

Risk Profile: Covid 19 Council response to provide help to local community whilst maintaining a safe skeleton service operation

Satisfactory risk assurance AMBER 5

There are currently 19 risks on the register (refer to register attached) of which there are three critical and seven high risks resulting in an average gross risk score of eight. There is enough mitigation in place to reduce the gross risk score rating in seven of these to an average of score six (amber).

Top Ten Risks: (ranked by priority band, numbering is for referencing purposes only)

Critical	2. Community Hub advice: The district council gives incorrect advice or signposts somebody to the wrong service resulting in hardship stress and severe consequences to individual caller.
	4. Community Hub food deliveries: food parcel delivery directly via council is not fit for purpose and may cause allergic reaction when eaten.
	18. Finance: loss of council revenues and increased council expenditure will result in council deficits going forward and inability to progress key projects.
High	5. Community Hub food deliveries: council delivery driver pool is not clear as to their responsibilities which may result in accidents and increased council liability.
	7. Community hub food distribution/Charity partnerships: failure to put in place proper safety checks and procedures/requesting all relevant H&S docs from leasee when leasing out a community centre (Northern Community centre GWP to SOFEA) for the use of a charity involved in food distribution may lead to the council being exposed to PL claims.
	8. Staff wellbeing: increased workload impact staff wellbeing and leads to ill health and absence.
	9. Staff wellbeing: staff may feel more stress as a result of working from home/135 or volunteering juggling work and childcare etc. Or handling distressing calls in their own home with no one to share the burden with. Results in low morale and an increase in stress of individual.
	10. Properties statutory compliance: failure to follow our statutory checks on vacant properties (fire and alarm checks etc) may result in theft and property damage over time and limit our insurance cover.
	16. IT Cybersecurity: remote working compromises cyber security.
	15. IT infrastructure for remote working is not fit for purpose with intermittent server connections and VPN connections results in inconsistent service to our residents.

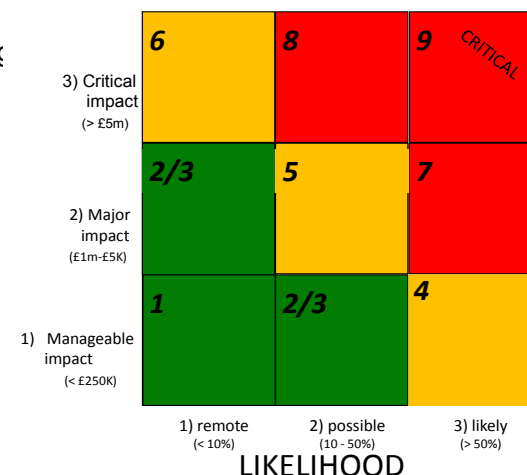
The remaining nine risks are amber with an average gross risk score of five, after mitigation the average net risk rating is reduced to two (green). This is the first review of risks and requires further consideration at the daily triage meetings. Effective mitigation actions are in place, together with action owners and risk review dates, though some risk mitigation actions require further clarity and further work required to identify all the risks. (Average risk score: 5* amber)

*The risk score is an average net risk score across the risk profile

Areas of concern:

- **Risk 18: Finance:** loss of council revenues and increased council expenditure will result in council deficits going and inability to progress key projects.
There is some mitigation in place, but this is dependent upon the length of time the country is in lockdown and is therefore out of our control. Monitoring the short medium and on term impacts
- **Risk 16: IT Cybersecurity:** remote working compromises cyber security.
Mitigation is in place to ensure staff are made aware of the types of behaviours that may compromise IT security whilst working at home but again this should be a regular update whilst we must ensure capita firewalls are resilient.
- **Risk 15: IT infrastructure for remote working is not fit for purpose** with intermittent server connections and results in inconsistent service to our residents. Capita our IT partners are responsible for this and requires constant monitoring by the council.
- **Risks 8/9 Staff wellbeing** though there is enough mitigation in place to reduce the gross risk score this will require constant review throughout this pandemic and when we return to the office.

Covid 19 council response Risk Profile



Covid 19 Council response to provide help to local community whilst maintaining a safe skeleton service operation Risk Register.




Risk No/Ref	Risk area	Risk description/ consequences	Gross risk rating	Risk owner	Mitigation actions	Action owner	Net risk rating	Tolerable Y/N	Further mitigation actions if required	Review by when
1	Community Hub	Failure to allocate resources to tackle community request in timely manner may result in people in need of help not receiving it (food parcel/help etc)	5	Triage Team	Devise a set of criteria to ensure we allocate right response to right people whilst also knowing when to divert calls back to OCC who are best to deal with such calls. Ensure we have the up to date shielded and vulnerable lists. Ensure we have back up numbers of volunteer staff. Overall volunteer spreadsheet on U drive for easy access visibility and update.	Triage Team	2	y		15-Apr
2	Community Hub	The district council gives incorrect advice or signposts somebody to the wrong service resulting in hardship stress and severe consequences to individual caller.	9	Triage Team	Devise a set of criteria to ensure we allocate right response to right people whilst also knowing when to divert calls back to OCC who are best to deal with such calls. Ensure we have the up to date shielded and vulnerable lists. Ensure we have back up numbers of volunteer staff.	Triage Team	5	y		15-Apr
3	Community Hub	Failure of District council community hub to understand the community help and advice that is currently available across the districts may lead to duplication of effort and lose the good will of the existing community groups on the ground.	5	Triage Team	Council community hub mapping out existing community groups across both districts and make links into them to help and support and refer callers to their local group for help if they call in to our community call centre.	Triage Team	2	y		15-Apr
4	Food delivery hub	Food parcel delivery directly via council is not fit for purpose and may cause allergic reaction when eaten or miss key items that are needed for a nutritionally balanced offer	9	Triage Team	Each food parcel has a food allergy disclaimer label. All items are individually packaged and labelled. Purchasing supplementary items to provide better balance of items in boxes. Meeting room 1 at 135 is being re organised to provide sufficient space for food parcel despatches well as being made up in house from council suppliers. If notified of allergens the team will endeavour to put appropriate food items in the box but cannot guarantee this due to the nature of the situation. Hence the need for disclaimer label above. Activity risk assessments are underway to manage risk to volunteers. Lifting and handling training requested. Labelling of food and hygiene when portioning out bulk food stuffs are under review to avoid contamination.	Triage Team	6	y		15-Apr

5	Food delivery hub	Council delivery driver pool are not clear as to their responsibilities which may result in accidents and increased council liability.	8	Triage Team	Driver protocols in place; All drivers have insurance to drive for business. Council has sight of driver's licenses. Review activity and ask for feedback regularly to improve service and safety. Activity risk assessment performed.	Triage Team	6	y		15-Apr
6	Food delivery hub	Council driving pool unfamiliar with area they are driving to and may take longer or get lost and therefore not fulfil task.	2	Triage Team	Spreadsheet set up identifying drivers to local areas to ensure everyone familiar with where they are driving to and from. Use of sat nav and lone alert GIS.	Triage Team	2	y		15-Apr
7	Property / community food hub	Failure to put in place proper safety checks and procedures/requesting all relevant H&S docs from lease when leasing out a community centre (Northern Community centre GWP to SOFEA) for the use of a charity involved in food distribution may lead to the council being exposed to PL claims.	8	Triage Team	Notify insurers action any guidance and recommendations from insurers. Have a contract in place that cover T&C's and R&R's from outset. See copies of charity H&S risk assessments for manual handling etc. Action security and monitoring checks if required.	Triage Team	6	y		15-Apr
8	Staff wellbeing	Increased workload impact staff wellbeing and leads to ill health and absence.	8	Triage Team	Regular staff comms. Flexible working policy as set out via HR comms. Re assurance from council that everyone will get paid. Everyone urged to have virtual activities with teams and regular catch ups. Dress down Fridays etc. Emphasis on HOS and managers to ensure the wellbeing of their team is key and review staff working hours if they take a break and adequate amount of time off.	Triage Team	6	y	Regular monitoring and review at triage and SMT	15-Apr
9	Staff wellbeing	Staff may feel more stress as a result of working from home/135 or volunteering juggling work and childcare etc. Or handling distressing calls in their own home with no one to share the burden with. Results in low morale and an increase in stress of individual.	8	Triage Team	Regular staff comms. Flexible working policy as set out via HR comms. Re assurance from council that everyone will get paid. Everyone urged to have virtual activities with teams and regular catch ups. Dress down Fridays etc. Emphasis on HOS and managers to ensure the wellbeing of their team is key and review staff working hours if they are also volunteering to ensure they take a break and adequate amount of time off.	Triage Team	6	y	Regular monitoring and review at triage and SMT	15-Apr
10	Health and safety	Failure to follow our statutory checks on vacant properties (fire and alarm checks etc) may result in theft and property damage over time and limit our insurance cover.	8	Triage Team	Facilities team and property team undertake regular statutory checks are all vacant properties. ZM informed of vacant properties due to Covid 19 received guidance on action to take to limit exposure to property damage.	Triage Team	6	y		15-Apr

11	Remote working	Failure to ensure staff adhere to remote working policy and do not follow DSE guidelines or have inadequate equipment or working environment results in poor staff wellbeing and injury.	6	Triage Team	Staff allowed to borrow office equipment to facilitate a safe working environment at home. Comms to staff about how to work from home as well as DSE guidance issued.	Triage Team	2	y	Review Home working set up with all staff on a regular basis via team leaders and service managers emphasise DSE working arrangements.	15-Apr
12	135 office	Failure to ensure 135 offices operation are safely open for business to key services may compromise council future resilience.	5	Triage Team	Regular staff cover with designate areas both in and out of reception areas to ensure social distancing. Set for opening hours availability of post collection use of printers as well as link to IT to solve issues.	Triage Team	2	y		15-Apr
13	Property	Failure to ensure any vacant council owned properties are protected and do not fulfil insurance requirements may lead to PL and property damage claims which will not be covered.	5	Triage Team	Regular updates on property status to ZM. Follow ZM guidance regarding security and alarm monitoring. Property team undertake regular stat checks.	Triage Team	2	y		15-Apr
14	IT	Failure to provide enough equipment to enable remote working due to lack of software (VPN licenses).	5	Triage Team	Regularly updated with Capita. Review user list and remove users who have left from system and therefore free up licenses (undertake Capita housekeeping)	Triage Team	2	y	Aim to have all staff remote working with suitable equipment by mid-April.	15-Apr
15	IT	IT infrastructure for remote working is not fit for purpose with intermittent serve connections and VPN connections results in inconsistent service to our residents.	7	Triage Team	Regular calls to Capita with updates on help desk calls.	Triage Team	7	y	Guidance to users to review their personal network connectivity at home and thus identify where the issue lies (capita infrastructure/their own) identify work arounds such as copy files to P drives etc.	15-Apr
16	IT	Remote working compromises cyber security	8	Triage Team	Guidance and reminders through comms to avoid being hacked. Removing password reset avoids staff resorting to simple passwords and thereby not compromising the network.	Triage Team	8	y	Regular monitoring and review at triage and SMT	15-Apr
17	BAU council services and future resilience	Failure to ensure the council statutory and key services are not compromised during this event as it may result in a slow recovery and poor future business resilience.	5	Triage Team	BRP in place across services outlining critical services and their requirements to ensure BAU. Constantly monitoring and updating via daily triage an SMT.	Triage Team	5	y		15-Apr

18	Finance	Loss of council revenues and increased council expenditure will result in council deficits going forward and inability to progress key projects.	9	Triage Team	Finance team keep watching brief on expenditure via spreadsheet and undertake impact assessment.	Triage Team	9	N	Keep watching brief to enable revenue collections at earliest opportunity once lockdown is eased, support revenue creating service through lockdown. Continuously monitor expenditure to better understand the short, medium- and long-term financial exposure.	15-Apr
19	communications	Failure to communicate accurate up to date information to key stakeholders (residents/Cllrs/volunteers and council staff) may result in errors and poor service to our residents which may leave them without essential items and services during lockdown.	5	Triage Team	Most key messages are centrally sourced and therefore there are continuous checks from the source to ensure accuracy. The Gold/Silver command structure enable regular checks and clarity around messages daily sense checked via council triage team.	Triage Team	2		Regular monitoring and review at triage and SMT	15-Apr

Risk rating:

-  Limited /no assurance/critical
-  Satisfactory assurance/risks
-  Full/substantial assurance /risks