Risk Ref	Department	Division	Section	Risk / Consequences and Risk Category	Risk Owner	Existing Controls and Proposed Actions	Financial Implications PLEASE COMPLETE FOR ALL NET HIGH RISKS AND ALL NET MEDIUM FINANCIAL RISKS
BRO/ALL.0405	Bromley Borough	All LBB Divisions	All LBB Sections	Commissioning Agenda Failure to deliver the Council's Target Operating Model as 'a Commissioning organisation, determining who is best placed to deliver high-quality services based on local priorities and value for money principles'. Political - Strategic	Commissioning Executive Team	Controls: 1. Commissioning Programme developed 2. Initial pilot of 10 services identified 3. Commissioning Team represented at senior level across the Council 4. Governance arrangements and budget agreed (Executive 3 April 2013) Actions: - Monitoring and progress reports - Proposals relating to individual services to be submitted to the respective PDS Committees for scrutiny and approval	The objective of the Commissioning Programme is to drive significant financial efficiencies as part of the requirement to save £60 million p.a. by 2018/19 Failure to achieve a substantial proportion of these savings will have a dramatic impact on frontline services, our reserves and our reputation for sound financial management.
CEX/ALL.0075	Chief Executive's	All CEX Divisions	All CEX Sections	Project Management Lack of capacity to lead projects, and consequent inability to respond to change initiatives, resulting in project management failings (e.g. timescale / budget overruns) impacting on the delivery of the stated aims of efficiency projects with savings having to be made elsewhere, for example frontline services Personnel - Operational		Controls: 1. Detailed business case and implementation planning signed off at appropriate level 2. Clear departmental planning with DMT functioning as 'programme level board' 3. Effective training in project management techniques (Prince 2 or equivalent) 4. Regular monitoring reports and review Actions: Projects prioritised by Members and Chief Officers Through PADS/PRP, identify need for and provide project management training Assurance review of project workload to inform future allocation / prioritisation Identify key management staff	Any number of projects coming out of the Commissioning and Baseline Reviews are suffering from low project resources and skills, with a consequential impact on project timelines and outcomes. These will impact on the delivery of required outcomes and budget requirements - up to £1m.

CEX/ALL.0077	Chief Executive's	All CEX Divisions	All CEX Sections	Legislation Breach of statutory obligations through failure of compliance with relevant legislation (e.g. 'Duty to Consult', EU Procurement Rules, Health and Safety etc.) leading to adverse publicity and significant costs including fines Legal - Operational	All CEX Managers	Controls: 1. Register of all relevant statutory requirements 2. Regular review of compliance 3. Effective training of managers in requirements of relevant legislation	Although the Council consults on service changes this could lead to judicial review of decisions made. Such cases could lead to adverse publicity but also real resource / financial costs if we were to lose. Depending on the case, this could easily be in the region of £20k to £30k. EU and UK Procurement changes have increased this risk and its consequences. Breaches of the rules could result in large fines. UK legislation does not specify the level of fine but indicates that it must be 'effective, proportionate and dissuasive'. Estimate up to £500k. Corporate Manslaughter Act 2007 - penalties include unlimited fines in the event of a conviction. In a recent prosecution the fine equalled all the company's assets, effectively closing down the business. Based on this the financial impact on Bromley could be £5m upwards.
CEX/AUD.0021	Chief Executive's	Audit	Audit	Fraud Failure to identify and highlight frauds and weaknesses in the system of internal control resulting in losses and reputational damage Professional - Operational	Luis Remedios	Controls: 1. Audit plan 2. Reports, advice and guidance to management and Members 3. Priority 1 recommendations reported to Audit Sub-Committee 4. Adequate and effective financial regulations 5. Adherence to CIPFA's Code of Practice for Internal Audit 6. Partnership with Greenwich Fraud Team 7. Anti-fraud and corruption strategy published on the council's website and intranet 8. Whistleblowing procedures	Although loss from internal employee fraud is relatively rare this can occur across all service areas e.g. recent Insurance fraud - £46k (which has since been recovered) In the main fraud losses are benefit related: - Investigations identified 73 housing and council tax benefit frauds totalling £425k in 2012/13 - The recent NFI data matching exercise (Nov 2013) highlighted £264k of fraudulent claims including single person discount, student loans and housing benefit

CEX/ACT.0300 Chief Executive's	Finance Accountar	Treasury Management Failure to manage and control Treasury Management activities with the result that we do not maximise our interest earnings on balances: Liquidity, Interest rate, Exchange rate, Inflation, Credit and counterparty, Refinancing, legal and regulatory risks Financial - Operational	Controls: 1. Regular strategy meetings 2. Use of external advisors 3. Internal Audit review of activities 4. Reporting to Members 5. Adoption of CIPFA Treasury Management Code of Practice Actions: - Periodic reviews of approach in light of economic environment - Regular meetings between officers (Director of Finance and Principal Accountant) to review strategy and ensure 'best value' for Council investments - Quarterly investment performance reports to E&R PDS Committee - Regular meetings / discussions with external auditors	and other market factors. In accordance with the CIPFA Code, the Council takes all recommended steps to minimise risk, with security and liquidity the main priorities before yield. Assuming a rate of 1% we budgeted for net interest earnings of £1.6m in 2014/15 which could be considered the value 'at risk'. In practice, however lower rates and shorter investment periods mean that interest earned on any individual investment remains relatively low. At this stage, it is estimated that increased average balances
CEX/ACT.0298 Chief Executive's	Finance Accountar	Banking Failure Banking failure with the result that our investments are at risk and subject to a prolonged recovery process Financial - Operational	Controls: 1. Annual investment strategy 2. Review of counterparty list 3. Monitoring via Sector (external advisors) 4. CIPFA Treasury Management Code of Practice	will offset the interest rate reductions and will enable the budget for interest earnings to be achieved. Bromley had £5.1m invested with the Heritable Bank at the time of the Icelandic banking collapse in 2008. To date some £4.8m has been recovered with further recoveries expected (Sept 2014). Although our investment criteria has been tightened since then, continued uncertainty in the financial markets and banking sector we remain at risk that one or more of our investment counterparties may suffer severe liquidity problems. Currently we have £264m placed on deposit with various financial institutions up to limits set down in our annual investment strategy (e.g. we have set limits of £40m to both Lloyds and RBS up to 2 years). Although it is difficult to predict, another financial meltdown could, on a worse case basis, result in another Heritable Bank scenario. By definition, any investment is risky to a degree, but the controls in place seek to minimise / manage these risks as much as possible to protect the principal sums. It is difficult to predict a sum that may be 'at risk', but, if we assume that only one bank goes under, it could be between £5m and £40m.

CEX/ACT.0299	Chief Executive's	Finance	Accountants		Director of Finance	Financial: Monitoring of investment returns - analysis of valuation reports Demographic: Longevity horizon monitored at triennial reviews - quarterly review of retirement levels Regulatory: Monitor draft regulations and respond to consultations - acturial advice on potential where appropriate 4. Governance: Encourage other employers to keep Council	At the last valuation of the Council's Pension Fund in 2013, it was deemed by the actuary to be 82% funded, with a net deficit of £92m. The triennial valuation sets the level of employer contributions required to eliminate the deficit in a specified time-frame - in Bromley's case, Members agreed this at 15 years. Scenario testing is carried out at and between valuations and quarterly monitoring reports to the Pension Investment Sub-Committee review the performance of investments, early retirements and give information on scheme changes. In practice, the fund will always have sufficient resources to meet liabilities as they become due, so it is impossible to identify an 'at risk' figure.
CEX/ACT.0305	Chief Executive's	Finance	Accountants	Capital Income Capital income shortfall due to a reduction in capital receipts and delays in disposals as a result of the economic environment Economic - Strategic	Martin Reeves	3. Tight control of spending commitments	The capital programme includes receipts of £12m in 2014/15, £6m in 2015/16, £5m in 2016/17 and £1m per annum in later years. The financing model assumes all planned receipts are achieved and reflects prudent assumptions on the level of capital receipts. The figures include estimated receipts in respect of the disposal of the two remaining main sites in the disposal programme: Tweedy Road and Bromley Town Hall. The Director R&T advises that given the change in the property market - volumes have increased as has market activity - delays are likely to be more around planning issues.

CEX/FIN.0019	Chief Executive's	Finance	All Finance	Budget	Lesley Moore	Controls:	Accurate budget monitoring allows the Council to plan
CEX/FIN.0019	Chief Executive's	Finance	All Finance Sections	Systems for identifying and alerting managers on budgetary failures to ensure that significant variances are reported to senior management and/or Members as soon as possible Financial - Operational	Lesley Moore	Controls: 1. Bi-monthly budget monitoring to DMTs, and COE after reporting to service managers. Annual timetable produced, standards agreed and implemented 2. Reports during June to March period with early warnings/key budget areas identified during remainder of year. 3. Escalation routes agreed re overspend areas including option of early reporting to Members 4. Review and continuation of Heads of Finance obtaining 'sign off' budget monitoring statements with managers establishing the robustness of the systems 5. Heads of Finance required to review systems and introduce improvements 6. Monthly monitoring of key budget areas where high risk of volatility in projections e.g. SEN, SS placements, parking income and report impact of economic downturn 7. Budget monitoring reports to include identification of impact on future years 8. Monthly full budget monitoring reports available to budget holders ———————————————————————————————————	ahead and understand the service pressures that will impact on future years. This in turn ensures that our 4 year financial forecast is robust and allows sufficient time for planning and implementing savings required to balance the budget.
CEX/FIN.0282	Chief Executive's	Finance	All Finance Sections	Budget Failure to produce and deliver a balanced budget which meets priorities. Greater financial uncertainty to reflect impact of public finances and austerity measures. Reduced income during the current economic period, whilst key service pressures due to demographic and other factors remain. Economic - Strategic	Director of Finance	Controls: 1. Management of Risks document covering inflation, capping, financial projections etc. attached to budget reports 2. Departmental risk analysis	The Council has a budget gap of over £60m per annum by 2018/19. The Local Government Finance Act 1992 highlights councillors having a legal duty to set balanced annual budgets and ensure they are robust and have adequate reserves. It is essential that action is taken as soon as possible to adress the budget gap and mitigate against the risk of statutory duties not being fully met.

CEX/HSD.0370	Chief Executive's	Regeneration and	Strategic Housing	Capital Grant	Kerry O'Driscoll	Controls:	There is a financial impact on Housing Needs in ECHS,
		Transformation	_		-	1. Areas identified	as a failure to develop affordable housing schemes may
				Lack of availability of external Capital Grant to			lead to an increase in homelessness and increase
				deliver key housing schemes for range of client		Actions:	demand for bed and breakfast accommodation.
				groups and corporate / portfolio plan priorities.		- Planning to address impact	
				Registered Providers (RPs) have advised the			
				Council that there are a lack of available, suitable			
				sites within the Borough on which new affordable			
				housing schemes can be developed over the short			
				to medium term in order to assist in meeting the			
				Council's statutory housing and homelessness			
				duties. This means that there will be limited bids by			
				RPs to the Greater London Authority to access			
				2015-18 GLA Available Housing Funds to enable			
				new development in Bromley.			
				Financial - Operational			
				Financiai - Operationai			

ECS/SSC.0178	Education and	Children's and	Children's and	Recruitment and Retention of Social Care Staff	AD Children's	Controls:	The current Bromley maximum qualified social worker
	Care Services	Adult Social Care	Adult Social Care		Social Care	1. Regular six weekly monitoring of staffing positions with HR.	salary (incorporating additional supplementary/retention
				Impact of failure to recruit and retain suitably	AD Adults Care	Adherence to recruitment and retention strategies.	payments) is £36,918. Based on the maximum hourly
				qualified and experienced Children's Social Work	Services	3. Strict monitoring of supervision/appraisal/performance data.	rate paid by Bromley of £30.00 per hour, the annual
				staff (national problem which particularly affects		4. Planned refresh of the Recruitment and Retention Strategy	locum rate equates to £56,310.
				London and the South East), Occupational		for 2015/16 .	
				Therapists and Adult Social Care posts:			For Senior Practitioners, the current maximum salary
				- Budget instability arising from costly agency		Actions:	(incorporating additional supplementary/retention
				placements (children) long term residential		- Children's Social Care supervision procedure to be	payments) is £41,789. Based on the maximum hourly
				placements (adults);		implemented in Adult Social Care. Emphasis on improved	rate paid by Bromley of £32.00 per hour, the annual
				- Fall in performance against Pls (both children and		quality of supervision, volume and quality of work undertaken.	locum rate equates to £60,064
				adults);		- In Feb 2010 Executive approved £817k 'Invest to Save'	
				- Inability to deliver improved outcomes for children		money over 4 yrs for a Recruitment & Retention scheme for	
				and adults, meet statutory duties, safely manage		Children's Social Work staff. Funding for this scheme expires	
				risk to children;		in March 2014 and review has concluded it will be necessary to	
				- Lack of timeliness in responding to assessment		continue with the package to remain competitive. Package	
				requests leading to a delay in key preventative		continued for 2014/15	
				services being delivered;		Outcomes:	
				 Possibility of poor inspection outcomes; 		> Achieve a 10% vacancy rate;	
				- CSI Improvement Plan targets may not be		> Reduction in the use of locums, for Adult Social Care, whilst	
				achieved.		maintaining balance with permanent staffing levels in view of	
						market testing and potential for reduction in permanent staff.	
				Personnel - Operational		> Strengthen supervision (quality and capacity)	
						> Manageable caseloads and succession planning;	
						- Capacity of Children's Social Care Services to address	
						increased work-loads strengthened.	
						- Capacity of Legal Services to address statutory functions in	
						relation to Child Care	
						Proceedings strengthened.	
						- Examine merger with BHC, secondments from NHS, market	
						supplement and external	
						supply i.e. a R&R strategy for OT's;	
						- Targeted social work students placements, market	
						supplement i.e. a R&R strategy for	
						social care staff;	
						Financial Implications:	
						- There is a financial impact here but it is being managed.	
						Recruitment, retention packages & recruitment drives, etc. are	

ECS/HSN.0371	Education and Care Services	Housing Needs	Housing Needs	Bed & Breakfast Housing client pressures and the effects of bed and breakfast accommodation. Rising use and cost of B&B. Social - Strategic (sub: Operational - Financial)	AD Housing	Actions: - Seeking new and alternative forms of temporary accommodation and supply - Invest to Save project	Temporary Accommodation budgets are currently forecast to overspend by the latest approved budget by £765k (full year effect £1,258k). Increased client numbers (net increase of 15 per month during 2013/14, inclusive of Welfare Reform) and rising unit costs are evident and the projections assume the trend continues during this financial year. The increase has been noticeable across all London Boroughs and is the result of pressures of rent and mortgage arrears coupled with a reduction in the number of properties available for temporary accommodation. There are high levels of competition and evidence of outbidding between London Boroughs to secure properties and this has contributed towards the high cost of Nightly Paid Accommodation. The full year effect of the proposed overspend is currently anticipated to be a pressure of £1.2m in 2015/16 however, this only takes account of projected activity to the end of March 2015 and does not include any further growth in numbers beyond that point. Budgets will continue to be monitored closely during the financial year and officers are currently modelling different scenarios to quantify the effect of further possible initiatives and also the most appropriate deployment of existing initiatives to maximise financial benefit. £1.2m held in the central contingency for impact of Welfare Reform not yet drawn down.
ENV/ALL.0157	Environment and Community Services	All ENV Divisions	All ENV Sections	Operational Emergencies Operational Emergencies (e.g. extreme heat, storms, floods, snow or other emergency) - leading to major disruption of highways infrastructure and service provision in general Physical - Operational	All ENV ADs	3. Service Business Continuity Plans	The cost of an extreme weather event is estimated at £800k based on our experiences in the winters of 2009/10 ('The Big Freeze' when there large snowfalls in December and January) and 2010/11 (the coldest December in 100 years) which resulted in large overspends in each year for winter maintenance, including repairs to potholes and additional snow waste collection costs.
ENV/ALL.0209	Environment and Community Services	All ENV Divisions	All ENV Sections	Business Continuity Failure to implement and keep up-to-date effective corporate Business Continuity Plans leading to non provision of critical services Reputational - Strategic			This risk potentially applies to all services and so is difficult to quantify financially. However, as an illustration, a general failure of the Council's IT systems could lead to a loss of around £100k per day in staff productivity.

ENV.ALL.0409	Environment and Community Services	All ENV Divisions	All ENV Sections	Emergency Planning Failure to prepare professionally and effectively for a wide range of emergencies leading to the inability of the organisation to fulfil its statutory response and recovery role. Reputational - Strategic	Jim Cook	Controls: 1. Corporate Emergency Response Plan 2. Training, Testing and Exercising 3. Corporate Risk, H&S and Resilience Group 4. Multi-agency assessment of emergency risks	The cost to organisation is difficult to quantify with any certainty due to the number of ways in which this risk could manifest. The following costs are likely to be incurred: Response (staff, contractors, welfare, shelter, transport etc). Clear up Recovery and restoration Post incident litigation and/or compensation The Bellwin Scheme for emergency financial assistance (i.e. the point at which the authority can claim) for 2013/14 was set at £667,000. Therefore the organisation should be prepared to absorb costs of at least up to this amount. However, there are emergency scenarios which could exceed this figure and financial assistance is not guaranteed.
	Environment and Community Services	Public Protection	Community Safety	Crime Falling public confidence in Council around fear of crime leading to reputational risk Reputational - Strategic	Rob Vale	Controls: 1. Communications strategy to raise public confidence	A reduction in resources within the Community Safety team, both at practitioner and senior level has resulted in a review of the service area priorities, which in itself may increase reputational if the outcomes are not met. In addition, there have been a number of additional demands on the service as a result of legislative change and pan London guidance e.g. Community Trigger and IOM
	Environment and Community Services	Public Protection	Environmental Protection	Failure to upgrade Closed Circuit Television (CCTV) system, which is no longer technically supported, leading to service loss and loss of parking income Physical - Operational	Jim McGowan	Controls: 1. Regular monitoring of system by CCTV Manager 2. Major problems are reported as soon as they occur Actions: - System Rebuild at a cost of c£340k agreed by Executive	The cost of upgrading the CCTV system is estimated at c£340k. If the CCTV system failed and wasn't replaced, the financial impact would be the current CCTV-related income projection of £1.027m. If proposed legislation is enacted to restrict parking enforcement using CCTV, then cameras could only be used to enforce bus lanes and the income would fall to c£350k.
	Environment and Community Services	Transport and Highways	Parking	Income Proposed Government changes to Parking Regulations leading to major Loss of Parking income from fixed and mobile CCTV enforcement (fines) Financial - Operational	Paul Symonds	Controls: 1. Continue to lobby DfT against the proposals 2. Ensure Portfolio Holder and Leader are fully briefed Actions: - Contingency planning	Government draft legislation proposes banning CCTV enforcement, and extending grace periods for parking prior to penalties being issued. The total cost implications which relate mainly to a reduction in income could exceed £1m per annum. The provision for risk/uncertainty included in the Council's Central Contingency reflects the impact of this uncertainty. If legislation is enacted to restrict parking enforcement using CCTV cameras, then static CCTV cameras would only be allowed to enforce bus lanes and then the income figure will drop to £350k.

SEE TAB FOR 'INSTANT GUIDE TO RISK MANAGEMENT'

	II	NSTANT GUIDE TO RISK MANAGEMEN	NT	
The Process	Identify your risks	Assess your risks	Control your risks	Monitor and Review your risks
Risk Management is an important element of the system of internal control. It is based on a process designed to identify and prioritise risks to achieving Bromley's policies, aims and objectives. The Risk Management process is a continuous cycle: Using your objectives Identify your risks> Assess your risks > Control your risks> Monitor and Review your risks. Useful definitions: Risk Management is the identification, analysis and overall control of those risks which can impact on the Council's ability to deliver its priorities and objectives. Risk is the chance of something happening which will have an impact on objectives. The message is that if you don't	Brainstorming session using IE&E plans and departmental objectives, to identify threats and opportunities. Useful analytical tools: Political Economic Social Technological Legal Environmental PESTLE provides a simple and useful framework for identifying and analysing external factors which may have an impact on your service. Strengths Weaknesses Opportunities Threats Using the PESTLE output SWOT is a technique that can help a service to focus on areas for improvement and opportunities that could be pursued. Remember if it can go wrong it will go wrong.	We use a 5 x 5 matrix to assess risks (see Risk Matrix worksheet). Risk is scored using the RAG traffic light system: Red = High Amber = Medium Green = Low There are two risk variables that make up the overall risk rating: Impact – how minor / severe is it when it happens?	Consider the controls you have in place to mitigate or reduce the risk. What further controls are required? Record these as actions until they are completed. Consider the cost of any controls against the potential benefit gained. What is our Risk Appetite? An element of risk is unavoidable or we would never do anything! AVOID a risk – stop doing the activity REDUCE a risk – put additional controls in place TRANSFER a risk – by insuring or passing the risk to a third party TAKE a risk – monitor to ensure the impact and likelihood do not change Risk of service failure can be minimised by ensuring effective Business Continuity Plans are in place. For quidance contact	Risks should be reviewed at least annually and whenever your business plans change. Remember risks evolve and change over time. Are the controls still effective? Your aim should be to: Manage threats that may hinder delivery of priorities and maximise opportunities that will help to deliver them. The Bromley Risk Register is maintained centrally by Audit and includes details of the risks, risk owners, controls and actions. Contact Dave Stevenson x4282. Further guidance on Risk Management can be found in the Managers' Toolkit on onebromley. This also provides links to the Risk Management Strategy, Risk Management Toolkit and Risk Register. The site also provides a link to the Health and Safety Unit who carry out safety inspections. For guidance contact the Corporate Safety Adviser Patricia Hook x7584