



# Derbyshire Fire & Rescue Service

Making Derbyshire Safer

Headquarters  
Butterley Hall, Ripley,  
Derbyshire. DE5 3RS

Telephone No  
01773 305445

Our Reference  
LM

Date  
14 November 2022

Governance & Performance Working  
Group:  
Cllr Ged Potter  
Cllr Nigel Gourlay  
Cllr Jack Woolley  
Cllr Kevin Gillott  
Cllr Sue Burfoot

Contact Name & Address  
Leanne Mellors

Contact Extension No  
5445

Dear Member

## Derbyshire Fire & Rescue Authority Governance & Performance Working Group

Please attend the meeting of the Derbyshire Fire & Rescue Authority Governance & Performance Working Group, which will be held **in person on Monday 21 November 2022 at 1000 hours** at the **Joint Training Centre, Coach Road, Ripley, DE5 3QU**.

The agenda is set out below.

Yours sincerely

**Gavin Tomlinson**  
**Chief Fire Officer/Chief Executive**

## A G E N D A:

1. Apologies
2. Declaration of Interests
3. Minutes of the Meeting held on 5 September 2022 (for matters arising)
4. Internal Audit Progress report 2022/23 - Mandy Marples, Derby City Council, CMAP
5. Delay to External Audit 2021/22 - Simon Allsop, Director of Finance/Treasurer & Mark Nash, Head of Corporate Financial Services

email: [reception@derbys-fire.gov.uk](mailto:reception@derbys-fire.gov.uk)  
[www.derbys-fire.gov.uk](http://www.derbys-fire.gov.uk)

Chief Fire Officer / Chief Executive  
Gavin Tomlinson MBA MIFireE



6. Consultation on External Audit Appointment 2023/24 - Simon Allsop, Director of Finance/Treasurer & Mark Nash, Head of Corporate Financial Services
7. Corporate Risk Dashboard 2022/23 (Fireview Live Data) - Verbal Update – Judi Beresford, Director of Corporate Services  
[Link to Fireview Corporate Risk Dashboard](#)
8. Report of Monitoring Officer – Louise Taylor, Solicitor and Monitoring Officer
9. Quarter 2 Performance Summary 2022/23 – Rob Taylor, Deputy Chief Fire Officer

Some 3rd party documents published on our website are not accessible but are excluded under [regulation 4\(2\)\(e\)](#) of accessibility regulations.

Documents including:

- Internal Audit Progress report 2022/23

**DERBYSHIRE FIRE & RESCUE AUTHORITY**  
**GOVERNANCE AND PERFORMANCE WORKING GROUP**  
**MINUTES OF THE MEETING HELD**  
**5 SEPTEMBER 2022**

**Present:** Cllr Ged Potter (Chair)  
Cllr Kevin Gillott  
Cllr Jack Woolley  
Robert Taylor – Deputy Chief Fire Officer  
Judi Beresford – Director of Corporate Services  
Louise Taylor – Solicitor/Monitoring Officer  
Simon Allsop – Director of Finance/Treasurer  
Clive Stanbrook – Area Manager Community Safety & Central Policy  
Fiona Cragg - Organisational Governance Officer  
Mandy Marples - Derby City Council/CMAP  
Hannah McDonald - Derby City Council/CMAP

**Guest Speaker:** Robert Leverton – Station Manager Protection Policy

**Committee Clerk:** Leanne Mellors

**1. APOLOGIES**

Cllr Sue Burfoot, Cllr Nigel Gourlay

**2. DECLARATIONS OF INTEREST**

None.

**3. MINUTES OF THE MEETING HELD ON 23 MAY 2022**

The Minutes were reviewed. Members confirmed the minutes as an accurate record.

**4. GOVERNANCE & PERFORMANCE WORKING GROUP TERMS OF REFERENCE**

L Taylor, Solicitor/Monitoring Officer provided Members with an up to date version of the Governance & Performance Working Group Terms of Reference. Members accepted the changes made to the updated document.

**5. PROPOSED SCRUTINY PROGRAMME 2022-23**

R Leverton, Station Manager Protection Policy presented Members with an overview of the proposed scrutiny programme during 2022-23, proposing key subject topics for review:

- Fire Protection & new building regulations
- New Breathing Apparatus & Telemetry
- HMICFRS 2022 Inspection action plan
- Fleet Strategy

Results following the HMICFRS inspection will be published in February 2023. Passed regulations will become legislation next year in 2023, both Fire Safety key subject matters will fall into DFRS role.

R Leverton provided Members with reassurance regarding multiple-occupancy, multi-agency gateways and how DFRS will manage these changes through training, engagement, and updating procedures and ICT.

Members considered the key topics for review during 2022-23 and accepted recommendations 2.1. Proposed by the Chair, Cllr G Potter, seconded by Cllr J Woolley.

## **6. DRAFT 2021-22 STATEMENT OF ACCOUNTS**

S Allsop, Director of Finance/Treasurer presented Members with the draft statement of accounts for 2021-22. Members were informed that the 2021 statement of accounts would be finalised on the 9 September 2022. The 2021-22 statement of accounts will be published end of July 2022.

There have been no changes from the previous statement of accounts and no highlighted risks. S Allsop ensured Members that the raised concerns regarding the cost of living and on-going inflation would be discussed at the next Fire Commissioners meeting.

Members noted and approved the draft set of unaudited accounts, accepting recommendations 2.1. Proposed by the Chair, Cllr G Potter, seconded by Cllr J Woolley.

## **7. TRANSPARENCY FINAL REPORT 2022**

M Marples from Central Midlands Audit Partnership presented Members with the Transparency final audit report that was prepared for the forthcoming HMICFRS inspection (June 2022), which focused on the relevant requirements of the Service's web presence and documents giving assurance to members that the Service is adhering to the Transparency Code. This has been a significant piece of work, updating the website and ensuring documents are compliant and accessible.

Ten low risk areas were identified, four of which have been implemented, two in progress and four which are working towards the agreed action date.

Members accepted the report and recommendations highlighted in section 1.2.1 of the report.

## **8. INTERNAL AUDIT REPORT COLLABORATION ARRANGEMENTS**

M Marples from Central Midlands Audit Partnership presented Members with the Internal audit report for collaboration arrangements which focused on the governance arrangements set out in the Joint Fire Control and Derbyshire Emergency Services collaboration agreements. Assurance was provided to Members that robust governance arrangements are in place and are working in practice between DFRS and its partners.

Six recommendations were highlighted, three being categorised as a moderate risk rating and the remaining three being a low risk rating.

Members accepted the report and recommendations highlighted in section 1.2.1.

## **9. INTERNAL AUDIT PROGRESS REPORT 2022/23**

M Marples from Central Midlands Audit Partnership presented Members with the Internal audit progress report for 2022/23, providing evidence of the progress made between 4 May 2022 to 16 August 2022. It was confirmed, there were no changes made to the plan.

Multi factor authentication has been implemented, two factor authentication is going well. There will be a review audit process to allow for a follow-up opportunity.

Members noted the report and recommendations.

## **10. BUSINESS CONTINUITY ARRANGEMENT (INDUSTRIAL ACTION)**

J Beresford, Director of Corporate Services provided Members with a verbal update on the Services business continuity arrangements regarding the potential for industrial strike action, following the cost of living crisis.

The proposal for strike action will affect Control employees on this occasion.

It is expected that the ballot will be issued within the next five weeks. Awaiting the outcome prior to further action taking place. Preparation is well in progress. Monthly regional meetings with other FRS Chiefs' are taking place.

Members noted the verbal update.

## **11. REPORT OF MONITORING OFFICER**

L Taylor, Solicitor/Monitoring Officer provided Members with an update on the outcomes relating to the Fire Authority policies. Development points and improvements to be made following the report, looking into how we can further improve our processes.

L Taylor assured Members that the Service seeks external, legal advice on how to deal with vexatious complaints. J Beresford advised Members not to respond to any vexatious emails sent to them at this time. Cllr G Potter proposed a discussion with Members outside of the meeting including Members who were not present in the meeting today, to discuss further. Liaise with the Monitoring Officer for support.

Members noted recommendations 2.1 of the Monitoring Officer's Report.

## **12. QUARTER 1 PERFORMANCE SUMMARY 2022/23**

R Taylor, Deputy Chief Fire Officer provided Members with an overview of the quarter 1 performance summary.

Some key areas of performance were highlighted. Call handling is currently at its lowest time of just 88 seconds. What3Words has supported this.

Between April-June, incident levels have increased. Additional implementation is being carried out to reduce this.

Malicious calls are becoming a trend during this quarter. This is something the Service is monitoring and an additional push on prevention work and education is taking place within schools.

Multi-agency exercises, this is something that HMI have brought to the Services attention. Continual commitment to Training exercises is being made.

There has been a decrease in fatalities and hospitalisation, since recourses have been targeted towards those classed as high risk. The need for protection resources is increasing as more high-level action is being reported by the public.

There has been a lot more focus on prevention activity and educating the community, focusing on those who are vulnerable.

There are concerns around the first pump attendance time. The target is 10 minutes, this is currently being achieved only 74.5% of the time. On-Call resources are being used more efficiently where Wholetime cover is required.

Following the heatwave and dry ground, there has been an increase in reported deliberate fires. The Service is preparing for expected flooding issues following the dry season, however water rescue incidents have decreased following last year's performance summary.

Our female workforce has now reached 11.2% and continues to grow. There has been a focus on encouraging promotion within the female workforce.

Members noted the quarter 1 performance summary report.

## **13. CORPORATE RISK DASHBOARD (FIREVIEW)**

F Cragg, Organisational Governance Officer presented the live corporate risk register to Members, highlighting the risks and what the Service do to mitigate them. The strategic level risks include; four corporate risks and 28 departmental risks.

- Recruitment and retention of staff into support function roles, report to be submitted into SLT, this is in progress.
- Major loss of ICT infrastructure.

- Services ability to take and receive calls and mobilise assets, this is being monitored and actions are in place with Systel to mitigate these. Upgrade due in October.
- Operational staff workforce planning, On-Call leave and retention profile. On-Call Station Manager has been working on the On-Call strategy to mitigate this risk. High risk stations have been identified where there are skill gaps.

J Beresford has requested that industrial action is to be included in the corporate risk register.

Members noted the corporate risk dashboard summary.



central midlands audit partnership

# Derbyshire Fire & Rescue Service – Progress Report

Governance & Performance Working Group: 21 Nov 2022





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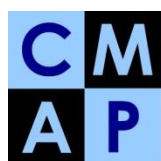
## Our Vision

Through continuous improvement, the central midlands audit partnership will strive to provide cost effective, high quality internal audit services that meet the needs and expectations of all its partners.

## Contacts

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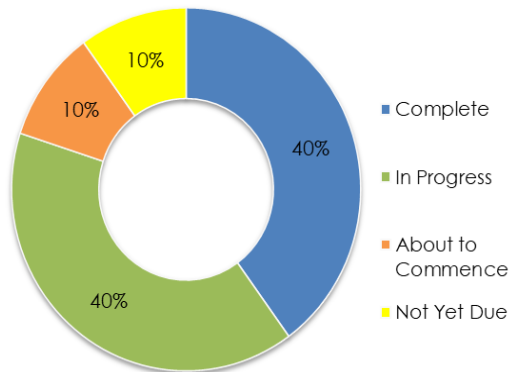


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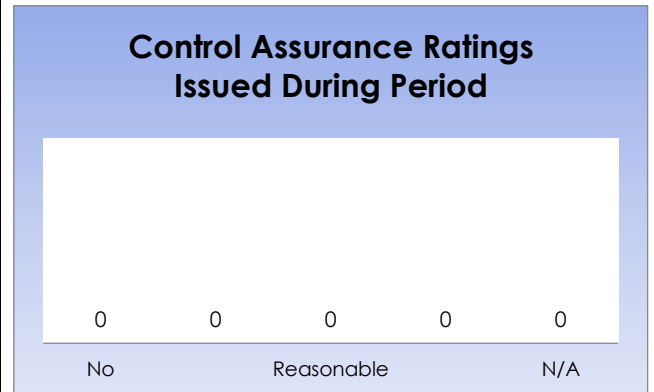
# Derbyshire Fire & Rescue – Audit Progress Report

## AUDIT DASHBOARD

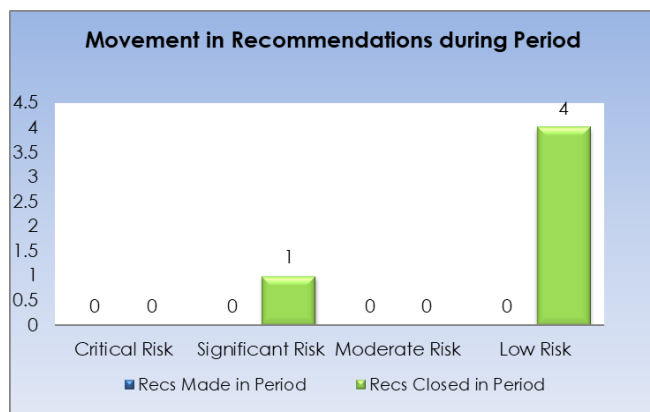
### Plan Progress



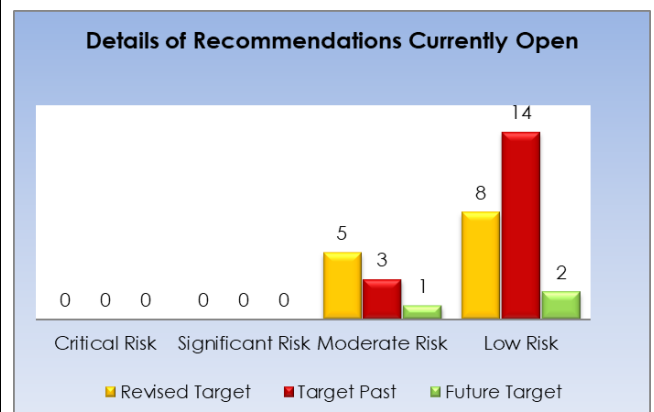
### Assurance Rating



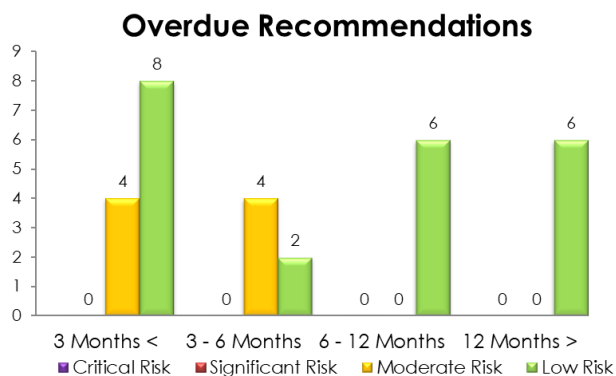
### Recommendations



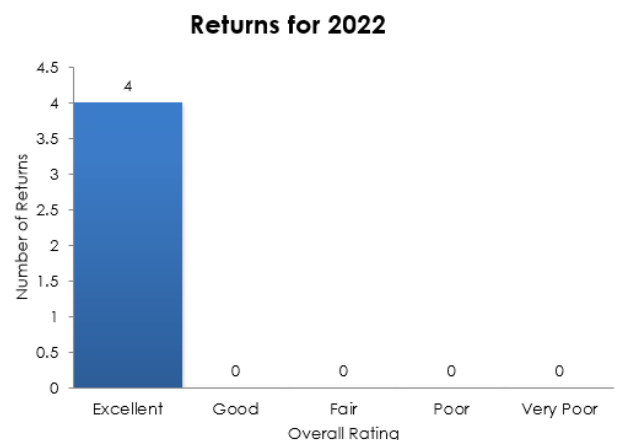
### Recommendations



### Recommendations



### Customer Satisfaction



## Derbyshire Fire & Rescue – Audit Progress Report

### AUDIT PLAN

#### Progress on Audit Assignments

The following table provides the Governance & Performance Working Group with information on how audit assignments were progressing as of 31 October 2022.

2022-23 Jobs	Status	% Complete	Assurance Rating
Data Analytics – General Ledger	In Progress	40%	
Anti-Fraud & Corruption	In Progress	75%	
Recruitment	Allocated	10%	
IT Key Controls 2022-23	In Progress	40%	
Fleet Management	In Progress	45%	
Firewatch	Not Allocated		

B/Fwd Jobs	Status	% Complete	Assurance Rating
IT - Security Awareness	Final Report	100%	Reasonable
IT - Homeworking Key Controls	Final Report	100%	Limited
Collaborative Agreements	Final Report	100%	Reasonable
Transparency	Final Report	100%	Reasonable

#### Audit Plan Changes

The governance and ethics audit for 2022/23 was initially going to focus on Cultural Change at the Service. Following discussions with senior management, we have refined the audit area to focus solely on recruitment as being unable to recruit effectively to the Service is a key risk currently.

## Derbyshire Fire & Rescue – Audit Progress Report

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### AUDIT COVERAGE

#### Completed Audit Assignments

There were no audit assignments finalised in this reporting period.

## Derbyshire Fire &amp; Rescue – Audit Progress Report

## RECOMMENDATION TRACKING

Final Report Date	Audit Assignments with Open Recommendations	Assurance Rating	Recommendations Open		
			Action Due	Being Implemented	Future Action
29-Apr-19	Main Accounting System	Reasonable	0	1	0
21-Oct-19	Fireview	Reasonable	0	3	0
10-Jun-20	Business Continuity	Reasonable	0	1	0
18-Jun-21	Joint Working Arrangements	Reasonable	6	0	0
11-Aug-21	IT Business Continuity	Reasonable	0	2	0
30-Nov-21	On-Call Payments	Reasonable	1	0	0
26-April-22	IT – Security Awareness	Reasonable	1	0	3
03-May-22	IT – Homeworking Key Controls	Limited	0	3	0
31-May-22	Transparency	Reasonable	4	2	0
09-Aug-22	Collaborative Agreements	Reasonable	5	1	0
		<b>TOTALS</b>	<b>17</b>	<b>13</b>	<b>3</b>

**Action Due** = The agreed actions are due, but Internal Audit has been unable to ascertain any progress information from the responsible officer.

**Being Implemented** = The original action date has now passed and the agreed actions have yet to be completed. Internal Audit has obtained status update comments from the responsible officer and a revised action date.

**Future Action** = The agreed actions are not yet due, so Internal Audit has not followed the matter up.

Audit Assignments with Recommendations Due	Action Due			Being Implemented		
	Significant Risk	Moderate Risk	Low Risk	Significant Risk	Moderate Risk	Low Risk
Main Accounting System	0	0	0	0	0	1
Fireview	0	0	0	0	0	3
Business Continuity	0	0	0	0	0	1
Joint Working Arrangements	0	0	6	0	0	0
IT Business Continuity	0	0	0	0	2	0
On-Call Payments	0	0	1	0	0	0
IT – Security Awareness	0	0	1	0	0	0
IT – Homeworking Key Controls	0	0	0	0	3	0
Transparency	0	0	4	0	0	2
Collaborative Agreements	0	3	2	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>3</b>	<b>14</b>	<b>0</b>	<b>5</b>	<b>8</b>

## Derbyshire Fire & Rescue – Audit Progress Report

### Highlighted Recommendations

The following recommendations have not yet been implemented and are detailed for the Governance & Performance Working Group's scrutiny.

### Being Implemented Recommendations

IT Business Continuity	Rec No. 4
Summary of Weakness / Recommendation	Risk Rating
Central storage of team documentation for standard operating procedures and development work, as required in the 'Unavailability of employees' risk event containment measures, was not being adhered to in a reliable manner, and was not specific enough to identify the required content and locations.	Moderate Risk
We recommend that management formally define, document and implement a dedicated filing structure for storing the documentation requirements expected to satisfy the containment measures defined against the 'unavailability of employees' scenario.	
Management Response/Action Details	Action Date
A review of the team documentation in place will be undertaken. Appropriate documentation will be put in place in a dedicated filing structure. This will only be at a high level that would enable someone to pick up and support systems in a business continuity situation. This process will commence in Oct 21 and aim to be completed by Jun 22.	30/06/2022
Status Update Comments	Revised Date
Work continuing on documentation.	31/12/2022

IT Business Continuity	Rec No. 6
Summary of Weakness / Recommendation	Risk Rating
There was no central knowledge management system in place for the IT Service Delivery team. Furthermore, fundamental IT documentation required to assist Business Continuity Plan objectives either did not exist or was not being maintained.	Moderate Risk
We recommend that management formally defines the requirements of a knowledge management system, and looks to document and implement a centralised system of knowledge articles based on those requirements.	
Management Response/Action Details	Action Date
A review of the team documentation in place will be undertaken. Appropriate documentation will be put in place in a dedicated filing structure. This will only be at a high level that would enable someone to pick up and support systems in a business continuity situation. A knowledge management system will be investigated. With knowledge articles on key systems/skills will be placed in it. This process will commence in Oct 21 and aim to be completed by Jun 22.	30/06/2022
Status Update Comments	Revised Date
Work continuing on documentation.	31/12/2022

## Derbyshire Fire &amp; Rescue – Audit Progress Report

IT Homeworking Key Controls	Rec No. 9
Summary of Weakness / Recommendation	Risk Rating
Admin permissions to live servers in the Service's domain had not been restricted to dedicated separate administrative accounts, breaching cyber security best practices.	Moderate Risk
We recommend that management removes any administrative privileges from standard day to day accounts, and creates dedicated administrative accounts for all admin access required, in line with cyber security best practice.	
Management Response/Action Details	Action Date
This will be investigated, and permissions restricted to admin accounts.	30/06/2022
Status Update Comments	Revised Date
IT have asked for an extension to allow the team to review options and costs with the various software hosts. The priority was to enable VDI for the network access, which is now in operation and under review.	30/03/2023

IT Homeworking Key Controls	Rec No. 10
Summary of Weakness / Recommendation	Risk Rating
Access to individual applications that processed personal and sensitive information were also not protected by multi-factor authentication or IP/Geo-location access restrictions.	Moderate Risk
We recommend that management reviews the practicalities of implementing multi-factor authentication, and/or IP access restrictions, for any individual public facing cloud-based applications.	
Management Response/Action Details	Action Date
Each of the systems highlighted will be investigated to see if restrictions can be put in place (so either MFA and/or IP restrictions).	30/06/2022
iTrent	
JobTrain	
Edisex	
IGNIS	
Jaama	
These Suppliers will be contacted to determine a way forward.	
Status Update Comments	Revised Date
MFA in place for virtual environment. Agreed with iTrent to implement for Payroll. Discussions started with JobTrain BWVC (Edisex switching to Reveal) IGNIS and Jaama considered lower priority.	30/05/2023

## Derbyshire Fire & Rescue – Audit Progress Report

### Action Due Recommendations

This recommendation has been highlighted as it is over 12 months from when the agreed action was due but Internal Audit has been unable to ascertain any progress information from the responsible officer.

Joint Working Arrangements	Rec No. 9
Summary of Weakness / Recommendation	Risk Rating
The Management Board were not regularly monitoring the LLPs financial position.	Low Risk
We recommend that the Management Board receive regular financial reports which allow them to monitor the LLPs financial position. Resulting discussions on the LLPs financial position should be formally recorded in the minutes from the Management Board meetings.	
Management Response/Action Details	Action Date
Financial monitoring will be regularly presented to the board in line with the revised governance arrangements.	30/09/2021
Status Update Comments	Revised Date



**GOVERNANCE AND PERFORMANCE WORKING GROUP****21 NOVEMBER 2022****REPORT OF DIRECTOR OF FINANCE/TREASURER****DELAY TO EXTERNAL AUDIT 2021/22****1. Purpose of Report**

- 1.1 To inform members of the delay to the audit of the financial statements for 2021/22.

**2. Recommendations**

- 2.1 That Members note the letter received from the external auditors (Ernst and Young LLP, EY) and the passing of the statutory deadline for publishing audited financial statements.

**3. Information and Analysis****Background**

- 3.1 The Authority published the draft statement of accounts for 2021/22 by the deadline of 31 July 2022. For the 2021/22 financial year the statutory deadline for publishing the final audited accounts is 30<sup>th</sup> September 2022.
- 3.2 On the 30<sup>th</sup> September the service received notification from EY that they will not meet this deadline (appendix 1). Although this letter constitutes the official notification required to be communicated to the service by statute, the delay to the audited was already clear. At the date of writing, neither the requirements for planning the audit nor dates to commence the work had been communicated to the service. Although in the final stages of completion the 2020/21 audit remains outstanding and needs to be finalised before 2021/22 can begin.
- 3.3 The delays experienced do not relate to any issues identified within the service's financial statements. This letter further highlights the resourcing issues being experienced by EY and the wider public sector audit industry.

**4. Legal Considerations**

- 4.1 The Accounts and Audit (Amendment) Regulations 2022 require that the Authority approves the formal Statement of Accounts prior to publication on 30th September 2022.

**5. Other Considerations**

- 5.1 The normal timetable allows for the bulk of audit work to be completed during the summer months. This allows the audit to be concluded in time for budget

preparation work and latter closedown preparation to begin through the period of October to March.

- 5.2 The 2020/21 audit commenced in January 2022, conflicting with the end of the budget setting process and closedown preparation. The extended period of the audit and the changed timetable for 2021/22 will now cause ongoing conflict with other priorities with the accountancy team.

**This report has been consulted upon and approved by the following officers:**

Strategic Leadership Team

**Contact Officer:** Simon Allsop

**Contact No:** 01773 305410

Councillor Ged Potter  
Chair of Governance & Performance Working Group  
Derbyshire Fire Authority

30 September 2022

Ref: DFRA / 22 / HC

Direct line: 07392 106 793

Email: [HClark3@uk.ey.com](mailto:HClark3@uk.ey.com)

Dear Councillor Ged Potter

## **Audit letter - Derbyshire Fire Authority audit of accounts 2021/22**

Under the 2020 Code of Audit Practice, for Local Government bodies, we are required to issue our Auditor's Annual Report (AAR) by 30 September or, where this is not possible, issue an audit letter setting out the reasons for delay.

Following the extension of the timetable for auditors to report on their work on Value For Money arrangements in respect of 2021/22, our AAR will not be issued by 30 September. We expect to issue our AAR within three months of issuing our opinion on your financial statements.

The Code of Audit Practice confirms that this letter constitutes an audit letter for the purposes of local bodies complying with the Accounts and Audit Regulations.

Yours faithfully



Hayley Clark  
**Partner**  
for and on behalf of Ernst & Young LLP

Dear Mr Allsop,

**Formal communication to the chief finance officer of Derbyshire Fire Authority consulting on the body's proposed auditor appointment from 2023/24**

**Background**

PSAA is responsible for appointing an auditor to eligible bodies that have chosen to opt into our national auditor appointment arrangements.

**About the proposed appointment**

Under regulation 13 of the Appointing Persons Regulations we must appoint an external auditor to each opted-in body having consulted on our proposal.

On 3 October 2022 we wrote to inform you of the outcome of our procurement to let audit contracts from 2023/24. **Grant Thornton** was successful in winning a contract in the procurement, and we propose appointing this firm as the auditor of Derbyshire Fire Authority for five years from 2023/24.

Grant Thornton UK is delighted to have been reappointed as the largest supplier of local government audit. The public sector has played a significant role within the firm for over 30 years and we remain committed to the success of the sector. Our UK Public Sector Assurance team employs 440 people, including 29 Key Audit Partners and specialists in financial reporting, audit quality, and Value for Money. The team is dedicated to public audit work in local government and the NHS, with contracts with PSAA, Audit Scotland and over 100 health bodies. The Public Sector Assurance team is a regular commentator on issues facing the sector and oversees the firm's thought leadership, such as its series of publications on grants and public interest reports.

In developing appointment proposals we have considered information provided to us by both opted-in bodies and audit firms, and have had regard to and sought to balance a range of factors including:

- auditor independence, the most critical of all the factors;
- joint/shared working arrangements and information from bodies, where we have prioritised those requests that are most relevant to the auditor's responsibilities;
- our commitments to the firms under the audit contracts;
- bodies' main offices and firms' geographical preferences;
- the status of prior years' audits; and
- continuity of auditor where appropriate.

We have sought to accommodate as many requests as we can but that has not been possible in all cases - another consequence of the current, challenging local audit market.

Further information on the [auditor appointment process](#) is available on our website.

**Responding to this consultation**

The consultation will close at **midnight** on **Monday 14 November 2022**. If you are satisfied with the proposed appointment, please confirm this by [email to ap2@psaa.co.uk](mailto:email_to_ap2@psaa.co.uk).

**Process for objecting to the proposed auditor appointment**

If you wish to make representations to us about the proposed auditor appointment, please send them by [email to ap2@psaa.co.uk](mailto:ap2@psaa.co.uk) to arrive by **midnight on Monday 14 November 2022**.

Your email should set out the reasons why you think the proposed appointment should not be made, for example:

1. there is an independence issue in relation to the firm proposed as the auditor, which had not previously been notified to us; or
2. there are formal and joint working arrangements relevant to the auditor's responsibilities which had not previously been notified to us.

We will consider all representations in detail and will respond by Tuesday 22 November 2022. If we accept your representation, we will consult you on an alternative auditor appointment.

### **Confirmation of Auditor Appointment from 2023/24**

Our plan is to write to all bodies to confirm the Board's final decision on the appointment of the auditor on or before 31 December 2022.

**Please note:** we will assume Derbyshire Fire Authority is satisfied with the proposed appointment if we do not receive a response to this email.

### **Contract changes from 2023/24**

Our contracts for audit services from 2023/24 have several differences to those in place for the audits of 2018/19 to 2022/23. Key changes made in response to client feedback include payment terms linked to delivery stages of an audit and additional contract management measures within those permissible with the local audit context. [Our webinar of 16 March 2022](#) provides more information about the new arrangements.

The new contract also includes new limits on supplier liabilities as follows:

- loss of or damage to property £2,000,000 per claim;
- loss in relation to a failure to perform the services in accordance with the Contract or any other loss caused directly by any act or omission of the supplier £10,000,000 per claim; and
- any loss incurred arising from non-compliance with the Data Protection Legislation £5,000,000 per claim.

If you would like more information about the new liability provisions, please contact us.

### **Scale fees for 2023/24**

We will consult formally on scale fees for 2023/24 in Autumn 2023, and will publish confirmed scale fees for 2023/24 for opted-in bodies on our website by 30 November 2023. As indicated in our recent press release which announced the procurement outcome our advice to bodies is to anticipate an increase of the order of 150% on the total fees for 2022/23 (so a £100k 2022/23 total audit fee (scale fee plus fee variations) could become £250k 2023/24 total audit fee - noting that the actual total fees will depend on the amount of work required).

We issue a [Statement of Responsibilities](#) (SOR) that sets out the responsibilities of both auditors and audited bodies. This document serves as the formal terms of engagement

between auditors appointed by us and audited bodies. It summarises where the different responsibilities of auditors and of the audited body begin and end.

### **Further information**

If you have any questions about our consultation process, please email us at [ap2@psaa.co.uk](mailto:ap2@psaa.co.uk).

Yours sincerely  
Tony Crawley, Chief Executive, PSAA

OPEN	INFORMATION <b>ITEM 8</b>
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**DERBYSHIRE FIRE & RESCUE AUTHORITY  
GOVERNANCE AND PERFORMANCE WORKING GROUP**

**21 NOVEMBER 2022**

**REPORT OF THE MONITORING OFFICER  
MONITORING EFFECTIVENESS AND OUTCOMES**

**1. Purpose of Report**

- 1.1 To update Members on outcomes relating to Fire Authority policies.

**2. Recommendation**

- 2.1 That Members note the contents of the Monitoring Officer's Report.

**3. Legal and Governance Matters**

- 3.1 This report sets out the work of the Monitoring Officer and outlines the governance arrangements in place, allowing Members, to monitor performance, which should promote Member and public confidence in the Fire Authority's arrangements.
- 3.2 Training and development of Members and staff already includes training on the Fire Standards Board Core Code of Ethics and how this links to the Members Code of Conduct and the Employee's Code of Conduct. Since training of employees started in March 2022, there remains less than 100 members of staff to be trained.
- 3.3 The attached action plan at Appendix A will look at key areas for review in how the Service works and deals with employees' concerns:
- 3.4 Regular updates will be brought to Members for monitoring purposes.

**4. Financial implications**

- 4.1 There are no adverse financial implications for the Fire Authority.

**5. Risk management**

- 5.1 This report sets out the outcomes relating to Fire Authority policies with updates to give Members an overview and help Members monitor progress on any action plans developed by officers.

**This report has been consulted upon and approved by the following officers:**  
Strategic Leadership Team – 2 November 2022.

**Contact Officer:**

Louise Taylor – Solicitor and Monitoring Officer

**Background Papers**

GPWG Report – 5 September 2022

DFRS –Service Procedure: Complaints, Feedback and Appreciations

DFRS - Whistleblowing Public Interest Disclosure Procedure

DFRS - Anti-Fraud and Corruption Policy

[Our Plan 2020-2023](#)

[Fire and Rescue National Framework for England 2018](#)

[HMICFRS Assessment of Fire and Rescue Services in England 2019](#)



## APPENDIX A

	<b>Task</b>	<b>Action</b>	<b>Task Owner</b>	<b>Completion date</b>
1.	Processes and procedures allow people to speak up.	Review of policies and procedures and introduce of Speak Up campaigns.		31.03.2023
2.	Awareness of the informal action being taken to monitor and report on any negative cultural patterns or trends over time.	Review options for how this information is captured and monitored.		31.12.2022
3.	Ongoing training to all staff which reinforces the behaviour expected as well as how issues and concerns should be handled.	Training already in progress but review arrangements for training contents, how training is carried out, how this is monitored and evaluated.		Ongoing
4.	Exit questionnaires and exit interviews could be promoted and encouraged further, and recommendations could be monitored.	Review options for how this information will be reviewed, monitored and actioned.		31.12.2022
5.	Maintain and promote the avenues to allow people to seek advice and assistance and to raise concerns, internally or through an external independent organisation.	Review of policies and procedures and maintain awareness of where advice and assistance can be obtained.		Ongoing

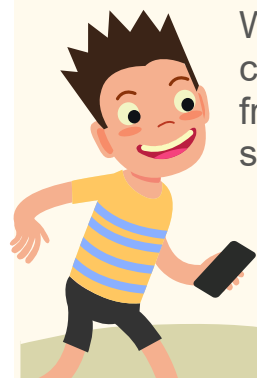
## Incident Activity

**2,200** incidents attended between July and September, a **25%** increase on the period average in Q2, our crews attended over **1,000** fire incidents.



## Malicious False Alarms

We attended **19** hoax fire calls in Q2, distracting our crews from potential life-threatening situations



## Operational Assurance

During the quarter we undertook **13** training exercises, **4** of which were multi agency exercises



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## Casualties and Fatalities

**0** accidental fire fatalities between July and September



**8** people were hospitalised with injuries from accidental fires in Q2

**0** water related fatalities recorded in Q2, with incidents of this nature declining significantly on 2021/22

## Protection Activities

Just **22** non-domestic property fires in Q2, the lowest quarterly total on record.



## Incident Response

In Q2, **16,500** emergency calls were answered by Joint Control staff, the highest recorded quarterly total for Joint Control.

Control operators achieved an average call handling time of **92** seconds to P1 and P2 fires



Our first pumps arrived at **70%** of life-risk fires within **10** minutes of being mobilised, which is below our target of **80%**



This quarter, our On-Call appliance availability was **77%** while Wholtime pumps were available more than **99%** of the time

Our crews and protection teams visited over **900** commercial properties in Derbyshire to identify any potential risks to crews and to ensure compliance with fire regulations

Nearly **150** fire safety audits at commercial premises were completed in Q2

## Accidental Dwelling Fires

**100** accidental house fires attended between July and September

**84%** of houses that had an accidental fire in Q2 had a smoke alarm fitted



## Emergency Special Services

DFRS attended over **400** emergency special service incidents in Q2, including helping out Police and Ambulance on **80** occasions

## Outdoor Fires

Over **700** outdoor fires attended between July and September, the highest quarterly total on records dating back to 2009

## Deliberate Fires

Crews attended close to **500** deliberate fires between July and September, the highest Q2 total of the last decade.



Incidents were above average in all 3 service areas, with Chesterfield, Nottingham Road, Heanor and Ascot Drive seeing the biggest increase at station level. Prevention work alongside partners has been ongoing in spike areas.



## Road Traffic Collisions (RTCs)

**8** people were killed and **26** seriously injured at RTCs attended by DFRS during Q2



DFRS achieved its higher ever Impressions on social media - **61,000** impressions for photo of a discarded camping stove at the fire at Win Hill

## People

By the end of September **14%** of our operational workforce were from under-represented groups and **11%** of our operational workforce were female



During quarter 4, we recorded **2.1** average shifts lost to sickness



## Prevention Activities

Between July and September, we delivered over **3,900** Safe and Well checks to vulnerable people in Derbyshire and we fitted over **2,000** smoke alarms



**16** fires attended by **5** or more pumps, several which were on moorland/heathland

