

BROMSGROVE DISTRICT COUNCIL

AUDIT BOARD

14TH December 2009

RISK MANAGEMENT TRACKER

Responsible Portfolio Holder	Councillor Geoff Denaro
Responsible Head of Service	Head of Financial Services

1. Summary

- 1.1 To present an overview of the current progress in relation to Actions/Improvements (actions) as detailed in Corporate and business area risk registers for the period 1st April to 30th September 2009.

2. Recommendation

- 2.1 The Audit Board is recommended to note progress to date against the Corporate and all business area risk register actions for Quarter 2 2009/10 (April 2009 – September 2009).

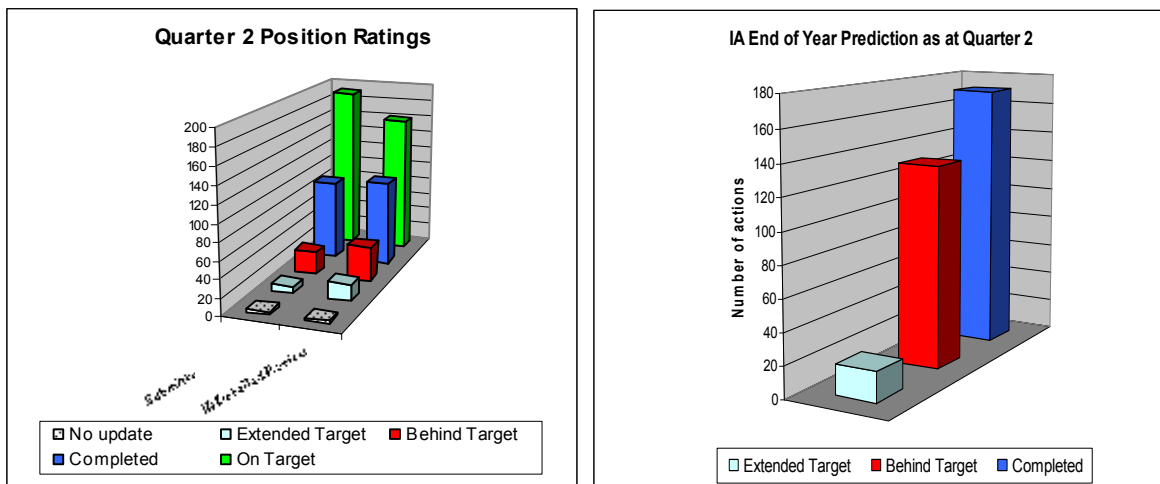
3. Background

- 3.1 During December 2006 a review of the Council's risk management arrangements was undertaken by the Internal Audit section. Following the review a new approach, which included updated documentation, was adopted. The revised Risk Management Strategy was approved by the Executive Cabinet on the 7th March 2007.
- 3.2 As part of the new approach, each business area is required to collate a risk register that details:
- Key Objectives;
 - Risk Score;
 - Current controls;
 - Actions and improvements;
 - Responsible officers and target dates for each action and improvement; and
 - Progress against each action and improvement.

- 3.3 Business areas update their risk registers on a regular basis to ensure that actions and improvements are being monitored and implemented. The actions and improvements are designed to reduce risks, improve controls and aid individual sections to achieve their objectives.
- 3.4 The Risk Management Steering Group meets on a monthly basis to review departmental registers, highlight any concerns with the Head of Service and to review progress on actions and improvements.
- 3.5 The departmental registers are reviewed at Corporate Management Team and Audit Board on a quarterly basis.
- 3.6 In addition to the review of the registers there is a planned programme of risk management training that supports the development of the risk culture through the organisation.

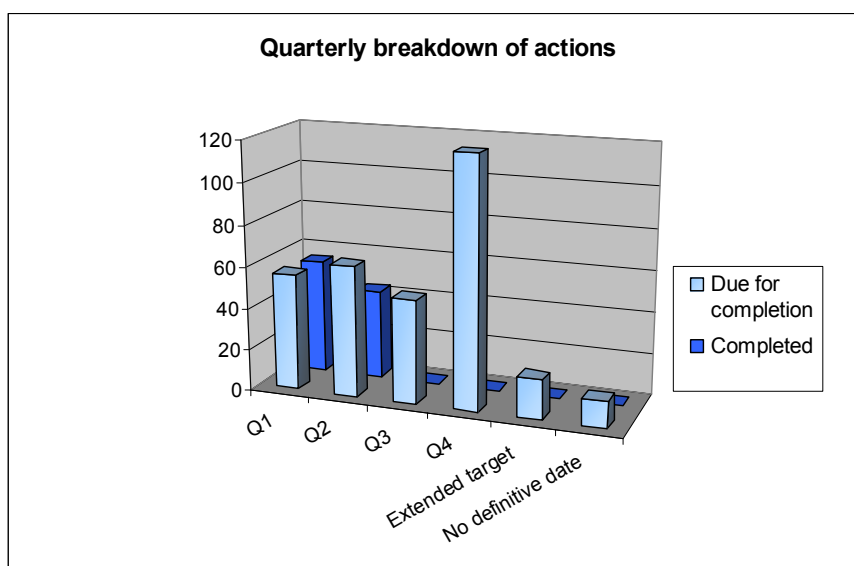
4. Service Areas Summary

- 4.1 Each service area has submitted to Internal Audit the quarter 2 position for each action detailed on their risk register.
- 4.2 A detailed review of each action, target date, quarter 2 position rating and commentary has been carried out and based on the number of actions completed during the period 1st April to 30th September 2009 we have predicted an overall position rating for the end of the financial year.



- 4.3 As part of the detailed review we have analysed the number of actions due for completion each quarter. The rationale is that this analysis puts the end of year prediction into perspective and aids management of actions

The total quarterly breakdown is illustrated in the chart below



It is acknowledged that 15 actions have been completed ahead of target, it should be noted that a total of 36 actions are behind target which should have been completed by the end of quarter 2.

As advised in quarter 1, a high proportion of actions are due to be completed in quarter 4. Taking the current slippage into consideration we predict that 145 actions are potentially due for completion in quarter 4. This figure represents 48% of the total number of actions due to be completed throughout the financial year significantly increasing the likelihood that a high percentage of actions may not be completed by year end.

4.4 The risk associated with the non delivery of the current actions is not deemed as high as the delayed actions are in relation to ongoing projects to ensure improvements are being achieved rather than fundamental problems with processes across the Council. The actions include:

- Carry out Customer Satisfaction Survey to inform service delivery and identify areas for improvement
- Review achievements against new Equality Framework and establish position
- To create and circulate to all staff a Corporate Anti-Fraud and Corruption Policy, and Corporate Fraud Referral process.
- Further development of remote disaster recovery site.
- Consider purchase of HR21 kiosk software (as per RBC) - funding required

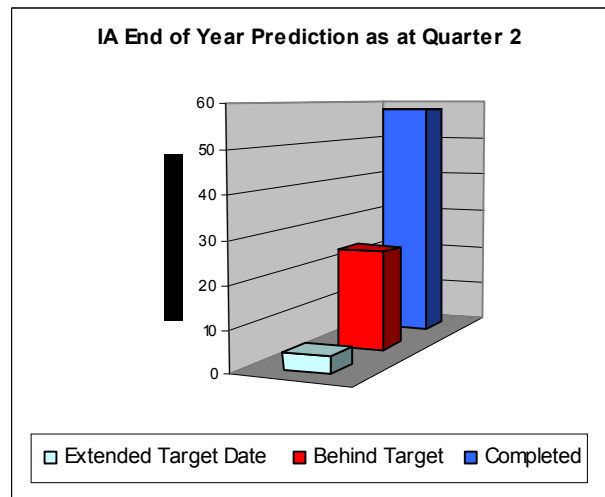
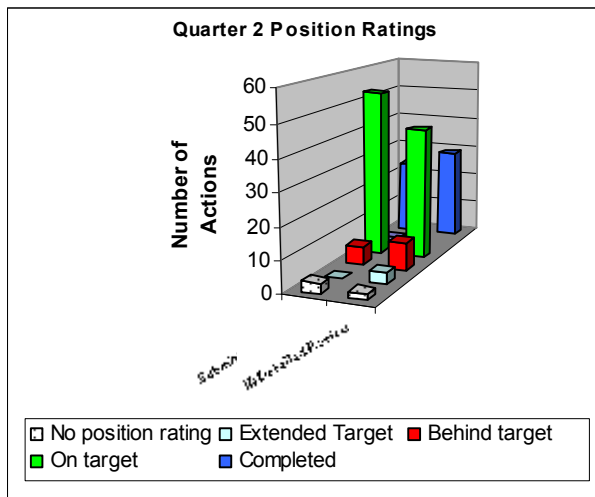
4.5 In order to highlight service area successes, Internal Audit have selected three actions that have been completed during quarter 2.

Relevant Key Obj.	Action/Improvement
E-Government	
Provide improved access to transactional web based services	Migration completed to new county wide content management system.

Legal, Equalities & Democratic Services	
Effective legal services	Roll-out of Legal Case Management System completed.
Planning & Environment	
Effective, efficient and legally compliant Strategic Planning Service	Appeared at Regional Spatial Strategy (RSS) Examination in Public. Panel report published with positive outcomes for Bromsgrove.

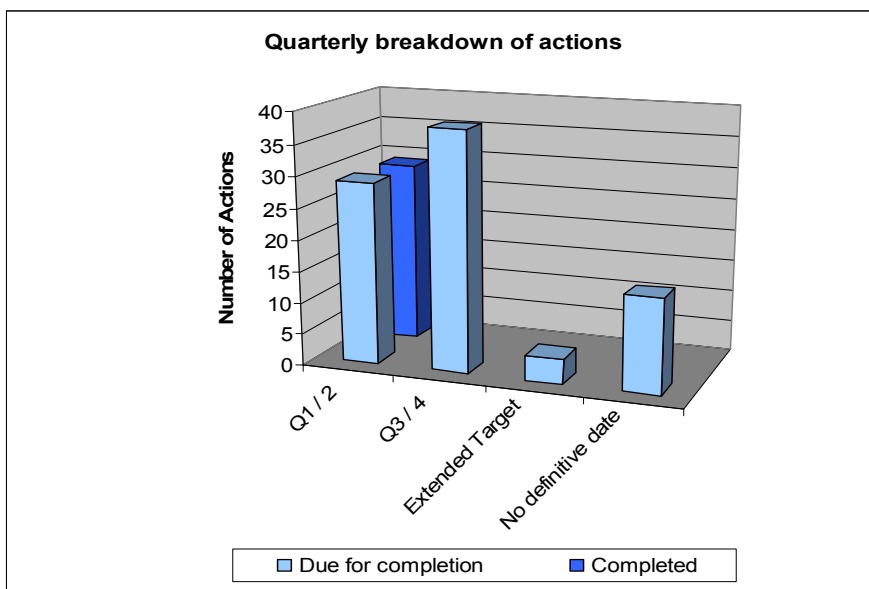
Corporate Summary

- 4.6 The Corporate and Senior Management Teams were requested to submit to Internal Audit the quarter 2 position for each action detailed on the Corporate Risk Register.
- 4.7 For explanation of Internal Audits detailed review, see 4.2 above.



- 4.8 For the rationale of Internal Audits detailed review of actions due for completion, see 4.3 above.

The total quarterly breakdown is illustrated in the chart below.



As at quarter 2, there are 38 actions due to be completed in quarters 3 and 4 plus 15 actions with no definitive target date. That is, a total of 53.

Excluding the 4 actions with an extended target date, this represents 65% of the total number of actions for the year. Accordingly, this increases the likelihood that a significant number of actions may not be completed by year end.

4.9 The risk associated with the non delivery of the current actions is not deemed as high as the delayed actions are in relation to ongoing projects to ensure improvements are being achieved rather than fundamental problems with processes across the Council.

4.10 In order to highlight successes, Internal Audit have selected two actions that have been completed during the first half of the financial year.

Relevant Key Obj.	Action/Improvement
Effective employee recruitment, retention and workforce planning	Corporate review of all posts to be CRB checked conducted as part of our strategy to support Corporate Safeguarding policy for Children/Vulnerable Adults. Report and recommendations shared with RBC colleagues.
Effective Community Engagement and Communications	Community engagement audit completed and stronger links being created with 2010/2011 business plan process.

Overall Summary

4.11 As at quarter 2 Internal Audit's predictive end of year position rating has identified:

- 4 risk registers with an Excellent rating;
- 2 risk registers with a Good rating
- 3 risk registers with a Fair rating; and
- 1 risk register with a Weak rating.

5. Financial Implications

5.1 None outside of existing budgets. The continued development of the risk management culture within the Council will aim to achieve improved assessment under the Use of Resources scoring.

6. Legal Implications

6.1 None except specific legislation associated with any of the risk registers key objectives.

7. Corporate Objectives

7.1 Council Objective 02: Improvement.

8. Risk Management including Health & Safety Considerations

8.1 Developing and maintaining Service risk registers will assist the Council to achieve its objectives, priorities, vision and values. The development and continual review of the registers will also support the Councils achievement of the Use of Resources framework.

8.2 Improvements and actions are monitored as part of each individual Service risk register.

9. Customer Implications

9.1 In addressing the risks associated with the delivery of the Councils services the customers will receive a consistent and controlled quality of service provision.

10. Equalities and Diversity Implications

10.1 The specific issue of improving equality and diversity is included within the Legal, Equalities and Democratic Services departmental register.

11. Value For Money Implications

11.1 The delivery of Value for Money across the Council is identified as one of the key objectives in the Financial Services Risk Register.

12. Climate Change and Carbon Implications

12.1 None as a direct result of this report.

13. Other Implications

Procurement Issues: None
Personnel Implications: None
Governance / Performance Management: Effective governance process.
Community Safety including Section 17 of Crime and Disorder Act 1998: None
Policy: None
Biodiversity: None

14. **Others Consulted on the Report**

Portfolio Holder	Yes
Joint Chief Executive	Yes
Executive Director – Partnerships and Projects	Yes
Executive Director - Services	Yes
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes
Head of Legal, Equalities & Democratic Services	Yes
Head of HR & Organisational Development	Yes
Corporate Procurement Team	No

15. **Wards Affected** All wards

16. **Appendices** None.

17. **Background Papers**

17.1 Departmental risk registers – available from Heads of Service.

Contact officer

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