

To: Audit & Governance Committee

Date: 18 December 2014

Report of: Head of Finance

Title of Report: Risk Management Quarterly Reporting: Quarter 2 2014/2015

Summary and Recommendations

Purpose of report: To update the Committee on both corporate and service risks as at the end of Quarter 2, 30th September 2014.

Key decision: No

Executive lead member: Councillor Ed Turner

Policy Framework: Corporate Plan - Efficient, Effective Council

Recommendation(s):

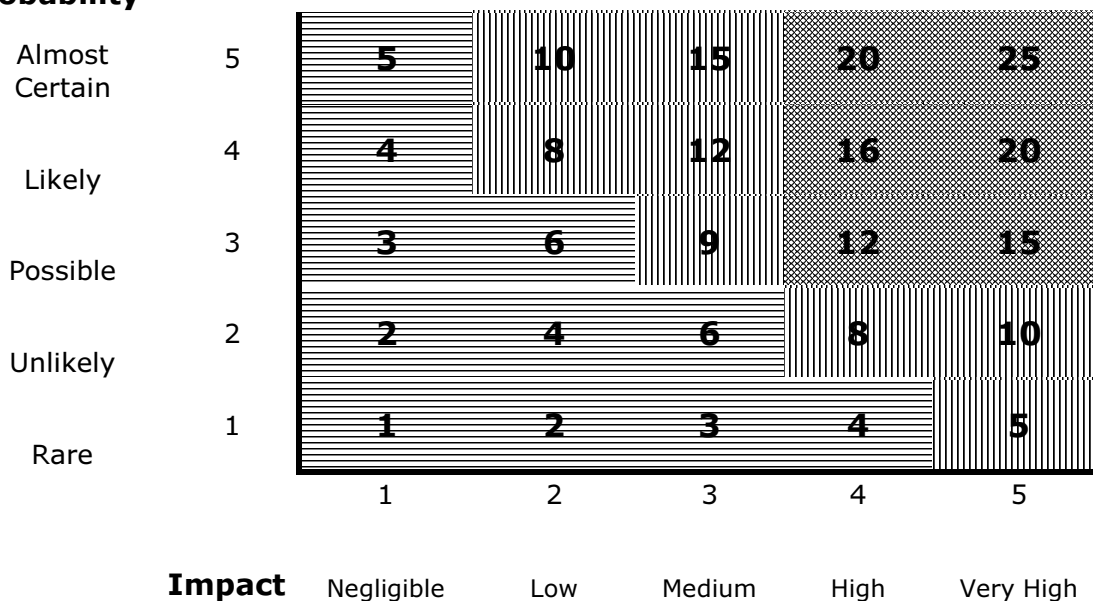
The Committee are asked to note the contents of this report.

Appendix A Corporate Risk Register

Risk Scoring Matrix

- 1) The Council's methodology for scoring risks is set out below along with a copy of the scoring matrix.
- 2) You will note it is possible to get the same score but end up with a different result in the heat map. For example if the probability of an event occurring is high but the impact is low it is likely to have a lower score on the heat map. However, the higher the potential impact score the more likely the event will be classed as a red risk on the matrix.

Probability



Key:



Risk Identification

- 3) **Corporate Risks** – The Corporate Risk Register (CRR) is reviewed by the Corporate Management Team (CMT) on a quarterly basis, any new risks are incorporated into a revised version of the CRR. Risk owners for corporate risks are generally held at Director level.
- 4) **Service Risks** – Service area risks are reviewed periodically by Heads of Service and Service Managers. The Financial Accounting Manager has oversight of all risks and on a quarterly basis will review service risks to determine the need for inclusion in the Corporate Risk Register.
- 5) **Project and Programme Risk** – The Council adopts the principles of Prince2 methodology for managing projects. Incorporated within this methodology is a robust process for the management of risk within a project environment. Each project is managed by the Project Manager who controls and co-ordinates all aspects of the project through to conclusion.

Corporate Risk Register

- 6) The current Corporate Risk Register (Appendix A) shows that there are no red risks and that the current risks have remained at the same level since Q4 2014. The table below shows the movement of risks over the last 15 months.

Current Risk	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15
Red	3	0	0	0	0
Amber	8	9	5	5	5
Green	0	2	6	6	6
Total risks	11	11	11	11	11

Quarter 2 Service Risk Register

- 7) Each year as part of the service planning process, all current service risks are reviewed, those no longer relevant are deleted, and any new ones are added. These refreshed service risk registers are then loaded into CorVu for review and monitoring purposes during the year.
- 8) This exercise has been completed for 2014/15. The table below shows the number of current risks for Q2 2014/15 compared with Q1 2014/15 and 2013/14.

Current Risk	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15
Red	0	2	0	3	0
Amber	56	48	38	36	41
Green	31	36	46	42	36
Total risks	87	86	84	81	81
New risks in quarter	0	0	0	0	3
Closed	6	3	2	3	3

The three new risks are across three service areas. The first is a green risk and relates to calls not being answered in the Contact Call Centre (Customer Services). A number of different solutions are being deployed including voice automation for missed bins, call me back technology, homeworking and retendering of the overflow contract. For the same period last year the Council was achieving 91.70% of all calls answered against a target of 95%. This month the Council has achieved a rate of 93.79% against the same target of 95%.

- 9) Thesecondnew risk is green and within Environmental Development. It relates to the revocation of the contaminated land redemption grant previously available from Government and the fact that the Council would need to fund, full or in part, any investigation and remediation to any identified land. The approved Land Quality Strategy includes using regulation as a last resort and securinginvestigation and

remediation through the planning process and voluntary action. Contingencies have been set aside to support this.

- 10)The third new risk this quarter is amber and has been identified by Human Resources and Facilities and relates to ineffective internal communications impacting on staff engagement with HR policies and procedures. The HR team are working with Policy Culture and Communications team to design and deliver an internal communication strategy to help maximise staff engagement.

Financial Implications

- 11)The Robust management of risk should assist in mitigating the financial impact to the Council should the event occur.

Legal Implications

- 12)There are no legal implications directly relevant to this report but having proper arrangements to manage risk throughout the organisation is an important component of corporate governance.

Environmental Impact

- 13) This report contains no environmental impact.

Level of Risk

- 14) See appendix A.

Equalities Impact

- 15)This report contains no environmental impact.

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