

Core Principle B:

Ensuring openness and comprehensive stakeholder engagement

Supporting Principle	Behaviours and actions that demonstrate good governance in practice	Evidence of compliance	Status of compliance	Progress on 2022/23 Actions	2023/24 Actions
Openness	Ensuring an open culture through demonstrating, documenting and communicating the organisation's commitment to openness	<ul style="list-style-type: none"> • Website – your right to know section • Complaints process • Annual Service Review (backward looking) • Annual Service Plan (forward looking) • Consultation Process • Publication Scheme • Public Participation at Authority meetings – guidance on website • Protocol for filming / recording meetings • Meetings Schedule • Scheme of Delegation • Transparency Information published on website to meet Government's Transparency requirements • Service Bulletin • Women@HWFIREnetwork • Recruitment/Promotion Process Scrutiny Panel • Employment Engagement & Well-being Officer in place 	→	There were no actions identified for 2022/23	

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	Making decisions that are open about actions, plans, resource use, forecasts, outputs and outcomes. The presumption is for openness. If that is not the case, a justification for the reasoning for keeping a decision confidential should be provided	<ul style="list-style-type: none"> • Access to Information Procedure Rules – public interest test • Authority reports set out corporate considerations • Officer decisions published • Publication Scheme and Access to Information advice published on website • Joint Consultative Committee Sharepoint site 	→	There were no actions identified for 2022/23	
	Providing clear reasoning and evidence for decisions in both public records and explanations to stakeholders and being explicit about the criteria, rationale and considerations used. In due course, ensuring that the impact and consequences of those decisions are clear	<ul style="list-style-type: none"> • Authority reports set out corporate considerations • Minutes / decisions published • CRMP Consultation process • Annual Service Review • Annual Service Plan 	→	There were no actions identified for 2022/23	
	Using formal and informal consultation and engagement to determine the most appropriate and effective interventions/courses of action	<ul style="list-style-type: none"> • After the Incident Surveys implemented and end of year report • Social Media Policy 	→	There were no actions identified for 2022/23	

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<p>Engaging comprehensively with institutional stakeholders</p> <p><i>NB institutional stakeholders are the other organisations that local government needs to work with to improve services and outcomes (such as commercial partners and suppliers as well as other public or third sector organisations) or organisations to which they are accountable</i></p>	<p>Effectively engaging with institutional stakeholders to ensure that the purpose, objectives and intended outcomes for each stakeholder relationship are clear so that outcomes are achieved successfully and sustainably</p>	<ul style="list-style-type: none"> • Annual Service Review • Annual Service Plan • Local Strategic Partnerships • Principal Officer meetings HWFRS/SFRS • Fire Strategic Alliance • PCC or Deputy attends Fire Authority meetings as a non-voting member • NFCC • National Operational Guidance (NOG) 	→	<p>There were no actions identified for 2022/23</p>	
	<p>Developing formal and informal partnerships to allow for resources to be used more efficiently and outcomes achieved more effectively</p>	<ul style="list-style-type: none"> • National Flood Support • Collaboration with the Police e.g. shared use of assets & provision of Estates Services • Operational Policy – jointly created policy documents, sharing risk information • Collaborative approach to procurement • Local Strategic Partnerships • Safer Roads Partnership in West Mercia 	→	<p>There were no actions identified for 2022/23</p>	

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		<ul style="list-style-type: none"> • Community Safety Partnerships and activities • West Mercia Local Resilience Forum • Protocols for supporting Police & Ambulance Service – missing persons / gaining entry • Severn Area Rescue (SARA) 			
	<p>Ensuring that partnerships are based on:</p> <ul style="list-style-type: none"> • trust • a shared commitment to change • a culture that promotes and accepts challenge among partners and that the added value of partnership working is explicit 	<ul style="list-style-type: none"> • Annual Service Review • Annual Service Plan • Joint Emergency Services Interoperability Programme (JESIP) framework • Data sharing with partners including NHS, Clinical Commissioning Groups, Age UK, e.g Exeter data • Local Resilience Forum • Strategic Alliance Board – • Joint Consultative Committee • 	→	There were no actions identified for 2022/23	
Engaging with individual citizens and service users effectively	Establishing a clear policy on the type of issues that the organisation will meaningfully consult with or involve communities, individual citizens, service users and other stakeholders to ensure that service (or other)	<ul style="list-style-type: none"> • CRMP Consultation Process • Day Crewing Plus Consultation • Attendance performance Measure consultation 	→	There were no actions identified for 2022/23	

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	provisions is contributing towards the achievement of intended outcomes				
	Ensuring that communication methods are effective and that members and officers are clear about their roles with regard to community engagement	<ul style="list-style-type: none"> • Social Media Policy • Fire Authority and Committee meetings open to public • Press releases / media campaigns • Service website • Members Role description • Our Strategy • Our Values 	→	There were no actions identified for 2022/23	
	Encouraging, collecting and evaluating the views and experiences of communities, citizens, service users and organisations of different backgrounds including reference to future needs	<ul style="list-style-type: none"> • After the Incident Surveys implemented and end of year report • Complaints and comments procedure • Positive Action • Public Engagement statistics reported through Community Risk dashboard • Customer Feedback following Home Fire Safety Visits (HFSVs) • Confidential reporting line 	→	There were no actions identified for 2022/23	
	Implementing effective feedback mechanisms in order to demonstrate how	<ul style="list-style-type: none"> • Complaints logged and themes reported to SLB and 	→	There were no actions identified for 2022/23	

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	views have been taken into account	Audit & Standards Committee			
	Balancing feedback from more active stakeholder groups to ensure inclusivity	<ul style="list-style-type: none"> • Positive Action • Equality, Diversity & Inclusion Officer in place • 	→	There were no actions identified for 2022/23	
	Taking account of the impact of decisions on future generations of tax payers and service users	<ul style="list-style-type: none"> • Minimum Revenue Provision Policy • Prudential Indicators • Legacy projects as part of 2020 Vision /Strategic Projects Programme which aim to create a sustainable fire and rescue service 	→	There were no actions identified for 2022/23	