MIDDLESBROUGH COUNCIL



Report of:	Director of Legal and Governance Services (Monitoring Officer)

Submitted to:	Audit Committee

Date:	25 July 2024

Title:	Risk Management: Annual Assurance Report 2023/4
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Report for: Decision

Status:	Public

Key decision:	Not applicable
Why:	Not applicable

Subject to call in?:	Not applicable
Why:	Not applicable

Proposed decision(s)

That the Audit Committee notes the position in respect of risk management as set out in the report and the arrangements in place to manage them and considers whether the information provided is sufficient to provide them with assurance that risk management arrangements that are in place are sufficient.

Executive summary

This report sets out the arrangements in place to ensure the Council meets its legal obligations in relation to Risk Management. The report sets out the Risk Management governance framework, actions delivered during 2023 and planned actions for 2024.

Purpose

1. The purpose of this report is to outline the Council's approach to risk management, summarises activity in the past year and planned activity for 2024, to provide the Committee with assurance that the Council has robust risk management arrangements in place.

Recommendations

2. That the Audit Committee notes the position in respect of risk management as set out in the report and the arrangements in place to manage them and considers whether the information provided is sufficient to provide them with assurance that risk management arrangements that are in place are sufficient.

Rationale for the recommended decision(s)

3. To support the Committee to discharge its responsibility to maintain an overview of arrangements in place to ensure good governance.

Background and relevant information

- 4. Risk management is a critical element of corporate governance and is a statutory requirement for public sector organisations. The council is required to provide for the health and safety of its elected members, employees, and those that it serves. It has a duty to ensure effective planning for civil emergencies and is required to protect its assets and to take steps to minimise losses and liabilities.
- 5. Risks must be reduced to an acceptable level, or if possible, eliminated. Robust risk management will enable the council to effectively discharge its responsibilities and deliver its various functions. The council is committed to maintaining a systematic and cost-effective approach to the identification and management of risk that is consistent with best practice and complies with statutory and audit requirements.

The Council's approach

- 6. Risk Management is the collective responsibility of all elected Members and officers of the Council. The Council's approach to Risk Management is articulated by the Risk Management Framework which was reviewed by Executive in July 2023.
- 7. The Council uses risk registers to manage the various risks it identifies. The overarching risk register is called the strategic risk register. This register captures the

most significant risks the organisation is exposed to that could impact on its ability to deliver its strategic priorities which are outlined in the Council Plan.

- 8. This strategic risk register is underpinned by directorate level risk registers which are monitored by directors. Within project and programmes, risks are captured using standardised project documentation which includes risk registers. There are processes in place to ensure risks are considered either as they are managed during business-as-usual processes or throughout the life of a project and that they are escalated and de-escalated as appropriate.
- 9. In addition to annually reporting the Council's overall approach on Risk Management to this Committee, a summary of the Strategic Risk Register is monitored monthly in performance deck and reviewed every three months by the Leadership and Management Team.
- 10. A summary of the current Strategic Risk Register is appended to this report at Appendix 1.

Risk Management Framework

- 11. The risk element of the Risk Management Framework:
 - defines what Risk Management means to the Council.
 - outlines the objectives and benefits of effective Risk Management.
 - sets out the different roles and responsibilities held by Members and Officers in relation to Risk Management.
 - articulates the Council's risk appetite; and
 - defines the cycle it uses to manage risk.
- 12. There are four levels of risk registers within the organisation for business-as-usual processes, which cover strategic level risks to Heads of Service risks and this information is held within the Risk Management software tool used by the organisation (Ideagen) with the appropriate level of ownership allocated to each risk. In addition to this risk management is embedded within the Council's Project Management Framework.
- 13. The Council's <u>Risk and Opportunity Management policy</u> sets out in detail how risks are captured, scored and managed. It uses the following risk appetite for scoring, which explains the scoring in the Strategic Risk Register which is attached to this report:



Risk Management - Improvement Plan

- 14. A Risk Improvement Plan was developed in March 2023 for the Council to ensure that it is committed to ensuring its Risk Management practice continues to be effective. Actions were split into the following areas:
 - Risk communication and training Intranet updates shared information.
 - Strategic risk identification and monitoring LMT 3 monthly reviews.
 - Risk management processes DMT monthly reviews.

Risk Communication and Training

15. During 2023, a risk management web page was re-developed with all documentation being made available via the intranet. There have been improvements made within the eLearning modules on Middlesbrough Learns. The Risk Management Group is fully established and meets on a quarterly basis to monitor and manage risk with internal audit also in attendance.

Risk Identification and Monitoring

- 16. Horizon scanning identifies significant emerging risks that the Council should be aware of and how they impact on the organisation. The information from this is considered by LMT and the outcome is reflected within risk registers as appropriate. This exercise is repeated every 6 months.
- 17. Statistical analysis of the Council's insurance claims was undertaken to identify any risk trends forming and this information was reviewed by the Risk Management Group.

Risk Management Processes

18. Linkages with Internal Audit have been further strengthened by enabling items to be placed on the Council's Risk Management Group agenda and receiving the minutes of the meetings. The Risk Business Partner now receives all final audit reports and reviews them to ensure any actions from internal audits identified are put on to the risk management software (Ideagen) for monitoring and review. Auditors have access to the Ideagen to view risks to scope their audits and can contact the Strategic Risk and Health and Safety Manager or Risk Business Partner should they require any support with this.

19. Within the performance monthly report format there is a strategic risk section, risk performance section and audit section. Guidance is provided for completing risk profile requests, which service areas utilise to identify what risks they are mitigating within the Council's risk registers. The Risk Business Partner checks compliance on the risk section monthly and provides feedback where required.

Internal Audit of Risk Management

20. An Internal Audit of the Council's Risk Management arrangements is programmed to be completed in 2024, any recommendations received from the audit will be highlighted to all relevant members and officers when complete.

Risk Management Activities for 2024

- 21. During 2024/25, further work will be undertaken to build on progress made in 2023/24 part of the Council's commitment to continual improvement in risk management planning. Planned activity includes:
 - The Communication and Engagement plan is to be reviewed to identify what work is being developed and rolled out within directorates to ensure a coordinated approach.
 - Strategic Risk Register review by LMT incorporating any new risks, current controls, future mitigations, and scoring. Improving compliance with the requirement to record activity in the system. This is to be completed on a quarterly basis outside the scope of normal LMT meetings.
 - Improvements in the build in Ideagen for Directorates, giving oversight to directorate leadership teams where there are multiple directors. The Risk Business Partner will also attend DMT's on a monthly cycle to improve the focus on risk and business continuity.
 - Review of Risk Management Group membership to include an LMT lead.
 - Increase risk reporting frequency to Audit Committee on risk governance and the content of the Strategic Risk Register.
 - Review of the current risk management software to ensure that it fulfils the Councils requirements and is best value for money.

Rationale for the recommended decision

22. To support the Committee to discharge its responsibility to maintain an overview of corporate governance within the Council, which includes risk management.

Other potential decisions and why these have not been recommended

23. The Committee could determine that this report is insufficient to provide it with assurance. It is the officers view that this is not recommended because the report sets out in detail the governance arrangements that are in place to ensure good governance on this matter.

Impact(s) of recommended decision(s)

Financial (including procurement and Social Value)

- 24. There are no new direct financial considerations in relation to risk management as a result of this report. By having robust risk registers in place which are regularly reviewed at the correct levels ensures that the Council will be better placed to mitigate against the following:
 - financial implications.
 - reputational damage.

Benefits arising from robust risk management are as follows:

- health and wellbeing of members, officers, and members of the public.
- informs business decisions.
- enables a more effective use of resources.
- enhances strategic and business planning; and
- strengthens contingency planning.

Legal

25. Risk Management is a part of corporate governance, the proposed activity is consistent with and will promote the achievement of the Council's legal duty to achieve Best Value for Money.

Risk

26. Risk management positively impacts on all risks within the Council's risk registers, primarily the risk that the Council fails to achieve good governance.

Human Rights, Equality and Data Protection

27. There are no direct implications from this report on equality and diversity.

Climate Change / Environmental

28. Not applicable.

Children and Young People Cared for by the Authority and Care Leavers

29. Good risk management within Children's Services and Adult Social Care and Health Integration directorates will ensure that the correct level of support is given to Children, Young People and Care Leavers.

Data Protection

30. Risk management arrangements are a critical control in order to ensure compliance with data protection legislation in particular the availability of personal data to avoid personal data breaches.

Actions to be taken to implement the decision(s)

Action	Responsible Officer	Deadline
Implement the actions laid out in the plan for 2024/25	Gary Welch	31/03/2025

Appendices

Appendix 1 – Strategic Risk Register

Background papers

N/A

Contact:Gary Welch, Strategic Risk and Health and Safety ManagerEmail:gary welch@middlesbrough.gov.uk

					Appendix 1		
Code	Risk Description		Original Score	Current Score		Target Score	Managed By
SR-01	Failure to Maintain a balanced budget and MTFP	Failure to set a legal and balanced annual budget and to maintain a sustainable Medium Term Financial Plan (MTFP) The Council is required to set a legally balanced revenue budget by 11 March in advance of each forthcoming financial year. Failure to achieve this objective will require the s151 Officer to issue a statutory s114 Notice to the Council. The Council has a best value duty to set and maintain a sustainable and balanced Medium Term Financial Plan including maintenance of its reserves position to demonstrate financial resilience to be able to respond to unforeseen and complex financial challenges presented by the wider economic environment.	35 Impact	An and a second	35	21 Impact	Director of Finance
Current	Mitigation		Future Mitigation	Responsible Officer		Director	Target Date
	 Responsibility and Accountability for Financial Management reinforced by Accountability Agreements for all Directors 		Development of balanced 2024/25 Budget and MTFP to 2026/27	Director of Finance		Director of Finance	11-Mar-2024
 Monthly budget monitoring, forecasting, and tracking of savings delivery by Directors with accountability to the Interim CEO through LMT and development and delivery of financial recovery plans to control within approved budget 			Refresh of the 2025-26 MTPS process	Andrew Humble			28-Jul-2024
		nt and delivery of financial recovery	Failure of the Recover, Reset, Deliver Transformation Portfolio	Chief Executive			31-Mar-2025
 Monthly budget challenge sessions chaired by Director of Finance for all Directorates to enable development of insight, understanding and wider collaboration of colleagues in order to 		o enable development of insight, aboration of colleagues in order to	Failure of the Recover, Reset, Deliver Transformation Portfolio to identify further savings	Chief Executive			31-Mar-2025
• Timely	 Timely briefing of Mayor and Executive Members on significant financial challenges with agreement for action. Quarterly budget challenge sessions chaired by the Executive Member for Finance & Governance to engage Executive 		Monthly budget monitoring to be put in place	Director of Children's Care; Director of Children's Services			31-Mar-2024
Quarter Member			Monthly budget monitoring to be put in place	Director of Adult Social Care and Health Integration			31-Mar-2024
 Monthly 							

Code	Risk Description		Original Score	Current Score	Target Score	Managed By
SR-02	Volatility in the demand, complexity and cost of children's social care.	The risk that demand and cost of and children's social care continues to escalate on the scale experienced in 2022/23, is the single biggest risk to the Councils financial viability. More financially sustainable solutions for meeting social care needs of children need to be secured with urgency to ensure delivery within the approved budget for 2023/23.	35 Impact	28 Impact	21 Impact	Director of Children's Services
Current	Mitigation		Future Mitigation	Responsible Officer	Director	Target Date
Children • Weekly	<mark>'s input</mark> ∕ activity data througl	h Chat reports/ data	Weekly placements panel to be put place for high cost placements	Director of Children's Care	Director of Children's Care;	30-Jun-2023
	to monthly financial		Review Placements Manager post	Claire Walker	Director of Children's Services; Director of Education and	29-Feb-2024
 Develo 	Development of demand model		Monthly budget monitoring to be put in place	Director of Children's Care; Director of Children's Services	Partnerships	31-Mar-2024
Code	Risk Description		Original Score	Current Score	Target Score	Managed By
SR-03	Volatility in the demand and cost of adult's social care	The potential for underlying demand and cost pressures to arise in adult social care presents a significant risk to the Council's overall financial viability and measures must be put in place to manage within approved budget.	35	15	P P P P P P P P P P P P P P P P	Director of Adult Social Care and Health Integration

Impact

Impact

Impact

Current Mitigation			Future Mitigation	Responsible Officer		Director	Target Date
Local Government settlement Budget Management process Contract management processes Savings programme in place			Monthly budget monitoring to be put in place	Director of Adult Social Care and Health Integration			31-Mar-2024
			Develop a demand model, that monitors performance across activity demand and unit costing, to understand 'current state'.	Samantha Stuart		Director of Adult Social Care and Health Integration	30-Sep-2024
Demand model in place Monthly demand reported to DMT - activity not just finance		DMT - activity not just finance	Develop a forecast model, that uses the 'current state' model, to predict activity demand and financials across Adults Social Care in the next 1/2/5 years.	Samantha Stuart			30-Nov-2024
Code	Risk Description		Original Score	Current Score		Target Score	Managed By
SR-04	Unlawful decision by the Council	If the Council took a decision that was unlawful then there is a risk of legal challenge or regulatory action that could damage its reputation and its financial position.	35 Impact	Impact	10	for the second s	Director of Legal and Governance
Current	Mitigation		Future Mitigation	Responsible Officer		Director	Target Date
			Refresh the committee report format	Ann-Marie Johnstone	\bigcirc		31-Jul-2023
		oorting policy framework	Review the report development process	Ann-Marie Johnstone	\bigcirc		31-Jul-2023
Compliar	e policies and proce- nce checks across ke the corporate govern	ey areas including HSE, Risk etc,	Complete delivery of the Corporate Governance Improvement Plan	Ann-Marie Johnstone			31-Jul-2024
Standard Statutory	report formats officer posts to over	see governance	Complete delivery of the Section 24 Action plan	Ann-Marie Johnstone		Director of Legal and Governance	30-Sep-2024
Annual Governance Statement assessment process Internal and external audit processes Refreshed whistleblowing policy Legal and finance report clearance process			Progress report on improvement against the Best Value Notice by the independent Board considered by Council	Ann-Marie Johnstone	0		31-Mar-2024
			Progress report on improvement against BV notice considered by Executive	Ann-Marie Johnstone			30-Sep-2024
Code Risk Description			Original Score	Current Score		Target Score	Managed By

SR-05	Serious accident or death occurred as a result of failure to comply with Health and safety legislation and regulations	If a serious accident or death occurred as a result of failure to comply with Health and safety legislation and regulations then this could result in financial and reputational damage and individual prosecutions of staff.	35 Impact	Impact	15	10	Chief Executive
Current I	Vitigation		Future Mitigation	Responsible Officer		Director	Target Date
Compreh	ensive suite of Healt	h and Safety policies and	Fire Safety Management Policy Statement	Director of Regeneration; Gary Welch			31-Jul-2023
procedure Mandator Council s	y and complimentar	y Health and safety training for all	CEO to produce H&S Statement of Intent for the Council.	Chief Executive; Gary Welch			31-Jul-2023
Dedicated Incident in incidents. HSE intra	d HSE Advisor team nvestigation system anet page with impor	(My Compliance) to learn from tant HSE information	Risk from reinforced autoclaved aerated concrete (RAAC) collapsing in maintained schools or other Council assets	Director of Regeneration; Richard Horniman		Chief Executive; Director of Legal and Governance; Director of Regeneration	30-Aug-2024
Audit sch HSE stee Fire Mana	ring group	plemented across Council premises.	Implementation of service area audits by the health and safety unit to give further assurance of sound HSMS within directorates.	Gary Welch			31-Mar-2025
Code	Risk Description		Original Score	Current Score		Target Score	Managed By
SR-06	Understand and implement the requirements of the social care reform	If the Council is unable to understand and implement the requirements of the social care reform, then it could be non- compliant with the law, incur unbudgeted financial pressures, have adverse inspection outcomes and as a result be exposed to reputational damage and budget pressures.	25 Impact	A C C C C C C C C C C C C C C C C C C C	10	10	Director of Adult Social Care and Health Integration
Current I	Vitigation	·	Future Mitigation	Responsible Officer		Director	Target Date
Project in place with two dedicated staffGovernance documentation in place etc						Director of Adult Social Care and Health Integration	

 Code
 Risk Description
 Original Score
 Current Score
 Target Score
 Managed By

SR-07	Unable to recruit and retain key staff	If the Council is unable to recruit and retain key staff in Leadership Positions, then this could impact on their ability to provide effective leadership, deliver critical services which could cause harm to people and could result in government intervention.	Impact	A george Impact	9	a Impact	Director of Legal and Governance
Current M	litigation		Future Mitigation	Responsible Officer		Director	Target Date
			Benchmark grades and salaries against NE local authorities	Kerry Rowe			31-Jul-2023
Banahma		st other local authorities and similar	Review recruitment process	Nicola Finnegan			31-Oct-2023
roles in ot	her disciplines to re		Create new people and cultural transformation strategy	Nicola Finnegan	\bigcirc		31-Oct-2023
collaborat Advertisir	ion areas etc Ig roles on multiple	platforms such as Linkedin and other	review the people strategy after the first year of implementation	Nicola Finnegan		Director of Legal and Governance	31-Mar-2025
social net	working sites with tr	ne aim of reaching target audience.	Recruitment of Chief Executive and S151 Officer	Director of Legal and Governance			31-Mar-2025
			Track delivery of first quarterly report to LMT on delivery against improvement plan	Nicola Finnegan			31-Jul-2024
Code Risk Description			Original Score	Current Score		Target Score	Managed By
SR-08		If the Council fails to ensure a sound approach to cyber security (technology, processes and awareness), then this could result in a cyber-attack which disrupts service delivery, increases risks to service users and incurs significant financial costs to respond to and recover from an attack.	35 Impact	A service of the serv	14	10 Impact	Director of Legal and Governance; Stephanie Bradley; Gemma Cooper; Ben Knudsen
Current M	litigation		Future Mitigation	Responsible Officer		Director	Target Date
testing).	, ,	nternal and external penetration	Review Cyber Security Training Strategy	Stephanie Bradley; Ben Knudsen			30-Jun-2024
 Compliance with PSN and PCI standards. Internal scanning as new systems go live. Robust defence systems including firewalls, content filtering and 		stems go live.	Benchmark against Cyber Assessment Framework	Stephanie Bradley; Ben Knudsen		Director of Legal and Governance	01-Dec-2024
RODUSL	 Robust defende systems including inewalls, content intering and endpoint protection. * Robust 60 day patching and maintenance cycle. * Test complete and continue to test. 						

* Membe * Use of I	rship of North East Protective DNS. backup regime, incl	ons reviewed and implemented. WARP and CiSP. uding off-line tape backups to ensure				
Code	Risk Description		Original Score	Current Score	Target Score	Managed By
SR-09	Corporate Governance arrangement not fit for purpose	If the Council's Corporate Governance arrangements are not fit for purpose and appropriate action is not taken to rectify this at pace , this could result, censure from the Council's auditors within a public interest report that would damage the Council's reputation and/or in government formal intervention including removal of powers from officers and members and direction of council spend.	15 Impact	28 Impact	9 Impact	Director of Legal and Governance
Current	Mitigation	•	Future Mitigation	Responsible Officer	Director	Target Date
			Complete delivery of the Section 24 Action plan	Ann-Marie Johnstone		30-Sep-2024
		ed on Corporate governance and rporate Governance Improvement	Refreshed approach to corporate governance agreed by council	Ann-Marie Johnstone		31-Jul-2023
Improver	nent Board in place improvement plan ir	n place that has delivered a range of	Corporate peer review held to assess process	Ann-Marie Johnstone	- Director of Legal and Governance	31-Jan-2025
Annual G		nt process and supporting action	Develop the detailed delivery plan	Gemma Cooper 📀		30-Sep-2023
		mittee on aspects of corporate	Progress report from MIIAB to Council by end March 2024	Ann-Marie Johnstone		31-Mar-2024
			Progress report from MIIAB to Executive by end July 2024	Ann-Marie Johnstone	1	31-Jul-2024
Code	Risk Description		Original Score	Current Score	Target Score	Managed By

SR-10	Negative Impact of Mayoral Development Corporation	If the Council's ambitions for town centre regeneration or the wider financial sustainability of the organisation are negatively impacted by the establishment of a Mayoral Development Corporation that would take over some of the Council's existing statutory roles. This could potentially result in a lack of investment in the town, reduction in the Council's business rates income, loss of commercial income and reduction in asset holdings affecting the Council's financial viability. Reputational damage is also possible through the incorrect discharge of responsibilities such as town planning or business rate relief.	10 Impact	Impact	15	a Impact	Director of Regeneration
Current	Mitigation		Future Mitigation	Responsible Officer		Director	Target Date
Council r	epresentation on the	e board of the MDC	Heads of Terms agreed on individual asset transfers	Director of Regeneration			30-Jun-2024
Engager		uses in the MDC constitution he development of future MDC	Delivery of planning functions until robust alternative is in place	Director of Regeneration		Director of Regeneration	31-Dec-2023
projects			Agree robust business rates protocols	t business rates protocols Sue Blakey; Janette Savage			30-Aug-2024
Code	Risk Description		Original Score	Current Score		Target Score	Managed By
SR-11	Failed Partnerships	If the Council and its partners do not have the collective capacity to deliver system wide change to key issues such as public health, crime and safeguarding, then this could result in the population's health, wellbeing and safety declining.	35 Impact	A THE REPORT OF A THE REPORT O	21	10 Impact	Chief Executive
Current	Mitigation		Future Mitigation	Responsible Officer		Director	Target Date
Partnersł	Partnership governance register in place. Partnership governance annual assurance report and supporting register in place to assess the health of key partnerships. <u>Children's Controls</u> All partnerships contain TOR - Partners contribute. External scrutiny of partnerships. New Mayor to chair Corporate Parenting Board.		Refresh of the Partnership Governance register	Ann-Marie Johnstone			31-Dec-2023
Children All partne External			Community Cohesion	Marion Walker		Chief Executive	19-Jul-2024

Formal reporting process in place - record of discussion and decision making. Adults Controls Victim support for those within ASC who require it. Additional resources as required,							
Code	Risk Description		Original Score	Current Score		Target Score	Managed By
SR-12	Fail to deliver quality practice within children's	If the Council fail to deliver quality practice within children's safeguarding services then this may result in further government intervention, serious harm to individuals and loss of financial control.	35 Impact	A TRANSPORT	28	10 Impact	Director of Children's Services
Current I	Vitigation		Future Mitigation	Responsible Officer		Director	Target Date
			Implementation of post ILACs improvement plan	Director of Children's Care			31-Jan-2024
	l Children's services nent board in place	improvement plan	Creation and recruitment to the head of Quality Principal Social Work Learning and Review	Director of Children's Care	0	Disastan of Children's Comisso	30-Sep-2023
	oversight of progress performance monitori		Review progress in delivery of the ILACS improvement plan to assess progress and impact of actions	Director of Children's Care; Director of Children's Services	0	Director of Children's Services	30-Apr-2024
			Complete delivery of the ILACs improvement	Director of Children's Care; Director of Children's Services			31-Jan-2025
Code	Risk Description		Original Score	Current Score		Target Score	Managed By
SR-13	Failure to deliver transformation successfully	If the Council fails to transform its service delivery model to a model that can deliver outcomes for residents at a reduced cost base, then the Council's financial position will become untenable and may result in the issuing of a S114 Notice.	35 Impact	An	10	Age of the second secon	Gemma Cooper
Current Mitigation Future Mitigation			Future Mitigation	Responsible Officer		Director	Target Date
- Trar		nce arrangements and reporting	Failure of the Recover, Reset, Deliver Transformation Portfolio	Chief Executive			31-Mar-2025
		eed by Council to fund	Failure of the Recover, Reset, Deliver Transformation Portfolio to identify further savings	Chief Executive			31-Mar-2025

			Agree the content and approach of the transformation portfolio	Chief Executive			30-Apr-2024
			First cycle of Transformation governance arrangements scheduled	Gemma Cooper	>		30-Apr-2024
			Develop specification for transformation resourcing	Gemma Cooper	0		30-Apr-2024
Code	Risk Description		Original Score	Current Score		Target Score	Managed By
SR-14	the Middlesbrough	If the Middlesbrough Development Corporation fails to reflect the relevant findings from the review of Teesworks governance in its structures, then there is a risk that it could fail to ensure value for money or good governance in its decision making, which will have an adverse impact on the economic vitality of the Town Centre.	35 Impact	A second	10	10	Director of Regeneration
Current I	Mitigation		Future Mitigation	Responsible Officer		Director	Target Date
 Teesworks report and commitment from TVCA to reflect findings in the governance arrangements of the MDC Council representatives on the MDC Board 			Refresh the Local Plan	Paul Clarke		Director of Regeneration	31-Mar-2025