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 2019/20 Actions	2020/21 Actions
Openness	Ensuring an open culture through demonstrating, documenting and communicating the organisation's commitment to openness	• Fire Station Open Days and public events • Website – your right to know section • Complaints process • Fire Authority Annual Report • 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 • Organisational Development & Challenge Group in place • women@hwfire group • Recruitment/Promotion Process Scrutiny Panel	→	There were no actions identified for 2019/20	

Supporting Principle	Behaviours and actions that demonstrate good governance in practice	Evidence of compliance	Status of compliance	Progress on 2019/20 Actions	2020/21 Actions
		• Employment Engagement & Well-being Officer in place			
	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	• Access to Information Procedure Rules – public interest test • Authority and Committee meetings in public • Authority reports set out corporate considerations • Officer decisions published • 2020 Vision / Strategic Projects Programme Board • Publication Scheme and Access to Information advice published on website	→	There were no actions identified for 2019/20	
	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	• Authority reports set out corporate considerations • Minutes / decisions published • CRMP Consultation process • Fire Authority Annual Report	→	There were no actions identified for 2019/20	
	Using formal and informal consultation and engagement to determine the most appropriate and	• After the Incident Surveys implemented and end of year report • Social Media Policy	→	There were no actions identified for 2019/20	

Supporting Principle	Behaviours and actions that demonstrate good governance in practice	Evidence of compliance	Status of compliance	Progress on 2019/20 Actions	2020/21 Actions
	effective interventions/courses of action	• Fire Station Open Days and public events			
Engaging comprehensively with institutional stakeholders *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*	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	• Fire Authority Annual Report • Local Strategic Partnerships • Place Partnership Ltd Joint Board • Principal Officer meetings HWFRS/SFRS • Fire Strategic Alliance • PCC attends Fire Authority meetings as a non-voting member	→	There were no actions identified for 2019/20	
	Developing formal and informal partnerships to allow for resources to be used more efficiently and outcomes achieved more effectively	• National Flood Support • Collaboration with the Police e.g. shared HQ, OCC, sharing buildings, PCSOs training to be retained firefighters • Operational Policy – jointly created policy documents, sharing risk information • Collaborative approach to procurement e.g. Command Support Unit	→	There were no actions identified for 2019/20	

Supporting Principle	Behaviours and actions that demonstrate good governance in practice	Evidence of compliance	Status of compliance	Progress on 2019/20 Actions	2020/21 Actions
		• Local Strategic Partnerships • Safer Roads Partnership in West Mercia • Community Safety Partnerships and activities • Tri-Service Supervisory Incident Command courses • Joint training and exercises with partners			
	Ensuring that partnerships are based on: • 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	• Saving More Lives Vision • Fire Authority Annual Report • 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 – Strategic Plan 2018-2022 • Programme and project management process in place to evaluate collaboration • Collaboration Brochure • Joint Consultative Committee	→	There were no actions identified for 2019/20	
Engaging with individual	Establishing a clear policy	• Wyre Forest Hub	→	There were no	

Supporting Principle	Behaviours and actions that demonstrate good governance in practice	Evidence of compliance	Status of compliance	Progress on 2019/20 Actions	2020/21 Actions
citizens and service users effectively	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) provisions is contributing towards the achievement of intended outcomes	Consultation • CRMP Consultation Process		actions identified for 2019/20	
	Ensuring that communication methods are effective and that members and officers are clear about their roles with regard to community engagement	• Media training for officers • Social Media Policy • Development of Youtube channel • Fire Authority and Committee meetings streamed live on Youtube • Press releases / media campaigns • Service website • Members Role description • Wyre Forest Hub Consultation • Our Strategy • Our Values	→	There were no actions identified for 2019/20	
	Encouraging, collecting and evaluating the views and experiences of communities, citizens, service users and	• After the Incident Surveys implemented and end of year report • Complaints and comments procedure	→	There were no actions identified for 2019/20	

Supporting Principle	Behaviours and actions that demonstrate good governance in practice	Evidence of compliance	Status of compliance	Progress on 2019/20 Actions	2020/21 Actions
	organisations of different backgrounds including reference to future needs	• Positive Action • Fire Station Open Days and public events • Public Engagement statistics reported through Community Risk dashboard			
	Implementing effective feedback mechanisms in order to demonstrate how views have been taken into account	• Complaints logged and themes reported to SMB and Audit & Standards Committee	→	There were no actions identified for 2019/20	
	Balancing feedback from more active stakeholder groups to ensure inclusivity	• Positive Action	→	There were no actions identified for 2019/20	
	Taking account of the impact of decisions on future generations of tax payers and service users	• 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 2019/20	