
Audit Improvement Plan Activities



DORSET & WILTSHIRE
FIRE AND RESCUE

Audit Improvement Plan Activities

KEY FOR RECOMMENDATION PRIORITY

Priority 1	- Findings that are fundamental to the integrity of the Service’s business processes and require the immediate attention of management.
Priority 2	- Important findings that need to be resolved by management.
Priority 3	- Findings that require attention.

Social Media – Head of Corporate Support

Main Recommendations	Priority	Management Response	Implementation Plan	Management Update	Progress
<p>1. Account Restriction Controls Corporate Facebook Accounts are in place across the Service and although there are assigned administrators for each account, each of these people have to oversee the Facebook pages via their own personal Facebook accounts. There is unfortunately not a way around this due to the way Facebook works but it does pose a risk if someone mistakenly posts something to the Corporate Account that was meant for their personal one instead. The Corporate Communications Team keep a record of all Social Media Accounts for stations and their corresponding passwords however, they do not have records of the passwords for 10 accounts. There is a risk that if someone leaves, they could post negative posts and or the Corporate Communication Team do not have access to manage the account.</p>	2	<p>Agreed. The Assistant Chief Fire Officer (ACFO) Community Safety will ensure that appropriate disciplinary action is taken where passwords are not shared, and work is underway to communicate this to those account holders. There are nine of these accounts which were previously managed by staff leavers and therefore the Service will need to accept the risk that these accounts are dormant without any ability to remove or access the account.</p>	<p>Recommendation/Corrective Action: Management should consider and note if they accept the risk posed by accessing Facebook corporate accounts via personal accounts. Social media account administrators should be reminded of the requirement to share corporate social media account passwords with the Corporate Communications Team and managers need to ensure the missing passwords are obtained.</p> <p>Responsibility: Corporate Communications & Engagement Manager</p> <p>Target Date: 1 September 2024</p>	<p>Corporate accounts have access centrally and appropriate disciplinary action will be taken where passwords are not shared.</p>	Complete

<p>2. Account Monitoring The Corporate Communications Team maintain a spreadsheet which holds information on each corporate social media account. As part of this, there is a column to confirm if the assigned administrator for each account has confirmed that they have read the Service’s Social Media Policy. We found that this was only complete for 44 of the 137 administrators and whilst the Corporate Communications Team have chased administrators, they have not received a response.</p>	2	<p>Prior to social media training the policy is sent to new administrators to read and confirm this has been read and understood at the training. The team have ensured this acknowledgement is documented accurately on the monitoring spreadsheet and 107 users have confirmed reading the social media policy. The team also regularly remind all users to familiarise themselves with the procedure and any major updates. This is done through the Weekly Update and the latest article was dated 28 May 2024. The team also email social media users once a month with regards to content and include reminders regarding the policy in this. We will use the outcome of this audit to ensure that robust recording of users acknowledging the policy and any changes.</p>	<p>Recommendation/Corrective Action: Social media account administrators should be reminded of the requirement to read the Service’s Social Media Policy and provide confirmation to the Corporate Communications Team that they have done so. The administrators’ managers should ensure this is actioned.</p> <p>Responsibility: Corporate Communications & Engagement Manager</p> <p>Target Date: 1 October 2024</p>	<p>Work is underway to ensure completion of these records.</p>	<p>On Track</p>
<p>3. Incident Management The Corporate Communications and Engagement Manager advised that they are considering removing X (Twitter) corporate social media accounts due to the inappropriate comments that can, and have been, made on there by members of the public. They also do not perceive the level of engagement received to be beneficial considering the effort that is put in to maintaining the accounts.</p>	2	<p>An options paper will be presented to the Service Delivery Team on 24 September 2024 to agree the way forward with “X” (Twitter), formerly Twitter. This will enable any agreed changes to be implemented by 31 December 2024</p>	<p>Recommendation/Corrective Action: The Service should consider if Twitter accounts should continue to be used, considering the pro’s and con’s for doing so.</p> <p>Responsibility: Corporate Communications & Engagement Manager</p> <p>Target Date: 31 December 2024</p>	<p>An options paper will be presented to the Service Delivery Team on 24 September 2024 to agree the way forward with X.</p>	<p>On Track</p>

