

### Q3 2023/24 SUMMARY OF STRATEGIC RISK PERFORMANCE

Key: Likelihood: **A** Very likely **B** Likely **C** Unlikely **D** Rare Impact: **I** Catastrophic **II** Major **III** Moderate **IV** Minor.

Live or Managed risk	Risk Ref	Risk	Inherent Risk Score	Q3 22/23 Current Risk Score	Q4 22/23 Current Risk Score	Q1 23/24 Current Risk Score	Q2 23/24 Current Risk Score	Q3 23/24 Current Risk Score	Move ment	Definition (Current score) (L-likelihood) (I-impact)	Owner	Portfolio	Link to Council Plan
L	SR03B	Finances	<b>AI</b>	<b>AI</b>	<b>AI</b>	<b>AI</b>	<b>AI</b>	<b>AI</b>	→	L – very likely I – catastrophic	Chief Finance Officer	Leader	All Values
L	NEW	Adult Social Care Budget Pressure	<b>AI</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>AI</b>	<b>NA</b>	L – very likely I – catastrophic	Assistant Director Adult Social Care	Deputy Leader	People
L	NEW	Gun Wharf building closure	<b>AI</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>AI</b>	<b>NA</b>	L – very likely I – catastrophic	Assistant Director Regeneration	Housing and Property	NA
L	SR56	Children’s Social Care Budget Pressure	<b>AI</b>	<b>NA</b>	<b>NA</b>	<b>AI</b>	<b>AII</b>	<b>AII</b>	→	L – very likely I – major	Director of People and Deputy Chief Executive	Children’s Services	People
L	SR09A	Meeting the needs of Older People and Working Age Adults	<b>AI</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	→	L – likely I – major	Director of People and Deputy Chief Executive	Deputy Leader	People
L	SR17	Delivering regeneration	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	→	L – likely I – major	Director of Place	Climate Change and Strategic Regeneration	Growth
L	SR46	Medway’s Economic Recovery	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	→	L – likely I – major	Assistant Director Regeneration	Economic and Social Regeneration and Inward Investment	Growth
L	SR53	MedPay review	<b>AI</b>	<b>NA</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	→	L – likely I – major	Chief Organisational Culture Officer	Business Management	All Values
L	SR55	Lack of national funding to remedy problems following school condition surveys	<b>BII</b>	<b>NA</b>	<b>NA</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	→	L – likely I – major	Director of People and Deputy Chief Executive	Children’s Services	People
L	SR09B	Failure to meet the needs of children and young people	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>BIII</b>	↓	L – likely I – major moderate	Director of People and Deputy Chief Executive	Children’s Services	People
M	SR37	Cyber Security	<b>AI</b>	<b>CI</b>	<b>CI</b>	<b>CI</b>	<b>CI</b>	<b>CI</b>	→	L – unlikely I – catastrophic	Chief Information Officer	Business Management	All Values
L	SR39	Failure to Deliver the High Needs Budget Recovery Plan	<b>BII</b>	<b>BII</b>	<b>BII</b>	<b>CII</b>	<b>CII</b>	<b>CII</b>	→	L – unlikely I – major	Assistant Director Education and SEND	Children’s Services	People
L	SR36A	Medway Development Company Ltd	<b>BI</b>	<b>NA</b>	<b>NA</b>	<b>CII</b>	<b>CII</b>	<b>CII</b>	→	L – unlikely I – major	Assistant Director Regeneration, Chief Operating Officer	Climate Change and Strategic Regeneration	Growth
L	SR54	Recruitment and Retention	<b>BII</b>	<b>NA</b>	<b>CII</b>	<b>CII</b>	<b>CII</b>	<b>CII</b>	→	L – unlikely I – major	Chief Organisational Culture Officer	Business Management	All Values
M	SR32	Data and information	<b>BII</b>	<b>CII</b>	<b>CII</b>	<b>CII</b>	<b>CII</b>	<b>CII</b>	→	L – unlikely I – major	Director of People and Deputy Chief Executive, Assistant Director Legal & Governance, Chief Information Officer	Business Management	All Values
L	SR47	Climate Change	<b>AII</b>	<b>AII</b>	<b>AII</b>	<b>CIII</b>	<b>CIII</b>	<b>CIII</b>	→	L – unlikely I – moderate	Deputy Director of Place and Assistant Director Frontline Services	Climate Change and Strategic Regeneration	Place
L	SR36B	Kyndi Ltd	<b>BII</b>	<b>NA</b>	<b>NA</b>	<b>DII</b>	<b>DII</b>	<b>DII</b>	→	L – rare I – major	Chief Operating Officer	Deputy Leader	Place

Risk Ref	Risk	Inherent risk (before controls)	Impact	Current Controls	Current risk (after controls)	Proposed / Further Controls / Treatment Action	Target risk (after further action)
SR03B	Finances	AI	<p>There has long been an inherent risk around the council's ability to deliver a balanced budget, however this becomes more challenging every year. The government has failed to address the under-funding of statutory services and it has still not delivered the long-awaited fair funding review, which would see a redistribution of the overall resources in favour of local authorities such as Medway. The government's continued reliance on one-year settlements has increased uncertainty and made medium term planning almost impossible. Demographic pressures in adult social care (ASC), children's care and Special Educational Needs and Disabilities (SEND) remain the biggest issue, but this has been further exacerbated by the impact and aftermath of Covid19, the 'cost of living crisis' precipitated by the war in Ukraine and rising inflation and interest rates.</p> <p>The latest monitoring forecasts an overspend of around £17m in the current year, whilst the council's non-earmarked reserves have been reduced to just over £10m. The Medium Term Financial Outlook (MTFO) identifies a potential budget gap of £38m for next year. The Round 2 2023/24 monitoring forecast an overspend of around £12m in the current year, whilst the council's non-earmarked reserves have been reduced to just over £10m. The Draft Budget identified a potential budget gap of c£36m for next year, which was worsened by £1.7m by the Provisional Settlement. If robust and immediate management action is not taken,</p>	<p><b>SR03B.01: Need to ensure effective response to the spending review, but also lobbying for greater local powers to raise revenues</b></p> <p>Q3 23/24 UPDATE: The Provisional Settlement announced in December 2023 represented a reduction in grant of £1.7m for Medway compared to the Draft Budget projections. The council will respond to the Settlement consultation advocating for increased funding ahead of the January deadline. The council continues to engage in joint lobbying through peer groups where opportunities arise.</p> <p>Q2 23/24 UPDATE: The council engages in joint lobbying through F20 and other peer groups, but more recently the Chief Executive Officer wrote directly to the Secretary of State.</p> <p><b>SR03B.02: Align priorities and activity of the council to resource availability through the MTFS process</b></p> <p>Q3 23/24 UPDATE: Work to refine the projections in the Draft Budget, and to identify savings and income generation opportunities has continued throughout Q3, with the aim of reducing the pressures in Regeneration, Culture and Environment (RCE) directorate and Business Support Directorate (BSD) to deliver within the 2023/24 budget (except for staff pay) to enable all available resources to be directed to Children and Adults (C&amp;A) directorate.</p> <p>Q2 23/24 UPDATE: The Draft Budget allocated all additional resource to making provision for pay, with the balance going wholly to fund pressures in Children and Adults directorate.</p> <p><b>SR03B.03: Create resources for investment priorities</b></p> <p>Q3 23/24 UPDATE: The Capital Strategy 2024/25 published in October 2023 noted that beyond those committed in the existing capital programme, the council is not currently projecting to have any more capital receipts available to fund additional capital investment. However, as part of our programme to address the revenue budget funding gap projected, we are exploring all opportunities to generate additional capital receipts</p>	AI	<p>The key to improving the effectiveness of the council's financial planning and management is to address the uncertainty around future funding and improve the forecasting of cost pressures. The failure of central government to articulate how it intends to ensure the sustainability of local government has made this task virtually impossible, however the Finance Management team continue to work closely with colleagues within the Planning and Regeneration teams with a view to more accurately projecting future council tax and business rates. Recent global events continue to cause far reaching impacts, not least on the council's financial sustainability, and has exacerbated how challenging it is to project future resources. However, it has also offered an opportunity and impetus to review the types of services we offer and the way we provide them.</p> <p>The Finance team continues to enhance monitoring around council tax and business rates to enhance the accuracy of budget projections. As we progress towards the 11 March deadline to set the Council Tax and deliver a balanced budget, it will be necessary for Members and Officers to make difficult decisions to prioritise the limited resources available to the delivery of statutory responsibilities and key priorities, and it will be necessary to deliver a robust savings and improvement programme in order to deliver balanced budgets over the medium term.</p>	CIII

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			the current financial position could precipitate a Section 114 report, which could result in intervention by the government.	<p>from the disposal of any assets no longer required to deliver the council's services.</p> <p>Q2 23/24 UPDATE: The council is exploring opportunities for property rationalisation, with a view to releasing capital receipts to fund investment priorities.</p> <p><b>SR03B.04: Delivery of digital transformation programme</b></p> <p>Q3 23/24 UPDATE: An approach to the delivery of Medway 2.0 and a Transformation Roadmap have been developed, and were endorsed by the Corporate Management Team (CMT) in October 2023. Once the savings requirement for the budget for 2024/25 is finalised, the final Roadmap will be presented to Cabinet and delivery will be monitored by Business Support and Digital Overview and Scrutiny Committee in the year ahead.</p> <p>Q2 23/24 UPDATE: A complete 'digital road map' is being developed for sign-off by Members.</p>			
NEW	Adult Social Care Budget Pressure	<b>AI</b>	Financial impact, not manageable within existing funds.	<p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>Additional governance and oversight in place to effectively manage and oversee the placement budget. All spend on placements/packages of care (pocs) over £400 per week must be agreed by the Assistant Director. All under £400 per week are reviewed by the Head of Service (HoS). Daily panel introduced within the Integrated Discharge Team (IDT).</li> <li>The Intermediate Care and Reablement Service (ICRS) Urgent Response package of care (poc) is to be funded using an alternative funding stream.</li> <li>Making use of alternative funding streams that can be making best use to fund care and support, i.e., Assistive Technology.</li> </ul>	<b>AI</b>	<ul style="list-style-type: none"> <li>Further improve timing and forecasting of placements' expenditure by closer work between Adult Social Care (ASC), the Finance team and Brokerage.</li> <li>Increased and improved scrutiny of Community Brokerage.</li> <li>Funding bid for increased Assistive Technology (includes artificial intelligence (AI) learning) to reduce/prevent/delay care.</li> <li>Complete review of ASC front door, to prevent/reduce/delay.</li> <li>Review available advice/guidance for self-funding residents to ensure funds are maximised.</li> </ul>	<b>All</b>
NEW	Gun Wharf building closure	<b>AI</b> <b>AII</b>	Workforce unable to access Gun Wharf site or considerable parts of the site.	<p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>Service Business Continuity Plans are in use.</li> <li>Safe and unsafe areas established through specialist surveys.</li> </ul>	<b>AI</b> <b>AIII</b>	<ul style="list-style-type: none"> <li>Silver command to agree priority for use of the safe working spaces at Gun Wharf.</li> </ul>	<b>AIII</b> <b>BIII</b>

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	Building is not accessible for an extended period. (Business Continuity Plans have been invoked. Workforce are required to work from home or alternative locations). Previous Covid19 experience is being applied.			<ul style="list-style-type: none"> <li>Emergency Planning team are collating a list of alternative locations – both Medway Council buildings and those of partners.</li> <li>Service Managers sourcing alternative locations.</li> <li>Working from home guidance re-issued for managers.</li> <li>Checklist for working from home issued to managers to utilise with staff.</li> <li>Service Sit Reps being submitted and collated to identify issues and requirements.</li> </ul>		<ul style="list-style-type: none"> <li>Safe routes and safe exits throughout the building to be reviewed.</li> <li>Building safe areas to be shared with officers.</li> <li>Priority for ICT support to be agreed.</li> <li>MedSpace pages updated to inform and support the workforce.</li> </ul>	
<b>All</b>		Unable to access essential equipment remaining on site. This includes ICT equipment and access to work equipment.	Q3 23/24 UPDATE: <ul style="list-style-type: none"> <li>Arrangements to safely collect equipment and files from the site are in place. A form is in place to submit requests.</li> <li>Safety equipment provided to staff who are allowed on site.</li> <li>Temporary reasonable adjustments to be agreed with line manager.</li> </ul>	<b>All</b>	<ul style="list-style-type: none"> <li>Staff to undertake display screen equipment (DSE) assessments if building is unavailable for extended period.</li> <li>Priority for ICT support to be agreed.</li> <li>MedSpace pages to inform and support workforce.</li> <li>Consider use of courier for staff who are not able to pick up specialist equipment.</li> </ul>	<b>BIII</b>	
<b>All</b>		Workforce does not have ICT equipment to work from home.	Q3 23/24 UPDATE: <ul style="list-style-type: none"> <li>ICT are collating an itinerary of outstanding equipment requirements. Prioritisation to be agreed by Silver Command.</li> <li>Checklist for working from home exists.</li> <li>Service Sit Reps to identify issues and requirements.</li> </ul>	<b>All</b>	<ul style="list-style-type: none"> <li>Consider use of courier for staff who are not able to pick up ICT equipment.</li> <li>Priority for ICT support to be agreed.</li> <li>MedSpace pages to inform and support workforce.</li> </ul>	<b>BIII</b>	
<b>All</b>		Some processes can only be undertaken on site at Gun Wharf (GW) or an alternative location (not from home). <ul style="list-style-type: none"> <li>Post – franking machine</li> <li>Printing – urgent printing obligations</li> <li>ICT – support and maintenance. Could cause loss of income because we'll be unable to send penalty notices (parking) and unable to give notice of direct debits (adults). Damage to reputation.</li> </ul>	Q3 23/24 UPDATE: <ul style="list-style-type: none"> <li>Use postage stamps as a temporary measure.</li> <li>Temporary reception area for ICT staff to provide support and for staff to pick up/return equipment set up.</li> <li>Communications team to arrange for external printing.</li> <li>Service Sit Reps to identify issues and requirements.</li> </ul>	<b>BII</b>	<ul style="list-style-type: none"> <li>Move franking and printing machine to an alternative location.</li> <li>Silver command to agree priority for use of safe working spaces:               <ul style="list-style-type: none"> <li>2 desks for Education</li> <li>6 desks for Rough sleeper team</li> <li>3-4 desks for Taskforce teams</li> <li>Access to Evidence Room in basement required</li> <li>11 desks for parking team</li> <li>5-6 desks for Public Health (PH)</li> <li>2 desks for HR (with scanner)</li> </ul> </li> </ul>	<b>BIII</b>	

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						<ul style="list-style-type: none"> <li>○ 8 desks for Legal (leaves 24 spare)</li> <li>○ 5-7 desks for Finance</li> <li>● MedSpace pages to inform and support workforce.</li> <li>● Consider Customer and Business Support (CABS) staff working at Chatham Hub.</li> <li>● Consider Medway Test team to work on level 2 green (safe) area.</li> </ul>	
		<b>All</b>	Unable to access files and paperwork. May delay court hearings (schools).	<p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>● Arrangements to safely collect equipment and files from site in place. Form in place to make requests.</li> <li>● Service Sit Reps to identify issues and requirements.</li> </ul>	<b>BII</b>	<ul style="list-style-type: none"> <li>● Consider requesting a delay in court hearings.</li> <li>● MedSpace pages to inform and support workforce.</li> <li>● Move filing cabinets to safe areas: Education.</li> </ul>	<b>BIII</b>
		<b>All</b>	Financial – costs may be incurred for: <ul style="list-style-type: none"> <li>● extra equipment</li> <li>● travel to alternative locations</li> <li>● postage</li> <li>● room hire</li> </ul>	<p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>● All staff to keep details of additional spend.</li> <li>● Staff codes are identified for parking at some alternative locations (i.e. Kingsley House).</li> <li>● Cost centre set up on Financial Management System to track related spend.</li> <li>● Surveys to estimate cost of repair commissioned.</li> </ul>	<b>AIII</b>	<ul style="list-style-type: none"> <li>● Repair works will be the subject of a formal report to Cabinet and Full Council seeking permission for addition to the capital programme.</li> </ul>	<b>AIII</b>
		<b>AI</b>	Compliance with insurance requirements so that cover is not impacted.	<p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>● Arrangements are in place for the safe occupation of all zones accessible by general/non-specialist staff in line with relevant liability cover.</li> </ul>	<b>BIII</b>	<ul style="list-style-type: none"> <li>● Ongoing liaison with Insurers as required to maintain cover.</li> </ul>	<b>BIII</b>
SR56	Children's Social Care Budget Pressure	<b>AI</b>	Financial impact, not manageable within existing funds.	<p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>● Financial pressures for 2023/24 reduced from £3.5m to £1.8m at Round 2.</li> </ul> <p>Q2 23/24 UPDATE:</p> <p>Reviewed but no update required this quarter.</p> <p>Q1 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>● Rebasing of the 23/24 budget to the right size and reflect the current cost of service.</li> <li>● Developed a medium-term financial plan, supported by the Sufficiency Strategy.</li> </ul> <p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>● Development work continues to breakdown cost elements to child level.</li> <li>● A Finance Data Power BI Dashboard for Childrens has been developed, with a particular focus on weekly placement costs for children.</li> </ul>	<b>All</b>	<ul style="list-style-type: none"> <li>● Continue to improve timing and forecasting of placements' expenditure by closer work between Children's Social Care (CSC), the Finance team and the Access to Resources Team (ART).</li> <li>● Development work to take place in Mosaic to support financial recording at child level - to include breakdown of all elements of the child's care package - to support effective forecasting.</li> </ul>	<b>BIII</b>

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				<p>Q2 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>Development work is underway in terms of financial recording - partially implemented at this stage.</li> </ul> <p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>Department for Education (DFE) funding of £478k secured for 2023/24 against improvement activities.</li> </ul> <p>Q2 23/24 UPDATE:</p> <p>Reviewed but no update required this quarter.</p> <p>Q1 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>Continue to strengthen work across directorates (adults, education, social care) to ensure regular review, and timely applications for shared funding for children's care packages, including tri-funding by Health partners.</li> </ul> <p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>Full management team is now in place for Eden House – partially mobilised awaiting Ofsted registration.</li> </ul> <p>Q2 23/24 UPDATE:</p> <p>Reviewed but no update required this quarter.</p> <p>Q1 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>Progress plans to extend in house provision to offer more affordable residential places for children.</li> <li>Joint work with Housing Services, investing in housing solutions for vulnerable groups (including care leavers), investing in housing solutions to meet unmet demand and support financial sustainability of costs.</li> </ul>		<ul style="list-style-type: none"> <li>Development of financial information reporting on Mosaic to better support financial analysis, effective forecasting and provider and partner agencies funding challenge.</li> <li>Ensure action is taken to secure further Department for Education (DfE) funding in 2023/24 if the opportunity arises.</li> <li>Effective forecasting of unaccompanied asylum-seeking children (UASC) placement expenditure and careful management of pressures related to additional staffing and associated running costs.</li> <li>The first of the extended in-house residential provision (Eden House) is being mobilised and we are working towards Ofsted registration.</li> </ul>	
SR09A	Meeting the needs of Older People and Working Age Adults	<b>AI</b>	<ul style="list-style-type: none"> <li>We would not be meeting our statutory duties.</li> <li>Run the risk of reputational damage and challenge.</li> <li>Additional pressure on partner agencies such as health.</li> <li>More complaints.</li> </ul>	<p><b>SR09A.01: Recruit to workforce vacancies (both Adult Social Work teams and Business Ops and Provider Services)</b></p> <p>Q3 23/24 UPDATE:</p> <p>Recruitment continues to be a challenge. Where essential we continue to use locum staff against vacant posts, other than the Approved Mental Health Practitioner (AMHP) Service who have 2.6 full-time equivalent (FTE) above establishment.</p> <p>Q2 23/24 UPDATE:</p> <p>As per Q1, recruitment continues to be a challenge. Where essential we continue to use locum staff.</p> <p><b>SR09A.02: Working with strategic partners to establish integrated working</b></p>	<b>BII</b>	<ul style="list-style-type: none"> <li>Capital investment opportunities to help manage demand.</li> <li>Service redesign in terms of outcomes.</li> <li>Working with providers as we emerge from Covid19 – improving relationships etc.</li> <li>Focus on staff wellbeing and engagement.</li> <li>Work closely with the Kent and Medway Integrated Care Board and Medway and Swale Health and Care Partnership the</li> </ul>	<b>CII</b>

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				<p>Q3 23/24 UPDATE: Reviewed but no update required this quarter.</p> <p>Q2 23/24 UPDATE: We continue to work collaboratively with partners. Our focus has been on the Integrated Discharge Team (IDT) in establishing joint working to support safe discharge from Medway NHS Foundation Trust (MFT). We are at initial stages of the Learning Disabilities and Autism (LDA) collaborative to support consistent working across our organisations. Also, we attend the Urgent Care Oversight Group and the Kent and Medway Safeguarding Adults Board (KMSAB).</p> <p><b>SR09A.03: Maintain strong relationships with providers.</b> Q3 23/24 UPDATE: Our communication plan continues to provide holistic support and channels for providers. The Care Forum continues to be an accessible conduit for engaging with providers for all partners. Q2 23/24 UPDATE: Continuing our strong support for providers as outlined in Q1, we also work with Kent County Council (KCC), Integrated Care Board (ICB), Kent Integrated Care Alliance (KICA) and Skills for Care to offer the right support for specific provider needs around workforce retention and recruitment.</p> <p><b>SR09A.04: Map and monitor intelligence across the market</b> Q3 23/24 UPDATE: The delivery of our plan as outlined previously continues. The Joint Strategic Needs Assessment (JSNA) Chapter is expected to be completed by the end of Q4. We work with system partners to promote the care sector as a valued profession. Q2 23/24 UPDATE: We are continuing the actions as reported in Q1. The workforce plan for Medway has been updated and we are now awaiting ICB/Health and Care Partnership (HCP) partners' availability, so we can include the wider system issues.</p> <p><b>SR09A.05: Review and adjust service levels and placement costs as appropriate</b> Q3 23/24 UPDATE: We continue to see significant pressures within the residential care market, we have seen a substantial</p>		<p>Clinical Commissioning Group (CCG) and partners regarding Discharge to Assess funding.</p> <ul style="list-style-type: none"> <li>• We will proactively work with individuals, families, and other agencies to help people who have experienced ill-health or crisis to recover as quickly as possible, reducing their ongoing needs and helping them return home.</li> <li>• We will increase independence and self-care for service users, which allows them to control their care through an increase in the use of Assistive Technology where appropriate.</li> <li>• An Adult Social Care (ASC) Transformation &amp; Improvement Programme has been introduced to drive the ASC Strategy's aims and objectives.</li> </ul>	

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				<p>rise in costs to make a placement. Whilst this is primarily older people with complex health issues pressures continue throughout.</p> <p>Q2 23/24 UPDATE: We continue to see significant pressures within the residential care market; we have seen a substantial rise in costs to make a placement. Whilst this is primarily older people with complex health issues, pressures continue throughout.</p> <p><b>SR09A.06: Unmet Need of Court of Protection COP3 Mental Capacity Assessments</b></p> <p>Q3 23/24 UPDATE: This mitigating action is to be removed and will not feature in future reports.</p> <p>Q2 23/24 UPDATE: Actions were put in place and this risk has now been eliminated.</p>			
SR17	Delivering regeneration	<b>BII</b>	<ul style="list-style-type: none"> <li>• Regeneration projects are not completed.</li> <li>• Potential damage to the council's reputation.</li> <li>• Not able to meet member, government and the public's expectations.</li> <li>• Deteriorating physical and infrastructure assets.</li> <li>• Investment wasted.</li> <li>• Young people are not catered for in the 'new world'.</li> <li>• Low skills base among some residents remains.</li> <li>• Disconnect between skills and employment opportunities.</li> <li>• Maintenance of low aspiration culture.</li> <li>• Increased commuting and pressure on transportation.</li> <li>• Negative impact on community cohesion.</li> </ul>	<p><b>SR17.01: Outline infrastructure needs identified</b></p> <p>Q3 23/24 UPDATE: Discussions are continuing with Homes England over potential funding opportunities to support the provision of new or improved infrastructure. The review of the development strategy for Innovation Park Medway (IPM) is continuing with the aim of submitting a Cabinet report setting out the new approach in the new year.</p> <p>Q2 23/24 UPDATE: Initial discussions are underway with Homes England about funding opportunities for Medway to address the loss of the Housing Infrastructure Fund (HIF) grant and its impact on the development of infrastructure requirements more generally in Medway. Officers regularly meet with the Department for Levelling Up, Housing and Communities (DLUHC) to keep up-to-date with funding opportunities. Medway has been selected to take part in the Levelling Up Fund (LUF) Discovery Programme to work collaboratively with DLUHC to address any barriers to delivery and guide improvements to the funding process. Discussions have been opened with the South East Local Enterprise Partnership (SELEP) regarding the risk of possible repayment of the grant due to the withdrawal of the HIF grant leading to the non-delivery of Four Elms improvements. Officers have prepared a strong case to retain the funding and to identify a funding route to deliver improvements at Four Elms.</p>	<b>BII</b>	The current regeneration programme is large and is being supplemented by the programme of works planned by Medway Development Company and the partnership with Norse Commercial Services. This means that the council's capacity is already stretched, however the council has demonstrated its appetite for a 'mixed economy' of approaches to deliver regeneration, and new opportunities are being explored with other partners including private sector organisations.	<b>CII</b>



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				<p>SELEP is due to make a formal decision in January 2024.</p> <p>The funding routes for IPM are being reviewed to address the impact of inflation.</p> <p>A review of partnerships (e.g., Locate in Kent (LiK)) is underway and the impacts of the same are being quantified.</p> <p><b>SR17.04: Work with strategic funding bodies to maximise the impact and income from external funding opportunities, in particular the Levelling-Up Fund and Community Renewal Fund</b></p> <p>Q3 23/24 UPDATE:</p> <p>As above, active conversations are underway with Homes England, DLUHC and SELEP about future funding opportunities and constraints.</p> <p>Officers regularly meet with DLUHC to keep up-to-date with funding opportunities. Medway has been selected to take part in the LUF Discovery Programme to work collaboratively with DLUHC to address any barriers to delivery and guide improvements to the funding process.</p> <p>The SELEP Investment Panel has agreed the pipeline for the Getting Building Fund (GBF) which includes £300k for the Innovation Hub in Chatham.</p> <p>Q2 23/24 UPDATE:</p> <p>As above, conversations with Homes England, DLUHC and SELEP are continuing, to assess funding opportunities whilst ensuring current programmes remain fit for purpose. Business cases for additional Getting Building Funding (GBF) for projects have been submitted to the Kent and Medway Economic Partnership (KMEP) for prioritisation.</p> <p>Officers are awaiting guidance on eligibility and criteria for LUF Round 3, with a view to ensure work on the LUF Round 2 submissions can be repurposed where possible. An announcement is expected by the autumn statement.</p> <p>Year 2 of the Shared Prosperity Fund (SPF) programme is underway, delivering on the Investment Plan as approved by DLUHC.</p> <p><b>SR17.05: Working towards the adoption of the new Medway Local Plan</b></p> <p>Q3 23/24 UPDATE:</p> <p>There are several stages to adopting a Local Plan. Medway is meeting the targets in its published Local Development Strategy (LDS) and is currently at Stage</p>			

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				<p>4 of that LDS; with the Regulation 18 Local Plan Consultation completed on 31 October 2023, having run for six weeks.</p> <p>Q2 23/24 UPDATE: The Regulation 18 consultation of the developing Local Plan was launched on Monday 18<sup>th</sup> September and will run for 6 weeks. The targets in the Local Development Scheme which sets the timeline for the development of the Local Plan continue to be met.</p> <p><b>SR17.08: Maintain a successful track record of delivery to optimise future chances of funding bid success. This includes Future High Streets Fund investment in Chatham, Heritage High Streets Action Zone investment at Chatham Intra, LGF, GBF and GPF investment at Innovation Park Medway and HIF delivery on the Hoo Peninsula</b></p> <p>Q3 23/24 UPDATE: As above, active conversations are underway with Homes England, DLUHC and SELEP about future funding opportunities and constraints. Officers regularly meet with DLUHC to keep up-to-date with funding opportunities. Medway has been selected to take part in the LUF Discovery Programme to work collaboratively with DLUHC to address any barriers to delivery and guide improvements to the funding process.</p> <p>The review of the development strategy for IPM is continuing with the aim of submitting a Cabinet report setting out the new approach in the new year.</p> <p>Q2 23/24 UPDATE: Teams are focused on active delivery; drawing on positive engagement with colleagues, stakeholders, and funders to ensure that funding and community requirements are addressed. Where divergence is envisaged, this is raised early with funders to ensure negotiations are open and fluid.</p> <p>As above, active conversations are underway with Homes England, DLUHC and SELEP about future funding opportunities and constraints. Officers regularly meet with DLUHC to keep up-to-date with funding opportunities. Medway has been selected to take part in the LUF Discovery Programme to work collaboratively with DLUHC to address any barriers to delivery and guide improvements to the funding process.</p>			

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SR46	Medway's Economic Recovery	<b>BII</b>	<p>The Economy and Infrastructure Recovery Cell has produced an impact assessment outlining the main consequences of Covid19. 24 impact areas have been identified and some of the most acute include:</p> <ul style="list-style-type: none"> <li>• A significant rise in unemployment with a disproportionate effect on young people, part-time and entry level roles, and those with insecure contracts, women, and people from ethnic minorities.</li> <li>• Decreased apprenticeship vacancies and industrial placements.</li> <li>• Reduced strength of Medway's business base.</li> <li>• Accelerated decline of town centres and street markets.</li> <li>• Impact on supply chains.</li> <li>• Decreased relevance of Medway Council's strategic bases.</li> <li>• Digital inclusion/exclusion.</li> <li>• Sustainability of higher and further education, and its impact on place.</li> </ul>	<p><b>SR46.01: Multi-agency Economy Cell and Infrastructure for Recovery established including liaison with the Kent Resilience Forum Economic Recovery Cell</b> (Lead Officer: Assistant Director Regeneration)  Q3 23/24 UPDATE:  Reviewed but no update required this quarter.  Q2 23/24 UPDATE:  The Kent Economic Development Officers Group continues to meet at least monthly. Covid19 is no longer a topic of discussion.</p> <p><b>SR46.02: Delivery of government-directed financial support to businesses and individuals</b> (Lead Officer: Chief Finance Officer)  Q3 23/24 UPDATE:  Partners for Green Growth Grants are now available for application.  Q2 23/24 UPDATE:  Grants from the UK Shared Prosperity Fund (SPF) are currently being awarded to community groups. The Partners for Growth Grants are being expanded to include green grants of up to £2,500. The Partners for Growth Grants continue to be awarded.</p> <p><b>SR46.04: Supporting Medway's businesses</b> (Lead Officer: Assistant Director Regeneration)  Q3 23/24 UPDATE:  Locate in Kent (LIK) continues to support businesses to expand within or move to Medway. The second round of businesses on the Scale Up Programme are underway and fully funded green audits have been launched.  Strip out works have commenced at the Innovation Hub and are due to finish February 2024. Design has been locked at RIBA 3 and a tender exercise has been carried out to appoint a works contractor – the contractor is expected to be appointed by the end of January 2024. Completion is expected July 2024.  Q2 23/24 UPDATE:  Locate in Kent (LIK) continues to support businesses to expand within or move to Medway with added support for Innovation Park Medway and early discussions with Costco for example. The business support programmes in partnership with the Kent Invicta Chamber of Commerce continue to run and a series of workshops aimed at start-ups and growing businesses are scheduled through the next quarter.</p>	<b>BII</b>	<ul style="list-style-type: none"> <li>• Commercial moves out of London – Medway as an attractive place to locate and do business.</li> <li>• Rise in working from home / associated decline in commuting means residents spend more leisure and social time and money locally.</li> <li>• Innovation Park Medway (IPM) plans reshaped to support the post-Covid19 economy.</li> <li>• Opportunity to significantly advance digital inclusion for workers, learners and service users across Medway.</li> <li>• <del>Design and build stage of the Innovation Hub to meet more localised working patterns to commence Q3 23/24.</del></li> </ul>	<b>CII</b>

Risk Ref	Risk	Inherent risk (before controls)	Impact	Current Controls	Current risk (after controls)	Proposed / Further Controls / Treatment Action	Target risk (after further action)
				<p><b>SR46.05: Supporting residents' skills and employability</b> (Lead Officer: Head of Skills Employment and Skills Education)</p> <p>Q3 23/24 UPDATE: The 50+ programme has finished with 23 positive employment outcomes out of 67 referrals. Also, there were 197 course starts for those 67 referrals. Focused work is beginning on developing business skills plans as part of our employer engagement work. The Supported Internship forum is working well with four key streams of work.</p> <p>Q2 23/24 UPDATE: Skills &amp; Employability programmes continue to develop well. The 50+ employment programme has seen over 70 referrals, with eight people supported into work so far. The Kent &amp; Medway Careers Hub recorded its best performance yet across the Gatsby benchmarks, measuring careers performance, and a new supported internship forum has been developed. Business engagement is also positive with over 150 businesses signed up to support education.</p> <p><b>SR46.06: Review Medway Council's strategy base, and resultant regeneration and other programmes to ensure clarity of focus on delivery of economic growth</b> (Lead Officers: Corporate Management Team)</p> <p>Q3 23/24 UPDATE: Reviewed but no update required.</p> <p>Q2 23/24 UPDATE: Medway's overarching Regeneration Place Strategy Medway 2037 is due to be refreshed in line with the Local Plan, Medway 2040. The draft previously approved by Cabinet in October 2022 is to be reviewed by the new administration. An initial strategy workshop with members took place in August. The document will drive Regeneration and Economic Development objectives going forward. This will be aided by grant funding from the Shared Prosperity Fund 2022-2025, retaining a level of flexibility to respond to a changing economic environment. Year 2 of the SPF programme is underway to deliver on the Investment Plan, as approved by the Department for Levelling Up, Housing and Communities (DLUHC).</p> <p><b>SR46.07: Continue to lobby government to maximise support and opportunities for Medway</b></p> <p>Q3 23/24 UPDATE: Reviewed but no update required.</p>			

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				<p>Q2 23/24 UPDATE: The council regularly meets with DLUHC officers to keep up to date with opportunities for Medway. Medway has been selected by DLUHC to take part in the Levelling Up Fund (LUF) Discovery Programme to work collaboratively with DLUHC and guide improvements to the funding process. Senior officers at Home England recently visited to view key opportunity sites at Medway. The Investment Plan to access £1.8m SPF has been approved by Government; year 2 of the SPF programme is underway.</p>			
SR53	<p>MedPay review <b>SR53.01</b> <b>Funding:</b> when undertaking market pay comparisons it could identify significant drift in current salaries that Medway pay versus the external market. Existing salary budgets will be insufficient and the scheme unaffordable. And market premia is pensionable, meaning employer contributions are higher.</p>	<p><b>AI</b> <b>AI</b></p>	Financial	<p>Q3 23/24 UPDATE: There have been increased salaries in priority areas (hard to recruit/high turnover) in the first phase. The Medium-Term Financial Outlook (MTFO) process identifies and manages budget pressures. Benchmarked against comparators, not the whole market, and identified the pay quartile (median) we are positioning ourselves at. Q2 23/24 UPDATE: Reviewed but no update required this quarter. Q1 23/24 UPDATE: Budgets to be built based on midpoint of salary range for accomplished, practised and developing. Financial appraisal (cost modelling) is being undertaken by an accountant that is assigned to the project.</p>	<p><b>BII</b> <del><b>BH</b></del> <del><b>CII</b></del></p>	<ul style="list-style-type: none"> <li>Financial appraisal presented to Corporate Management Team (CMT) for approval before implementation.</li> <li><del>Increase salaries in priority areas (hard to recruit/high turnover) first.</del></li> <li><del>The Medium-Term Financial Outlook (MTFO) process is used to identify budget pressures.</del></li> <li><del>Benchmark against comparators, not the whole market and identify the pay quartile (median) we are positioning ourselves at.</del></li> </ul>	<p><b>CII</b> <del><b>CH</b></del> <del><b>CIII</b></del></p>
	<p><b>SR53.01A</b> <b>Funding:</b> and/or on assessment, majority of role holders are deemed accomplished (C) making the pay model unaffordable.</p>	<b>BI</b>	Financial	<p>Q3 23/24 UPDATE: Written guidance for managers is available in phase 2 to enable them to design career progression frameworks that provide clarity on the expectations at each of the levels. Budgets to be built at the midpoint of the salary range. Q2 23/24 UPDATE: Review and compare career progression frameworks to ensure consistency across phase 1.</p>	<p><del><b>BH</b></del> <del><b>CII</b></del></p>	<ul style="list-style-type: none"> <li>Train managers, ensure understanding of the three levels and definitions are clear for both managers and employees.</li> </ul>	<p><del><b>CH</b></del> <del><b>CIII</b></del></p>

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	<p><b>SR53.02 Engagement:</b> this change programme affects everyone across the council and implementation will be staggered. Challenge to ensure everyone understands the change, everyone can see the reason and benefits of change, everyone implements the change consistently, and the change is perceived as fair and transparent now and in the future.</p>	BI	People	<p>Q3 23/24 UPDATE: Phase 2 training commenced in September 2023 for cohort 1 managers. Staff briefings were well attended throughout October – December, 2023, and further are planned to take place in 2024. The MedPay Newsletter was launched in October 2023. A pulse survey was sent out to all staff in phase 1. MedPay Champions continue to meet regularly and the project team provide regular updates to Medway Makers.</p> <p>Q2 23/24 UPDATE: The team is currently seeking feedback via a survey from phase 1 staff and managers. A regular MedPay newsletter and video will be launching in October 2023.</p>	BII	<ul style="list-style-type: none"> <li>• Need to test that the communication is reaching all levels of the organisation, obtain feedback and respond to questions and concerns.</li> <li>• <del>Ensure a variety of communication methods are adopted to ensure the greatest reach – Medspace (intranet) pages, briefing sessions, regular communication with corporate management team (CMT), service managers need to know, Employee Matters Committee (EMC) etc.</del></li> <li>• Be open and transparent.</li> <li>• <del>MedPay Champions group.</del></li> <li>• Performance Appraisal awareness planned for phase 1 pilot group in Q4 and further plans to roll out more sessions for all managers and staff for launch across the council in April 2024.</li> <li>• Undertake pulse surveys.</li> </ul>	CII
	<p><b>SR53.06 Capacity of project team:</b> project group members are not solely assigned to this project and are from across the council not just within Human Resources (HR). Demands from service areas to support with Business as Usual (BAU).</p>	All	Project delivery	<p>Q3 23/24 UPDATE: Linked in with other HR recruitment campaigns to recruit an additional Organisational Change Consultant, however the campaigns to recruit were unsuccessful.</p> <p>Q2 23/24 UPDATE: Additional resource was agreed for phase 2 and a Human Resources Business Partner (HRBP) and support staff have been recruited on a fixed term basis. However, there have been two failed recruitment campaigns for the additional Organisational Change Consultant.</p>	BII	<ul style="list-style-type: none"> <li>• <del>Reprioritise Human Resources Business Partner (HRBP) work to ensure project takes precedence.</del></li> <li>• <del>Review HRBP job description.</del></li> <li>• <del>Communicate the changes in priority of this role as required by the organisation to deliver this project.</del></li> <li>• Review resource needs for phase 2 and phase 3 in a timely manner and ensure these are built into the budget setting process.</li> <li>• <del>Additional fixed term posts for one year to support delivery of phase 2.</del></li> </ul>	CIII

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						<ul style="list-style-type: none"> <li>Plan, monitor and manage implementation in line with resources.</li> <li>Move teams out of their cohort if the agreed timelines slip.</li> </ul>	
	<b>SR53.09</b> <b>Local Economy:</b> downturn in the local economy could affect affordability and alter external market forces dramatically.	<b>All</b>	Environmental	<p>Q3 23/24 UPDATE: Managers are utilising the new Skills Shortage and Retention Allowance policy. Ensured targets for financial resilience are in place in the Finance &amp; Business Intelligence (FBI) Divisional plan. Procured a salary benchmarking system for two years (+1 +1 if required) to enable comparison with the external market.</p> <p>Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p> <p>Q1 23/24 UPDATE: MTFO processes in place.</p>	<b>BII</b> <b>BIII</b>	<ul style="list-style-type: none"> <li>Ensure targets for financial resilience are in place in the Finance &amp; Business Intelligence (FBI) Divisional plan.</li> <li>Procure a salary benchmarking system to enable comparison with the external market.</li> </ul>	<b>CIII</b>
	<b>SR53.11</b> <b>Dual pay systems:</b> capacity of the HR & Payroll system and the Payroll, and HR & Payroll Systems teams to deliver two pay processes.	<b>All</b>	Operational	<p>Q3 23/24 UPDATE: Resourcelink has the ability to run different pay systems. The Scoping of new processes has been undertaken to inform specifications for the ICT and HR and Payroll Systems teams. This mitigating action is to be removed and will not feature in future reports.</p> <p>Q2 23/24 UPDATE: A working group has been set up with Payroll and Systems team colleagues who meet regularly. New pay tables have been built in Resourcelink.</p>	<b>BII</b>	<ul style="list-style-type: none"> <li>Sub-group of Strategic Working Group to be established to ensure work programming is in place.</li> <li>Options appraisal required to ascertain cost/benefits of in-house processes as opposed to off-the-shelf solution from Resourcelink or other providers.</li> <li>Work with the Head of HR, ensuring that this work is built into the Payroll and HR Systems workplan.</li> </ul>	<b>CIII</b>
	<b>SR53.14</b> <b>Timescale for implementation:</b> a lot of processes, frameworks, governance, systems etc to establish in phase 1 within a tight timeframe.	<b>BI</b> <b>CIV</b>	Project delivery	<p>Q3 23/24 UPDATE: The processes, frameworks, governance etc have been developed. This mitigating action is to be removed and will not feature in future reports.</p> <p>Q2 23/24 UPDATE: Tools and templates have now been developed but they will continue to be reviewed and feedback sought as applicable.</p>	<b>BII</b> <b>CIV</b>	<ul style="list-style-type: none"> <li>Identify support required from other 'experts' across the council and secure their commitment to the project via CMT and Finance and Business Improvement (FBI) Senior Management Team (SMT).</li> </ul>	<b>CI</b> <b>CIV</b>
	<b>SR53.15</b> <b>Staff Absence impacting upon</b>	<b>All</b> <b>CII</b>	Operational / project delivery	<p>Q3 23/24 UPDATE: This mitigating action is to be removed and will not feature in future reports.</p>	<b>BII</b>	<ul style="list-style-type: none"> <li>In the case of wider contributors such as finance support and job evaluation, back-up</li> </ul>	<b>CIII</b>

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	<p><b>capacity to deliver the project:</b> Sickness absence and planned holidays of project team members and wider contributors to the project creating delays in project delivery.</p>			<p>Q2 23/24 UPDATE: Staff have returned from long term sickness absence and peak summer holidays are over.</p>		<p><del>arrangements will need to be identified.</del></p>	
SR55	Lack of national funding to remedy problems following school condition surveys	<b>BII</b>	<ul style="list-style-type: none"> <li>There is a risk that maintained schools are not kept in the appropriate condition to provide safe, good quality learning environments.</li> <li>Buildings deteriorate more quickly leading to the need for larger more costly projects in the future.</li> <li><del>Schools cannot be brought to the right conditioning and have to be prioritised.</del></li> </ul>	<p><b>SR55.01: Prioritisation of projects throughout the year to ensure that school buildings are warm, safe, compliant and provide hot water</b> Q3 23/24 UPDATE: Projects continue to be prioritised by urgency and need to ensure schools remain compliant and safe. Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p> <p><b>SR55.02: Working with schools to make temporary repairs where possible and appropriate to enable the focus to be on the urgent work</b> Q3 23/24 UPDATE: We continue to work with maintained schools to patch and repair where possible, whilst maintaining a list of future work as funding becomes available. Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p>	<b>BII</b>	<ul style="list-style-type: none"> <li>Continue to prioritise projects on the basis of need and for the continuity of health and safety.</li> <li>Continue to lobby through various bodies such as the South East Education Development Officers Group (SEEDOG) and the Educational Building and Development Officers Group (EBDOG) through to the Department for Education (DfE) and the Education and Skills Funding Agency (ESFA). (Other local authorities (LAs) are in the same position and this matter is regularly discussed at meetings and fed through to the DfE).</li> <li>As schools convert to academies, they are removed from the LAs programme as they will be funded by the DfE through their respective trust.</li> <li>Continue with 3-yearly condition surveys to maintain oversight of the issue and keep an accurate projects required log which can be programmed over a number of years as funding is available.</li> </ul>	<b>BII</b>
SR09B	Failure to meet the needs of	<b>BII</b>		<b>SR09B.18: Ensure a stable and competent workforce</b>	<b>BII BIII</b>	<ul style="list-style-type: none"> <li>Continue to focus on recruitment, retention and</li> </ul>	<b>DIII CII</b>



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	children and young people		<ul style="list-style-type: none"> <li>• Failure to meet statutory responsibilities to safeguard children from harm.</li> <li>• Failure to meet the needs of the children in our care.</li> <li>• Escalating financial costs of placements and wrap-around support packages.</li> <li>• Sustained negative local publicity and reputational risk.</li> </ul>	<p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>• A recruitment video has gone live on social media. Interviews for the community care recruitment campaign have been completed and ready to go live.</li> <li>• The Medpay review continues.</li> <li>• Workforce analysis is underway to establish glidepath for reducing agency project teams to reduce budget pressures.</li> <li>• The Human Resources (HR) business partner is in post dedicated to supporting and coaching managers in respect of managing performance, sickness, and capability.</li> <li>• The initial scoping of cost and viability of a European recruitment campaign was undertaken. Enquiries with agencies evidenced that no agencies are currently recruiting in Europe, and costs were likely to outweigh benefits. It has therefore been decided that recruitment efforts for this financial year are focused on our grow your own scheme and also trying to convert staff from project posts to agency or permanent roles. Overseas recruitment will be re-considered next year.</li> <li>• Increased Family Support Worker capacity in the short term is funded by the Department for Education (DfE).</li> </ul> <p>Q2 23/24 UPDATE: 12 newly qualified social workers (NQSWs) recruited for autumn 2023.</p> <p><b>SR09B.19: Delivery of the Improvement Plan</b></p> <p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>• The Ofsted inspection in July 2023 resulted in an overall grading of 'Good' and a lifting of the Statutory Direction requiring Medway to have an externally chaired Improvement Board, to support and challenge the delivery of an improvement plan.</li> <li>• The 2022-23 Improvement Plan has been signed off by the Improvement Board and the work of the externally chaired improvement board has been formally concluded.</li> <li>• A new internally chaired Improvement Board will be established to support sustained improvement and will meet three times a year from 2024, overseeing</li> </ul>		<p>career development of our staff.</p> <ul style="list-style-type: none"> <li>• <del>Progress a European campaign for social workers in autumn 2023.</del></li> <li>• <del>Employ Interim Family Support Worker capacity.</del></li> <li>• Continue to further develop opportunities for career development across the whole workforce.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• <del>Finalise and implement refreshed practice standards.</del></li> <li>• Simplify practice expectations – focus on children's lived experiences and on promoting quality and consistency of recording to evidence purposeful planning and intervention.</li> <li>• Continue our evaluation work in respect of the application of thresholds so that we can be confident that children are supported at the right level.</li> <li>• Continue the work already underway to strengthen the</li> </ul>	

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				<p>a new continuous Improvement Plan, developed collaboratively with the service and partners.</p> <p>Q2 23/24 UPDATE: 12 newly qualified social workers (NQSWS) recruited for autumn 2023.</p>		<p>effectiveness of our intervention with children in need.</p> <ul style="list-style-type: none"> <li>• Implement our plans to improve our response to neglect, ensure robust implementation of the use of the graded care profile, and evaluate the difference this makes to children's lives.</li> <li>• Continue the work to improve the quality of plans for children in need of protection. Fully implement the strategy in relation to contextual safeguarding for adolescents who are at risk outside the home/family and take time to reflect on themes from Return Home Interviews (RHIs), to create effective safety plans.</li> <li>• Support frontline managers to oversee and reflect on practice to improve quality of plans and interventions.</li> <li>• <del>Develop overseas recruitment campaign in September.</del></li> <li>• Focus on areas for improvement identified in the recent inspecting local authority children's services (ILACS) inspection report.</li> </ul>	
				<p><b>SR09B.20: Ensure sufficiency of provision</b></p> <p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>• Work continues to build improved relationships with the provider market, through increased commissioning capacity.</li> <li>• Work underway to engage in the South East Local Authority (LA) bid for a shared recruitment hub for foster carers. Work is underway to develop this bid, which will also include securing an application for further funding for in house fostering provision.</li> <li>• Extensive work has taken place to manage demand of unaccompanied asylum-seeking children (UASC) through the National Transfer Scheme (NTS)</li> </ul>		<ul style="list-style-type: none"> <li>• <del>Rethink services and ways of working with families.</del></li> <li>• <del>Managing demand for services.</del></li> <li>• <del>Management of foster care and the residential market.</del></li> <li>• <del>Medium term financial sustainability.</del></li> <li>• <del>Analysis of need, to include projections over the next three years.</del></li> <li>• <del>Continuing work by commissioning to manage the market and drive down costs. The maintenance of the dynamic purchasing framework</del></li> </ul>	

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				<p>scheme and ensure a proactive approach to procuring placements for UASC to ensure value for money and provision that meets needs.</p> <ul style="list-style-type: none"> <li>• Rethink services and ways of working with families.</li> <li>• Managing demand for services.</li> <li>• Medium term financial sustainability.</li> <li>• Analysis of need, to include projections over the next three years.</li> <li>• Continuing work by commissioning to manage the market and drive down costs. The maintenance of the dynamic purchasing framework will help to support competition in the market to enable fairer costings.</li> <li>• Continuing the drive to reduce spot purchasing in the Children with Disabilities Team through robust application of panel process and move to the Direct Purchasing System framework.</li> <li>• Implementing the project to re-open Eden House residential provision. The project is progressing, with opening estimated April 2024.</li> </ul> <p>Q2 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>• Developed improved relationships and participated in network building events.</li> <li>• Embedded regular provider forum and targeted providers where a higher supply of placements could be realised.</li> <li>• Work now embedded in commissioning team to manage the market and drive down costs.</li> <li>• We completed an early year review of uplifts across directorates to ensure more grip with providers, meaning annual strategic uplifts rather than ad-hoc requests.</li> </ul>		<p><del>will help to support competition in the market to enable fairer costings.</del></p> <ul style="list-style-type: none"> <li>• <del>Continuing drive to reduce spot purchasing in the 0-25 team special educational needs and disabilities (SEND) provision through robust application of panel process and move to a Direct Purchasing System (DPS) framework.</del></li> <li>• <del>Work proactively to secure supported accommodation to meet the needs of unaccompanied asylum seeking children (UASC).</del></li> <li>• <del>Implementing the project to re-open Eden House residential provision. The project is progressing, with opening estimated autumn 2023.</del></li> </ul>	
SR37	Cyber Security	<b>AI</b> <b>AI</b>	<ul style="list-style-type: none"> <li>• Unauthorised access to council systems and data.</li> <li>• Potential for data breaches.</li> <li>• Loss of access to council systems and data for staff.</li> <li>• Cyber security/ransomware attack may mean data is permanently lost.</li> <li>• Potential damage to the council's reputation.</li> </ul>	<p><b>SR37.01: Secure configuration:</b> Unnecessary functionality has been removed from systems or disabled</p> <p>Q3 23/24 UPDATE: Remediations on the critical findings in the July Public Service Network (PSN) report are in progress. Completion is targeted for March 2024 when the PSN submission is due to take place.</p> <p>Q2 23/24 UPDATE: The latest annual security scan (July 2023) report performed by a third party has shown an improvement</p>	<b>CI</b> <b>CII</b>	<p>This risk has been managed to a target level of acceptable risk and all mitigating actions have been implemented and so it is proposed that this risk be classified as a 'managed risk'. Due to the ever-present threat of cyber-attacks, and a rapidly changing environment, it is proposed that this risk remains on the council's strategic risk summary.</p>	<b>CI</b> <b>CII</b>

Risk Ref	Risk	Inherent risk (before controls)	Impact	Current Controls	Current risk (after controls)	Proposed / Further Controls / Treatment Action	Target risk (after further action)
			<ul style="list-style-type: none"> <li>Potential increase in costs to repair damage and restore systems.</li> </ul>	<p>in the potential vulnerabilities on the council network. Remediation on identified risks are being carried out.</p> <p><b>SR37.02: Network security:</b> Appropriate architecture and policies are in place  Q3 23/24 UPDATE: Improvements are being made in controlling access to Medway Council data outside of the UK. This will further reduce the exposure footprint.  Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p>	CI		
	AI	<p><b>SR37.03: Managing user privileges:</b> System privileges are being carefully controlled and managed  Q3 23/24 UPDATE: Reviewed but no update required this quarter.  Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p>		CI			CI
	AI	<p><b>SR37.04: User education and awareness:</b> Measures have been taken to establish a security-conscious culture  Q3 23/24 UPDATE: The Metacompliance team has composed a 12-month programme for 2024. This will be rolled out to all Medway Council users from January 2024.  Q2 23/24 UPDATE: Cyber Awareness month for council staff is being planned for November 2023.</p>		CI			CI
	AI	<p><b>SR37.05: Incident management:</b> Effective incident management policies and processes are in place  Q3 23/24 UPDATE: Reviewed but no update required this quarter.  Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p>		CI			CI
	AI	<p><b>SR37.06: Malware prevention:</b> Malicious software, or malware, is an umbrella term to cover any code or content that could have a malicious, undesirable impact on systems. Any exchange of information carries with it a degree of risk that malware might be exchanged, which could seriously impact our systems and services. Anti-malware policies and procedures have been implemented  Q3 23/24 UPDATE: Reviewed but no update required this quarter.  Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p>		CI			CI
	AI						

Risk Ref	Risk	Inherent risk (before controls)	Impact	Current Controls	Current risk (after controls)	Proposed / Further Controls / Treatment Action	Target risk (after further action)
		AI		<b>SR37.07: Monitoring: Robust system monitoring takes place</b> Q3 23/24 UPDATE: Reviewed but no update required this quarter. Q2 23/24 UPDATE: The latest annual security scan (July 2023) report performed by a third party has shown an improvement in the potential vulnerabilities on the council network. Remediation on identified risks are being carried out.	CII		CII
		AI		<b>SR37.08: Removable media controls:</b> Appropriate security controls are in place around removable media Q3 23/24 UPDATE: Reviewed but no update required this quarter. Q2 23/24 UPDATE: Reviewed but no update required this quarter.	CI		CI
		AI		<b>SR37.09: Home and mobile working:</b> Under hybrid working, officers are made aware of device security measures Q3 23/24 UPDATE: Reviewed but no update required this quarter. Q2 23/24 UPDATE: Reviewed but no update required this quarter.	CI		CI
		AI		<b>SR37.10: Robust policies and procedures in place:</b> The council is accredited against the Public Service Network (PSN) code of connection criteria Q3 23/24 UPDATE: Reviewed but no update required this quarter. Q2 23/24 UPDATE: The latest annual security scan (July 2023) report performed by a third party has shown an improvement in the potential vulnerabilities on the council network. Remediation on identified risks are being carried out. The team is preparing for Public Services Network (PSN) certification in April 2024.	CI		CI
		AI		<b>SR37.11: Overall Backup Design &amp; Backup Security:</b> In the event of a cyber incident (e.g., ransomware) the council must have the ability to recover data from backups. It is important that the backups are protected from being encrypted in the event of a ransomware attack Q3 23/24 UPDATE: Reviewed but no update required this quarter. Q2 23/24 UPDATE: Reviewed but no update required this quarter.	CI		CI

Risk Ref	Risk	Inherent risk (before controls)	Impact	Current Controls	Current risk (after controls)	Proposed / Further Controls / Treatment Action	Target risk (after further action)
		AI		<p><b>SR37.12: Server Operating Systems and Hypervisors:</b> The operating systems (e.g., Server 2012 R2) should be on a version that is supported by Microsoft</p> <p>Q3 23/24 UPDATE: Reviewed but no update required this quarter.</p> <p>Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p>	CI		CI
SR39	Failure to Deliver the High Needs Budget Recovery Plan	BII	<p>Failure to meet the Safety Valve Agreement conditions will result in further deficit accumulation against the High Needs Block. This will require the council to use the £3m contingency identified as part of the conditions of the Safety Valve Agreement. If the deficit is not cleared by 2026, the remaining deficit will transfer to the general fund.</p> <p><del>The council would be left with a debt in this area that cannot be met.</del></p>	<p><b>SR39.01: Activity as part of the Safety Valve Programme</b></p> <p>Q3 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>As of this report, a further monitoring report has been submitted to the Department for Education (DfE) (December 2023). Our dedicated schools grant (DSG) outturn is forecasting an in-year surplus of £1.457m against the planned in year surplus target of £2.1m by March 2024. This is an improvement from Q2.</li> <li>The restructure to our hub service delivery model is progressing rapidly and has been in place since 1 October 2023. While most posts are filled, some are filled by agency staff.</li> <li>The transition caused some temporary disruption to case management including issuing and closing of Education, Health and Care Plans (EHCPs), which reduced the confidence level of the actual EHCP number contained in the previous report. We have seen a reduction in this reporting period of the total number of EHCPs and consequently an improvement in budget position that we were presenting in July.</li> <li>The council is dealing with Reinforced Autoclaved Aerated Concrete (RAAC) in a number of its buildings. This may delay the new hub teams being put into localities. We are also experiencing delay to some of the delivery of the additional special school places and resourced provision, which will slightly affect our pupils with EHCPs in mainstream calculations over the coming year.</li> <li>We have implemented a significant amount of support for schools which is being engaged with and early reports are positive. The full impact remains to be seen as this embeds further.</li> </ul> <p>Q2 23/24 UPDATE: Reviewed but no update required this quarter.</p>	CII	No proposed further controls.	DIII

Risk Ref	Risk	Inherent risk (before controls)	Impact	Current Controls	Current risk (after controls)	Proposed / Further Controls / Treatment Action	Target risk (after further action)
				<p>Q1 23/24 UPDATE:</p> <ul style="list-style-type: none"> <li>A comprehensive risk-log is monitored closely as part of the oversight and delivery of the High Needs Block Recovery Plan, which includes assessment of financial, operational, and service user level impact of the identified risks. These risks are mapped against the assumptions and activities on which the Recovery Plan is based.</li> <li>A Project Group has been established, with sub-groups focusing on specific workstreams – these workstreams feed into the monitoring of and mitigation against any identified risks.</li> <li>Regular progress reporting to the Department for Education (DfE), as per the terms of the Safety Valve Agreement, provide an opportunity to highlight any emerging risks.</li> <li>Additionally, as part of the terms of Medway's Safety Valve Agreement with the DfE, Medway Council has an identified £3m contingency in the General Fund.</li> </ul>			
SR36A	Medway Development Company Ltd	<b>BI</b>	<p>The business cases for the three main sites being developed by Medway Development Company (MDC) Ltd were agreed prior to the war in Ukraine and the subsequent economic volatility. These factors have led to high inflation impacting the cost and availability of both labour and materials. This in turn caused the Bank of England to increase interest rates. As well as affecting the cost of these developments, the resultant 'cost of living crisis' has affected the housing market.</p>	<p><b>SR36A.01: Implement private rented sector (PRS) delivery to de-risk schemes</b></p> <p>Q3 23/24 UPDATE: It is anticipated that a number of units will be transferred from MDC Land and Projects to MDC PRS early in the new year and the loan refinanced to a longer-term loan secured against the assets.</p> <p>Q2 23/24 UPDATE: It is a tried and tested practice for housing developers to let units' short term during a depressed housing market. Later, when the market picks up, the units can either be sold or retained to provide a longer-term revenue stream. MDC has a subsidiary to manage private sector rentals.</p> <p><b>SR36A.02: Review Business Plan cashflow and revenue expectations</b></p> <p>Q3 23/24 UPDATE: The first of the new shareholder boards (Cabinet sub-committees) is expected to take place early in the new calendar year.</p> <p>Q2 23/24 UPDATE: The Managing Director of MDC recently gave a presentation to the Chief Operating Officer (COO) regarding the overall programme, to demonstrate the company's continued profitability. The COO has</p>	<b>CII</b>	<p>Changes in the housing market brought about by increasing costs and higher interest rates have led to much more uncertainty with sales generally, however there are opportunities for Medway Development Company (MDC) Ltd. As house prices become out of reach for first time buyers looking to purchase in and around London, they may turn their attention to less expensive areas with good links to the city, such as Medway. Furthermore, we are seeing an increase in the private rented market and the company is proactively set-up to take advantage of this opportunity, which was agreed by Cabinet. By adjusting to private rented, the company can de-risk projects, but also generate long term revenue streams or sell homes at a later date, when values have increased – this is expected to happen in</p>	<b>DIII</b>

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				<p>requested refreshed business cases for all live schemes, to understand the current viability and risks associated with each scheme.</p> <p>The company will present an updated Business Plan to the newly formed Shareholder Board by December 2023, which will also set out private rented sector (PRS) viability and short-term loan requirements.</p> <p><b>SR36A.03: Pre-plan and pre-order materials</b>  Q3 23/24 UPDATE:  Reviewed but no update required this quarter.  Q2 23/24 UPDATE:  MDC took the opportunity to pre-order materials when the markets first started to worsen and secured off-site storage to ensure availability.</p> <p><b>SR36A.04: Target Grant Funding Opportunities</b>  Q3 23/24 UPDATE:  Reviewed but no update required this quarter.  Q2 23/24 UPDATE:  The company continues to work with colleagues within the Regeneration service to bid for grant funding and recently secured funding through the Brownfield Land Release Fund. Significant funding has been levered in: Local Authority Accelerated Construction (LAAC) - £732k, Get Building Fund - £750k, First Homes - £10m+, Future High Streets Fund (FHSF) - £2.9m. We were recently awarded £2.7m through the Brownfield Land Release Fund R2. (Total over £17m).</p>		<p>Chatham, as the regeneration uplift builds, however, this is likely to take time. The other key opportunity is that the company is also able to lever in grants and work with the council to identify opportunities to help unlock projects. The company has been particularly successful in levering in grants and this focus should continue to capitalise on future opportunities.</p>	
SR54	<p>Recruitment and Retention</p> <p>A skilled, qualified, and experienced workforce is essential to deliver services, including statutory services. However, attracting, and retaining staff continues to be a challenge across directorates.</p>	<b>BII</b>	<ul style="list-style-type: none"> <li>Lack of experienced staff with specialist skills.</li> <li>Low staff morale.</li> <li>Loss of productivity through quiet quitting.</li> <li>Industrial action impacting service delivery/performance.</li> <li>Reliance on interim and agency staff.</li> <li>Budget pressures due to use of agency staff and contractors to fill roles.</li> <li>Inability to perform statutory functions.</li> <li>Inability to meet service demands.</li> <li>Inability to develop and improve service delivery.</li> </ul>	<p>Q3 23/24 UPDATE:  The second phase of MedPay is ongoing, with more service areas included. Phase 1 services have gone live with their new structures and career progression frameworks.  Leadership and management training for all existing managers and new managers commenced during this quarter. Medway Manager training is ongoing for all operational line managers Range 5 (R5) and above.  Introduction of an additional pay band (R8) to ensure career opportunities and professional pay levels is now in place.  The Recruitment Strategy is being drafted for launch in 2024/25.  Corporate Management Team (CMT) has reviewed the 9 box grid and will undertake assessment of CMT colleagues in Q4 23/24, for onward cascade for Q1 24/25 to service managers.</p> <p>Q2 23/24 UPDATE:</p>	<b>CII</b>	<ul style="list-style-type: none"> <li>Full rollout of MedPay Review (18 months).</li> <li>Benchmarked pay for all roles aligned to profession with the ability to move to acquire new skills and increase salary.</li> <li>Career pathways to support progression within the council.</li> <li><del>Introduction of an additional band (R8) to ensure career opportunities and professional pay levels.</del></li> <li>Revised performance management approach to ensure skills assessments and career conversations take place.</li> <li>Introduction of a talent management tool to identify</li> </ul>	<b>DIII</b>



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	<p>National skills shortages in key areas, including social care, planning, legal, and building control means increased competition between employers and a contribution to difficulties in filling vacancies. Medway's proximity to London, with higher salary and remuneration packages, challenges Medway's packages. Medway staffing establishment is lean in comparison to other unitary authorities and roles are broad. These factors are making it more difficult to attract and retain staff. Remote working offers the workforce increased flexibility and choice of workplace. Results of the September 2022 staff survey:</p>		<ul style="list-style-type: none"> <li>Impact on delivery of projects to expected timescales.</li> <li>Reputational damage.</li> </ul>	<p>Reviewed but no update required this quarter. Q1 23/24 UPDATE: 10% MedPay Pilot review to:</p> <ul style="list-style-type: none"> <li>align historical pressures and ensure competitive pay.</li> <li>retain a talented workforce.</li> <li>attract and recruit a skilled workforce.</li> <li>support career progression.</li> </ul> <p>Apprenticeship Academy offering:</p> <ul style="list-style-type: none"> <li>alternative route to employment.</li> <li>opportunities for development and career progression.</li> </ul> <p>Regular engagement with workforce and trade unions. Medway's values, behaviours and culture embedded by managers. Annual staff survey to understand staff priorities and inform Engagement Strategy. Promotion of the council's Employee Value Proposition (Our People Promise) highlighting to staff the holistic picture of our full staff reward and benefits package.</p>		<p>future talent and single points of failure within the workforce (9 box grid).</p> <ul style="list-style-type: none"> <li>Revised market allowance framework.</li> <li><del>Leadership and management training for all existing managers and new managers.</del></li> <li>Revised policies to manage sickness and capability.</li> <li>Review of the onboarding process to ensure speed and quality.</li> <li><del>Recruitment Strategy.</del></li> <li>Development of a recognition strategy to aid retention <del>Retention Strategy.</del></li> <li>Annual Staff engagement and annual review of the employee engagement strategy.</li> <li>New council jobs site giving the ability to creatively promote our teams and services and job/career opportunities is being looked at, as part of the Onboarding Project.</li> <li>Annual pay uplift strategy/medium term uplift plans.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• 58% of colleagues want to stay for at least the next three years.</li> <li>• 29% want to stay for at least the next year.</li> <li>• 8% want to leave within the next 12 months.</li> <li>• 4% want to leave as soon as possible.</li> <li>• Staff turnover data 30% in last 12 months.</li> </ul>						
SR32	Data and information	<b>BII</b>	Poor management and protection of data and information can lead to financial and reputational risks for the council. There are also safeguarding concerns that would be raised by regulators.	<p><b>SR32.01: The council has accountability and governance in place for data protection and data security</b></p> <p>Q3 23/24 UPDATE: Reviewed but no update required this quarter.</p> <p>Q2 23/24 UPDATE: Further to the Q1 23/24 update, the Security and Information Governance Group (SIGG) has used the Information Commissioner's Office's (ICO) accountability framework to assess the gaps in meeting compliance to the UK general data protection regulation (GDPR) and Data Protection Act 2018. An action plan has been agreed with Assistant Directors along with a timeline to complete the actions as noted in the accountability framework. This will be an ongoing activity over 18-24 months.</p> <p><b>SR32.05: Staff are supported in understanding their obligations under the National Data Guardian's Data Security Standards</b></p> <p>Q3 23/24 UPDATE: Reviewed but no update required this quarter.</p> <p>Q2 23/24 UPDATE: To meet the requirements of DSP Toolkit for 2023-24, the council will be undertaking Training Needs Analysis</p>	<b>CII</b>	<ul style="list-style-type: none"> <li>• Review support for information governance within the organisation.</li> <li>• Audit the council's Caldicott Guardian function.</li> <li>• Audit the council's Data Security and Protection (DSP) Toolkit submission internally to ensure continual improvement.</li> <li>• Appoint a Deputy Senior Information Risk Officer (SIRO).</li> <li>• Seeking Public Services Network (PSN) compliance.</li> </ul>	<b>DIII</b>

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				<p>for all staff. Based on the Training Needs Analysis document, a training programme will be delivered to all staff.</p> <p>The Training Needs Analysis document is a mandatory evidential item to be submitted for DSP Toolkit 2023-24.</p> <p><b>SR32.06: Appropriate policies and procedures are in place to support good information management and security</b></p> <p>Q3 23/24 UPDATE: Reviewed but no update required this quarter.</p> <p>Q2 23/24 UPDATE: The Data Protection Policy was revised and ratified by SIGG members in July 2023.</p> <p>A new Subject Access Request Policy has been introduced – this was ratified at the SIGG meeting in July 2023.</p>			
SR47	Climate Change	<b>All</b>	<ul style="list-style-type: none"> <li>Potential damage to the council's reputation.</li> <li>Not able to meet member, government, and the public's expectations.</li> <li>Net zero by 2050 is not achieved.</li> </ul>	<p><b>SR47.02: Implementation of a five-year cross cutting Climate Change Action Plan setting out medium- and long-term outputs to achieve measurable change</b></p> <p>Q3 23/24 UPDATE: The new engagement groups have been delivered to both Community bodies and Members. They were well received and are progressing as planned. The volume of work and staffing levels remain a challenge for the team.</p> <p>Q2 23/24 UPDATE: The new engagement groups with Members and the community are being developed.</p> <p><b>SR47.03: Drive the Air Quality Action Plan (AQAP) forward to effect improvement in Air Quality across Medway</b></p> <p>Q3 23/24 UPDATE: Projects are progressing as planned, and the team is progressing the procurement process for the Medway Air Quality Action Plan.</p> <p>Q2 23/24 UPDATE: The anti-idling project is completed. Engagement has been undertaken with the community on the project and workshops have been held with local secondary schools and the community, to develop a community sign with a local message which can be tested as part of the project. The University of Kent has created a project report with the data collected in Q1 23/24. The project analysis will continue in Q3 23/24.</p>	<b>CIII</b>	<p>Leading the way with Climate Change will give the council the opportunity to provide the local community with a clean, green, sustainable future and enhance the Medway area.</p> <p>Some of the options which will support climate change may also have the additional benefit of saving the council money in the longer term.</p> <p>Sufficient staffing is assigned to the tasks required in the plan.</p>	<b>DIII</b>

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				The Four Elms Department for Environment, Food & Rural Affairs (DEFRA) air quality project is continuing through the procurement phase and the implementation plan is progressing.			
SR36B	Kyndi Ltd	<b>BII</b>	Over the last few years, a new board and management team has stabilised the company and returned it to profitability. However, the decision to bring the recruitment agency back in-house represents a risk to the long-term sustainability of the company.	<p><b>SR36B.01: Business Governance Controls</b>  Q3 23/24 UPDATE:  The first of the new shareholder boards (Cabinet sub-committees) are expected to take place early in the new calendar year.  Q2 23/24 UPDATE:  Governance controls within the company have been strengthened and the board now receives a suite of quarterly monitoring data which facilitates much better decision making. The establishment of a shareholder sub-committee will further strengthen governance and protect the shareholder's interests.</p> <p><b>SR36B.02: Business Profitability</b>  Q3 23/24 UPDATE:  Reviewed but no update required this quarter.  Q2 23/24 UPDATE:  The company has returned profits in each of the last three financial years and is set to do so again.</p> <p><b>SR36B.03: Business Growth</b>  Q3 23/24 UPDATE:  The new Chief Executive of Kyndi has been engaged in productive discussions with the Assistant Director (AD) for Adult Social Care (ASC) and portfolio holder (Deputy Leader of the Council) and the new business plan will reflect proposals for growth.  Q2 23/24 UPDATE:  Growth has been slow; however, a new substantive Chief Executive at Kyndi presents an opportunity to re-evaluate the company's business objectives and set a new business plan for the medium- and longer-term.</p>	<b>DII</b>	There are clear growth opportunities for Kyndi centred around its core trading activities of telecare and monitoring. Shareholder representatives are working proactively with the Kyndi Board to secure targeted business growth that will be presented to the Cabinet sub-committee for approval, as shareholder, at the appropriate time.	<b>DIII</b>