Report





Part 1

Date: 15 June 2022

Subject Quarter 4 2021/22 Corporate Risk Register Update

- **Purpose** To present the Council's Corporate Risk Register for the end of quarter 4 (1st January to 31st March 2022).
- Author Head of People, Policy and Transformation
- Ward All
- **Summary** The Council's Corporate Risk Register monitors those risks that may prevent the Council from achieving its Corporate Plan or delivering services to its communities and service users in Newport.

At the end of quarter four, there were 16 risks recorded in the Corporate Risk Register that are considered to have a significant impact on the achievement of the Council's objectives and legal obligations. At the end of quarter 4 there were no corporate risks closed and 2 risks (In-year Financial Management / Safeguarding Risk) de-escalated from the Corporate Risk Register.

Overall, there are 9 Severe risks (risk scores 15 to 25); 7 Major risks (risk scores 7 to 14); that are outlined in the report.

As set out in the Council's Risk Management Policy, Cabinet review the Corporate Risk Register on a quarterly basis ensuring procedures are in place to monitor the management of significant risks.

- **Proposal** Cabinet is asked to consider the contents of the quarter two update of the Corporate Risk Register.
- Action by Corporate Management Team and Heads of Service
- Timetable Immediate

This report was prepared after consultation with:

Corporate Management Team

Signed

Background

The Well-being of Future Generations (Wales) Act 2015 requires Newport City Council to set Well-being Objectives in its Corporate Plan 2017-22. In the delivery of the Corporate Plan and Council services there will be risks that may prevent, disrupt, or impact on the Council's objectives. The Council's Risk Management Policy and Corporate Risk Register enables the Council to identify, manage and monitor those risks to ensure effective mitigation action is taken to minimise or prevent the risk from impacting on services, communities, and citizens. The current Risk Management Policy was approved in July 2020.

Following the Covid-19 outbreak, service areas were asked to review their service plans and consider any new and/or emerging risks that could impact on the delivery of their services. Additionally, as part of the Council's quarterly monitoring process, service areas have reviewed their risks considering the impact of Covid-19.

In accordance with the Council's Risk Management Policy, any new, escalated / de-escalated and closed risks in the Corporate Risk Register are presented to the Council's Executive Board for decision.

From 2022/23, the Council will be moving from 8 to 11 service areas that will be delivering the new Corporate Plan 2022-27. Additionally, the report will also be updated to reflect the new Cabinet and roles in 2022/23.

Summary of NCC risks for Quarter 4 2021/22

At the end of quarter four, across the Council's eight service areas there were 44 risks recorded in their risk registers. The table below provides a summary of all risks and changes to risk scores between quarter 3 (Reported to Cabinet in June 2021) and quarter 4.

Service Area	Q4 Risks	Risk Scores Increased since Q3	Risk Scores Decreased since Q3	No Change since Q3	New Risks (Since Q3)	Closed Risks (Since Q3)	Escalated Risks∗₁	De- escalated Risks₊ ₂
Adult & Community Service	3	0	0	3	0	0	0	0
Children & Young People Service	3	0	0	3	0	0	0	1
City Services	6	0	0	6	0	0	0	0
Education	7	0	3	4	0	0	0	0
Finance	5	0	1	4	0	0	0	1
Law & Regulation	2	0	1	1	0	0	0	0
People & Business Change	13	0	2	11	0	0	0	0
Regeneration, Investment & Housing	5	1	0	4	0	0	0	0
Total	44	1	5	38	0	0	0	2

*1 – Escalated Risks – Risks that have been escalated from Service area risk registers to Corporate Risk Register

*2 – De-escalated Risks – Risks that have been de-escalated from Corporate Risk Register to service area risk register

At the end of quarter four, the Council's Corporate Risk Register included 16 of the 44 risks that are considered to pose the most risk to the delivery of Council services and achievement of its Corporate Objectives. The 16 Corporate Risks consisted of:

- 9 Severe risks (15 to 25)
- 7 Major Risks (7 to 14)

In comparison to the quarter three Corporate risk register, there were no new and/or escalated risks, and no risks were closed. One risk increased in risk score, three risks had decreased in risk score with the remaining 12 risks remaining the same score. Two risks were de-escalated to service area monitoring and reporting following a review at the Executive Board.

Risk	Service Area Cabinet Member	Q3 Risk Score	Q4 Risk Score	Commentary
COVID-19 Pandemic Outbreak	People, Policy and Transformation / Leader of the Council /Cabinet	20	16	At the end of Quarter 4 the risk has reduced following the Welsh Government's announcement on the easing of restrictions. However, for health, social care sector and the Council buildings, restrictions remained in place and were still impacting services.
Demand for ALN and SEN support	Education / Cabinet Member for Education and Skills	16	12	The new ALN funding formula agreed by School's Forum will be implemented in 2022-23 financial year. Cabinet agreed an additional £1.2m to address the discrepancy between the funding for Statemented pupils and their actual costs, this will enable Schools to have the funding to put the correct support in place for Statemented pupils without a detrimental effect to their budgets. Additional Inclusion team members have been appointed including 2 Educational Psychologists, 2 Teacher Advisors, 2 SEN Officers and an Early Years HLTA. These staff are crucial in supporting Schools to increase their capacity to meet the needs of all ALN learners and to ensure they are fully cognisant of their responsibilities in line with ALN implementation. Further funding has been approved for 3 Teacher Advisors to specifically target pupils with complex behaviour difficulties and those at risk of criminal exploitation. The funding formula will need to be carefully monitored and reviewed to ensure Schools are able to meet the needs of their learners. Although the Inclusion services are currently at capacity, with the appointment of the additional 3 Teacher Advisor posts capacity will be improved however this needs to carefully monitored through next year.
Schools Finance / Cost Pressures	Leader of the Council /Cabinet Member for Education and Skills	12	9	The schools currently subject to the Deficit Recovery process are each demonstrating much improved financial positions. Two of these three schools are expected to end the 2021/22 financial year in surplus, and only one school is considered as likely to need to submit an application for a further licence for the 2022/23 financial year. Systems and processes are being developed to support ways in which schools at risk of moving into deficit can be identified at an early stage, with appropriate intervention and mitigating actions then implemented by officers within Finance and Education.

Change in direction of risk score (Quarter Four)

Risk	Service Area Cabinet Member	Q3 Risk Score	Q4 Risk Score	Commentary
				May 2022 Update No school has found it necessary to apply for a licenced deficit for the 2022/23 financial year. It is important to note however that this is primarily due to the late arrival of WG grants, which artificially inflated the 2021/22 closing positions. This situation remains fragile going forward therefore.
Pressure on Housing and Homelessness Service	Regeneration Investment & Housing / Leader of the Council	16	20	WG covid-related guidance in relation to housing all those presenting as homeless continues. There are consistently over 400 households in temporary accommodation, with less than 20 being rehoused each month due to the lack of availability of permanent accommodation. In the absence of the Covid-19 Hardship Fund for 2022-23, additional grant funding has been awarded by WG to support the authority to continue to meet the requirement to accommodate a high number of homeless households. However, this funding will not fully meet the additional costs of continuing to provide high levels of temporary accommodation and the associated staffing and property management expenditure. In addition, the introduction of the Renting Homes Act in July '22 and the cost-of- living crisis are likely to increase the number of those presenting to the authority as homeless as it is anticipated that private landlords will exit the market and accommodation will become increasingly unaffordable. The pressures on temporary and move-on accommodation are likely to be exacerbated by the demand for housing for Ukrainian evacuees.

De-Escalated Risks (Quarter Four)

Below is a summary of Corporate risks that have been de-escalated from the Corporate Risk Register to the service area risk registers. The responsible service areas will continue to monitor and report against these risks.

Risk	Service Area Cabinet Member	Q3 Risk Score	Q4 Risk Score	Commentary
Safeguarding Risk	Children Services (Lead) / Cabinet Member for Social Services	4	4	Safeguarding of adults, children and carers has been on the Council's Corporate Risk Register since 2014. Safeguarding will inherently be a risk for Newport City Council due to its statutory roles and responsibilities. In the last two financial years, safeguarding has remained one of the Council's lowest scoring corporate risks scoring 6 between June 2020 to June 2021 and since September 2021 has achieved its target risk score of 4. In September 2021, a Cabinet Report

Risk	Service Area Cabinet Member	Q3 Risk Score	Q4 Risk Score	Commentary
				was presented on the progress the Council has made to embed safeguarding across all council services, functions and duties. The report highlights the progress that the Council has made towards improving its safeguarding practices and ensuring staff complete the mandatory training on safeguarding including VAWDASV. The report also highlights the further improvements that need to be made by the Council considering new Deprivation of Liberty Safeguards, ongoing mandatory training for officers, Members and volunteers. The main recommendations from this Cabinet Report will be incorporated into the Council's Well-being and Self-Assessment Report 2020/21 and also Action Plan.
In Year Financial Management	Finance Service / Leader of the Council / Cabinet	2	2	The In-year Financial Management risk has been on the Council's Corporate Risk Register since 2017. The risk relates to the in year management of budgets. This risk has a Target Risk Score of 6 and since September 2020 the risk score has been below this target but mainly due to the temporary impact of Covid and additional WG funding. Previously, significant budget challenges were in place in some areas of the Council. At this point for 2022/23, Newport Council continues to have robust monthly forecasting and reporting mechanisms and whilst there are potential risks to financial management this year, the base budget has mitigation in place for these and other unforeseen budget pressures with the Council base budget and specific reserves allocations. The Council's Accountancy team and S151 officer are well positioned to escalate to the Council's senior Leadership team when necessary, any financial risks and issues for decision.

Appendix 1 - Quarter 4 Corporate Risk Heat Map and Risk Profile **Appendix 2** – Newport Council's Corporate Risk Register for Quarter 4.

Risks

Risk Title / Description	Risk Impact score of Risk if it occurs* (H/M/L)	Risk Probability of risk occurring (H/M/L)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
The Council does not achieve its objectives as corporate level risks are not adequately managed and monitored.	M	L	Risk Management Strategy has been adopted and mechanisms are in place to identify, manage and escalate emerging and new risks / mitigation strategies. Audit Committee oversight of risk management process.	Directors, Heads of Service and Performance Team

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Corporate Plan 2017-22 Service Plans 2021/22

Options Available and considered

- 1. To consider the contents of the Corporate Risk Register and to continue monitoring progress of actions taken to address the risks identified in the report.
- 2. To request further information or reject the contents of the risk register

Preferred Option and Why

To consider the contents of the Corporate Risk Register and monitor the progress of actions taken to address the risks identified in the report. This will give the Cabinet sufficient assurance and oversight of the main overarching risks that the council faces in delivering the objectives of the Corporate Plan.

Comments of Chief Financial Officer

There are no direct financial implications arising from this report. The corporate risk register forms an important part of the governance and budget setting arrangements for the council and the risk register is used to guide the internal audit plan.

It is noted that overall, the corporate risk register remains largely unchanged since the third quarter with no new or escalated risks and none closed but two de-escalated back to the service areas and one has decreased in score with 15 remaining the same. The register will continue to be monitored closely and any increasing risk scores that may lead to financial pressures without mitigation will be reflected in established ongoing revenue and capital monitoring and MTFP arrangements.

Comments of Monitoring Officer

There are no specific legal issues arising from the report. As part of the Council's risk management strategy, the corporate risk register identifies those high-level risks that could impact upon the Council's ability to deliver its corporate plan objectives and essential public services. The identification of corporate risks within the risk register and monitoring the effectiveness of the mitigation measures are matters for Cabinet. The report confirms that there have been no significant changes in the risk profile during the final quarter of the last financial year, with no additional risks being added to the corporate risk register and 2 risks being de-escalated back to the service areas. For the most part, the individual risk scores have also remained the same, with only 1 of the 16 remaining risk scores being decreased.

Comments of Head of People, Policy and Transformation

Effective monitoring and reporting against the Council's Corporate Risk Register is essential in minimising and preventing the likelihood and impact of risks against our objectives. The Council's risk management is a key area in the implementation of the Well-being of Future Generations Act (Wales) 2015.

The recent changes made to our risk management processes and system will ensure officers at all levels of the organisation have greater control and oversight of their risks taking the necessary action to mitigate their impact and escalate where necessary to senior management.

There are no specific HR issues arising from the report.

Comments of Cabinet Member

The Chair of Cabinet is consulted on the corporate risk register and has agreed that this report goes forward to Cabinet for consideration.

Local issues

None.

Governance and Audit Committee

The Council's Governance and Audit Committee (GAC) will be provided with the quarter 4 risk report in July 2022. Comments and recommendations from the GAC will be included in the next Cabinet Report.

Fairness and Equality Impact Assessment:

For this report, a full Fairness and Equality Impact Assessment has not been undertaken. This is because this report is not seeking any strategic decisions or policy changes, with its purpose being to update Cabinet on the current risk register.

Wellbeing of Future Generation (Wales) Act

Under the Well-being of Future Generations Act (Wales) 2015 and its 5 ways of working principles this report supports:

Long Term – Having effective risk management arrangements will ensure that the opportunities and risks that will emerge consider the long term impact on service users and communities.

Preventative – Identifying opportunities and risks will ensure the Council is able to implement necessary mitigations to prevent or minimise their impact on Council services and service users.

Collaborative – The management of risk is undertaken throughout the Council and officers collaborate together within service areas, Corporate Management Team and the Council's Cabinet to ensure decisions are made in a timely manner and are evidence based.

Involvement – The Council's Risk Management process involves officers across the Council's service areas and Cabinet Members.

Integration – Risk Management is being integrated throughout the Council and supports the integrated Planning, Performance and Risk Management Framework. The Framework ensures that planning activities consider the opportunities and risks to their implementation and overall supports the delivery of the Council's Corporate Plan and legislative duties.

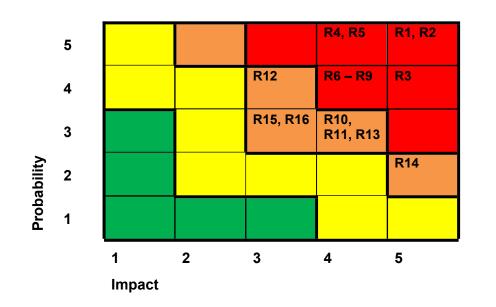
Consultation

As above, the Risk Register is also considered by Audit Committee.

Background Papers

Quarter 3 Corporate Risk Report (March 2022) Risk Management Policy 2020-22

Dated: 8 June 2022



Corporate Risk Heat Map Key	/ (Quarter 4 2021/22)
R1 - Stability of Social	R9 - Newport Council's
Services Providers	Property Estate
R2 - Pressure on Adult &	R10 - Demand for ALN and SEN
Community Services	support
R3 - Highways Network	R11 - Educational Out of County Placements
R4 - Pressure on the delivery of Children Services	R12 - Climate Change
R5 - Pressure on Housing and Homelessness Service	R13 - Post EU Transition
R6 - COVID-19 Pandemic Outbreak	R14 - City Centre Security and Safety
R7 - Ash Die Back Disease	R15 - Schools Finance / Cost Pressures
R8 - Cyber Security	R16 - Balancing the Council's Medium-Term budget

Risk Score Profile between Quarter 1 2021/22 and Quarter 4 2021/22

Risk Reference	Risk	Lead Cabinet Member(s) *	Risk Score Quarter 1 2021/22	Risk Score Quarter 2 2021/22	Risk Score Quarter 3 2021/22	(Current) Quarter 4 2021/22	Target Risk Score
R1	Stability of Social Services Providers	Cabinet Member for Social Services	25	25	25	25	6
R2	Pressure on Adult & Community Services	Cabinet Member for Social Services	20	25	25	25	10
R3	Highways Network	Member Development		20	20	20	15
R4	Pressure on the delivery of Children Services Cabinet Member for Social		20	20	20	20	6
R5	Pressure on Housing and Homelessness Service	Leader of the Council	16	16	16	20	6
R6	COVID-19 Pandemic Outbreak	Leader of the Council /Cabinet	15	20	20	16	6
R7	Ash Die Back Disease	Deputy Leader & Cabinet Member for City Services & Member Development	20	20	16	16	6
R8	Cyber Security	Cabinet Member for Assets and Community	16	16	16	16	10
R9	Newport Council's Property Estate	Cabinet Member for Assets and Community	16	16	16	16	9
R10	Demand for ALN and SEN support	Cabinet Member for Education and Skills	16	16	16	12	6
R11	Educational Out of County Placements	Cabinet Member for Education and Skills	12	12	12	12	5
R12	Climate Change	Cabinet Member for Sustainable Development	9	12	12	12	10

Risk Reference	Risk	Lead Cabinet Member(s) *	Risk Score Quarter 1 2021/22	Risk Score Quarter 2 2021/22	Risk Score Quarter 3 2021/22	(Current) Quarter 4 2021/22	Target Risk Score
R13	Post EU Transition	Leader of the Council / Cabinet	8	12	12	12	10
R14	City Centre Security and Safety	Deputy Leader and Cabinet Member for City Services and Member Development	10	10	10	10	8
R15	Schools Finance / Cost Pressures	Leader of the Council /Cabinet Member for Education and Skills	12	12	12	9	6
R16	Balancing the Council's Medium- Term budget	Leader of the Council / Cabinet	16	16	9	9	10

*Based upon Cabinet Member roles as at 31st March 2022.

Glossary

This document provides an explanation of terminology used in this report and supporting documents.

Risk Appetite – the amount of risk that Newport City Council is willing to seek or accept in the pursuit of the Council's long term objectives.

Inherent Risk Score – The level of risk in the absence of any existing controls and management action taken to alter the risk's impact or probability of occurring.

Residual Risk Score – The level of risk where risk responses i.e. existing controls or risk mitigation actions have been taken to manage the risk's impact and probability.

Target Risk Score – The level of risk (risk score) that Newport City Council is willing to accept / tolerate in managing the risk. This is set in line with the Council's overall risk appetite.

Risk Mitigation Action – Actions identified by the Risk Owner to respond to the risk and reduce the impact and probability of the risk of occurring.

Risk Mitigation Action (Red Progress Score) – Significant issue(s) have been identified with the action which could impact on the ability of the action meeting its completion date. Immediate action / response is required resolve its status.

Risk Mitigation Action (Amber Progress Score) – issue(s) have been identified that could have a negative impact on the action achieving its completion date. Appropriate line manager(s) should be informed and where necessary action taken.

Risk Mitigation Action (Green Progress Score) – The action is on course for delivering to the agreed completion date and within the agreed tolerances.

How the Council Assesses Risk

An assessment of the likelihood and impact of risk is important to measure, compare and monitor risks to ensure efficient use of resources and effective decision making. This assessment is carried out using the risk matrix as described below.

Risk Assessment Matrix

A Corporate Risk Register will contain the high level risks for the whole authority. In order to differentiate between these high level risks a 5x5 risk assessment matrix will be applied. The matrix is shown below and further detail is included in appendix 3.

Risks are scored using the scoring system for probability and impact and assigned a rating based on the tolerances set out in the matrix below

		Impact Measures						
Score	Description	Strategic / Policy	Operational / Business Continuity	Financial	Governance / Legal / Regulatory	Health & Safety	Reputational	Project Delivery / Savings / Benefits
5	Severe	Failure of a key strategic objective	Serious organisational / service failure that has direct impact on stakeholders including vulnerable groups. Service disruption over 5+ days.	Corporate / Project Unplanned and/or additional expenditure disturbance. Capital > £1M Revenue >£1M	Legislative / Regulatory breach resulting in multiple litigation / legal action taken on the Council (linked to Financial / Reputational Impacts).	Multiple major irreversible injuries or deaths of staff, students or members of public. (Linked to Financial / Reputational Impacts)	Severe and persistent National media coverage. Adverse central government response, involving (threat of) removal of delegated powers. Officer(s) and / or Members forced to Resign.	Project status is over 12 months from anticipated implementation date. Project(s) do not deliver the major benefits / savings identified in business case. This is linked to Financial / Strategic / Reputational Impacts
4	Major	Severe constraint on achievement of a key strategic objective	Loss of an important service(s) for a short period that could impact on stakeholders. Service disruption between 3-5 days.	Corporate / Project Unplanned and/or additional expenditure disturbance. Capital > £0.5M - £1.0M Revenue >£0.5M- £1M	Serious legislative breach resulting in intervention, sanctions and legal action. (Linked to Financial / Reputational Impacts)	Major irreversible injury or death of staff, student or member of public. (Linked to Financial / Reputational Impacts)	Adverse publicity in professional / municipal press, affecting perception / standing in professional /local government community Adverse local and social media publicity of a significant and persistent nature.	Project status is 6 to 12 months over from anticipated implementation date. Project(s) do not deliver major benefits / savings identified in business case. This is linked to Financial / Strategic / Reputational Impacts

		Impact Measures	Impact Measures									
Score	Description	Strategic / Policy	Operational / Business Continuity	Financial	Governance / Legal / Regulatory	Health & Safety	Reputational	Project Delivery / Savings / Benefits				
3	Moderate	Noticeable constraint on achievement of a key strategic objective / Service Plan objective.	Loss and/or intermittent disruption of a service between 2-3 days.	Corporate / Project Unplanned and/or additional expenditure disturbance. Capital = £0.25M - £0.5M Revenue = £0.25M to £0.5M Revenue = £0.25M to £0.5M	Significant legislative breach resulting in investigation. (Linked to Financial / Reputational Impacts)	Major reversible injury to staff, student or member of public. Not life threatening. (Linked to Financial / Reputational Impacts)	Adverse local publicity / local public opinion including social media. Statutory prosecution of a non-serious nature.	Project status is 1 to 6 months over from anticipated implementation date. There is significant reduction on delivery of benefits / savings identified in business case. This is linked to Financial / Strategic / Reputational impacts.				
2	Low	Constraint on achievement of Service Plan objective that does not impact on Corporate Strategy	Brief disruption of service that has a minor impact on the delivery of a service. Service disruption 1 day.	Corporate / Project Unplanned and/or additional expenditure disturbance. Capital = £0.1M - £0.25M Revenue = £0.1M – £0.25M	Moderate impact leading to warning and recommendations.	Some minor reversible injuries. (Linked to Financial / Reputational Impacts)	Contained within Directorate Complaint from individual / small group, of arguable merit	Project status is 1 to 4 weeks over from anticipated implementation date. There is minor reduction on delivery of benefits / savings identified in business case. This is linked to Financial / Strategic / Reputational impacts.				

		Impact Measures	npact Measures									
Score	Description	Strategic / Policy	Operational / Business Continuity	Financial	Governance / Legal / Regulatory	Health & Safety	Reputational	Project Delivery / Savings / Benefits				
1	Very Low	Constraint on achievement of Service / Team Plan objective	Minor disruption of a non-critical service.	Corporate / Project Unplanned and/or additional expenditure disturbance. Capital < £100k Revenue <£100k	No reprimand, sanction or legal action.	Some superficial injuries. (Linked to Financial / Reputational Impacts)	Isolated complaint(s) that are managed through the corporate complaints process and service area.	Project status is 1 week over from anticipated implementation date. There is insignificant / no impact on delivery of benefits / savings identified in business case. This is linked to Financial / Strategic / Reputational impacts.				

Score	Probability	Criteria
	Very likely 75% +	Systematic Risks – Local evidence indicating very high probability of occurrence if no action / controls are in place. Risk is highly likely to occur daily, weekly, monthly, quarterly.
5		Emerging Risks – National and Global evidence indicating very high probability of occurrence on local communities if no action / controls are taken. Risks are highly likely to occur within the next 5 years.
4	Likely 51-75%	Systematic Risks – Local evidence indicating high probability occur in most circumstances with near misses regularly encountered e.g. once or twice a year.
-		Emerging Risks – National and Global evidence indicating high probability of occurrence on local communities if no action / controls are taken. Risks are likely to occur within the next 5-10 years.
	Possible	Systematic Risks – Local evidence indicating distinct possibility with circumstances regularly
3	26-50%	encountered and near misses experienced every 1-3 years.
		Emerging Risks – National and Global evidence indicating distinct probability of occurrence on local communities if no action / controls are taken. Risks are likely to occur within the next 10-15 years.
	Unlikely	Systematic Risks – Local evidence indicating low to infrequent near misses experienced every 3 + years.
2	6-25%	Emerging Risks – National evidence indicating low probability of occurrence on local communities if no action / controls are taken. Risks are likely to occur within the next 16-25 years.
	Very Unlikely	Systematic Risks – Local evidence indicating risk has rarely / never happened or in exceptional circumstances.
1		Emerging Risks – National evidence indicating very low probability of occurrence on local communities if no action / controls are taken. Risks are likely to occur within the next 16-25 years.

Systematic Risks – Risks that are known or are becoming part of social, cultural, economic and environmental systems that govern our lives. Emerging Risks – Risks that are further away, less defined and early stage of being known about.