

Buckinghamshire & Milton Keynes Fire Authority



MEETING	Overview and Audit Committee
DATE OF MEETING	8 March 2017
OFFICER	Julian Parsons, Head of Service Development
LEAD MEMBER	Health and Safety and Corporate Risk (Councillor David Schofield)
SUBJECT OF THE REPORT	Operational Assurance Improvement Plan
EXECUTIVE SUMMARY	<p>This report sets out how the Service proposes to respond to the recommendations arising from the 'Review of Operational Assurance Arrangements' undertaken by Operational Assurance Limited (OAL) in October 2016. In their report OAL identify 30 improvement recommendations. Three of the recommendations were identified as 'particular priorities', namely:</p> <ul style="list-style-type: none"> Continued development and resourcing of effective internal processes through which matters arising from significant external and internal events are captured, communicated and effectively managed through to a conclusion that is acceptable to the Service; Implementation of an active monitoring system to act as a smart Service-wide tool to support delivery of the above recommendation; Re-establishment of an effective Operational Assurance Forum, with necessary direction and authority to assist in the formal management and progression of issues arising, through to meaningful resolution. <p>In relation to the first two high priority recommendations, the e-Safety system currently being introduced by the Health, Safety and Wellbeing team has been identified as being capable of satisfying the requirements of an active monitoring system. Regarding the third high priority recommendation, a draft terms of reference for an 'Operational Assurance Group' (OAG) are shown at Appendix 1.</p> <p>A detailed 'Operational Assurance Improvement Plan' (OAIP) is shown at Appendix 2. This prioritises and sets out how the Service proposes to respond to all 30 of the recommendations made by OAL.</p>
ACTION	Decision.

RECOMMENDATIONS	<p>It is recommended that:</p> <ol style="list-style-type: none"> 1. the OAIP be noted; 2. it be noted that the ongoing management of the OAIP will be overseen by the OAG which will report on performance against the OAIP to the Performance Management Board (PMB), SMB and the Overview and Audit Committee as set out in the OAG terms of reference; and 3. the terms of reference for the OAG and its resources be noted.
RISK MANAGEMENT	<p>Implementation of the recommendations is necessary to ensure that the Service's operational systems of work, processes and procedures are continuously improved to conform to the latest safety standards and are efficient, effective and respond to significant changes in the external or internal environments.</p> <p>Failure to implement the recommendations could expose:</p> <ul style="list-style-type: none"> • the Service, its personnel and the public to operational, health and safety risks; • Buckinghamshire & Milton Keynes Fire Authority (BMKFA) to reputational and / or financial risks. <p>The recommendations and appended OAIP will inform the ongoing development of our workforce plan particularly in relation to areas such as maintenance of operational skills and acquisition training and assessment (items 6.7 and 7.1 of Appendix 2).</p> <p>The recommendations and OAIP do not appear to raise any immediate privacy issues.</p>
FINANCIAL IMPLICATIONS	<p>No immediate financial implications identified. However, any costs arising will be considered by the OAG within the mandate set out in the OAG terms of reference and approved by SMB.</p>
LEGAL IMPLICATIONS	<p>Implementation of the OAIP will enhance the Service's ability to comply with relevant legislation and regulations.</p>
CONSISTENCY WITH THE PRINCIPLES OF COLLABORATION	<p>The recommendations and OAIP include proposals for collaboration with other Fire & Rescue Services and the Fire Service College (item 7.3.1 of Appendix 2).</p>
HEALTH AND SAFETY	<p>Implementation of the recommendations and OAIP will supplement and enhance the existing health and safety regime.</p>

<p>EQUALITY AND DIVERSITY</p>	<p>No immediate issues identified in the recommendations or OAIP. However, IIAs will be completed for any changes arising from their implementation where there is potential for equality and / or diversity issues to arise.</p>
<p>USE OF RESOURCES</p>	<p>The arrangements for setting, reviewing and implementing strategic and operational objectives; Performance monitoring, including budget monitoring; achievement of strategic objectives and best value performance indicators;</p> <p>Implementation of the OAIP will contribute to achievement across the range of strategic objectives and enablers, particularly:</p> <ul style="list-style-type: none"> • Optimise the contribution and well-being of our people; • Ensure that risk, performance, financial and management information is accurate, relevant and delivered to users in an efficient, timely and reliable way. <p>Communication with stakeholders The review undertaken by OAL included a range of structured interviews with a cross-section of Service staff including strategic managers, department heads, systems managers, operational officers and firefighters. The recommendations and associated OAIP include plans to ensure that the operational assurance model is published and communicated to ensure clear identification of roles and responsibilities and confirmation of understanding.</p> <p>The system of internal control Monitoring and reporting arrangements are set out in the OAG terms of reference (Appendix 1).</p> <p>The medium term financial strategy Impact expected to be positive as implementation of the recommendations and OAIG will contribute to the mitigation of potential financial risks.</p> <p>The balance between spending and resources No immediate funding requirements identified. The recommended monitoring system will use an e-safety application that has already been procured and purchased for other purposes.</p> <p>The management of the asset base It is envisaged that implementation of the recommendations / OAIP will help inform the management of the asset base by providing information relating to external and internal environmental changes that could bear upon the fitness for purpose of systems, equipment and other</p>

	<p>assets.</p> <p>The arrangements to promote and ensure probity and propriety</p> <p>Implementation of the recommendations / OAIP is expected to have a positive impact against these criteria by creating a more robust and transparent operational assurance environment within the Service.</p> <p>Environmental</p> <p>Implementation of the recommendations / OAIP will enhance the Service's ability to identify and manage potential environmental hazards in both the internal and external environments.</p>
PROVENANCE SECTION & BACKGROUND PAPERS	<p>Background</p> <p>Review of Operational Assurance Arrangements, OAL, October 2016 (shown at Appendix 3).</p>
APPENDICES	<ol style="list-style-type: none"> 1. OAG Terms of Reference 2. Operational Assurance Improvement Plan 3. OAL Report
TIME REQUIRED	15 Minutes.
REPORT ORIGINATOR AND CONTACT	<p>Stuart Gowanlock, Corporate Planning Manager</p> <p>sgowanlock@bucksfire.gov.uk</p> <p>01296 744435</p>