



HAILSHAM TOWN COUNCIL

Risk Management Strategy and Policy Statement 2010/2011

Background

Hailsham Town Council adopted The Risk Management Strategy and Policy Statement 2009/2010 in March 2009 (Minute Ref FPR/08/4/267.1). This Strategy and Policy Statement together with the detailed action plan and record of risks must be reviewed annually and the following statement provides an update for the Council to agree and adopt; to meet this requirement.

Introduction to Risk Management

In all types of undertaking, there is the potential for events and consequences that may either be opportunities for benefit or threats to success. Local councils are no different and risk management is increasingly recognised as being central to their strategic management.

Risk management is the process whereby local councils methodically address the risks associated with what they do and the services which they provide. The focus of good risk management is to identify what can go wrong and take proportionate steps to avoid this and successfully manage the consequences.

The Council faces risks to people, property and continued operations. The systematic management of risks therefore assists the Council in achieving its objectives by enabling the provision of a diverse range of services to the community and visitors to the area.

Not all risks the Council faces can be insured against, and is not just about financial management: it is about ensuring the achievement of objectives set by the Council to deliver high quality public services. The failure to manage risks effectively can be expensive in terms of litigation and reputation, the ability to achieve desired targets, and eventually, on the local community's Council Tax Bills.

The importance of looking afresh at risks comes in the wake of a more demanding society, bold initiatives and more challenge when things go wrong. It also arises because of the significant changes taking place as a result of the Government's service improvement agenda, including, for example, Quality Parishes and encouraging delegation of service delivery associated with attaining Quality Status. Local Councils currently face pressures, including those associated with the power of well-being, that potentially give rise to a range of new and complex risks and which suggest that risk management is more important now than at any other time.

The first stage in the risk management process is to identify the risks to the Council's objectives (inherent risks). The Council classifies these risks as either strategic (risks that relate to doing the wrong thing) or operational (risks that relate to doing the right things in the wrong way). The

risks are further sub-divided into political, reputation, information, financial, people and regulatory categories.

All the risks identified are evaluated in terms of their impact, likelihood of occurrence and proximity. Following the identification and evaluation process, the most appropriate and cost effective solution is found in order to control the risks. The solutions will fall into one of four categories tolerate, transfer, terminate and treat. The risks are then re-evaluated in light of the suggested mitigation (re-evaluated risks are called residual risks).

Risk Management in Service and Financial Plans

In providing the diverse services of the Council, officers and members manage risk continuously. In order to secure these services, many risk management techniques are employed. These include – and are not limited to – the co-ordination of insurable risks, techniques to address health and safety matters, threats to the environment, planning issues, management of social issues and financial management methods.

There is a need, however, to incorporate the management of risk in a Council Business/Service Plan. A Business/Service Plan identifies the Council's services, aims and objectives and is the most effective way of identifying the inherent risks and management of those risks associated with each service, aim or objective. The Plan can also identify the "risk owners" and how risks are to be reviewed and reported.

The management of risk must also be applied to all projects carried out by the Council, to ensure the objectives of the project are met.

Risk Management and Decision Making

Members are ultimately responsible for risk management because risks threaten the achievement of policy objectives, and must consider all risks when making policy decisions, and review risks affecting all services on an annual basis.

The Council's Risk Management Policy ensures that it has a well-defined framework to support better decision making at a strategic level. This provides for better decision making through good understanding of risks and threats and their likely impact.

The Benefits of Risk Management

Risk management is regarded as an essential element of good governance and as an integral part of internal control. It provides the foundation for effective management throughout the Council and focuses attention on the achievement of corporate objectives together with a consistent and structured approach to risk. Managing risk in this way delivers many other benefits to the Council as set out below:

The process provides a fully documented record of all major risks and opportunities.

The risk of positive initiatives not taking place is reduced and fewer opportunities will be missed. There is also greater innovation in seizing opportunities

Services are able to communicate their prioritised risks with members therefore enabling focus on those risks and properly evaluated risk decisions. There is also an enhanced ability to justify actions taken.

Services are able to anticipate emerging issues in an ongoing and organised manner before they reach unmanageable proportions.

To be effective risk management requires input and ideas from all the staff and members. This creates a culture of risk ownership.

Embedded risk management satisfies Corporate Governance requirements and enhances the Council's Corporate Governance regime.
The Council's reputation is protected and enhanced.

The Council will receive fewer complaints and will have more satisfied customers.

Income can be maximized and expenditure reduced.

Summary of Risk Management Roles

Effective risk management can only be achieved when ownership of risks is allocated to appropriate risk owners within the Council. Without this, responsibility and authority for implementing control actions will not be clear.

The Role of Council Members

To consider and if appropriate approve the Risk Management Strategy and Policy Statement;
To consider the risk motivators and risk priorities;
To consider and if appropriate approve the action in response to risks proposed by officers;
To oversee the management of risk by Council officers.

The Role of the Town Clerk

To promote the Council's Risk Management Strategy, Policy Statement and framework.
To be responsible for managing the Council's key risks including the assessment of risks.
To encourage a culture of shared responsibility and open communication of risks.

The Role of Council Officers

To consider risk as part of every day activities and provide input to the risk management process.
To manage risk effectively in their work in accordance with the Risk Management Strategy, Policy Statement and framework and report any threats or risks identified to the Town Clerk.

The Role of Internal Audit

To assist with the development and review of a Risk Management Strategy, Policy Statement and framework.
To support the Council in developing and implementing risk management.
To provide independent assurance on the way risks are managed.

Conclusion

The Council faces a number of challenges because of the range of services it provides and because of the changes being faced by Local Councils. Risk management is therefore at the centre of the Council's management process. It provides a mechanism to identify, evaluate and control threats and risks to the Council's objectives and is the responsibility of every Council member and officer. Risk management is vital to the Council's efforts to deliver good governance and best value.

Risk Management Policy Statement

Hailsham Town Council provides a range of services to the community and visitors to the area. In order to secure these services, some amount of risk-taking is inevitable. However, the Council recognises that effective risk management will improve strategic, operational and financial management by helping to maximise opportunities, minimise losses and maximise resources for the services it provides.

It is the policy of the Council to adopt a risk process that supports better decision making through understanding of risks, whether a positive opportunity or negative threat and their likely impact.

The policy seeks to confirm the commitment of the Council to a risk managed culture by ensuring that every member and employee has regard for the management of risks in the decision making process and everyday work situations. The Council is committed to the management of risks in order to:

- Achieve its Aims and Objectives;
- Ensure compliance with statutory obligations:
- Safeguard its employees, members, service users and all other persons to whom the Council has a duty of care;
- Protect its assets, including property, equipment, vehicles, other resources and reduce associated losses and claims;
- Maintain effective control of public funds;
- Improve performance and service delivery;
- Minimise waste, fraud and poor value for money;
- Support better project management;
- Promote the reputation of the Council.

This policy statement has the support of the Council, which recognises that achievement of these identified risk management objectives will benefit the whole community.

Hailsham Town Council Risk Management Action Plan

Action	Date for Completion	Actioned By	Progress	Actual Completion	Review and Comments
Hailsham Town Council to review and adopt the updated Risk Management Strategy and Policy.	March 2010	Town Clerk/Town Councilors			For consideration at FP & R in March 2010 and Council in March 2010
Review assessments of all Council services	July 2010	Town Clerk			Review all services/risks annually and report to Meetings as appropriate
Take appropriate action to reduce, transfer, terminate or tolerate risks identified	On-Going	Town Clerk	Some action has already taken place where risks have been identified in the past.		
Log all risks and actions taken	On-Going	Town Clerk	log has been set up following all assessment.		
On the production of the Council's Business/Service Plan incorporate the risks associated with each service.	December 2010	Town Clerk			

Hailsham Town Council Risk Management – Strategic Risk Assessment Log – February 2010

Specific Risk	Actions Taken	Actions Needed
1. Inability to recruit and retain staff may result in the non-delivery of services.	Maintenance of National Terms and Conditions. Regular review of staffing structure and responsibilities.	Staff Development and Training system set up and operated.
2. Risk of violence to staff.	Panic alarm in reception. Lone working policy implemented.	
3. Failure to update the Masterplan Document to WDC in time for it's incorporation into the LDF; impacting on the long term planning development for Hailsham and surrounding areas.	Close working relationship and understanding with Hellingly PC and WDC.	Updated timetable required with key target dates, to meet the current deadline.
4. Masterplan not endorsed by WDC or GOSE; impacting on the long term planning development for Hailsham and surrounding areas.	Close working relationship and understanding with Hellingly PC and WDC. Consideration as to the employment of consultants to develop the outline proposals in the Masterplan.	More public consultation required in order to provide the "evidence" backing the Masterplan.
5. Lack of Business Continuity and disaster Recovery Plans, to cover a large scale internal disaster; that may result in prolonged service downtime and loss of reputation. This may not only involve IT technology type scenarios, but also premises and equipment.	Data storage and backup system upgraded and revised.	A comprehensive Plan needs to be established.
6. Contractors responsible for providing major Council services may fail to deliver required standards as	Only well established contractors used, and references and risk assessments checked.	

determined by the contract conditions.		
7. Failure to maintain the required standards for the Council's re-accreditation of Quality Status in the future.	Town Clerk CiLCA qualified.	Review all the criteria and make necessary changes etc to meet the on-going challenges.
8. Failure to comply with Health & Safety legislation.	New policies produced and implemented. Risk Assessments carried out annually.	Further training required.
9. Inability to meet increasing demands/expectations within resources available.	Budget review annually to make the best use of resources.	Business/Service Plan required bringing together the services budgets and associated risks. Adequate financial reserves held to meet unforeseen expenditure. Committed sums retained on deposit to provide further financial reserves in the case of emergency.