

Newbury Town Council Strategic Risk Register 2023/2024 – Approved 16th October 2023.

	Risk or Trigger Event	Impact*	Probability	Inherent Risk Score **	Current Controls	Mitigating Plans	Revised Impact	Revised Probability	Residual Risk ***
R.01a	Grounds Maintenance contractor not performing	9	3	27	Terms of contract Supervision by the council Regular meetings with the contractor	Subcontract New interim contract	7	2	14
R.01b	Contractors not supplying agreed services	4	5	20	All tasks are controlled by defined contracts and/or service level agreements. All contracts/agreements are monitored with corrective action taken and reported as required. Written procurement procedures are used, and credit checks made on all potential suppliers. The Council has employed a Facilities Officer who is doing much of the work previously carried out by small contractors	Review, and extend, if possible, the list of preferred suppliers. To be used to find alternatives quickly.	2	2	4
R.16	Community Café in Victoria Park not progressing	7	9	63	Design Consultants Community Services Manager VP Subcommittee	To realise the full potential of the existing kiosk for the users of the Park	2	93	18
R.06	Sudden loss of key staff	8	6	48	Use of agencies, locums etc	Train up other members of staff to do part of role and identify possible alternatives. Purchase outside expertise/ agency workers Review Council's staff structure to explore succession/ progression opportunities.	5	5	25
R.04	Significant change in funding, sudden large unexpected expenditure, inflation, abnormal materials inflation	8	4	32	Reserves policy in place. Insurance to cover major identifiable risks. Reserves position frequently monitored. Four-year budget planning in place.	Use of Public Works Loan Board and other sources to obtain funds. Use reserves. Increase precept. Increase income from services. Longer-term financial planning	6	4	24

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R.03	Malicious misrepresentation and Media Misreporting	6	5	30	Relevant senior Councillors made available to issue statements and meet journalists. Use of the procedure for dealing with persistent and abusive complainers. Press Releases issued whenever possible to announce projects/events. Relevant Councillors made available to issue statements, meet journalists. Better reports presented to decision-making meetings and available to the public and the media "Handling the press" training provided to relevant Councillors and staff.	Record instances of media misreporting in a log. Review and assess significance of this risk.	4	3	16
R.08	Sudden loss of staff	7	6	42	Flexible allocation of tasks to create ease of workload sharing. Annual review/updating of job descriptions. Updating of succession plans. Staff development to increase resilience.	Continue preparing/ reviewing manuals for each service function. Cross training of staff. Ask the Council's HR service about the counselling services provided, and about an attitude/morale/health and wellbeing survey. Arrange more all-staff events.	5	5	25
R.11	Loss of I.T. facilities	9	3	27	Disaster recovery service in place. Daily data back-up in place. Hardware replacement service in place. All documents and emails in 'the Cloud' Accounts software hosted with a provider	Regular testing of disaster recovery service and data backup Warranty in place for onsite server with NBD Response Email Backup in place for testing 1 spare laptop to provide to an affected user	3	1	3
R.05	Disaster impacting on the town	6	3	18	Emergency contact list and list of resources maintained by the Community Services Team. Key individuals will make themselves available. Active monitoring of information sources. Accept instructions from Category 1 responders, i.e. emergency services, West Berkshire Council.	Take part in consultations and exercises run by Category 1 responders. Initiate and/or take part in post-incident reviews. Undertake Counter-terrorism training.	5	3	15

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R.09	One off activities - experiencing problematic delivery or unexpected consequences	6	5	30	One-off activities given individual risk assessment, risk management plans, discussed with WBC Safety Advisory Group. Expert/professional advice sought when appropriate.	Ensure post-event reviews are always undertaken and, where appropriate, measures introduced to prevent recurrence. Insurance to mitigate impacts	4	3	12
R.02	Council action(s) having unintended negative impact on other parties	7	3	21	Transparent procedures and processes in place to minimise risk in day-to-day service operations. Effective project management, action-planning and risk management procedures for all defined projects, events and services. Regular inspections of all assets and facilities to which the public have access. Insurance in place. Councillors available to discuss any issues at any time. Expert advice sought when appropriate.	Incidents discussed and analysed at Leader/Chief Exec. Meetings and at management team meetings. Risk assessments completed. Any recommendations tabled at appropriate Council Committee. Training and development for members and officers.	4	2	8
R.14	Loss of non-precept income	2	4	10	Accounting procedures	Budget adjustments CIL money to be ring-fenced to cover the PWLB loan repayments on the VP Cafe, to avoid affecting the precept. Use of reserves. Debt recovery.	2	4	10
R.10	Confidential or sensitive information being disclosed	5	3	15	Councillor and staff induction and training in place. Security measures in place, e.g. use of safe(s), shredder. (Very little confidential information is held).	Regular review of training to ensure it is up-to-date with latest advice. Regular review of the impact on processes arising from changes in procedures, e.g. credit card payments, on-line banking. Councillor training needed for new Data Protection Regs and use of email	5	2	10
R.07	Fraud, misconduct, gross underperformance	6	3	18	Preventative measures in place, including payments authorisation, quarterly internal audits, spot checks. Audit reports reviewed. Insurance cover for identifiable risks. Performance management procedures in place, including monthly reviews and annual appraisals. List of payments and	Review of recruitment process effectiveness. Consider obtaining news management service if an incident occurs. Additional management performance training. Risks covered by insurance	4	2	8

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					Income and Expenditure presented quarterly to P & R. Procurement Policy now in place				
R.15	Loss of telecommunications	8	2	16	Incoming call routing on main number is handled in the cloud, so has resilience built in. Additionally, routing can easily be deployed to a backup cloud instance if required.	Routing of main number via multiple IVR options terminates on mobiles, and can be rerouted to alternative mobile numbers as required	4	1	4
R.12b	Loss of access to Town Hall	3	4	12	Zoom/ Virtual events	Zoom/ Teams/remote working.	3	4	12
R.13	Loss of Town Hall contents including civic regalia	5	2	10	Most valuable regalia kept in alarmed Town Hall safe. Attendant with Mayor at all times when full chain is worn. All regalia and contents insured with up to date valuations. All important paperwork scanned and in cloud. CCTV installed in Town Hall		4	1	4
R.12a	Physical Loss of Town Hall due to fire, flood or similar major event	3	1	3	Management Team called together to agree priorities. Establish medium/long term plan to return to Town Hall or other Town Centre offices Insurance in place to cover costs. 'the Cloud' in use so staff can work remotely.	Staff have technology to enable flexible and remote working. Some meetings can be virtual Other venues can be used	2	1	2
R.16	Non-compliance with legislation/regulations	4	4	16	Standing Orders Financial Regulations Access to SLCC and HALC Qualified Clerk and RFO	Member and officer training	4	2	8

*The impact relates solely to the impact on Newbury Town Council as a corporate body.

** Inherent Risk is the product of Impact multiplied by Probability. Both Impact and Probability are assessed on a scale of 1 to 10, where 1 is a low score and 10 the highest. Therefore the higher the Inherent Risk Score, the more significant it is thought to be. Inherent Risk Score provides a means of prioritising management time and effort by highlighting areas of concern on a numerical scale. Subsequent experience and changes in circumstances over time can result in the need to re-value the scores for Impact and Probability.

***Residual Risk is the perceived risk remaining after planned actions have been taken. While good controls and mitigating plans are essential in managing strategic risks, some risks cannot be completely eliminated or may take some time to control following an incident.

Approved by the Policy and Resources Committee – 16th October 2023.