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The Council fails to respond adequately to the cuts in public sector funding over the coming 2 - 3 years.	in order to deliver a balanced budget position Reputational damage to the Council Potential to destabilise the	- Budget approved for 16/17 The spending review programme is now well embedded within the council's activities and a challenging timetable has been agreed with senior officers at the Executive to deliver the targeted savings Additional reviews have been added, however, there remains an estimated budget gap of £20m in 19/20 even if all savings are delivered.	5	4		- Continued development of savings proposals for future years to 19/20, reflecting the Council's strategic service priorities and on-going modelling of the Council's potential future income and cost streams, recognising the significant reviews of Local Government funding and service delivery responsibilities at national level Continuation of the spending review initiatives and delivery of the programme Consideration and forward planning for the long term savings strategy for 2018/19 Appropriate change management/ project management arrangements to be put in place for major review areas	5	2	10		Andy Keeling Alison Greenhill	31/03/2019/ 2020 and On-going

Date completed: 31 July 2016

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2. STAKEHOLDER ENGAGEMENT The Council fails to maintain effective relationships with stakeholders (partners, neighbouring Councils, NHS etc.). Key partners and stakeholders fail to support the council in delivery of its strategy as a result of tensions and strained relationships due to financial and other pressures. Council fails to identify tensions arising in the city (particularly as the financial challenges impact on communities) leading to unrest in specific communities/areas of the city.	to deliver agreed levels of performance, the impacts of which may reflect negatively on the Council adversely affecting its reputation.  - Potential litigation where it impacts on formal contractual relationships.  - Financial risk if Integration Transformation Fund plans are inadequate or not agreed.  - Partnership working will be	- Mechanisms in place for regular dialogue including formal partnerships e.g. Health and Wellbeing Board.  - City Mayor Faith and Community Forum in place to engage specifically with faith and non-faith communities.  - Arrangements for engagement of, and support to, the Voluntary Community Sector (VCS) have been commissioned and contracts are in place.  - Cllr Sood has partnership working within her portfolio.  - Close involvement of City Mayor and Members in key partnerships.  - Democratic Services working with the LLEP to strengthen their governance and accountability framework		3		- Regular review and evaluation of the current position by Strategic Management Board Review existing arrangements and contracts for VCS engagement and support - Key aspects of partnership working being reviewed and updated in the light of Ofsted findings eg LSCB	4	2	8		Miranda Cannon / All Strategic Directors	31/03/17 and ongoing

Date completed: 31 July 2016

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If stakeholder engagement is not robust and effective but is critical to the delivery of the Council's priorities, statutory duties etc., these may not be delivered. An example of such is the need to have a continuing, productive partnership relationship with Clinical Commissioning Group which is particularly important in light of the importance for Adult Social Care of the Better Care Together Fund.	consensus across key partners in the City and therefore the work of individual organisations pulls in different and potentially conflicting directions.  - Places a strain on resources and services to manage.  - Partners are present round the table but are not											
3. CYBER RISK -Loss or compromise of IT systems and/or associated data through cyber security attacks	Potential financial or reputational damage to Council.     Potential Data Protection breaches.     Fines     Service delivery affected	- Ensure close monitoring of existing perimeter and internal security protection.	5	5		<ul> <li>Currently out to market for a Security and Incident Event Management service.</li> <li>IT Security Manager appointed and will be in post August 2016.</li> </ul>	4	3	12		, ,	31/03/17 and ongoing

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4. BUSINESS/SERVICE CONTINUITY MANAGEMENT Unforeseen unpredictable events such as flood, power/utility failure etc. could impact on the council's assets, communication channels or resources etc.	in the rapid restoration of business critical activities and the control of the emergency plan.  - The emerging risk environment increasingly makes 'resilience' a significant focus for all organisations.  - Budget cuts and rationalisation may also challenge the ability of Category 1 responders (which LCC are) to fulfil their statutory duty.  - Resource restraints means that there is limited staff to perform manual operations at the volume required in an event/incident.  - Council is unable to communicate to stakeholders/deliver its services.	- All the Senior Management Team have roles in either the Corporate Business Continuity Management Team (CBCT) or are Emergency Controllers Head of Internal Audit and Risk Management Chairs the Multi- Agency Business Continuity Group - CBCT have formal refresher meetings three times a year - Training offered corporately - Directors involvement in CBCT Meetings held 3 times a year Risk Management and Insurance Services/Emergency Management Team provide updates and lessons learnt on incidents to CBCT/Audit & Risk Committee as appropriate - Self cert annually by Directors - Corporate Business Continuity Plan (BCP) which is reviewed annually but also updated as and when changes occur which should be reflected in the plan - Resilience Direct Secure Site (web based) holds BCP and all Business Critical Activities BCPs (alongside emergency planning documentation) and is securely accessed by members of the CBCT - Communications on-call arrangements working more effectively and recent training run for all staff involved - Annual review of critical service business continuity plans completed and annual self-certification confirming completion of all service business continuity plans	4	3	12	- Further embedding of business continuity management approach Further completion of Business Continuity tests Further communication/training and awareness for staff on continuity arrangements.	4	2	8		Alison Greenhill/Mirand a Cannon	31/07/2017 and On- going

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5. INFORMATION GOVERNANCE Information Governance/Security/ Data Protection policies/procedures/ protocols are not followed by staff and members.	- Major loss of public confidence in the organisation Potential litigation and financial loss to the Council Reputational damage to the Council With data held in a vast array of places and being transferred between supply chain partners, data becomes susceptible to loss; protection and privacy risks Reduction in the capacity/capability to retain such data. This could also be costly Excessive retention of data can still be requested through a Freedom of Information Act if retained Council may not share data with the appropriate individuals/bodies accurately, securely and in a timely manner Council fails to adequately secure/protect confidential and sensitive data held.	- Clear policies and protocols in place Staff have been trained and made aware of the Council's policies and procedures Secure storage solutions are now in place Paper retention has been reduced through the introduction of scanning etc Mandatory e-learning module for staff - Monthly reporting of incidents to Directors recently implemented	4	3		- Clear and on-going communications to staff to reinforce policies and protocols Regular review and monitoring of arrangements across services by Service Managers supported by Information Security/Governance Teams Ensure that the policy in place around the management of electronic data and disposal of data is in the awareness of staff - Ongoing review and updating of appropriate information sharing agreements.	4	2	8		Andy Keeling	30/09/2016 and On- going

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6. COMPLIANCE WITH REGULATION, POLICIES, PROCEDURES HEALTH AND SAFETY ETC Local management use discretion to apply inconsistent processes and misinterpret Corporate policies & procedures, perpetuating varying standards across business units.  The City Council fails to respond effectively to the requirements of Health and Safety Executive/Government proposals and/or legislation which places health and safety responsibilities on local authorities.	<ul> <li>Failure to meet statutory responsibilities.</li> <li>Reputational damage to the Council.</li> <li>Negative stakeholder relationships</li> <li>Potential for increase in the number of insurance claims</li> </ul>	<ul> <li>Regular reporting from Internal Audit to Strategic Management Board.</li> <li>Approach to the annual corporate governance review revised and a more effective process established.</li> <li>Day to day management of Health and Safety responsibility rests with the Operational Directors and their Heads of Service. Corporate Health and Safety team available to assist.</li> <li>Risk is reported and controlled through Divisional Directors Operational Risk Registers (presented to the CMT each quarter) and these are underpinned by registers at Heads of Service level reviewed and discussed at Divisional Management Teams quarterly.</li> <li>Regular inspections and reports by the Health and Safety team with all actions being followed up within a reasonable time.</li> <li>A process of more regular reporting to Corporate Management Team on health and safety matters has been established</li> <li>Significant change to the absence management policy and procedure rolled out</li> </ul>	4	3		- Continue to review and reinforce key standards and policies via regular communication Ensure Managers are appropriately trained and requirements are clearly set out in Job Descriptions and reinforced via appraisals Ensure Internal Audit findings are acted on in a timely manner Continue to refine and improve strategic monitoring and reporting in relation to Health & Safety to ensure responsibilities are reinforced from the top New Head of HR when appointed to take a fundamental look at sickness absence management including the policy and procedure	4	2	8		Kamal Adatia / Miranda Cannon	30/09/2016 and On- going

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adequately safeguard	- Death or serious injury Serious case reviews initiated Reputational damage to the Council Citizens lose confidence in the Council Negatively impacts on relationships with stakeholders Impacts severely on staff morale - Leads to high turnover of social workers and managers.	- Safeguarding Adults and Children's Boards in place Regular reviews of policies/procedures and close supervision of staff Range of quality assurance processes exist within the Divisions Range of developments, including corporate training, exist within the Divisions to manage, support recruit and retain staff Improvement Board established following the Ofsted inspection and other arrangements eg Performance Board set up - 24/7 Duty and Advice Service in place (and identified as a strength by OFSTED).	5	3	15	- Board performance and framework development Chair of Board has direct accountability through Chief Operating Officer Regular bi-annual meetings with Mayor and Adults and Children's Lead Members Full implementation of all necessary improvements identified via the Ofsted inspection of Children's Services - Review of assessments and plans following OFSTED to ensure all are 'good enough quality', to include training of staff as appropriate Social work electronic recording system will be developed.	5	2	10		Frances Craven/Steven Forbes	30/09/2016 and Ongoing

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8. SCHOOL IMPROVEMENT	- Poor OFSTED outcome for schools - Increased risk of schools going into category of special measures - Poor outcome for Local Authority if inspected under the OFSTED framework for LA School Improvement effectiveness	Revised desk top analysis to identify potential underperformance in individual schools and settings. Revised School Improvement Framework. Regular reporting to DMT and LMB on schools causing concern and targeted work. Self evaluation against OFSTED framework for inspection completed. At risk schools discussed and warning notices considered. Inspection file being collated to evidence effective and good practice in targeted work with schools.	4	4	16	- Targeted visits by Director of Learning - Revised support packages - Single plan implementation for RI schools - Local Authority Reviews of individual schools to be negotiated - Preparation for inspection to include briefing to all schools	4	2	8		Frances Craven	30/09/2016 and On- going

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9. CIVIL CONTINGENCY RESPONSE/INCIDENT RESPONSE Council resources may not be adequate or sufficient to respond should an external incident/disaster occur (for example, the impact of climate change leading to floods placing responsibility to the Council to house evacuees from other counties/areas) .	snow fall etc.) building the right infrastructure and new statutory flood and water risk management duties Having sufficient financial resources and flexibility to address these challenges becomes increasingly difficult Having sufficient assets/contingency arrangements Lack of resources could lead to inadequate response.	<ul> <li>Corporate Management of this is outlined in the carbon action plan which covers all areas of management activity across the Council and its partners to reduce carbon.</li> <li>Implementation is monitored through a carbon management board.</li> <li>Day to day management of climate change responsibility rests with the Operational Directors and their Heads of Service.</li> <li>Risk is reported and controlled through the Divisional Directors Operational Risk Registers (presented to Corporate Management Team each quarter) and these are underpinned through regular reviews as part of the revised Eco-Management Audit Scheme (EMAS) system.</li> <li>Local Resilience Forum (LRF) county wide partnering arrangement.</li> <li>Leicester City Council (LCC) is part of the Resilience Partnership of local authorities in LLR LLR Health Protection Committee coordinates health protection response across LA/PHE/NHS</li> </ul>	4	3		- Public engagement and city wide flood defence programmes are being developed jointly with the Environment Agency. This provides a two-pronged approach to manage the risk of severe flooding arising from climate change.  - LRF and Resilience Partnership arrangements continue to be reviewed.  - Robust schedule of plan reviews and training in place and agreed via the LRF  - LLR-wide Health Protection Committee arrangements under review to provide assurance around management of health protection risks/ incidents and outbreaks  - Exercise to be conducted in 2016 to test SCG/TCG arrangements using City Hall as the control centre	4	2	8		Miranda Cannon / Alison Greenhill/ Ruth Tennant	30/9/2016 and ongoing

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9. CIVIL CONTINGENCY RESPONSE/INCIDENT RESPONSE (Continued)		- City Council major incident plan reviewed and signed off Emergency control room fully equipped and operational at City Hall and provides a facility for both local management of emergencies and use by the LRF as a SCG venue. Tested on a number of large scale events eg LCFC victory parade and KR3 reinternment										

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10. RESOURCE: CAPACITY, CAPABILITY, RETENTION & DEVELOPMENT Lack of workforce planning and appropriate development of managers and employees leaves the Council exposed to service failure. The Council does not have the capacity/resilience in resources, should an event/incident occur, may significantly increase the demand on front line services. Changing market conditions gives rise to the council not being seen as first choice for employment as private sector may be perceived as offering better reward.	competencies in terms of the workforce to deliver the city's vision and priorities.  - The Council fails to maximise the potential of its key resource.  - Staff become demotivated/are under pressure which has an impact on productivity and delivery across the Council.  - Disruption to service delivery.  - Impacts on continuity of services. Creates risks in delivery because information on processes/procedures etc is lost	- Organisational Development Team (OD) working to develop their role and remit and engagement with the organisation - Organisational vision and values continued roll out - Active programme of work to support young people into employment and to utilise graduates, apprenticeships, work placements etc across the Council - Transformation and Service Improvement Team (TSI) actively supporting a range of areas around business change, process re-engineering etc and supporting skills transfer in the process - Recruitment and retention being linked more closely with wider place marketing - New Head of HR appointed and starts August 2016. Interim lead for OD in place and progressing work to embed the OD approach - Specific OD interventions underway with key service areas eg Adult Social Care to support work such as leadership and performance management.	4	3		- Continue to develop the Council's OD and TSI approaches and embed these teams - Consider retention mechanisms and succession planning Continue the embedding of the vision and values across the organisation - New Head of HR to develop a new Strategic HR work-plan and review OD Team management and structure Continue to work closely with service areas to identify and action critical OD requirements - Continue initial work to review and priorities corporate L&D needs and to review areas such as induction and staff/management competencies	3	3	9		Miranda Cannon	30/09/2016 and ongoing

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RETENTION & DEVELOPMENT (Continued)	- Potential reduction in controls being exercised and as a result, the business control environment is reduced Potential exposure for fraud/irregularity Impact on the Health and Wellbeing of the City Council loses knowledge, experience and skills - Posts not filled with the right skills set/qualification/experience - changing market conditions may result in the Council being unable to recruit to specific posts or attract candidates of the right skill mix											

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11. CONTRACT MANAGEMENT & PROCUREMENT Contract management protocols/procedures are not robust and there is lack of understanding/ awareness within the Council. Service areas may exercise partnership arrangements/ collaborative agreements where formalised/legal contracts are not in place and possibly these may not be legally binding.	- Reputational damage Financial impacts; valuable funding is used for rectification of issues Increase in staff resources to defend a challenge Potential for litigation and fines being incurred Contract service level agreements may not be adhered to The Council does not receive value for money for the services it procures The Council is challenged in the reduction of contracts when re-tendered Discouraged providers may not tender for the contract in the future, potentially reducing the portfolio of providers and even reducing the availability of high quality providers.	<ul> <li>Professional procurement staff recruited and in post</li> <li>Contract Risk Management training available from RMIS</li> <li>Engagement with local supplier groups</li> <li>Professional training for procurement staff (MCIPS)</li> </ul>	3	3		- Development of new procurement template documentation - Implementation of new electronic tendering system - Professional training for procurement staff (MCIPS) - Training in procurement and contract management for staff across the Council - Enhanced engagement with local business to widen portfolio of potential suppliers - Development of communications plan to ensure all staff are informed of above as appropriate to their role Undertake recruitment to address vacancies in the Procurement Services Team - Development of new Service Analysis Team	3	3	9		Alison Greenhill	30/09/16					

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PROCUREMENT (Continued).	- Council pay higher fees for services contracted or are unable to exit contracts when service delivery is not inline with the expected quality/contractual requirements The Council may not procure goods and services from sustainable providers.										

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12. ASSET MANAGEMENT Absence of an asset management strategy will affect the future conditions/status of buildings.	- Increase in costs Loss of predicted revenue Deterioration of assets Potential harm to the public New business are not attracted to Leicester The council's assets may fall into disrepair losing income and increasing maintenance costs. In a worse case scenario assets may be totally lost and community engagement too.	<ul> <li>A single corporate asset management system is now in place.</li> <li>Central Maintenance Fund is available to address urgent repair items and Health and Safety items in the estate.</li> <li>Building Schools for the Future (BSF) programme now complete and a planned maintenance programme for schools has been established</li> <li>Condition surveys have now been completed for all schools, neighbourhood and leisure assets</li> <li>Using Buildings Better (UBB) programme now provides a corporate overview of the estate with a focus on rationalising operational assets and improving as appropriate the condition of retained assets, as well as disposal of assets for economic and/or other benefits. The programme encompasses the existing TNS project and accommodation strategy programme, plus work-streams on depots, stores and workshops, Early Help (CYP&amp;F centres primarily), channel shift and surplus assets. It has a strategic focus on assets to be retained and those to be disposed of.</li> </ul>	5	4		- Continued development of effective planned maintenance programme across the estate-performance measurement in place to provide assurance regarding compliance- concerto being established and populated to work as the single corporate asset management system - Continue delivery of the UBB programme including disposal of assets	5	3	15		Frank Jordan/Miranda Canon	30/09/16								

RISK What is the problem; what is the cause; what could go wrong? What is it that will prevent you from achieving your objectives?	CONSEQUENCE/EFFECT:  What would occur as a result, how much of a problem would it be, to whom and why?	EXISTING ACTIONS/CONTROLS What are you doing to manage this risk now?	RISK SCORE WITH EXISTING MEASURES		WITH FURTHER EXISTING ACTION		WITH EXISTING		WITH EXISTING		l NG	FURTHER MANAGEMENT ACTIONS/CONTROLS		FURTHER MANAGEMENT		ARGE ORE V IRTHI CTION NTRO QUIR	VITH ER NS/ OLS	соѕт	RISK OWNER	TARGET DATE
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and responsibilities with insufficient time for implementation and insufficient budget.	delivered.	- Directors keep abreast of policy change and development in their portfolios The implications of change described and discussed - Including political briefings if required Budgeting takes account of national changes Staff are trained in new requirements.	4	3		- Examine options for service integration; improved leadership development; manage demand better; have honest conversations with the public about what can be expected from us - Improve commissioning activity across the Council.	3	2	6		Andy Keeling	30/09/16								

Date completed: 31 July 2016

RISK  What is the problem; what is the cause; what could go wrong? What is it that will prevent you from achieving your objectives?	CONSEQUENCE/EFFECT:  What would occur as a result, how much of a problem would it be, to whom and why?	EXISTING ACTIONS/CONTROLS  What are you doing to manage this risk now?	RISK SCORE WITH EXISTING MEASURES		I NG	FURTHER MANAGEMENT ACTIONS/CONTROLS		TARGET SCORE WITH FURTHER ACTIONS/ CONTROLS REQUIRED		COST	OST RISK OWNER	TARGET DATE
			Impact	Probability	Risk		Impact	Probability	Risk			
14. CHANNEL SHIFT The Council may be unsuccessful in channel shifting customers to less resource intensive forms of contact than face to face or telephone contact. The infrastructure may not be in place to enable the shift and the culture change is not enabled among staff and customers to support it.	- Service delivery not met Adverse affect on budget Reputational damage Impact on resource provision Process and improvements do not materialise Lack of access to data Customer access channels may not be improved Services will become unaffordable	- A Channel Shift Strategy has been developed and has been communicated to senior managers and Executive. An underpinning programme of work has been put together and a current set of priorities agreed.  - The Transforming Neighbourhood Services programme has supported development of a digital hub approach which will continue through the UBB programme  - New corporate website launched in March 2015 and is helping drive increased on-line transactions  - Major redevelopment of Visit Leicester website underway  - Channel Shift Board in place to drive the development and delivery of the Channel Shift Strategy. Board also has a role to review communications put out by services to ensure they promote the right messages regarding channel shift.  - Continued strategic focus on the use and role of digital media in the organisation  - Audit of printed publications has helped identify issues related to channel shift and quality of communications	4	3		- Continue to develop an implementation programme for the Channel Shift Strategy - Review the first 12 months operation of the new corporate website in light of the channel shift agenda - All services to continue to review their comms to ensure that online options are promoted ahead of traditional access channels Continue to drive forward channel shift through the UBB programme - A communications plan to support channel shift among staff and customers to be developed Continue the Visit Leicester website redevelopment to include transactional capability eg multi-venue ticket purchasing - Communicate lessons learnt from the printed publications audit and embed audit principles in the work of the Comms and Marketing Team	3	3	9		Andy Keeling/ Alison Greenhill/ Frank Jordan/ Miranda Cannon	30/09/16

RISK What is the problem; what is the cause; what could go wrong? What is it that will prevent you from achieving your objectives?	CONSEQUENCE/EFFECT:  What would occur as a result, how much of a problem would it be, to whom and why?	EXISTING ACTIONS/CONTROLS  What are you doing to manage this risk now?	RISK SCORE WITH FURTHER MANAGEMENT FURT EXISTING ACTIONS/CONTROLS ACTIONS/CONTROLS MEASURES CONTROLS		ACTIONS/CONTROLS WITH FURTHER MANAGEMENT FURTHER bing to manage this risk now? EXISTING ACTIONS/CONTROLS ACTIONS/		WITH FURTHER MANAGEMENT EXISTING ACTIONS/CONTROLS MEASURES (		VITH ER NS/ OLS	соѕт	RISK OWNER	TARGET DATE
			Impact	Probability	Risk		Impact	Probability	Risk			
15. EU REFERRENDUM LEAVE RESULT There may be significant implications relating to requirements for further public sector cuts, reductions in other funding streams particularly for infrastructure projects, as well as longer-term legislative changes in areas such as procurement. Also creating a level of instability and uncertainty in financial markets	- Further budget reductions. Impacts on major infrastructure schemes and vision around future city development Implications in terms of treasury management Need in future to revisit key policies and procedures	- Monitor situation closely.	4	3		- Consider implications alongside future budget strategy	3	3	9		Andy Keeling / Alison Greenhill	31/03/17 and ongoing