

TITLE OF REPORT: RISK MANAGEMENT UPDATE

REPORT OF THE HEAD OF FINANCE, PERFORMANCE AND ASSET MANAGEMENT

1. SUMMARY

- 1.1 To provide the Committee with an update on the management of the Strategic/Corporate risks owned by the Senior Management Team (SMT) and Cabinet.
- 1.2 To provide the Committee with a summary of the changes made to the Risk Management Policy and Strategy for 2014.

2. RECOMMENDATIONS

- 2.1 That the Committee notes and refers the reduced likelihood score for the Northern Transfer and Ancillary Facility risk to Cabinet.
- 2.2 The Committee notes and refers the revised likelihood score for the Top Risk of the North Hertfordshire Museum & Hitchin Town Hall Project to Cabinet.
- 2.3 To note the Payroll System/Service Top Risk has a reduced impact score following the continuing embedding of the payroll contract.
- 2.4 To review and approve the changes to the Risk and Opportunities Management Policy and Strategy and refer these to Cabinet.

3. REASONS FOR RECOMMENDATIONS

- 3.1 The responsibility for ensuring the management of the risks referred to in Section 2.1 and 2.2 of this report is that of Cabinet.
- 3.2 Cabinet have responsibility for approving any changes to the Risk & Opportunities Management Strategy and Policy.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1 There are no alternative options that are applicable.

5. CONSULTATION WITH EXTERNAL ORGANISATIONS AND WARD MEMBERS

- 5.1 Consultation has been undertaken with SMT and the Risk Management Group (this includes Councillor T Hone as Risk Management Member 'champion'). Lead Officers discuss these risks with the relevant Portfolio Holder.

6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

7. BACKGROUND

- 7.1 The Finance, Audit and Risk Committee received an update report on the Top Risks at the September 2014 meeting. The new risk of the Waste & Street Cleansing Contract Renewal was referred to Cabinet. In addition, the Committee noted the new SMT Top Risk of Development of Careline.
- 7.2 The Top Risks have been reviewed by the Senior Management Team. All of the Top Risks are summarised on the Risk Matrices in Tables 1 and 2. Members are able to view the current risk descriptions on Covalent, the Council's performance and risk management software.
- 7.3 The Council's Risk and Opportunities Management Strategy describes the role of this Committee as to "oversee the effective management of risk by the Council by receiving and considering the Top Risks and risk management reports. Any changes to the Top Risks are referred to Cabinet".
- 7.4 The projects relating to the North Hertfordshire Museum & Hitchin Town Hall and the Northern Transfer Station and Ancillary Facilities have been included as key projects in the Priorities for the District 14/15. They relate to the priorities of "Working with our Communities" and "Living Within our Means" respectively

8. REVISED TOP RISKS

- 8.1 **North Hertfordshire Museum & Hitchin Town Hall**
This Top Risk was formally known as "Delivery of Outcomes from the Museums FSR". The title has been revised to reflect the current project. The likelihood has been increased to reflect the risk of loss of, or unavailability of, or capacity of, key personnel at Hitchin Town Hall Ltd and potential failure to mobilise resources to operate the building. It further reflects the lack of fund raising and a ramp-up plan from Hitchin Town Hall Ltd.
- 8.2 **Northern Transfer Station and Ancillary Facilities**
This has a reduced likelihood following the resolution of the short-term risks posed by the lease and contract arrangements for Bury Mead. This site is currently acting as a residual waste transfer station for North Hertfordshire.
- 8.3 **Payroll System/Service**
The replacement payroll system/service has a reduced likelihood to reflect that the system is now bedding down so risks have either materialised or passed, also reducing the risk of errors or omissions by staff/SERCO and the risk of additional costs being charged.
- 8.4 The full risk descriptions for the revised risks outlined in paragraphs 8.1 to 8.3 are included in Appendix A.

8.5 Tables 1 and 2 illustrate the current and proposed changes to the Top Risks.

Table 1: Risk Matrix – Cabinet Risks December 2014



likelihood	3 high	4	7 Sustainable Development of the District	9 Local Plan North Hertfordshire Museum & Hitchin Town Hall 
	2 medium	2	5 Office Accommodation Churchgate and the surrounding area Asset Management	8 Waste & Street Cleansing Contract Renewal Comingled waste Managing the Council's Finances
	1 low	1	3	6 Northern Transfer Station & Ancillary Facilities (9) 
		1 Low	2 Medium	3 High
		Impact		

Table 2 – SMT Top Risks December 2014

likelihood	3 high	4	7	9
	2 medium	2	5 Procurement, Tendering & Letting of Contracts Workforce Planning Welfare Reform and Interest Rates Replacement payroll system / payroll service ↓	8 Development of Careline
	1 low	1	3	6
		1 Low	2 Medium Impact	3 High

9. RISK & OPPORTUNITIES MANAGEMENT POLICY & STRATEGY

9.1 The Risk Management Policy in Appendix B has been revised to reflect the current Priorities. The following paragraph has been inserted to confirm that by managing risk the Council can take opportunities.

“By managing risk, the Council will be in a better position to:

- Explore ways to generate additional income to protect and enhance the facilities, services and environment that we already have
- Encourage an environment in which businesses and people can flourish
- Use resources such as people, knowledge, investments and land & buildings to make changes to services and how they are delivered.”

9.2 Although the Strategy is not formally due for review at this time, some minor revisions are proposed. The revised Strategy is attached in Appendix C.

9.3 The Strategy has been amended in the following areas:

Ref	Existing Wording	New Wording
3.1	<ul style="list-style-type: none"> • Living within our means to deliver cost effective services • Working with local communities • Protecting our environment for our communities <p>From 1 April 2014, the priorities will be:</p> <ul style="list-style-type: none"> • Promoting Sustainable Growth • Working with our communities • Living within our Means 	<p>The Council's short and medium term priorities are :-</p> <ul style="list-style-type: none"> • Promoting Sustainable Growth • Working with our communities • Living within our Means
4..4	<p>Managers need to consider the worst thing that can happen/the benefits of taking an opportunity.</p> <p>Event → Consequence → Impact</p> <p>Typical risk phrasing is</p> <ul style="list-style-type: none"> Loss to... Failure of..... Failure to..... Lack of..... Partnership with..... Development of <p>} leads to</p>	<p>Managers need to consider the cause of a risk/the benefits of taking an opportunity. The risk description needs to be clearly understood by anyone who is reading the register. If it is not well defined, it is difficult to understand why there us a risk and identify the appropriate and effective controls</p> <p>Cause → Risk → Result</p> <p>As a result of...,there is a risk that..., which may result in...</p> <p>For example:-</p> <p>As a result of lack of staff and budget resources there is a risk that there will be a delay of 6 months in implementing buildings maintenance plans leading to:-</p> <ul style="list-style-type: none"> • Increased deterioration of buildings • Increased cost of implementing plan • Budget shortfall • Impact on insurance arrangements

6.2	New	Where a particular service area has a large number or variety of risks, at least an annual report on their identified risks as well as their performance and any outstanding recommendations from internal audit reports will be reviewed at a Team Meeting. This enables a local challenge by managers within that service who would have an understanding of the operational service risks, including new and emerging risks relevant to that service
8.2	Revised	Timetable updated to reflect dates for 2014 and beyond

10. LEGAL IMPLICATIONS

- 10.1 No legal implications arise from Risk Management updates to the Finance, Audit and Risk Committee. The Committee's Terms of Reference make it responsible for monitoring the effective development and operation of risk management and corporate governance in the council

11. FINANCIAL IMPLICATIONS

- 11.1 Any additional resources to complete risk management actions are included in the Corporate Business Planning process. There are no direct financial implications from this report.

12. RISK IMPLICATIONS

- 12.1 The Risk & Opportunities Management Strategy requires the Finance Audit & Risk Committee to consider regular reports on the Council's Top Risks. Failure to provide the Committee with regular updates would be in conflict with the agreed Strategy and would mean that this Committee could not provide assurances to Cabinet that the Council's identified Top Risks are being managed.

13. EQUALITIES IMPLICATIONS

- 13.1 The Equality Act 2010 came into force on the 1st October 2010, a major piece of legislation. The Act also created a new Public Sector Equality Duty, which came into force on the 5th April 2011. There is a General duty, described in 13.2, that public bodies must meet, underpinned by more specific duties which are designed to help meet them.
- 13.2 In line with the Public Sector Equality Duty, public bodies must, in the exercise of its functions, give **due regard** to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

- 13.3 Reporting on the management of risk provides a means to monitor whether the council are meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriate services to the community to meet different people's needs. The risks of NHDC failing in its Public Sector Equality Duty are recorded on the Risk Register. The Council's risk management approach is holistic, taking account of commercial and physical risks. It should also consider the risks of not delivering a service in an equitable, accessible manner. This then fulfils the council's obligations arising from the Public Sector Equality Duty.

14. SOCIAL VALUE IMPLICATIONS

- 14.1 As the recommendations made in this report do not constitute a public service contract, the measurement of 'social value' as required by the Public Services (Social Value) Act 2012 need not be applied, although equalities implications and opportunities are identified in the relevant section at paragraphs 13.

15. HUMAN RESOURCE IMPLICATIONS

- 15.1 There are no direct Human Resource implications arising from this report but it should be noted that there is a separate Top Risk relating to Workforce Planning.

16. APPENDICES

- 16.1 Appendix A – The Top Risks of
- The North Hertfordshire Museum and Hitchin Town Hall
 - Northern Transfer Station and Associated Facilities
 - Payroll System / Service
- 16.2 Appendix B – Risk and Opportunities Management Policy
- 16.3 Appendix C- Risk and Opportunities Management Strategy

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18 BACKGROUND PAPERS

18.1 The risks held on Covalent the Council's Performance and Risk Management IT system.

18.2 The Risk & Opportunities Management Strategy 2013-16. <http://www.north-herts.gov.uk/aksnherts/images/att6979.doc>