

## Wiltshire Council Strategic Risk and Issues Summary - 2022/23 Quarter One

This summary gives details of issues the council is dealing with, the strategic risk register and the emerging risk that may need to be quantified in the future. A guide to reading the risk register is included at the back of this summary.

### Issues

Obstacles and Challenges that are now present and being managed as issues by Wiltshire Council

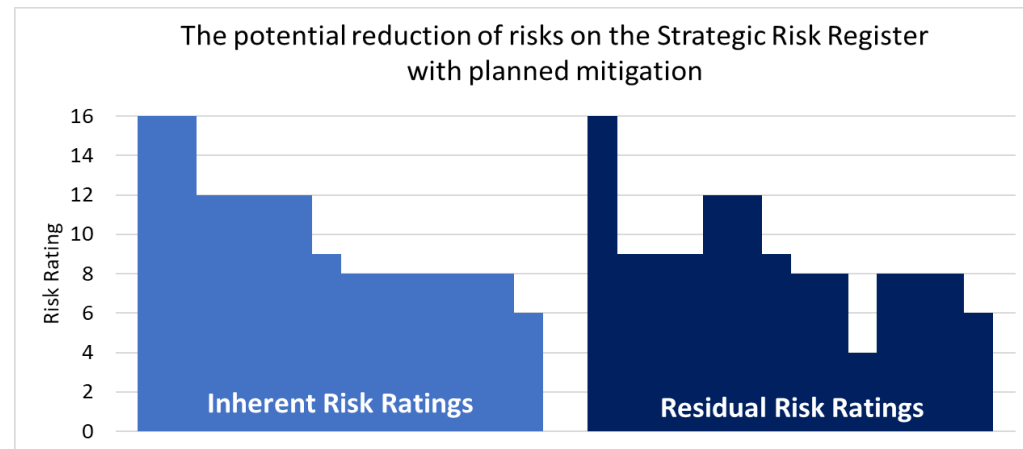
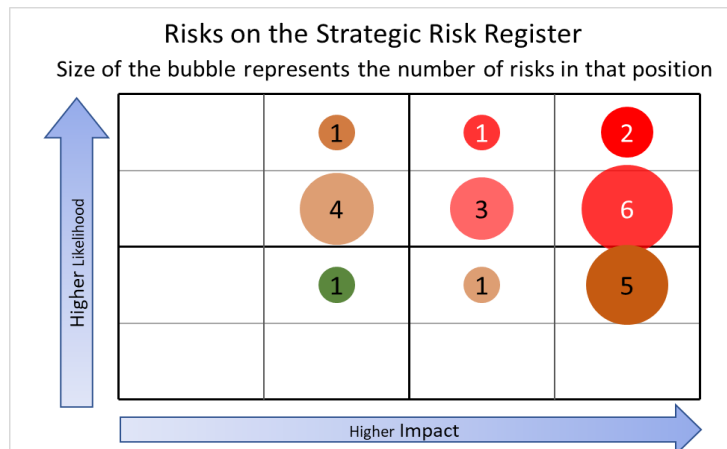
**Macro economic pressures on our budgets: Inflation** Nationally, we are facing a 'cost of living crisis' and inflation has experienced a significant increase above that forecast in the budget. As part of the final financial outturn reporting the Council took the opportunity to prudently set aside reserves to offset the unforeseen costs of inflation likely to arise in 2022/23, with £7m set aside for Contractual Inflation & £2m set aside for Pay Inflation to address the in-year pressure.

**Staff Capacity: Recruitment and retention** Some, but not all service areas, have identified that this has now become an issue.

There are a range of factors at play in different labour markets. These include:

- A smaller national workforce (less European immigration, earlier retirement/semi-retirement following the pandemic, increased numbers of those on out of work benefits) and closer to full employment.
- Specific skills shortages.
- Competition from the private sector and from other public sector organisations.
- The impact of the increase in the cost of living making higher wages more important.
- The cost increase of driving for those who have to travel in their role.

The result is that some services are now impacted by insufficient staffing.



**Strategic Risk Register - ranked by Inherent Risk Score (the risk as it is now), national level risks shown in grey**

Risk short name	Cause	Event	Effect	Primary Risk Category	Secondary Risk Category	Owner	Risk Response	Q2 Inherent Impact	Q2 Inherent Likelihood	Q2 Inh Risk Rating	Q2 DoT	Appetite check Q2	Q2 Mitigation Actions	Q2 Actions Confidence	Q2 Residual Impact	Q2 Residual Likelihood	Q2 Res Risk Rating	
<b>1</b>	<b>Unable to meet demand for special educational needs or disability (SEND)</b>	Cost of provision exceeds the High Needs Block (HNB) of the Dedicated Schools Grant (DSG)	More of the DSG spent on providing education for SEND	Shortfall in the funding for schools	Financial	Legal	Helean Hughes	Treat	4	4	<b>16</b>	▶	<b>Outside</b>	We remain in frequent dialogue with the DfE and will be starting joint work with them on their Delivering Better Value (DBV) Outcomes programme in the autumn which will enable some support and challenge in relation to this area.	Low	4	4	<b>16</b>
<b>2</b>	<b>Lack of capacity in the social care market</b>	Changes in the local market (including recovery from the pandemic) means there is insufficient supply of Home Care, Independent Fostering Agencies, Children's Homes, provision for complex needs (including people with complex behavioural needs)	Too often provision has to be secured out of county, often in competition with other local authorities at a cost higher than the local market	The right type of care is not always available, people able to be discharged have to wait longer in hospital and budgetary pressure increases if people are placed in out of county or spot provision	Service Delivery	Financial	Helen Jones	Treat	4	4	<b>16</b>	▶	<b>Outside</b>	Block purchased day care. New tender going live in September. Still issues about sufficiency and handbacks	Low	3	3	<b>9</b>
<b>3</b>	<b>Uncontrolled cost of social care (predominantly adults)</b>	Changes in regulation (including the cost of increased infection prevention & control measures), workforce pressures and inflationary pressures in the care market	Each individual care package cost increases	Greater budgetary pressure to meet statutory requirements impacting on preventative and other spend	Financial	Service Delivery	Helen Jones	Tolerate	3	4	<b>12</b>	▲	Within	Identified inflationary pressures-going to Cabinet in September	Moderate	3	3	<b>9</b>
<b>4</b>	<b>Failure to manage housing development</b>	Lack of a 5 year land supply	Loss of control over the location of new development	Non-plan led housing development may be granted consent through the appeal process; Allowing development where we don't want it; Increase in costs - defending appeals; Pressure on staff.	Legal	Reputation	Jean Marshall	Treat	4	3	<b>12</b>	▶	<b>Outside</b>	Updated our 5 year land supply in April. Development Management teams are seeking to approve applications where there are no major policy obstacles, Spatial Planning continue to support neighbourhood plans to bring forward housing sites, in addition to encouraging developers to bring forward allocated sites. We do have an improved position, but still short of the 5 years. Progress on the local plan is still being given a priority.	Moderate	3	3	<b>9</b>
<b>5</b>	<b>Cyber Resilience</b>	Malicious attacks from either internal or external individuals or organisations with the intent of stealing data or impacting the council's ability to deliver services.	Wiltshire Council's security is compromised opening up access to councils systems and personal and corporate data for malicious activity.	Loss of personal or corporate information OR loss or interruption of some or all council services delivered to citizens of Wiltshire.	Service delivery	Reputation	Mark Tucker	Treat	4	3	<b>12</b>	▶	Within	Working towards National Cyber Security Centre essential level of practice, Making uses of internal audit process to keep on top of required developments.	High	3	3	<b>9</b>

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6	Pandemic influenza	Influenza strain that is highly transmissible and with a high mortality rate.	Up to 2.5% death rate Up to 50% population infected	Strain on death management system Requirement for body storage Business continuity of services Managing distribution of prophylactics	Health & Safety		Kate Blackburn	Treat	4	3	12	▶	Outside	NATIONAL RISK - RATINGS DO NOT CHANGE AT LOCAL LEVEL. Plan updated against latest national guidance	High	4	3	12	*
7	Flooding	Heavy rain and/or saturated ground.	Houses flooded Businesses flooded Roads blocked Infrastructure damaged Contamination of water supply	Homeless and vulnerable people need evacuation/accommodation Infrastructure repair or replacement Loss to local economy Transport networks disrupted Public Health issues Environmental damage Business continuity of services	Health & Safety		Parvis Khansari	Treat	4	3	12	▶	Outside	NATIONAL RISK - RATINGS DO NOT CHANGE AT LOCAL LEVEL. Plan updated against latest national guidance	High	4	3	12	*
8	Impact of negative media/social coverage on council	Potential negative reaction to council decision making and delivery of services.	Negative public reaction expressed via social media and through the media	Negative impact on council's reputation.	Reputation	Reputation	Perry Holmes	Tolerate	2	4	8	▲	Within		High	2	4	8	
9	Ability to deliver an effective response and implementation of the Local Authority Outbreak Management Control Plan	Public health agencies remain in response to pandemic without additional funding	A variant of concern emerges that causes greater levels of illness and rising case numbers	Lack the capacity in the workforce meaning business as usual unable to run while Outbreak Plan put into place.	Service Delivery	Staffing/ People	Kate Blackburn	Treat	4	2	8	▶	Within	Forward planning on health protection roles using Contain Outbreak Management Fund and flexibility across the team means mobilisation for outbreak support will be maintained.	High	4	2	8	*
10	Failure in Safeguarding Children	The council and / or multi-agency partners failing to follow procedures or to undertake a thorough assessment	The council and / or multi-agency partners providing inappropriate intervention or no intervention.	Children not being protected from harm.	Service Delivery	Reputation	Lucy Townsend	Treat	4	2	8	▲	Within	1. Workforce strategy in place to aid recruitment and retention of practitioners. 2. Quality Assurance Framework in place which assures monitoring of performance (qualitative and quantitative). 3. Increased resource directed into the Integrated Front Door to effectively manage the increase in referrals and ensure consistent threshold application, thus preventing unnecessary escalation into statutory service where there is more pressure on workforce i.e. social workers. 4. Continued prioritisation of the family help/hub agenda, including consideration of commissioning efficiencies.	High	2	2	4	

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11	Widespread electricity failure	Infrastructure fault or severe weather.	Loss of electricity	Danger to health due to loss of heating Loss of some telephone communication Loss of access to food shops Loss of access to cash machines Loss of access to fuel	Health & Safety		Parvis Khansari	Tolerate	4	2	8	▶	Within	NATIONAL RISK - RATINGS DO NOT CHANGE AT LOCAL LEVEL. Plan updated against latest national guidance	High	4	2	8	*
12	Catastrophic terrorist attacks	Radicalisation Extremist views	Attack of public places, events or infrastructure	Loss of life Fear in the community loss of infrastructure Increased community tension	Health & Safety		Terence Herbert	Treat	4	2	8	▶	Within	NATIONAL RISK - RATINGS DO NOT CHANGE AT LOCAL LEVEL. Plan updated against latest national guidance	High	4	2	8	*
13	Poor air quality events	Pollution and/or extreme weather events.  Severe weather events carrying pollution or particles in the air.	Particulate or chemical release from industry or caused by fires  Increase in respiratory issues Leading to increase in hospital admissions	Health & Safety		Kate Blackburn	Tolerate	4	2	8	▶	Within	NATIONAL RISK - RATINGS DO NOT CHANGE AT LOCAL LEVEL. Plan updated against latest national guidance	High	4	2	8	*	

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14	<b>[Composite] Information Governance</b>	Failure to manage information effectively in keeping with Data Protection Act Principles leading to reportable incidents and potential data breaches	1. Personal Information not obtained and / or processed fairly 2. Excessive information obtained and held beyond service purpose 3. Information held for longer than purpose requires 4. Information not accurately captured / maintained or kept current 5. Information not protected by adequate technical measures 6. Sensitive information inappropriately disclosed either verbally, on paper or electronically.	Unlawful use and / or disclosure of personal data results in Risk and distress to individuals concerned, potential fines from Information Commissioners Office (ICO), reputational damage and loss of confidence in the authority.	Legal	Financial	Perry Holmes	Tolerate	3	2	6	▶	Within		High	3	2	6
15	<b>[Composite] Income Collection</b>	Decrease in levels of income due to lower payment rates, take up of services or increase default rates	Failure to collect income as expected and budgeted for	Increased financial pressure on other service areas in order to deliver a balanced budget across the Council as a whole which results in cuts to those other services spend.	Financial	Reputation	Lizzie Watkin	Treat	2	3	6	▶	Within	Additional budget monitoring with all heads of service	High	2	2	4
16	<b>[Composite] Corporate Health, Safety &amp; Wellbeing</b>	Inadequate or ineffective control strategy is established	Lack of application by managers and individuals of corporate policy and procedures	Likelihood of personal harm increases.	Health & Safety		Kate Blackburn	Tolerate	2	3	6	▲	Within	Increasing availability of manager training. Seeking improved means to inform employees about	High	2	2	4
17	<b>Hospital discharges resulting in high cost and highly restrictive packages of care</b>	Increase in number people needing to be discharged from hospital not being discharged	Challenge from external partners on the quality/quantity of available provision	Increase in out of county placements and / or high cost packages, hospital beds being unavailable for others with complex needs.	Service delivery	Financial	Claire Edgar	Treat	2	3	6	▶	Within	Liaison with health partners. Weekly Community Team for People with Learning Disabilities (CTPLD) update call with health and Dynamic Support Register (DSR) meetings. Accommodation needs shared with commissioning to inform strategy. MADE events identifying discharge pathway plans.	Moderate	2	2	4

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18 [Composite] Budget management	New unfunded project, unforeseen demand or failure to make planned savings	Inability to deliver key statutory services within the service-level budget envelope	Increased financial pressure on other service areas in order to deliver a balanced budget across the authority as a whole which results in cuts to those other services spend.	Financial	Reputation	Lizzie Watkin	Treat	2	3	6	▶	Within	New planned savings delivery work	High	2	2	4
19 [Composite] Not on track for the Council to be carbon neutral by 2030	Lack of prioritisation for carbon reduction by other council departments	Financial considerations mean decisions are made not to undertake carbon reduction activity	Wiltshire Council fails to be carbon neutral by 2030	Service Delivery	Reputation	Parvis Khansari	Tolerate	2	2	4	▲	Within		High	2	2	4

\* There are occasions where the planned or available mitigation does not reduce the overall risk rating.

**Emerging Risks**

Events that have the potential to interrupt the work of the Council but of which not enough is yet known to quantify the risk to the delivery of our services.

Financial impact of global events	<p>International capital and energy markets impacted by conflict and speculative investment adding additional inflationary pressure in the UK.</p> <p>Disruption to global supply chains causing shortages, more inflation and potentially more demand for support of council services.</p> <p>A more uncertain world means a more insular economy and lower UK market sentiment meaning less investment in Wiltshire.</p>
Change of Government approach in the UK	<p>The commitment of a new PM and Cabinet from September, or a whole new government in two years, to programmes of work, expenditure and taxation. Changes in policy resulting in required change of emphasis for the Council.</p> <p>One such change might be the review of the Bank of England mandate and the setting of interest rates becoming politicised.</p> <p>Another might be a change in commitment to locally planned and delivered social services..</p>

#### How to read the strategic risk register

There are significant challenges for Wiltshire Council as it looks to empower people, build stronger communities, grow the county's economy and lead the way in tackling climate change. The Strategic Risk Register reflects these challenges.

The Strategic Risk Register draws together information recorded on risk registers of individual services across Wiltshire Council.

Information that has significance across the council as a whole is displayed in two categories on the Strategic Risk Register.

1. Critical service risks: significant risks that sit in a single service but which, should they become an issue, will have a significant impact on the council as a whole.
2. Composite strategic risks: where similar risks exist in a number of different services which would not have a significant impact on the organisation on their own but put together represent a significant impact. These risks are compiled into a single strategic composite risk and included within the strategic risk register. These risks are scored by reviewing the service component risks.
3. National level risks: Wiltshire Council's response to the risks recorded by central government on the National Risk Register (NRR). The updated NRR is due to be published in the near future. When it is, Wiltshire Council will work within the Local Resilience Forum to produce an appropriate response. In the meantime Wiltshire Council's pre-existing response to the previous NRR is shown in the grey rows above.

Each risk is fully defined by the responsible service (who assess the cause, event and effect that make up the identified risk).

Each risk is scored for impact and likelihood to give an overall score. A risk is scored twice; firstly, as inherent (the current level of risk) and then as residual (the risk as it would be once all the planned mitigating actions are in place).

The confidence in the implementation of these mitigating actions is assessed as high, moderate or low. This guides the reader of the register to understand the true current risk.

A whole range of service risks are kept under observation each quarter.