

Report to: Overview and Scrutiny Committee

Subject: Corporate Risk Management Scoreboard

Date: 9th March 2020

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PURPOSE OF THE REPORT

To inform the Overview and Scrutiny Committee of the current level of assurance that can be provided against each corporate risk.

RECOMMENDATION

The Overview and Scrutiny Committee is recommended to:

- Consider the progress of actions identified within the Corporate Risk Register and identify any indicators that require additional information; and
- Note the progress of actions identified within the Corporate Risk Register.

1. BACKGROUND

The Ministry of Housing, Communities and Local Government's Statutory Guidance May 2019 sought to ensure that local authorities were aware of the purpose of overview and scrutiny, what effective scrutiny looks like and how to conduct it effectively. It included a number of policies and practices that authorities should adopt when carrying out their overview and scrutiny function. One area that needed strengthening was access to information relating to the risk. To support this going forward, following its submission the Audit Committee, data on the current level of assurance that can be provided against each corporate risk will be reported to the Overview and Scrutiny Committee.

The current Risk Management Strategy & Framework was last considered and approved by the Cabinet in October 2017. The purpose of the Strategy and Framework is to define how risks are managed by the Council. It provides

guidance on the processes, procedures, roles and responsibilities for risk, and it sets out the context on how risks are to be managed. It defines the key role for the Audit Committee as providing independent assurance to the Council with regard to the effectiveness of the risk management framework and the associated control environment. This includes the monitoring of the framework and ensuring the implementation of all audit actions.

The Corporate Risk Register is a key enabler of the Strategy and Framework, and provides assurance on the key risks identified as corporate risks.

Existing risks identified within both the Council's corporate and operational service risk registers are subject to quarterly review by senior management and on an ongoing basis through the work of Internal Audit.

3. Corporate Risk Register

This approach has meant that some of the risks included within the corporate risk register have been set at a relatively high score with the expectation that as mitigation measures are properly recorded or actions taken, then these risks should start to improve over the coming months. This is not to say that all risks will return to 'green', as mitigation measures can only go so far, and some risks may always be inherently 'red' or 'amber' as the score reflects the potential impact on the Council and the likelihood of that event occurring.

The Corporate Risk Register and supporting comments as at the end of September 2019 are appended to this report, and this includes a summary of all control gaps currently identified on the Council's Corporate Risk Register.

4. Financial Implications

None arising directly from this report.

5. Appendices

Appendix 1 - Corporate Risk Register Monitoring – Quarter 2, September 2019

Appendix 2 - Risk Management Scoring Matrix

Appendix 1 - Corporate Risk Register Monitoring – Quarter 2, September 2019

1	<p>FAILURE TO PREVENT BUDGET OVERHEATING ONCE THE BUDGET HAS BEEN SET</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE</p> <p>Definition:</p> <p><i>Shorter term implications of overspending budgets or not collecting as much income as forecasted. This can cause adverse impact on Council balances.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> Quarter 2 budget monitoring has been completed and the report to Cabinet in November confirmed that the projected outturn is expected to be in line with the budget. The report included an update on the progress made with the delivery of the Council's approved 2019/20 efficiency programme of £1,086,300. It confirmed that projects totalling £360,900 will not be delivered during 2019/20 (majority deferred to future years) but this has been contained within the Cabinet's maximum budget by application of the budget reduction risk reserve set aside for this purpose, and other savings identified across the Council. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> Regular quarterly budget monitoring reports will be presented to Cabinet to highlight at the earliest opportunity any potential overspends which need to be addressed, ensuring that timely and effective management action can be taken. Quarter 3 budget monitoring will be reported to Cabinet in January. <p>The Council's budget monitoring processes are robust and whilst the budget reduction programme adds an increased risk to achievement of the annual budget this is not considered to be significant at this point in time.</p>
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2	<p data-bbox="264 237 980 268">FAILURE TO MAINTAIN FINANCIAL INTEGRITY</p> <p data-bbox="264 321 513 352">Owner: Mike Hill</p> <p data-bbox="264 394 1127 426">Current Risk and Direction of Travel: RED – NO CHANGE</p> <p data-bbox="264 468 423 499">Definition:</p> <p data-bbox="264 541 1307 615"><i>Affecting the ability of the Council to meet its financial commitments in the longer term.</i></p> <p data-bbox="264 657 753 688">Key Risk Driver: Financial Impact</p> <p data-bbox="264 730 727 762">Raw Risk Value: Critical - £1m+</p> <p data-bbox="264 804 976 835">Corporate Risk Register Outstanding Controls:</p> <p data-bbox="264 877 1307 951">The Council's financial position remains extremely challenging and future funding remains uncertain.</p> <p data-bbox="264 993 769 1024"><u>Actions completed during quarter 2:</u></p> <ul data-bbox="313 1024 1307 1612" style="list-style-type: none"> • A full review of the Council's 2019/20-2022/23 £2.6m efficiency programme has identified £120,500 that cannot be delivered. This remains within the expectations and overall risk provision of £125,600 included in the Medium Term Financial Plan. • The Council's Medium Term Financial Plan sets out the estimated future funding position and the associated risks due to the uncertainties surrounding the Fair Funding Review, Business Rates Retention and New Homes Bonus. The Government has recently announced a one year local government finance settlement for 2020/21 which means the reviews for the future funding of local government have been deferred for a year. This continues to inhibit effective medium term financial planning and the achievement of a sustainable financial position. • Monitoring of the Brexit impact, which is recognised as a risk to the achievement of a balanced Medium Term Financial Plan, is ongoing. <p data-bbox="264 1654 553 1686"><u>Actions outstanding:</u></p> <ul data-bbox="313 1686 1307 1864" style="list-style-type: none"> • Implementation of Advertising, Sponsorship and Marketing strategies to generate additional funding; • Development of a Procurement and Contract Management Strategy to ensure value for money in purchasing; • Ongoing monitoring and delivery of budget efficiency programme;

	<ul style="list-style-type: none"> Continuing consideration of the Council's funding position as the uncertainties listed above unfold.
3	<p>FAILURE TO PROTECT STAFF, INCLUDING HEALTH & SAFETY ISSUES</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: AMBER – IMPROVEMENT – move from C3 (Significant Likelihood/Serious Impact) to B3 (Low Likelihood/Serious Impact)</p> <p>Definition:</p> <p><i>Ineffective systems, processes and equipment that can present danger to individuals or groups of employees.</i></p> <p>Key Risk Driver: Health & Safety</p> <p>Raw Risk Value: Major – Loss of life / major illness</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> Council-wide electronic risk assessments are complete. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> Full implementation of emergency evacuation templates at each council location.
4	<p>FAILURE TO RECRUIT AND RETAIN STAFF, AND MAINTAINING INTERNAL CAPACITY</p> <p>Owner: Helen Barrington</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE</p> <p>Definition:</p> <p><i>Associated with the particular nature of each profession, internal protocols, managerial abilities, and sickness levels.</i></p> <p>Key Risk Driver: Service Provision</p>

	<p>Raw Risk Value: Serious – Significant elements of a service suspended / reduced</p> <p>Corporate Risk Register Outstanding Controls:</p> <p>As a consequence of budget pressures, decreasing workforce, increasing workload and higher customer expectations we are seeing an impact on capacity and resilience which may result in a potential reduction in performance. Work is needed to help improve organisational capacity and resilience by developing the skills and abilities of key leaders and staff.</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • The implementation of the Agile Working Strategy and associated roll-out of appropriate IT solutions e.g. laptops, is ongoing. Consultation on the Flexible and Agile Working Policy is complete; • Work is progressing on the development of a Benefits Statement which will highlight the benefits of working for the Council. The format has been agreed by SLT and will be issued to staff in quarter 1 of 2020/21. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Development of a Workforce Strategy - to ensure that staff are creative, flexible and have the right skills to respond positively to the challenges that lie ahead.
5	<p>FAILURE TO PROPERLY UTILISE EXISTING ICT, REACT TO TECHNOLOGY CHANGES, AND PREVENT DATA LOSS</p> <p>Owner: Helen Barrington</p> <p>Current Risk and Direction of Travel: RED – NO CHANGE</p> <p>Definition:</p> <p><i>The capacity of the Council to deal with the pace / scale of technological change, or its ability to use technology to address changing demands. Challenges over the security, storage and retention of both electronic and manual records, and data.</i></p> <p>Key Risk Driver: Objectives</p> <p>Raw Risk Value: Major – Directorate objectives not met</p> <p>Corporate Risk Register Outstanding Controls:</p>

	<p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • The required amendments to the Abritas Housing Needs system to secure GDPR compliance have been specified and are under review by partner councils; • General Data Protection Regulations – the delivery of the project plan to ensure that the Council responds to the requirements of the Act is nearing completion. Information Asset Registers have now been completed with final review due in quarter 3; • Ongoing implementation of the Digital Strategy which sets out a requirement that the technological solutions we invest in are used to their full potential. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Cyber Security risk assessment – the first draft has been considered by SLT and further information requested which is to be considered in quarter 3; • Abritas Housing Needs system amendments to be implemented.
6	<p>FAILURE TO PROTECT & UTILISE PHYSICAL ASSETS</p> <p>Owner: Mike Hill</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE</p> <p>Definition:</p> <p><i>Buildings that are fit for purpose, safe, secure, and meet legislative requirements for fire, asbestos, and water-testing. Land, buildings and other assets to be recorded on a database.</i></p> <p>Key Risk Driver: Health & Safety</p> <p>Raw Risk Value: Major – Loss of life / major illness</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • The rolling programme of condition surveys for all council-owned buildings is continuing with completion expected by March 2020; • A refresh of the Asset Management Plan and Property Review process is continuing with completion now expected by February 2020; <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Parks Risk Review – improvement actions arising from the risk assessment of parks assets are due to be implemented, including

	<p>the adoption of a risk based approach to site inspection. A tree register needs to be developed to support this work;</p> <ul style="list-style-type: none"> Counter Terrorism Review – report pending from the external agents, which will identify achievable actions to be implemented.
7	<p>FAILURE TO REACT TO CHANGES IN LEGISLATION</p> <p>Owner: Helen Barrington</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE</p> <p>Definition:</p> <p><i>Associated with current or potential changes in national or European law which can lead to possible breaches of legislation. Assessing the wider implications of new legislation on both the Council and its residents.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Major - £500k - £1m</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> General Data Protection Regulations and Data Protection Act 2018 – the delivery of the project plan to ensure compliance is nearing completion, a final review of information asset registers is required. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> Universal Credit implementation has been deferred by Central Government. Any outcomes from the Recycling and Waste Strategy consultation. Requirements may include an increase in recycling requirements and consequent funding implications.
8	<p>FAILURE OF CONTRACTORS OR PARTNERSHIP ARRANGEMENTS – CONTRACTUAL BREACHES</p> <p>Owner: Helen Barrington</p> <p>Current Risk and Direction of Travel: AMBER – NO CHANGE</p> <p>Definition:</p>

	<p><i>Associated with the failure of contractors and partnership arrangements to deliver services or products to the agreed cost and specification.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • Use of the electronic procurement system purchasing module commenced in July; <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Contract management processes are to be developed and implemented as part of the new e-procurement system; • Procurement and Contract Management risk training has been scheduled in quarter 4.
9	<p>INABILITY TO DEFEND ONE-OFF CHALLENGES TO A COUNCIL DECISION OR NEW COMPENSATION TREND EMERGES</p> <p>Owner: Helen Barrington</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE</p> <p>Definition:</p> <p><i>Councils are increasingly vulnerable to judicial reviews and new compensation claims.</i></p> <p>Key Risk Driver: Financial Impact</p> <p>Raw Risk Value: Serious - £50k - £500k</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • Electronic risk assessments complete. <p><u>Actions outstanding:</u></p> <p>There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.</p>

10	<p>FAILURE TO MAINTAIN SERVICE STANDARDS, CUSTOMER SATISFACTION, AND/OR MEET CUSTOMER EXPECTATIONS</p> <p>Owner: Helen Barrington</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE</p> <p>Definition:</p> <p><i>Related to channel shift to more digital on-line services but retaining the availability of face-to-face services. Affecting the competitiveness of the service (in terms of cost or quality) and/or its ability to deliver best value.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • None to be delivered. <p><u>Actions outstanding:</u></p> <p>There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.</p>
11	<p>FAILURE TO PREVENT DAMAGE TO THE COUNCIL’S REPUTATION</p> <p>Owner: Karen Bradford</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE</p> <p>Definition:</p> <p><i>Related to the Council’s reaction to a specific event or issue, or generally a downturn in quality of service.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p>

	<p>Quarterly monitoring of performance information by SLT is an embedded process and timely management action is taken to address any service quality issues arising.</p> <p><u>Actions outstanding:</u> There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.</p>
12	<p>FAILURE TO REACT TO AN ENVIRONMENTAL INCIDENT OR MALICIOUS ACT</p> <p>Owner: Karen Bradford</p> <p>Current Risk and Direction of Travel: GREEN – NO CHANGE</p> <p>Definition:</p> <p><i>Council reaction to a natural occurrence e.g. widespread flooding, or other events such as fire and explosions.</i></p> <p>Key Risk Driver: Reputation</p> <p>Raw Risk Value: Major – Adverse national publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u></p> <ul style="list-style-type: none"> • None to be delivered. <p><u>Actions outstanding:</u></p> <ul style="list-style-type: none"> • Review of Business Continuity plans is ongoing and due to be completed by March 2020.
13	<p>FAILURE TO REACT TO SOCIO-ECONOMIC TRENDS</p> <p>Owner: Karen Bradford</p> <p>Current Risk and Direction of Travel: GREEN - NO CHANGE</p> <p>Definition:</p> <p><i>Relating to the effects of changes in demographic, residential, or socio-economic trends on the Council's ability to meet its objectives.</i></p> <p>Key Risk Driver: Reputation</p>

	<p>Raw Risk Value: Serious– Adverse regional publicity</p> <p>Corporate Risk Register Outstanding Controls:</p> <p><u>Actions completed during quarter 2:</u> The Senior Leadership Team receives economic indicator reports on a bi-annual basis that reports over the themes of homelessness, new homes, benefits and income, and local economy. SLT reflect on these demographic trends and ensure they are fully reflected in service planning processes to ensure needs continue to be met.</p> <p><u>Actions outstanding:</u> There are currently no outstanding control gaps in the strategic or operational risk registers relating to this corporate risk.</p>
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HIGH RISK AUDIT RECOMMENDATIONS RAISED IN PREVIOUS YEARS BUT NOT YET IMPLEMENTED:

There are no high risk audit recommendations from previous years that have not been addressed and implemented.

HIGH RISK AUDIT RECOMMENDATIONS RAISED IN THIS FINANCIAL YEAR:

There have been none reported during 2019/20.

APPENDIX 2 - RISK MANAGEMENT SCORING MATRIX

Likelihood	Very High	E						
	High	D				2		
	Significant	C		4	6, 7	5		
	Low	B	10,12	1,11,13	3,8			
	Very Low	A			9			
			1	2	3	4	5	
			Negligible	Minor	Serious	Major	Critical	
			Impact					