

Report

Cabinet



Part 1

Date: 17 July 2024

Subject Quarter 4 2023/24 Corporate Risk Register Update

Purpose To present the Council's Corporate Risk Register for the end of Quarter 4 (1st January 2024 to 31st March 2024).

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 strategic priorities or delivering services to its communities and service users in Newport.

At the end of Quarter 4, there were 15 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.

Overall, there were 9 Severe risks (risk scores 15 to 25); 6 Major risks (risk scores 7 to 14); that are outlined in the report. In comparison to the Quarter 3 corporate risk register, one new risk (WCCIS Replacement) was added to the Corporate Risk Register, one risk (Delivery of the Internal Audit plan) was de-escalated from the Corporate Risk Register. All remaining risks did not change score.

As set out in the Council's Risk Management Policy, Cabinet reviews 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 4 update of the Corporate Risk Register.

Action by Executive Board and Heads of Service

Timetable Immediate

This report was prepared after consultation with:

- Executive Board
- 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. As a public body, the Council is also responsible for delivering services (statutory and non-statutory) to residents, businesses, and visitors across Newport. We will inherently encounter opportunities and risks that may prevent, disrupt, impact or enhance the delivery of the Council services and achieve the objectives in the Corporate Plan. How the Council responds and manages these opportunities and risks is important to ensure resources are being used efficiently and effectively to maximise value for money and to minimise and/or prevent the risk impacting services, communities, and citizens in Newport.

Officers across the Council regularly manage risk in the course of their duties whether this is health and safety risks, civil contingencies, safeguarding risks to children, young people, adults and carers or risks to assets, buildings, and Council employees. The relevant service area(s) and professional disciplines will be assessing and managing these risks as required and reporting these through their own reporting mechanisms.

The quarter 4 update reflects the Cabinet and Cabinet Members in place at the time of reporting. New Cabinet and Cabinet Members will be updated for the quarter 1 2024/25 update.

Newport City Council – Quarter 4 23/24 Service Area Risk Summary

Appendix 2 of the report provides an overview of the Council's overall risks reported at the end of Quarter 4. This includes corporate and service area risks across the Council's service areas. In summary, the Council had 44 risks of which:

Total Risks at Q4	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
44	1	5	38	1	0	0	1

At the end of Quarter 4, the Council's Corporate Risk Register included 15 of the 44 risks that are considered to pose the most risk to the delivery of Council services and achievement of its strategic priorities. The 15 Corporate Risks consisted of:

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

In comparison to the Quarter 3 corporate risk register, the following changes took place:

- 1 new risk – Welsh Community Care Information System WCCIS Replacement;
- 1 De-escalated risk – Delivery of the Internal Audit Plan

All other risk scores remained the same as Quarter 3. Summary of the changes in the Corporate Risk Register is provided below:

New Risk – WCCIS Replacement, Risk Score 20

- Welsh Community Care Information System (WCCIS) will no longer be supported after December 2025.
- Newport City Council alongside other local authorities and the Health service at a regional and national level are exploring several options as a replacement for the system.
- If a replacement system is not sought and implemented by December 2025, there could be potential risks to the delivery of Social Services in Newport.
- Other local authorities across Wales have added this risk to their Corporate Risk Registers.
- The replacement system will be a major project for the Council to deliver over the next 18 months.

De-escalated Risk – Delivery of the Internal Audit Plan. Risk score decreased from 9 to 2.

- At the end of 2023/24, the Council’s Internal Audit service has successfully delivered its Internal Audit Plan 2023/24.
- The Head of Finance has also secured the support of South West Audit Partnership (SWAP) in the delivery of the 2024/25 Internal Audit Plan as well as appointing new Auditors to the team.
- The Head of Finance will be undertaking a further recruitment exercise in Quarter 1 as well as considering the medium to long term arrangements in the Internal Audit team.
- The risk will continue to be monitored by the Finance service area in 2024/25.

Appendix 1 - Quarter 4 Corporate Risk Heat Map and Risk Profile

Appendix 2 – Quarter 4 Newport City Council’s Service Area Risk Summary.

Appendix 3 – Newport City Council’s Quarter 4 Corporate Risk Register (Attached separately).

Glossary – Risk Management terminology and Risk Score Assessment

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 2022-27

Service Plans 2022-24

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 itself. 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.

There are a number of risks with either a direct or indirect financial impact. For example, the risk around balancing the medium-term financial position is currently rated as severe, due to the high inflationary environment and increasing demand for services. Whilst balanced budgets for 2023/24 and 2024/25

were achieved, the challenge of achieving that over the medium term remains, with further difficult decisions being required to do that.

The report details a new risk in respect of the requirement to replace the Welsh Community Care Information System (WCCIS). There is the potential for this to give rise to a financial impact, which will be considered as part of the budget process for 2025/26 and the finalisation of the outturn position for 2023/24, which will be reported later in the year. It is noted that the risk surrounding the Internal Audit service has been deescalated, with the successful delivery of the audit plan for 2023/24, and resources secured to deliver the 2024/25 audit plan.

Aside from these new or emerging issues, the report highlights high levels of risk in a number of areas, such as Children's Services, homelessness, the property estate and the highways network. These areas all result in financial pressures, either due to increasing demand for services or the challenges in maintaining assets to the desired level. As a result of their high significance, these particular pressures are specifically referenced within the Council's budget for 2024/25, with investment being made in all of these areas in response to those pressures. They will also be closely monitored on an ongoing basis.

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. Governance and Audit Committee are responsible for reviewing and assessing the Council's risk management, internal control and corporate governance arrangements. However, the identification of corporate risks within the risk register and monitoring the effectiveness of the mitigation measures are matters for Cabinet. There are some changes to the scoring of some of the risks in the register as set out above.

Comments of Head of People, Policy and Transformation

Effective monitoring and reporting of 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 Internal Audit review of the Council's risk management arrangements confirmed that the Council has 'Substantial' (highest assurance rating) and effective processes in place to manage, identify and monitor its risks. The review of service plans for 24/25 will also ensure that risk actions are reviewed and updated.

Local issues

None.

Governance and Audit Committee (G&AC)

No recommendations were made for the Council's Cabinet to consider following the quarter 4 update in May 2024. The following observations were made by the Committee:

- The Council's new Highways Asset Management Plan was being discussed at Performance Scrutiny Committee - Place & Corporate in July and comments from March's G&AC will be circulated to the committee when the agenda is published.
- The Committee raised concern about the homelessness and housing pressures. The Committee were advised that the Council's Performance Scrutiny Committee – Place and Corporate will be considering this area as part of the End of Year review. Feedback from the committee to be circulated to the Committee following that Scrutiny meeting.
- The Chair queried the timescales for WCCIS system. This would be fed back to Social Services. The chair also asked was there a budget allocation for the WCCIS system and was advised further assurances will be provided as the programme progresses.

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 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

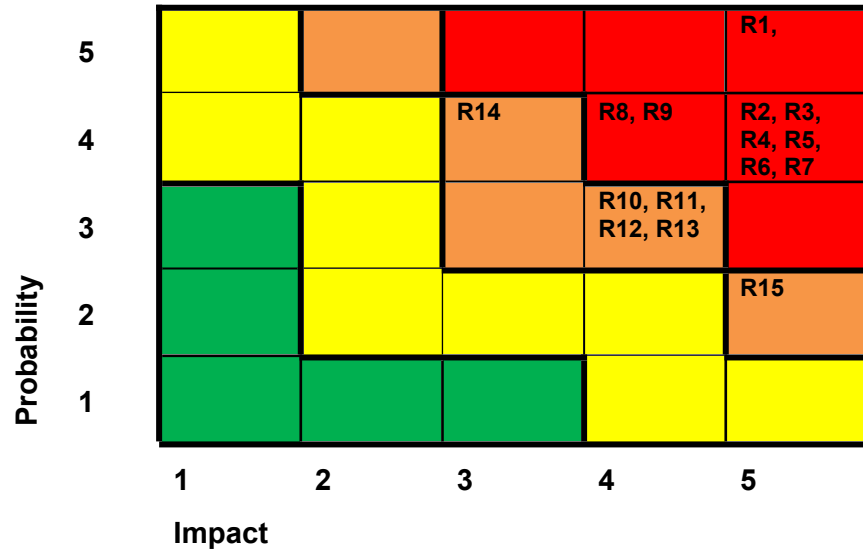
[Quarter 3 Corporate Risk Update to Cabinet](#)

[Governance and Audit Committee meeting May 2024](#)

Risk Management Policy 2020-22

Dated: 10 July 2024

Appendix 1 – Quarter 4 2023/24 Risk Heat Map



Corporate Risk Heat Map Key (Quarter 4 2023/24)	
R1 - Pressure on the delivery of Children Services	R9 - Eliminate Profit from Social Care
R2 - WCCIS Replacement (New)	R10 - Schools Finance / Cost Pressures
R3 - Pressure on Adult & Community Services	R11 - Information and Cyber Security
R4 - Balancing the Council's Medium-Term budget	R12 - Demand for ALN and SEN support
R5 - Highways Network / Infrastructure	R13 - Educational Out of County Placements
R6 - Pressure on Housing and Homelessness Service	R14 - Welsh Government's Net Carbon Zero Target by 2030
R7 - Newport Council's Property Estate	R15 - City Centre Security and Safety
R8 - Stability of Social Services Providers	

Risk Score Profile between Quarter 1 2023/24 and Quarter 4 2023/24

Risk Reference	Risk	Lead Cabinet Member(s)	Lead Directorate / Service Area	Risk Score Q1 2023/24	Risk Score Q2 2023/24	Risk Score Q3 2023/24	(Current) Risk Score Q4 2023/24	Target Risk Score
R1	Pressure on the delivery of Children Services	Cabinet Members for Social Services	Social Services / Children Services	25	25	25	25	12
R2	WCCIS Replacement (New)	Cabinet Members for Social Services	Social Service Directorate	-	-	-	20	4
R3	Pressure on Adult & Community Services	Cabinet Members for Social Services	Social Services / Adult Services	20	20	20	20	12
R4	Balancing the Council's Medium-Term budget	Leader of Newport City Council / Cabinet	Transformation & Corporate / Finance	20	20	20	20	10
R5	Highways Network / Infrastructure	Cabinet Member for Infrastructure & Assets	Environment & Sustainability / Infrastructure	20	20	20	20	15
R6	Pressure on Housing and Homelessness Service	Cabinet Member for Strategic Planning, Regulation & Housing	Environment & Sustainability / Housing & Communities	20	20	20	20	12
R7	Newport Council's Property Estate	Cabinet Member for Infrastructure & Assets	Transformation & Corporate / People, Policy & Transformation	16	20	20	20	12
R8	Stability of Social Services Providers	Cabinet Members for Social Services	Social Services / Adult Services	20	16	16	16	12
R9	Eliminate Profit from Social Care	Cabinet Members for Social Services	Social Services / Children Services	15	15	15	15	4
R10	Schools Finance / Cost Pressures	Deputy Leader & Cabinet Member for Education & Early Years	Chief Executive / Education Services	12	12	12	12	12
R11	Information and Cyber Security	Cabinet Member for Organisational Transformation	Transformation & Corporate / People, Policy & Transformation	12	12	12	12	8
R12	Demand for ALN and SEN support	Deputy Leader & Cabinet Member for Education & Early Years	Chief Executive / Education Services	12	12	12	12	6

Risk Reference	Risk	Lead Cabinet Member(s)	Lead Directorate / Service Area	Risk Score Q1 2023/24	Risk Score Q2 2023/24	Risk Score Q3 2023/24	(Current) Risk Score Q4 2023/24	Target Risk Score
R13	Educational Out of County Placements	Deputy Leader & Cabinet Member for Education & Early Years	Chief Executive / Education Services	12	12	12	12	4
R14	Welsh Government's Net Carbon Zero Target by 2030	Cabinet Member for Climate Change & Biodiversity	Environment & Sustainability / Environment & Public Protection	12	12	12	12	2
R15	City Centre Security and Safety	Cabinet Member for Infrastructure & Assets	Environment & Sustainability / Infrastructure	10	10	10	10	9

Appendix 2 – Quarter 4 23/24 NCC Service Area Risk Summary

Directorate	Service Area	Total 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
Chief Executive	Education	5	0	1	4	0	0	0	0
	Regeneration & Economic Development	4	1	0	3	0	0	0	0
Environment & Sustainability	Environment & Public Protection	4	0	0	4	0	0	0	0
	Housing & Communities	3	0	0	3	0	0	0	0
	Infrastructure	5	0	0	5	0	0	0	0
Social Services	Adult Services	4	0	0	4	0	0	0	0
	Children Services	4	0	0	4	1	0	0	0
	Prevention & Inclusion	1	0	0	1	0	0	0	0
Transformation & Corporate	Finance	6	0	2	4	0	0	0	1
	Law & Standards	2	0	1	1	0	0	0	0
	People, Policy & Transformation	6	0	1	5	0	0	0	0
Total		44	1	5	38	1	0	0	1

*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

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

Score	Description	Impact Measures						
		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.	<u>Corporate / Project</u> 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.	<u>Corporate / Project</u> 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

Score	Description	Impact Measures						
		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.	<u>Corporate / Project</u> 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.	<u>Corporate / Project</u> 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.

Score	Description	Impact Measures						
		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.	<p><u>Corporate / Project</u></p> <p>Unplanned and/or additional expenditure disturbance.</p> <p>Capital < £100k Revenue <£100k</p>	No reprimand, sanction or legal action.	<p>Some superficial injuries.</p> <p>(Linked to Financial / Reputational Impacts)</p>	Isolated complaint(s) that are managed through the corporate complaints process and service area.	<p>Project status is 1 week over from anticipated implementation date.</p> <p>There is insignificant / no impact on delivery of benefits / savings identified in business case.</p> <p>This is linked to Financial / Strategic / Reputational impacts.</p>

Score	Probability	Criteria
5	Very likely 75% +	<p>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.</p> <p>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.</p>
4	Likely 51-75%	<p>Systematic Risks – Local evidence indicating high probability occur in most circumstances with near misses regularly encountered e.g. once or twice a year.</p> <p>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.</p>
3	Possible 26-50%	<p>Systematic Risks – Local evidence indicating distinct possibility with circumstances regularly encountered and near misses experienced every 1-3 years.</p> <p>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.</p>
2	Unlikely 6-25%	<p>Systematic Risks – Local evidence indicating low to infrequent near misses experienced every 3 + years.</p> <p>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.</p>
1	Very Unlikely	<p>Systematic Risks – Local evidence indicating risk has rarely / never happened or in exceptional circumstances.</p> <p>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.</p>

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.