

## Corporate Risk Register - Appendix E

									DATE COMPLETED:	20/09/2022
	RISK TITLE & DESCRIPTION			GROSS RISK RATING (See next tab for guidance)				IT RISK ING t tab for nce)		
REF DIVISI		RISK CAUSE & EFFECT	RISK CATEGORY	LIKELIHOOD	RISK RATING	EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	LIKELIHOOD	RISK RATING	FURTHER ACTION REQUIRED	RISK OWNER
1 Corporate	Failure to deliver a sustainable Financial Strategy which meets with Making Bromley 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 is expected to be delayed beyond 2022/24 which adds to financial uncertainty in considering the impact on the financial forecast for 2023/24 to 2026/27.  3. Although the ongoin impact of Covid 19 remains, there are new significant changes to the future years' financial position reliancial potable About Social Care reforms (potential increase in net costs of between £10 mad £15m) and the significant contains to measure saring financial position reliancial potable and the praft 2022/23 Budget and Update on the Council's Financial Strategy 2023/24 to 2025/26 report to Executive on 12th January 2022 and 2022/23 Council Tax report of 9th February 2022.  3. Failure to meet departmental budgets due to increased demand on key services resulting in overspends: Housing (homelessness and cost of bed and breadfast); Adult Social Care (welfare reform and ageing population); Children's Social Care, Education (central costs and high needs transport). Whates (growing number of households) and limited delivery of planned militigation savings:  4. The risk of the Council not being able to carry out its statutory duties (e.g. pupil admissions, school improvement, child protection) as a consequence of funding pressures not being met.  5. Dependency on extending relations to fund services (schools and househols) and limited delivery of planned militigation savings:  5. Dependency on extending relations to fund services (schools and househols) and limited delivery of planned militigation savings:  6. Increases in national living wage will have cost implications to the Council on the next few years.  7. Local government may be required to take on new fu	Finance Financial	5 5	25	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 Budget 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 Quarterly review of growth pressures and mitigation Continue to progress with opportunities for the Transformation Reviews towards meeting future years budget gap.		20	The Council continues to explore transformation opportunities to help meet the ongoing budget gap	Director of Finance
2 Corporate	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 Making Bromley Even Better priorities.	Financial Compliance/ Regulation	2 3	6	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.	2 2	4	ICS system now in place and new governence arrangements bedding in. Previous good working relationships are being built on when challenges to local place priorities arise from SEL priority setting.	Director of Adult Services
3 Corporate	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 appointed to new structure.  5. Increasing demands and pressures on remaining staff given increased customer 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 Safeguarding agenda.  9. Need to ensure that relevant staff have necessary disciplines to drive improvement and enable good practice and consistency in delivering change and the achievement of outcomes and benefits e.g. risk and performance management.  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 inconveniences.  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 (approx. 1,300 statutory duties).  14. Adequacy of consultation on issues that affect residents across the borough i.e. re-organisation of libraries, Riggin Hill expansion.  15. Adverse external audit comment and resulting ratings in relation to	Organisational Change Personnel	4 2	8	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 successful commissioning journey/process.  Provide adequate resources to support and improve staff engagement and communications.	4 2	8		Director of Human Resources and Customer Services
4 Corporate	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 record 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 of a contractor / partner / provider to maintain agreed service levels resulting in an interruption to or deterioration of service delivery.  Effect(s):  Failure to ensure Value for Money  Procurement challenges / complaints leading to delays and potential additional costs  Reputational risk  5. Reputational risk  6. Service disruptions  Contracts do not deliver expected outcomes or deliver sufficient quality  Increased cost and resource to manage contract issues  Failure to achieve our Making Bromley Even Better priorities.	Contract Management Contractual and Partnership	3 4	12	- 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 - Member scrutiny including regular Contract Monitoring Reports for £500k+ contracts - Regular programme of training delivery to staff - Quarterly Contract Owners 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
5 Corporate	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 services (Pay for it, Apply 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  1. Inability to access key systems  Reputation damage  1. Inability to support organisation change and savings targets  Failure to achieve our Building a Better Bromley priorities.	ICT Data and Information Technological	3 2	6	- 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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REF DIVISION			RISK CATEGORY	guida CIKELIHOOD	Q	EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	IMPACT IMPACT	g FURTHER ACTION REQUIRE	RISK OWNER
6 Corporate Rist	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  Effect(s): - Service Disruption - Data loss - Inability to access systems - ICO Fine	ICT Data and Information Technological	4 5	5 20	- 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	- review and implementation of retention schedule in all systems hosting data increased training and awareness of C Security - improved technical measures to assis Cyber Security, Data Management and I Search	Service Directors supported by Assistant Director,
7 Corporate Risi	Failure to maintain robust Business Continuity and Emergency Planning arrangements	Cause(s):  1. Insufficient emergency Planning structure and processes  2. Insufficient Business Continuity arrangements of procedures, including those of key suppliers  3. Failure to fulfil obligations under the Civil Contingencies Act 2004 as a Category One Responder  4. Inadequate partnership working and collaboration  5. Lack of buy in from senior officers  6. Lack of testing and exercising of plans and processes  Effect(s):  1. Ineffectient prolonged service disruptions  3. Significantly prolonged service disruptions  4. Reputational damage / loss of credibility  1. Increased costs to rectily disruptions  5. Injury / harm  5. Failure to fulfil statutory duties in a timely manner	Business Continuity Physical Reputational	4 3	3 12	- 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 - Corporate 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	CLT to continue drive of business cont management programme     elementatement of training and testing a exercising programme post COVID resp Further development of Business Cont response to a Ransomware attack	nd Director of
8 Corporate Rist	Failure to deliver effective Children's services The Council is unable to deliver an effective children's service to fulfi 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	5 15	- 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	Phase 3 to excellence plan continues Performance Improvement Board (PIB) sessions continuing to be held quarterly Practice review cycle has continued as Practice Assurance Stocktakes (PAS)	Director of Children's
9 Corporate Rist	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	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 arrears - 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	- Approval to progress housing development sch and reopening of the HRA. First 3 schemes now development phases with options appraisals in for further sites Transformation Beard action plan in place for 1 4 years to increase available housing supply with overall initial target of 1000 additional affordable homes.  - In the plant of the plant period of the plant period in the providers to increase a commodation Work innovatively with a range of providers to increase access to a supply of affordable accommodation Continue to focus on early intervention and prevention of homelessness assessing trends in approaches to tackle main causes of homelessness Beehive acqualation schemes has secured 80 reaches acqualation schemes has secured 90 reaches in the plant programme with Orchal Shipman for c250 homes.	in acce and a same and
11 Corporate Rist	Failure to deliver the Transforming Bromley Programme	Cause(s):  1. Failure to identify and put forward sufficient transformation proposals to deliver the quantum of savings required by 2022/23  2. Failure to deliver appropriate mitigation of existing projected growth pressures within the financial forecast  3. Failure to appropriately resource each Transforming Bromley workstream with sufficient project support and subject matter expertise to enable the identification of proposals  4. Insufficient management oversight and governance arrangements to shape the delivery of proposals to enable Member decision making and inform budget setting for each financial year  5. Insufficient consultation and engagement with relevant stakeholders to ensure the successful delivery of proposals.  6. Additional demand pressures on council services as a direct result of the Covid-19 pandemic.  Effect(s)  1. Inability to address the Council's budget gap by 2024/25  2. Unable to meet key commitments of the Medium Term Financial Strategy	Finance Financial	4 5	5 20	1. Robust governance process: fortnightly meetings of the Transformation Board, chaired by the Chief Executive and attended by Chief Officers 2. Each Transformation Board workstream attends the Transformation Board before proposals are reviewed by Cabinet/Directors, Group, PDS Committees and the Executive. 3. Each Transformation Programme Board has I Transformation Leads a to support the successful delivery of proposals 4. Communications Plan is in place to enable the successful engagement with Members, staff and partners as needed 5. Where transformation proposals have public law implications, an appropriate assessment will be carried out and stakeholders will be engaged. 6. Each Chief Officer gives an update at their respective PDS Committee(s) on the Transforming Bromley Programme 7. Transformation Fund supports the successful delivery of transformation proposals subject to a suitable business case being provided 8. 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. 10. Finance provide assurances through an "are we on track' review monthly to ensure that agreed transformation programmes are on track to deliver the savings identified.	3 5	In the event that the Transformation Program fails to support the successful identification or required quantum of savings to address the Council's underlying budget gap by 2024/25, Council will still be legally required to deliver in balanced budget as set out in the Local Government Finance Act 1988.  If funding reductions remain and growth/copressures continue, these decisions are likely have an impact on the delivery of services to residents and service users.	the Chief Executive



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REF	a line break - press shift t return - must be entered after the risk title)	RISK CAUSE & EFFECT	CATEGORY	ГІКЕПНООБ	¥	EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK		RISK RATING		RISK OWNER
13	Corporate Risk Climate Change Failure to adequately adapt to the impacts of Climate Chang	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 change.  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		4	- 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 Fund, Carbon Offsetting Fund and \$106 procedures in place to ensure funding availability, in addition to sourcing grant funding for Carbon initiatives in the borough.  12 Implementation of LBB's Carbon Management Programme Implementation of LBB's Surface Water Management Plan and Local Flood Risk Strategy Establishment 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	8	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).     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.     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	Health & Safety (Fire and First Aid)  Non compliance with legislation:- Corporate Risk (i) Regulatory Reform (Fire Safety) Order 2005, as amended by the Fire Safety A 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	Reduced number of staff on site Public interactions moved to a virtual environment where possible Attendants to carry out fire warden duties in the event of an emergency Management review of site management activities and escalation to COE and Health and Safety Board (via Copprate 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	12	I. Emergency Planning Meraager drafting a new Fire Salety Policy to be reviewed by COE before 31st March 2022, which clearly sets out corporate accountabilities.  2. Corporate Health and Salety to arrange Fire Responsible Person, Fire Warden and First Ader training and to report progress to COP proposabl to resourcing fire searches and first adder cover under hybrid working arrangements – paper to be prepared by Corporate Health and Salety.  4. Facilities Management to ensure Fire Risk Assessment reviews are completed for CNIC Centre campus by April 2022. 5. Facilities Management to ensure Fire Risk Assessment reviews are completed for CNIC Centre campus by April 2022. 5. Facilities Management the explanation of April 2022 Cells Facilities Management to ensure Fire Risk Assessment Risk Risk Risk Risk Risk Risk Risk Risk	Director of Housing, Planning and Regeneration Director of Human Resources, Customer Services and Public Affairs
15	Homes for Ukraine Inability to effectively manage the volume of people, includir unaccompanied minors who may present as homeless du corporate Risk i cossation of sponsor accommodation, safeguardin concerns and the resulting additional pressures placed o the homeless budgets and children's social care	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 changes and outcomes for individuals and families in temporary accommodation, particularly given the vulnerability of the refunees.	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 arrears - 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  20 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 - Modelling 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 4	16	-Approval to progress housing development schemes and reopening of the HRA. First 3 othernes now in development phases with options appraisals in place for further sites.  - Transformation Board action plan in place for next 3-4 years to Increase available housing supply with an overall initial target of 1000 additional affordable homes.  - Continue to develop partnership working with private sector landfords to assest households to remain in private sector accommodation.  - Continue to develop partnership working with private sector accommodation.  - Continue to focus on aday intervention and prevention of homelessness assessing trends in approaches to tackle main cause of homelessness.  - Beethive acquisition schemes has secure 90 new units of accommodation.	Director of Housing, Planning and Regeneration
16	Capital Financing Shortfall Corporate Risk Inability to finance the Capital programme	Cause(s): Property price reductions as a result of the economic environment. Falling number of assets available for disposal Significant increase in cost of capital schemes due to inflation and supply issues requiring an increase in funding Significant additional costs arising from expected outcome of condition survey Requirement to obtain funding for significant new Housing Schemes Overall capital funding shortfall calculated at £45m as at September 2022  Effect(s): Financial	Economic - Strategy	5	5	1. Close monitoring of spend and income 2. Reporting to Members 3. Tight control of spending commitments 4. Quarterly reports on capital receipts (actual and forecast) to Executive. 5. Comprehensive Review of Capital programme being undertaken in 2022	5 4	20		Director of Finance