
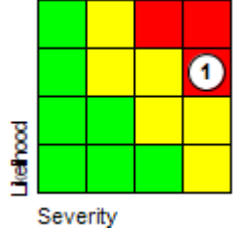

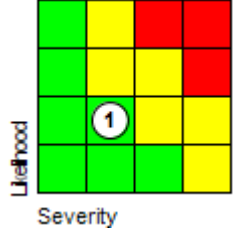

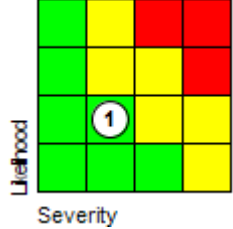

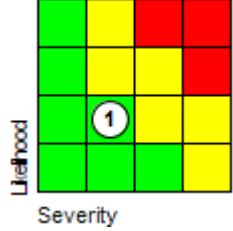

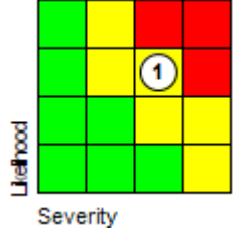

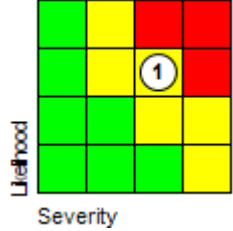

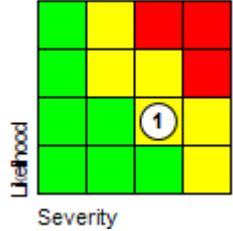

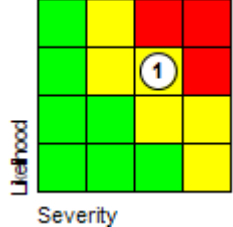







Corporate Risk Register Summary 2023/2024

Generated on: 06 June 2024

Code	Corporate Risk Heading	Status	Status	Current Risk Matrix	Executive Leadership Team
1	Finance/Financial stability 2023/24		Alert		Joanne Goodfellow; Becky Smeathers
2	Governance 2023		OK		Rob Barnes; Anica Goodwin
3	Promoting community resilience and cohesive communities		OK		Rob Barnes

Code	Corporate Risk Heading	Status	Status	Current Risk Matrix	Executive Leadership Team
4	Lack of resources, capacity and right skills in place		OK		Rob Barnes; Anica Goodwin
5	Organisational Resilience 2023/24		Warning		Rob Barnes
6	Failure to meet climate change ambitions/ meet net zero targets and plan for major weather impacts and force majeure.		Warning		Rob Barnes
7	Information and Data Management -		Warning		Rob Barnes; Anica Goodwin

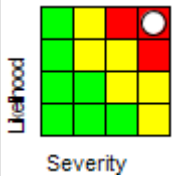
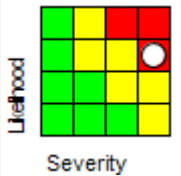
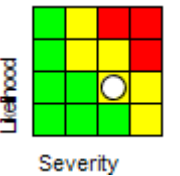
Code	Corporate Risk Heading	Status	Status	Current Risk Matrix	Executive Leadership Team
8	Inability to deliver economic growth, sustainability and prosperity in the Borough		Warning		Rob Barnes

Risk Status	
	Alert
	High Risk
	Warning
	OK
	Unknown




1 Finance/Financial Viability 2023/24

Generated on: 06 June 2024

1 Finance/Financial stability 2023/24

Risk Code		Risk Title	To ensure that the Council is financially sustainable as an organisation		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	4	Severity	4	Severity	3
Likelihood	4	Likelihood	3	Likelihood	2
Risk Score	16	Risk Score	12	Risk Score	6
Original Risk Date	15-May-2023	Date Reviewed	30-Apr-2024	Target Date	
Causes	<ul style="list-style-type: none"> * Risk of Austerity cuts/Major variances to the level of grant/subsidy * Uncertainty risk and potential financial disruption from External economic influences - mainly on income levels and current cost / inflationary pressures (and potential contractual cost increases) * Risk potential for poor Procurement practices and weak or ineffective Contract Management meaning VFM not maximised and TBC exposed to unnecessary liabilities. * Ongoing cost of living crisis and inflationary pressures risk having an impact on the Council's income if households struggle to pay council tax, housing rent payments, etc. If families find themselves in financial 		Consequences	<ul style="list-style-type: none"> • Inability to plan long term due to uncertainty over future Local Government funding. The General Election is not expected before Autumn 2024. This leaves insufficient planning time for an incoming government to implement anything but a one-year settlement for 2025/26. The planned funding reforms, Fair Funding Review, business rates reset and the revised business rates retention scheme have been repeatedly deferred and are unlikely before 2026/27 at the earliest. While this means the Council will be able to retain its business rate growth for 2025/26, it also means that the uncertainty continues, making it difficult to plan beyond one year with any certainty. 	

	<p>difficulty it could also increase the demand for our services putting pressure on resources, for example increase in homelessness.</p> <p>* Under utilisation of Assets</p>		<p>* Unplanned cost reductions / savings requirements</p> <p>* Financial issues leading to the Authority being taken over by Government appointed officers.</p> <p>*Inability to plan investments into assets</p> <p>*Inability to diversify income streams</p> <p>*Social cohesion erosion could occur as public are adversely impacted by cost of living impact – potential for reputational damage for the council if unable to support effectively (or perception to). *Negative public perception may damage Council's reputation</p>
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Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director
Monthly Budget Monitoring	31-Mar-2024		Monthly Financial Healthcheck reports to CMT and quarterly to Cabinet	Joanne Goodfellow
Proactive and targeted cost saving analysis and review of reserve funds	31-Mar-2024		Review of reserves and retained funds reported to Cabinet in December and release of unspent funds to be returned to balances approved. £135,910.36 to General Fund Balances and £67,104 to Housing Revenue Account Balances (HRA)	Joanne Goodfellow
Robust monitoring process for MTFS in place and Quarterly Healthcheck update to Members	31-Mar-2024		2023/24 MTFS included review and update of fees and charges and new charges introduced. Other targeted savings built into budget via policy changes.	Joanne Goodfellow

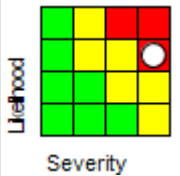
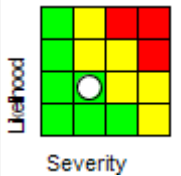
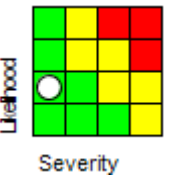
<p>Latest Note</p>	<p>The planned funding reforms, Fair Funding Review, business rates reset and the revised business rates retention scheme has been deferred again. The LGFS published in December 2023 outline funding for 2024/25.</p> <p>This settlement represents a 'holding position' until the next Parliament, aiming at stability. The ruling out of a business rates reset, or a fair funding review, means that the funding distribution will stay fairly stable (with the exception of Extended Producer Responsibility funding).</p> <p>But this means that the big questions about the future of the funding system remain unaddressed one way or another.</p> <p>While this means the Council will be able to retain its business rate growth for 2024/25 and 2025/26, it also means that the uncertainty continues and potentially the Council still faces losing this growth from 2026/27.</p> <p>The ongoing cost of living crisis and inflationary pressures continue to have an impact on the Council's finances. At the same time as rising supply costs there is also the potential for a fall in income as the disposable income of the public reduces due to the pressures on the household purse. This has the potential to affect collection rates for Council Tax and Housing Rents and it is also possible that income to attractions and events will reduce. If families find themselves in financial difficulty it could also increase the demand for our services putting additional pressure on resources, for example increased homelessness, exacerbated by the potential for increased numbers of asylum seekers or Ukrainian refugees who may also present as homeless. The situation will continue to be monitored, including through the monthly budget monitoring process.</p>	<p>Becky Smeathers</p>	<p>11 Jan 2024</p>
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<p>Corporate Priority affected</p>	<p>Priority2: The Economy</p>
	<p>Priority4: Living in Tamworth</p>
	<p>Priority5: Town Centre</p>

2 Governance 2023/2024

Generated on: 06 June 2024

2 Governance 2023

Risk Code		Risk Title	To ensure the Council is fully compliant in all legislative requirements		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	4	Severity	2	Severity	1
Likelihood	3	Likelihood	2	Likelihood	2
Risk Score	12	Risk Score	4	Risk Score	2
Original Risk Date	09-Sep-2020	Date Reviewed	30-Apr-2024	Target Date	
Causes	<ul style="list-style-type: none"> * Failure of democratic process * Failure to understand or respond adequately to new or changing legislation or regulation * No horizon scanning of legislative changes * Out of date policies and procedures *Lack of capacity to meet changing demands and priorities *Not enough capacity to plan ahead proactively due to reactive nature of business activity *Decisions made by Members could impact current planned work *Insufficient direction for strategic priorities – may not be fit for purpose which leads to lack of clarity with planning 		Consequences	<ul style="list-style-type: none"> * Prosecution of individuals * Loss of reputation * Adverse impact on Tamworth residents * Authority taken over by Government appointed officers * Increase in costs, Legal and settlement * Potential harm to vulnerable persons, employees and commercial relationships * Legal action * Financial penalties * Reputational damage * Difficulties quantifying what success of objectives/priorities will look like * Impede work that is underway or already planned 	

			<p>* Additional effort if required to manage workloads from already stretched services</p> <p>*Unable to effectively priorities objectives and workloads</p> <p>*Potential to mis-align resources</p>
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Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director
Audit and Scrutiny Committees	31-Mar-2024		Regular meetings in place, training plan for Audit Committee members being developed.	Joanne Goodfellow
Policies and Procedures	31-Mar-2024		<p>HR policies and procedure updated in line with SMART working and distributed via ASTUTE</p> <p>Policy management audit undertaken, recommendations:</p> <p>1 centralised repository of policies ensuring regular reviews are undertaken</p> <p>2. Heads of service reminded of their responsibility to update policies within their service area</p> <p>Each policy should have a standard cover sheet</p>	Zoe Wolicki

Latest Note	Meeting of Statutory Officers held this quarter - all actions/issues being managed	Anica Goodwin	18 Dec 2023
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Corporate Priority affected	Priority2: The Economy
	Priority4: Living in Tamworth
	Priority: Organisation





3 Promoting Community Resilience and Cohesive Communities 2023/24

Generated on: 06 June 2024

3 Promoting community resilience and cohesive communities

Risk Code		Risk Title	Failure to understand Borough issues that may lead to community cohesion challenges and community resilience issues affecting Tamworth 'the place'		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	3	Severity	2	Severity	2
Likelihood	3	Likelihood	2	Likelihood	1
Risk Score	9	Risk Score	4	Risk Score	2
Original Risk Date	09-Sep-2021	Date Reviewed	23-May-2024	Target Date	
Causes	<ul style="list-style-type: none"> . Lack of strong local leadership (political, community etc) . Failure to provide or signpost support for the most vulnerable in our communities. . Lack of communication activity/strategy to engage with local communities. . Lack of partnership working and initiatives . Failure to understand local issues. . Lack of sustainable approach to community engagement and development which is inclusive and embraces diversity. . Poor educational outcomes and job opportunities Failure to engage with other statutory agencies 		Consequences	<ul style="list-style-type: none"> . May be unable to support the vulnerable leading to wider demands on public services. . Wider health and employment inequality . Rise in crime or perception of crime . Increased levels of community tensions . Rise in environmental crime? . Lack of civic pride Lack of aspiration 	

Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director
Commissioning of debt/advice services	31-Jul-2024		Contract in place until March 2025	Joanne Sands
Community cohesion officer in place	31-Jul-2024		Community Cohesion Officer in place until March 2025	Joanne Sands
Quality open spaces	31-Jul-2024		This is an ongoing work agenda of maintaining our open spaces. Working with Staffordshire Wildlife Trust they support local community groups to maintain the seven local nature reserves that we have in the borough.	Hannah Peate
Strong Community Safety Partnership in place	31-Jul-2024		Partnership in place. CSP plan in place 2023-2026 and Community Safety Strategic Assessment refreshed annually with report to IS&G scrutiny committee	Joanne Sands
Strong partnership working with Staffordshire County Council around strategic issues affecting Tamworth communities.	31-Mar-2024		Links to all relevant community safety groups, priority working areas including Cost of Living group and Directors Health Inequalities group	Joanne Sands
Support for the Voluntary Sector	19-Jul-2024		Voluntary sector pledge signed 2021. Community grants schemes in place	Joanne Sands

Tell Us	31-Jul-2024		New policy implemented policy reviewed by housing ombudsman rolled out to all staff via astute	Zoe Wolicki
Use of insight	31-Jul-2024		PID and project scope complete Trueman Change directly awarded for consultancy support to produce a model and systems for data collection and analysis	Hannah Peate; Zoe Wolicki
Wellbeing Strategy	19-Jul-2024		Baseline in place - H&W Scrutiny Nov 23 Update of district profiles in hand	Joanne Sands
Wide range of arts, sporting and community events	19-Jul-2024		Wide range of events delivered across 2023-24. Including free holiday activity programmes run in conjunction with a range of partners, St Georges Day, We Love Tamworth Events, Kings Coronation, Christmas Events Programme. New ParkRun funded, set up and started. Fireworks Events. Tribute concert events.	Hannah Peate

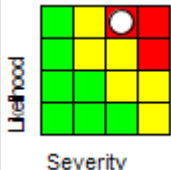
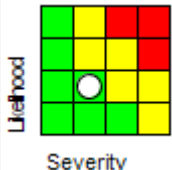
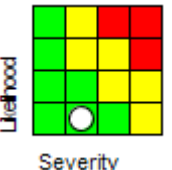
Latest Note	<p>Strong community safety partnership working.</p> <p>Looking to reconvene the Tamworth Strategic Partnership</p> <p>Proactive approach to migration</p> <p>Widened engagement across the Health Partnership</p>	Hannah Peate	23 May 2024
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Corporate Priority affected	Priority1: The Environment
	Priority4: Living in Tamworth
	Priority5: Town Centre





4 Lack of Resources, Capacity and right skills in place 2023/24


Generated on: 06 June 2024

4 Lack of resources, capacity and right skills in place

Risk Code		Risk Title	Lack of resources, capacity and right skills in place (recruitment and retention) to deliver corporate objectives		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	3	Severity	2	Severity	2
Likelihood	4	Likelihood	2	Likelihood	1
Risk Score	12	Risk Score	4	Risk Score	2
Original Risk Date	18-Aug-2023	Date Reviewed	30-Apr-2024	Target Date	
Causes	<ul style="list-style-type: none"> *Executive staff turnover may lead to experience/ knowledge loss *Inability to drive public engagement and manage increase in demand/ expectations *Lack of succession planning *Aging profile of organisation *Lack of incentive for young people to work for council *Competitive salary market impedes finding right candidates including not enough applicants for vacant roles *Increased workloads may not leave enough capacity to complete all in a timely manner *Lack of capacity to respond to changes regulations due to delays in releasing from the Gov and staff 		Consequences	<ul style="list-style-type: none"> *Difficulties retaining staff – they may look more external opportunities *Costs of turnover and retraining new starters *Potential for non-compliance with specific roles that require accreditation or specific skills *Ability to respond to regulatory/ statutory changes may be inefficient *Working to prioritised work/ leader decisions * Unable to deliver organisational strategies * Increased turnover/absenteeism Service failure leading to ombudsman intervention and increased compensation claims * Decreased staff engagement and satisfaction resulting in poor performance. 	

	<p>already stretched with current workloads.</p> <ul style="list-style-type: none"> * Failure to have the organisational structure and a skilled and motivated workforce * Ineffective project management and governance * Ineffective performance management 		Impact on health and wellbeing of existing staff
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Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director
Comments, complaints.	31-Mar-2024		Comments, Compliments, Complaints Policy issued to all staff via Astute - January 2024	Zoe Wolicki
Effective employee relations	31-Mar-2024		<p>Trade Union Meetings held on regular basis at least quarterly.</p> <p>All policies and procedures compliant with legislation with 3 yearly reviews or earlier if legislation dictates.</p> <p>Regular communications with staff via monthly newsletter and everyone emails</p>	Anica Goodwin; Zoe Wolicki
Monitoring of staff turnover	31-Mar-2024		Update to CMT and Statutory Officers Group	Anica Goodwin; Hannah Peate; Zoe Wolicki
Training plan resourced	31-Mar-2024		<p>PDR process complete</p> <p>initial analysis of training required complete.</p> <p>priority training procurement process underway</p>	Zoe Wolicki

Workforce plan in place	31-Mar-2024		Work continues to be completed by September 2024	Hannah Peate; Zoe Wolicki
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Latest Note	Vacancies continue to be monitored. Where pressure points are identified these are being kept under review.	Becky Smeathers	30 Apr 2024
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Corporate Priority affected	Priority2: The Economy
	Priority4: Living in Tamworth
	Priority: Organisation

5 Organisational Resilience 2023/24

Generated on: 06 June 2024

5 Organisational Resilience 2023/24

Risk Code		Risk Title	Failure to provide services or maintain the continued wellbeing and operations within the Borough and be resilient to the unprecedented changes of the future.		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	3	Severity	3	Severity	1
Likelihood	4	Likelihood	3	Likelihood	1
Risk Score	12	Risk Score	9	Risk Score	1
Original Risk Date	09-Sep-2020	Date Reviewed	30-Apr-2024	Target Date	
Causes	<ul style="list-style-type: none"> * Significant event outside of our control e.g. major disaster, pandemic etc. * Staff not aware of action to be taken in the event of an emergency/disaster * Lack of sufficient agile operational options * Lack of corporate overview to understand and effectively prioritise workloads, resource allocation and understand where cross-function collaboration stands. * National and local political interference may impede planning and priorities 		Consequences	<ul style="list-style-type: none"> * Services not delivered * Reduced 'economic attractiveness' * Loss of reputation * Potential to misalign resources * Governance does not provide the full picture * Negative public perception may damage Council's reputation 	
Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director	

Business Continuity Planning	31-Jul-2024		Majority of Service Areas have reviewed their local BCP and have updated in the new format and now have a plan that reflects current working practices.	Paul Weston
Delivery of People and Organisational Strategy	31-Mar-2024		Completed	Zoe Wolicki
Develop Project management skills for key staff	31-Mar-2024		staff requiring training identified via PDR process training to be delivered in 2024	Hannah Peate; Zoe Wolicki
Emergency Planning	31-Mar-2024		Detailed & RAG rated Emergency Planning improvement plan discussed several times at CMT highlighting preparedness' for any major incident. Close working with CCU as part of the Staffordshire Resilience Forum.	Tina Mustafa

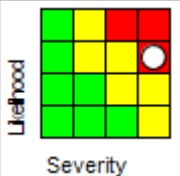
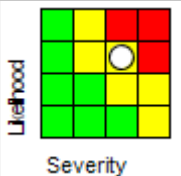
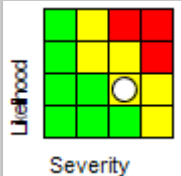
Latest Note	No change	Rob Barnes	18 Jan 2023
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Corporate Priority affected	Priority2: The Economy
	Priority4: Living in Tamworth
	Priority: Organisation

6 Failure to meet climate change ambitions/ meet net zero targets and plan for major weather impacts and force majeure 2023/24

Generated on: 06 June 2024

6 Failure to meet climate change ambitions/ meet net zero targets and plan for major weather impacts and force majeure.

Risk Code		Risk Title	Failure to meet climate change ambitions/ meet net zero targets and plan for major weather impacts and force majeure		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	4	Severity	3	Severity	3
Likelihood	3	Likelihood	3	Likelihood	2
Risk Score	12	Risk Score	9	Risk Score	6
Original Risk Date	19-Aug-2023	Date Reviewed	30-Apr-2024	Target Date	
Causes	<ul style="list-style-type: none"> * Staff not aware of action to be taken in the event of an emergency/disaster * Global warming/climate change - severe weather impacts to the Borough * Failure to plan ahead financially for cost implications * Not having the specialist skills in place to develop adverse climate resistant infrastructure * Lack of trained staff to deal with emergencies and over reliance on 3rd parties. 		Consequences	<ul style="list-style-type: none"> * Life and property put in harms way * Extreme weather conditions/impact on business's & communities * Failure to have a plan for recovery/ repairs/ public support Impact on vulnerable people Unable to deliver services 	

Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director
1B - Development of infrastructure for acting on Climate Change	31-Jul-2024		Ongoing discussions with BP Pulse over the delivery of an EV charging hub on Riverdrive.	Anna Miller

Latest Note	In quarter 4 a new climate change officer started. Also, the Climate Change Action Plan was started with external consultants Aether.	Pardeep Kataria	30 May 2024
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Corporate Priority affected	Priority1: The Environment
	Priority4: Living in Tamworth


7 Information and Data Management 2023/24

Generated on: 06 June 2024

7 Information and Data Management -

Risk Code		Risk Title	Lack of insight from information and data systems could impede effective decision making and affect systems viability.		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	3	Severity	3	Severity	2
Likelihood	3	Likelihood	2	Likelihood	1
Risk Score	9	Risk Score	6	Risk Score	2
Original Risk Date	19-Aug-2023	Date Reviewed	30-Apr-2024	Target Date	
Causes	<ul style="list-style-type: none"> *Isolated systems may not support sharing information. *Lack of joined up systems *Non-user-friendly systems may inhibit competency/confidence *Unable to keep up with costs of updating systems 		Consequences	<ul style="list-style-type: none"> *Inability to drive value of decision making from data *Missed or gaps in data could impede tracking progress of work especially with leavers *Not paying for updates to systems could result in vulnerabilities - potential for cyber-attacks. Not making use of data available to us. 	

Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director
Cyber Security	31-Mar-2024		ICT monitor cyber security measures	Zoe Wolicki

			regular information to staff via newsletters	
			Cyber e-learning mandatory training for all staff	
Data Protection	31-Mar-2024		policies and procedures for DP on Astute	Zoe Wolicki

Latest Note	Improvements to systems are being delivered through ICT strategy.	Becky Smeathers	30 Apr 2024
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Corporate Priority affected	Priority2: The Economy
	Priority: Organisation


8 Inability to deliver economic growth, sustainability and prosperity in the Borough 2023/24

Generated on: 06 June 2024

8 Inability to deliver economic growth, sustainability and prosperity in the Borough

Risk Code		Risk Title	Lack of economic growth, sustainability and prosperity in the Borough at the levels required		
Categories Code & Description					
Original Matrix		Current Risk Matrix		Target Risk Matrix	
Severity	4	Severity	3	Severity	2
Likelihood	3	Likelihood	3	Likelihood	2
Risk Score	12	Risk Score	9	Risk Score	4
Original Risk Date	21-Aug-2023	Date Reviewed	30-Apr-2024	Target Date	
Causes	<ul style="list-style-type: none"> * Lack of investment in the Borough * General downturn in the economy due to factors beyond our control * Failure to recognise economic changes * The uncertainty and financial disruption from External Economic influences and current cost / inflationary pressures (and potential contractual cost increases. * Changes in Job market * Inadequate business continuity plans 		Consequences	<ul style="list-style-type: none"> * Economic prosperity declines * Deprivation * Reduced Business Rates income * Tamworth not seen as a positive place to live or invest in * Lack of economic and commercial growth * Unable to recruit key/essential skills * Failure to deliver project outcomes * Failure to deliver corporate plan * Government intervention * Increased customer dissatisfaction * Unrealised benefits 	

		*Negative public perception may damage Council's reputation
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Risk Control Measure	Risk Control Measure Due Date	Risk Control Measure Status	Risk Control Measure Note	Assistant Director
2A - Development of business initiatives to promote start up and growth	31-Mar-2024		<p>The Borough Council has awarded £25,000 grant funding to Tamworth town centre businesses to support local businesses in the current economic climate.</p> <p>The money will help town centre businesses establish or improve their physical or digital presence, gain new customers, increase turnover and increase opportunities for survival, through effective brand image and an improved service or product.</p> <p>This grant funding is available for a total of 3 years.</p> <p>The FHSF is delivering a project called the FLEX which will be entrepreneurial space/pop up space that can be flexibly managed, creating conditions for new businesses to try and</p>	Anna Miller

			establish themselves in the town.	
3A - Local plan to improve infrastructure , evening economy and transport links	31-Jul-2024		Issues and options consultation completed	Anna Miller
Management of Assets - deliver Corporate Capital Strategy and Asset Management Strategy actions	31-Jul-2024		Final draft to be presented to Asset Strategy Steering Group for consideration.	Paul Weston

Latest Note	FHSF construction work gathering pace. Decisions taken to support FHSF project to enable completion. Decisions taken around a road map for Local Plan production.	Pardeep Kataria	30 May 2024
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Corporate Priority affected	Priority2: The Economy
	Priority1: The Environment
	Priority3: Infrastructure
	Priority4: Living in Tamworth
	Priority5: Town Centre

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