IDENTIFIED RISK			ACTION						
No. There is a risk that	Consequences of risk	Raw risk scor			How is the council addressing this risk	Key actions to be established - NB business as usual activity not reflected here	Last Ne	xt Action completed by	Residual risk Well-Being
			method	score assig	ed		Reviewed Rev	view	score Objective
		Li lm Tota	al						Li Im Total
COR - The council is unable to make robust medium to 2019 - 01 long term decisions requiring service change	It is harder each year to make ongoing budget reductions as easier decisions have already been made. more difficult decisions about cutting or reducing service levels against a background of declining budg are not made, then the council will not deliver the changes necessary to achieve a balanced budget wh will result in it being in breach of its legal responsibilities. The true impact of COVID remains unclear in terms of the Council's financial sustainability. Careful planning and difficult choices will be key to ensur that a balanced financial position is able to be maintained.	ets ich	Treat	Jan-19	include early identification of savings targets and development of options for cabinet, challenge from BREP, scrutiny and formal and informal briefings of members and political groupings. The impact of COVID has been significant in terms of both timetable and the focus	For MTFS 2022-26, more focus on potential areas of saving, even if not currently proposed, rather than just proposed savings.	May-2022 Au	g-2022 Feb-2021 then ongoing quarterly review	3 5 15 Smarter use of resources
COR - The council is unable to deliver transformation including projects and agreed financial savings	If the council is unable to change the way that staff work, including new roles, collaborations and the acquisition of new skills, it will be unsuccessful in delivering service transformation and capital projects which will lead to it not meeting its commitments within available budgets. Of particular importance h is the actions required to tackle the Climate Emergency, the consequences of which will have a detrimental impact on all areas of the Borough.		Treat	Jan-19	opportunities have been identified that are intended to support a 'One Council' culture and support staff and managers through transformation. It also has a well documented	Further development of a 'One Council' culture and transformational change has progressed in recent years and has been accelerated as a response to the Covid-19 pandemic. A much more corporate approach to service provision and transformation has been driven by CMB. Our response to the pandemic has challenged the way that we work across all services, and we will need to quickly adapt and learn any lessons from this that can be embedded into 'new normal' and recovery. The Council has agreed a Digital Strategy and under the Digital Programme Board will progress a number of projects using digital solutions that are designed around the people that use them, to deliver seamless connectivity, and support the vulnerable in our communities. This is complemented by a more digitally enabled staff, as a result of the pandemic and the need to work differently and in a more agile way. A review of Council processes over recent months has meant that some deemed unnecessary and bureaucratic have ceased but full compliance with those that remain is required. In addition a corporate review of resource requirements and the prioritisation of projects has meant that resources can be directed where required, to ensure successful delivery. The 2030 Programme Board, projects boards and working with The Carbon Trust, will ensure that a robust 2030 Decarbonisation Strategy is prepared and that projects within it are delivered effectively in order to reach an ambitious net zero carbon position in the Council by 2030. Examples of processes which have stopped without impacting on compliance include the cessation of wet ink signing and printing of documents as documentation is now electronically signed, physical attendance to open tenders replaced with opening on-line, a move to electronic authorisation of invoices on the Electronic Documents Record Management system and the replacement of in attendance training events with on-line remote training. The Organisational Development team are constantly reviewing the type of methods of training	May-2022 Aug	g-2022 Ongoing	2 4 8 All Well-Being Objectives
CEX- 2019-01 The council is unable to identify and deliver infrastructure required in the medium to longer term	If the council does not raise sufficient capital to maintain its infrastructure, including roads, street lights buildings and technology then it may deteriorate bringing financial and safety risks which could lead to adverse incidents, reports, publicity, fines and ultimately prosecution.	·	Treat	Jan-19	The council has a ten year capital programme. The development of this programme and arrangements for its review and updating are well established. However the council has identified scope to improve upon this to ensure that these needs are balanced with other demands for capital (such as new schools).	The Council will consider all seek external and match funding for projects where possible, in order to maximise its capital programme spending capability. Where feasible the capital earmarked reserve will be replenished on an annual basis to mitigate the decline in available and potential new capital receipts. The Council will continue to operate a strategy where capital receipts are not ring-fenced, to ensure that maximum flexibility is available. All capital bids will be fully considered by CMB and CCMB in line with the Capital Strategy, before inclusion in the capital programme. Schemes must have been subject to a full feasibility assessment. This should inform more accurate costings and profiling of spend to avoid potential overspends or delays in schemes. The procurement process will also be considered and qualification criteria updated to try and avoid supplier issues.	May-2022 Apr	r-2022 Complete with ongoing review	3 5 15 Supporting a successful sustainable economy and smarter use of resources
SS-2019- 01 The council fails to safeguard vulnerable individue.g. children, adults in need of social care, homeless etc.	Risks to the safety and wellbeing of children and adults at risk are significant and require an effective, highly skilled response from multi-agency safeguarding partnership with leadership from the local authorities. There is a risk that without adequate budgets and as the decline of a sufficient experience workforce there is a risk that the Council's safeguarding arrangements will not be effective, and that children and adults at risk will not be kept safe and will experience harm.	5 5 20 I	Treat	Jan-19	Safeguarding Board to safeguard children and adults at risk. The Board has established an executive steering group which is meeting monthly to oversee the effectiveness of child protection and safeguarding arrangements across the region. Following an escalation of issue	A new Corporate Safeguarding Officer has been appointed and will start in post to enhance the support to corporate safeguarding arrangements. The RSB is developing common quality and performance reporting via the steering group to include clear trigger points of escalated action. A reflective lessons learned exercise is being undertaken into the issues which led to the critical incident in IAA services to ensure lessons have been learned and sustainable improvements made to reduce the risk of such an escalated position being required again.	May-2022 Sep	p-2022 Ongoing	3 5 15 Helping people an communities to be more healthy and resilient and smarter use of resources

IDENTIFIED RISK			ACTION PLAN							
No. There is a risk that Consequences of risk	Consequences of risk	Raw risk sc	ore Control Date Risk method score assign	How is the council addressing this risk	Key actions to be established - NB business as usual activity not reflected here	Last Reviewed	Next Review	Action completed by	Residual risk score	Well-Being Objective
		Li Im To	otal						Li Im Tota	
The council is unable to plan for and recover from major threats to service continuity such as civil emergencies, school failure, cyber attack and discontinuation of funding streams and major contracts	If the council does not have the capacity and expertise to plan for and protect itself against major threats such as cyber-attack, civil emergencies and significant financial variations there is a risk that there may be a failure to deliver services and a balanced financial position which could harm citizens who rely on council services.		Jan-19	The council has anti virus installed which is regularly updated. All critical data is backed up an located offsite. Software update processes exist that includes the installation of patches. Security awareness training is provided to all employees. The council has established emergency planning arrangements including a Major Incident Plan and contributes to the South Wales Local Resilience Forum (SWLRF) and South Wales Resilience Team (SWRT). Contract conditions are included in relevant contracts. The terms of these conditions will vary depending on the nature of the contract, but will cover compliance with GDPR, security of personal information and general cyber security. Where contracts are awarded via a framework the necessary conditions will be imposed by the contracting agency for the framework. This has been an increased risk throughout the COVID period with significantly increased risk of attack and many more sophisticated attempts to disrupt the Council's network.	ICT are reviewing options to mitigate potential cyber attacks as the attack landscape is continually changing. The council has responded swiftly and appropriately to the increased risk posed by increased reliance on ICT and the network. A number of changes - some significant - were made during this period that has helped to mitigate the increased risk. Throughout the period the Council has stayed connected and resilient with many services being delivered remotely.	May-2022	Aug-2022	Ongoing	3 4 12	All Well-Bein Objectives
04 workforce with the necessary skills to meet the	If there is a continual decreasing number of suitably skilled and experienced staff then there may not be the expertise required to deliver services and protect the interests of the council. This could lead to the wellbeing of citizens suffering and a loss of morale amongst the remaining staff if they feel unsupported and are seeking to work elsewhere.	4 4 16	5 Treat Jan-19	In areas where there are recruitment challenges, a variety of approaches are being taken. The marketing of vacancies to reach as wide an audience as possible, promoting specific careers and maximising the use of social media in recruitment advertising, are some examples. Opportunities are being taken to increase capacity and develop skills through trainee type roles, enabling the council to "grow our own", including Apprenticeships; a new Graduate programme and a new Secondment scheme to train staff to become Qualified Social Workers A market supplement policy has been approved by Council(20 October 2021). The Market Supplement Policy will enable the council, in exceptional circumstances to respond to any established recruitment and retention issues by temporarily increasing the pay awarded to a post, without altering the determined job evaluation grade. Dedicated projects are being established in Social Services and Wellbeing to focus specifically on recruitment and retention in domiciliary care and children's social work.	plans are in place and being developed to address challenges in the Social Services and Wellbeing Directorate.	May-2022	Aug-2022	2 Ongoing	4 4 16	All Well-Bein Objectives

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IDENTIFIED RISK		ACTIO	ON PLAN								
	Consequences of risk	Raw risk score Contr	rol Date Risk	How is the council addressing this risk	Key actions to be established - NB business as usual activity not reflected here	who	Last Reviewed	Next Review	Action completed by	Residual risk score	Well-Being Objective
COR-2019-Important council services are compromised due to the failure of a key supplier	If the suppliers of council services are not resilient there is a risk that they may fail to deliver those services leading to disruption for citizens and the council, which will be impacted as it seeks to restore provision and suffers a loss of reputation.	Li Im Total 4 4 16 Treat Trans		The council's strongest defence against this is through its procurement strategy and procurement processes. When tendering for services the council requires contingency arrangements to be in place to allow for the eventuality of supplier failure (for example in the case of refuse and recycling collection contracts). The council also seeks to shape the market where possible to avoid over reliance on single suppliers (for example in social care). Where appropriate contract conditions are included to ensure the contractor has the appropriate level of security required for the service they provide. This will differ depending on the nature of the service and the legal requirements applicable.			Jan-2022	Aug-2022	Ongoing Ongoing	Li Im Total 4 3 12	Helping people ar communities to b more healthy and resilient and smarter use of resources
COR - The Council is in breach of the GDPR because 2020 - 01 Directorates do not take ownership of, or properly resource, their responsibilities under the Regulation (GDPR).	If Directorates do not comply with the GDPR action may be taken by the regulator which could result in fines and in a loss of reputation for the council, including with citizens. Properly complied with, GDPR will increase public trust and citizens confidence in how their data is handled by the Council.	4 4 16 Treat	Jun-20	Prior to GDPR an implementation group was established with representation from each Directorate and each Directorate undertook an audit of the data it holds. The Information Governance Board meets quarterly. A Data Protection Officer has been appointed and the council has undertaken a review of its data protection and privacy policies and procedures, established an E-Learning model for staff and also provided training to Members. There is a data breach reporting procedure in place.	Directorates to ensure that staff have access to all the data protection policies and undertake the mandatory e-learning training. There is a risk of GDPR not being reflected by staff when performing certain activities leading to non compliance and penalties imposed by the ICO. The information Governance Board is continuing to meet. Following the move to remote working, staff have been reminded of compliance via Bridgenders messages and another message is due imminently.	СМВ	May-2022	Aug-2022	Ongoing	3 2 6	Smarter use of resources

IDENTIFIED RISK		ACTION PLAN								
lo. There is a risk that	Consequences of risk	Raw risk score Control Date Risk method score assign	How is the council addressing this risk ed	Key actions to be established - NB business as usual activity not reflected here	who	Last Reviewed	Next Review	Action completed by	Residual risk score	Well-Being Objective
COR-2020 Recovery/restoration of services - the restoration of some Council services will require new ways of working to be established and implemented to ensure Covid safe environments for staff and the public .	Additional measures will need to be considered, with revised protocols with potentially additional costs, and increased operational burdens, to meet relevant guidance and provide safe service and working environments. Specific measures at a Directorate level will need to be assessed for the reopening of schools, including school transport and catering arrangements and assessing the needs of pupils with additional learning needs. Assessing the additional social care implications from having to work more remotely including the impact of remote assessments and less direct face to face contact for things like day services, the additional service requirement to meet the enhanced expectation that all homeless people will be provided with housing options and wrap around services, and the safe distancing, cleansing and hygiene and enhanced ICT provision required to allow effective reopening of the Council's core office portfolio on a gradual basis as well as better supporting agile working and working from home on an ongoing and more permanent basis, ensuring all health and safety requirements are understood and addressed. There is also a general risk that some members of the public, some staff and some elected members will not necessarily understand why new and different ways of working are necessary and may not be supportive, for example increased working away from the office and services offered on a predominantly 'digital' basis.	Li Im Total 5 4 20 Treat Sep-20	Full risk assessments at a service level provide evidence of where interventions are required and new ways of working need to be implemented. A risk tool for individual members of staff and elected members has been distributed for self assessment to determine if special measures are required to be implemented to protect those individuals. Revised protocols have been developed to advise staff on good practice and business cases are prepared where additional investment is required to meet new operating procedures. Enhanced communication with staff, elected members and the public (including parents and pupils) will	Comprehensive service risk assessment, implement key actions from the service recovery plans completed by Directorates, identify and action the lessons learnt from the experiences of service provision during the pandemic and lockdown, identify and consider service business cases for additional investment (as well as where there might be some savings from stopping areas of service or closing previous provision), ensuring ongoing and comprehensive communication and engagement as necessary. The Council continues to move to a 'recovery' position whereby as well as continuing to deliver some Covid relate services and respond to some of the Covid legacy issues such as significantly increased demand for social care, early help an homelessness services, there is an expectation from the public that other Council services will have returned to 'normal'. Based on business cases some Council services have now partially returned to working in an office environment but the returning still being managed in a cautious and prudent way with employee safety at the forefront of considerations. A report was presented to Cabinet in September and to Overview and Scrutiny in October setting out the direction of travel with regard to new operating model for the Council, embracing the best of the practices of the last 18 months but also recognising the need to ensure working methods moving forward properly reflect wellbeing concerns and the need for face to face interaction on occasion based most likely on a hybrid working model of some home/remote working and some office based working where appropriate. This was supported by the preferences in the recently completed staff survey.	d rn a a	May-2022		Ongoing recovery as the impact of the pandemi eases, subject to future waves.	Li Im Total	
	These issues may result in decreased capacity and therefore an inability to meet service demands, potential for claims against the Council based on health and safety, an increased likelihood that some residents will be unable or unwilling to take up provision of services, an increased financial burden on the Council on a recurring basis.									

IDENTIFIED RISK No. There is a risk that	Consequences of risk	Raw risk score Co	CTION PLAN	te Risk	How is the council addressing this risk	Key actions to be established - NB business as usual activity not reflected here	who	Last	Next	Action completed by	Residual risk	Well-Being
Increis a risk tildt				re assigned	is the seation addressing this risk	, sensens to se socialistica. 145 Masiness as asaar activity not reflected liefe	WIII	Reviewed	Review		score	Objective
leadership role for a sustained period of time and that this will need to be prioritised and resourced	A need to divert resource to ensure adequate planning, together with our partners in the Health Board and the third sector, of programmes of work to address these matters which if they are not dealt with properly or the measures are ineffective will lead to increased local infection and potentially increased fatalities, increased sickness levels including for the Council, significantly increased demand for services and in a worst case scenario further local lockdowns.	Li Im Total 3 5 15 Ti	reat		Planning effectively with our partners a joint Cwm Taf Morgannwg TTP team has been established across the Bridgend, RCT and Merthyr area. There will be ongoing recruitment to this team to deal with peaks and troughs in demand. BCBC officers have assisted in planning and staffing of mass vaccination centres and continue to support regional arrangements. There is enhanced wellbeing support available for staff.	Ongoing monitoring of the performance of the regional TTP team and additional recruitment undertaken when necessary. Continued support to the vaccination programme. SRS continue to advise businesses to promote good Covid practices and ensure relevant risk assessments are in place.		Jan-2022	Aug-2022	Ongoing during the remainder of the financial year and into 2021-22, particularly in view of the enhanced risk of the prevalence of the virus increasing during winter months, although some of these activities are likely to stay with us long term and will in due course need to become business as usual		Smarter use of resources
there will be a prolonged and deep economic recession following the Covid pandemic and the uncertainties of the impact of the UKs withdrawal from the European Union, compounded by local	There will be an increase in unemployment and the number of local benefit claimants. The ending of the furlough scheme may have further exacerbated this with the potential for further impacts to businesses. In addition there is likely to be a consequential impact on town centre footfall and increased empty retail properties, as potentially there will be less disposable spending locally. Increased financial hardship may also lead to an increase in demand for some Council services including those of the economic development, council tax, employability, mental health, domestic abuse and homelessness services.	5 3 15 Ti	reat Sep		By seeking to support local businesses and individuals by signposting them to appropriate financial support, skills training and support services, and progressing schemes to develop opportunities to set up and establish new business.	Support the aims set out by local economic recovery taskforce and identify and implement the recommended actions through the development of a new Economic Strategy. Liaise closely with colleagues in the Cardiff Capital Region and Welsh Government to identify and target opportunities for investment to add to investment provided by BCBC to stimulate and invigorate the economy. Seek to signpost opportunities for training, support and new jobs by targeting the work of the Council's Employability teams. Administer and target financial grant schemes and provide support to local businesses to act to new circumstances. Progress existing economic development schemes to provide more opportunities for business 'star by developing enterprise hubs throughout the County Borough. Agreeing direct intervention initiatives where the Council controls the cost of some relevant services, for example free car parking /car parking offers in town centres, rental holidays/reductions for businesses where the Council is the landlord. Develop proposals for the UK Government's Levelling Fund as well as other external funding sources as considered appropriate. Including the recently announced Shared Prospe Fund which can be used to fund Employability/ skills based initiatives and replaces the previous European Funding Mechanisms.	Econom Recover Panel t up'	nic	Aug-2022	Ongoing	5 2 10	Supporting a successful sustainable economy
fail to operate. This is an ICT system which holds all BCBC social care records and is supported by an external contractor.	As all of Bridgend social care records and services are held on this system, when it falls social work practitioners are unable to check records of individuals known to the service, this could cause safeguarding issues as understanding previous referrals and interactions and undertaking lateral checks are critical to safeguarding decision making. On one occasion when the system falled for 2 days, the authority was not able to provide advice to other agencies on a Safeguarding issue in a time crucial way-causing a high risk to children and adults at risk. System down time potentially leaves the authority people vulnerable in its safeguarding role. Practitioners would also be unable to update care and service plans and there is therefore a risk to front line care services. Processing of documentation which commence services to vulnerable citizens could cause potential delays to care packages. In addition, services being unable to share social care records to service providers, and partners. The foster care payments system is operated from this system so internal foster carers will not be paid this could potentially result in us loosing foster carers if the payments fail regularly. There is also a risk to the ability to in a timely way provide reports and management information for key social care services to WG. The system is currently failing on a daily basis and /or running so slow that makes it unable to function. On one occasion the system has failed for more than a day sometimes these drop outs are planned but often the system fails without warning and the support from the supplier in overcoming issues experienced has not been robust. The performance of the system is causing extreme frustration for practitioners and presents a risk to retention and recruitment as workers may choose to leave and work in LAS with other systems which performs so poorly. This presents further safeguarding risks in respect of poor information sharing.	5 3 15 Ti	reat Jun-		is working with regional partners to consider the options for CTM for an integrated system and	There is an improvement in the current functionality and operation of the WCGS system which resulted in the intervention put in place by Advanced in June/July, this was in turn the result of national involvement by Corporate Directors of Social Services expressing grave concerns about the significant issues at that time with the operation of the system day to day. The plan to upgrade the system remains on track at the moment—with Advanced, the National Programme Team and local authorities working together to deliver actions which include final testing bug fixes defect resolution functionality testing online e learning for end users on the new system and support to ensure operational readiness for the planned downtime of the system when the transfer onto the new CRM Platform takes place.	e	Jun-2022	Aug-2022	Ongoing - Residual Risk to be reviewed	5 3 15	All Well-Being Objectives
2022 - 01 heightened geo-political tensions emerging from	 Increased inflationary pressures impacting costs of pricing and materials in construction sector, delaying or disrupting capital projects Increased pricing of commodities –gas, oil and silicon chips could have a direct impact on certain projects, costs and performance of key sectors Increased risks around energy supply and capability, to potentially impact delivery of the Energy Strategy 		reat Apr		Ongoing economic analysis Agreed energy strategy Heat network project	The impact on the Council will be continually monitored as the position becomes clearer. To achieve this, we will work closs with suppliers either via existing forums or through the contract management process. Work is being undertaken regionally develop frameworks which will achieve economies of scale. As new services are tendered, potential inflationary costs and timeline pressures are being factored into the procurement process at an early stage. The impact on service delivery and to budget will be determined as part of this process and will be reported to Cabinet and Council as part of the normal reporting processes.	r to	Jun-2022	Sep-2022	Ongoing	4 3 12	All Wellbeing Objectives
02 future programme continuity	 Potential for changes to be brought via local government elections, which could impact new cabinet members and priorities Potential for discontinuity and de stabilisation, with 31 new members elected Potential for new priorities and changed political and organisational focus Risk that new initiatives do not have funding in the agreed budget for 22/23 Potential for unrealistic expectations on pace and amount of change achievable based on affordability, deliverability and legislative guidance 	4 5 20 tr	reat Apr	·-22	The Corporate Plan is in place and approved. The budget for 2022/23 is agreed	A comprehensive induction programme is in place for all elected members post the election providing details of how the Council operates and is governed, together with details of all services either provided pr commissioned by the Council to ensure Councillors are fully briefed.	СМВ	May-2022	Sep-2022	2 Ongoing	4 3	12 All Wellbeing Objectives

Control Method Definition
Definition
Treat
Transfer

Transferring the responsibility of the risk to outside the Council.

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No. There is a risk that	Consequences of risk	Raw risk score Control Date Risk How is the council addressing this risk	Key actions to be established - NB business as usual activity not reflected here	who Last Next	Action completed by Residual risk	Well-Being
		method score assigned		Reviewed Review	score	Objective
1		Li Im Total			Li Im Tota	al

Risk Scores

1-9 - Green - Low 10-12 - Amber - Medium 15-25 - Red - High

COM - Communities
CEX - Chief Executives

Risk ID number follows the sequence Directorate year identified - risk number

Directorate codes mentioned above are:
SS - Social Service
COR - Corporate