

**REPORT TO THE: PERFORMANCE REVIEW AND AUDIT COMMITTEE**

**DATE:** 16<sup>th</sup> February 2009 | **REFERENCE:** CS-01-12-DLS-04

**SUBJECT:** Proposed Actions Database

**SUMMARY:**

During the year the Service undergoes a number of audits/inspections and as a result a number of recommendations to improve performance are received. At present there is no central register and so it is difficult to track progress against the identified issues. This report introduces the proposed Actions Database which will be managed by the Strategic Planning and Performance department to ensure opportunities for joint working are identified and that audit recommendations are actioned in a timely manner.

OBJECTIVES		IMPLICATIONS	
More than an Emergency Service	Yes	Operational Risk Management	Yes
Trusted & Respected by our customers	Yes	Community Risk Reduction	Yes
Saving Lives, Protecting Communities	Yes	Service Control	Yes
Managing within Budget	Yes	Civil Contingencies & Resilience	Yes
Allocate Resources to Priorities	Yes	Finance & Procurement	Yes
Efficiency savings	Yes	People and Organisational Development	Yes
Alternative funding & resources	Yes	ICT	Yes
Managing People	Yes	CCMS	Yes
Risk Reduction Planning	Yes	Transport	Yes
Partnership Working	Yes	Corporate Risk	Yes
Effective & Empowered People	Yes	Estates	Yes
		Sustainability & Environment	Yes
		Welsh Language	
		Legal	
		Governance	
		Equality & Diversity	
		Representative Body Consultation	

**COMMENTS/OBSERVATIONS ON THE ABOVE OBJECTIVES/IMPLICATIONS:**

**RECOMMENDATIONS:**

Members receive this report and support the process outlined within.

**BACKGROUND PAPERS USED IN PREPARATION OF THIS REPORT:**

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During the year the Service undergoes a number of audits/inspections and as a result a number of recommendations to improve performance are received. For example Wales Audit Office audit of;

- Service Accounts
- Improvement Plan
- Risk Reduction Annual Action Plan
- Local Performance Work
- Financial Management
- Performance Management arrangements
- Local Government Studies Programme
- Civil Contingencies Act
- Management of coastal flood risk management
- Operational Assurance of Service Delivery
- Non-operational Assurance of Service Delivery
- Service Joint Risk Assessment

In addition to these audits other reports and inspections are received by the Service. At present there is no central register of the issues identified and so it is difficult to track progress if they are not monitored via the department's business plans.

This report introduces the proposed Actions Database which will be managed by Strategic Planning and Performance to ensure opportunities for joint working are identified and that audit recommendations are actioned/reported on to the relevant boards. It is the intention of Strategic Planning and Performance to create a database which will track all actions on the Service with relevant milestones and dates for their completion. Performance Board members have supplied the relevant actions required to address the areas for development from the recent Peer Assessment Team report. These have been compiled and fed into this database to test the system.

The tracking process will be as follows;

- The database generates an automatic update request which is e-mailed to the risk owner.
- The risk owner logs in to the system, updates the relevant actions
- Strategic Planning and Performance produce a paper to Performance Review and Audit Committee listing
  - The number of outstanding actions against the Service
  - How many actions were signed off last quarter
  - Relevant details of any significant actions which have been signed off
  - Relevant details of any significant actions which are off target

The process has been designed to assist risk owners to monitor and report against the outstanding actions they are responsible for. In the event of a risk owner being unable to update the action within an agreed timeframe the system automatically notifies the owner's line manager of the overdue report so that they can agree the way forward.

The automatic nature of this system will enable the Service to ensure important actions are not missed as often reports are received outside of the planning cycle for a department and therefore are not included in their business plan.

It is envisaged that this system will be live in time for the new business planning year and training will be provided to risk owners to enable them to update their actions before the system goes live.