

Risk Management

POLICY STATEMENT AND STRATEGY

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Risk Management Policy Statement

1. The UK continues to experience significant social and economic issues (e.g. critical incidents in health care, high inflation causing a cost of living crisis, key workforce strikes and difficulties in staff recruitment and retention causing service disruptions, and the costs and service delivery impacts of migration), In conjunction with its local stakeholders and partners, local government will need to continue to respond to uncertainty and manage high demand on its services and resources throughout 2024, and beyond. Historic local government funding and spending pressures continue. This problem is exacerbated by continuing delays to the Government's funding reforms and uncertainty remaining around sufficient funding to implement adult social care reforms along with the costs and impacts of a new regulatory framework. Financial pressures supporting growth, infrastructure, and environmental improvement continue to build and have accelerated with elevated inflation. There have been several government interventions, with some local authorities struggling to balance their budgets and meet their statutory duties. A number of authorities are expressing concerns about sustainability in the short to medium term. The impending general election in 2024 only adds to the uncertainty.
2. In May 2022 the County Council agreed a four-year Strategic Plan to 2026. The Plan is focused on the services that will make life better for people in Leicestershire and sets out the Council's approach to meeting the many challenges. However, the Council is continuing to operate in an extremely challenging financial environment. Since the 2022-26 MTFs was produced, the financial situation facing the Council has worsened and in preparing its next four-year budget strategy it was described as 'the toughest ever budget.'
3. Local authorities which stimulate effective and efficient risk management and strive to create an environment of 'no surprises' should be in a stronger position to deliver objectives, sustain services, achieve better value for money, and promote good corporate governance both within the organisation itself and in tandem with stakeholders and partners. Successful risk management should balance providing sufficient protection from harm, without stifling development and recognising and grasping opportunity, where calculated risk is accepted and even commended. New layers of complexity and risk will always arise, but they bring new opportunities for innovation, collaboration, transformation, community engagement, and new approaches to service delivery.
4. Whilst ensuring that the most vulnerable are protected, the Council embraces an attitude to risk allowing a culture of creativity and innovation, in which in all areas of the business, risks are identified, understood and proactively managed, rather than avoided. Risk management is at the heart of the Council and its key partners. The Council will not shy away from risk but instead seek to proactively manage it. This will allow it not only to meet the needs of the community today, but also be prepared for future challenges.
5. This Policy Statement and supporting Strategy form an integrated framework that supports the Council in the effective management of its risk. The framework provides assurance to its stakeholders, partners and customers that a consistent approach to the management of risks and opportunities of those current, developing and as yet unplanned activities, plays a key role in the delivery and achievement of the vision contained in its Strategic Plan and all of its other plans, strategies and programmes
6. This Policy Statement and Strategy has the full support of Members and Chief Officers, who are committed to embedding risk management throughout the Council and is reliant upon the co-operation and commitment of all management and employees to ensure that resources are utilised effectively.

Signed:



Title: Chief Executive

Date: January 2024

Leicestershire County Council Risk Management Strategy

1.0 Defining Risk and Risk Management

Leicestershire County Council (the Council) has adopted these definitions of risk and risk management from the ISO31000:2018 'Risk management – guidelines' which are applied in the Association of Local Authority Risk Managers (ALARM) 'Risk management tool kit 2021':

Risk is defined as:

The effect (positive or negative) of uncertainty on objectives

Risk Management is defined as:

Coordinated activities to direct and control an organisation with regards to risk

By managing risk effectively, the Council will be in a better position to safeguard against potential threats and make the most of potential opportunities and retain and improve services and continue to provide value for money.

This Risk Management Strategy outlines how the Council will use risk management to successfully deliver corporate, departmental and service objectives and priorities.

2.0 Why undertake risk management?

Statutory requirements

Part 2 of the Accounts and Audit Regulations 2015 (Internal Control) places explicit requirements on the Council around risk: -

- Paragraph 3 (c) - the Council must ensure that it has a sound system of internal control which includes effective arrangements for the management of risk;
- Paragraph 4.4 (a - iii) – the Responsible Financial Officer (the Director of Corporate Resources) must determine, on behalf of the Council financial control systems which must include measures to ensure that risk is appropriately managed;
- Paragraph 5 (1) the Council must undertake an effective internal audit to evaluate the effectiveness of its risk management processes.

Local (external) audit requirements

Under the Local Audit and Accountability Act (2014) the Council's local (external) auditor (currently Grant Thornton LLP) is required to satisfy itself that the Council has made proper arrangements for securing economy efficiency and effectiveness in the use of its resources i.e. its value for money arrangements. As part of its work on governance arrangements, the auditor considers how the council monitors and assesses risk and gains assurance over the effective operation of internal controls.

Constitutional requirements

The Council’s Corporate Governance Committee (the Committee) has delegated functions¹ regarding risk management namely: -

- Part 2: Article 9.03 (Corporate Governance Matters) states at (a) that the Committee has a general role for the promotion and maintenance within the Authority of high standards in relation to the operation of the Council’s Local Code of Corporate Governance² and in particular to ensure (i) that an adequate risk management framework and associated control environment is in place.
- Part 3: Responsibility for Functions
 - (Corporate Governance Matters) states at (h) that the Committee has a responsibility to monitor the arrangements for the identification, monitoring and management of strategic and operational risk within the Council.
 - Section D: (General scheme of delegation to Chief Officers) states at 5(h) that any exercise of delegated powers by officers, shall have identified and managed appropriate strategic and operational risks within the officer’s area of responsibility

¹ These align to the oversight of risk management arrangements as being a core function of a local government Audit Committee as referred to in CIPFA’s Guidance on Audit Committees 2022.

² The Council’s Local Code of Corporate Governance (2022) complies with the ‘Delivering Good Governance in Local Government; Framework’ (2016), specifically Principle F which advises that good governance is promoted when there is management of risks and performance through robust internal control and strong public financial management.

Leadership Behaviour requirements

Risk management is a central part of the Council’s strategic management principles. It is the process whereby managers methodically address risks with the goal of achieving sustained benefit within their own activity and across the portfolio of all activities. The focus of good risk management is the identification and treatment of these risks. Specifically, the Leadership Behaviour ‘Think’ (taking the time to reflect and analyse) sets expectations for experienced and strategic managers to make informed decisions based on evidence, available information and data, reflecting and evaluating the team’s work and performance to make continuous improvements where required.

Management should evaluate risks and opportunities that will improve their service and manage those accordingly, and regularly horizon scan to understand the likely impact on their service, forward planning, weighing up any risks and making future decisions accordingly.

3.0 Benefits of risk management

Risk management is a tool that forms part of the governance system of the organisation. When applied appropriately it can bring multiple benefits - taken from the ALARM ‘Risk management tool kit 2021’:

Improved operational efficiency	Better delivery of intended outcomes	Maximised opportunities
Reputation protection	Achievement of the organisation’s objectives	Reduced losses from workplace accidents and illnesses

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Better mitigation of key risks	Demonstration of good governance	Enhanced political and community support
Protection of budgets from unexpected financial losses or increased ability to secure funding	Increased effectiveness of change projects and programmes	Protection of assets
Enabling risk taking in chosen areas	Improved management information to inform decision making and planning	Setting the desired risk culture

4.0 Risk Management Strategy objectives

The objectives of the Council’s Risk Management Strategy are to:

- Integrate risk management fully into the culture of the Council and into its corporate and departmental service planning processes (including transforming ways of working). This will support the achievement of the Council’s objectives;
- Ensure there is an effective framework for consistently identifying, assessing, managing/mitigating, reviewing, reporting and communicating risks across the Council;
- Improve the communication of the Council’s approach to and importance of risk management;
- Improve the coordination of risk management activity across the Council;
- Ensure that Chief Officers, Members, Corporate Governance Committee and external stakeholders (including service users and the general public) can obtain the necessary assurance that the Council is mitigating the risks of not achieving key priorities and thus complying with corporate governance practice;
- Manage risk in accordance with best practice and ensure compliance with statutory requirements
- Maintain clear roles, responsibilities and reporting lines for risk management within the Council.
- Measure and partake in regular comparison and benchmarking activity.

5.0 Risk Appetite and Risk Tolerance

The Council recognises that only by taking risks can it achieve its aims and deliver beneficial outcomes to its stakeholders.

The Institute of Risk Management (IRM) defines risk appetite as, “the amount of risk an organisation is willing to take in order to meet its strategic objectives”. A range of appetites exist for different risks and these may change over time.

The IRM defines risk tolerance as, “the boundaries of risk taking outside of which the organisation is not prepared to venture in the pursuit of its strategic objectives”.

Risk appetite and risk tolerance help an organisation determine what high, medium, and low risk is. In deciding this, the organisation can:

- More effectively prioritise risks for mitigating actions
- Better allocate resources
- Demonstrate consistent and more robust decision making
- Clarify the thresholds above which risks need to be escalated in order that they are brought to the attention of senior management and/or Members.

The Chief Officers have collectively agreed that the Council exists in a high-risk environment and that this is likely to continue and even worsen. This will mean continuing to develop an understanding of acceptable risk levels (high, medium or low), depending on their impact and likelihood. Defining levels allows risks to be prioritised, and appropriate actions assigned so that the management of identified risks will be proportionate to the decision being made, or the size of the impact on service delivery.

The Council will take risks in a controlled manner, reducing exposure to a level deemed acceptable. In order to take advantage of opportunities, the Council will support innovation and the imaginative use of resources. However, the Council will seek to control all highly probable risks which have the potential to:

- Cause significant harm to service users, staff and the public;
- Severely compromise the Council's reputation;
- Significantly impact on finances;
- Significantly impact on the environment;
- Jeopardise the Council's ability to undertake its core purpose;
- Threaten the Council's compliance with law and regulation;
- Create opportunity for fraud and corruption or inadvertent loss through error.

Taking the above into consideration, the Council's current **overall** risk appetite is defined as 'Open'. This means that the Council is prepared to consider all delivery options and select those with the highest probability of productive outcomes even where there are elevated levels of associated risk. However, the Council's risk appetite is determined by individual circumstances depending on the activity. There will be areas where greater risk will be taken in supporting innovation in service delivery. These occasions will be offset by times when it maintains a lower than cautious appetite for example, in matters of compliance with law and public confidence in the Council. Risk appetite can therefore be varied for specific risks, provided this is approved by appropriate officers and/or Members. Overall, the Council may need to accept a higher level of risk, whilst still being proportionate, in order to meet the growing financial challenges it faces.

The Council will review risk appetite and tolerance annually to ensure risks are being managed adequately. Please refer to Annexes 1 and 2 for further details.

6.0 Risk Management Maturity

All organisations are on a risk management journey with differing levels of risk management maturity. Risk management maturity refers to how well-established risk management is as a discipline across the organisation.

The Council continues to review its current risk management capability to help it direct resources in the areas that need improvement and further development, ensuring the risk management arrangements remain fit for purpose in this changing environment.

ALARM has developed and published a National Performance Model for Risk Management in Public Services (2016) to illustrate what good risk management looks like in a public service organisation. There are 5 levels.



In 2018 an independent objective review of the Council's risk management arrangements was undertaken by a managing agent of the Council's insurers. The overall conclusion reported was:

The Council continues to demonstrate a fundamental commitment to embrace risk management as an essential management practice and embed it within the organisational culture. This commitment is evident as many of the essential building blocks needed to maximise the risk management potential of the organisation are now in place.

The report considered that the work undertaken by the Council further strengthened its position in respect of risk management standards and practices, thus increasing the likelihood of it attaining the higher grading of 'risk management is embedded and working' (previously referred to as integrated) (4) if it were to formally benchmark itself utilising the ALARM/CIPFA Benchmarking criteria. Progress continues to be made to implement the report recommendations.

The Council plans to evaluate its risk maturity against ALARM guidance on a three-yearly frequency (maximum¹). The next review is planned for later this year.

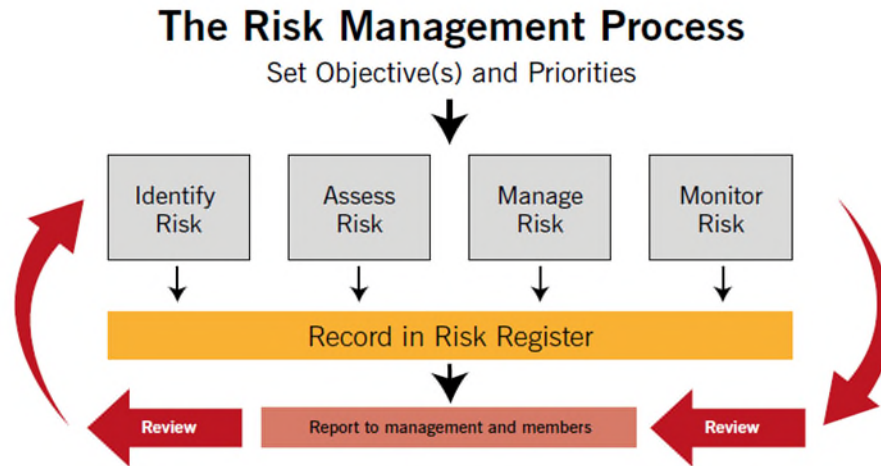
The External Auditor Grant Thornton reported positively on the Council's risk management framework as part of its work on the 2022-23 Value for Money arrangements. Its review of the Strategy did not identify any gaps in arrangements and found that it includes the key elements for a robust approach to managing risk at all levels of the Authority.

The Council also networks and shares information with other similar organisations e.g. East Midland Risk Management Group (Six County Councils, five City/Borough/District Councils) which enables the Council to benchmark its position.

1. Chief Officers have the opportunity at each annual policy review to determine if, because of future events, the tri-annual risk maturity assessment should be more frequent.

7.0 The Risk Management Approach and Process

Risk management is a continual process involving the identification and assessment of risks, prioritisation of them and the implementation of actions to mitigate both the likelihood of them occurring and the impact if they did. The Council’s approach to risk management will be proportionate to the decision being made or the impact of the risk, to enable the Council to manage risks in a consistent manner, at all levels.



Explanations of the stages within the risk management process:

Identify risk	Clarify Objective(s) and Priorities from the Council’s Service Planning process and identify risks (or opportunities) which might prevent, delay (or alternatively escalate) achievement of the Council’s objectives and determine what are the consequences if this occurs
Assess risk	Assess the inherent risk (Impact & Likelihood) using the Council’s risk assessment criteria prior to the application of any existing/known controls i.e. evaluate the “Original risk score”
	Decide and agree the course of action – treat, tolerate, transfer, terminate or take the opportunity.
Manage risk	<p>Identification and assessment of the controls/actions already in place to mitigate each risk to arrive at the “Current Risk score”. If Current Risk score is still high even with controls:</p> <ul style="list-style-type: none"> • Is the score correct? • Determine the best way to manage the risks e.g. terminate, treat, transfer, tolerate or take the opportunity • Determine whether the cost of implementing further mitigating control is merited when compared to the risk reduction benefits achieved. • Development of further SMART actions (i.e. specific, measurable, attainable, relevant and time-bound) and assign target dates and responsible officers to achieve the desired “Target Risk score”.

Monitor, Review and Report	Use the Risk Management Matrix and Risk Tolerance levels to determine the frequency of review, monitoring, risk escalation and reporting.
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Annex 2 provides details of the risk measurement criteria, risk map, risk escalation and reporting arrangements.

8.0 Application - Service, Department, Corporate & Specialist Risks

It is essential that risk management is used as a tool to assist good management and to provide assurances to relevant stakeholders that adequate measures have been taken to manage risks. To support this, risk management has been integrated into the Council's corporate departmental business planning process. By using the risk methodology, key risks facing the Council, or a particular service area will be identified and managed. The escalation of risks ensures that Senior Management has a clearer picture on risks facing service areas. This helps in overall decision-making processes by allowing the allocation of resources or review of areas of concern.

There is an established framework in which consistent application of the process should ensure the flow of appropriate risk information across the Council as follows:



Service and Department Risks:

The Council's Risk Management Strategy requires that risks linked to delivery of Service and/or Departmental priorities are identified, along with appropriate mitigating actions. A risk assessment exercise must be carried out on all new service/business plans. Risks which may affect delivery of Departmental priorities must be logged in the Departmental Risk Register.

Heads of Service are responsible for identifying risks arising from their service plans, assessing their likelihood of occurrence and potential impact using the Risk Matrix Criteria and logging them, if necessary, in their Departmental Risk Registers for review at Departmental Management Teams (DMT) regularly, setting clear accountability for managing risks and undertaking further actions/additional controls within the defined timescales. Departmental Risk Champions are available to support the identification and assessment of risks.

Corporate (and high scoring Departmental) risks - Corporate Risk Register (CRR)

This process will provide Chief Officers and Members with a central record of corporate risks, to ensure consideration is given to high scoring, strategic cross cutting (or Departmental) risks that could impact the financial, political or reputational arena.

- Each quarter, Departmental Risk Champions and management teams will review Department Registers to identify and consider risks for escalation to the CRR, either individually or consolidated from Departmental Risk Registers;
- The Internal Audit Service will confirm that the quarterly reviews have been consistently undertaken, provide a level of challenge to the outcomes and co-ordinate the production and reporting of the CRR, through to Chief Officers and Corporate Governance Committee.
- Whilst most risks are expected to come through this route it might not capture all of the strategic risks facing the Council. Therefore, horizon scanning, information from relevant publications and minutes from key meetings will also provide a basis for including additional risks on the CRR.
- A more detailed update of the CRR (providing additional information on current and further controls/actions on how the risks are being mitigated), is presented annually to the Spring Committee.

Specialist areas of risk

Project, Programme and Portfolio Risks

Risks which could impact on achieving the objectives of projects or programmes will be managed through the appropriate Project or Programme Board and associated governance structures. However, where Project or Programme risks impact upon strategic or departmental objectives then consideration should be given as to whether those risks should be identified, assessed and escalated to the appropriate, Departmental, Portfolio or Corporate Risk Register. In the case of Projects and Programmes, the decision to escalate to a departmental, portfolio or corporate level, is ultimately the responsibility of the relevant Senior Responsible Officer (SRO) or Sponsor, supported by the appropriate Project or Programme Board.

When a project or programme is closed, the relevant closure report should identify any risks (or issues) that need to transfer to Business as Usual (BAU) ensuring specific and appropriate ownership is identified and clearly articulated. Where appropriate these risks may need to be escalated to the relevant Departmental or Corporate Risk Register.

Partnerships

Risks which could impact on achieving the partnership's objectives will be managed through the appropriate Partnership Board and associated governance structures. However, where partnership risks impact upon strategic or departmental objectives then consideration should be given as to whether those risks should be identified, assessed, and escalated to the appropriate Departmental or Corporate Risk Register. The Council's approach for identifying, assessing and managing risk within partnerships will be developed over the forthcoming year.

Health, Safety & Wellbeing Risks

The Health, Safety & Wellbeing Service provides advice and guidance to managers and staff on all aspects of Health, Safety and Wellbeing. In addition to providing advice and support, the Health, Safety & Wellbeing Service also helps to monitor the performance of the organisation through audits and inspections, set targets for continual improvement, provide operational training and awareness for staff and also respond to accidents / incidents in order to ensure they are adequately investigated, and the likelihood of further harm is reduced. Regular reports are provided to the Departmental Management Teams, the Chief Executive, Chief Officers, and the Council's Employment Committee. A separate risk assessment process is in place.

In addition to this we offer an employee counselling service.

Resilience and Business Continuity

Business Continuity Management (BCM) is complementary to a risk management framework that sets out to understand the risks to the council, and the consequences of those risks.

By focusing on the impact of disruption, BCM identifies the services which the council must deliver as a priority and can identify what is required for the council to continue to meet its obligations. Through BCM, the council can recognise what needs to be done before an incident occurs to protect its people, premises, technology, information, supply chain, stakeholders, reputation and importantly the services that the council delivers to the people of Leicestershire. With that recognition, the Council can then take a realistic view on the responses that are likely to be needed as and when a disruption occurs, so that it can be confident that it will manage any consequences without unacceptable delay in delivering its services.

The Resilience and Business Continuity Team co-ordinates the preparation of business continuity and response plans both at the corporate, departmental and service levels. Such plans aim to minimise the likelihood and/or impact of a business interruption by identifying and prioritising critical functions as well as the resource requirements, roles and responsibility requirements in response to allow appropriate planning to take place.

The Resilience and Business Continuity Team presents an annual report to Corporate Governance Committee.

Risk Financing

Risk financing is the process which determines the optimal balance between retaining and transferring risk within an organisation. It also addresses the financial management of retained risk and may best be defined as money consumed in losses, funded either from internal resources or from the purchase of 'external' insurance (such as the catastrophe cover provided by the Council's external insurers) which acts as a risk transfer mechanism and reduces the financial risk to the Council. Simply put, it is how an organisation will pay for loss events in the most effective and least costly way possible. Risk financing involves the identification of risks, determining how to finance them, and monitoring the effectiveness of the financing technique chosen. Self-insurance and commercial insurance policies are options for risk transfer schemes though the effectiveness of each depends on

the size of the organisation, its financial situation, the risks it faces, and its overall objectives. Risk financing seeks to choose the option that is the least costly, but that also ensures that the organisation has the financial resources available to continue its objectives after a loss event occurs.

Under normal circumstances the Council is largely self-insured but transfers the larger risks to insurance companies by contributing premiums. In the event of a financial loss, the Council is entitled to indemnity, subject to the terms and conditions that are in place.

The Insurance Service provides a comprehensive and professional insurance service including arranging insurance provisions and other related insurance activities as well as managing new and outstanding claims. It procures professional broker services to provide additional information, guidance and safeguards.

The Insurance Service presents an annual report to Corporate Governance Committee.

Property and Occupants Risk Management

Following the tragic events of both the Grenfell Tower fire and high-profile terrorism attacks during 2017, a corporate group was established, initially to review fire safety risk across the Council's owned and procured properties but was widened to incorporate the Council's identification and management of terrorism and marauder risk. The span of property and people related risks is considerably wider now than when the group was established. The group is chaired by the Head of Internal Audit & Assurance Service and meets quarterly. It contains a wide breadth of representatives from the Council's services and has regular inputs from the Council's insurers and brokers and has links to the emergency 'blue light' services.

The Group reports to the Director of Corporate Resources (six monthly), Chief Officers as and when required if a significant matter arises but also annually to note work undertaken, findings and progress and agree the next year's plan of work, and annually to the Corporate Governance Committee.

The Group's Terms of Reference were revised and reviewed against other property themed groups to ensure there was no duplication, nor gaps in requirements. There will be consideration of the Council's responsibilities under the Government's Prevent and Protect duties.

The Group presents an annual update on work undertaken and planned for the forthcoming year to Corporate Governance Committee.

Counter Fraud

The Internal Audit Service undertakes a biennial Fraud Risk Assessment (FRA). This process, along with both national and local fraud intelligence received, acknowledges the risk of fraud throughout the Council and is an integral step towards how fraud risk is managed. Fraud risk areas are graded as part of this process. Recognising fraud in this manner ensures there is a comprehensive understanding and knowledge about where potential fraud and bribery /corruption is more likely to occur, including new and emerging fraud risks. This in turn directs the Council's overall Anti-Fraud and Corruption Strategy

and further allows the Council to direct counter fraud resources accordingly. Consequently, the outcome of the FRA process informs the internal audit annual planning process.

Regular updates are provided to the Corporate Governance Committee on counter fraud and related initiatives.

Information & Technology (I&T) and Data Protection Risks

A safe and secure I&T infrastructure underpins the working of the Council, both technically and in terms of data protection. To support this, I&T Service holds and maintains its own divisional risk register which, where appropriate will feed through to the Departmental and Corporate Registers. Regarding data protection, the Information Governance Team develop, maintain and monitor compliance with a wide range of policies designed to protect information and data.

Regarding the ever-increasing threat to cyber security, the Council has established a Technical Security Officer role with responsibility for identifying emerging threats and risks, maintaining the cyber risk register and planning, and delivering ongoing activities to implement mitigations. The Officer reports to the Information Security Governance Group (ISGG) which is a forum for cyber security policy, risk, strategy, and best practice. The ISGG also plays a key role in ensuring the organisation secures Public Services Network (PSN) compliance and its annual PSN certificate, which is necessary for maintaining access to central government and agency information systems. Active threats are shared with other councils through Warning, Advisory and Reporting Points (WARPs) and takes guidance from the National Cyber Security Centre (NCSC). Cyber security is integrated into the corporate risk management process.

Climate Change Risks

The Climate Change Committee (CCC) is an independent, statutory body established under the Climate Change Act 2008. Its purpose is to advise the UK on emissions targets and to report to Parliament on progress made in reducing greenhouse gas emissions and preparing for and adapting to the impacts of climate change. The CCC publishes an Independent Assessment of UK Climate Risk (to inform Government). The Government then publishes its own Climate Change Risk Assessment (known as CCRA) which endorses and summarises the CCC's independent assessment, sets out the overall government approach, responds in detail to those priority risks identified by the CCC and finally it produces a National Adaptation Programme.

Officers in the Environment Policy & Strategy team refer to the CCC's Independent Assessment of UK Climate Risk and the Government's corresponding risk assessment in order to influence their work identifying high priority risks that have some relevance to the County Council. Officers have identified three groups of services based on their key functions in relation to climate and weather-related risks. They conduct interviews to identify, review, and assess risks, and review main policy documents and service risk registers. A comprehensive review and risk assessment exercise was completed and a report produced in 2022. The exercise identified 8 high risks and 56 medium risks across the council services assessed. The report also made a number of recommendations including working with service areas to develop action plans to mitigate identified high risks

and of the need to develop a Climate Adaptation and Resilience Strategy and Action Plan for the area. Due to limited staff capacity it has not been possible to progress action on all the report recommendations, in particular working with high risk service areas on action plans and developing an area wide climate adaptation and resilience strategy. Work will be taking place to re-prioritise workload within the Environment Policy & Strategy team, with a view to freeing up capacity so progress can take place on the climate adaptation work. Discussions are also taking place with partners to explore how work could be undertaken to start developing an area wide strategy.

Support

The above processes will be supported by the following:

- Ownership of risks (at appropriate levels) assigned to Chief Officers, managers and partners, with clear roles, responsibilities and reporting lines within the Council;
- Incorporating risk management into corporate, service and business planning and strategic and partnership working;
- Use of the ALARM Risk Management Toolkit throughout the Council
- Providing relevant training on risk management to officers and Members of the Council that supports the development of wider competencies;
- Learning from best practice and continual improvement;
- Seeking best practice through inter-authority groups and other professional bodies e.g. ALARM.

9.0 Risk Management Roles and Responsibilities - structure

The following structure is unique to the Council and is influenced by its risk management maturity, resource capacities, skills sets, internal operations and existing operating structures. The Council's risk management framework aligns to existing structures and reporting lines. **Full details** of risk management roles and responsibilities can be found in Annex 3.

Leadership	Corporate	Departmental	Assurance Services
<ul style="list-style-type: none"> • Cabinet • Lead Members • Chief Officers 	<ul style="list-style-type: none"> • CGC • CRMG 	<ul style="list-style-type: none"> • DMT • Heads of Service • Programme/ Partnerships • Risk Champions • Staff 	<ul style="list-style-type: none"> • Risk Management* • Internal Audit Governance

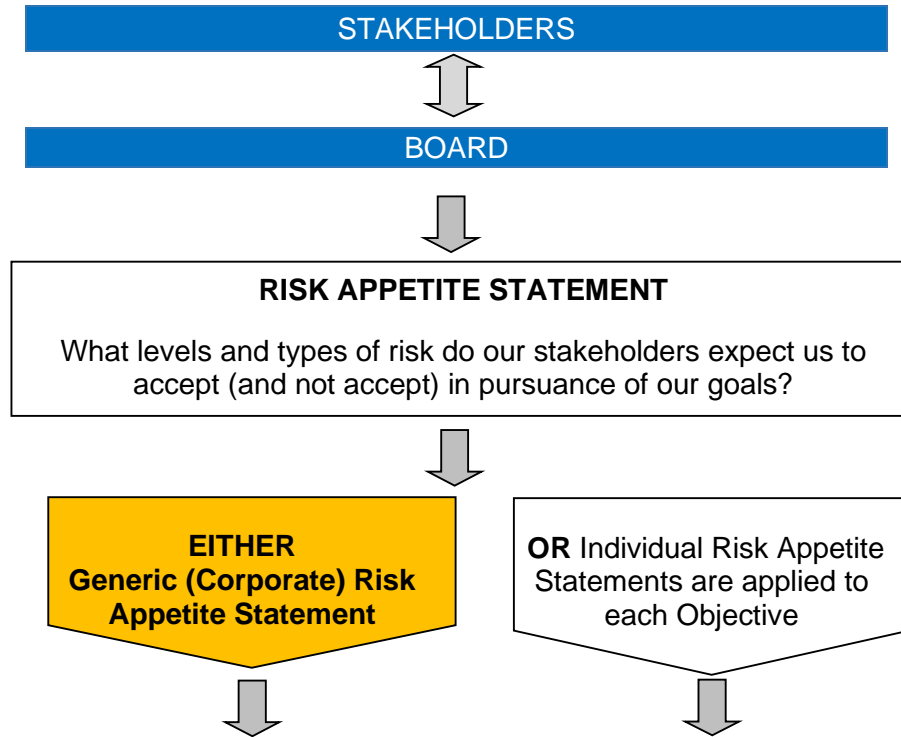
* The Head of Internal Audit & Assurance Service (HoIAS) is responsible for the administration and development of, and reporting on, the Council's risk management framework (RMF). The Public Sector Internal Audit Standards (PSIAS), require that this 'impairment' to independence and objectivity is recorded in the Internal Audit Charter (approved by CGC in November 2016) and (to avoid any conflict of interests) any audits of the RMF are overseen from a manager outside of the Service.

10.0 Continuous Improvement

Regulators and risk management professionals advise that it is good practice to continuously improve risk management methodologies in line with recommendations from regular assessments and adapt to changing economic conditions.

To this effect, the Council's Risk Management Policy and Strategy and related documents will be reviewed at the specified frequency or after the release of new legislation or government guidance that affects risk governance, internal controls, financial management or the regulatory regime for public service organisations. They will also be reviewed following the results of any audit /review by Internal Audit Service or an external third party.

Annex 1: Risk Appetite



GENERIC (CORPORATE) RISK APPETITE STATEMENT AND RISK CATEGORY TYPES

AVOID	No appetite. Not prepared to accept any risks.	Risk Categories Examples: Health & Safety, Business Critical systems, Customers, Safeguarding, Data Security, People, Climate Change /Extreme Weather
AVERSE	Prepared to accept only the very lowest levels of risk, with the preference being for ultra-safe delivery options, while recognising that these will have little or no potential for reward/return.	
CAUTIOUS	Willing to accept some low risks, while maintaining an overall preference for safe delivery options despite the probability of these having mostly restricted potential for reward/return.	Delivery partners, Non - critical systems
MODERATE	Tending always towards exposure to only modest levels of risk in order to achieve acceptable, but possibly unambitious outcomes.	
OPEN	Prepared to consider all delivery options and select those with the highest probability of productive outcomes, even when there are elevated levels of associated risk.	Leadership; Devolution; Growth and Infrastructure Collaboration; Alternative delivery models; Integration; Transformation; Digital; Commercial trading, Property investment, Suppliers.
HUNGRY	Eager to seek original/creative/pioneering delivery options and to accept the associated substantial risk levels in order to secure successful outcomes and meaningful reward/return.	

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Risk Impact Measurement Criteria

Scale	Description	Department Service Plan	Internal Operations	People	Reputation	Impact on	Impact from*1	Financial per annum / per loss *2
						the Environment		
1	Negligible	Little impact to objectives in service plan	Limited disruption to operations and service quality satisfactory	Minor injuries	Public concern restricted to local complaints	None or insignificant damage		<£50k
2	Minor	Minor impact to service as objectives in service plan are not met	Short term disruption to operations resulting in a minor adverse impact on partnerships and minimal reduction in service quality.	Minor Injury to those in the Council's care	Minor adverse local / public / media attention and complaints	Minor local impact	Minor damage	£50k-£250k Minimal effect on budget/ cost
3	Moderate	Considerable fall in service as objectives in service plan are not met	Sustained moderate level disruption to operations / Relevant partnership relationships strained / Service quality not satisfactory	Potential for minor physical injuries / Stressful experience	Adverse local media public attention	Moderate local impact	Moderate damage and risk of injury	£250k - £500k Small increase on budget/ cost: Handled within the team/service
4	Major	Major impact to services as objectives in service plan are not met.	Serious disruption to operations with relationships in major partnerships affected / Service quality not acceptable with adverse impact on front line services. Significant disruption of core activities. Key targets missed.	Exposure to dangerous conditions creating potential for serious physical or mental harm	Serious negative regional criticism, with some national coverage	Major local impact	Major damage and risk to life	£500-£750k. Significant increase in budget/cost. Service budgets exceeded
5	Very High/ Critical	Significant fall/failure in service as objectives in service plan are not met	Long term serious interruption to operations / Major partnerships under threat / Service quality not acceptable with impact on front line services	Exposure to dangerous conditions leading to potential loss of life or permanent physical/mental damage. Life threatening or multiple serious injuries	Prolonged regional and national condemnation, with serious damage to the reputation of the organisation i.e. front-page headlines, TV. Possible criminal, or high profile, civil action against the Council, members or officers	Major regional or national impact.	Wide scale damage and risk to life	>£750k Large increase on budget/cost. Impact on whole council

* Note that a different financial rating is used for the pension fund investments

LEICESTERSHIRE COUNTY COUNCIL
2024 MEDIUM TERM FINANCIAL STRATEGY

Risk Likelihood Measurement Criteria

Rating Scale	Likelihood	Example of Loss/Event Frequency	Probability %
1	Very rare/unlikely	EXCEPTIONAL event. This will probably never happen/recur.	<20%
2	Unlikely	Event NOT EXPECTED. Do not expect it to happen/ recur, but it is possible it may do so.	20-40%
3	Possible	LITTLE LIKELIHOOD of event occurring. It might happen or recur occasionally.	40-60%
4	Probable /Likely	Event is MORE THAN LIKELY to occur. Will probably happen/recur, but it is not a persisting issue.	60-80%
5	Almost Certain	Reasonable to expect that the event WILL undoubtedly happen/recur, possibly frequently.	>80%

Risk Scoring Matrix

Impact

5 Very High/Critical	5	10	15	20	25
4 Major	4	8	12	16	20
3 Moderate	3	6	9	12	15
2 Minor	2	4	6	8	10
1 Negligible	1	2	3	4	5
	1 Very Rare/Unlikely	2 Unlikely	3 Possible/Likely	4 Probable/ Likely	5 Almost certain

Likelihood

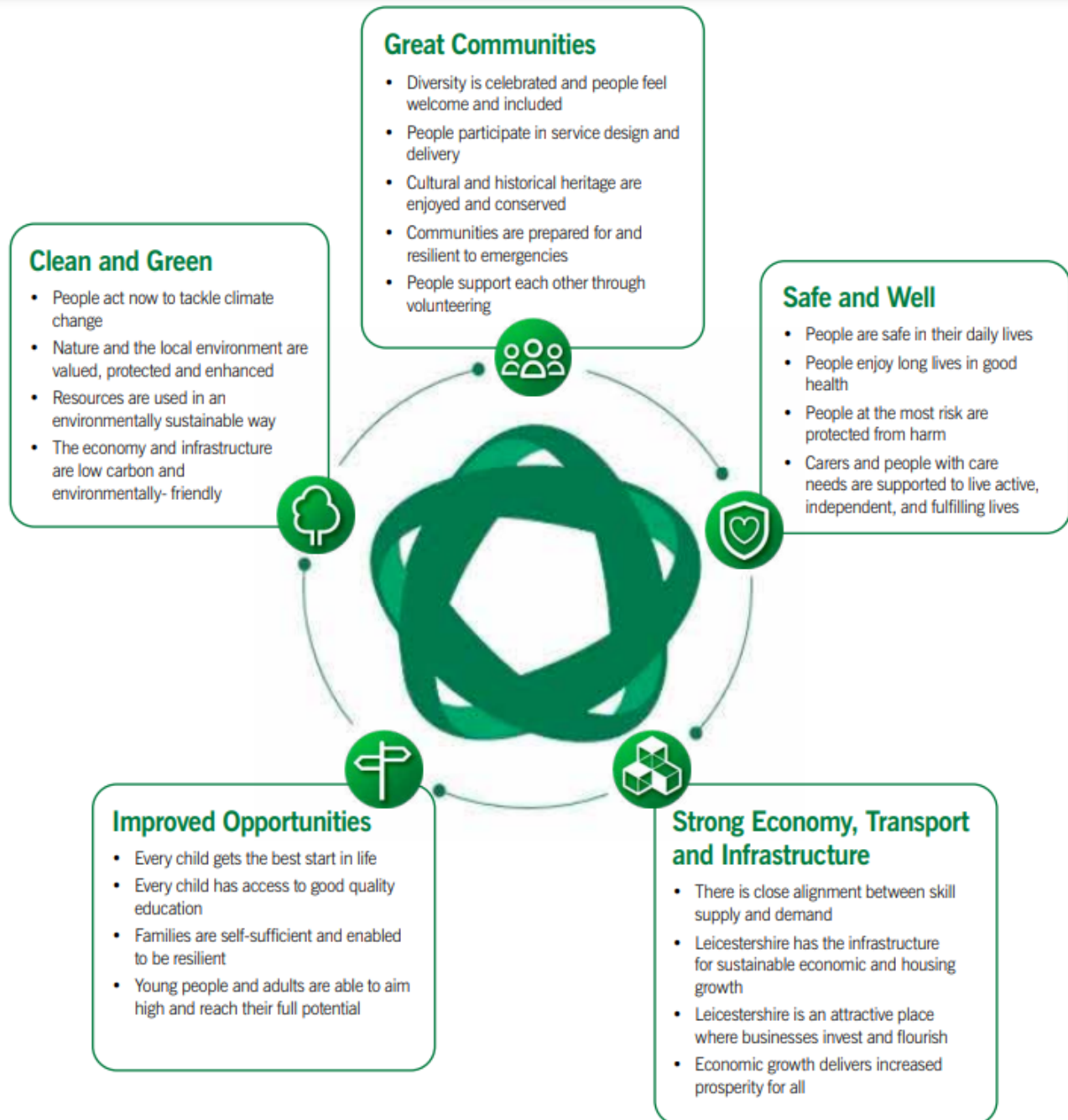
Risk Tolerance/Reporting Criteria

Tolerance Levels	Original /Current Risk Score	Expected Actions by Risk and Action Owners	
White	1 to 2	Controls Monitoring = Escalation =	No action required No action required No action required
Low	3 to 6	Accept Risk or Maintain Controls Monitoring = Escalation =	Existing controls may be sufficient. No additional controls are required unless they can be implemented at very low cost (in terms of time, money, and effort). Actions to further reduce these risks are assigned low priority. Review six monthly /Reporting to Service Area Service Area manager
Medium	8 to 12	Maintain Controls or Further Controls to reduce rating Monitoring = Escalation =	Controls required but consider in light of 4 Ts-Consideration should be as to whether the risks can be lowered, where applicable, to a tolerable level, but the costs of additional risk reduction measures should be taken into account (time, money and effort). Continued Proactive Monitoring/Review at quarterly / Reporting to DMT Business Partners / Relevant AD / DMT
High	15 to 25	Further Action/Controls to reduce rating Monitoring = Escalation =	Controls and further actions necessary. Substantial efforts should be made to reduce the risk. Arrangements should be made to ensure that existing controls are maintained. The risk reduction measures should be implemented within a defined period. Continued Proactive Quarterly Monitoring / Report to CGC Chief Officers /Lead Member

A Departmental risk with a current risk score of 15 or more **must** be escalated to Chief Officers (either as an addition to the Corporate Risk Register, or as an emerging risk for further debate). Risks with a current risk score of 15 will still appear on Department's registers but should only be excluded from the Corporate Risk Register after debate and approval from Chief Officers.

Aligning Corporate risks to the Strategic plan outcomes

The Corporate Risk Register should ensure risk management is aligned to the Council's Strategic Plan 2022-2026 (see diagram below) to successfully deliver corporate, departmental and service objectives and priorities.



Annex 3: Risk Management Roles & Responsibilities – Detail

Leadership:

Cabinet

Understands the key risks facing the Council, determines the level of risk and ensures risk management is delivered to mitigate risks by:

- Ensuring that a risk management framework has been established and embedded;
- Approving both the Council's Risk Management and Insurance Policy Statements and Strategies as part of the Medium-Term Financial Strategy;
- Ensuring relevant risk considerations (if relevant) are included within reports which may have significant strategic policy or operational implications

Lead Members

- Responsibility for gaining an understanding of the risks facing their area of accountability (in conjunction with the relevant Director) and periodically reviewing how these risks are being managed. This also includes the role of the Transformation Member Board in managing Portfolio level risk.

Chief Officers

Leading and ensuring effective management, monitoring and review of risk management across the Council by:

- Establishing a control environment and culture in which risk can be effectively assessed and managed.
- Directing the level of risk, the Council is prepared to accept (appetite and tolerance levels).
- Encouraging the promotion of risk awareness, rather than risk avoidance.
- Reviewing and, approving the Council's corporate and strategic risks on the CRR quarterly and their importance against the Council's vision and priorities.
- Taking the role of Transformation Delivery Board in managing Portfolio Level risk.
- Taking the role of Crisis Management Group in managing any future significant responses e.g. pandemic.
- Assisting with the identification of significant new and emerging risks as they become known - for consideration and addition to the CRR.
- Following the review and approval of the CRR, Chief Officers to determine whether a potential reputation or consultation matter needs to be forwarded to the Communication Unit.
- Providing challenge to the risk scoring mechanism to ensure risks are managed to add value by aiming to achieve the balance between undermanaging risks (unaware and no control) and over-managing them (over-control).
- Ensuring their respective portfolio lead members are regularly briefed on departmental (and corporate) risks.

- Ensuring that risk assessments (if appropriate) are detailed in Cabinet or Scrutiny reports upon which decisions are based.
- Reviewing annually both the Council's Risk Management and Insurance Policy Statements and Strategies.

Corporate:

Corporate Governance Committee (CGC)

Provides assurance for the Council that risk management is undertaken and effective by:

- Reviewing the effectiveness of the risk management and internal control framework;
- Reviewing the Council's Risk Management Strategy and how it is being implemented
- Receiving regular progress reports on the CRR and other risk management related initiatives;
- Reviewing, scrutinising and challenging the performance of the Council's risk management framework; including reviewing progress against planned actions from the previous quarter;
- Receiving presentations on specific areas of risk;
- Receiving reports from Internal and External Audit to determine the extent to which they indicate weaknesses in control, risk management and governance arrangements.

Corporate Risk Management Group (via Departmental Risk Champion)

Provides assurance that the risk management framework and its processes are working as intended and are effective by:

- Acting as the main contact for their department and its management on risk matters, including specialist risks (H&S, Insurance etc.);
- Representing their department at the Corporate Risk Management Group;
- Encouraging the promotion of risk awareness, rather than risk avoidance;
- Assisting in the implementation of any revisions to the risk management framework and promoting use of the Risk Management Toolkit;
- Providing support and training on risk management to Chief Officers, Heads of Service and other managers within their service/department;
- Providing support to the other departments' Risk Champions;
- Maintaining on behalf of the service Chief Officers and Heads, a departmental risk register that complies with corporate guidelines;
- Providing regular risk updates to DMT's as per the agreed reporting criteria and risk timetable;
- Providing challenge to the risk scoring mechanism to ensure risks are managed to add value by aiming to achieve the balance between undermanaging risks (unaware and no control) and over-managing them (over-control);
- Ensuring that corporate risk information and requirements are communicated to their department;
- Assessing the relevance of corporate, other departmental service, programme, project and partnership risks and their impact on their department;

- Reviewing cross cutting risk areas where risks of one department impacts on the risks of another;
- Providing overview and scrutiny to the results of the Fraud Risk Assessment process, in relation to departmental risks;
- Providing regular updates to the Internal Audit Service for corporate risks to enable reporting to the Chief Officers and Corporate Governance Committee;

Departmental:

Departmental Management Teams (DMT)

Ensuring that risk management is implemented in line with the Council's Risk Management Strategy by:

- Appointing a Risk Champion for the department and authorising them to progress effective risk management that adheres to corporate guidelines, across their services;
- Ensuring that risk management is integrated within the annual service planning process;
- Taking full ownership of risks within their departmental risk register and agreeing risk mitigation actions, with defined timescales and responsibilities – including those departmental risks that are also in the CRR;
- Reviewing and challenging risk registers for their Service Areas on a quarterly basis if appropriate
- Adhering to the corporate risk reporting timetable so that DMT meetings and risk monitoring tasks are aligned;
- Ensuring that the CRR accurately reflects only those key strategic risks facing the Council. The DMT scrutiny process should encompass a review of all departmentally identified corporate risks (new and those already identified), to critically evaluate the following:
 - Whether the risk is an ongoing corporate risk
 - Are all mitigating actions identified? Are they SMART (i.e. specific, measurable, attainable, relevant and time-bound)? Are they working adequately or are additional actions necessary?
 - The Current Risk Score (Impact and Likelihood) is accurate and is not 'over-scored' in terms of likelihood particularly if a range of current controls have been identified as embedded and working adequately
 - Only consider any further actions/ additional controls after determining whether any cost of implementing further mitigating control is merited when compared to the risk reduction benefits achieved. If required, further actions should also be SMART and record 'expected timeframe/due date' which should improve the robustness of the Target Risk impact and likelihood scores
- Receiving reports on risk management activity and review key risks regularly;
- Undertaking regular departmental horizon scanning for new or emerging risks, ensuring communication of these through appropriate channels and incorporation within the Departmental Risk Register if appropriate;

- Suggesting recommendations for the removal of current corporate risks that are considered as lower levels of risk;
- Taking ownership of identifying and managing project, partnership and business as usual risks effectively, and escalating risks to the Portfolio, Departmental or Corporate risk register where appropriate
- Ensuring that risk management considerations are included in all Cabinet, Scrutiny and Regulatory bodies reports in respect of strategic policy decisions;
- Providing assurance on the effectiveness of risk management within their department as part of the Annual Governance Statement process;
- Following the review and approval of the Departmental Risk Register, DMTs to determine whether a potential reputation or consultation matter needs to be forwarded to Communication Unit.

Heads of Service

Providing assurance to DMTs that risks within their service are being managed effectively by:

- Ensuring that risk management within their area of responsibility is implemented in line with the Council's Risk Management Strategy (i.e. identify, assess, manage and monitor);
- Managing risks on a day to day basis;
- Adhering to the risk scoring mechanism (original, current and target risk scores) outlined in the Strategy to ensure risks are managed to add value by aiming to achieve the balance between undermanaging risks (unaware and no control) and over-managing them (over-control);
- Communicating the results of their service risk assessment to the DMT via their Risk Champion, demonstrating effectiveness of controls in place to mitigate/reduce service risks;
- Managing risks from their areas of responsibility that have been included within the departmental risk register. Where further actions/ additional controls are necessary, ensure they are completed by the planned completion date;
- Identifying new and emerging risks or problems with managing known risks and escalating to the Risk Champion where appropriate;
- Assessing fraud risk within their service areas as part of the Fraud Risk Assessment process;
- Ensuring that they and their staff are aware of corporate requirements, seeking clarification from their Risk Champions when required;
- Identifying risk training needs of staff and informing this to Risk Champions;
- Using the Risk Management Toolkit and guidance.

Programme/Project/Partnerships

Providing assurance that project, programme and partnership risks and their impact are managed and communicated effectively by:

- Ensuring risk management is a regular item on Partnership / Programme/Project Board agendas;

- Reviewing and monitoring risks identified on programme/project/partnerships risks, ensuring that suitable controls are in place and working, or that plans are being drawn up to strengthen existing controls or put in place further controls;
- Identifying new and emerging risks or problems with managing known risks, ensuring communication of these through appropriate channels;
- Escalating appropriate Project, Programme or Partnership risks to the relevant Departmental Portfolio, or Corporate Risk Register where those risks may impact at a Departmental, Portfolio or Corporate level – ultimately the project or programme SRO/Sponsor is accountable for ensuring this happens;
- Ensuring any ongoing risks or issues identified at Project/Programme closure are transferred to the relevant business owner and where appropriate are escalated to Departmental or Corporate Risk Registers.

Risk Champions

See Corporate section.

Staff

- Taking responsibility for gaining an understanding of the risks facing their area of accountability;
- Report promptly perceived failures in existing control measures that could increase risk.
- Take due care to understand and comply with the risk management processes and guidelines of the Council.

Assurance Services

Risk Management function (in conjunction with the Director of Corporate Resources):

Provide assurance that the flow of risk information throughout the Council is working and effective to produce and maintain the Corporate Risk Register by:

- Leading in the development and implementation of the risk management framework and promoting use of the Risk Management Toolkit;
- Meeting with departments as per the risk management timetable to review and challenge risk registers and emerging risks;
- Identify any potential future internal audit requirements to the Head of Internal Audit & Assurance Service
- Coordinating risk management activity across the Council with the support of Departmental Risk Champions/Representatives
- Collating the changes to departmental risks and ensure that the Corporate Risk Register is amended to reflect current position;
- Regular horizon scanning (in conjunction with Chief Officers, DMT Risk Champions and the Head of Internal Audit & Assurance Service) of information from relevant publications and minutes from key meetings to provide a basis for including additional risks on the Corporate Risk Register;

- Reporting progress on the Corporate Risk Register and other risk management related initiatives to the Chief Officers, Corporate Governance Committee and Cabinet as per the risk management timetable;
- Supporting Departmental Risk Champions/Representatives in their risk management role;
- Communicating corporate risk management information and requirements;
- Reviewing the Risk Management Policy Statement and Strategy at least annually to reflect best practice and initiate improvements;
- Arranging for the review of risk management maturity; benchmarking scrutiny and challenge
- Establishing links with external groups and organisations in order to gain knowledge and share best practice on risk management issues;
- Agreeing mechanisms for identifying, assessing and managing risks in key partnerships;
- Supporting the development and delivery of relevant risk training

Assurance function (Internal Audit Service)

Review and challenge the effectiveness of the risk management framework, providing independent assurance about the quality of controls that managers have in place, by:

- Creating a risk-based audit plan that is aligned wherever possible to the Corporate Risk Register and the Departmental Risk Registers and other drivers, e.g. biennial Fraud Risk Assessment;
- Testing and validating existing controls, with recommendations for improvement on identified control weaknesses;
- Reporting outcomes to Directors and Corporate Governance Committee;
- Monitoring changing risk profiles based on audit work undertaken, to adapt future audit work to reflect these changes;
- Conduct relevant audits of the risk management framework and maturity but overseen by a manager independent to the Service.
- Take account of any commentary/improvements recommended by the External Auditor in its annual review of Value for Money arrangements.

Annex 4: Action Plan

This Strategy sets out the developments / actions the Council proposes over the short-term future to further improve risk management maturity. These developments include the following actions:

Action	Frequency	Target Implementation Date
To review and revise the Council's Risk Management Policy Statement and Strategy and related guidance with endorsement from Chief Officers and Corporate Governance Committee.	Ongoing	26 January 2024
Encourage DMTs and Risk Champions to align Risk Registers to their 2024-25 business planning objectives.	Annual	April/May 2024
Update and communicate through Manager's Digest, the Council's intranet Risk Management pages to include; <ul style="list-style-type: none"> Revised Risk Management Policy & Strategy All relevant guidance on methodologies and processes, including the revised Risk Assessment Criteria and Map Who to contact: details of the risk management "network", Links to further information and guidance e.g. ALARM web-site 	Annual	March 2024
Develop options for Collaboration Office 365 space by Department for updates to Departmental Risk Registers.		
Introduce and continuously develop key performance indicator(s) for risk management activity to maintain and improve the maturity rating.	Ongoing	
Develop a training matrix to identify the levels of training that need to be attained by staff at different levels in the organisation. Explore differing options e.g. Face to face, external training. Explore the free training offering from the Council's Insurance providers.		
To liaise with ALARM and East Midlands Regional Group to develop and implement guidance to ensure risks associated with partnerships are captured, particularly where the Council is the lead accountable body. Intranet to be updated accordingly.	Quarterly	As part of EMRMG meetings
Develop E Learning for Risk Management		c/f to summer 2024
Undertake Risk Maturity Assessment and implement an Action Plan to address any recommendations.	Triennially	c/f to autumn 2024