

BROMSGROVE DISTRICT COUNCIL

AUDIT BOARD

15TH MARCH 2010

RISK MANAGEMENT TRACKER

Responsible Portfolio Holder	Councillor Geoff Denaro
Responsible Head of Service	Head of Financial Services
Key Decision / Non-Key Decision	

1. Summary

- 1.1 To present an overview of the current progress in relation to Actions/Improvements (actions) as detailed in business area risk registers for the period 1st April to 31st December 2009.

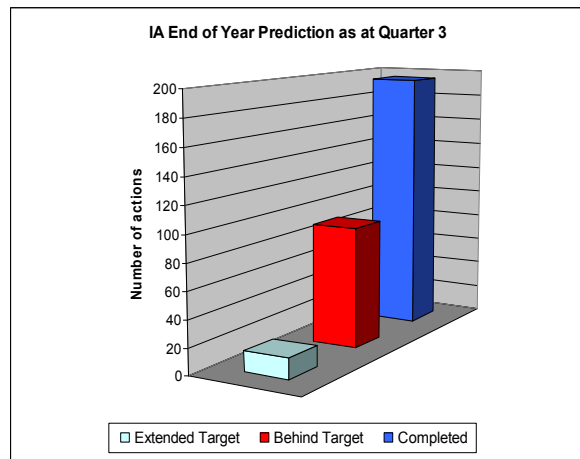
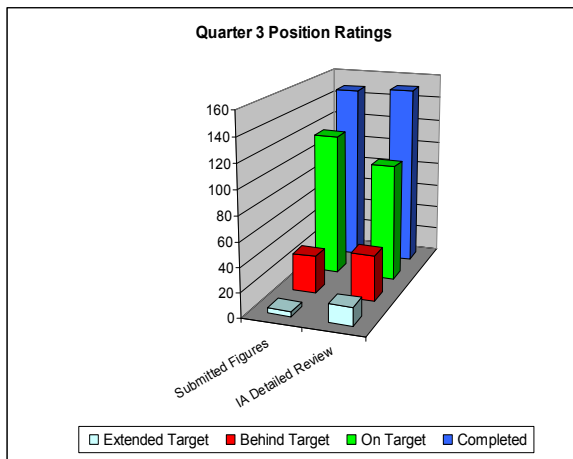
2. Recommendation

- 2.1 The Audit Board is recommended to note progress to date against all business area risk register actions for Quarter 3 2009/10 (April 2009 – December 2009).

3. Background

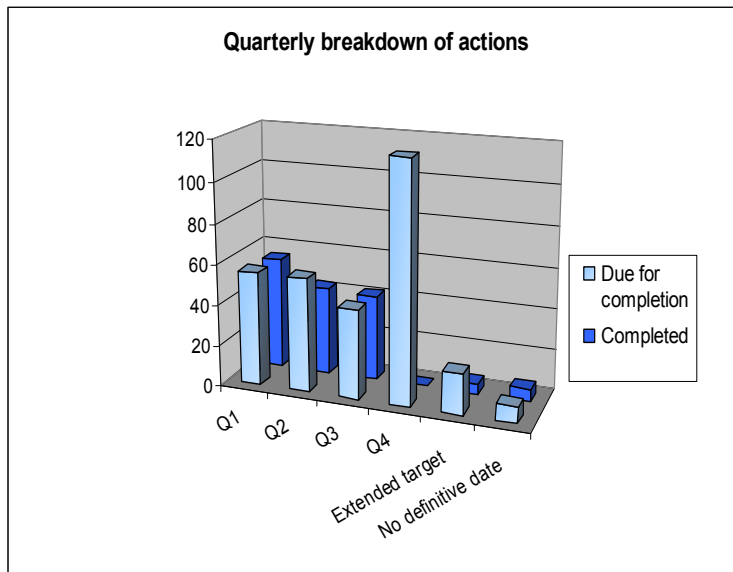
- 3.1 During December 2006 a review of the Council's risk management arrangements was undertaken by the Internal Audit section. Following the review a new approach, which included updated documentation, was adopted. The revised Risk Management Strategy was approved by the Executive Cabinet on the 7th 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.
- 3.7 Each service area has submitted to Internal Audit the quarter 3 position for each action detailed on their risk register.
- 3.8 A detailed review of each action, target date, quarter 3 position rating and commentary has been carried out and based on the number of actions completed during the period 1st April to 31st December 2009 we have predicted an overall position rating for the end of the financial year.



- 3.9 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.



In quarter 3 we predicted that a high proportion of actions (48%) would be due to be completed in quarter 4.

Analysis of the position at the end of quarter 3 has confirmed 47% of actions are currently outstanding. As previously advised, this significantly increases the likelihood that a high percentage may not be completed by year end.

3.10 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.
- Finance : Implementation of the e-billing and on-line access to the customer. Survey customers who have used the system with the aim to improve take up over the year.
- Legal: As part of ethical governance, review local assessment process

3.11 In order to highlight service area successes, Internal Audit have selected three actions that have been completed during quarter 3.

Relevant Key Obj.	Action/Improvement
Corporate Communications, Policy and Performance	
Support the Council's VFM Strategy, in	Lean Systems pilot; Disabled Facilities Grant (DFG) pilot completed and reported to Chief Executive.

particular, the Joint CEO project.	
Financial Services	
Effective Anti Fraud Culture.	Corporate Anti-Fraud & Corruption Policy and online fraud reporting facility have been created and communicated to all staff via e-Connect, Fraud Newsletters and intranet.
Street Scene & Community	
Effective and efficient collection of domestic refuse, recycling and green waste service, street cleansing service and grounds maintenance service.	Business Continuity plan has been implemented in conjunction with Executive Director Services.

Overall Summary

3.12 As at quarter 3 Internal Audit's predictive end of year position rating has identified:

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

3.13 All risk registers were submitted by the services areas either before the required deadline or on time. This has assisted Internal Audit in carrying out the quarter 3 analysis and was very much appreciated

4 Financial Implications

4.1 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.

5 Legal Implications

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

6 Corporate Objectives

6.1 Council Objective 02: Improvement.

7 Risk Management including Health & Safety Considerations

7.1 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.

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

8 Customer Implications

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

9 Equalities and Diversity Implications

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

10 Value For Money Implications

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

11 Climate Change and Carbon Implications

11.1 None as a direct result of this report.

12 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

13 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

14 Wards Affected

All wards

15 Appendices

None.

16 Background Papers

16.1 Departmental risk registers – available from Heads of Service.

Contact officer

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