Selby District Council Corporate Risk Register 2021-2023

Overview: January 2021

High Risk

Low Risk

0

Medium Risk

Risk Status

| Status | Code | Previous Risk Score (July 2020) | Current Risk Score | Trend | Title |
|--------|-------------|---------------------------------------|--------------------------|-------|---|
| | SDC_CRR_003 | 16 | 16 | | Financial Resources |
| | SDC_CRR_000 | 12 | 12 | | Failure to deliver corporate priorities |
| | SDC_CRR_004 | 12 | 12 | | Organisational Capacity |
| | SDC_CRR_008 | 12 | 12 | | Economic Environment |
| | SDC_CRR_002 | 10 | 10 | | Health and Safety Compliance |
| | SDC_CRR_006 | 8 | 8 | | Managing Customer Expectations |

1



APPENDIX A



| | | | | 1 | | |
|------------|------|----|---|---|---|--|
| | | | | 3 | | |
| Likelihood | | 1 | 2 | 2 | 1 | |
| Likeli | | | 1 | | | |
| | Impa | ct | | | | |

| Status | Code | Previous Risk Score (July 2020) | Current Risk Score | Trend | Title |
|--------|-------------|---------------------------------------|--------------------------|--|--------------------|
| | SDC_CRR_007 | 8 | 8 | | Fraud & Corruption |
| | SDC_CRR_014 | 6 | 6 | Systems and Technology | |
| | SDC_CRR_017 | 6 | 6 | Managing Partnerships | |
| 0 | SDC_CRR_013 | 4 | 4 | Information Governance/Data Protection | |
| 0 | SDC_CRR_001 | 3 | 3 | Failure in corporate governance arrangements | |

| Status | Risk Score | Risk Title | Description | | Risk Owner |
|---|-----------------------------|--|--|------------------------|-----------------------------|
| | 16 | Financial Resources | The Council's financial position is not sustainable beyond 2021. | | Chief Finance Officer |
| Causes Unforeseen financial pressures as a result of Covid-19 Poor financial planning Funding cuts/ Investment Strategy Non-delivery of savings Poor spending Poor decisions Partnership contract (goes awry) Fair Funding Review (demonstrate why costs) Over commitment (i.e. Northamptonshire) Economic - high inflation/increased demand Loss of control in service delivery Political environment changes | | Consequences | Unable to deliver its Corporate Plan amb Statutory functions Unable to meet financial commitments (long/medium/short term) Unable to set a balanced budget as requ legislation. Central Government intervention Forced to make unplanned service reduction impact on residents and businesses. Significant reputational and political chain | ired by tions which | |
| | s or Mitigating in Place | Political environment changes Financial support provided by central government Long term financial strategies (GF & HRA) setting out high level resources and commitments and owned by Council members. 3 year budget underpinned by reasonable assumptions (inflation, interest rates etc). Effective in year budget management arrangements in place. Savings plan approved with supporting delivery plans for each saving. Programme for Growth resourced with supporting business cases and action plans. Investment decisions supported by robust whole life (at least 5 years) business cases. | | | |

| Risk Assessments | | | | | |
|---|---|---|--------------------|--|--|
| Original Risk Rating Target Risk Rating Current Risk Rating | | | | | |
| | Likelihood Likelihood Likelihood | | | | |
| Impact | Impact | Impact | | | |
| 20 | 9 | 16 | | | |
| Notes | | | Review Date | | |
| Risk remains at 4/4 as the impacts of the Covid-19 the full cost/income losses and organisational capac A revised budget 20/21 has been approved althoug service pressures particularly in leisure related serv A draft budget for 21/22 has been prepared and is the longer term is very much dependent upon the a Renewable energy business rates are proposed to b plans are deferred. The level of future savings will b | city to deliver transformational savings and h in year monitoring shows that cost and in ices are still being assessed. currently out to pubic consultation. Addition waited reviews of local government funding be set aside in reserve to support the on-go be reassessed following a clearer view of fur | efficiency is diverted to the response. noome pressures continue and emerging hal one-off grants will provide support but g and business rates. hing revenue pressures whilst savings | January 2021 | | |
| Accordingly reserves will be applied in the short/me | dium term. | | | | |

| Status | Risk Score | Risk Title | Description | | Risk Owner |
|--|------------|---|--------------|---|------------|
| | 12 | Failure to deliver corporate priorities | | The Council fails to deliver its corporate priorities as set out and approved by Councillors. | |
| Causes | | Lack of prioritisation Priorities not reflected in service plans Windfalls re direct priorities Political and/or external factors Capacity/single point of failure Lack of clarity over corporate priorities | Consequences | ts | |
| Controls or Mitigating New Council Plan 2020/30 approved December 2019; Clear priorities – cascaded via PDRs/1:1s Shared with wider workforce via Staff Briefings Corporate Comms Plan in place. Delivery via service plans – currently being drafted by Heads of Service in conjunction v Monitoring via Leadership Team as programme board Executive oversight through quarterly corporate performance monitoring (also subject t | | | | | |

| Risk Assessments | | | | | |
|--|----------------------|--------------|--|--|--|
| Original Risk Rating Target Risk Rating Current Risk Rating | | | | | |
| po e i i i i i i i i i i i i i i i i i i | Likelihood Impact | | | | |
| 16 | 4 | Impact 12 | | | |
| Notes | | | | | |
| Notes Risk reviewed, score remains the same. Whilst the in year budget review and approval of the Council Delivery Plan will help mitigate the likelihood, the Covid-19 pandemic continues - with a new strain causing an increase in cases - and the uncertainty of local government reorganisation means the likelihood | | | | | |

remains at significant.

| Status | Risk Score | Risk Title | Description | | Risk Owner | |
|--------|-----------------------------|---|---|--|---|--|
| | 12 | Organisational Capacity | Lack of organisational capacity and resilience to effectively deliver agreed outcomes and objectives for now and for the future | | Director of Corporate Services and Commissioning | |
| Causes | | Loss of staff Pay scales Skills Wrong structure Succession planning Motivation Culture Poor leadership Ineffective management Failure to prioritise | Consequences | Increased cost of delivery High churn Slowing pace Loss of talent Poor delivery of priorities Impact on reputation Political frustrations Failure to deliver outcomes Low resident satisfaction Loss of confidence from partners and Staff stress and dissatisfaction Poor services | businesses | |
| | s or Mitigating in Place | Organisational review resulting in the right people in the right posts doing the right things, doing them well and funded or sustainable footing. Working with partners to lever capacity and expertise – e.g. Better Together. Utilising Programme for Growth to secure short/medium term capacity to deliver Council priorities – e.g. Economic Development function. Assessment and review processes (e.g. Peer Challenge; Staff Survey; IIP Assessment) in place. Organisational Development Strategy (People Plan) and Action Plan Secure sufficient HR/OD capacity/resources to deliver. | | | | |

| | Risk Assessments | | | | | |
|---|--|--------|--------------------|--|--|--|
| Original Risk Rating Target Risk Rating Current Risk Rating | | | | | | |
| | Likelihood Likelihood Likelihood | | | | | |
| Impact | Impact | Impact | | | | |
| 16 | 8 | 12 | | | | |
| Notes | | | Review Date | | | |
| risk reviewed, likelihood remains 'significant' due to Covid-19 pandemic - back in lockdown, increasing term Potential impact of LGR-related uncertainty - on r Progress since last review includes: approval of revised budget for 2020/21 approval of Council Delivery Plan reduction in service backlogs following first Covid approval of P4G staffing resources reduction in short/fixed term contracts People Plan learning & development programme of | g cases in the district, new faster spreading norale, recruitment and retention and staff lockdown | | January 2021 | | | |

| Status | Risk Score | Risk Title | Description | | Risk Owner |
|--|-------------------|---|---|--|---|
| | 12 | Economic Environment | Poor net economic growth. | | Director of Economic Regeneration and Place |
| Causes | | Selby District has performed well across a range of economic measures in recent times including low unemployment, high skills levels, significant business investment and increased levels of employment. However, the Covid-19 lockdown has had a significant and unprecedented impact on global, national, regional and the local economy and the full impact has yet to be realised. The impact of leaving the EU is also a cause of uncertainty for businesses. | es existing businesses in the district Impact on reputation and willingness by business to engage Inward investment reduces Higher unemployment | | |
| Controls or Mitigating Actions in Place Reviewed the council Plan to ensure economic recovery is front and including a strong focus on key projects such as the Town Centre Action wider support for businesses. Proactive engagement with YNY and LCR LEPs to influence economic priorities are captured in their respective Economic Recovery Plans. Strong focus on Town Centre and High Street Recovery with clear Actions in Place Actions in Place Continued promotion of Selby District as being open for business and Detailed engagement with key businesses to understand future chall can provide additional support including proactive support with small thembership and a detailed survey of local businesses to shape where Engagement with key partners to influence investment programmes YNY LEP to successfully bid to the governments 'shovel ready' program | | | | tion Plans, Selby Town HAZ, Selby Station ic growth programmes and the ensure Sel Action Plans being developed for each cent eration service to allow the Council to take and a great place to invest and locate. Illenges and opportunities to identify wher business grants, Federation of Small Busi e our interventions are most needed. s and decisions e.g. working jointly with N | TCF and district by District re and a bid a proactive e the Council nesses |

| Risk Assessments | | | | |
|--|---|--|--------------------|--|
| Original Risk Rating Target Risk Rating Current Risk Rating | | | | |
| Likelihood | Likelihood | Likelihood | | |
| Impact | Impact | Impact | | |
| 12 | 4 | 12 | | |
| Notes | | | Review Date | |
| The Council has over the last few years been workin are strong positives in terms of job growth and hou Yorkshire at Church Fenton, development at Sherbu at Drax Power Station. The Council is actively prom bids for funding such as the TCF bid for Selby Static Cycling & Walking Infrastructure Plans for each tow Although growth has been significant in the district to slow significantly in the last year as the risks and but already had the potential to damage investor co risk by ensuring Selby district is seen as a great pla exploit any new opportunities that may arise includ However, the ongoing Covid 19 public health crisis global, national, regional and local economies and to very proactive in providing immediate support to bu mitigating actions we have put in place to address to business support grants made available by to Reviewed the Council Plan to ensure Covid e Proactive engagement with YNY and LCR LEI A Strong focus on Town Centre and High Str | The second continuing lockdowns has had a signific the full impact has yet to be realised. We could be full impact has yet to be realised. We could be solver and the success for the second the second the successful high Streets HAZ bid the succes | estment taking place such as Create r Station redevelopment, and investment our town centres and places through and joint work with NYCC on Local e region (apart from Leeds) had started played out. This is outside our control ve been doing all we can to manage this oting it as a great place to invest and to be North. Cant and unprecedented impact on ontinue to monitor the situation and be t and local programmes of support. The narise these are: to businesses through the various e delivery priorities for the next 3 years overy Plans support the district. | January 2021 | |

Streets Safely Fund.

- Appointed to vacant posts in the Economic Development & Regeneration service
- Continued promotion of Selby District as being open for business and a great place to invest and locate major employment schemes at Sherburn 2, the former Eggborough Power Station and Kellingley Colliery are now progressing well and have the potential to create 1000's on new jobs.
- Detailed engagement with key businesses to understand future challenges and opportunities
- Engagement with key partners to influence investment programmes and decisions e.g. 'shovel ready' bids to government and draft Devo deal which has now been submitted to government.

As we enter 2021 and the third national lockdown it is clear that the economic impacts of this global pandemic will be felt for years to come. As well as the significant economic challenges we will work hard to capitalise on new opportunities. The Government have launched its Green Recovery Plan and has announced a £4bn Levelling up Fund to support infrastructure investments and these both offer potential opportunities for new investment in the district. Drax's pioneering proposals for carbon capture storage and use have the potential to support up to 49,000 new jobs with significant opportunities for Selby District, North Yorkshire and the Humber. We have also formally left the EU and the economic impacts of that will need to be carefully monitored but there are likely to be short term disruptions as a minimum as new arrangements are embedded.

| Status | Risk Score | Ris | k Title | Description | | Risk Owner |
|---|--|--|--|--|------------------------|---------------------------------|
| | 10 | Health and Sa | fety Compliance | Failure to comply with Health and safety legislation. | | Head of Operational Services |
| Causes Incident involving council property or on council owned land. HSE or third-party investigation. Non-compliance with Health and Safety legislation | | Actual or potential injury or loss of life. Environmental degradation. Financial loss / impact on value of assets. Reputational damage. Covid outbreak / loss of staff and reputational damage | | | | |
| | Health and Safety Policy and Plan has been reviewed and is in place led by SDC experts with NYCC providing expertise provide advice to Managers and ensure Health and Safety procedures are rigorous. Health and safety due diligence assessment on service areas and contractors. Public liability and property insurance. Risk management system in place to manage equipment, contractors, property and environmental and health & safety in Health and safety performance monitoring of Delivery Partners to ensure HS&E compliance. Risk assessing, and then managing accordingly, every property and asset. Statutory checks to ensure regulatory HS&E Compliance. Event Safety Plan for all events managed by external consultants. Covid Secure risk assessments for all Council operations are in place and certified Covid Secure | | | | | |
| | | | Risk Assessm | ents | | |
| | Original F | Risk Rating | Target Risk Rati | ng | Current Ri | sk Rating |
| | | | | | | |
| | Impa | ct | Impact | | Impact | |
| | 10 10 1 | | | | | 0 |
| Notes | | | | | | Review Date |
| | | | ovid 19 pandemic. Services an and residents from the impact | | been risk assessed and | December 2020 |

| Status | Risk Score | Risk Title | | Description | | Risk Owner |
|--|-------------------|---|--|------------------------|---|--|
| | 8 | Managing Customer E | xpectations | Inability to meet cust | comers' demand for services. | Head of Business Development and Improvement; Chief Executive |
| Causes | | Lack of clear standards/stabeing met Staff not demonstrating covalues/behaviours Poorly trained staff/ineffect Staff not empowered to ta Ineffective front:back office Lack of resources/resource priorities Poor services | ore tive learning ke decisions te processes | | Poor customer satisfaction. Quality and timeliness of service su Sustainability of service. Increased customer complaints. Impact on Elected Members. | ffers. |
| Controls or Mitigating Actions in Place• Increase community delivery. • Channel shift to self-service. • Re-design services using quality data. • Develop structured multi-agency partnersh • Right first time services to remove avoidable | | | ce. quality data. agency partnershi | | | |
| | | | Risk | Assessments | | |
| | Original I | Risk Rating | Target | Risk Rating | Current Risk Rati | ng |
| | | | Ekelihood | | | |
| Impact Im | | 4 | Impact 8 | | | |
| Notes | | | | | Review Date | |
| | re remains the s | ame despite a number of cha | allenges | | | January 2021 |
| | | | | | | |

Frontline customer service delivered successfully from home during lockdown. Online and telephony contact channels will operate from the Civic Centre once it is re-opened.

Significant communications support to customers in place during lockdown - this will continue to ensure customer expectations are managed.

Roll out of technology to support customer self service continues: e.g Scanstation introduced; implementation of Revenues & Benefits self service software underway although full rollout delayed due to Covid-19; website accessibility improvements completed with more in progress; new payments portal scheduled for spring 2021; housing portal scheduled for spring 2021.

Complaints annual report shows continuous improvement.

| Status | Risk Score | Risk Title | Description | | Risk Owner |
|--------|-----------------------------|--|--|---|--------------------------|
| | | | Incident of fraud and/or corruption occurs within the Council. | | Chief Finance Officer |
| Causes | | Low staff morale Debt (Individual) Lack of vigilance by staff System weakness - unknown Failure to report changes Incorrect information | Consequences | Financial and reputational loss. Potentially more fraud (gaps not closed |) |
| | s or Mitigating in Place | Counter fraud arrangements reviewed through annual self-assessment. Counter Fraud and Corruption Strategy and Policy to be reviewed regularly. | | | |

| Risk Assessments | | | | | |
|---|----------------------|---|--------------------|--|--|
| Original Risk Rating Target Risk Rating Current Risk Rating | | | | | |
| | Likelihood | | | | |
| Impact | Impact Impact Impact | | | | |
| 8 | 8 | 8 | | | |
| Notes | | | Review Date | | |
| No change to the risk score is required. | | | | | |
| Revised processes have been agreed to support remote working during the pandemic. The potential for increased financial risks arising from the Covid-19 business grants are being mitigated through pre and post assurance processes. | | | | | |

| Status | Risk Score | Risk Title | Description | | Risk Owner |
|--------|-----------------------------|---|--------------------------------|---|--|
| | 6 | Systems and Technology | Lack of investment in systems. | the right technology and | Head of Business Development and Improvement |
| Causes | | Failure to invest /keep up to date Lack of knowledge to specify what we need Fraud - internal theft of data or sabotage of system/data Lack of training Poor implementation Policies not up to date Not utilising fully | Consequences | System fails - cannot deliver (or less than optimal) Fraud or financial impact ICO action/fine Wasted money/resources Loss of critical data Reputational damage and/or undefendable claims | |
| | s or Mitigating in Place | Digital Strategy 2018/20 and Implementation Plan with focus on: Digital customers - channel shift/self-service and meeting changing expectations Digital workforce - using technology to transform how Digital foundations - maintaining modern, secure systems and infrastructure and strengthening governance and resilience IT investment - with 10 year plan - aligned to business needs and requirements (Digital Strategy). Programme supported by clear business cases and benefit realisation reports. Robust business continuity and disaster recovery arrangements. Continue to maximise opportunities for partnership working - e.g. through Better Together - which will deliver on shared IC resources. | | | |

| Risk Assessments | | | | |
|----------------------|--------------------|---------------------|--|--|
| Original Risk Rating | Target Risk Rating | Current Risk Rating | | |
| Likelihood | Likelihood | Likelihood | | |
| Impact | Impact | Impact | | |
| 12 | 4 | 6 | | |

| Notes | Review Date |
|---|--------------------|
| Risk assessment remains the same. | |
| PSN compliance maintained - confirmed Dec 2020 | |
| Microsoft 365 roll out continues - SharePoint and OneDrive rolled out autumn 2020. SharePoint/RDS server upgraded | |
| Hardware refresh continues in early 2021 with new devices for extended leadership team. | January 2021 |
| Housing system phase one live in July 2020, upgrade in test. | |
| Northgate customer access landlords (CAL) live, CAB and CAR in test | |
| | |

| Status | Risk Score | Risk Title | Description | | Risk Owner |
|--------|-------------------|---|--------------|---|-----------------------------------|
| | 6 | Managing Partnerships | - | Inability to influence strategic partnerships (e.g. health/ LEP/NYCC etc.). | |
| Causes | | Poor relationship management Political buy in Performance Management Clarity of Purpose Commissioning/contract management Lack of Shared objectives Due Diligence Partnership governance | Consequences | Service Failure - quality of delive Reputational Loss of Service Impact on customers/residents partnership resources Conflicting priorities Unable to gain additional resources Capacity - ventures Overspending Legal challenge and costs Conflicting governance liability of additional cost/spender | from lack of rce/staff/funding |
| | | Targeted work with key developers and investors. Close working with the LEP's to identify potential investment opportunities. Close involvement in shaping the demands within any Devolution deal. Re-structure to increase capacity in economic development, regeneration and partnerships. | | | |

| Risk Assessments | | | | | |
|----------------------------------|--|--|--------------|--|--|
| Original Risk Rating | Original Risk Rating Target Risk Rating Current Risk R | | | | |
| | | | | | |
| Impact | Impact Impact | | | | |
| 12 4 6 | | | | | |
| Notes | Review Date | | | | |
| Risk assessment remains the same | | | January 2021 | | |

As a small council with big ambitions we rely on strong partnerships to enable us to deliver. The Council proactively works with key partners in a number of ways and is building up a growing reputation as an outward-looking and proactive organisation who delivers through working with others.

There is a partnerships policy in place and successful partnerships delivering across a range of outcomes such as health, economic growth, housing, arts/culture/heritage etc.

The Covid-19 pandemic has really put to the test the strength of our partnership working but the foundations we have put in place over recent years have put us in good positive to both respond to the immediate impacts of Covid-19 but to also positively lead the district's recovery. Some examples of this include:

- the award-winning Selby Health Matters partnership with NYCC public health has brought a wide range of health partners together over recent years to deliver better joint working. This enabled very strong joint working from the outset of the Covid-19 pandemic to ensure vulnerable people in the district were supported, with NYCC very positive about the strength of joint working in Selby District.
- We have developed very effective partnership working with both Local Enterprise Partnerships to ensure Selby District's ambitions were properly captured in economic plans, future Local Industrial Strategies and funding programmes. Our Head of Economic Development & Regeneration works for the York & north Yorkshire LEP for 1 day per week to embed strong joint working. This has enabled us to strongly shape the emerging Local Industrial Strategy and the York and North Yorkshire Devo Deal, which has now been submitted to government, to ensure Selby District's priorities are properly captured. This has also meant we have also played a lead role in shaping the Covid-19 economic recovery plan for Y&NY too to ensure it includes locally important priorities.
- Culture, arts and the visitor economy has been particularly badly impacted by Covid-19 but needs to play a central role in local economic recovery and re-building community confidence and hope for the future. The multi-partner Selby 950 programme which was delivered in 2019 to celebrate to 950th anniversary of Selby Abbey has had glowing feedback from the Arts Council, and the National Heritage Lottery Fund who helped to fund it. This is opening-up opportunities for strengthened partnership working and additional partner funding into the district going forward. Our Visitor Economy Strategy and Action Plan is being implemented resulting in much stronger collaboration and joint working across the district. The Council have committed significant additional funding through its Programme for Growth to support this work over the coming years.

| Status | Risk Score | Risk Title | Description | | Risk Owner | |
|--------|-------------------|--|---|--|--------------------------|--|
| | 4 | Information Governance/Data Protection | Non-compliance with the Freedom of Information and General Data Protection Regulation acts. | | Chief Finance Officer | |
| Causes | | ineffective and/out of date policies staff not aware and/or trained ineffective communication lack of an Information Asset Register and associated roles and responsibilities | | Loss or inappropriate use of p information. Damaged reputation. Financial penalty. | use of personal data and | |
| | | Information governance action plan deliver provided to officers and members. Breaches recorded, monitored and followed | ered to agreed timescales, including - policies and systems in place; training ed up. | | | |

| Risk Assessments | | | | | |
|--|--|--|--|--|--|
| Original Risk Rating | Original Risk Rating Target Risk Rating Current Risk | | | | |
| Likelihood | | | | | |
| Impact | Impact Impact Impact | | | | |
| 6 | | | | | |
| Notes | Notes | | | | |
| Risk reviewed, assessment remains the same. Majority of staff continue to work at home. We are Cyber security awareness raising continues. SIRO in place. Corporate Information Governance Group in place a DPO in place Potential data breaches being reported/investigated Information Asset Register continues to be develop | January 2021 | | | | |

| Status | Risk Score | Risk Title | Description | | Risk Owner |
|--------|-------------------|--|---|---|--------------------------|
| | 3 | Failure in corporate governance arrangements | making is not effective and does not align with the | | Solicitor to the Council |
| Causes | | The changing agenda and drive towards commercialisation requires the council to be 'fleet of foot' which may impact the ability to be accountable and transparent and legally compliant. | Consequences | Councillors and managers may make deatheir accountability. The Council will be vulnerable to legal chombudsman complaints with attendant cost consequences and reputational damage. Budgets may be overspent and outcome improve. | allenges and sts, |
| | in Place | Constitution reviewed regularly including rules on decision making, access to information rules, contract procedure rules an financial procedure rules. Governance training programme delivered for management team | | | |

