Corporate Service Risk Register – September 2020

		Impact				
		1 **Insignificant**	**2** **Minor**	**3** **Moderate**	**4** **Major**	**5** **Significant**
Likelihood	**5** **Certain**					CS.02
	4 **Likely**			CS.07, CS.10	**CS.01, CS.03**	
	3 **Possible**			CS.09, CS.11, CS.12, CS.14	CS.04, CS.05, CS.06, CS.08, CS.13, CS.15	
	2 **Unlikely**					
	1 **Rare**					

Ref	Risk Description	Corporate Risk
CS.01	**EU exit** **IF**: following the EU exit there is uncertainty or policy decisions that impact the council **THEN:** there may be an impact on the economic and social programmes of the Council and its partners, including: interest rates and exchange rates impacting on the Affordability of the council's capital programme; and restriction on the free movement of people which could lead to skills gaps and adverse impact on the workforce.	CRR.09
CS.02	**COVID 19** **AS:** the global COVID 19 pandemic reaches Herefordshire **Then:** This will have a significant impact on council activities and the strategic priorities of the county. Staff will be redeployed and might be unable to work resulting in impact on front line services, delivery of care to vulnerable people will be compromised, non-urgent member decisions may be postponed, local businesses will be effected in turn impacting Business Rates & Council Tax. The impact on the health system will also cause additional strain on social care teams to respond.	CRR.39
CS.03	**Covid 19 funding issues** **IF**: Government does not fully fund the financial implications of responding to the Covid 19 pandemic **THEN:** we will overspend our revenue budget, placing pressure on revenue reserves and ultimately the financial failure of the council	CRR.45
CS.04	**Council Redesign/Resources** **IF**: Reducing resources in the form of grant, uncertainty and the requirement to deliver transformation at speed combine **THEN:** there will be a risk of failure to meet statutory and/or legal duties and powers.	
CS.05	**Recruitment Strategy** **IF:** the council is unable to recruit the level and scale of staff required to vacant posts across the organisation due to inability to attract and/or an unsustainable employable local demographic **THEN:** there will be insufficient staff to meet service demands; an inability to progress service development; and a financial implication of using agency staff/contractors.	

CS.06	**Failure of council employees to adhere to standing orders and policy** **IF**: officers fail to adhere to standing orders (e.g. contract and finance procedure rules) and policies **THEN:** the number of internal disciplinary and/or exposure to legal challenge will increase, along with the likelihood of financial and reputational risk, resulting in claims being made and won against the Council with costs and reputational harm incurred.	
CS.07	**Emergency events** **IF**: significant events happen (e.g. severe weather, major flooding, terrorism and/or influenza pandemic risks) **THEN:** there could be a significant cost implication to the Council and it may be necessitate staff redeployment to backfill and maintain critical services. Failing to respond effectively to major emergencies/incidents could result in in a loss of public confidence through adverse publicity, loss of life to public or council employees, loss of service, economic damage or environmental impacts. Lack of trained staff (deployed or other) means we may not respond as quickly/effectively as we should.	
CS.08	**Health & Safety** **IF**: Herefordshire Council doesn't comply with Health and Safety legislation **THEN:** there is an increased risk of: employees injured through work activity; council prosecuted by HSE for breaches of legislation; increased insurance claims and insurance premiums; member of public, contractor or employee killed at work, possible corporate manslaughter, loss of reputation and financial costs to the council; sickness rates increase because of lack of compliance with good health, safety and wellbeing practice; increased employer/employee litigation through inconsistent approach to managing health and safety in the workplace; unable to defend H&S claims or disputes; and, fire damage and financial and reputational costs to the council through fire at a council owned building.	
CS.09	**Good decision-making** **IF**: officers and members do not uphold the principles of good decision-making **THEN:** the Council may make poor decisions which either result in lost opportunities or increased costs.	
CS.10	**Loss of internet connection** **IF** there is a loss of the internet connection through a fault in the wider area network, due to third party or withdraw the network due to cyber-attack **THEN** there could be interruptions in the delivery of council services.	
CS.11	**IT skills and culture** **IF** the workforce do not have the IT skills or the willingness to make the most of technologies **THEN** the council is not making the most of the tools available to create efficient services or progress service delivery	
CS.12	**IT development** **IF** the council does not invest in digital solutions working across the organisation **THEN** opportunities for better customer engagement, communications and efficient services delivery will be effected and the council will fall behind on what residents and businesses want and what other council can provide. To always be based on should business cases and value for money with return on investment.	
CS.13	**Cyber-attack** **IF**: we do not protect against a potential cyber-attack **THEN:** we could be at risk of losing data in breach of principle 7 of the Data Protection Act which would lead to potential fines from the Information Commissioner Office and reputational damage	
CS.14	**Risk of Challenge (Procurement)** **If** staff do not comply with the Contract Procedure Rules and Public Contract Regulations (2015) **Then** there could be a challenge to the contract award process which could result in a failure to uphold the law, reputational damage and impact	

CS.15	**Contract Management** **If** staff do not manage contracts effectively **Then** suppliers might not delivery outcomes, money might be wasted, and relationships could break down (reputational risk on service delivery).	