

North Somerset		COVID RISK REGISTER - Q3 2020/21				APPENDIX 2			
HIGH LEVEL DASHBOARD									
Nr	Theme	STRATEGIC & CORPORATE RISKS - SUMMARY	CLT LEAD	RISK LEVEL			CURRENT OVERALL STATUS	COMMENTARY ON CURRENT STATUS	
				Low	Med	High			
1	Contract Management	Viability of our providers, contractors, suppliers including concerns around sustainability of key markets and failure to provide essential services.	CLT - Richard Penska					HIGH	The Procurement Team continue to work with Service Leads and Contract Managers to assess the ongoing viability of providers and market sectors, and reporting back to CLT as part of the contract monitoring performance reporting known areas that present significant risks are Care Sector, Transport, Glass services, leisure and Pubs/Hotels. Additional support will be required for waste services and to support the Leisure providers and Pubs/Hotels, these are yet to be funded via monthly market - although our proposals are covered by COVID grant. A bid for financial support for leisure services has been submitted to Sports England and the results are awaited. The viability of our key business is an immediate risk.
2a	Finance	In year Council financial viability – liquidity, sustainable budget position	CLT - Richard Penska					Medium	COVID 19 impacts continue to be tracked and modelled and indicators to meet budget gap identified dependent on future levels of Gov funding. Revised budget seen to fall on 20% job and month 3 prospects is believed end year position. The Council continues to receive streamlined grants to support a number of COVID activities.
2b	Finance	MTFP 21/22 onwards Council financial viability – liquidity, sustainable budget position	CLT - Richard Penska					Medium	MTFP 21/22 is showing an improved position following recently government funding announcements. Overall the improvement in Gov funding and ability to raise a 7% NSC project will enable the Council to set a balanced budget for 21/22. Although the use of the one year settlement and the prospect of future austerity will create financial pressure and uncertainty into the medium term.
3	Safeguarding	Safeguarding of vulnerable adults & children during lockdown	CLT - Sheila Smith & Hayley Verico					HIGH	There is a safeguarding risk in the Strategic Risk Register and whilst there will always be risk, there are both operational and strategic implications. The Safeguarding Adults Board and the Safeguarding Children's Partnership are in place with a range of sub-groups and multi-agency quality assurance systems which reduce that strategic challenge of an organisations with responsibilities for safeguarding vulnerable children and adults. Both of these groups have and during the Covid-19 lockdown period and received qualitative and quantitative data in regard to how agencies are discharging their responsibilities. In consideration of the above concerns and the impact of lockdown, although there have been lower numbers of referrals, there has been a significant increase in referrals to Children's Services. It is not clear enough to suggest that the safeguarding of vulnerable children and adults is at risk. However, the impact of lockdown on vulnerable children and adults is a concern. As time has progressed children and adults have been seen to be having the actions noted and local support and advice has been provided. It is possible workers have had contact virtually using digital devices. All child protection referrals are responded to, with only being those having contact national and local regulations and risk assessments. These necessary workers use PPE and ensure safe distance. Workers undertake risk assessments on all children who have a social worker or family support worker for a report to recognize that there may be children in the community who are hidden because they had been excluded to school although where this the case the school will refer to Children's Services if they have any concerns in relation to the child, and who may be in stressful, harmful situations. As lockdown and related local government changes we are aware of increases in referrals - already the number of referrals is always going up but we are confident that return to previous levels can be responded to in a timely manner. It will only be if the number goes significantly above the current level additional referrals would need to be put in place e.g. moving additional staff into the Front Door in Children's Services (currently the Referral and Assessment Teams) in Children's Services (currently the Adults Safeguarding Unit). Adult Social Care had a public meeting chaired by the Safeguarding Manager with PPF where all high risk cases are discussed. Face to face safeguarding assessments are completed based on a risk assessment.
4	Public Health/Social Care	Infection prevention and control (including PPE) within the Care Sector	CLT - Matt Lenny					MEDIUM	Weekly group meeting including public health and adult social care alongside health education to review care home needs and ensure quality of infection prevention and control measures and advice. The current vaccination programme for care staff and residents will greatly reduce the impact of the risk.
5	Equality	Widening of inequalities across the District with service/population impacts	CLT - Matt Lenny					HIGH	Future planning will use PHE local and local data sources to identify and track areas of risk, e.g. Mair presentation for chronic illness, mental health and wellbeing needs or digital/social service provision/coordination. Issues being addressed through BNSIG Healthier Together partnership at local and BNSIG wide health and Wellbeing Board forums. More work to be done to ensure awareness to disabled actions to target key locations and population groups. NWBW meeting planned for September which will review inequalities risk against LGA targets for reducing NWBW activity. Actions will be identified through this meeting to ensure actions are coordinated with the authority and with partners e.g. GDC.
6	Regulatory Services	Advice and enforcement activity for regulatory services	CLT - Matt Lenny					HIGH	Teams have been proactively communicating with key audiences with PPE guidance. Activity remains high but will be being delivered. Enforcement activity heightened during the periods of additional lockdown.
7	Operations	Failure to capture & maximise opportunities (e.g. community engagement). Continue to use additional capacity generated by volunteers and community groups	CLT - Jo Walker					MEDIUM	The work with our communities and voluntary sector continues via NCT Together and other existing pre COVID relationships. We are exploring how through remote discussions and our partners how we can use our credit experience to strengthen relationships and support the council with demand for services whilst also strengthening community resilience. Engaging Communities is a safeguarding theme with the Council's 2021/22 Transformation Programme.
8	Local Economy	Ability to transition the public environment into safe & vibrant spaces (transition out of lockdown)	CLT - Lucy Shomall					MEDIUM	Continued office groups are managing and implementing car parking, highway social distancing measures, safely reopening leisure centres and immediate Recovery measures. This has become a rapid and high intensity programme of work and is significantly diverting resources from business and social and strategic aims. Includes a strategic approach to licensing and trading. Significant local and member expectations being managed through proactive engagement including establishment of a Member Reference Group.
9	Local Economy	Recessional economic impacts & recovery including impacts on the housing market	CLT - Lucy Shomall					HIGH	Recent likely to be significant with number of people employed in sector, visitor and retail. North Somerset's housing delivery is disproportionately reliant on traditional open market product delivered by volume housebuilders. Local Plan must provide diversification of residential products including counter cyclical products to maximise market absorption. Continued work on Climate Resilient Local Plan. Future Economy Steering Group set up with wide business engagement Publication via Executive in September. NSC actively engaging with regional partners and Housing England about interventions in housing market to introduce counter cyclical products into the market. Working with housebuilders and PPA to understand how to be better building.
10	Local Economy	Further decline of Town Centres and High Streets in particular WSM	CLT - Lucy Shomall					HIGH	Lockdown exacerbated and accelerated existing trends toward contraction, consolidation and diversification, with increase of online consumption and delivery. Planning policy and place-making programmes will be targeted to capture opportunities to facilitate change of use and consolidation of activity.
11	Local Economy	Further decline of Town Centres and High Streets in particular WSM	CLT - Lucy Shomall					HIGH	Waste Planning Strategy adopted by September Exec. Package of post lockdown measures implemented over the summer. Likely collapse in WSM property values could significantly exacerbate acute inequalities and public health concerns in the town centre without intervention, but with fundamental market failure will require public sector intervention, for which need capital and revenue support will be needed.
12	Infrastructure	Long term impacts on public transport infrastructure and providers and ability to maintain progress around active travel	CLT - Lucy Shomall					HIGH	Strategic repositioning of Somerset Centres through business plan and capital projects could be a key enabler in WSM Work with the including development of Somerset Centres Concept with submission of business case to PPF to be available in the next few weeks. Significant increase in public transport enquiries during social distancing and recovery beyond 1000 requests. Additional support for services, promotion and infrastructure from NSC and Central Government. Similar operators risk of collapse remains. Much office resources diverted to COVID response and September reallocation of HFTT. Working and cycling social distancing response implementation of LTP Capital Programme and increased messaging in Traffic. Further work to be done on active travel and recovery planning. Copying particular activities significant economic benefits as per DTI studies. PPF should also consider other forms such as a Service and Demand Response functionality.
13	Operations	Delivery of public facing services through transition and service reconfiguration	CLT - Richard Penska					MEDIUM	Risk Assessments are in place for all services that are operational and Service Leaders are monitoring the safety and demand of operations.
14	Workforce	Ability to effectively work remotely/Workforce management	CLT - Su Turner					MEDIUM	National lockdown has prompted a marked reduction in staff numbers attending the offices and some premises (Bey Cafe, Carpark) to close on 20 November. The Gateway will continue to operate an agreed only reduced service and consideration to being given to essential Care Contact Hours. Libraries are open only for contact 'Click & Collect'.
15	Workforce	Support employee mental health & wellbeing	CLT - Paul Morris					HIGH	Staff are able to work remotely both home and from office that are unable to do so will be encouraged to return to the office when the offices are reconfigured to support social distancing. The Transition Steering Group are reviewing the effectiveness of arrangements and other staff support to be in place in the interim period. Staff wellbeing arrangements are being reviewed and a strategic review of accommodation in Underway Policy updates being progressed along with associated risk assessment responses. School closures and home schooling is impacting on the work lives of staff with children.
16	Workforce	Ability to transition into a new way of working within an office	CLT - Richard Penska					MEDIUM	Office can re-open with operating procedures as set out in the Government Safe Working Environment guidelines. However, the occupancy levels will need to be kept 20% of previous levels to meet safe distance working requirements. There is likely to be not only a home working continues for large numbers of staff. E-learning training packages being developed to provide support and guidance on expected ways of working.
17	Workforce	Ensuring that Risk Assessments are completed and all mitigating measures are followed for different working arrangements - office working, home visiting, reception opening, etc	CLT - Nicola Dixon					MEDIUM	Generic Risk Assessments are in place for Buildings, Schools, Nurseries, Reception, Outside Working, Home Visiting, Voluntary employees. Some revision of risk assessments required due to reclassification of the medically vulnerable (over 80).
18	Workforce	Increased cyber security threat during crisis	CLT - Richard Penska					HIGH	In mitigation we are mainly relying on existing arrangements although we increased the number of intelligence leads. These now include NSCC (and its sector forum, CSIP) NHS Security The South West WAMP (now a very active Slack workspace for cyber security) NHS LGA We also exchange information with Devon and South Devon on a regular basis. We have also implemented the Protective DNS service at the end of the year. This is supported by NSCC and prevents us from being able to receive computer names of known malicious sites into computer addresses and hence stops visits or communication with them. We have at least one case which has managed a large number of attempts to get a malicious site from within the network. National situation continues to create concern in this area as recent cyber attacks across the public & private sector are evident. CLT undertakes an emergency planning exercise in a cyber ransomware attack on 4th December and will consider feedback.
19	Workforce	Increased of COVID infection cases within workforce	Su Turner					HIGH	We are seeing an increase in staff testing positive for Covid, or self-testing as a result of fear and trace contacts. Those who have tested positive and are unable to be identified in their address book. Those who are self-testing are being identified as far as this is not limited to those who have tested positive. As a result the HR Team are keeping separate records of return positive cases involving our staff. This is combined with Business Intelligence data that is linked to those residing in North Somerset. Upon notification, HR will email a checklist of actions managers should take and also inform Health Protection, Health and Safety and Facilities. Due to the increasing infection rate it has become more likely that our staff will be unable to attend work as a result of illness with someone who has tested positive. The impact will be greatest where whole network locations are affected.