's meeting where members requested a further update to be delivered in January.

2.   ISSUE

2.1   The 12 recommendations and there progress to date is as follows.

2.2   *The Fleet and Engineering Service Standard be reviewed and updated to reflect current arrangements.*

The Service standard has been replaced by the 2017 fleet strategy reported to Fire Authority in October 2018, the service standard is no longer applicable. Do not agree with the level of priority as the service standard was an obsolete document (not known by the Acting fleet engineer). Completed 31/10/18.

2.3   *All 'Workshop completed job cards' be checked and closed off in order that the jobs can be archived and costings imported into the Tranman system.*

The temporary loss of an administration assistant has caused the job cards to increase in numbers. We aim to have all job cards closed within a 90 day period. All job cards are now up to date and are currently at the correct number.

2.4 *The OP-03.003 be reviewed and updated to include clearer reference to the process of pool vehicles, especially the long term use of these vehicles by Flexi-Duty Officers who are exempt from HMRC car benefit regulations under section 248A.*

Subject to be discussed with ACFO Prendergast and an update of op-03.003 will be carried out if required. Completed 31/10/18.

2.5 *Periodic dip sampling utilising the vehicle tracking system of pool vehicles allocated to Flexi-Duty Officers and those allocated on a long term basis to individuals/departments be undertaken to determine the vehicle movements.*

Hubio tracking systems have been asked to provide a weekly report to show non usage of vehicles measured in days. Dip sampling will also be carried out to ensure correct usage of vehicles. Implemented and completed 31/11/18.

2.6 *The ongoing requirement of a Van, registration KW65XXX allocated to a department be undertaken with that department.*

The non-usage of this vehicle has been discussed with the Line Manager. The outcome is that a vehicle will be removed from the department either for disposal or reallocation. Completed 31/10/18.

2.7 *Annual reviews be undertaken of usage of all vehicles allocated to individual departments.*

This recommendation was not accepted due to all vehicles being reviewed on a day to day basis via the use of the Hubio tracker system. However I have spoken to the tracker manufactures and they have agreed to produce a report on a weekly basis to show non usage of vehicles. Implemented 31/10/18.

2.8   *Periodic reviews of pool vehicle usage be undertaken to establish if the Service is receiving the most efficient use of pool vehicles.*

Although the Audit showed 86 percent it is dependent on the number of temporary officers which are in position at the time. This varies from one month to another. There is a possibility that we could reduce car numbers and hire in when required however this does cause problems regarding officers requiring blues and twos. Another factor is when a member of staff cancels a booking at the last minute due to circumstances beyond their control this effects the overall figure for the month. The audit carried out by the FTA showed that the organization was operating the correct amount of pool vehicles, there has been no increase in pool vehicles since this audit was carried out. Completed 31/10/18.

2.9   *Local KPI reporting be introduced to highlight the performance and productivity of the Fleet Department.*

The BMIS will in the future report our KPI. Work is being carried out in order for the figures to be become more accurate. Another option would be to upgrade the Tranman system to version 9 which will offer a number of benefits' to the department as well live KPI's. Implementation in 2019 BMIS Team.

2.10   *The reason for the tracker not working in vehicle registration CE16XXX be investigated and corrected.*

Defect has been corrected. Completed 31/10/18.

2.11   *All vehicles where the tracking devices are not operating be checked and repaired.*

There are a number of faults with the Hubio system. The tracking system has been temperamental and this has not been helped by the changes in company ownership a number of times causing a loss of continuity. However the tracking system is used daily and any defects are rectified as soon as identified, in the case with the above vehicle the vehicle was tracking correctly but failed to produce a report when requested. Meeting

with Hubio have now taken place and I am happy that in the future we will have a closer working relationship. Implemented 31/10/18.

2.12 *A review of jobs with high value costs for parts and/or labour costs be undertaken as part of the closure process of jobs on Tranman.*

The final report suggests that we payed £617 for a seal, this is not the case we paid the correct figure of £6.17 by our finance system however when it was entered on to the fleet system a human error was made and £617 was entered. This has no finical implications although the maintenance record costs will show the incorrect figure.

2.13 *The order for a full service kit and wipers for registration number CN08GEU placed after the sale be investigated.*

At the time that the parts were ordered the process was that the Workshop Delivery Manager would order the parts in advance of the vehicle coming in for service. This is to reduce the downtime that the vehicle is in the workshop. On this occasion the vehicle was disposed of in December but still remained on the automatic service schedule and therefore the parts were ordered by mistake. On discovering that the vehicle was disposed of the parts should have either have been sent back or transferred to another vehicle of the same marque and E-fin adjusted accordingly. Completed 31/10/18.

3 FINANCIAL IMPLICATIONS

3.1 As mentioned in the report above one benefit for fleet would be to upgrade the fleet management system to Release 9. This would give us live KPI figures as well as reassurance that the fleet remains legally compliant. The cost to this upgrade is in the region of £40,000 pound.

4 EQUALITY RISK ASSESSMENT

4.1 The issues raised within this report have no adverse impact on the protected characteristics, and would have been considered during the audit process.

5 RECOMMENDATION

5.1 Members are asked to note internal audit recommendations and work completed to date.

Contact Officer:	Background Papers:
Christopher Temby Temporary Head of Fleet & Workshops	None

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WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Reference: 968A2018-19

Date issued: 3 December 2018

Audit of South Wales Fire Authority's assessment of 2017-18 performance

Certificate

I certify that I have audited South Wales Fire authority's (the Authority) assessment of its performance in 2017-18 in accordance with section 17 of the Local Government (Wales) Measure 2009 (the Measure) and my Code of Audit Practice.

As a result of my audit, I believe that the Authority has discharged its duties under sections 15(2), (3), (8) and (9) of the Measure and has acted in accordance with Welsh Government guidance sufficiently to discharge its duties.

Respective responsibilities of the Authority and the Auditor General

Under the Measure, the Authority is required to annually publish an assessment which describes its performance:

- in discharging its duty to make arrangements to secure continuous improvement in the exercise of its functions;
- in meeting the improvement objectives it has set itself;
- by reference to performance indicators specified by Welsh Ministers, and self-imposed performance indicators; and
- in meeting any performance standards specified by Welsh Ministers, and self-imposed performance standards.

The Measure requires the Authority to publish its assessment before 31 October in the financial year following that to which the information relates, or by any other such date as Welsh Ministers may specify by order.

The Measure requires that the Authority has regard to guidance issued by Welsh Ministers in publishing its assessment.

As the Authority's auditor, I am required under sections 17 and 19 of the Measure to carry out an audit to determine whether the Authority has discharged its duty to publish an assessment of performance, to certify that I have done so, and to report whether I believe that the Authority has discharged its duties in accordance with statutory requirements set out in section 15 and statutory guidance.

Scope of the audit

For the purposes of my audit work I will accept that, provided an authority meets its statutory requirements, it will also have complied with Welsh Government statutory guidance sufficiently to discharge its duties.

For this audit I am not required to form a view on the completeness or accuracy of information. Other assessment work that I will undertake under section 18 of the Measure may examine these issues. My audit of the Authority's assessment of performance, therefore, comprised a review of the Authority's publication to ascertain whether it included elements prescribed in legislation. I also assessed whether the arrangements for publishing the assessment complied with the requirements of the legislation, and that the Authority had regard to statutory guidance in preparing and publishing it.

The work I have carried out in order to report and make recommendations in accordance with sections 17 and 19 of the Measure cannot solely be relied upon to identify all weaknesses or opportunities for improvement.

Adrian Crompton
Auditor General for Wales

CC: Alun Davies, Cabinet Secretary for Local Government and Public Services
          Nick Selwyn, Manager

SOUTH WALES FIRE & RESCUE AUTHORITY   AGENDA ITEM NO 12
FINANCE AUDIT & PERFORMANCE   28 JANUARY 2019
MANAGEMENT COMMITTEE

REPORT OF THE DEPUTY CHIEF OFFICER & THE INTERNAL AUDITORS

INTERNAL AUDIT REPORT

SUMMARY
This report updates Members upon progress being made against the Internal Audit Plan 2018/2019.

RECOMMENDATION
Members are asked to note internal audit recommendations and work completed to date on the Internal Audit Annual Plan.

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1.   BACKGROUND

1.1   As Members will be aware, TIAA Limited are appointed as the Authority's Internal Auditors to undertake work covered in the Internal Audit Plan 2018/2019 which was approved by this Committee on 23 April 2018.

1.2   As previously agreed, all audit reports with an assurance level of limited or no assurance will be provided in full. Recommendations only will be provided for reports with an assurance level of substantial or reasonable.

2.   ISSUE

2.1   The areas of internal audit reviews within the Annual Plan were completed with **2** final report being issued:-

- **HR Management – Rosters**
- **EU GDPR Compliance Audit**

The Summary Internal Audit Progress Report written by TIAA Limited is attached as Appendix 3.

2.2   **HR Management - Rosters**

2.2.1 The review considered the effectiveness of the arrangements for scheduling and rostering across the Service.

2.2.2 The area reviewed was given a reasonable level of assurance with five recommendations made, four important, and one routine. There was also two areas of operational effectiveness identified.

2.3   **EU GDPR Compliance Audit**

    2.3.1 The review assessed compliance against the key [EU] GDPR elements.

    2.3.2 The review received a reasonable level of assurance with four important recommendations made. There were also one area of operational effectiveness identified.

3   EQUALITY RISK ASSESSMENT

3.1   The issues raised within this report have no adverse impact on the protected characteristics, and would have been considered during the audit process.

4   RECOMMENDATION

4.1   Members are asked to note the internal audit recommendations, and work completed to date on the Internal Audit Annual Plan.

Contact Officer:	Background Papers:
Geraint Thomas Head of Finance & Procurement	Appendix 1 – HR Management – Rosters Appendix 2 – EU GDPR – Compliance Audit Appendix 3 – Summary Internal Audit Progress Road

tiaa

South Wales Fire and Rescue Service

Assurance Review of HR Management – Rosters

December 2018

FINAL

2018/19

Executive Summary

OVERALL ASSURANCE ASSESSMENT

REASONABLE ASSURANCE

- SUBSTANTIAL ASSURANCE
- REASONABLE ASSURANCE
- LIMITED ASSURANCE
- NO ASSURANCE
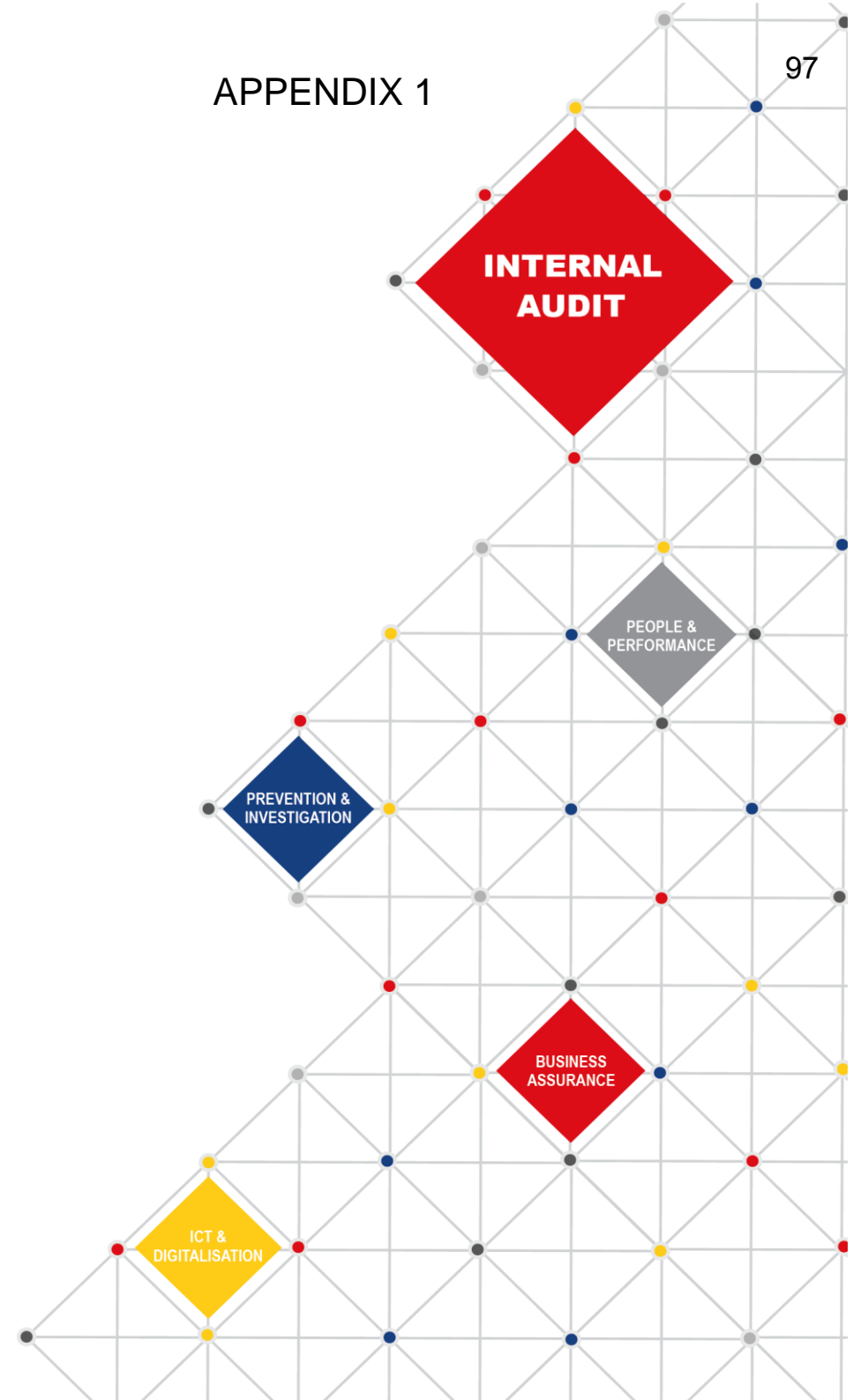
OVERALL CONCLUSION

There are effective arrangements for managing the Whole Time, On Call and Control Room rotas within the Service through clear definition of roles and responsibilities, effective use of the computerised duty rostering systems for Whole Time and On Call and documented processes and procedures.

- **The Flexible Rostering System Procedures and Guidelines document needs to be updated to reflect the changes made since its first publication.**

- **Above and below optimum crewing levels, 'ridership', needs to be analysed and reported to management on a periodic basis.**

- **Reporting of Crew Manager and Watch Manager over and under availability needs to be developed and reported to management.**

- **Reports on under and over crewing within the Control Room need to be produced and be routinely reported to management.**

SCOPE

Rationale

HR risk.

Scope

The review considered the effectiveness of the arrangements for scheduling and rostering across the Service.

ACTION POINTS

Urgent	Important	Routine	Operational
-	4	1	2

Management Action Plan - Priority 1, 2 and 3 Recommendations

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
1	Directed	It was noted during the review that a number of changes have taken place since first publication of the Flexible Rostering System Procedures and Guidelines, in particular to rostering in and off notice periods, which need to be updated in the guidance.	The Flexible Rostering System Procedures and Guidelines document be updated to reflect the changes made since its first publication.	2	*A further review is to take place to discuss Flexible Rostering to ensure optimum crewing levels are achieved.*	*Ongoing*	*Zoe Davis Office Manager*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.
2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.
3	ROUTINE	Control issue on which action should be taken.

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
2	Compliance	Although figures are provided on the overall ridership above and below the minimum, no further analysis is undertaken using the data present on the spreadsheet, that is by station, watch, shift and reason, which would help to identify any risks to the Service, for examples, stations or watches consistently below the optimum level or prevalent issues that cause the level to fall below optimum.	Above and below optimum crewing levels, 'ridership', be further analysed and reported to management on a periodic basis.	2	*The continual review of Flexible Rostering System continues to implement changes to optimum crewing.*	*31/01/2019*	*Zoe Davis Office Manager*
3	Compliance	Although data on over and above optimum crewing levels is prepared and reported to management, similar data is not produced to evidence that the appropriate number of watch and or crew managers are present is not produced.	Reporting of Crew Manager and Watch Manager over and under availability be developed and reported to management alongside the existing performance data.	2	*Meeting to be arranged with Kronos to discuss reporting system on RAPS.*	*31/01/2019*	*Zoe Davis Office Manager*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.	2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.	3	ROUTINE	Control issue on which action should be taken.

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
4	Compliance	It was noted during the review that although minimum staffing levels have been set for emergency response, there are currently no measures in place to monitor the minimum levels and report upon under and over within the Control Room crewing.	Reports on under and over crewing within the Control Room be produced and be routinely reported to management.	2	*Senior Management to discuss with Control. Not an operational issue.*	*Ongoing*	*Natalie Martin-Pearce*
5	Reputational	Discussion with the Office Manager Central Staffing noted that the Rostering and Advanced Planning System (RAPS) is due to be upgraded and there is a potential to provide training once the new system has been implemented.	A process be developed to ensure users of the Rostering and Advanced Planning System (RAPS) system, in particular Watch Managers, are able to access training and instruction on the system.	3	*Guidance Documents have been put in place and forwarded to all operational staff. Further training can be arranged through our ICT Dept.*	*Ongoing*	*Tracey Lewis ICT Trainer*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.
2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.
3	ROUTINE	Control issue on which action should be taken.

Operational Effectiveness Matters

Ref	Risk Area	Item	Management Comments
1	Compliance	Consideration be given to approaching the Rostering and Advanced Planning System (RAPS) provider to determine the reporting capability within the system.	*Arrangements have been made with Kronos to visit and carryout further training within the reporting system with RAPS.*
2	Reputational	Consideration be given to reminding whole time firefighters of the existence of the Flexible Rostering System Procedures and Guidelines each September as part of the request to provide leave commitments.	*Procedures and guidance documents have been forwarded to all whole time stations. This document is currently under review with senior officers and FBU representative.*

PRIORITY GRADINGS

| 1 | URGENT | Fundamental control issue on which action should be taken immediately. | 2 | IMPORTANT | Control issue on which action should be taken at the earliest opportunity. | 3 | ROUTINE | Control issue on which action should be taken. |

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APPENDIX 2

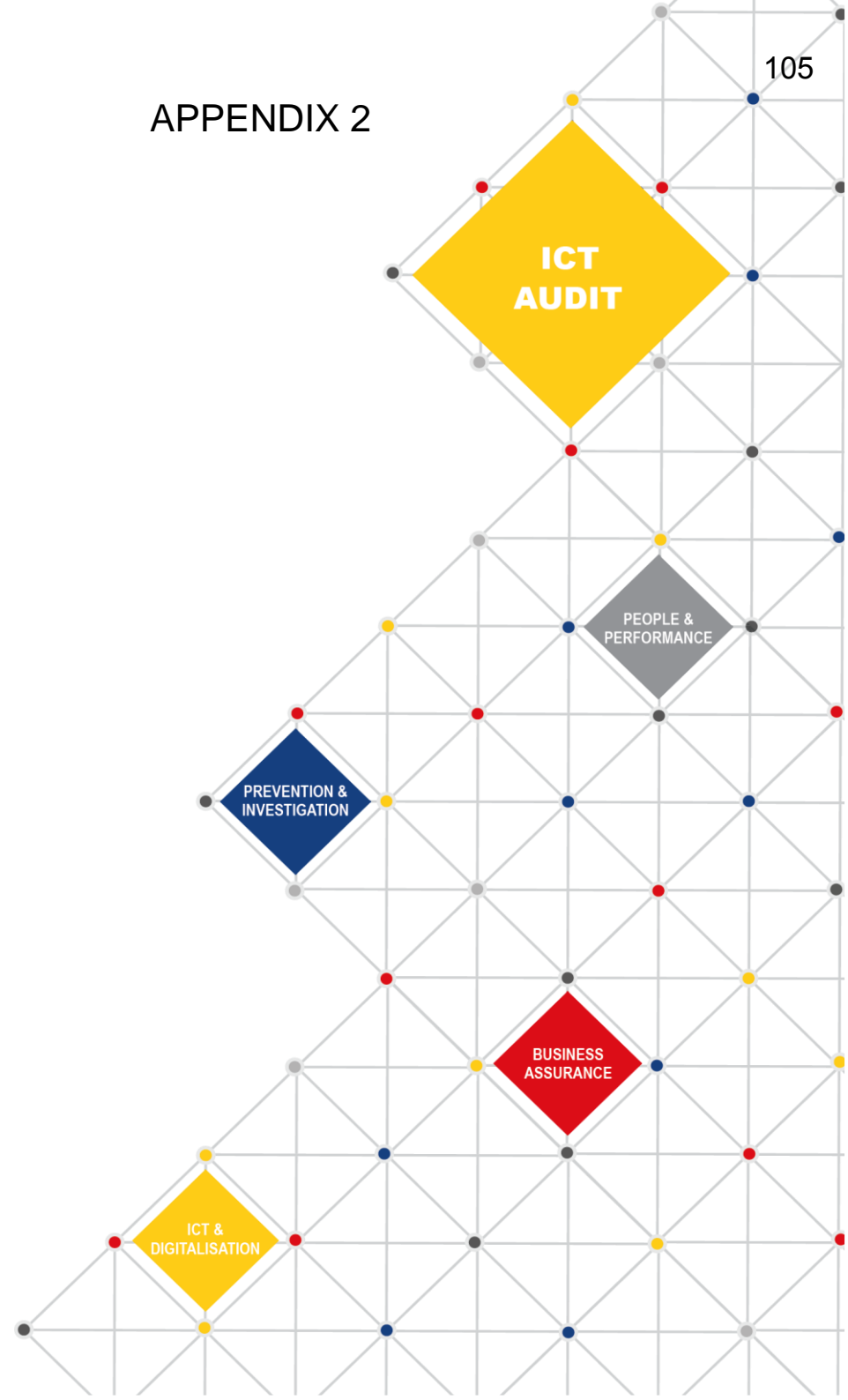**South Wales Fire and Rescue Service**

ICT Review of General Data Protection Regulations (GDPR) Compliance

January 2019

FINAL

2018/19

tiaa

Executive Summary

OVERALL ASSURANCE ASSESSMENT

Adequate & effective governance, risk and control processes

REASONABLE ASSURANCE

- SUBSTANTIAL ASSURANCE
- REASONABLE ASSURANCE
- LIMITED ASSURANCE
- NO ASSURANCE

OVERALL CONCLUSION

South Wales Fire and Rescue Service (SWF&RS) is making progress towards full compliance with the European Union General Data Protection Regulation and the Data Protection Act 2018.

- **The GDPR Implementation Plan needs to be updated to capture recent actions and progress.**

- **ISMS 012, Managing Information Security Incidents, and other key data protection and information governance policies and procedures needs to be reviewed and updated to ensure full compliance with GDPR and the Data Protection Act 2018.**

- **The Service needs to determine how electronic data will be permanently deleted when it is no longer required.**

SCOPE

The review assessed compliance with the key [EU] GDPR elements of:

- Privacy Impact Assessments
- Data Subject rights (e.g. Right to be forgotten)
- Data Classification and Asset management
- Data Security & Breach Management
- Governance & Consent
- Data Controllers & Processors.

ACTION POINTS

Urgent	Important	Routine	Operational
0	4	0	1

Management Action Plan - Priority 1, 2 and 3 Recommendations

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
1	Operational Risk	The SWF&RS Information Security Management System (ISMS) document 012, Managing Information Security Incidents, was most recently reviewed in April 2018 and currently refers to the Data Protection Act 1998 and needs to be reviewed and updated to ensure full compliance with the European Union General Data Protection Regulation and the Data Protection Act 2018.	ISMS 012, Managing Information Security Incidents, be reviewed and updated to ensure full compliance with GDPR and the Data Protection Act 2018.	2	*Due to staff changes the new Info Governance and Compliance Officer will be starting with the Service in January 2019.* *ISMS 012, Managing Information Security Incidents, will be reviewed and updated to ensure full compliance with GDPR and the Data Protection Act 2018.*	*30/06/19*	*Info Governance and Compliance Officer*

PRIORITY GRADINGS

1	**URGENT**	Fundamental control issue on which action should be taken immediately.
2	**IMPORTANT**	Control issue on which action should be taken at the earliest opportunity.
3	**ROUTINE**	Control issue on which action should be taken.

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
2	Operational	A number of other key Service policies and procedures are under review to ensure full compliance with EU GDPR and the Data Protection Act 2018 including ISMS 007 Protective Marking, ISMS 016 CCTV and Image Recording, ISMS 0125 Information Sharing and Disclosure, the Records/Archive Management Procedure and various HR Procedures. All of these documents need to be fully reviewed and implemented to provide an effective data protection and information governance framework.	All key data protection and information governance related policies and procedures be reviewed and implemented at the earliest opportunity.	2	*On commencing employment once familiar with the Service the new Info Governance and Compliance Officer will review all key data protection and information governance related policies and procedures.*	*30/09/19*	*Info Governance and Compliance Officer*

PRIORITY GRADINGS

| 1 | URGENT | Fundamental control issue on which action should be taken immediately. | | 2 | IMPORTANT | Control issue on which action should be taken at the earliest opportunity. | | 3 | ROUTINE | Control issue on which action should be taken. |

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
3	Operational	Discussions with staff during this review identified that although many of the actions necessary for compliance had been completed, the GDPR Implementation Plan was not up to date resulting in a lack of visibility of those areas currently non-compliant and the progress towards completing the actions necessary for compliance.	The GDPR Implementation Plan be brought up to date to enable identification of non-compliance and the monitoring and reporting of progress towards compliance.	2	*On commencing employment once familiar with the Service the new Info Governance and Compliance Officer will review the GDPR Implementation Plan and carry out a gap analysis to update the GDPR Implementation Plan.*	*30/06/19*	*Info Governance and Compliance Officer*
4	Operational	The Service needs to determine how personal information held within electronic systems will be deleted when no longer necessary.	Processes be implemented to delete electronic data when the data is no longer required to ensure compliance with EU GDPR and the Data Protection Act 2018.	2	*This item has been placed on the next agenda of the Security Risk Group, scheduled for 06 Feb 2019, to determine how the Service will address the policies, procedures guidance and governance of the deletion of personal information held within electronic systems.*	*30/09/19*	*SIRO - Director Corporate Services*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.
2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.
3	ROUTINE	Control issue on which action should be taken.

Operational Effectiveness Matters

Ref	Risk Area	Item	Management Comments
1	Operational	A decision will need to be made on the future retention of the previous HR system and the data that it holds once the recently implemented Core HR system is fully functional.	*This element is being considered by the Core Project Manager and the Core Implementation Manager. As modules are implemented the retention of the previous system and associated data is being reviewed. The decision has been made to retain all legacy information until the implementation of the full Core System has completed and been rigorously tested to ensure full compliance with GDPR and the Data Protection Act 2018.*

ADVISORY NOTE

Operational Effectiveness Matters need to be considered as part of management review of procedures.

APPENDIX 3

South Wales Fire and Rescue Service

Summary Internal Controls Assurance (SICA) Report

December 2018

FINAL
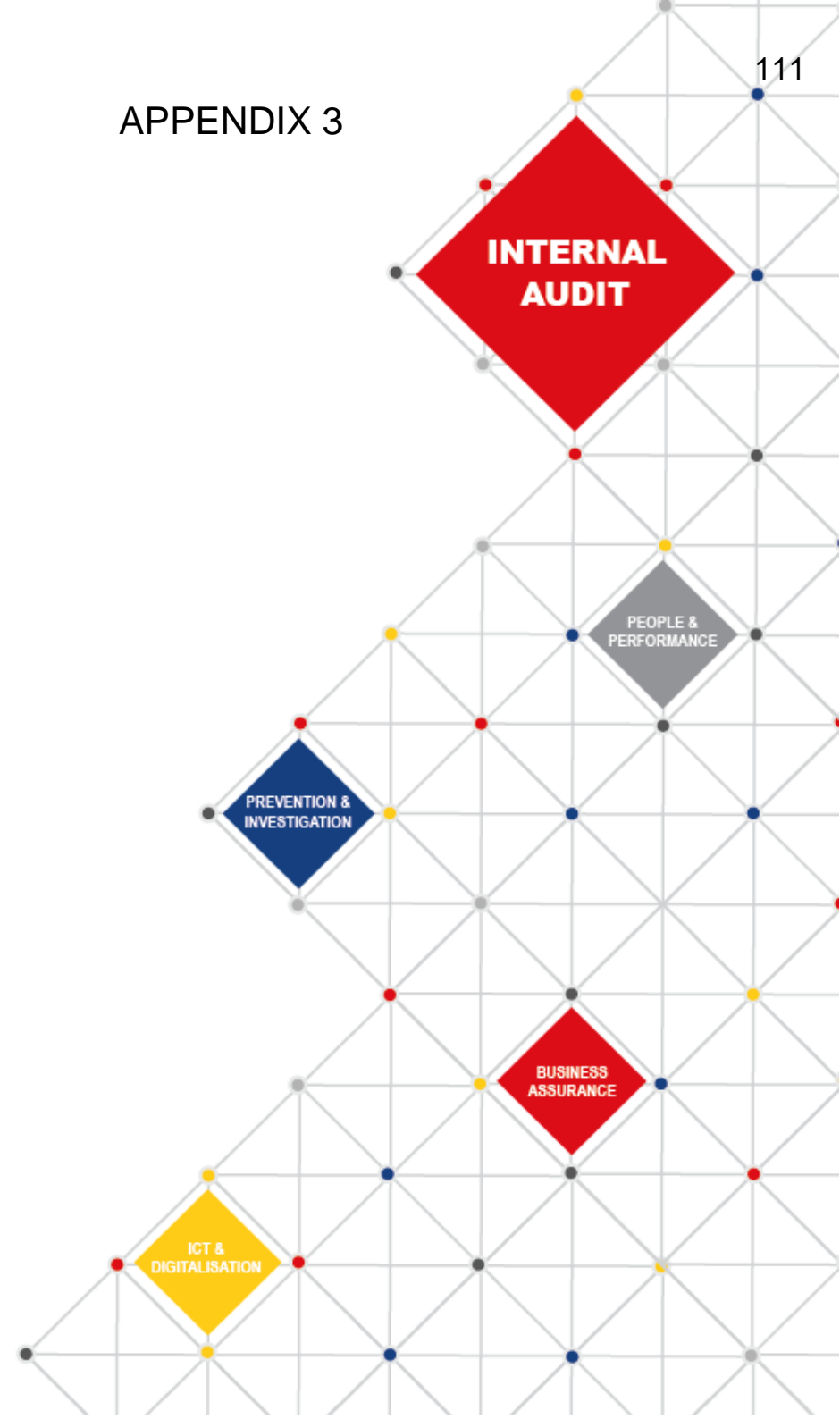
2018/19

INTRODUCTION

1. This summary report provides the Audit Committee with an update on the progress of our work at South Wales Fire and Rescue Service as at 21st December 2018.

PROGRESS AGAINST THE 2018/19 ANNUAL PLAN

2. Our progress against the Annual Plan for 2018/19 is set out in Appendix A. The results of these reviews are summarised at Appendix B.

INTERNAL CONTROL FRAMEWORK

3. The key strategic governance, risk management and control matters identified from the four reviews completed since the previous SICA are summarised below. There are no issues arising from these findings which would require the annual Head of Audit Opinion to be qualified.

Key Strategic Governance, Risk Management and Control Matters

Review	High level
Fleet Management - Usage	The Service still has several issues to address in relation to the Fleet Management Usage arrangements • Business Management Information performance data needs to be more accurate. • Annual reviews need to be undertaken of the usage of all vehicles allocated to individual departments. • The Fleet and Engineering Service Standard is currently out of date. • Over a 1,000 job cards need to be completed on the Tranman system. • The OP-03.003 Fleet and Engineering Procedure does not make it clear on the use for Flexi-Duty Officers/long term users.
HR Management – Rosters	There are effective arrangements for managing the Whole Time, On Call and Control Room rotas within the Service through clear definition of roles and responsibilities, effective use of the computerised duty rostering systems for Whole Time and On Call and documented processes and procedures.

- The Flexible Rostering System Procedures and Guidelines document needs to be updated to reflect the changes made since its first publication.
- Above and below optimum crewing levels, 'ridership', needs to be analysed and reported to management on a periodic basis.
- Reporting of Crew Manager and Watch Manager over and under availability needs to be developed and reported to management.
- Reports on under and over crewing within the Control Room need to be produced and be routinely reported to management.

EMERGING GOVERNANCE, RISK AND INTERNAL CONTROL RELATED ISSUES

4. We have identified no emerging risks which could impact on the overall effectiveness of the governance, risk and internal control framework of the organisation to date.

AUDITS COMPLETED SINCE THE LAST REPORT TO COMMITTEE

5. The table below sets out details of audits finalised since the previous meeting of the Finance, Audit & Performance Management Committee.

Review	Evaluation	Key Dates			Number of Recommendations			
		Draft issued	Responses Received	Final issued	1	2	3	OE
Fleet Management - Usage	Limited	29/08/2018	05/11/2018	07/11/2018	-	8	5	2
HR Management – Rosters	Reasonable	31/07/2018	19/12/2018	20/12/2018	-	4	1	2

CHANGES TO THE INTERNAL AUDIT STRATEGY AND ANNUAL PLAN 2018/19

6. Management have requested that the review of Governance – Performance Management is not completed as this is not required by the Wales Audit Office at present. This was replaced with a review of Training Records for which a final report has been issued. The scope of the Training Records review was as follows: 'In order to provide assurance for South Wales Fire and Rescue Service, TIAA have been requested to review the adequacy and completeness of the recording and reporting of training records for all risk critical operational training for the Service'.

FRAUDS/IRREGULARITIES

7.   We have not been advised of any frauds or irregularities in the period since the last summary report was issued.

LIAISON

8.   **Liaison with external audit:** We have ongoing liaison with Wales Audit Office.

PROGRESS ACTIONING PRIORITY 1 RECOMMENDATIONS

9.   We have made no Priority 1 recommendations (i.e. fundamental control issue on which action should be taken immediately) since the previous SICA or Progress Report.

OTHER MATTERS

10.   Briefings on developments in governance, risk and control are included in Appendix B.
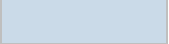
RESPONSIBILITY/DISCLAIMER

11.   This report has been prepared solely for management's use and must not be recited or referred to in whole or in part to third parties without our prior written consent. The matters raised in this report not necessarily a comprehensive statement of all the weaknesses that exist or all the improvements that might be made. No responsibility to any third party is accepted as the report has not been prepared, and is not intended, for any other purpose. TIAA neither owes nor accepts any duty of care to any other party who may receive this report and specifically disclaims any liability for loss, damage or expense of whatsoever nature, which is caused by their reliance on our report.

Progress against the Annual Plan for 2018/19

System	Planned Quarter	Days	Current Status	Comments
Governance – Performance Management	1	10	Not required.	Replaced by a review of *Training Records*, as detailed in paragraph 6 of this summary report.
Fleet Management – Usage	1	6	Final report issued 7th November 2018	
HR Management – Rosters	1	6	Final report issued 20th December 2018	
Training Records	2	10	Final report issued 7th August 2018	Replaces the *Performance Management* review, as detailed in paragraph 6 of this summary report.
Anti-Fraud Data Analytics – Deep dive review of payments	2	6	Final report issued 7th August 2018	
Station Visits	2	4	Final report issued 13th September 2018	
Estate Management – Delivery	2	6	Final report issued 9th October 2018	
Governance – Partnerships	2	6	Final report issued 23rd August 2018	
Risk Management – Mitigating Controls/Board Assurance	2	6	Final report issued 10th October 2018	
GDPR Compliance Audit	2	5	Draft Report Issued 29th August 2018	
Key Financial Controls	4	6	Audit planned for 7th January 2019	
Follow-up	4	3	Audit Planned for 4th February 2019	
2018/19 Annual Plan and Strategy	1	2	Final Internal Plan issued	
2018/19 Annual Report	4	1		
Management & Planning	1-4	7	Ongoing	

KEY:

	=	To be commenced
	=	Site work commenced
	=	Draft report issued
	=	Final report issued

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Briefings on Developments in Governance, Risk and Control

TIAA produce regular briefing notes to summarise new developments in Governance, Risk, Control and Counter Fraud which may have an impact on our clients. These are shared with clients and made available through our Online Client Portal. A summary list of those CBNs issued since the last meeting which may be of relevance to South Wales Fire and Rescue Service is given below. Copies of any CBNs are available on request from your local TIAA team.

Date Issued	CBN Ref	Subject	Status	TIAA Comments
21/11/2018	18036	Considerations for Outsourcing to the Cloud	For Possible Action	Audit Committees and Boards/Governing Bodies are advised to ensure that any existing or planned cloud or third party ICT service procurement considers the FCA guidance and adequately addresses any apparent risks.
21/11/2018	18037	ICO Guidance on Encryption and Passwords	For Possible Action	Audit Committees and Boards/Governing Bodies are advised to take note of the encryption and password guidance and ensure systems and devices suitably reflect the guidance.
21/11/2018	18039	ICO Good Practice and Areas of Concern	For Possible Action	Boards and Governing Bodies are advised to note the ICO guidance, and seek assurance that the organisation's GDPR practices incorporate its findings.
22/11/2018	18041	Free Cartel Screening Tool from CMA	For Possible Action	Clients are advised to consider implementing the free screening tool within their tender process to reduce the risk of illegal cartel behaviour
17/12/2018	18044	Embedding National Fraud Initiative (NFI) into your Fraud Risk Management Framework	For Information	Audit Committees and Boards/Governing Bodies are advised to note the NFI's scope and how to maximise the benefits it offers.
17/12/2018	18045	Government Counter Fraud Profession Launched	For Information	Audit Committees and Boards/Governing Bodies are advised to note the government's increased efforts to tackle fraud risks.

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Date Issued	CBN Ref	Subject	Status	TIAA Comments
20/12/2018	18046	'Public Concern at Work' changes name to 'Protect'	For Information	Audit Committees and Boards/Governing Bodies are advised to note the new name. Organisations which include reference to the charity within their whistleblowing policies and procedures should update their documentation to reflect the change.
20/12/2018	18047	Confirmation of Payee Names against Bank Account Details to be Introduced	For Possible Action	Audit Committees and Boards/Governing Bodies are advised to note this new control measure to help protect against the risk of fraud. Assurance should be sought from finance teams that controls surrounding this fraud risk are operating effectively.

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Copies of Finalised Audit Reports – Limited Opinions Only

See Below

South Wales Fire and Rescue Service

Appraisal Review of Fleet Management - Usage

November 2018

FINAL

2018/19

INTERNAL AUDIT

PEOPLE & PERFORMANCE

PREVENTION & INVESTIGATION

BUSINESS ASSURANCE

ICT & DIGITALISATION

Executive Summary

OVERALL ASSURANCE ASSESSMENT

Adequate & effective governance, risk and control processes

LIMITED ASSURANCE

- SUBSTANTIAL ASSURANCE
- REASONABLE ASSURANCE
- LIMITED ASSURANCE
- NO ASSURANCE

OVERALL CONCLUSION

The Service still has several issues to address in relation to the Fleet Management Usage arrangements

- **Business Management Information performance data needs to be more accurate.**
- **Annual reviews need to be undertaken of the usage of all vehicles allocated to individual departments.**
- **The Fleet and Engineering Service Standard is currently out of date.**
- **Over a 1,000 job cards need to be completed on the Tranman system.**
- **The OP-03.003 Fleet and Engineering Procedure does not make it clear on the use for Flexi-Duty Officers/long term users.**

SCOPE

The review appraised the effectiveness of the usage planning arrangements for the fleet. The review also followed up the implementation of the recommendations made in the 2017/18 Fleet Management Fuel review.

ACTION POINTS

Urgent	Important	Routine	Operational
0	8	5	2

Management Action Plan - Priority 1, 2 and 3 Recommendations

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
1	Operational	The Fleet and Engineering Department Service Standard, which is effectively a Service Level Agreement was approved by the Senior Management Team (SMT) in November 2011 and reviewed in November 2013 and is now overdue a review.	The Fleet and Engineering Service Standard be reviewed and updated to reflect current arrangements.	2	*The service standard has been replaced by the 2017 fleet strategy reported to fire authority in October 2018.the service standard is no longer applicable.* *Do not agree with the level of priority as the service standard was an obsolete document (not known by the Acting fleet engineer).*	*Completed 31/10/18*	*Christopher Temby* *Head of Fleet Engineering Temp*
3	Operational	The Service has implemented a New Business Management Information system and whilst there are performance indicators present the Interim Head of Fleet stated that they were not accurate.	The data used to report performance indicators on the Business Management Information system be reviewed to ensure more accurate data is published.	2	*The BMIS team are working on the system to ensure that all of the information collected will be as accurate as possible.*	*31/01/19*	*BMIS Team*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.	2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.	3	ROUTINE	Control issue on which action should be taken.

DRAFT

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
4	Operational	At the time of the review the Tranman system reported 1,427 open Job Cards, of which 1,091 were 'Workshop completed'. As these jobs have not been closed and hence not archived the actual labour and costs of parts, if taken from stock, have not been applied to the whole time costs of that vehicle.	All 'Workshop completed job cards' be checked and closed off in order that the jobs can be archived and costings imported into the Tranman system.	2	*The temporary loss of an administration assistant has caused the job cards to increase in numbers. We are currently working on these job cards to reduce the numbers to a satisfactory level. We aim to have all job cards closed within a 90 day period.*	*31/12/18*	*Christopher Temby Head of Fleet Engineering Temp*
5	Operational	The OP-03.003 Fleet and Engineering Procedure sets out the process for pool vehicles under Section 13 Application for Use of Service Transport including conditions of use. The Procedure does not make it clear on the use for Flexi-Duty Officers/long term users.	The OP-03.003 be reviewed and updated to include clearer reference to the process of pool vehicles, especially the long term use of these vehicles by Flexi-Duty Officers who are exempt from HMRC car benefit regulations under section 248A.	2	*Subject to be discussed with ACFO Prendergast and an update of op-03.003 will be carried out if required.*	*Completed 31/10/18*	*Christopher Temby Head of Fleet Engineering Temp*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.		2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.		3	ROUTINE	Control issue on which action should be taken.

DRAFT

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
6	Operational	There was no evidence of dip sampling of vehicles on the vehicle tracking system to determine the movements of vehicles especially noting periods when the vehicle is stationary and movements outside of the Service area. This could involve users where the vehicle has not been made available to Fleet which could indicate leave periods.	Periodic dip sampling utilising the vehicle tracking system of pool vehicles allocated to Flexi-Duty Officers and those allocated on a long term basis to individuals/departments be undertaken to determine the vehicle movements.	2	*Hubio tracking systems have been asked to provide a weekly report to show non usage of vehicles measured in days. Dip sampling will also be carried out to ensure correct usage of vehicles.*	*Implemented 30/11/18*	*Christopher Temby* *Head of Fleet Engineering Temp*
7	Operational	The review revealed on the Tracker System that a Van registration KW65XXX over the last seven months had not moved for a whole month on three occasions - 26th January to 5th March - 27th March to 1st May and 6th July to 6th August. This raises questions on the need for this van and whether a van could be requested through Fleet from pool vehicles or hired when required.	The ongoing requirement of a Van, registration KW65XXX allocated to a department be undertaken with that department.	2	*The non-usage of this vehicle has been discussed with the line manager. The outcome is that a vehicle will be removed from the department either for disposal or reallocation.*	*Completed 31/10/18*	*Christopher Temby* *Head of Fleet Engineering Temp*

PRIORITY GRADINGS

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DRAFT

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
8	Operational	A review of vehicle usage was carried out by the 'Shaping our future Team' in 2017 which showed that the annual mileage for pool vehicles was an average of 9,157 miles. It would be prudent to undertake further annual reviews especially those allocated to departments.	Annual reviews be undertaken of usage of all vehicles allocated to individual departments.	2	*Recommendation not accepted.*	*Implemented 31/10/18*	*Christopher Temby* *Head of Fleet Engineering Temp*
9	Operational	The highest percentage usage was 86% and this does not include the days vehicles such as the van as stated in paragraph 11.26 could have been brought back to Fleet. This would have reduced the number of "Days in Due/Allocated" which would have then reduced the percentage usage even more. This reduction would have highlighted that greater availability and hence a potential reduction in the number of pool vehicles.	Periodic reviews of pool vehicle usage be undertaken to establish if the Service is receiving the most efficient use of pool vehicles.	2	*Although the Audit showed 86 percent it is dependent on the number of temporary officers which are in position at the time. This varies from one month to another.* *There is a possibility that we could reduce car numbers and hire in when required however this does cause problems regarding officers requiring blues and twos.* *Another factor is when a member of staff cancels a*	*Completed 31/10/18*	*Christopher Temby* *Head of Fleet Engineering Temp*

PRIORITY GRADINGS

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DRAFT

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
					booking at the last minute due to circumstances beyond their control this effects the overall figure for the month. *The audit carried out by the FTA showed that the organization was operating the correct amount of pool vehicles, there has been no increase in pool vehicles since this audit was carried out.*		
2	Operational	At the time of the review there has been no local KPI reporting. The Interim Head of Fleet stated that the department has lost the Crystal Reporting Functionality, which was used to generate reports from Tranman as well the knowledge to carry out KPI reporting that was undertaken by the previous Head of Fleet.	Local KPI reporting be introduced to highlight the performance and productivity of the Fleet Department.	3	*The BMIS will in the future report our KPI. Work is being carried out in order for the figures to be become more accurate.* *Another option would be to upgrade the Tranman system to version 9 which will offer a number of benefits' to the department as well live KPI's.*	*Implementation 2019 BMIS*	*BMIS Team*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.	2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.	3	ROUTINE	Control issue on which action should be taken.

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Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
10	Operational	As stated in the table in paragraph 11.27 the vehicle tracker for vehicle DE16XXX is not working. This needs to be investigated to ensure it has not been tampered with or that it is defective.	The reason for the tracker not working in vehicle registration CE16XXX be investigated and corrected.	3	*Defect has been corrected.*	*Completed 31/10/18*	*Christopher Temby Head of Fleet Engineering Temp*

PRIORITY GRADINGS

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DRAFT

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
11	Operational	It would be prudent for the Fleet Department to undertake random checks on Vehicle trackers on the Hubio system.	All vehicles where the tracking devices are not operating be checked and repaired.	3	*There are a number of faults with the Hubio system. The tracking system has been temperamental and this has not been helped by the changes in company ownership a number of times causing a loss of continuity. I have contacted the company several times and as yet have been unable to secure a meeting with the director to resolve the problems that we are facing.* *However the tracking system is used daily and any defects are rectified as soon as identified, in the case with the above vehicle the vehicle was tracking correctly but failed to produce a report when requested.*	*Implemented 31/10/18*	*Christopher Temby* *Head of Fleet Engineering Temp*

PRIORITY GRADINGS

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DRAFT

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
12	Operational	Testing revealed that the labour hours appeared high and this was also questioned by the Interim Head of Fleet. It was also noted that one part, a Seal was charged at £617.00 instead of £6.17 which was processed and paid for through the eFIN system. It would be prudent to carry out a review of jobs with high value costs for parts and/or labour costs as part of the closure process of jobs as quality assurance exercise and to question/verity high and unusual costs.	A review of jobs with high value costs for parts and/or labour costs be undertaken as part of the closure process of jobs on Tranman.	3	*Human error was to blame on this occasion. I have asked the relevant team to be more vigilant when checking and closing job cards.*	*Completed 31/10/18*	*Christopher Temby Head of Fleet Engineering Temp*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.	2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.	3	ROUTINE	Control issue on which action should be taken.

DRAFT

Rec.	Risk Area	Finding	Recommendation	Priority	Management Comments	Implementation Timetable (dd/mm/yy)	Responsible Officer (Job Title)
13	Operational	It was also noted that an order, number P27557, was raised for vehicle CN08GEU after the vehicle was disposed of. The order was for a full service kit and wipers and was raised on 5th January 2018. The order was 'goods receipted' on 10th January and paid on 16th February 2018. The proceeds for the sale of the vehicle were received on 10th January 2018. Whilst the order value was not material this needs to be investigated why an order was placed potentially after the vehicle was sold.	The order for a full service kit and wipers for registration number CN08GEU placed after the sale be investigated.	3	*At the time that the parts were ordered the process was that the Workshop Delivery Manager would order the parts in advance of the vehicle coming in for service. This is to reduce the downtime that the vehicle is in the workshop. On this occasion the vehicle was disposed of in December but still remained on the automatic service schedule and therefore the parts were ordered by mistake. On discovering that the vehicle was disposed of the parts should have either have been sent back or transferred to another vehicle of the same marque and E-fin adjusted accordingly.*	*Completed 31/10/18*	*Christopher Temby* *Head of Fleet Engineering Temp*

PRIORITY GRADINGS

1	URGENT	Fundamental control issue on which action should be taken immediately.	2	IMPORTANT	Control issue on which action should be taken at the earliest opportunity.	3	ROUTINE	Control issue on which action should be taken.

DRAFT

Operational Effectiveness Matters

Ref	Risk Area	Item	Management Comments
1	Operational	Consideration be given to upgrading to Version 9 of Tranman preferably under collaboration with other Fire Rescue Services.	*A meeting is arranged with Tranman to demonstrate the benefits of the upgrade.*
2	Operational	Consideration be given to fitting trackers to all appropriate vehicles.	*We currently have approximately 120 tracker on our light vehicles, I would like to ensure that the system is working effectively before investing further money on additional trackers. This is something that is ongoing.*

ADVISORY NOTE

Operational Effectiveness Matters need to be considered as part of management review of procedures.

Detailed Findings

Introduction

1.   This review was carried out in August 2018 as part of the planned internal audit work for 2018/19. Based on the work carried out an overall assessment of the overall adequacy of the arrangements to mitigate the key control risk areas is provided in the Executive Summary.

Background

2.   The Service needs to manage its fleet to ensure both operational and support functions have access to vehicles and equipment that are fit for purpose, safety and legally compliant.

Materiality

3.   The Service needs to have comprehensive fleet management arrangements in place to deliver effective and value for money use of the fleet.

Key Findings & Action Points

4.   The key control and operational practice findings that need to be addressed in order to strengthen the control environment are set out in the Management and Operational Effectiveness Action Plans. Recommendations for improvements should be assessed for their full impact before they are implemented.

Scope and Limitations of the Review

5.   The review appraised the effectiveness of the usage planning arrangements for the fleet. The review also followed up the implementation of the recommendations made in the 2017/18 Fleet Management Fuel review.

6.   The definition of the type of review, the limitations and the responsibilities of management in regard to this review are set out in the Annual Plan.

Disclaimer

7.   The matters raised in this report are only those that came to the attention of the auditor during the course of the internal audit review and are not necessarily a comprehensive statement of all the weaknesses that exist or all the improvements that might be made. This report has been prepared solely for management's use and must not be recited or referred to in whole or in part to third parties without our prior written consent. No responsibility to any third party is accepted as the report has not been prepared, and is not intended, for any other purpose. TIAA neither owes nor accepts any duty of care to any other party who may receive this report and specifically disclaims any liability for loss, damage or expense of whatsoever nature, which is caused by their reliance on our report.

Risk Area Assurance Assessments

8.   The definitions of the assurance assessments are:

Substantial Assurance	From a review which did not consider the internal control arrangements the expected practices and processes are in place.
Reasonable Assurance	From a review which did not consider the internal control arrangements some of the expected practices and processes are in place, although improvements could be made to the arrangements.
Limited Assurance	From a review which did not consider the internal control arrangements a small number of the expected practices and processes are in place. Significant improvements to the arrangements are required.
No Assurance	From a review which did not consider the internal control arrangements there is a fundamental absence of the expected practices and processes are in place. Immediate action is required to improve the arrangements.

Acknowledgement

9.   We would like to thank staff for their co-operation and assistance during the course of our work.

Release of Report

10.   The table below sets out the history of this report.

Date draft report issued:	29th August 2018
Date revised draft report issued:	10th October 2018
Date management responses received:	5th November 2018
Date final report issued:	7th November 2018

11.   The following matters were identified in reviewing the Key Risk Control Objective:

Operational Risk: Failure to identify opportunities to operate more efficiently or to be prepared for forthcoming changes.

11.1   As part of the review a follow up on the recommendations from last year's Fleet Management – Fuel Usage report was undertaken. The Fuel Usage review identified fifteen recommendations, one priority one, five priority two and eight priority three recommendations. The follow up conducted revealed that fourteen out of the fifteen recommendations have been implemented. The one priority two recommendation still outstanding has been re-iterated in this report (Recommendation 5 refers) to take into account further issues identified.

11.2   The Finance, Asset and Performance Management Working Group approved the Fleet Asset Management Plan (FAMP) 2017-2021 in January 2018. The FAMP is very comprehensive and includes Fleet List / Asset Register, Vehicle Replacement Program (VRP) and Capital Spend 2017 to 2023.

11.3   It was noted that under the Audit and Review section within the FAMP it refers to "The Department was successful in its pursuit of the ISO 9008 Quality Accreditation during 2009/10". This should be ISO 9001:2008.

11.4   The Fleet & Engineering Department Service Standard, which is effectively a Service Level Agreement was approved by the Senior Management Team (SMT) in November 2011 and reviewed in November 2013 but is now overdue a review. The Service Standard outlines the Service Delivery Standards provided by the Fleet and Engineering Services Department with the aim of providing cost effective, proactive and reactive technical support around the clock, 365 days per year in direct support of the Service's 24/7 activities and to provide the Service with a fit for purpose, safe and reliable fleet of vehicles and plant to assist in serving and protecting the population of South Wales. The Service Standards are a comprehensive document that details the functions to be provided by the workshops and details the response times and prioritisations for the delivery of these services.

Recommendation: 1	**The Fleet and Engineering Service Standard be reviewed and updated to reflect current arrangements.**
Priority: 2	

11.5   The OP-03.003 Fleet and Engineering Procedure was last reviewed and updated in April 2017.

11.6 The Service's VRP, which is also detailed within the Service Standards sets out the expected service live for each type of appliance used by the Service. Vehicle service lives depend on a number of different factors that include the type of vehicle, rate of use, original build quality, availability of replacement parts and technical support from the original manufacturers. The Service lives are set out as follows:

- Appliances vary from 10 to 15 years
- Aerial Ladder Platform 21 years (or re-chassis)
- Combined Foam / Water Tender 20 years
- Mini Bus 10 years
- Cars 4 years
- Utility Vans 3 to 6 years

11.7 The Fleet Engineering Workshops have obtained ISO 9001 certification and have recently passed the accreditation audit for compliance to the 2015 standard. A suite of detailed procedures and standard forms have been developed and are retained in a detailed Repairs & Maintenance Business Manual.

11.8 The Service uses the Tranman Fleet Management system for recording all vehicles and maintenance and this electronic system is augmented by a series of magnetic display boards that visually display all vehicles and their maintenance and inspection dates by month.

11.9 The Service is currently using Tranman Version 8. South Wales, Gwent and Dyfed-Powys Police have collaborated together and have migrated to Version 9. Tranman Release 9 has dashboard style functionality enabling the number of services overdue and the "Vehicles Not Serviced for 12,000 miles or More" to appear as 'tiles' on the dashboard and the relevant data to appear instantly when you click on the 'tile'. The Forces have benefited from the collaboration in terms of the initial upgrade and for future software amendments and upgrades. TIAA were informed that Mid and West Wales Fire and Rescue Service are in the process of upgrading to Version 9 so it would appear that both Services have missed an opportunity to collaborate together to reduce costs for future improvements and costs.

Operational Effectiveness Matter: 1	**Consideration be given to upgrading to Version 9 of Tranman preferably under collaboration with other Fire Rescue Services.**

11.10 At the time of the review there had been no local KPI reporting. The Interim Head of Fleet stated that the department has lost the Crystal Reporting Functionality, which was used to generate reports from Tranman as well as the knowledge to carry out KPI reporting that was undertaken by the previous Head of Fleet. The type of KPIs could be:

- number of job cards outstanding

- number of jobs completed per month

- number of jobs average number of hours per job per month

- average number of days.

Recommendation: 2	**Local KPI reporting be introduced to highlight the performance and productivity of the Fleet Department.**
Priority: 3	

11.11 The Service has implemented a New Business Management Information system and whilst the following four performance indicators are present the Interim Head of Fleet stated that they were not accurate:

- T1 % availability of B type W/L for allocated duties

- T2 Average cost of Major Service for B type W/L

- T3 Number of category 'A' breakdowns

- T4 % Output of workshops.

Recommendation: 3	**The data used to report performance indicators on the Business Management Information system be reviewed to ensure more accurate data is published.**
Priority: 2	

11.12 Repairs Operatives provide out of hours support through a rota. Out of hours failures or other issues affecting vehicle availability are reported through the Service Control who contact the workshop Duty Supervisor who decides if a Technician needs to be despatched.

11.13 The Service's vehicle maintenance programme includes a mix of regular vehicle servicing and safety inspections. The Planned Preventative Maintenance Programme groups operational appliances into one of four groups with vehicles being subjected to a major annual service, a six monthly intermediate service and quarterly safety inspections in between the two services. Vehicles classified as special vehicles are serviced under a tailored schedule to meet manufacturer's recommendations and vehicle usage. This schedule can include monthly specialist load checks. The intermediate inspections are undertaken on site at the relevant Station.

11.14 All major services, half yearly and quarterly inspections are pre-planned in the Scheduler programme within Tranman, the number of which depends on the vehicle type. This process also includes scheduling MOTs where applicable.

11.15 The Fleet Department ensure as part of the scheduling that MOTs are undertaken the same time a vehicle is brought in for a major service to reduce the amount of downtime for that vehicle. This was verified during a review of the 'Scheduler'.

11.16 A review of a sample of vehicles that included appliances and other vehicles revealed that all had been serviced and had received safety inspections in accordance with the Planned Preventative Maintenance Programme and all services and safety inspections had been recorded on Tranman.

11.17 Specialist equipment such as hydraulic platforms are subjected to an annual service and test by their manufacturers who then issue the Service with a test certificate. They have a six month intermediate service undertaken by the Fleet Workshop and have a monthly safety inspection.

11.18 At the time of the review the Tranman system reported 1,427 open Job Cards, of which 1,091 were 'Workshop completed'. As these jobs have not been closed and hence not archived the actual labour and costs of parts, if taken from stock, have not been applied to the whole time costs of that vehicle. These were jobs that need to be checked and formally closed in order that the whole time costs of vehicles is accurate and up to date. An Administrator is currently working through the backlog.

Recommendation: 4	All 'Workshop completed job cards' be checked and closed off in order that the jobs can be archived and costings imported into the Tranman system.
Priority: 2	

11.19 All operational vehicles are given a Pre-Operational Inspection and Test at every watch change and any issues identified are reported to the Fleet Workshops where a decision is made to either send out an operative to repair the identified fault or to replace the suspect vehicle with one from the Service's reserve vehicle fleet whilst the operational vehicle is repaired.

11.20 The OP-03.003 Fleet and Engineering Procedure sets out the process for pool vehicles under Section 13 Application for Use of Service Transport including conditions of use. The procedure states that "Pool and Provided vehicles are for official F&RS use only unless specifically authorised by Senior Management; no unauthorised usage is allowed. To ease the burden on light fleet resources, provided cars are to be returned to Fleet & Engineering during periods of extended leave or absence". The Procedure does not make it clear on the use for Flexi-Duty Officers/long term users (Paragraph 11.1 refers). Flexi-Duty Officers have access to long term usage of pool vehicles but are exempt from HMRC tax regulations in relation to 'benefits in kind' under section 248A. Section 248a sets out that there is no charge to tax for the private use of an emergency vehicle where all the following conditions are met:

- Persons employed for the purposes of a fire, or fire and rescue, service;
- Vehicle which is used to respond to emergencies and has fixed to it a lamp designed to emit a flashing light for use in emergencies;
- The emergency vehicle must be made available on terms which prohibit its private use otherwise than when the person is on call or engaged in on call commuting;
- At the time they use the emergency vehicle, the person must be liable, as part of normal duties, to be called on to use it to respond to emergencies
- The emergency vehicle can only be used for ordinary commuting, or for travel between two places that is for practical purposes substantially ordinary commuting.

Recommendation: 5	**The OP-03.003 be reviewed and updated to include clearer reference to the process of pool vehicles, especially the long term use of these vehicles by Flexi-Duty Officers who are exempt from HMRC car benefit regulations under section 248A.**
Priority: 2	

11.21 The Fleet Department maintain a Vehicle Allocation Spreadsheet for pool vehicles. The spreadsheet which is in the form of a calendar is colour coded to represent the following:

- Green - Allocated on long term basis to person/department that is NOT on flexi-duty
- Orange - Booked on short term basis to person/department that is NOT on flexi-duty
- Red - Flexi-Duty Officer
- Light Purple - Vehicle returned and available (introduced 11.06.18)

- Blue - Workshops - Vehicle either in FS Workshops or a Dealership for repairs

11.22 At the time of the review there were 19 out of the 53 pool vehicles booked out to users annotated as Flexi-Duty Officers. Whilst there are a few days where the vehicles are booked in for repairs/accidents, the majority of which were booked out continuously for several months and are blocked off until the end of December 2018.

11.23 There was no evidence of dip sampling of vehicles on the vehicle tracking system to determine the movements of vehicles especially noting periods when the vehicle is stationary and movements outside of the Service area. This could involve users where the vehicle has not been made available to Fleet which could indicate leave periods.

Recommendation: 6	Periodic dip sampling utilising the vehicle tracking system of pool vehicles allocated to Flexi-Duty Officers and those allocated on a long term basis to individuals/departments be undertaken to determine the vehicle movements.
Priority: 2	

11.24 At the time of the review the Service had procured 34 new leased vehicles, 20 Volkswagen Golf's and 14 Skoda Karoq's (4x4) to replace 34 Volkswagen Golf's where the lease has expired. The change to include 14 Skoda's is due to resilience during inclement weather whereby the Service struggled through the heavy snowfall in February this year. The 'like-for-like replacement in terms of numbers was determined by the previous Head of Fleet and are on four years leases. The rationale behind the like-for-like replacement programme is unknown but is assumed to be based on the Pool Vehicle Allocation spreadsheet (Recommendation 13 refers).

11.25 A review of the Pool Vehicle spreadsheet revealed the following availability outcomes which are listed in the table below:

Month (2018)	Days In Use/Allocated	No of Days In Month	% Usage
February	1152	1484	78%
March	1338	1643	81%
April	1364	1590	86%
May	1376	1643	84%
June	1366	1590	86%
July	1376	1643	84%

11.26 The Lease Scheme Policy and Procedure (2013) sets out that "Employees who qualify for entry onto the lease scheme, may opt for a Tactical Officer Pool Car which will be supplied by the Service free of charge to the individual. The vehicle supplied would be for business purposes only with a provision for a limited freedom of movement element of 25 miles per day on days when the individual is providing 24 hour operational cover". The Policy also states that "Persons choosing to opt for a Tactical Officer Pool Car should be aware of the criteria that must be followed and in particular they should be aware of the 5 essential criteria applicable as stated below:

"The conditions that must all be satisfied each tax year to prevent a taxable benefit in kind arising are set out in HMRC's legislation.

1. The car must be made available to, and actually used by, more than one employee;

2. The car must be made available to each employee by reason of their employment;

3. The car must not be ordinarily used by one employee to the exclusion of others;

4. For each employee, any private use of the car must be merely incidental to the employee's other use of the car in that year. For example, an employee who is required to go on a long business trip will be allowed to take the pool car home the night before for an early start the next morning. In this context the office to home journey in the car will be considered incidental to the business trip the next day. However, if this is a regular occurrence condition 5 detailed below may be affected; and

5. The car must not normally be kept overnight on or in the vicinity of the residence of any of the employees, unless it is kept on premises occupied by the provider of the car. Although it does not have any statutory basis, in practice HMRC accept that a car is 'not normally kept overnight' at the homes of employees where this happens less than 60% of the year. However, if a car were to be kept at an employee's home overnight for say 50% of the year, whilst condition 5 would not affected, thought should be given to whether this means the 'merely incidental' test in condition 4 has not been met. It should also be noted that insufficient parking space or safety concerns at the business's premises are not accepted by HMRC as allowable reasons for keeping the car at an employee's home overnight".

A number of instances were noted from subsequent testing that indicate the arrangements in place for administering the Tactical Officer Pool Car Policy are non –compliant with HMRC conditions.

11.27 A sample of five vehicles allocated to a department was undertaken. The review revealed on the Tracker System that a Van registration KW65XXX over the last seven months had not moved for over a whole month on three occasions:

- 26th January to 5th March 2018

- 27th March to 1st May 2018

- 6th July to 6th August 2018.

This raises questions on the need for this van and whether a van could be requested through Fleet from pool vehicles or hired when required.

Recommendation: 7	The ongoing requirement of a Van, registration KW65XXX allocated to a department be undertaken with that department.
Priority: 2	

11.28 A review of vehicle usage was carried out by the 'Shaping our future Team' in 2017 which showed that the annual mileage for pool vehicles was an average of 9157 miles. It would be prudent to undertake further annual reviews especially those allocated to departments to ascertain the need for any vehicle. The Interim Head of Fleet stated that he has enquired about having a vehicle usage report from the Hubio Vehicle Tracking system. This would be a useful management tool for vehicles with a tracking system only.

Recommendation: 8	Annual reviews be undertaken of usage of all vehicles allocated to individual departments.
Priority: 2	

11.29 The highest percentage usage of pool vehicles was 86% (paragraph 11.26 refers) and this does not include the days vehicles such as the van as stated in paragraph 11.27 could have been brought back to the Fleet Department. This would have reduced the number of "Days in Due/Allocated" which would have then reduced the percentage usage even more. This reduction would have highlighted that greater availability and hence a potential reduction in the number of pool vehicles. It would be prudent to undertake periodic reviews of pool vehicle usage to determine if the Service is receiving the most efficient use of pool vehicles.

Recommendation: 9	Periodic reviews of pool vehicle usage be undertaken to establish if the Service is receive the most efficient use of pool vehicles.
Priority: 2	

11.30 As stated in the table in paragraph 11.28 the vehicle tracker is not working. This needs to be investigated to ensure it has not been tampered with or that it is defective.

Recommendation: 10	**The reason for the tracker not working in vehicle registration CE16XXX be investigated and corrected.**
Priority: 3	

11.31 It would be prudent for the Fleet Department to undertake random checks on Vehicle trackers on the Hubio system.

Recommendation: 11	**All vehicles where the tracking devices are not operating be checked and repaired.**
Priority: 3	

11.32 It was noted during the sample testing in paragraph 11.28 that not all vehicles have tracking devices. The Interim Head of Fleet stated that approximately 80% of vehicles have trackers.

Operational Effectiveness Matter: 2	**Consideration be given to fit trackers to all appropriate vehicles.**

11.33 All pool vehicles have a file that contains a Drivers Handbook, Pool Vehicle Usage form, a Pen, Refuelling Guidance Note and a Light Vehicle Log. The Light Vehicle Log is for users to record the reasons for the journey, the odometer reading journey Mileage drivers name and signature.   A review of a sample of five vehicles revealed that the Vehicle Log was fully completed.

11.34 Vehicle MOT tests are recorded on Tranman which flags when MOT tests are required. Vehicles are taken to an external MOT test centre when MOT tests are required.

11.35 A sample of 10 vehicles was selected and the registrations were checked to the www.Gov.UK website. In each case the website confirmed that the vehicles now have valid MOT.

11.36 The Service disposes of fleet assets by donations or at auction after decommissioning. A V21 disposal of Vehicles and Plant form must be completed and authorised by the Senior Procurement Officer.

11.37 A sample of five vehicles disposed of in the last 12 months was selected and each one was disposed of in line with the Fleet Asset Management Plan.

11.38 Testing did reveal in regards to vehicle CN08GEU which was disposed of in November 2017 that a loss in power was experienced in November 2016 and as a result a new turbo was fitted. The job entailed 50 labour hours costing £2,185 and many parts costing £1,892. The labour hours appeared high and this was also questioned by the Interim Head of Fleet. It was also noted that one part, a seal was charged at £617.00 instead of £6.17 which was actually processed and paid for through the eFIN system. It would be prudent to carry out a review of jobs with high value costs for parts and/or labour costs as part of the closure process of jobs as a quality assurance exercise and to question/verity high and unusual costs.

Recommendation: 12	A review of jobs with high value costs for parts and/or labour costs be undertaken as part of the closure process of jobs on Tranman.
Priority: 3	

11.39 It was also noted that an order, number P27557, was raised for vehicle CN08GEU after the vehicle was disposed of. The order was for a full service kit and wipers and was raised on 5th January 2018. The order was 'goods receipted' on eFIN on 10th January and paid on 16th February 2018. The proceeds for the sale of the vehicle were received on 10th January 2018. Whilst the order value was not material it needs to be investigated why an order was placed potentially after the vehicle was sold.

Recommendation: 13	The order for a full service kit and wipers for registration number CN08GEU placed after the sale be investigated.
Priority: 3	

FORWARD WORK PROGRAMME FOR
FINANCE, AUDIT & PERFORMANCE MANAGEMENT COMMITTEE 2018/19

Expected Date of Report	Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Progress
As required	Internal Audit Progress Report & Audit Action Updates	To provide an updated position of work performed against the internal audit plan and to highlight any significant issues arising from the internal audit work performed	DCO Contact Officer: Geraint Thomas	
As required	Performance Report	To scrutinise specific issues of performance identified and referred by Fire Authority	DCO Contact Officer: Sally Chapman	
As required	Statistics Report	To scrutinise specific statistics or trends as identified and referred by Fire Authority	ACFO SD Contact Officer: Sarah Watkins	
As required	WAO Reports	To advise Members of the conclusions of WAO Reports and to consider the implications for the Service	DCO Contact Officer: Sally Chapman	
10 Sept 2018	Revenue Outturn	To advise on total revenue expenditure for the year against the set revenue budget following the year end and to explain variations	Treasurer/DCO Contact Officer: Geraint Thomas	Completed
10 Sept 2018	Capital Outturn	To advise on total capital expenditure for the year against the set capital budget following the year end and to explain variations	Treasurer/DCO Contact Officer: Geraint Thomas	Completed

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Expected Date of Report	Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Progress
10 Sept 2018	Statement of Accounts	To advise Members of the content of the Statement	Treasurer Contact Officer: Chris Barton/ Geraint Thomas	Completed
10 Sept 2018	Health Check of Priority Actions and Q1 progress against the Statutory PI's	To scrutinise the issues in relation to each of the Priority Actions and to review what the Service has planned to do to address each issue in the current financial year, and review Q1 progress against each of the statutory PI's	DCO Contact Officer: Sarah Watkins	Completed
10 Sept 2018	Update on Call Volumes & Grassfire Incidents over the Summer Period	To advise Members of increased operational activity over the summer period	ACFO SD/DCO Contact Officer: Andy Thomas & Wayne Thomas	Reported to the FA on 24 September 2018
10 Sept 2018	Revenue Monitor	To provide an update on revenue expenditure against the revenue budget for the year	Treasurer/DCO Contact Officer: Geraint Thomas	Completed
10 Sept 2018	Capital Monitor	To provide an update on capital expenditure against the capital budget for the year	Treasurer/DCO Contact Officer: Geraint Thomas	Completed
10 Sept 2018	Treasury Management Outturn Report	To advise on performance against the treasury management policy and strategy following financial year end	Treasurer Contact Officer: Chris Barton/	Completed

Expected Date of Report	Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Progress
			Geraint Thomas	
10 Sept 2018	Medium Term Financial Strategy Update; Reserves Strategy & Revenue & Capital Budget Setting Report	To Update Members on the MTFS to inform and influence the 2019/20 budget setting process to meet the Service's requirements for the following financial year	Treasurer/DCO Contact Officer: Chris Barton/ Geraint Thomas	Completed
12 Nov 2018	Revenue Monitor	To provide an update on revenue expenditure against the revenue budget for the year	Treasurer/DCO Contact Officer: Geraint Thomas	Completed
12 Nov 2018	Capital Monitor	To provide an update on capital expenditure against the capital budget for the year	Treasurer/DCO Contact Officer: Geraint Thomas	Completed
12 Nov 2018	Revenue & Capital Budget Setting Report	To assist in determining the appropriate revenue & capital budget required to meet the Service's requirements for the financial year	Treasurer/DCO Contact Officer: Chris Barton/ Geraint Thomas	Completed
12 Nov 2018	Electrical Fires	To advise Members on the WG electrical fires report and SWFRS response to this	DCO/ACFO SD Contact Officer: Wayne Thomas	Completed
3 Dec 2018	Treasury Management Interim Report	To update Members on treasury management activity during the year to date	Treasurer Contact Officer: Chris Barton/ Geraint Thomas	Completed

Expected Date of Report	Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Progress
3 Dec 2018	Corporate (Operational) Risk Register	To seek Members' views upon the Corporate (Operational) Risk Register	DCO Contact Officer: Sarah Watkins	Completed
3 Dec 2018	Revenue & Capital Budget Setting Report	To assist in determining the appropriate revenue & capital budget required to meet the Service's requirements for the financial year	Treasurer/DCO Contact Officer: Chris Barton/ Geraint Thomas	Completed
3 Dec 2018	Audit & Plan Scheme Updates	To seek Members' views upon the progress of Audit & Plan Scheme Actions	DCO Contact Officer: Sarah Watkins	Completed
3 Dec 2018	Statement of Account Recommendations Update	To Update Members on progress against previous recommendations made by WAO in Statement of Accounts Reports	Treasurer Contact Officer: Geraint Thomas	Completed
28 Jan 2019	Revenue & Capital Budget Setting (if required)	To assist in determining the appropriate revenue & capital budget required to meet the Service's requirements for the financial year	Treasurer/DCO Contact Officer: Chris Barton/ Geraint Thomas	On agenda
28 Jan 2019	Health Check of Priority Actions and Q3 progress against the Statutory PI's	To scrutinise the issues in relation to each of the Priority Actions and to review what the Service has planned to do to address each issue in the current financial year, and review Q3 progress against each of the statutory PI's	DCO Contact Officer: Sarah Watkins	On agenda

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Expected Date of Report	Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Progress
28 April 2019	Draft Annual Report of the Work of the FAPM Committee and the Discharge of the Terms of Reference of the Finance, Asset & Performance Management Scrutiny Group	To consider the draft report on the annual work of the Committee before its submission to the Fire Authority and to ensure the Authority has efficient use of resources and robust procedures in place to ensure and manage this	Chair of FAPM, Chair of Scrutiny Group & DCO Contact Officer: Sally Chapman	
28 April 2019	Revenue Monitor	To provide an update on revenue expenditure against the revenue budget for the year	Treasurer/DCO Contact Officer: Geraint Thomas	
28 April 2019	Capital Monitor	To provide an update on capital expenditure against the capital budget for the year	Treasurer/DCO Contact Officer: Geraint Thomas	
28 April 2019	Internal Audit Programme	To outline the planned internal audit coverage for the financial year and to seek comment and approval	DCO Contact Officer: Sally Chapman/ Geraint Thomas	
28 April 2019	Internal Audit Annual Report	To provide an opinion on the adequacy and effectiveness of risk management, control and governance processes based on the internal audit work undertaken during the financial year. This will support the statement of internal control.	DCO Contact Officer: Sally Chapman/ Geraint Thomas	
28 April 2019	Audit & Plan Scheme Updates	To seek Members' views upon the progress of Audit & Plan Scheme	DCO	

Expected Date of Report	Report Name	Purpose of Piece of Work	Lead Director/ Contact Officer	Progress
		Actions	Contact Officer: Sarah Watkins	
28 April 2019	Scrutiny of Strategic Objectives	To scrutinise progress in relation to achieving the actions planned to address each issue	All Directors	
28 April 2019	Corporate (Operational) Risk Register	To seek Members' views upon the Corporate (Operational) Risk Register	DCO Contact Officer: Sarah Watkins	
28 April 2019	Register of Gifts and Hospitality	To advise Members of gifts and hospitality accepted and declined by Members and Officers during the year	DCO Contact Officer: Sally Chapman	

Sally Chapman - DCO
Dewi Rose - ACFO Service Delivery
Chris Barton - Treasurer

Geraint Thomas - Head of Finance & Procurement
Andrew Jones - Head of Human Resources
Sarah Watkins - Head of Corporate Support

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**To consider any items of business that the Chairman deems urgent
(Part 1 or 2)**

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1. Apologies for Absence

2. Declarations of Interest

Members of the Fire & Rescue Authority are reminded of their personal responsibility to both verbally and in writing declare any personal and/or prejudicial interests in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Fire & Rescue Authority's Standing Orders and the Members Code of Conduct.

3. Chairman's Announcements

4. To Receive the Minutes of:

At the close of the meeting Members will meet with the Wales Audit Office and Internal Auditors to discuss Service progress