

Agenda Item No:	7	
Committee:	Corporate Governance	
Date:	7 February 2018	
Report Title:	Corporate Risk Register quarterly review	

1 Purpose / Summary

- To provide a quarterly update to the Corporate Governance Committee on the Council's Corporate Risk Register.

2 Key issues

- The Council's Risk Management Strategy ensures the effective maintenance of a risk management framework by:-
 - embedding risk management across core management functions;
 - providing tools to identify and respond to internal and external risk;
 - linking risks to objectives within services and regularly reviewing these.
- Corporate Governance Committee has asked that the Council's Corporate Risk Register is reviewed and presented to it quarterly.
- The latest Corporate Risk Register (**Appendix A**) is attached to this report.

3 Recommendations

- The latest Corporate Risk Register is agreed as attached as Appendix A to this report.

Wards Affected	All
Forward Plan Reference	N/A
Portfolio Holder(s)	Cllr Mark Buckton - Chairman of Corporate Governance Committee
Report Originator(s)	Geoff Kent – Head of Customer Services
Contact Officer(s)	Paul Medd – Chief Executive Brendan Arnold - Corporate Director & Chief Finance Officer Carol Pilson – Corporate Director Gary Garford – Corporate Director Richard Cassidy – Corporate Director Geoff Kent – Head of Customer Services
Background Paper(s)	Previous review of the Corporate Risk Register: minutes of Corporate Governance Committee for 27/9/17 meeting refer

4 Background / introduction

- 4.1 This is the latest quarterly update in respect of the Corporate Risk register.

5 Considerations

- 5.1 The Council has seven considerations when considering risk:-
- Performance – can we still achieve our objectives?
 - Service delivery – will this be disrupted and how do we ensure it continues?
 - Injury – how do we avoid injuries and harm?
 - Reputation - how is the Council's reputation protected?
 - Environment – how do we avoid and minimise damage to it?
 - Financial – how do we avoid losing money?
 - Legal – how do we reduce the risk of litigation?
- 5.2 Members and Officers share responsibility for managing risk:-
- Members - have regard for risk in making decisions
 - Corporate Governance Committee – oversee management of risk
 - Corporate Management Team – maintain strategic risk management framework
 - Risk Management Group – Lead Officers across the Council promote risk management and a consistent approach to it
 - Managers – identify and mitigate new risks, ensure teams manage risk
 - All staff – manage risk in their jobs and work safely.
- 5.3 Risk is scored by impact and likelihood. Each have a score of 1-5 reflecting severity. The overall score then generates a risk score if no action is taken, together with a residual risk score after mitigating action is taken to reduce risk to an acceptable level.
- 5.4 The level of risk the Council deems acceptable is the “risk appetite”. The Council accepts a “medium risk appetite” in that it accepts some risks are inevitable and acceptable whereas others may not be acceptable.
- 5.5 Managers consider risks as part of the annual service planning process. Each service has a risk register with the highest risks being reported at a strategic level, forming the Corporate Risk Register. The Corporate Management Team, supported by the Risk Management Group ensures that the highest risks are regularly reviewed and mitigating action undertaken.
- 5.6 Each year the Risk Management Strategy is reviewed and agreed by Corporate Governance Committee.
- 5.7 The Corporate Risk Register is very much a “living document”; Corporate Governance Committee review it quarterly.
- 5.8 Where exceptional new risks present themselves, they can be referred to Corporate Governance Committee urgently as appropriate.
- 5.9 Risk appetite has been considered. The Council takes a medium risk appetite, accepting that the current climate in Local Government is subject to great change and

that some risks are necessary in order for the Council to move forward and continue to deliver high quality, cost-effective services. As a result of this; in some instances it is not possible to significantly reduce residual risk. Having said this, some decisions may need to be made in a timely manner and this could increase risk appetite accordingly. The Council's overall risk appetite should be reviewed regularly.

- 5.10 Risk awareness is embedded across the Council. Whilst the Risk Management Strategy sets out how all levels of Officers should understand and take risk into account, it is important that risk awareness and management is integral to the Council's culture. To achieve this, risk awareness and training are important.
- 5.11 It is important that Members have regard for risk when considering matters and making decisions at Council, Cabinet and Committees. In addition, Corporate Governance Committee must take a strategic overview of risk and consider the highest risks to the Council as set out in the Corporate Risk Register.

6 Changes to the Corporate Risk Register

- 6.1 At the last meeting, Members requested these changes, that have been incorporated into the Risk Register:-
 - That Risks are ordered by severity, with the highest risks appearing first,
 - That Risk 9 (Natural disaster) be renamed as the Council's ability to cope with a natural disaster,
 - That the residual risk be referred to as current risk.
 - That the risks of Capital spending failure be expanded upon.
 - That action being taken, together with timescales in respect of the highest risks be shown in the Register.
- 6.2 The Risk Register has been reviewed by the Corporate Risk Management Group and Corporate Management Team, with no changes to current risk scores, addition or deletion of risks.
- 6.3 Mitigating action and progress have been updated.
- 6.4 Commentary regarding all risks and action being taken to ensure current risks are minimised has been updated in the Risk Register.

7 Next steps

- 7.1 Officers will continue to bring a reviewed and updated Corporate Risk Register to Corporate Governance Committee on a quarterly basis.

8 Conclusions

- 8.1 The risk management process provides assurance for the Annual Governance Statement, which is substantiated by reports from the Council's External Auditors in their issuance of an unqualified audit opinion.
- 8.2 Regular review (and updating as appropriate) of the Risk Management Strategy and Corporate Risk Register will further build the assurance required above.

Corporate risk register

Reviewed and updated January 2018



1 Introduction

- 1.1 This is the latest Corporate Risk Register. Please refer to the Council's Corporate Risk Strategy for further information about how the Council approaches risk management. Actions and comments for each risk have been revised and other changes are highlighted in green.

2 The corporate risk register at a glance

- 2.1 Please see below for a summary of current risks and their scores. More detail follows in section 3 of this document, in which the individual risks are ordered by severity of current risk, in descending order.

Ref	Risk	Risk if no action			Current risk			Page in this register
		Impact	Likelihood	Score	Impact	Likelihood	Score	
1	Legislative changes	5	5	25	2	5	10	9
2	Brexit	5	5	25	3	3	9	10
3	Failure of contractors and suppliers working on the Council's behalf	4	5	20	3	4	12	6
4	Failure of IT systems	5	4	20	4	2	8	17
5	Insufficient staff to provide Council services	4	5	20	2	3	6	18
6	Breach of ICT security causes loss of service	5	5	25	2	3	6	19
7	Lack of access to Council premises prevents services being delivered	5	5	25	2	3	6	20
8	Funding changes make Council unsustainable	5	5	25	3	3	9	11
9	The Council's ability to cope with a natural disaster	5	5	25	4	4	16	3
10	Major health and safety incident	4	4	16	4	3	12	7
11	Fraud and error committed against the Council	5	4	20	3	3	9	12
12	Failure of external investment institutions	5	4	20	3	3	9	13
13	Failure of Governance in major partners or in the Council as a result of partnership working	4	5	20	3	3	9	14
14	Failure to achieve savings set out in Council's CSR project and Efficiency Plan	4	5	20	3	3	9	15
15	Over-run of major Council projects in time or cost	4	5	20	3	2	6	21
16	Service provision affected by organisational change	4	2	20	3	4	12	8
17	Political changes in national priorities	5	4	20	5	3	15	5
18	Capital funding strategy failure	5	4	20	4	4	16	4
19	Poor communications with stakeholders	4	5	20	3	3	9	16

3 Corporate risk register

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
		Impact	Likelihood	Score		Impact	Likelihood	Score			
9	<p>Risk:- The Council's ability to cope with a natural disaster.</p> <p>Effects:- Natural disaster; malicious or accidental incident affects support required by civilians or disrupts existing Council services.</p>	5	5	25	<ul style="list-style-type: none"> • Emergency plan • Emergency planning exercises beyond the district • Business continuity plans • Regular exercise and joint public sector workshops for Emergency Planning • Emergency Planning Communications Strategy • Review of approach with partner organisations as a result of lessons learned from 'near miss' flood events. • Local Resilience Forum 	4	4	16	CMT	<ul style="list-style-type: none"> • Regularly test Emergency Plan • Test service Business Continuity Plans • Ensure key emergency planning staff attend regular liaison meetings and training 	<p>Between November 2017 and January 2018 ten Council staff have attended tactical emergency planning training provided by the Cambridgeshire and Peterborough Local Resilience Forum (a body that brings local partner organisations together to train and coordinate major incident responses in Cambs).</p> <p>In particular this focused on incident management and the recovery phase after any incident where the Council will play central role in maintaining community well-being.</p> <p>The Environment Agency has published an East Coast Tidal Surge Plan which will help inform a joint response to a tidal surge.</p> <p>Key staff such as Paul Medd attend regular multi-agency briefing and planning meetings.</p> <p>Plans are now being made to hold an internal emergency planning exercise in early 2018 to test plan robustness.</p>

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18	<p>Risk:- Capital funding strategy failure</p> <p>Effects:- Financial risks of capital funding shortfalls leading to increased burden to the Council. Potential for marginal deficit in capital program if future funding is not realised</p>	5	4	20	<ul style="list-style-type: none"> Asset mgt plan Asset disposal linked to capital programme CMT monitoring of capital receipts/effect on capital prog' Regular Cabinet review of the capital prog' , member with responsibility for assets Additional funding opp's identified and pursued where possible Project lead monitors site valuations linked to econ' timing of dev' proposals. Marketing and identification of potential land purchasers, flexibility of planning guidance aligned to market needs Continued consultation with economic partners. 	4	4	16	Gary Garford / Brendan Arnold	<ul style="list-style-type: none"> Forward planning and horizon scanning. Regular high level monitoring of direction of travel and mitigation required. Asset Management Plan. 	<p>Officers are considering the Council's ability to fully fund a capital programme and have considered alternative methods of funding such as prudential borrowing.</p> <p>The current Capital programme is fully funded subject to the realisation of planned capital receipt income.</p> <p>Should resources from external funding and/or capital receipts not generate the level of receipts forecast, or there is a delay in disposal of assets, then the capital programme will need re-visiting to ensure funding is sufficient to meet proposed expenditure. Reviews of the programme and resources available are carried out regularly during the year.</p> <p>A revenue contingency is proposed for the Council's 2018-19 budget which is being submitted for decision by Council on 22/2/18.</p>

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17	<p>Risk:- Political changes in national priorities</p> <p>Effects:- Changes in national political priorities may result in immediate changes that require additional resource to achieve and fail to reflect priorities determined by consultation.</p>	5	4	20	<ul style="list-style-type: none"> Financial & workforce planning Monitoring by CMT and resultant Cabinet reports Clear corporate planning and regular performance monitoring Effective service & financial planning Respond to national consultation on key policy changes LGA Membership Membership of LGA as a Council Outside Body 	5	3	15	Paul Medd	<ul style="list-style-type: none"> Understanding and acting on intelligence from LGA, CIPFA and other local government sources. Resources identified, approved and implemented without delay. 	The risks of legislative change remain high as a result of the effects if the Brexit negotiation process, albeit that Brexit itself has been identified as a risk to the Council.

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
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3	<p>Risk:- Failure of contractors and suppliers working on the Council's behalf</p> <p>Effects:- Failure of contractor or partners to deliver services or meet agreed performance objectives leads to additional costs or failed objectives.</p>	4	5	20	<ul style="list-style-type: none"> • Procurement processes – including financial aspects/ contract standing orders/ equality standards • Contract process – creation of robust contracts • Accountability and risk ownership documented • Service Level Agreements • Contract monitoring • Trained/skilled staff • Project management • Relationship Management • Business Continuity Plans 	3	4	12	CMT	<ul style="list-style-type: none"> • Regular monitoring of contracts and performance by Managers. • Ensure that contracts have risk registers and mitigation in event of contract failure. 	<p>Although we have not been affected by the collapse of Carillion we are mindful of the need to ensure the financial integrity of contractors.</p> <p>Preparations for appointing a partner to operate Leisure Services from late 2018 continue, including the draft contract having contingency in case of service failure.</p> <p>Potential contractors are always checked for financial stability by the Accountancy team before contracts are let.</p> <p>Individual Council services share their own contingency to cover for contractor failure.</p>

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
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10	<p>Risk:- Major health and safety incident</p> <p>Effects:- Major Health & Safety incident at Council leads to costs for inquiry, disruption to service and possible prosecution</p>	4	4	16	<ul style="list-style-type: none"> • Health & Safety (H&S) Panel • H&S procedures – addressed at every service area • H&S audits in all services • Specialist H&S advisor • Corporate wide H&S training • Insurance • Port Health and Safety arrangements aligned 	4	3	12	Brendan Arnold /Gary Garford	<ul style="list-style-type: none"> • Ensure health and safety is standard agenda on all team meetings. • Ensure equipment inventory and inspections are up to date. • Review Risk Assessments and Action Plans. 	A thorough Health and Safety regime at the Council ensures that the residual risk remains carefully managed

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
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16	<p>Risk:- Service provision affected by organisational change</p> <p>Effects:- Service provision and performance affected by organisational change, industrial action and/or staff sickness resulting in complaints, poor performance and possible further costs.</p>	4	5	20	<ul style="list-style-type: none"> • Working environment / org culture • Staff Committee • Consultation with Staff Side • Flexible working • Established suite of people policies & procedures • Business continuity plans • Management training • “Springboard” staff development and appraisals • CMT monitor and lead on human resource management. • Regular performance monitoring and management • IIP • Access to interim arrangements 	3	4	12	Brendan Arnold	<ul style="list-style-type: none"> • Business continuity plans for each service. • Culture of Council remains effective. 	<p>Plans regularly checked and tested.</p> <p>Services have reviewed their Business Continuity Plans in the light of wider local government lessons learnt from the Grenfell Tower fire.</p>

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1	<p>Risk:- Legislative changes</p> <p>Effects:- Changes arising from Central Government or EU legislation requiring significant alteration to organisational capacity, such as impact of welfare reform and universal credit, effects of devolution, introduction of new burdens.</p>	5	5	25	<ul style="list-style-type: none"> Monitoring Officer Horizon scanning by Legal/CMT/Mgt Team Service Manager responsibilities Financial & workforce planning Membership of professional/ Local Gov bodies aids horizon scanning Mgt of change approach to mitigate significant impact to the organisation and its staff Detailed project plans to change implementation Respond to consultations on new legislation 	2	5	10	Carol Pilson	<ul style="list-style-type: none"> Use intelligence to identify impending changes and their effects. Ensure staff trained and procedures changed. Use professional networking to identify best practice for responding to change. 	<p>Preparations for General Data Protection Regulations coming into force on 25th May 2018 continue with focus on compiling an Information Asset Register, training staff and ensuring all Council data is held in accordance with the new requirements.</p> <p>We are preparing for enhanced legislative requirements with regards homelessness contained within the Homelessness Reduction Act going live this year.</p> <p>Further news on the longer term future of Local Government funding are still awaited.</p> <p>The Corporate Director and Section 151 officer has joined a DWP national working group regarding the implementation of Universal Credit.</p>

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2	<p>Risk:- Brexit</p> <p>Effects:- Uncertainty during transition period, followed by potential legislative, funding and policy changes after UK leaves EU may adversely affect the Council and its ability to provide services.</p>	5	5	25	<ul style="list-style-type: none"> • Horizon scanning by Legal Services / CMT / Heads of Service • Financial & workforce planning • Membership of professional and Local Govt bodies aids horizon scanning • Management of change approach to mitigate against significant impact to the organisation and its staff • Detailed project plans to manage implementation of changes 	3	3	9	Brendan Arnold	<ul style="list-style-type: none"> • Understanding and acting on intelligence from LGA, CIPFA and other local government sources. • Identifying policies that require changing, their effects and governance as Brexit effects start. 	We continue to monitor progress and take account of any effects on local government as they emerge.

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
		Impact	Likelihood	Score		Impact	Likelihood	Score			
8	<p>Risk:- Funding changes make Council unsustainable</p> <p>Effects:- Economic changes, imposed savings requirements, changes to local government funding systems, uncertainties of pilot pension fund.</p> <p>Financial Mgt of NNDR, CTS leads to change in income /spending making Council unsustainable.</p>	5	5	25	<ul style="list-style-type: none"> • S151/ Chief Finance Officer • Financial Regulations & Standing Orders • Appropriately trained staff • MTFS • Professional economic forecasts • Community consultation on service priorities • Our CSR programme • Political decisions linked to budget strategies • CMT efficiency planning • Efficiency Plan and CSR plan. • Executive steer of service /capital priorities. • Review fees /changes. • Reserves • Financial Mgt System • Budget monitoring. 	3	3	9	Brendan Arnold	<ul style="list-style-type: none"> • Using intelligence to model and plan for future changes and risks and move away from reliance on Govt funding to balance our budget. • Regular monitoring of current position, report to Members. • Workforce planning covers all scenarios. • Inclusion in national working groups modelling and lobbying for funding system after RSG ceases. • Sharing Council's Efficiency Plan with the Government allows guaranteed multi-year grant settlement raising funding certainty. 	We are closely watching local government finance and the 2018-19 Council budget proposals reflect how the Council will balance its budget and maintain appropriate reserves.

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
		Impact	Likelihood	Score		Impact	Likelihood	Score			
11	<p>Risk:- Fraud and error committed against the Council</p> <p>Effects:- Potential for fraud, corruption, malpractice or error, by internal or external threats. In addition to immediate financial loss, this could harm reputation and lead to additional inquiry costs and penalties.</p>	5	4	20	<ul style="list-style-type: none"> • Anti-fraud & corruption policy/ strategy • Financial Regulations / Standing Ord • Codes of conduct • Appropriately trained staff • Appropriate culture and risk awareness • Segregation of duties • Supported financial mgt system • Budget monitoring regime • Internal Audit review of sys /and controls • Bribery & corruption / fraud risk assessments • Indemnity insurance • Whistle-blowing procedure • Annual Governance Statement • ARP fraud resource • National Fraud Initiative 	3	3	9	Brendan Arnold and Carol Pilson	<ul style="list-style-type: none"> • Increase staff vigilance • Fraud awareness training for Managers • Raise profile internally and externally for successful prosecutions 	The Council has assisted with each annual National Fraud Initiative cross matching information with records held nationally.

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12	<p>Risk:- Failure of external investment institutions</p> <p>Effects:- Failure of external investment institutions affecting availability of funds or return on investment reducing cash flow and resource availability</p>	5	4	20	<ul style="list-style-type: none"> • Policy for maximum investment/ borrowing levels limits liability • Credit ratings • Financial management • Reserves • Insurance • Medium Term Financial Strategy • Treasury Management Strategy 	3	3	9	Brendan Arnold	<ul style="list-style-type: none"> • Effective Treasury Management strategy. • Robust auditing of processes and policies. 	The Council's treasury management position is regularly reviewed and is currently showing a good position.

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
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13	<p>Risk:- Failure of Governance in major partners or in the Council as a result of partnership working</p> <p>Effects:- Partnership governance not adopted or followed, leading to unachieved priorities and poor performance by major partner agencies:- Cambs and Peterborough Combined Authority, Anglia Revenues Partnership, CNC Building Control, Shared Planning.</p>	4	5	20	<ul style="list-style-type: none"> • FSP, Fenland Public Service Board, Cabinet and O&S, bi-annual stakeholder events ensure accountability • ARP Joint Committee and Operational Improvement Board, full membership of the trading partnership, Cabinet, O&S, joint risk registers • CNC Joint Members Board, Cabinet plus O&S • Shared Planning Board, Cabinet plus Overview and Scrutiny, joint performance indicators • Project plans / perf' monitoring shared risk registers • PCCA Membership. 	3	3	9	Carol Pilson / Brendan Arnold	<ul style="list-style-type: none"> • Assurance that governance models correctly followed and in the Council's interests. • Support Members in governance of partnership bodies. • Internal Audit partnership arrangements. • Ensure that the Council's interests are protected as Members of the Combined Authority and as Officers working on joint projects. 	<p>The Annual Governance Statement being reported to Corporate Governance Committee in February 2018 shows the Council is in a strong governance position.</p> <p>Scrutiny of ARP and Planning takes place on an annual basis and Cabinet members sit on Boards to ensure the effective delivery of partnership arrangements such as CNC Board for building control,</p>

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
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14	<p>Risk:- Failure to achieve savings set out in Council's CSR project and Efficiency Plan</p> <p>Effects:- Failure to achieve efficiency saving, maximise income, or performance targets, results in greater than budgeted costs and potential risk of Council not being able to set a balanced budget.</p>	4	5	20	<ul style="list-style-type: none"> • Heightened analysis of budgets and services by CMT • Implement Service Transformation • Implement Procurement Strategy • Corporate plan • Pursue action to increase income streams • Performance Management Framework • Budget and performance monitoring 	3	3	9	CMT	<ul style="list-style-type: none"> • Robust control of corporate Transformation Plan. • Regular progress reports and assurance to Members. 	Delivery of CSR continues including delivering savings planned for in the Council's annual budget and medium term financial strategy.

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19	<p>Risk:- Poor communications with stakeholders</p> <p>Effects:- Poor communication with stakeholders and staff leads to poorly informed direction of resources and lack of support for change</p>	4	5	20	<ul style="list-style-type: none"> • Internal and external regular publications • Staff and management meetings • Regular staff communication from the Chief Executive • Key stakeholder networks for consultation • Forums for perceived hard to reach groups • Co-ordinated press releases • Comments, Compliments and Complaints monitoring and reporting procedure • Customer Service Excellence accreditation • Investors in People accreditation 	3	3	9	Carol Pilson	<ul style="list-style-type: none"> • CSE Action Plan. • Staff survey. • Public consultations on key issues. 	A new consultation strategy has been agreed to ensure that we maintain a low current risk for this matter.

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		Impact	Likelihood	Score		Impact	Likelihood	Score			
4	<p>Risk:- Failure of IT systems</p> <p>Effects:- Failure to secure and manage data leads to loss of/ corruption of / inaccuracy of data, results in disruption to services and breaches of security. A further consequence could be financial penalties and reputational risk.</p>	5	4	20	<ul style="list-style-type: none"> • Data protection policy and procedure • Freedom of Information publication scheme • Data retention policy and procedure for archive and disposal • Information breach response plan • Monitoring Officer role comprises Senior Information Risk Officer function • Business continuity plans • ICT system security • Public Services Network compliance • Paperless office project • Countywide information sharing framework 	4	2	8	Carol Pilson / Brendan Arnold	<ul style="list-style-type: none"> • Effective auditing of systems and data held. • Data backed-up securely off-site. • Regular penetration testing. • Regular review of business continuity plans 	<p>Preparations for GDPR continue as per risk 1.</p> <p>An additional internet feed to Fenland Hall has been installed to improve resilience.</p>

Reference	Risk and effects	Risk if no action			Mitigation	Current risk			Risk Owner	Actions being taken to managing risk	Comments and progress of actions
		Impact	Likelihood	Score		Impact	Likelihood	Score			
5	<p>Risk:- Insufficient staff to provide Council services</p> <p>Effects:- Constraints to effective workforce planning lead to poor standards of service or disruption to service. Service transformation and commissioning can help build resilience, but could also lead to a loss of qualified and knowledgeable staff, which exposes the council to risk of service failure and legal challenge.</p>	4	5	20	<ul style="list-style-type: none"> • Learning & Development framework / Training • Working environment /culture • Staff Committee • Staff Side • Flexible working • Established suite of people policies & Procedures • Business continuity plans • Management training • 121s /Springboard staff development and appraisals • Service planning process • Access to interim staff via frameworks 	2	3	6	CMT	<ul style="list-style-type: none"> • Ensure all services have effective Workforce plans incorporated into Service Plans. • Effective succession planning. 	<p>Services are preparing workforce plans for 2018-19 to ensure teams are staffed according to current establishment and to take account of longer-term trends.</p> <p>To reduce impact of flu, key groups of staff are being invited to have winter flu jabs.</p>

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6	<p>Risk:- Breach of ICT security causes loss of service</p> <p>Effects:- Major IT physical hardware failure or electronic attack, such as viruses, hacking or spyware, causes disruption to services and breaches of security. A further consequence could be financial penalties and reputational risk.</p>	5	5	25	<ul style="list-style-type: none"> • Anti-virus software • Geographically distributed servers • Tested disaster recovery plan • Back-ups stored off site • Secondary power supply • Revised security policies • Critical services' business continuity plans include manual operation 	2	3	6	Brendan Arnold	<ul style="list-style-type: none"> • Effective auditing of systems and data held. • Data backed-up securely off-site. • Regular penetration testing. 	<p>The Council has subscribed to the National Cyber Security Centre's (NCSC) Web Check service that helps public sector organisations fix website threats. This service regularly scans public sector websites to check if they are secure. NCSC have advised that the Fenland Council site is secure.</p> <p>Council IT systems and website are as secure as possible with current anti-attack software and processes up to date. When vulnerabilities are made known by software vendors, software is updated to reduce the risk of malicious attack.</p>

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7	<p>Risk:- Lack of access to Council premises prevents services being delivered</p> <p>Effects:- Disruption of service provision.</p>	5	5	25	<ul style="list-style-type: none"> • Alarm and security systems • Business continuity plans • Emergency planning network • ICT disaster recovery and offsite testing • Relocation procedures - critical and support services • Geographically distributed sites • Remote working • Statutory building inspection and checks 	2	3	6	Gary Garford	<ul style="list-style-type: none"> • Regularly test Emergency Plan • Test service Business Continuity Plans • Ensure key emergency planning staff attend regular liaison meetings and training 	Plans regularly checked and tested.

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15	<p>Risk:- Over-run of major Council projects in time or cost</p> <p>Effects:- Failure to manage projects effectively leads to overruns on time or cost and failure to achieve project aims.</p>	4	5	20	<ul style="list-style-type: none"> • Project Management methodology • Contract Standing Orders & Financial Regulations • Service plans • Budgetary control • Management and Portfolio Holder oversight 	3	2	6	CMT	<ul style="list-style-type: none"> • Robust project management. • Effective risk registers for projects. 	<p>Effective project management remains a Council priority.</p> <p>Preparations for appointing a partner to operate Leisure Services from late 2018 continue, including the draft contract having contingency in case of service failure.</p> <p>Major projects are closely monitored by CMT and Cabinet members and progress is reported to Council via Portfolio Holder briefings.</p>

Heat map – residual risk

