

Bridgnorth Town Council Risk Management Schedule

Definition of Risk Management:

Risk is the threat that an event or action will adversely affect an organisation's ability to achieve its objectives and to successfully execute its strategies. Risk management is the process by which risks are identified, evaluated and controlled. It is a key element of the framework of governance together with community focus, structures and processes, standards of conduct and service delivery arrangements.

Introduction:

This document has been produced to enable the Town Council to assess the risks that it faces and satisfy itself that it has taken adequate steps to minimize them. The Council is aware that although some risks can never be eliminated fully, it has in place a strategy that provides a structured, systematic and focuses approach to managing risk, which:

- Identifies the subject
- Identifies the risk, the impact and the cause
- Identifies the level of risk
- Evaluates the management and control of the risk and records findings
- Reviews, assesses, and revises procedures if required

Risk Scoring:

Likelihood of Occurrence

1. Rare: Very exceptional risks that have a <10% chance of occurrence.
2. Unlikely: A very low probability of occurrence but cannot be ruled out, 20% chance of occurrence.
3. Possible: Risks with a 50% chance of occurrence.
4. Likely: These are more likely than not to take place, 70% chance.
5. Definite: Risks that are very likely to occur. >80% chance.

Risk Score = 1-9 Low, 10-16 Medium, 17-25 High

Consequences

1. Insignificant: These will cause very little damage or disturbance.
2. Minor: Will result in some damage that is not likely to cause too much difference to proceedings.
3. Moderate: Risks that do not impose a large threat but still leave a noticeable amount of damage.
4. Critical: Significantly large consequences that can lead to a great amount of loss.
5. Catastrophic: Very large consequences that would halt operation for a significant amount of time and result in large losses.

Control Measures:

1. Tolerate - Council accepts or tolerates risk after assessing the area.
2. Treat - Loss control measures are implemented to reduce the impact/likelihood of risk occurring.
3. Transfer - The financial impact is passed to a third party or by way of insurance.

Employee Risks

Ref No.	Risk	Cause	Impact	Risk Owner	Current Risk Score	Control	Current Control	Actions to be Taken	Review
01	Personal Injury	Unsafe equipment or environment for employees	Injury or death to employee	Barry Ince, Outdoors & Properties Manager	10	Treat	Any safety issues immediately reported, employees undertake health & safety training and equipment specific training regularly	Continual training undertaken, all new employees to have appropriate training for their role	Ongoing
02	Vehicle Accidents	Dangerous driving of either employees or other road users	Road traffic accidents leading to injury or death	Barry Ince, Outdoors & Properties Manager	10	Tolerate	Only employees with a full UK driving licence are permitted to use Town Council vehicles	None	N/A
03	Loss of Employees	Resignation, dismissal, retirement, illness or death	Council services suffer due to lack of employees, recruitment costs	Clare Turner, Town Clerk	8	Tolerate	Current job descriptions available to review areas that are not being covered, annual appraisals are carried out to monitor staff welfare	Share job responsibilities with other employees as cover	Annually
04	Loss of Town Clerk	Resignation, dismissal, retirement, illness or death	Lack of leadership for other employees, legal impact or delegated authority	Council	8	Tolerate	SALC can provide locum Town Clerk if needs be, deputy Town Clerk can step in temporarily	Share job responsibilities with other employees as cover, call an extraordinary Workforce Committee meeting	Annually
05	Poor decision making from Town Clerk	Lack of training, biased opinion	Incorrect actions undertaken, false information spread	Council	8	Treat	Town Clerk is employed if they meet person specification set out at time of recruitment, further training and guidance from SLCC is available	None	Annually
06	Incorrect Salary Payments	Issues with paperwork or contest over worked hours	Dissatisfied employees, possible legal proceedings	Roslyn Williams, Resonible Financial Officer	6	Transfer	Payroll is outsourced to Shropshire Council, checks in place to make sure information submitted to Shropshire Council is correct	Provide additional training to those undertaking payroll if needed	Monthly
07	Employment Law Disputes	Noncompliance with employment law by either Council or employee	Dissatisfied employees, possible legal proceedings, dismissals and re-recruitment	Clare Turner, Town Clerk	8	Treat	Training and advice from NALC, HR contract in place with Shropshire Council, unitary authority can provide initial assistance under the Parish Charter	Consider appointing an in house HR officer	Annually

Finance Risks

Ref No.	Risk	Cause	Impact	Risk Owner	Current Risk Score	Control Measure	Current Control	Actions to be Taken	Review
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08	Adequacy of Precept	Inadequate calculations and supporting information	Under or over budgeting, dissatisfied public, lack of funding for services	Roslyn Williams, Resonsible Financial Officer	4	Treat	Budgeting to underlie annual precept via monthly budget updates, Finance committee to review budgets through various meetings before submitting precept requirement	None	Annually by Internal Auditor
09	Unexpected Significant Expenditure	Unexpected damage to property, loss, cancelled events	Large effect on planned budget for that year, reserves would have to be used	Roslyn Williams, Resonsible Financial Officer	12	Treat	General reserves of large sums of money are kept, general reserves policy is updated annually. Property monitored for any likely issues	If appropriate, consider applying for grants to carry out works	Annually
10	Loss of Cash	Theft or dishonesty of employees, burglary of property	Unapproved spending, lack of trust between management and employees, unsecure buildings	Roslyn Williams, Resonsible Financial Officer	4	Treat	Only £500 of petty cash held at a time in a safe area. Monthly reconciliation of petty cash by RFO	Reduce amount of cash held at any one time	Monthly
11	Misuse of Corporate Card	Theft or dishonesty of employees	Unapproved spending, lack of trust between management and employees	Roslyn Williams, Resonsible Financial Officer	6	Treat	Corporate card is limited to £1,500 and is held by the RFO, monthly reconciliation undertaken, card is always signed in and out when used by employees	Reduce limit on card	Monthly
12	Supplier Fraud	Unsafe/scam websites or sompnaies used for purchasing goods and services	Open to data breaches, unsafe transferral of funds and financial loss	Roslyn Williams, Resonsible Financial Officer	4	Treat	Regular trustworthy suppliers used, purchase orders are issued and payment is only made after item or service is received	None	Ongoing
13	Financial Controls & Records	Inadequate checks	Unaccounted expenditure	Roslyn Williams, Resonsible Financial Officer	4	Treat	All expenditure approved by RFO and two Councillors, Internal Auditor appointed annually	None	Monthly
14	Unexpected Election Costs	Elections falling additional to the normal every four years	Large unexpected cost, disruption to normal business	Roslyn Williams, Resonsible Financial Officer	6	Tolerate	General reserves available if needed	Establish a contingency fund	Annually
15	Loss of Income	Faulty meters in public toilets and car parks, vandalism, lack of bookings in properties	No income to fund maintenance and other services	Roslyn Williams, Resonsible Financial Officer	8	Treat	Regular equipment checks undertaken by DLF, cahsless payments in all areas, advertising of properties	Incease bookings by investing in properties	Ongoing
16	Acquiring New Services	Shropshire Council devolving services to parish and town councils	Pressure on precept and reserves, additional recruitment	Roslyn Williams, Resonsible Financial Officer	10	Tolerate	Asset transfers must have the inclusion of funding for recruitment or new resources, formal agreements would take place before transfer happens	None	N/A

17	Payment Disputes	Lack of records of payment	Disputes with customers and suppliers	Roslyn Williams, Resonsible Financial Officer	8	Treat	Clear records of all debits and credits are kept and reviewed by RFO and Council	None	Monthly
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Insurance & Security Risks

Ref No.	Risk	Cause	Impact	Risk Owner	Current Risk Score	Control Measure	Current Control	Actions to be Taken	Review
18	Inadequacy of Cover	Incorrect policy for operations, amount of cover not high enough	Not covered for certain incidents	Clare Turner, Town Clerk	5	Treat	Insurance is reviewed annually before renewal	None	Annually
19	Unsatisfactory cost	Large increase in premium due to claims or other circumstances	Increase in precept or transfer from general reserves	Clare Turner, Town Clerk	3	Tolerate	Multiple quotes are sought before renewing	None	Annually
20	Business Interruption	Tragic or unexpected circumstances	Lack of Town Council services and neglect to buildings and grounds	Clare Turner, Town Clerk	10	Tolerate	Business interruption policy for up to 12 months (£55k) in place	None	Annually
21	Compensation Claims	Ex-employee disputes, resident disputes	Council reputation effected, legal costs	Clare Turner, Town Clerk	4	Transfer	Officials Indemnity and libel and slander insurance held	None	Annually

IT Risks

Ref No.	Risk	Cause	Impact	Risk Owner	Current Risk Score	Control Measure	Current Control	Actions to be Taken	Review
22	Data Leak	Noncompliance with data protection act and policies	Sensitive information in the public domain, legal action from those involved, loss of trust	Clare Turner, Town Clerk	6	Treat	Internal procedures to report data breaches, employee training on the importance of data protection	None	Ongoing
23	Computer Virus	Unsecure websites, scam emails, downloading of unsafe programs	Leak sensitive data, Council records could be lost	Clare Turner, Town Clerk	9	Transfer	Contract held with Midland Computers to fix computer viruses and keep malware up to date	None	Ongoing
24	Computer Hardware Issues	Computers and other equipment breaking due to age or accidents	Unable to continue with work	Clare Turner, Town Clerk	9	Transfer	Copier contract in place to maintain copier. Midland Computers contract for other IT equipment	Update computer equipment with newer models to avoid it breaking down frequently	Ongoing

Legal Risks

Ref No.	Risk	Cause	Impact	Risk Owner	Current Risk Score	Control Measure	Current Control	Actions to be Taken	Review
25	Damage to Reputation	Poor or incorrect information, poor services and events, poor customer service	Loss of Council reputation and trust, legal action from residents	Clare Turner, Town Clerk	10	Treat	Ensuring accurate information is displayed, employees trained with how to deal with residents and complains	None	Ongoing
26	Illegal Activity	Decisions outside of permitted power by Councillors or Officers	Legal complications, fines, court action	Clare Turner, Town Clerk	10	Treat	Any decisions are made within the Town Council's general power of competency and are resolved and minuted at meetings	All employees and Councillors could undertake additional training on this	Ongoing
27	Illegal Decisions in Committees or Working Groups	Making decisions outside of their delegated authority	Legal complications, fines, court action	Clare Turner, Town Clerk	6	Treat	All committees and working groups are established with a clear terms of reference that is reviewed annually. Officers are present at meetings to provide support with delegated authority	All employees and Councillors could undertake additional training on this	Annually
28	Illegality in Minutes and Agendas	Incorrect production or procedure	If not correctly recorded, the decisions made in meetings would have no legal standing	Clare Turner, Town Clerk	4	Treat	All minutes and agendas are produced in the prescribed method and adhere to legal requirements. Minutes are always approved and signed at the next meeting and displayed accordingly	All employees and Councillors could undertake additional training on this	Ongoing
29	Provision for Freedom of Information Requests	Large FOI's can take a substantial amount of time and money	Employees taken off other routine tasks, cost of resources	Clare Turner, Town Clerk	8	Tolerate	The model publication scheme for local councils is used and states that a fee can be requested if the work is likely to take more than 15 hours	None	Ongoing
30	Loss of Records	Loss through theft, fire or other physical damage	Crucial information lost including historic deeds or agreements	Clare Turner, Town Clerk	10	Treat	All current documentation is electronic, important and sensitive files are kept in the strong room. Additional security measures on building to avoid burglaries	Review archives to ensure only relevant documents are kept	Annually
31	Public Injury	Properties and grounds unsafe for use, unsafe equipment	Injury or death	Barry Ince, Outdoors & Properties Manager	15	Treat	Buildings and parks locked either overnight or when not in use, all external hirers to have their own insurance, frequent playground equipment checks and annual RoSPA inspection, frequent legionella checks	None	Ongoing
32	Conflict of Interest	Councillor interests in matters that are dealt with within the Town Council	Bias opinions on matters, resident distrust	Council	6	Treat	Councillors have a duty to declare an interest at the start of their time in post and at each meeting if applicable. Register is reviewed annually	None	Annually

Property Risks

Ref No.	Risk	Cause	Impact	Risk Owner	Current Risk Score	Control Measure	Current Control	Actions to be Taken	Review
33	Damage to Grave Headstones	Adverse weather, age, vandalism	Distressed public, possible injuries	Barry Ince, Outdoors & Properties Manager	6	Tolerate	Regular inspections of Cemetery grounds, issues reported responded to immediately	None	Monthly
34	Lack of Cemetery Space	Inevitable risk due to spaces filling up	No further income but continual expenditure to maintain existing area	Barry Ince, Outdoors & Properties Manager	10	Tolerate	Current project to acquire additional burial land, CIL funding requested to support project	Look at alternative funding options for maintenance of Cemetery	Annually
35	Damage to Streetlights	Adverse weather, age, vandalism	Dissatisfied public, possible injuries	Barry Ince, Outdoors & Properties Manager	10	Tolerate	Regular contact with Highline electrical to carry out repairs, budget line in place	None	Monthly
36	Damage to Properties	Fire, theft, adverse weather, flooding etc	Lack of income from services, loss of regular users, large refurbishment costs	Barry Ince, Outdoors & Properties Manager	10	Transfer	Building and contents and property damage insurance	None	Annually
37	Fire Risk	Hazardous materials, electrical fault, poor care of equipment	Lack of income from services, loss of regular users, large refurbishment costs, death or injury	Barry Ince, Outdoors & Properties Manager	10	Treat	Regular fire alarm checks, work undertaken by trained professionals	None	Weekly
38	Invasive Species	Japanese knotweed, tree of heaven etc	Areas become unusable, can spread to land owned by others who could then claim against Council, costly to remove	Barry Ince, Outdoors & Properties Manager	9	Tolerate	Regular checks undertaken, any found start a course of treatment immediately	None	Ongoing