

RISK MANAGEMENT – SUMMARY OF KEY ACTIONS MARCH 2006 TO FEBRUARY 2007

1.	A Winter Maintenance Policy has been prepared, which has been endorsed by the Risk Management Group – a self gritting option was endorsed.
2.	An IT Business Continuity Master Plan has been agreed and it was highlighted that the Council's overall and service level business continuity plans should be revised to reflect this.
3.	The Risk Management Group has conducted a review of the NCAP (safety) ratings of its leased fleet and also drivers own cars who claim mileage. The leased fleet has relatively new cars and therefore this is reflected in the safety ratings of the cars within the fleet. At this time, no further action has been taken on this matter, although it maybe an area subject to further review in the future.
4.	A policy on the "Working at Height" Regulations has been produced and reviewed for compliance with the regulations. This has been published on the Council's intranet site to ensure that all staff working at height do so in compliance with the regulations.
5.	The group reviewed the report "IT – Your Business at Risk", published following a staff survey, on behalf of the Council. The group reviewed the recommendations made within the report and what action was being taken to implement these recommendations
6.	<p>Service Manager reports have been received in relation to the following items within the Corporate Risk Register, as part of the programme of monitoring these risks on an ongoing basis:</p> <ul style="list-style-type: none"> • Risk of failure/adequacy of IT Network = the Council's IT contractors have access to the building outside of office hours to allow access to resolve network problems; • IT Business Continuity = a Master Plan has been agreed with Kennet House and Browfort acting as dual sites – this should be implemented within the current financial year; • Risk from lack of qualified contract management = the procurement team manages a contract database and the South West Centre of Excellence is able to provide training, training is to be provided to staff on what constitutes a contract; • Risks related to lack of document management = this is an area subject to review at the moment. • Risk from Freedom of Information = all new staff receive training and there are clear protocols in place for dealing with FOI requests; • Member Activities = insurance cover is now in place for Code of Conduct issues. • External Financial Influences = whilst the Council cannot directly influence these, the Medium Term Financial Strategy is in place to recognise and mitigate these risks as much as possible.

	<ul style="list-style-type: none"> • Increasing claim rates and cost of mitigation = the impact of this risk has not been as great as expected – however there is regular claim experience reporting to keep managers informed about the risks pertinent to their departments; • High/increasing rates of Stress Related Illness = Policy on stress is under review and number of measures have been implemented to help mitigate for example training in early intervention and the use of Occupational Health experts. • Ability to recruit and Retain Quality Staff = have implemented a joint recruitment advertising contract with WCC – also attending job fares to raise profile of the authority; • Lone Worker Policy and Controls = staff out of office system is now operating, mobile phones are available for staff, and other measures in place.
7.	The group has led a corporate level review of the current Risk Register. This has involved a full re-assessment of the risks facing the Council and “scoring” of those risks. The risk register has been divided into 2 sections, operational and strategic risks, and all risks identified have been assigned to an “owner”. All “owners” have been asked to completed a detailed risk action plan for their risks – these will be reported to the group in the coming few months.
8.	The group has received a report on the Business Continuity arrangements for the Council’s telephony system. A further report has been requested by the Group providing a risk analysis – and will be discussed at the groups next meeting.
9.	The Health and Safety Officer informed the group of the requirements of the Regulatory Reform (Fire Safety) Order, which makes the Council responsible for its own fire safety – the Fire and Rescue Service will no longer issue fire certificates but can inspect premises. Training will be provided to staff and guidance is available to managers on completing risk assessments.
10.	The Council’s claim experience has been reported to all meetings. The majority of claims are minor vehicle claims involving the Council’s commercial and leased vehicle fleets.