

Corporate Risk Register - Appendix E

	1								DATE COMPLETED:	29/06/2022
ef division	RISK TITLE & DESCRIPTION (a line break - press shift & return - must be entered after the risk title)	RISK CAUSE & EFFECT	RISK CATEGORY	(See	COSS RISK RATING next tab fo uidance)		F (See	RENT RISK ATING next tab for iidance) ULD V ULD V V V V V V V V V V V V V V V V V V V	FURTHER ACTION REQUIRED	RISK OWNER
1 Corporate Risk	Failure to deliver a sustainable Financial Strategy which meets with Making formley Even Better priorities and failure of individual departments to meet budget	Cause(s): 1. The 2022/23 Draft Budget report to Executive identified the need to reduce the Council's budget gap' of £19.5m per annum by 2025/26. The Council received a one-year financial settlement for 2022/23, which creates uncertainty on funding levels for future years. 2. The fundamental review of local government funding through the Fair Funding Review and Business Rate review has been delayed until at least 2023/24 which adds to financial uncertainty in considering the impact on the financial forecasts for 2023/24 to 2025/26 and significant challengs to the future years financial settlement for 2002/23 to 2025/26 and significant challengs to the future years financial strategy 2023/24 to 2025/26 review to Executive on 12% January 2022. 3. Failure to meet departmental budgets due to interlected in the budget spit certification. Further details are included in the Drate 2022/23 budget. 3. Failure to meet departmental budgets due to interlected in the budget spit certification s, school improvement, child protection) as a consequence of funding pressures not being met. 3. Failure to meet departmental budgets due to interlected in the budget spit certification s, school improvement, child protection) as a consequence of funding pressures not being met. 4. The risk of the Council To Executive Inding frameward framed advisors, school improvement, child protection) as a consequence of unding pressures not being met. 5. Dependency on estimating due to fail and which is at the financial improvement, child protection) as a consequence of funding pressures not being met. 6. The risk of during press of the downary of the status of yables (equip and indigets and creace) as well as the increases on talinal insurance (employers costs).	Finance Financial	5	5 :	Regular update to forward forecast Ongoing monitoring of impact of COVID situation and trends re 'new normal' Regular analysis of funding changes and new burdens particularly on Covid situation and full year impact Early identification of future savings required Transformation options considered early in the four year forward planning period Usdget monitoring to include action from relevant Director to address overspends including action to address any full year additional cost Mitigation of future cost pressures including demographic changes Ouarterly review of growth pressures and mitigation Continue to progress with opportunities for the Transformation Reviews towards meeting future year budget gap.		5 20	The Council continues to explore transformation opportunities to help meet the ongoing budget gap	Director of Finance
Corporate Risk	Failure to deliver partial implementation of Health and Social Care Integration	Cause(s): 1. Difficulty in achieving rapid change in a system as complex as health and social care. 2. Rising social care costs due to ageing population and people living longer with increasing complex needs. 3. The need to keep focus on local / place priorities rather than being driven by priorities at SEL level 4. The need to maintain a focus on statutory responsibilities for local government while change is taking place Effect(s): - Failure to deliver statutory duties - Failure to achieve our Building a Better Bromley priorities.	Financial Compliance/ Regulation	2	3	- Continued work with health partners to deliver transformation programmes across the whole system, ensuring best use is made of joint resources - New governance structure between LBB and BCCG with links to emerging SEL ICS governance - Joint Assistant Director of Integrated Commissioning in post since April 2020; opportunities for further integrated posts to be explored in line with service priorities Using the learning from the Health and care whole systems response to the COVID-19 pandemic to deliver joined up responses to the population Content of the population of the p	2	2 4	Ongoing discussions around the developing Integrated Care System with Bromley CCG; taking learning from the joint health and care response to the COVID-19 pandemic	
Corporate Risk	Failure to manage change and maintain an efficient workforce to ensure that MBEB priorities are met	Cause(s): 1. The on-going need to reduce the size and change the shape of the organisation to secure priority outcomes within the resources available. 2. Having the right people in place by implementing effective recruitment and retention strategies. 3. Potential skills gap and deterioration of service quality through loss of experienced staff as a result of age profile of workforce and downsizing (failure to succession plan). 4. Disruption while services realigned and staff apointed to new structure. 5. Increasing demands and pressures on remaining staff given increased custome expectation levels, could lead to morale issues. 6. Increased potential for internal controls to be bypassed due to flatter reporting structure. 7. Lack of capacity to lead projects / manage change agenda and consequent ability to respond to change initiatives and the achievement of outcomes and benefits. 8. Potential future shortage of professionally qualified practitioners in key areas, particularly around the Saleguarding agenda. 10. Adverse industrial relations climate with individual and collective grievances including trade disputes with the unions, causing some disruptions to vital Council services. 11. Increasing number of employment tribunal cases causing financial and administrative inconvenimences. 12. Having the right buildings and facilities to support fewer, more professional, differently organised staff. 13. The need to track continued changes to government strategy and policies coupled with changes in legislation to avoid compliance issues (aprors. 1,300 statutory duties).	Organisational Change Personnel	4	2	- Continuously address the recruitment and retention of key individuals in critical posts. - Effective succession planning and grow your own initiatives, and using the Apprenticeship Levy to address recruitment challenges in the medium-long term - Ensure the organisation has the HR capacity and employment law expertise to manage change. - Address the transformational and transitional capabilities (including leadership) required for a successfu commissioning journey/process. - Provide adequate resources to support and improve staff engagement and communications.	4	2 8		Director of Huma Resources and Customer Services
Corporate Risk	Ineffective governance and management of contracts	- Weaker internal controls Cause(s): 1. Lack of awareness and/or non-compliance with Public Contracts Regulations 2015 and Councils Contract Procedure Rules. 2. Lack of awareness and/or non-compliance with decision making and scrutiny requirements. 3. Insufficient engagement with key support services such as Corporate Procurement, Finance and Legal. 4. Poor planning/ lack of timely action for commissioning and procurement activities. 5. Poor resord keeping of contracts and contract documentation. 6. Insufficient or unclear arrangements for client side contract management and monitoring resource. 7. Failure to undertake a suitable and proportionate contract management and monitoring plan. 7. Failure to undertake a suitable and proportionate contract management and monitoring plan. 7. Failure to a contractor / partner / provide to maintain agreed service levels resulting in an interruption to or deterioration of service delivery. Effect(s): Forcurement challenges / compliants leading to delays and potential additional costs Reputational risk Service disruptions Contracts do not deliver expected outcomes or deliver sufficient quality Contracts do not deliver expected outcomes or deliver sufficient quality Failure to achieve our Making Bromley Even Better priorities.	Contract Management Contractual and Partnership	3	4	Contract Procedure Rules and regular Practice / Guidance notes to all Contract Owners Review of contract management and contract monitoring controls including any issues identified by internal audit Contracts Database and Quarterly Contracts Database Report to all relevant Committees Procurement Board oversight Regular programme of training delivery to staff Quarterly Contract Comers meetings Recent Audit (Substantial Assurance) demonstrates current effectiveness	2	4 8	Contract Management guidance on toolkit to be reviewed Ongoing training delivery Improve compliance with annual Contract Monitoring Requirement Sample check of Contracts Database and supporting documentation to assess compliance Sample check of contract management and contract monitoring arrangements across Council ongoing and repeated high profile key messaging across the Council and monitoring of compliance	Service Directors supported by Assistant Director Governance and Contracts
Corporate Risk	Failure to maintain and develop ICT information systems to reliably support departmental service delivery	Cause(s): 1. Need to ensure that Information systems are fit for future business purpose. 2. Capacity and skill within Corporate ICT to maintain and support systems during a period of significant change and in the future. 3. Increasing reliance on stability of ICT infrastructure in all areas of the Council (Lync telephony service). 4. Council website now a major channel for the delivery of rin, Apoly for it, Report it). 5. Adequacy of information governance data protection rules to ensure the confidentiality, integrity and availability of information assets. 6. IT failure impacting on critical operational systems. 7. Over the next 3 years we will need to undertake gateway reviews / procurement plans for at least 4 of the Council's business critical systems; Customer Relationship Manager, Carefirst, Housing info system and Education's Capita One system plus the main LBB website and SharePoint. 8. Transfer of IT contract to new ICT 3rd party supplier. Effect(s): 9. Service disruptions 9. Inability to access key systems 9. Inability to access key systems 9. Inability to access key systems 9. Inability to support organisation change and savings targets 9. Failure to achieve our Building a Better Bromley priorities.	ICT Data and Information Technological	3	2	- Transfer of IT contract to new BT in 2016 to give greater resilience. Robust backup arrangements .Enhanced antivirus/cyber security. tested system restoration arrangements.	3	2 6	Review data storage /hosting arrangements. Carry out at least 4 gateway reviews for major systems. Increase stability of ICT infrastructure including Lync.	Director of Corporate Services



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6	Corporate Risk	Cyber attack and failure to comply with GDPR	Cause(s): 1. Cyber Attack through vulnerability exploitation 2. Failure to comply with principles unlawful disclosure of information 3. Human error 4. Effect(s): - Service Disruption - Data loss - Inability to access systems - ICO Fine	ICT Data and Information Technological	4	5	information governance training provided to all officers system security reviews ITHC/PSN Compliance SIEM system monitoring Data Protection Impact Assessments ongoing vulnerability management through Tenable system	3	5	sch - in 15 Sei - ir Cyl	eview and implementation of retention nedule in all systems hosting data creased training and awareness of Cyber curity mproved technical measures to assist ber Security, Data Management and Data arch	Service Directors supported by Assistant Director IT
7	Corporate Risk	Failure to maintain robust Business Continuity and Emergency Planning arrangements	Cause(s): 1. Insufficient mergency Planning structure and processes 2. Insufficient Business Continuity arrangements and procedures, including those of key suppliers 3. Failure to fulli obligations under the Civil Contingencies Act 2004 as a Category One Responder 4. Inadequate partnership working and collaboration 5. Lack of busy in from senior officers 6. Lack of the sting and exercising of plans and processes Effect(s): - Ineffective response to an emergency / business disruption - Significantly prolonged service disruptions - Reputational damage / loss of credibility - Increased costs to rectify disruptions - Inplay to fully inform service in a timely manner	Business Continuity Physical Reputational	4	3	Corporate business continuity management programme established Full suite of Business Continuity plans in place at service level across all Directorates Overarching Corporate Business Continuity plan developed identifying prioritisation of all services Orate Major Emergency Response plan in place On call rota for Emergency Response Manager and at Director level Ongoing training, testing and exercising programme	4	2	8 - R exe - Fi	LT to continue drive of business continuity inagement programme elinistatement of training and testing and raising programme post COVID response unther development of Business Continuity ponse to a Ransomware attack	Director of Environment and Public Protection
8	Corporate Risk	Failure to deliver effective Children's services The Council is unable to deliver an effective children's service to fulfil its statutory obligations in safeguarding and protect those at risk of significant harm or death, sexual exploitation or missing from care	Cause(s): - Local authority response to Bromley Safeguarding Children's Partnership following Wood Review. Effect(s): - Impact on life chances and outcomes for children	Children's Social Care Legal, Reputational	3	5	 Multi Agency Bromley Children's Safeguarding Partnership (BCSP) Training programme 2022/23 has been agreed. Dedicated HR programme of support in place to recruit social workers to front line posts. We have recently reviewed social media publicity/Refer a Friend' scheme, and overseas recruitment to ensure we have a broad and comprehensive approach. Scrutiny of Performance Management Framework and Indicators Effective procurement framework and contract monitoring arrangements to ensure acceptable quality of service provision and value for money - under review Quality Assurance Audit Programme continues to be in place. We have also recently added "Dip Sampling" of cases to the ways in which we are auditing quality of practice. Children's Service Practice Improvement Board, this meeting continues to be the key forum for discussing and evaluating the quality of practice. As of April 2022 we have a new independent chair of the board who will bring some new ideas for the Department to evaluate effectiveness. Continued monitoring of caseloads to keep these in line with the Bromley Caseload Promise. Identified training plan for qualified social workers and other professionals reviewed and updated quarterly 	3	4	12 Ses - P	hase 3 to excellence' plan continues with formance Improvement Board (PIB) ssions continuing to be held quarterly. ractice review cycle has continued as has actice Assurance Stocktakes (PAS)	Director of Children's Services
9	Corporate Risk	Temporary Accommodation Inability to effectively manage the volume of people presenting themselves as homeless and the additional pressures placed on the homeless budgets	Cause(s): 1. Changes in government funding 2. Rising numbers of placements (approx. 20 per month). Effect(s): - Failure to fulfil statutory obligations - Impact on life chances and outcomes for individuals and families in temporary accommodation - Increased risk of legal challenge due to provision of unsuitable accommodation (including shared accommodation) - Pressure on other services	Housing Social	5	4	 Focus on preventing homelessness and diversion to alternative housing options through:- Landlord and Tenancy advice, support and sustainment Assistance, (including financial aid) to access the private rented sector Access to employment and training Debt, money, budgeting and welfare benefits advice, including assistance to resolve rent and mortgage arrars Sanctuary scheme for the protection of victims of domestic violence Effective contract monitoring arrangements to ensure acceptable quality of service provision and value for money Implementation of the More Homes Bromley initiative to ensure the supply reduces the reliance on nightly paid accommodation Implementing the Homelessness Strategy - setting up the multi agency Homelessness forum and taking forward the priorities of the strategy New incentive campaign for private sector landlords embedded and benefits being realised 	4	4	and dev for t - Tr: 4 ye ove hor - C seci- seci- seci- seci- seci- to priv - W incr acco- priv - C priv - C seci- priv - C - C - C - S - C - C - S - C - C - C - C - S - C - C - C - S - C - C - C - S - C - C - C - C - S - C - C - C - C - C - C - C - C - S - C - C - C - C - C - C - C - C - C - C	pproval to progress housing development schemes reopening of the HRA. First 3 schemes now in elopment phases with options appraisals in place funder men. Development and action plan in place for next 3- sers to increase available housing supply with an rail initia target of 1000 additional affordable ontinue to develop partnership working with private to landfords to assist households to remain in ate sector accommodation. Vork innovatively with a range of providers to ease access to supply of affordable ommodation. Ontinue to focus on early intervention and vention of homelessness assessing trends in roaches to tatkkin whin accusse of homelessness. selve acquisition schemes has secured 90 new s of accommodation with Executive approval to re into an acquisition programme with Orchard and pman for c250 homes.	Director of Housing, Plannin and Regeneration
11	Corporate Risk	Failure to deliver the Transforming Bromley Programme	 Cause(s): Failure to identify and put forward sufficient transformation proposals to deliver the quantum of savings required by 2022/23 Failure to deliver appropriate mitigation of existing projected growth pressures within the financial forecast Failure to appropriately resource each Transforming Bromley workstream with sufficient project support and subject matter expertise to enable the identification of proposals Insufficient management oversight and governance arrangements to shape the delivery of proposals to decision making and inform budget setting for each financial year Insufficient consultation and engagement with relevant stakeholders to ensure the successful delivery of proposals. Additional demand pressures on council services as a direct result of the Covid-19 pandemic. Effect(s) Inability to address the Council's budget gap by 2024/25 Unable to meet key commitments of the Medium Term Financial Strategy 	Finance Financial	4	5	 Robust governance process: fortnightly meetings of the Transformation Board, chaired by the Chief Executive and attended by Chief Officers Each Transformation Board workstream attends the Transformation Board before proposals are reviewed by Cabinet/Directors, Group, PDS Committees and the Executive. Each Transformation Programme Board has I Transformation Leads e to support the successful delivery of proposals Communications Plan is in place to enable the successful engagement with Members, staff and partners as needed Where transformation proposals have public law implications, an appropriate assessment will be carried out and stakeholders will be engaged. Each Chief Officer gives an update at their respective PDS Committee(s) on the Transforming Bromley Programme Transformation Fund supports the successful delivery of transformation proposals subject to a suitable business case being provided A review of core statutory minimum service requirements took place to enable each service area to identify where potential savings could be and to evidence that where discretionary services are delivered, they are done so on a cost-recovery basis and/or they reduce long-term dependency on higher levels of statutory intervention which generate longer term growth pressures for the Council 9. All proposals will be submitted to the Executive to inform budget setting for MTFS. Inance provide assurances through an "are we on track" review monthy to ensure that agreed transformation programmes are on track to deliver the savings identified. 	3	5	fails req Cou Cou Dala Gov If fi pre: hav	he event that the Transformation Programme to support the successful identification of the uind quantum of savings to address the uncil's underlying budget gap by 2024/25, the ancil will still be legally required to deliver a inced budget as set out in the Local vernment Finance Act 1988. unding reductions remain and growth/cost saures continue, these decisions are likely to e an impact on the delivery of services to our idents and service users.	Chief Executive



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13	Corporate Ri	sk Climate Change Failure to adequately adapt to the impacts of Climate Change	Cause(s) 1. Lack of preparation for the severe weather events caused by climate change, including extreme heat, storms and floods. 2. Insufficient staffing capacity to implement required climate adaptation and mitigation activities. 3. Lack of support for council actions required to tackle climate adaptation and mitigation activities. 4. Lack of funding to invest in climate change adaptation and mitigation measures. Effect(s) - Service provision is disrupted by extreme weather events. - Damage to infrastructure and local businesses. - Reduction in environmental quality. - Poorer health of residents attributed to extreme heating and cooling. - In the short term, there may be reputational damage caused to the Council from perceived lack of action to tackle climate change.	Corporate Health Environmental Reputational	3 4	12	Adoption of adaptation best practice as identified through London Climate Change Partnership, UK Climate Impacts Programme, and the Local Adaptation Advisory Panel. Established Carbon Management Team with 3 x FTE as at September 2021. Established Carbon Mund, Carbon Offsetting Fund and S106 procedures in place to ensure funding availability, in addition to sourcing grant funding for Carbon initiatives in the borough. Implementation of LBB's Carbon Management Programme. Implementation of LBB's Surface Water Management Plan and Local Flood Risk Strategy. Establishement of Net Zero (direct) carbon emissions target for 2027 as part of a 10 year climate plan. Council-wide Green Recovery Working Group established to build back greener, following the COVID-19 pandemic.	2	4	Emergency Planning to liaise with Public Health on cross-cutting issues e.g. excess summer deaths and vector-borne diseases (which are impacted upon by extreme weather variations). 2. Detailed climate action plan reviewed annually as part of the Council's ongoing Carbon Management Programme, in order to achieve net zero organisational carbon emissions by 2027. 3. Roll out of Carbon Literacy Training to all staff to assist in the identification of climate change risks and opportunities at an individual, team and service level.	Chief Officers' Executive
14	Corporate Ri	Health & Safety (Fire and First Aid) Non compliance with legislation:- it) () Regulatory Reform (Fire Safety) Order 2005, as amended by the Fire Safety Act 2021, (ii) Health and Safety (First Aid) Regulations 1981	Cause(s) 1. No trained fire responsible person (legal) for the Civic Centre site 2. Insufficient numbers of trained fire wardens working from the site to safely manage an evacuation (in accordance with the Fire Risk Assessments). 3. Written Fire Safety Policy does not meet best practice Effect(s) - Non compliance with the Regulatory Reform (Fire Safety) Order 2005, as amended by the Fire Safety Act 2021, meaning offices should not be occupied by staff until compliance is achieved - Inadequate plans for fire safety and evacuation for current occupation plans putting staff and visitors at risk - Non compliance with Health and Safety (First Aid) Regulations 1981 in terms of adequate first aid provision in the form of trained first aiders and appropriate equipment if employees are injured or become ill at work	Legislative Reputational Legal Physical Personnel	4 4	16	Reduced number of staff on site Public interactions moved to a virtual environment where possible Attendants to carry out fire warden duides in the event of an emergency Management review of site management activities and escalation to COE and Health and Safety Board (Via Corporate Health and Safety) - Attendants and Support Services teams act as fire marshals in event of an emergency - Rota of first aiders managed by Corporate Health and Safety	3	4 1	Emergency Plenning Manager drafting a new Fire Safety Piolicy to be reviewed by OCC before 3 tsf March 2022, which clearly sets out coprorte accountabilities. 2. Coproste Hashi and Safety to arrange Fire Reponsible orgenses to COE: 3.OOE to agree approach to resourcing fire warden and first adder cover under hydrid wording rangements — pager to be prepared by Coproste Heath and Safety. 4. Facilities Management to engage free Reid Assessment 2022. 5. Facilities Management to engage the safety supplier to produce an engency Plan for the CNL Centre safe by end of 2. 2012 to include revised fire evacuation procedure which meets the best protice address from the London Fire basis and Fuel E. Facilities Management to ongage free safety supplier to C. Facilities Management to ongate free address procedure basis and Fuel C. Facilities Management to magnet free the page of the table coccupiers and to arrange training on plan for the manafast. 7. Coproste Hashi and Safety to Starefloris table to mestin- coproste housdage and ensure training on plan for the manafast. 8. Facilities Management to the founder of the safety documents recognise housdage and ensure training on plan for the manafast. 7. Coproste Hashi and Safety to Starefloris table to mestin- coproste housdage and ensure training on plan for the manafast.	Director of Housing, Planning and Regeneration Director of Human Resources, Customer Services and Public Affairs
15	Corporate Ri	Homes for Ukraine Inability to effectively manage the volume of people, including unaccompanied minors who may present as homeless due sk to cessation, safeguarding concerns and the resulting additional pressures placed on the homeless budgets and children's social care	Cause(s): 1. Volume of refugees arriving increasing 2. Breakdown in relationship between sponsor and guest 3. Accommodation coming to an end at the pre-agreed period with no alternatives readily available, other than temporary accommodation or foster care Effect(s): - Failure to fulfil statutory obligations - Impact on life chances and outcomes for individuals and families in temporary accommodation, particularly given the vulnerability of the refugees - Increased risk of legal challenge due to provision of unsuitable accommodation (including shared accommodation) - Pressure on Children's Social Care if the sponsor placement fails and a Foster Placement is required	Housing Social	5 4	20	 Focus on preventing homelessness and diversion to alternative housing options through:- Landlord and Tenancy advice, support and sustainment Assistance, (including financial aid) to access the private rented sector Access to employment and training Debt, money, budgeting and welfare benefits advice, including assistance to resolve rent and mortgage arreas Sanctuary scheme for the protection of victims of domestic violence Effective contract monitoring arrangements to ensure acceptable quality of service provision and value for momentation of the More Homes Bromley initiative to ensure the supply reduces the reliance on nightly paid accommodation Implementing the Homelessness Strategy - setting up the multi agency Homelessness forum and taking forvard the priorities of the strategy New incentive campaign for private sector landlords embedded and benefits being realised Modeling taking place to forecast how many households may need accommodation around the 6 month mark Expression of Interest data being utilised and home assessments and DBS checks will be carried out so that alternative sponsor accommodation is available 		4 1	Approval to progress housing development schemes and reopening of the HRA. First 3 schemes now in development phases with options appräsals in place for further sites. Transformation Board action plan in place for next 3- 4 years to increase available housing supply with an overall and larged of 1000 additional affordable moveral and larged of 1000 additional affordable scotar landfords to assist households to remain in 2 Continue to develop partnership working with private sector landfords to assist households to remain in a commodation. Orotinue to focus on early intervention and prevention of homelesanese assessing tende accommodation. Continue to focus on early intervention and prevention of homelesanese assessing tende ands prevention of homelesanese assessing tende ands prevention of nomelesanese assessing tende ands prevention of accounted by the security approval to enter into an acquisition programme with Orchard and Shipman for c250 homes.	Director of Housing, Planning and Regeneration