# Strategic Risk Profile

Quarter 4 2019/20

### **ISSUES**.

# COVID 19

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.IR.10	<ul> <li>Risk cause: COVID 19 Virus (Initially reported in China in late December 2019, reports of cases in counties beyond China during January 2020.</li> <li>Risk event: Potential for Virus to spread beyond China</li> <li>Risk effect: Potential for widespread impacts with the risk of significant levels of community transmission leading to Government lock-down similar to that in China and Italy. Delivery of critical services in new ways out-with the workplace of socially distanced requiring additional financial resourcing. National lockdown measures to limit and control spread impact on income generating services.</li> <li>Pace of guidance change and expectation of delivery. PPE at care homes and NHS, care at home standardised and access were consistent across all settings.</li> </ul>	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place	<ul> <li>sent home in line with government lockdown measures. Council formally moved to critical service delivery only.</li> <li>6. COVID-19 guidance issued to children's services, education and CLL around how they would continue to maintain contact with children and young people who were deemed to be at risk.</li> <li>7. Schools closed on 23 March by Education, direction of Scottish</li> </ul>	5	5	

Midlothian

weekly group leaders meeting. 13. Financial governance overview presented to CIMT.			
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Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.IA.10.01	Government guidance on social distancing for people to maintain at least 2m apart from each other where out-with households.	<b>Q4 20/21:</b> Service operating during lockdown Implemented Social distancing measures for those services required to continue operating.	Executive Director Place; Executive Director Children, Young People and Partnerships; Joint Director Health and Social Work		
SRP.IA.10.02	Prepare for potential increased mortality rate.	Q4 20/21: Mortuary arrangement were revised to ensure in the event existing levels of provision were exceeded additional capacity was available.         Chief Officer Place         31-Apr-20		31-Apr-2020	
SRP.IA.10.03	Delivering Service to those experiencing COVID 19 symptoms	<b>Q4 20/21:</b> Activities involving working directly with someone with COVID 19 were risk assessed by Services and Safe Systems of Work prepared.	Executive Director Children, Young People and Partnerships; Joint Director Health and Social Work	31-Mar-2021	
SRP.IA.10.04	Managing potential for COVID 19 spread within the workplace.	<b>Q4 20/21:</b> Services carried out workplace risk assessments, in order to identify how to protect employees with a combination of social distancing, surface cleaning and good hand hygiene in line with government guidance. Cohorting of teams to ensure ability to continue to deliver if one team had an outbreak.	Executive Director Place; Executive Director Children, Young People and Partnerships; Joint Director Health and Social Work		
SRP.IA.10.05	Remote working set up	Q4 20/21: Employees set up to work from home with support from Digital Services.	Chief Officer Corporate Solutions	30-May-2020	
SRP.IA.10.06	Redeployment of employees from non-critical services to critical services	<b>Q4 20/21:</b> HR gathered details of employees who could be redeployed and into which areas, for those critical services to access for staff support as required. CLL staff supported resilience work within communities ensuring that our most vulnerable citizens had access to food, medication and offering support to those who were socially isolated.	Executive Director Place; Executive Director Children, Young People and Partnerships; Joint Director Health and Social Work		
SRP.IA.10.07	Economic Recovery Strategy	<b>Q4 20/21:</b> Midlothian Council identified the need to develop a new Economic Renewal Strategy, setting out an approach to manage the transition from lockdown and planning for the longer term challenges the local economy will face.	Chief Officer Place	23-Jun-2020	
SRP.IA.10.10	Shielding support	<b>Q4 20/21:</b> Arrangements developed to <b>c</b> ontact 3,300 people across Midlothian who were shielding to confirm support requirements and ensuring support delivered.	Head of Adult and Social Care	31-Jul-2020	

SRP.IA.10.12		<b>Q4 20/21:</b> Hubs set up to operate from the point schools closed during the academic session.	Executive Director Place; Executive Director Children, Young People and 9 Partnerships; Joint Director Health and Social Work	9-Aug-2020	
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#### SRP.IR.02 The Change Programme

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.IR.02	Risk causeThe pace of change programme not achieving the savings against agreed timescales.The Change Programme does not achieve the projected savingsRisk eventDelayed progress in applying various strands of the Change Programme including the Delivering Excellence 	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place	able to achieve the savings indicated.	4	4	

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA- 02.03	Develop Medium Term Financial Strategy with greater oversight, clearer responsibility and accountability.	<b>Q4 19/20</b> : Council approved the 2020/21 budget as part of the MTFS on 11 Feb 2020 The cross party Business Transformation Steering Group continues to lead on the next phase of development of the Medium Term Financial Strategy, namely to identify measures to address the remaining budget gaps for 2021/22 and 2022/23.	Chief Executive	28-Feb-2021	

SRP.IR.07 Financial Sustainability								
Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation		
SRP.IR.07	Risk cause         Reduction in long term funding from Scottish Government         Increasing ageing population of over 75's         Increasing population of 0-15 age group         Rising customer expectations <b>Risk event</b> Change Programme and the flexibility available to Councils         as part of the grant settlement does not address future         years projected budget gaps <b>Risk effect</b> A shortfall and or slow or delayed savings arising from the         Change Programme. Potentially further eroding reserves or         requiring short term service reductions which impact on the         Council's ability to deliver against its priorities.	Corporate Solutions;	<ol> <li>There is an approved Capital Strategy and Reserve Strategy in place</li> <li>There is an approved budget for 2020/21</li> <li>There are arrangements in place to monitor financial performance including quarterly reporting to Council and 6 weekly reporting to BTB through the change dashboards. The Q4 position reported an underspend of £102,000.</li> <li>Working through COSLA to influence government spending decisions to influence Scottish Government's budget allocation to Councils.</li> <li>Capital Plan and Asset Management Board will scrutinise and challenge slippage on capital programmes recognising that slippage can have an adverse impact on financial sustainability and also the delivery on assets required to support capital growth.</li> </ol>	3	4			

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
	Develop Medium Term Financial Strategy with greater oversight, clearer responsibility and accountability.	<b>Q4 19/20</b> : Council approved the 2020/21 budget as part of the MTFS on 11 Feb 2020 The cross party Business Transformation Steering Group continues to lead on the next phase of development of the Medium Term Financial Strategy, namely to identify measures to address the remaining budget gaps for 2021/22 and 2022/23.	Chief Executive	28-Feb-2020	
	Financial discipline Delivery of services within approved budget	<b>Q4 19/20:</b> The key message of ensuring robust financial discipline in all areas of the Council has resulted in an improved financial position at the close of quarter 4. The Chief Executive has emphasised the need for much needed control and underlined the benefit to the organisation of such an approach. Enhanced monitoring arrangements have been put in place for the Place Directorate.	Chief Executive	31-Mar-2020	

#### **RISKS**.

## SRP.RR.01 Financial Sustainability in future years

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.01	Risk cause:         Reduction in long term funding from Scottish Government Increasing ageing population of over 75's Increasing population of 0-15 age group         Population growth and time lag to fund pressures on public services.         Policy decisions by UK & Scottish Governments which are not fully funded.         Non or delayed savings from planned activities.         Future year pay award settlements and implications of living wage increases.         Inflation, interest rates, tax, income levels, service demand Potential Economic shock arising from UK departure from EU Rising customer expectations         Risk event:         Reducing grant settlement.         Policies decisions at Government level not fully funded to Council's.         Securing the extent of change required in order to deliver financial sustainability and a change program that recognises the size of the challenge.         Cost pressures exceeding budget estimates.         Risk effect:         Gap in Council budget between budget commitments / pressures and funding level and inadequate options presented to address this, resulting in a structural deficit	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place	<ol> <li>Development of Medium Term Financial Strategy.</li> <li>Maintaining a level of reserves to deal with unforeseen or one off cost pressures.</li> <li>Capital and Reserves Strategies in place.</li> <li>Working through COSLA to influence government spending decisions to influence Scottish Government's budget allocation to Councils.</li> <li>Implement a lobbying strategy with government to recognise the unique position Midlothian Council is in.</li> <li>Best Value Audit report actions.</li> </ol>	3	4	

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA- 02.03	Develop Medium Term Financial Strategy with greater oversight, clearer responsibility and accountability.	Q4 19/20: Council approved the 2020/21 budget as part of the MTFS on 11 Feb 2020 The cross party Business Transformation Steering Group continues to lead on the next phase of development of the Medium Term Financial Strategy, namely to identify measures to address the remaining budget gaps for 2021/22 and 2022/23.	Chief Executive	28-Feb-2020	

SRP.RA- 02.04	I anture cost impacts associated with (())/II) 19 response	<b>Q4 19/20:</b> All Services instructed to clearly capture business costs associated with responding to impact of COVID 19 in continuing to deliver Critical Services.	Chief Officer Corporate Solutions			
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# SRP.RR.02 The Long Term Change Programme

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.02	Risk causeA MTFS that doesn't address the projected budget shortfall or contextual factors relating to the Midlothian area Reduced resources Leadership fit for the future 	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place	<ol> <li>Financial Strategy and Change Programme</li> <li>Leadership from all elected members, Executive Team and Senior Leadership Group.</li> <li>Appropriated governance in place across the Change Programme.</li> <li>Links between Change Programme and Workforce Plans</li> <li>Resilience planning.</li> <li>Senior Leadership Group regularly considering Change Programme and budget position.</li> <li>Capacity to deliver change.</li> </ol>	4	4	

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA- 02.03	Develop Medium Term Financial Strategy with greater oversight, clearer responsibility and accountability.	Q4 19/20: Council approved the 2020/21 budget as part of the MTFS on 11 Feb 2020 The cross party Business Transformation Steering Group continues to lead on the next phase of development of the Medium Term Financial Strategy, namely to identify measures to address the remaining budget gaps for 2021/22 and 2022/23.	Chief Executive	28-Feb-2021	

SRP.RR.03 Legal and Regulatory Compliance								
Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation		
SRP.RR.03	Risk cause         Current or new legislation applying to Midlothian Council         Risk event         Council and or Services not identifying all applicable         legislation impacting Council activities and Service         requirements.         Risk effect         Council failing to meet its statutory obligations resulting in a         potential negative impact for service users or employees.         Reputational impact of not meeting statutory obligations.	Read of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health	<ol> <li>Directors and Heads of Service responsible for identifying applicable legislation and propose Council or Service responses to CMT and Cabinet/Council as required.</li> <li>Annual Assurance Statement.</li> <li>Internal Audit testing of internal controls as part of risk based audit plan.</li> <li>External Audit.</li> <li>Range of external inspection .</li> <li>Local Scrutiny Plan</li> <li>BTSG oversight of new legislation</li> </ol>	3	3			

Related Action Cod	e Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA.03 1	<sup>0</sup> Legal & Regulatory Compliance	<b>Q4 19/20</b> : Executive Directors/ Chief Operating Officers ensuring compliance with statutory obligations and making CMT, Cabinet/Council aware as required.	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place		

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.04	<ul> <li>Risk cause</li> <li>Employees not suitably trained/developed for the roles required of them.</li> <li>limited availability of qualified practitioners in certain sectors</li> <li>Change program not informed by all key stakeholders</li> <li>Ageing work force</li> <li>Employees unclear on expected behaviours.</li> <li>Employees constrained to innovate as a result of management practice</li> <li>Employee productivity rate below the required level because of ineffective use of the People Policies particularly Maximising Attendance</li> <li>Risk event</li> <li>Employees not engaged/consulted as part of organisational transformation.</li> <li>Experienced employees leaving the organisation Unacceptable behaviours demonstrated by employees</li> <li>Stated organisational culture not consistently reinforced by managers</li> <li>Poor employee performance will stifle transformational change</li> <li>Risk effect</li> <li>Difficulties recruiting the right staff</li> <li>Challenges retaining quality staff</li> <li>Low morale, especially during change</li> <li>High absence rates, loss of experience in service areas.</li> <li>'A Great Place to Grow' our values including respect , collaboration, pride and ownership not realised, potentially resulting in missing the opportunity to capitalise on the abilities, experience and ideas of team members.</li> <li>Poor employee performance will Exacerbate the financial challenge</li> </ul>	Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer	<ul> <li>Over-riding risk control measure = Focus on having the right people, here, healthy, performing, behaving and well led via effective utilisation of the workforce strategy and accompanying action plan.</li> <li>Attendance / Wellbeing <ol> <li>Implementation of the Wellness@Midlothian agenda including service-level wellness plans.</li> <li>Implementation of Mental Health Framework.</li> <li>Maintaining the Healthy Working Lives Gold Award.</li> <li>Proactive use of Occupational Health, Midlothian Physiotherapy, Employee Assistance Programme and the Workplace Chaplaincy Service.</li> <li>Range of related policies and management guidance.</li> <li>Development of progressive People Policies.</li> </ol> </li> <li>Performance <ol> <li>Council-side and Service-level workforce plans.</li> <li>Structured, robust, well established 'Making Performance Matter' Framework where expected standards of behaviour and Council values are re-enforced.</li> <li>Reviewed Code of Conduct.</li> <li>Employee engagement sessions commencing in January following publication of the staff survey results.</li> <li>Continued re-enforcement of all People Policies involving various communication methods.</li> <li>Development of a suite of management information to ensure Service Managers are informed e.g. turnover, absence levels/reasons etc.</li> </ol> </li> <li>Organisational Change <ol> <li>Revised Policy for Organisational Change including strong emphasis on early engagement of employees.</li> <li>Redeployment Procedure to ensure maximum chance of successful redeployment.</li> <li>Agreed protocol for accessing the Redeployment Fund.</li> </ol> </li> <li>Conduct <ol> <li>Resolution Policy encourages early intervention in workplace issues.</li> </ol> </li> </ul>	3	4	

Communication         1. A range of initiatives to keep staff informed of change (Chief         Executive's weekly email, Connect, All staff emails, tailored team         briefings etc.
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Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA.02.0 4	Revisions to Service Workforce Plans	Q4 19/20: Revision to Service Workforce Plans and Action Plans are required as set out in internal audit report. Action is required in the following areas: • analysis of future workforce requirements and how this related to the Council's strategic objectives including financial priorities; • gap analysis and gap closing strategies; and • performance measures and target setting for evaluation of success in delivering the Workforce Plan.	Place: Head of Adult and Social Care; Chief Officer	30-Sep-2020	

#### SRP.RR.06 Information Security

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.06	Risk cause General Data Protection Regulation formulated by the European Commission.Risk event The Regulation implemented on 25 May 2018.Risk effect 	and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer	<ol> <li>Public Sector Network Compliance.</li> <li>Meta Compliance</li> <li>Information Management, awareness raising program (Private-i)</li> <li>General Data Protection Regulation Project plan implemented with</li> </ol>	3	5	

	Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place				
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Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA.06.0 5		<b>Q4 2019/20:</b> As COVID19 restrictions took effect new guidance was rapidly produced to support secure remote working and privacy impact assessments were conducted to manage the GDPR risks of new processes and activities during the pandemic.	Chief Officer Place	31-Apr-2020	

#### SRP.RR.07 Care at Home

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.07	Risk cause         Internal and External providers of Care at Home services         unable to meet service and quality requirements as a result         of a lack of capacity.         Risk event         Capacity of Community Support outstripped by demand         Risk effect         There is a risk that patients will have their discharge         delayed because there is insufficient community supports         to enable timely discharge leading to deterioration in their         health, beds being blocked and elective operations         potentially being cancelled.	Joint Director Health and Social Work; Head of Adult and Social Care; Head of Primary Care and Older People;	<ol> <li>Care at Home improvement action plan in place and near compaction</li> <li>Appointment to Team Lead posts to support Complex care to enhance local leadership at operational level</li> <li>New Framework agreement in place with significant improvement in quality from Providers</li> <li>Flow management planning in development to maximise Care at Home capacity going forward</li> <li>Weekly provider meetings in place</li> <li>Additional locum team members recruited to for contingency cover</li> <li>New Leadership model in place</li> <li>Daily discharge meeting with Multidisciplinary and Multi-agency team planning to plan and coordinate discharge to ensure care at hone support in place</li> </ol>	3	4	

SRP.RR.08 Asset Management – buildings, vehicles, roads and Digital assets/networks							
Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation	

SRP.RR.08	Risk cause         Many of the assets the Council own by their nature are in a position of on going deterioration through their normal use, e.g. roads - normal wear and tear, street lights and vehicles & buildings used to deliver services.         Risk event         Many assets will deteriorate under normal conditions although buildings, roads and street lights as an example can be damaged during more extreme weather events or as a result of a lack of maintenance.         Risk effect         In the case of Roads Services there is a real risk of increased potholes and insurance claims, reduced skid resistance leading to higher accident potential and building up of higher costs in the future. In respect of vehicles, increased breakdowns, service failures, greater maintenance inevitable, higher short-term hire costs. In terms of property, health and safety issues arise, failure to meet current standards and higher running costs. There is also the risk of two-tier accommodation, some high quality, some low.		<ol> <li>There is provision in place within the capital plan for investment in the asset base.</li> <li>Asset register</li> <li>Conditional Survey</li> <li>Understanding of future asset needs</li> <li>Asset Strategy:         <ul> <li>Roads</li> <li>Land</li> <li>Fleet</li> <li>Digital Service Network</li> <li>Digital Service hardware</li> <li>Capital program - investment in estate.</li> <li>On going monitoring of properties by: Maintenance Surveyors, Facilities Management and Property Users.</li> <li>Introduction of Capital Plan and Asset Management Board</li> </ul> </li> </ol>	4	5		
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Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
	Plan for appropriate investment in capital works and remedial maintenance over the lifespan of each property asset.	Q4 19/20: Prioritise needs of assets against available spend. On-going need to assess, needs of assets, informed by conditional surveys.       Continuing to develop property asset management plans, priority spend on basis of ndependent surveys.       Chief Officer Place       31-Mar-20         As result of Government guidance on Construction all summer works postponed resulting n the need for rescheduling of planned capital works.       State of the second s		31-Mar-2021	
	in	in the need for rescheduling of planned capital works. <b>Q4 19/20</b> : Roads Asset Strategy, work progressing to migrate to version 4. Information to			
SRP.RA.08.0 4	Reviewed Roads Asset Management Strategy	be taken to capital board on future need for next 5 years.	Chief Officer Place	31-Mar-2021	

# SRP.RR.09 Emergency Planning and Business Continuity Management

Risk Code Risk Identification Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
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SRP.RR.09	Risk causeThe Council not preparing Emergency Plans and testing arrangements to respond to Civil Contingencies IncidentsRisk eventThere are a wide range of potential events the Council may be expected to respond to e.g. Severe weather incident, Pandemic, Utility disruption etc.Risk effect Censure through non-compliance with the Civil Contingencies Act Not adequately recovering from the loss of major accommodation (e.g. secondary school, main offices), computer systems and staff Not able to respond to a major emergency in the community Fatal Accident Inquiries	Chief Officer Place	<ul> <li><u>Potential</u> sub risks include:-</li> <li>01 – Civil Contingencies Risk Register used to highlight key risks and record response,</li> <li>Council's plans developed and maintained in response to identified risks,</li> <li>Contingency Planning Group support development, peer review and roll out of plans.</li> <li>02 – Establishment based incident response plans in place and maintained locally.</li> <li>03 – Emergency response plan setting out general approach to respond to a major emergency in-line with key partner organisations.</li> <li>04 – As part of the Council's Emergency response plan the importance of recording decisions made and information available at the time is highlighted as this would be scrutinised in the event of an FAI.</li> </ul>	3	4	
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Relate Action		Related Action	Related action latest note	Managed By	Due Date	Status
SRP.R 2	A.09.0	Development of Emergency Planning Improvement Plan	<b>Q4 19/20</b> : Contingency Improvement Plan drafted and due to be shared with newly formed Risk and Resilience Group ahead of reporting to CMT for approval. Procurement process underway to source technology systems to support the development and interrogation of Business Continuity application during an incident.	Chief Officer Place	31-Mar-2021	

#### SRP.RR.10 Governance and Standards in Public Life

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.10	Risk cause         Code of conduct for Members and employees actions falling short of International Standards.         Risk event         Failure in openness, accountability, clarity.         Risk effect         Service, partnerships and project outcomes not achieved Non-compliance with conduct standards and reduction in standards in public life	Legal Services Manager	Potential sub risks include:- 01 Macro governance at the top – failure in openness, accountability, clarity; 02 Micro governance in services, partnerships and projects and outcomes not achieved 03 Non-compliance with codes of conduct and reduction in standards in public life 04 Annual Assurance Statement. 05 Standing Orders 06 Scheme of Administration	3	4	

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluatio
SRP.RR.11	Risk cause         Policies may not match the aspirations of the Council's         Strategic priorities or cultural perspective.         Risk event         Policies not monitored may become out of date         Policies not reviewed to ensure alignment with strategic priorities.         Risk effect         Policies not monitored could result in non-compliance with legislation         Policies not align to strategic priorities will inhibit the rather than support implementation of strategic priorities.	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place	<ol> <li>Single Midlothian Plan providing overarching direction</li> <li>Service plans aligned to Single Midlothian Plan.</li> <li>Leadership team to ensure correct approaches are adopted to get the right results</li> </ol>	2	3	

## SRP.RR.12 Internal Control Environment

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.12	Risk cause         Work procedures/process inadvertently create the capacity for fraud and waste to occur.         Internal Controls requiring more time, effort or cost than the risk being managed.         Mangers failing to follow procedures and keep systems updated with accurate information         Risk event         Persons exploiting opportunities to commit fraud         Waste and errors         Risk effect         Waste and loss         Risks over managed with risk controls costing more than	and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services: Chief	<ol> <li>Services have been prompted to consider fraud and waste within Service Risk Registers.</li> <li>Risk Management Guide, provides direction on the need to balance time, effort and cost against benefit of risk controls.</li> <li>Internal Audit examine internal control arrangements based largely on the risk registers.</li> <li>Whistleblowing Policy.</li> <li>Internal and external assurance.</li> <li>E-learning for staff to complete mandatory training for fraud awareness.</li> </ol>	3	3	

	and Social Work;	
	Head of Primary	
Increased opportunity for fraud or financial loss has direct	Care and Older	
impact on management information. Has adverse effect on	People; Chief	
service performance	Officer Place	

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA.12.0 2	Financial governance in response to COVID 19	<b>Q4 19/20:</b> Financial overview report provided to CMT on financial governance and internal control since onset of pandemic.	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place	31-Oct-2020	

# SRP.RR.13 Climate Change

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.13	Risk cause         Council Services not adequately engaged, resourced or directed to fulfil the requirements of the Climate Change Act         Risk event         Council Services not responding to the Climate Change Act with sufficient pace.         Risk effect         Council failing to meet its obligation under the Climate Change (Scotland) Act 2009 and incurring the associated reputational damage.	Director Children,	<ol> <li>Statutory requirement to report on compliance with the climate change duties.</li> <li>Council Carbon Management Plan</li> <li>Approval of a Corporate Climate Change and sustainable development action plan</li> <li>Implementation of provisions of Internal Audit report approved by Audit Committee 1 May 2018.</li> </ol>	3	3	

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA.13.0 2	Climate Change Strategy	<b>Q4 19/20:</b> The Council declared a climate emergency at its meeting in December 2019. The Council are developing a new Climate Change Strategy in response to the impacts associated with climate change and the organisations ability to impact the same.	Chief Executive; Executive Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place		

# SRP.RR.14.1 Scottish Child Abuse Inquiry

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
	<ul> <li>Risk Cause: Midlothian Council and its legacy organisations, predating the creation of Midlothian Council in 1996, have been involved in the provision of care of children going back to living memory. During this time there is the likelihood that the care children received fell below standards of care now in place. There is the further potential the some people in the care of Midlothian Council and its legacy organisations were subject to abuse by those who were employed to care for them.</li> <li>Risk Event: The Scottish Government began an Inquiry into cases of Child Abuse occurring prior to 17 December 2014, the intention of this enquiry is to identify historic case of abuse which have to date gone unreported. The most recent Section 21 notice around the Foster Care Case Study is a significant piece of work. The request for information from 1930 to date is very challenging given the</li> </ul>	Chief Officer Children's Services;	The Council have set up an Abuse Inquiry Project Team to support the Council to prepare for information requests to support the Inquiry. In addition we have a Claims Project Team who have mapped out how we shall manage any future claims reported against the Local Authority. The Inquiry Team have established a Project Plan covering: 1. Residential establishments, List D Schools and Foster Carers: identifying Children's homes, Foster Carers and any List D Schools in Midlothian over the last 100 years and researching historic records. 2. Record Audit: reviewing the Council's existing paper and electronic recordkeeping systems to identify relevant records and map them to residential establishments. This also includes, where possible, noting the Council's historic recordkeeping policies, such as retention schedules. 3. Cataloguing/Indexing: checking and updating existing recordkeeping systems for accuracy and consistency, enabling effective information	5	4	

volume of files that require to be read and analysed. <b>Risk Effect:</b> If the inquiry finds historic cases of abuse in Midlothian this could damage the reputation of the Council and could place doubt in the eyes of the public as to the safety of these currently in care. There is significant scope for a substantial financial impact arising from claims of historic abuse. Some existing employees may be affected by the inquiry and subsequent claims of abuse. We have request an extension for Parts B, C & D of the last Section 21 to April 2020, which has been granted.	retrieval when requested by the Inquiry. The Project Team have established a Project Plan covering: 4. Ascertaining the succession and insurance position in relation to potential historic child abuse claims. 5. Ascertaining and agreeing Midlothian Council's legal position/ approach in dealing with the potential historic child abuse claims. 6. Identifying the need for guidance, protocol, templates etc should/if any claims be made against the council. 7. Consideration to identifying if additional staffing will be required as expected deluge of FOI's SAR's in 2018 from solicitors of potential claimants.			
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Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA.14.0 1	Implementation of Project Plan	Q4 19/20: A project team in place with project Plan with a range of identified actions which are being progressed. Monthly meetings to progress project plan. During lockdown a further extension was requested as the workers assigned to the abuse inquiry were not deemed critical workers therefore were not able to attend work.	Children's	31-Mar-2021	
SRP.RA.14.0 2	Foster Care Case Study		Chief Officer Children's Services;	30-Sep-2020	

#### SRP.RR.14.2 Scottish Child Abuse Claims Project

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.14.2	<b>Risk Cause:</b> Midlothian Council may receive claims as a result of the Limitation (Childhood Abuse) (Scotland) Act 2017 coming into force on 4th October 2017. The Limitation (Childhood Abuse) (Scotland) Act 2017 means survivors of child abuse no longer face the time-bar that requires person injury actions for civil damages to be made	Children's Services;	<ol> <li>Agreed further update to Council to keep them abreast of the current situation and potential implications around staffing and future financial costs.</li> <li>The Qualified One Way Costs Shifting (QOCS) is a change in legislation that will mean we cannot recover costs unless the pursuer</li> </ol>	4	5	

within three years of the related incident. The new limitation regime will have retrospective effect (up to including 1964)	has made a fraudulent claim or has been ;manifestly unreasonable' This basically takes away all risk for pursuers so if the they lose they won't have to worry about paying the Council's costs. At the time of	
<b>Risk Event:</b> Midlothian Council has established a Claims Working Group to prepare for the management of any	writing there remains no date for implementation of this piece of legislation.	
claim that is received (including support for victims). The Claims Working Group has established a process ('Claims Procedure') for dealing with the claims.	SOLAR and COSLA have been in discussion with CELCIS who undertook consultation and engagement with victims/survivors of	
<b>Risk Effect:</b> There is potential risk of reputational damage to the Council should any claims be made. In addition there is a fine relation build any claims be used to the state of the s	abuse. The outcome of which has resulted in a recommendation being made to Scottish Government to commit to establishing a financial compensation/redress schemes for victims/survivors. Whilst the	
is a financial risk should we have to either defend or pay out for any claims	implementation of such a scheme may still be some way off, this may mitigate some of the financial risks that the Local Authority was potentially facing.	

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.RA.14.2 3	Assess need to make financial provision	understood an assessment on the potential financial impact should be carried out,	Chief Officer Children's Services;	31-Mar-2021	

## SRP.RR.16 Growing Council

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.16	Risk causePopulation growth in Midlothian over the next 10 - 15 yearswill see Midlothian become the fastest growing Council inScotland 0-15 population increase, projected at 20% and75+ population increase projected to increased by 100%between 2014 and 2039.Risk eventFailure to resource and plan for these rises will significantlyimpact the Councils ability to fulfil its statutory obligations inrelation to these groups.Risk effectInadequate capacity within the school estate to cope withthe projected increase in pupil numbers. In sufficientprovision to support an aging population placing costlyinefficiencies on other parts of the care sector. General	Director Children, Young People and Partnerships; Executive Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health	<ol> <li>Local development plan and supplementary guidance on developer contributions.</li> <li>Services planning future service provision on the basis of anticipated service demands</li> <li>The change programme</li> <li>Learning Estate Strategy</li> <li>Capital Strategy</li> <li>Capital Strategy</li> <li>Housing Strategy</li> <li>Joint needs assessment used to develop - IJB Strategic Plan</li> <li>Capital Plan and Asset Management Board will scrutinise and challenge slippage on capital programmes recognising that slippage can have an adverse impact on financial sustainability and also the delivery on assets required to support capital growth.</li> <li>City deal provides the opportunity to support inclusive growth.</li> </ol>	3	4	

population increase placing additional demand on infrastructure including GP services, district nursing service, social work etc. Increased pressure on infrastructure, services e.g. waste collection and growth of road network as new development roads are adopted.	are and Older eople; Chief fficer Place			
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#### SRP.RR.17 UK Decision to leave the EU

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.17	Risk cause         UK vote to leave the European Union         Risk event         UK leaving the European Union         Risk effect         The impacts associated with the UK's decision to leave the UK have yet to be realised and will only become clear once the final terms of the UK's departure are finalised. There are some direct potential impacts such as an end to EU funding of Council co-ordinated projects and indirect impacts on industries undertaken within the geographical area which have relied on EU funding, such as agriculture. There are wider potential implications arising from uncertainty regarding the resident status of EU nationals, post any exit agreement, and the availability of workers from outside the UK accessing the job market here in the future. These factors have the potential to impact on the availability of the right people with the right skills being available to help grow the economy here in Midlothian. One area this could affect the Council could be in the delivery of future building projects within Midlothian which could curtail further economic growth.	Director Place: Head of Adult and Social Care; Chief Officer Children's Services; Chief Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place	<ul> <li>01 – EU Exit Working Group</li> <li>02 – Taking a risk management approach to identifying and assessing anticipated impacts</li> <li>03 – Working with a range of national and local bodies to inform preparatory arrangements.</li> <li>04 – EU Settlement scheme promoted on Council Internet to support those living and working in Midlothian to access the Home Office scheme.</li> </ul>	3	4	

#### SRP.RR.19 Health & Safety

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.19	<b>Risk cause</b> Failing to identify and rectify non-compliance with Health and Safety regulations.	Executive	<ul> <li>Health Safety and Wellbeing Strategy</li> <li>Suite of Health and Safety Management Arrangements developed setting out council response to statutory obligations</li> </ul>	3	5	

	Employees required to undertake tasks they are not competent to. Statutorily driven health and safety protective arrangements for service users and employees not implemented correctly. Non-compliance with policy and procedure Not undertaking audits and inspections to confirm adherence to policy and legislative requirements. <b>Risk effect</b> Serious injury of ill health impact on employees and or service users. Negative impact on outcomes for customers/service users. Service users and employees exposed to hazards where	and Partnerships; Executive Director Place:	<ul> <li>3 - Comprehensive range of Health &amp; Safety Management &amp; Assessment based development opportunities for line managers</li> <li>4 - Use of Health &amp; Safety Management Information System to enhance information transfer and organisational efficiency</li> <li>5 - Comprehensive training programme in place to support those with responsibility for managing health and safety.</li> </ul>				
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## SRP.RR.20 Early Years Expansion (1140 Hours)

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.20	Risk cause         Population growth in Midlothian over the next 10 - 15 years         will see Midlothian become the fastest growing Council in         Scotland 0-15 population increase, projected at 20% in         addition the Scottish Government has made a commitment         to increase the current provision of free early years care         from 600 to 1140 hours.         Risk event         Failure to resource and plan for these rises will significantly         impact the Councils ability to fulfil its statutory obligations in         relation to these groups.         Risk effect	Executive Director Children, Young People and Partnerships; Chief Officer Place	1. Learning Estate Strategy 2. Early Years Expansion to 1140 hours updates 3. Capital Strategy	4	5	

Inadequate capacity within the school estate and/or Early Years to cope with the projected increase in numbers. Lack of staffing and/or financial support to build new schools Potential for additional unfunded request to place 4 year olds with August to December birthdays requesting additional year of 1140 hours, not currently funded by		
additional year of 1140 hours, not currently funded by Scottish Government.		

#### SRP.RR.21 Cyber Security

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.RR.21	Risk Cause:         Malicious attempts to damage, disrupt or gain unauthorised access to Council computer systems, networks or devices         Risk Event:         The Council is at significant risk of cyber-attack from Ransomware Phishing Emails, Advanced Persistent Threats (APT) and Distributed Denial of Service Attacks (DDOS) attacks. Hacking and Social Engineering.         Risk Effect:         Access to Council systems by cyber criminals and foreign intelligence agencies for financial, commercial or information gathering reasons. This could lead to significant financial losses, data compromise and subsequent regulatory sanction if our technical and organisational measures are deemed insufficient.         Severe business disruption including the almost total loss of critical IT systems and networks leading to significant service delivery challenges.		<ol> <li>Implementation of the Scottish Government Cyber Resiliency Public Sector Action Plan</li> <li>Cyber Essentials Plus Certification</li> <li>Public Sector Network Certification</li> <li>Appropriate technical and organisational measures deployed to reduce the likelihood and impact of an attack</li> <li>Employing an Information Governance and Security Lead</li> <li>Implementing Scottish Government Cyber Security Action Plan</li> </ol>	3	5	

# **OPPORTUNITIES**.

#### SRP.OP.01 Shawfair

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.OP.01	The Shawfair development with its new Rail link provides a major incentive for house-builders, employers retail and commercial interests including opportunities to secure a low carbon community through district heating from Zero Waste.		<ol> <li>Shawfair Development Group.</li> <li>Legal agreement with developers to secure developer contributions (Section 75)</li> <li>Plan for entire community:</li> <li>Business and industrial provision, including small business incubator space.</li> <li>Circa 4000 new homes</li> <li>A school campus comprising Early Years, Nursery, Primary, Secondary &amp; Life Long Learning provision</li> <li>New Primary schools</li> </ol>	5	4	

#### SRP.OP.02 Borders Rail

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.OP.02	Passenger numbers after three years of operation are above projections. The railway has been, and continues to be a catalyst for economic development, access to training and labour markets, tourism growth, environmental improvements must notably in town centres, and access to the countryside.	Executive Director Children, Young People and Partnerships;	<ol> <li>Monitored by Economic development.</li> <li>Maximising the Impact: A blueprint for the Future - published by the blueprint group involving Scottish Government, Scottish Borders, Midlothian and City of Edinburgh Council, Transport Scotland, Scottish Enterprise and Visit Scotland. The document sets out the ambitions of the partners to realise the full potential of the new Railway.</li> <li>Timely submission of bids for approval by the Blueprint Group</li> <li>Close monitoring of approved funded projects.</li> <li>Borders rail subgroup Chaired by Midlothian Council Chief Executive.</li> </ol>	5	4	è

SRP.OP.03	3 Easter Bush - Penicuik					
Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation

SRP.OP.03	One of Midlothian's largest and most significant employment areas. Fast Growing opportunities in Science Technology Engineering and Mathematics (STEM) with opportunities to link with education. Partnership links to schools and university sector at the 'Bush' to promote STEM. Need to secure long-term strategic road access to ensure continued growth.	Director Children, Young People	<ol> <li>Planning in place around creating Secondary Schools as centres for excellence linked to specialisms including Science Technology Engineering and Mathematics (STEM).</li> <li>Land allocated for expansion.</li> <li>Midlothian Science Zone.</li> <li>City Deal funding to provide for growth and strategic road access.</li> </ol>	5	4		
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Related Action Co	de Related Action	Related action latest note	Managed By	Due Date	Status
SRP.OP.0	A702 Trunk Road Improvements	L ransport Scotland Within the context of City Lieal	Executive Director Children, Young People and Partnerships;	31-Mar-2021	

## SRP.OP.04 City Deal

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.OP.0	growth through investment in infrastructure/ housing/ skills	Director Children, Young People and Partnerships;	<ol> <li>City Deal signed in August 2018.</li> <li>Maintain strong Midlothian involvement through the City Deal governance structure.</li> <li>Midlothian City Deal Key Officer (Internal) Group.</li> <li>Securing best arrangements for Midlothian through close liaison with partners and conclusion of business cases.</li> </ol>	3	5	

## SRP.OP.05 Growing Council

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.OP.05	Midlothian Council has been identified as the fastest growing Council's in Scotland. This brings the opportunity to support the Council vision of being 'A Great Place to Grow'. As a growing Council this brings the opportunity to redevelop parts of Midlothian, improve infrastructure with a focus on area targeting, improving economic opportunities, improving education and health outcome. This growth creates the opportunity to meet the housing need with 25% of new homes being built in the affordable housing bracket, in addition to the expansion in Council House building. This construction will directly support	Executive	1. Community Planning Partnership 2. The Single Midlothian Plan 3. Strategic Housing Investment Plan (SHIP)	5	5	

employment in construction and will see a steady increase in the volume of Council tax received over time.	Officer Corporate Solutions; Joint Director Health and Social Work; Head of Primary Care and Older People; Chief Officer Place		
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# SRP.OP.07 Creating a world Class Education System

Risk Code	Risk Identification	Managed by	Risk Control Measures	Likelihood	Impact	Risk Evaluation
SRP.OP.07	Midiothian. This is an ambitious project designed to deliver	Director Children, Young People	<ol> <li>Digital Centre of Excellence at Newbattle Community High School</li> <li>Partnership agreement with the University of Edinburgh</li> <li>A701 High School, pilot project for next round of SFT funding – funding model building in energy efficiency targets</li> </ol>	4	5	è

Related Action Code	Related Action	Related action latest note	Managed By	Due Date	Status
SRP.OP.A.07 .01	Research and development	<b>Q4 19/20</b> : Funding approved by Scottish government to create a STEM centre as a replacement for Beeslack High school. Research is being carried out with the University of Edinburgh to establish the impact of new school buildings on educational attainment	Executive Director Children, Young People and Partnerships;	31-Aug-2023	