

Corporate Risk Management Summary

Report of the Chief Fire Officer

For further information about this report please contact Rod Hammerton, Chief Fire Officer, on 01743 260201 or Ged Edwards, Planning, Performance and Communications Manager, on 01743 260208.

1 Purpose of Report

This report updates Members on the status of risks on the Corporate Risk Register.

2 Recommendations

The Committee is asked to note the contents of the report.

3 Background

Following risk management training in March 2016, Members requested that the Corporate Risk Register should be reported to the Fire Authority twice a year, with the Audit and Performance Management Committee as was receiving a quarterly report. The Standards, Audit and Performance (SAP) Committee will continue to receive these reports.

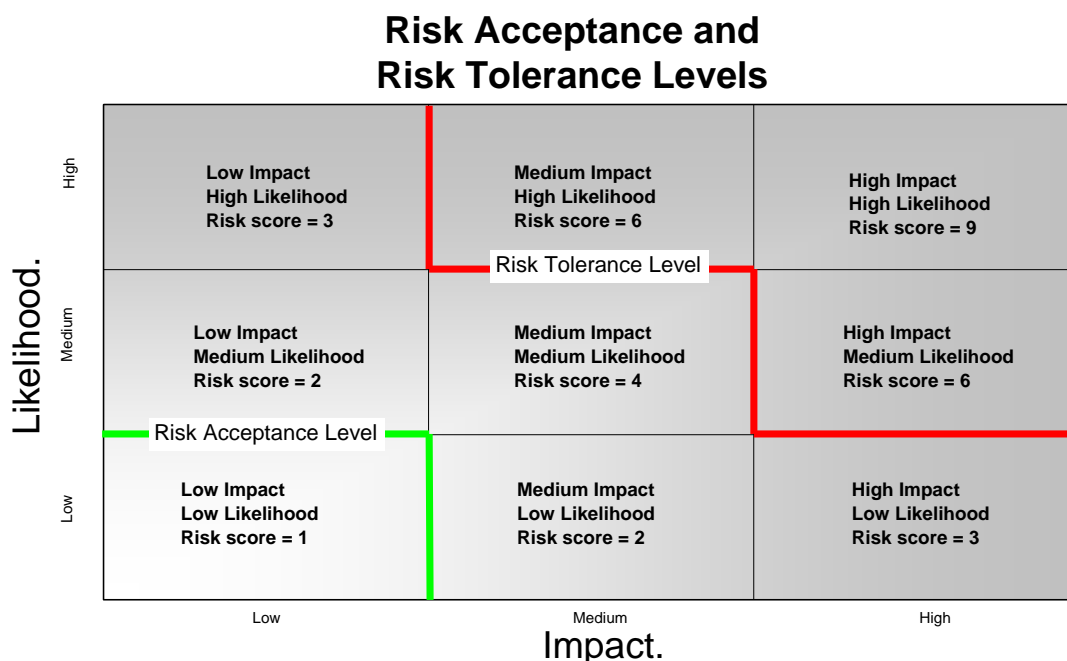
Following discussions with the Risk Member Champion and the Vice Chair of SAP, the format of this report has been varied from previous reports. Appendix A is a summary of the Corporate Risk Register and Appendix B covers all details that are captured about each risk on the register.

4 Risk Acceptance and Tolerance Levels

The purpose of risk management is not to eliminate all risk, but to reduce the risk to a level that the Authority is prepared to tolerate. This will vary depending on the Authority's current level of 'Risk Appetite' and is defined by the Authority setting its 'Risk Tolerance Level'. This level essentially acts as a target, with any risks higher than this level attracting appropriate effort and resources in an effort to reduce it to below this level. This target therefore acts as a management indicator, with greater levels of monitoring being required for those risks above the level, than for those below it.

In addition to the upper level, it is also appropriate to set a lower level target, called the 'Risk Acceptance Level'. Any risks assessed as being lower than this level should attract minimal effort and resources. This helps to ensure that resources are not wasted trying to reduce risks unnecessarily.

The Risk Management Brigade Order reflects the current risk Tolerance and Acceptance level and are shown in the table below.



5 Risk Management Process

The table in Appendix A shows a summary of the current risks on the corporate risk register. Appendix B shows more detailed information on each of the individual risks including: the risk title, the risk owner, a description of that risk, the counter measures that are either being applied or Officers are working to apply, the level of risk without controls, with controls and an assessment of the current level of risk. There is also a narrative column to enable risk owners to comment on the information provided where relevant.

6 Current Position

There are no changes to the direction of travel for any of the risks currently on the risk register. A new risk relating to a new Firefighting PPE maintenance standard has been added to the risk register.

7 Financial Implications

There are no financial implications arising from this report.

8 Legal Comment

There are no legal implications arising from this report.

9 Equality Impact Assessment

There are no equality or diversity implications arising from this report. An Equality Impact Assessment is not, therefore, required.

10 Appendices

Appendix A

Summary of Corporate Risk Register Entries

Appendix B

Details of all Open Corporate Risk Register Entries

Appendix C

Paper 16 -Details of all Open Corporate Risk Register Entries (Exempt)

11 Background Papers

There are no background papers associated with this report.

Summary of Corporate Risk Register Entries

Categories of Risk	Raised by	Date Raised	Description	Current Probability	Current Impact	Current Risk Rating	Direction of Travel	Owner
Information	Ged Edwards	01/4/2012	The provision of accurate management information is dependent upon the adoption of high quality data management principles.	2	2	4	→	Sally Edwards
Service Delivery	Internal Audit	21/12/2011	The Service has various contracts with suppliers which if were to fail or be impacted by poor performance could have a detrimental impact on the delivery of key service streams/functions.	3	2	6	→	Andrew Kelcey
Information	Sally Edwards	01/1/2012	To ensure the maximum availability of the Command & Control system as a mission critical function of the Service.	1	3	3	→	Sally Edwards
Information	Sally Edwards	01/8/2012	Provide robust and resilient hardware and communications platforms to ensure availability of electronic systems to support service delivery.	1	2	2	→	Sally Edwards
Policy	Fire Authority Members	17/3/2016	The uncertainty surrounding changes in legislation from the Policing and Crime Bill 2016 (Duty to collaborate and potential for a change in governance) could impact upon services ability to effectively undertake long term planning and the delivery of strategy.	2	2	4	→	Rod Hammerton
Finance	Joanne Coadey	23/9/2015	Reduction in government funding - insufficient income to cover Service revenue budget'	3	2	6	→	Joanne Coadey

Categories of Risk	Raised by	Date Raised	Description	Current Probability	Current Impact	Current Risk Rating	Direction of Travel	Owner
Information	Chris Mellings	19/7/2017	ICT is crucial for public service delivery and this imposes a risk of disruption or damage to the reputation of SFRS in the event of a failure of its information technology systems as a result of a cyber attack.	2	3	6	→	Sally Edwards
Service Delivery	Ged Edwards	17/11/2017	With little notice period the system supplier has informed the Service that the current Integrated Communications Control System (ICCS) will no longer be maintained beyond April, next year, as it becomes obsolete. In the event of a system failure after this date, the Service may be unable to restore the ICCS system.	2	1	2	→	Sally Edwards
Service Delivery	Kev Faulkner	13/11/2018	Staffing could be adversely affected following the adoption of the new fitness standards.	2	3	6	→	Guy Williams
Service Delivery	Ged Edwards	09/03/2020	In the event of an outbreak of Covid 19 in the Service there is the potential to severely disrupt all day to day Service functions.	3	2	6	→	Simon Hardiman
People	Andrew Kelcey	26/02/2020	The risk that we are entering into new activities without fully assessing and meeting the PPE requirements. It may be that PPE used is not appropriate for the specific risk faced.	2	1	2	→	Dan Quinn
People	Adam Matthews	15/03/2021	The potential for operational personnel not achieving the 42.3 vo2 max to be exposed to an operational environment beyond their physical capabilities.	2	3	6	→	Guy Williams

Categories of Risk	Raised by	Date Raised	Description	Current Probability	Current Impact	Current Risk Rating	Direction of Travel	Owner
Policy	Brian Welti	17/06/2021	BS 8617;2019 is a newly introduced standard for firekit maintenance, which includes a requirement to replace kit at 10 years, regardless of condition. A large quantity of kit is approaching this age. If the Service does not adopt this standard, without a full supporting risk assessment, it may not be able to justify use of kit beyond 10 years.	2	2	4	New	Dan Quinn

Key to Direction of Travel:

- shows that the general direction of the risk is unchanged
- ↓ shows that the general direction of the risk is reducing.
- ↑ shows that the general direction of the risk is increasing.

Details of all Open Corporate Risk Register Entries (Open Session)

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
Provision of Information for Management Decision Making	Information	Sally Edwards	01/04/2012	<p>Adopt robust processes for ensuring data is entered into departmental systems correctly and consistently. (In progress see action history)</p> <p>System ownership should be allocated to departmental managers and administration of systems should be appropriately assigned. (In progress see action history)</p> <p>Process mapping of all major departmental systems that generate reporting at a corporate level should be undertaken. (In progress see action history)</p> <p>Process mapping will give an understanding of what data is captured in systems, how it is processed and improvements to be made. (In progress see action history)</p>	4	A proposal for building capacity that incorporates professional development for existing team members in using the most recent cloud-based tools for BI is currently being drafted.

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
Failure of Primary Contractor/ Supplier	Service Delivery	Andrew Kelcey	11/03/2013	<p>Review current contracts register (Contracts in excess of £10,000) and risk assess all suppliers against the criteria of Poor Performance and Contract Failure. (Completed)</p> <p>Any supplier classed as high risk in either criteria will be identified as a departmental risk and be subject to a full supplier risk assessment and contingency plan if required. (Started and Ongoing)</p> <p>The full assessment will consider whether any further actions need to be addressed in order to mitigate against potential poor performance/contract failure. (Ongoing).</p> <p>09/03/2020 -A review of critical goods or supplies will be carried out and stock levels held by suppliers or in our own stores will be assessed and increased if necessary. (Ongoing).</p>	6	Reviews continue in light of ongoing Covid and potential financial impacts. Risk rating unchanged.

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
Security & Resilience of the C&C System	Information	Sally Edwards	01/01/2012	<p>Backup of C&C (Ongoing)</p> <p>Replication off-site (Work complete. BC Exercise to be undertaken)</p> <p>Implement procedures for anti-virus and patch updates</p> <p>MDT hardening (Completed see action history)</p> <p>Move C&C LAN to a virtualised environment (Completed see action history)</p> <p>Implement new Station End Equipment (SEE) (Completed)</p> <p>Increase the SLA levels with the WAN (Wide Area Network) prior to roll out of new SEE. (Completed)</p>	3	No change.
Security & Resilience of IT Network	Information	Sally Edwards	01/08/2012	<p>Implement the recommendations of the 2 internal audit IT reports (in progress)</p> <p>Review and improve internal policies and procedures (In progress)</p> <p>Defining IT team roles, responsibilities and competencies</p> <p>Implement 24/7 IT cover (complete)</p>	2	<p>Refresh of the wireless network is now complete and there is an on-going plan to replace the network switches, so they are also managed through the platform.</p> <p>The plan continues to reduce the management platforms and make best use of artificial intelligence</p>

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
				<p>Implement management and reporting tools for preventative maintenance (In progress)</p> <p>Continually review and improve technical infrastructure (Ongoing)</p> <p>A detailed low level audit of the network configuration to be carried out before making further improvements to the infrastructure by removing single points of failure. (In progress)</p>		<p>within these products so that some tasks can be devolved to 1st/2nd line support.</p>
Changes from the Policing and Crime Act	Service Delivery	Rod Hammerton	17/03/2016	<p>Government and local policy regarding election and powers of PCCs monitored for potential risk impact on SWFRA. Regular meetings with PCC taken place.</p> <p>Better engagement through CFOA with the HO</p> <p>PCC has been invited as a non-voting participant in FRA</p> <p>Shrops, H&W and Warwickshire Police and Fire Collaboration Group formed and focusing on "quick wins" in its formative period.</p>	4	<p>White Paper awaited for July 2021 but looking increasingly likely to be delayed meaning there is a likelihood for another gap in certainty. This may have the greatest potential impact on Alliance plans. Alliance governance and delivery programme is being reinstated following several key personnel changes.</p>

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
				<p>Shropshire, Herefordshire and Worcestershire Fire Alliance being cultivated to focus initially on technological collaborations.</p> <p>FRA and Officers actively engaged in PCCs development of a business plan to identify where PCC can add most value. This is to ensure SFRS are able to influence outcomes.</p> <p>Officers actively engaged in developing necessary plans and documentation for a successful transfer.</p> <p>Fire Alliance now in place with a programme of change focusing on ICT, Control, IRMP and procurement. The primary objectives of the Alliance are to create capacity and resilience for both organisations.</p> <p>The Service engaged fully in the HO PCC Review both through the NFCC and the FSMC.</p>		
Rules that apply to Governments specific funding	Finance	Joanne Coadey	23/09/2015	<p>Officers and members will continue to lobby Government where appropriate.</p> <p>Finance will ensure that timely strategic financial planning is carried out to inform management of the Service and</p>	6	No update - Head of Finance will continue to respond to all requests for information from NFCC, to feed into CSR review

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
				Members of the Authority. The development of 2020 scenario planning will attempt to implement changes in the Service to close the funding gap in later years.		
Cyber Security Risk	Service Delivery	Sally Edwards	19/07/2017	<p>There are a number of counter measures including work being undertaken on the Remedial Action Plan (RAP) from the IT Health Check (ITHC) to tighten security controls. Internal audit is conducting a full controls audit this year to check the IT environment is controlled and managed in line with best practice.</p> <p>There are a number of initiatives for improving staff awareness so they can protect themselves.</p> <p>The greatest vulnerability is maintaining specialist technical skills within the ICT team.</p>	6	Still working to the plan, but as it will be quite a change for some users that do not regularly log in this is taking time to communicate out before implementing it.
Integrated Communications Control System (ICCS)	Service Delivery	Sally Edwards	17/11/2017	Liaison with the system supplier to extend the maintenance period. Liaise with other FRA's who use the same product to put pressure on the supplier to continue to offer maintenance beyond the current notice period.	2	The testing finally took place with the suppliers in Rugby and was then released for testing by the users. This highlighted a problem with call transfer that will be addressed in a newer version of the software that is due to be released in Dec 21.

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
				Investigate the possibility of migrating onto an alternative solution. Have manual contingency arrangements in place in the event of a failure.		The go-live date is now planned for September 2021.
Impact of the new fitness standards	Service Delivery	Guy Williams	13/11/2018	Support and communication with staff. Potential to delay full implementation until April 2020 to allow staff to improve levels of fitness.	6	SMT paper in July 21 will recommend purchasing final 8 treadmills, new standard to be introduced in January 22 with condensed timescales for personnel remaining operational but not achieving 42.3 (previously 12 months). Comms and support will be key over the coming 6 months to ensure that impacts on service delivery are minimised.
Service disruptions due to Covid19	Service Delivery	Simon Hardiman	09/03/2020	Full review and update of resilience strategy Update all departmental business continuity plans Roll out Microsoft teams training Test run home working of HQ and Telford sites prior to an outbreak Consider and implement home working for staff	6	The Service have continued to undertake additional Covid activity throughout the last 3 months; however, an exit strategy is in place that will enable all resources to focus on renewal of all areas of business in line with the Government road map. Covid absence remains low within Service and across the sector and Lateral Flow testing has been introduced and made available to all staff.

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
				<p>Regular messaging to staff on latest health guidance</p> <p>Invoke the Business Continuity Group to oversee and coordinate the Service response to an outbreak within the Service</p>		
PPE for emerging activities	People	Dan Quinn	26/02/2020	<p>The likelihood of us being asked to perform roles outside of our traditional activities is high, but that we have controls in place to assess whether we will support these. The level of risk our employees are likely to face from this activity is also relatively low compared to firefighting.</p> <p>The required additional control is that a formal PPE assessment should be done before we enter into any agreement to support another service by carrying out these activities. The existing dynamic assessments are sufficient for ad-hoc requests.</p>	2	No change
A delay in implementing the new fitness standards	People	Guy Williams	15/03/2021	All personnel that fall within the amber category (36-42.3) are being supported by service associate trainers. Fitness equipment provided at all service sites. All those falling within the red category (below 36) are being removed from operational duties and referred to OH.	6	Paper to SMT on 20 July with a recommendation to purchase the final 8 treadmills achieving the long service ambition regarding fitness equipment. This will allow the service to move to the treadmill test as the primary method for annual fitness testing.

Risk Title	Risk Category	Risk Owner	Date Raised	Controls or Counter Measures	Risk Rating (current assessment)	Action History
						Recommendation will be that as of January 22 the service moves to 42.3 standard with reduced retesting timescales to the current procedure.
New Firefighting PPE Maintenance Standard	Policy	Dan Quinn	17/06/2021	<p>Review existing PPE risk assessments and compatibility assessments.</p> <p>Establish a formal PPE replacement project to identify needs, suitable products and funding requirements</p> <p>Pull forward planned replacement funding, if necessary, to meet the identified need</p>	4	Briefing to Exec by technical expert, identification of issue and risk recorded.