

Ward: N/A

Risk & Opportunity Management

Report by the Director for Digital & Resources

1.0 Summary

1.1 This report provides the quarterly updates on the management of Risks and Opportunities.

2.0 Background

2.1 The Committee has previously requested that quarterly progress update reports on the management of the Risks and Opportunities should be reported to the Committee.

2.2 Progress continues to be made to monitor and review the full Risk and Opportunity registers:-

- Regular bi monthly reports on Corporate Risks are reported to the Councils Leadership Team for monitoring and review;
- Executive Members receive the details of Corporate Risks;
- All Service Risks are regularly updated in consultation with Directors, Service Heads, Departmental Management Team meetings and Risk and Opportunity management is being integrated into the culture and working practices of the organisation to ensure that Risks and Opportunities are identified in an open and honest manner ;
- All risks are monitored in a free to use app called 'Trello'. Trello Boards have been created for the Risk Registers and the detail of each risk is provided in an accompanying 'google doc'.

2.3 Details of the latest Risks and Opportunities can be viewed by using Trello at:-

[Corporate Risks](#)
[Communities Directorate Service Risks](#)
[Customer Services Directorate Service Risks](#)
[Digital and Resources Directorate Service Risks](#)
[Economy Directorate Service Risks](#)

2.4 It should be noted that there is some information provided in the reports attached to the Trello Boards which is of a commercially sensitive and/or confidential nature, therefore, these are not to become broader public documents at this stage but are used for internal management purposes only. The Corporate Risks will be reviewed and aligned with the commitments and themes set out in the Strategic document 'Platforms for our Places' which was recently endorsed by the Councils.

2.5 These regular Risk/Opportunities review techniques continue to expand the coverage/control of Risk and Opportunity management across the Councils and identification/updates of Risks and Opportunities is helping to close any gaps in Risk and Opportunity assessments.

3.0 A summary of the Risk and Opportunity Management Updates

3.1 A summary of the main changes to the Risks and Opportunities since the last update reports is included in the table attached as an Appendix to this report.

3.2 There are currently 122 Risks and 16 Opportunities compared with 136 Risks and 15 Opportunities in the report in September 2016.

4.0 Proposals

4.1 The Committee is requested to note the continued progress in managing the risks and opportunities and the current status of the risks and opportunities.

5.0 Legal

5.1 There are no legal matters arising as a result of this report. The Joint Governance Committee does have responsibility for receiving the annual risk report and also for monitoring the effective development and operation of risk management.

6.0 Financial implications

6.1 There are no direct financial implications arising from this report. However, some of the risks do have potential cost implications.

7.0 Recommendation

7.1 **That the progress in managing risks and opportunities be noted and a further progress report be presented to the Committee in June 2017.**

Local Government Act 1972
Background Papers:

Risk and Opportunity Management Strategy 2016-2018

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Schedule of Other Matters

1.0 Council Priority

1.1 Matter considered and no issues identified.

2.0 Specific Action Plans

2.1 The Council's Risk and Opportunity Management Strategy sets out clear governance controls for the management of Risks and Opportunities and part of these include provision for the Service Risks and Opportunities to be considered quarterly by the Joint Governance Committee.

3.0 Sustainability Issues

3.1 Matter considered. Some of the Risks and Opportunities may impact on sustainability.

4.0 Equality Issues

4.1 Matter considered. Some of the Risks and Opportunities refer to equalities issues.

5.0 Community Safety Issues (Section 17)

5.1 Matter considered. Some of the Risks and Opportunities may relate to crime and disorder issues.

6.0 Human Rights Issues

6.1 Matter considered and no direct issues identified.

7.0 Reputation

7.1 Matter considered. Some of the Risks and Opportunities will impact on the reputation of the Councils if they occur.

8.0 Consultations

8.1 As part of this report, Heads of Service and Directors have been consulted on the progress in managing the Risks and Opportunities in order to provide updates.

9.0 Risk Assessment

9.1 As part of good governance the Councils need to manage Risks and Opportunities.

10.0 Health & Safety Issues

10.1 Matter considered. Some of the Risks relate to health and safety issues.

11.0 Procurement Strategy

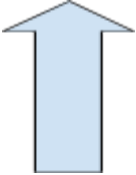
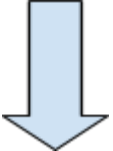
11.1 Matter considered. All Risks and Opportunities refer to relevant procurement processes where appropriate.

12.0 Partnership Working

12.1 Matter considered. The Risks and Opportunities are joint Adur and Worthing Risks and Opportunities and may also refer to any other partnership working as appropriate.

Updates on Risk and Opportunity management

Risk & Opportunity Management Dashboard	January 2017 update	September 2016 update
Corporate Risks & Opportunities (Under review)	Risks - 6 Opportunities - 5	Risks - 7 Opportunities - 5
Service Risks & Opportunities	Environment - 3 Risks Housing - 10 Risks/2 Opportunities Wellbeing - 5 Risks AWCS - 9 Risks Building Control & Land Charges - 6 Risks/1 Opportunity Customer Contact & Engagement - 12 Risks Revenues & Benefits - 7 Risks Business & Technical Services - 6 Risks Digital & Design - 6 Risks Financial Services - 13 Risks/1 Opportunity Human Resources - 6 Risks/1 Opportunity Legal Services - 1 Risk/1 Opportunity Culture - 10 Risks/5 Opportunities Economic Growth - 14 Risks Place & Investment - 6 Risks	Environment - 4 Risks Housing - 16 Risks/2 Opportunities Wellbeing - 7 Risks AWCS - 9 Risks Building Control & Land Charges - 7 Risks Customer Contact & Engagement - 15 Risks Revenues & Benefits - 7 Risks Business & Technical Services - 6 Risks Digital & Design - 6 Risks Financial Services - 13 Risks/1 Opportunity Human Resources - 6 Risks/1 Opportunity Legal Services - 3 Risks Culture - 6 Risks/5 Opportunities Economic Growth - 12 Risks Place & Investment - 3 Risks
Number of High Risks on Service Registers	Environment - 1 Housing - 4 AWCS - 1 Customer Contact & Engagement - 3 Revenues & Benefits - 1 Business & Technical Services - 2 Digital & Design - 1 Financial Services - 4 Human Resources - 1 Culture - 5	Environment - 1 Housing - 3 AWCS - 3 Customer Contact & Engagement - 8 Revenues & Benefits - 1 Business & Technical Services - 2 Digital & Design - 1 Financial Services - 4 Human Resources - 1 Legal Services - 1

	Place & Investment - 1	Culture - 3
<p>Risks where assessment score has increased since the previous report</p> 	<p>Culture - 1 (Evening security of venues) - Increased from Medium to High)</p>	<p>Customer Contact & Engagement - 1 (Risk relating to possible loss of skilled staff in the Contact Centre - Increased from Medium to High)</p> <p>Digital & Design - Technical issues about EDRMS and the R&B system relating to Adur R&B in-housing - Risk increased to Medium)</p> <p>Human Resources - Risk of review of HR staff related policies and procedures - Risk increased to High Risk from Medium</p>
<p>Risks where assessment score has reduced since the previous report.</p> 	<p>AWCS - 3 New Legislation - TEEP (Reduced from Medium to Low Risk) Digital Platform - Delays in implementation (Reduced from Medium to Low Risk) Continued slippage/delay of Digital AWCS/Customer Contact processes (Reduced from Medium to Low Risk)</p> <p>Customer Contact & Engagement - 2 Implementation of a new complaints/compliments system (Reduced from High to Medium) Contact Centre - Loss of skilled staff (Reduced from High to Medium Risk)</p> <p>Human Resources - 1 Potential impact of capacity and resilience within the HR team to provide professional support to the organisations strategic vision of reshaped services (Reduced from Medium to Low Risk)</p> <p>Digital and Resources Directorate wide - 1 Freedom of Information requests processing - (Reduced from High to Medium Risk)</p>	<p>Housing - 1 (Risk of the withdrawal of housing related support from WSCC for sheltered housing - Reduced from High Risk to Medium)</p> <p>Customer Contact & Engagement - 1 (Risk relating to Governance and architecture for telephony in the Contact Centre - Reduced to Low Risk from Medium)</p>

<p>New Risks/Opportunities added since last report</p>	<p>Housing - Risk - Costs of emergency and temporary accommodation (High Risk)</p> <p>Overall Risk of increasing demand for housing advice and homelessness applications (High Risk)</p> <p>Wellbeing - Risk - Fishersgate Community Centre - Failing to source a community group/charity to take over the running of the centre (Medium Risk)</p> <p>Building Control & Land Charges - Opportunity - Service Redesign with Customer and Development Management - Opportunity to transition to a sustainable service model</p> <p>Digital & Design - Risk - Organisational changes, restructure of service - Digital & Design & Census - Medium Risk Risk - Migration to the Cloud - Medium Risk Risk - Renewal of contract for Information @ Work - Medium Risk</p> <p>Culture - Risk - Venue Toilets Refurbishment - High Risk Risk - Connaught Studio Seating Replacement - Medium Risk Risk - Studio ceiling integrity - Medium Risk</p> <p>Economic Growth - Risk - Teville Gate redevelopment site Risk - Grafton MSCP redevelopment Risk - Sussex Yacht Club flood defence project</p> <p>Place & Investment - Risk - Property Management and acquisition proposals</p>
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