

No	Risk Title	Risk Type	Consequences	Date identified	Likelihood Score	Impact score	Overall risk score	Current Mitigation	Desired Likelihood Score	Desired Impact score	Desired risk score	Actions required to ensure mitigation remains	Links to Corporate Objectives / Strategies	Lead on behalf of Management Team	Review Date
1	Safeguarding and PREVENT	S, R	Significant impact should a child, young person or vulnerable adult come to harm, including radicalisation and child sex exploitation, and TMBC are unable to demonstrate appropriate processes were in place.	01/04/2017	3	4	12	The responsibility for safeguarding is with the Chief Executive, rather than an individual service and a review implemented. Audit Review undertaken, identifying areas of weakness to be address, progress to date with Training delivered to all Hackney Carriage and Private Hire Drivers. Secure Database now in place, with secure access, for recording of safeguarding concerns and referrals onto other agencies	3	4	12	Posts requiring DBS checks have been reviewed by Legal Services and are now part of a single secure register. Policy procedure on DBS checks reported to Corp MT in Sept 2019. Safeguarding Audit undertaken and completed in 2018/19.	Safeguarding Policy	Chief Executive	Jul-20
2	Financial position/budget deficit	F, R	Financially unstable organisation. Failure to deliver a balanced budget, detrimental impact on quality of service, increased intervention. Failure to maximise New Homes Bonus. <b>UPDATE: The 2020/21 budget has been drafted in the absence of a provisional local government finance settlement which has been delayed due to the General Election (expected early January 2020).</b>	01/04/2017	4	3	12	The Council provides an annual statement (as a minimum) on the following areas;  Treasury Management and Investment Strategy. Robustness of estimates and adequacy of reserves. Effective monitoring control procedures.  Savings and Transformation Strategy (STS) reviewed and updated.  Unqualified Audit and Value for Money Opinion contained with Annual Audit Letter.  Medium Term Financial Strategy (MTFS) updated and shared regularly with Cabinet to keep members aware of current financial situation. Business Rates income monitoring as part of Pool/Pilot arrangements. Now appear to be above baseline following closure of Aylesford Newsprint. Council Tax increase approved by Council for 19/20 at 2.99%	3	3	9	Areas of potential savings yet to be identified and prioritised, with commitment to delivery of those selected. Commissioning of service reviews via MT to identify potential areas of transformation and savings.  Strategic asset review to be undertaken.  O&S Committee Jan 18 established work programme to identify potential savings.  Fair Funding review underway but will need to await outcome which due to Brexit has been delayed.  Savings target updated in August 2019 to £675k, Cabinet in June asked how funding gap should be address with focus on first tranche.  Further update to MTFS in progress. Report being prepared for Cabinet 16 October  <b>Draft budget prepared for 20/21 will need to assessed in the light of the provisional local government finance settlement, which has been delayed due to the General Election. Draft budget and MTS show savings target at £320k</b>	Vision- to be a financially sustainable Council. Taking a business like approach.	Director of Finance and Transformation	Jan-20
3	Brexit Impact and Economic Stability	F	Financial impact and effect on the economy as well as uncertainty around current EU legislation, i.e. what replaces it, could have a significant financial impact and lead to legislative changes impacting on finance and resources. A number of key threats to business continuity including: border delays and congestion impacts on the Kent road network creating difficulties for local businesses, TMBC staff and potential air quality issues; loss of KCC staff e.g. welfare/social services support; potential loss of TMBC waste contract workforce, general increase in costs as imports become restricted.	01/04/2017	4	4	16	Kent-wide working to understand, plan for and react to pressures.  Regular review of; MTFS reflecting economic factors  Treasury Management and Investment strategies.  Bid for Brexit funding compiled but even funding distributed to District Councils, irrespective of geographic location.  The potential for No Deal BREXIT could have far wider and more impactful implications that has been factored into MTFS.	3	4	12	Council working with Kent Resilience forum and County Partnership groups including Strategic and Tactical Co-ordinating Groups. Business Impact assessments complete. Business continuity planning updated to ensure smooth running of services to public, including expansion of remote working initiatives with Laptop access to Council IT infrastructure. In order to prepare management Brexit Emergency Planning Exercises were held in March 2019.  Work still ongoing with partners whilst Brexit delayed until 31st October 2019.  Government advice to plan for No Deal Brexit. MT to review plans weekly including engagement with KRF and Countywide planning arrangements.  MT to monitor further funding arrangements announced and will plan accordingly. MT undertaking review of Business Continue Plans for our key services led by service managers.  Further Brexit funding announced. TMBC to receive allocation of £70k (money not yet received)  <b>Over 50% of staff now able to work remotely with laptops improving business continuity. MT assessing Brexit risks/actions weekly</b>	N/A - external risk.	Chief Executive / Director of Finance and Transformation/ Management Team	Jan-20

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4	Corporate Strategy and Savings and Transformation Strategy	F, R, S	Failure to meet objectives and/or make savings, including those arising from the planned West Kent Waste Partnership. Impact on quality of service, budget overspends, salami slicing, etc. staff motivation impacted and increased risk of fraud or error.	01/04/2017	3	4	12	STS reviewed and updated in line with review of MTFS. With regular reports to update MT and Members  Corporate Strategy reviewed - report to O&S January 2020	3	3	9	Areas of potential savings to be formally identified and prioritised, with commitment to delivery of those selected.  Commissioning of in service reviews via MT to identify potential areas of transformation and savings.  Strategic asset management review to deliver new income .  O&S programme to be supported in order to deliver savings to contribute to STS.  MTFS and STS updated by Members Feb 2019, and further report to Cabinet June 2019.  MTFS report to go to Cabinet 16 October 2019  Draft budget prepared for 20/21 will need to be assessed in the light of the provisional local government finance settlement, which has been delayed due to the General Election. Draft budget and MTS show savings target at £320k	Vision- to be a financially sustainable Council focusing on ensuring good value for money, continuously reviewing how our services are provided and funded, focusing our available resources where they will have most beneficial impact, and maximising commercial opportunities.  Taking a business like approach.	Chief Executive / Director of Finance and Transformation/ Management Team	Jan-20
5	Local Plan	F, R	Lack of sound legal footing for Plan leading to risk of failure at Examination. Risk of challenge from not meeting identified development needs. Reputational risk and widespread public concern arising from decision making on strategic development. Lack of infrastructure to support future development.	01/04/2017	3	4	12	Audit of Local Plan process complete with Specialist Consultants and Counsel engaged where appropriate on key issues for examination  Duty to co-operate discussions and audit in hand.  Members briefing held on local plan process.  Liaison undertaken with key stakeholders, service and infrastructure providers.  July 19 - First stage responses from Inspector submitted.  Further member briefings scheduled for July.	3	3	9	Final refinement of evidence and narrowing down of sites to address development needs.  Members approved response in June. With submission of full plan made in September 2018 with consultation completed in November 2018.  Submission of Sec of State made 23rd Jan 2019.  Inspectors appointed and dialogue commenced. Questions raised by inspectors completed in July 2019  Further consultation requested by Inspector over summer period. This is likely to push back the date of examination to early 2020.  Correspondence received by Inspector on 13/09/19 identifies 3 key risks to be covered by phase 1 of the hearings; no dates set for phase 2 of the hearings.  Further clarification being sought from the Inspector, in particular relating to phase 2 hearings, with expected response by the end of September 2019.  Notable increase in speculative major applications and related appeals, which have the potential to put certain aspects of the Local Plan at risk, including the delivery of key infrastructure.  Further clarification being sought to assist with risk assessment in this respect.	Local Plan assists in economic growth, delivering the supply of future housing and addressing affordability. Procedures set by National Government	Director of Planning, Housing and Environmental Health	Feb-20
6	Organisational development inc. staff recruitment and retention/skills mix	F, R, S	Lack of resources or the right skills to deliver required outcomes, loss of key professionals/senior officers due to pay constraints and pressures, reduced staff morale and quality of work, leading to financial loss, reputational damage and detrimental impact on staff wellbeing.	01/04/2017	3	4	12	Review of staff resources and skills via service reviews.  Organisational structure reviews are part of S&TS to achieve efficiency, coordinated service delivery and reflect changing legislative and policy requirements and priorities.	3	4	12	Succession planning along with Development of further skills and expertise through strategies such as shared services and specialist Commissioning.  Engagement of external consultants and specialists where required.  Resilience and rationalisation of existing structures.  Recruitment and retention strategy to be reviewed by MT.  Pay Award agreed by Members, 2% for 2018/19 in line with national award. 2.5% for 2019/20 above the national award.  Structural reviews approved by Members in 2017/18 and 2018/19.  Personnel staff recruited with specialist experience in recruitment. This was demonstrated with a revised methodology for the recruitment of the DPEHH and Head of IT.  Transitional arrangements to encourage development opportunities where appropriate.	HR Strategy Savings and Transformation Strategy	Chief Executive	Mar-20

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7	Health and Safety	F, R, S	Significant reputational impact should a service user, officer, member or contractor come to harm and TMBC are unable to demonstrate appropriate processes were in place (could be merged with safeguarding although arguably a different thing).	01/04/2017	3	4	12	Lone working policy and service based practices to be continuously monitored.  Health and Safety considered by management at weekly SMT meetings.  Staff involvement with JECC (supported by Members) Ongoing review undertaken to react to potential key risk areas.  Organisational learning and response to national events	3	4	12	Embedding and dissemination of good practice through staff briefings.  Officer led Health and Safety Group identifying cross organisational issues with feedback to Management Team and Health and Safety Officer.  All serviced have reviewed lone working procedures and risk assessments. Staff survey to be drafted to consider impact of work on wellbeing and whether support services meet need and communication channels are adequate.  <b>Staff survey has been completed to consider impact of work on wellbeing and whether support services meet need and communication channels are adequate. Findings from staff survey being completed.</b>	Staff wellbeing and customer care underpin the Council's fundamental service and corporate objectives	Director of Planning, Housing and Environmental Health	Apr-20
8	Compliance with legislation inc. new GDPR requirements	F, R	Failure to meet legislative requirements or statutory obligations may result in loss of personal data, financial penalties and/or damage to the Council's reputation.	01/04/2017	3	4	12	The Council has a nominated Senior Information Risk Officer and Data Protection Officer.  Assessment of Legal opinion included within all reports to Members. GDPR requirements are addressed by two officer groups, Information Governance Group and Procurement OSG, which includes Legal representation. CPD and Professional Monitoring offered to all staff The Council has undertaken both Corporate Governance and GPDR reviews / audits. Legal Services give sign off of key corporate projects	2	4	8	The Council continues to disseminate new legislative requirements to both Officers and Members. Officers ensure that professional upadation training is undertaken. Members received GDPR training in July 2018, with all officers completing e-learning on GDPR by May 2018.  Revised constitution, updated to reflect GDPR approved by Members in July 2019. Additional GDPR and Cyber Awareness Training now being undertaken by all staff and members, completion date of October 2019.	Need to ensure that all 7 key themes of the Corporate Strategy are delivered in lawful manner.	Director of Central Services and Deputy Chief Executive	Jun-20
9	Cyber security	F, R	Loss of data and legislative breach, leading to financial penalties and reputational impact.	01/04/2017	4	4	16	The Council has; IT Security Policy  Network Security Measures (Firewall, access level controls)  Considered cyber insurance  Established and Information Governance Group Reviewed and cleansed data held by the Authority.  Work underway to mitigate processor flaws which could lead to external cyber attack. Appointed a Member Cyber Champion. Rolled out Cyber awareness training to all staff and Members. Deployed software to identify potential confidential data held on the servers. Renewed and upgraded the software to identify and stop cyber attacks.	4	3	12	The Council has; Procured cyber security 'recovery' contract via Kent Connects. Prioritised the resources (both financial and staff) to ensure relevant updates are carried out in a timely manner. Continued roll out of mitigation for processor flaws. Considers cyber security as part of disaster and business continuity recovery process. Deployed improved cyber security training to all staff and members to be completed by end of October 2019. <b>New software in process of procurement for cyber management</b>	IT Strategy	Director of Finance and Transformation	Mar-20
10	IT Infrastructure	F, R	Failure to adequately invest resulting in inability to keep pace with technological change, leading to systems that are not fit for purpose to meet organisational need.	01/04/2017	3	4	12	IT Strategy and action plans reviewed and updated.  Invest to save opportunities and funding identified. Digital Strategy - Updated and approved by Members in July 2019.	3	4	12	New IT Strategy for period 2018-22 with linkage to MTFS and Savings and Transformation Strategy.  Development of virtualisation project to enable efficient and effective ways of working. Review of data quality to ensure improvement and efficiency can be achieved. I pads and required software rolled out the Councillors, MT Members and Senior Management Staff. New IT Strategy approved with specific emphasis to improve website functionality, website work commissioned following FIPAB approval in January 2019. New Head of IT appointed April 2019 with significant experience of implementing digital strategies in Local Authorities Officer and Member Groups established to consider implementation of digital agenda and changes to the Website format and content. Website capital plan evaluation to FIPAB 18 September 2019. total Mobile purchased and being rolled out. <b>Website software in procurement process. Numerous digital projects underway. Report to FIPAB Jan 2020</b>	IT Strategy	Director of Finance and Transformation	Mar-20

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11	Elections	R	Failure to comply with legislation, miscounts and significant reputational impact.	01/04/2017	2	4	8	Ensure experienced staff are in place, corporate team reviewing activity and monitoring progress.	2	4	8	Broadening of staff skills and experience to build resilience.  Borough Council Election and European Election delivered successfully. MT horizon scanning on any increased chance of snap General Election. RO and DRO's assessing risks. Update 12/09/19. Risks continue to be evaluated with enhance risks if election is post "no deal" Brexit due to potential congestion and disruption issues UPDATE(29/10/19) Potential Snap election in Dec 2019. Requires detailed risk register in respect of holding a winter Update Dec 2019. Election held on 12 Dec. NO issues arising due to detailed planning.	Statutory requirement	Chief Executive	Mar-20
12	Business Continuity and Emergency Planning	F, R, S	Failure to provide statutory service or meet residents' needs resulting in additional costs, risk of harm and reputational impact. Impact/pressures on services and resources. Failure to ensure proper safeguards to prevent or to respond adequately to a significant disaster/event e.g. terrorist attack at a large scale public event or fire.	01/04/2017	3	4	12	The Council has in place;  Business Continuity Plan. Corporate Business Continuity Risk Register  Disaster Recovery Plans  Inter-Authority Agreements Mutual Aid Agreement Partnership agreement with Kent Resilience Team.  Emergency Planning Support Officer. Duty Emergency Coordinator System and Duty Officer System introduced to provide greater resilience.	3	4	12	Emergency planning documentation undergoing constant review and key aspects exercised on an annual basis.  Training organised by Kent Resilience Team training. Business Continuity working group established to review and update existing Plan. Updated plan to be considered by Management Team and tested by a training exercise. New Duty Officer rota in place to support Duty Emergency Coordinators out of hours. Now fully trained. Out of Hours Manual reviewed and updated. DSSLTS sits on Kent Resilience Forum Board	Business continuity underpins the delivery of the Council's essential services	Director of Street Scene, Leisure & Technical Services	Jun-20
13	Devolution	F, R, S	Uncertainty about future operating models and changes / opportunities in responsibilities or service provision leading to financial pressures, impact on quality of services, reputational damage.	01/04/2017	3	3	9	Continual scanning of national / regional and Kent wide agenda by CE / Corporate Services manager. Participation in county wide debate via Joint Kent Chief Execs and Kent Leaders meetings.  Update DEC 18 - County wide devolution discussions have been formally ceased. Horizon scanning and continued participation in Kent Leaders and CE meetings is ongoing.	3	3	9	N/A	External risk/national issue	Chief Executive	As required
14	Partnerships inc. shared services	F, R, S	Reliance on partners to deliver key services, including private sector companies. Could include specific partnership or shared service models such as the Leisure Trust and risks around service delivery and impact on staff morale / retention if base moves from TMBC . Potential resistance to shared services / partnerships impacting on ability to deliver Savings & Transformation Strategy. Private sector partnerships failing having consequences for service delivery.	01/04/2017	3	3	9	Regular liaison meetings with partners. Partnership Agreements in place and reviewed as appropriate.  Good communication with staff.  In the light of the Carillion situation (which does not affect TMBC directly) maintain awareness of issues relating to private sector partners and plans formulated for service delivery in the event of failure via business continuity.	3	3	9	FIPAB Jan 2018 updated on GBC's decision to pull out of progressing shared service for Revs and Bens. Review of Revs and Bens being conducted to ensure service continuity.  New Waste Services Contract in partnership with Urbaser, TWBC and KCC commenced 1st March 2019. Formal Inter Authority Agreement and Partnership Agreement in place.  Ground Maintenance Contract extended in light of good performance of contractor.  UPDATE: Gravesham Borough Council gave notice to cease shared management arrangement for revenue and benefits management - arrangement to cease 30 September 2019. DFT will consider staff needs and report to GP Committee as appropriate. Report to GP Committee re revenues and benefits management planned for 8 October.	Savings and Transformation Strategy	Chief Executive	As required

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15	Welfare reform inc. Housing need	F, R, S	Safeguarding impact on TMBC residents due to reduction in benefits, introduction of UC and increase in applications for DHP, etc. Failure to adequately understand and meet housing needs and return unsuitable properties to use leading to increase in homelessness or occupation of unsuitable homes. Financial impact of increased emergency accommodation and failure to maximise new homes bonus.	01/04/2017	4	3	12	<p>Cross sector working (e.g. welfare reform group) to identify issues and solution.</p> <p>Providing advice to residents on welfare and housing. Working with partners to identify land and funding opportunities.</p> <p>Working with Registered Provider Partners to ensure needs of residents are being met. Working with owners to bring long term empty properties back into use.</p> <p>New initiatives for Temporary Accommodation, including purchase of flats.</p> <p>Review implications for new Homeless Reduction Act requirements.</p> <p>Concessionary charges for key services. EQIA assessment of key decisions included in all Board reports.</p> <p>HRA implications assessed and GPC agreed new posts to deliver service which have been recruited to. Universal Credit rolled out Nov 18 for Tonbridge &amp; Maidstone Job Centres. Signposting now to UC rather than HB for new working age claimants.</p>	3	3	9	<p>Prepare for impact of further roll out of Universal Credit by learning from other areas earlier in the programme.</p> <p>Consideration of review of housing service to meet the needs following Housing legislative changes.</p> <p>Temporary Accommodation purchased.</p> <p>Member training from DWP provided re UC Nov 2018.</p> <p>Continue to facilitate Welfare Reform group and widen participation from external partners so as to ensure best support for those affected by welfare reforms in T&amp;M.</p> <p>UPDATE: July 2019 Further review of staffing within housing underway in response to nationally recognised increased demand as a result of impact of HRA.</p> <p>Consultation on the Council Tax Reduction Scheme to be launched in September 19 following report to FIPAB July 2019. Intention to move to an income banded scheme.</p> <p>Report to FIPAB 18 September with capital plan scheme for purchase of additional Temporary Accommodation</p> <p>Report to FIPAB 18 September confirming launch of consultation on CTR Scheme</p> <p><b>New CTR scheme being proposed - FIPAB Jan 20</b></p>	Promoting Fairness - acting transparently at all times and being accountable for what we do, and promoting equality of opportunities. Embracing Effective Partnership Working - achieving more by working and engaging effectively with a wide range of local partners from the private, public, voluntary and community sectors.	Director of Finance and Transformation/ Director of Planning, Housing and Environmental Health	Mar-20
16	Political factors including stability of political leadership and decision making	F, R	Decisions required to achieve objectives including corporate strategy and savings and transformation may not be made and therefore required savings not achieved.	01/04/2017	3	3	9	<p>Close liaison with Leader, Deputy Leader and Cabinet in developing the Savings &amp; Transformation Strategy.</p> <p>Clear and comprehensive reports to support Members in making appropriate decisions to support the S&amp;TS.</p>	3	3	9	<p>Member briefings and training sessions.</p> <p>UPDATE JULY 2019- series of induction and training sessions delivered to Members following local elections in May 2019</p>	Underpins delivery of overall strategy and Savings and Transformation.	Chief Executive	As required
17	Flooding	F, R, S	Impact on resources to support emergency planning, financial impact due to damage, loss of resources, etc. Residents and staff put at risk of harm. Impact on key flood risk areas - Tonbridge, Hildenborough, East Peckham and Aylesford.	01/04/2017	3	4	12	<p>Working with partners (EA/KCC/LEP) to secure funding and implement flood defence schemes which will reduce risk of future flooding.</p> <p>Assistance provided to Parish/Town Council's to help develop local Flood Plans. Team of Volunteer Flood Wardens in place.</p>	3	4	12	<p>Work with partner organisations via Kent Resilience Forum continuing.</p> <p>Council represented on key County Partnership Groups overseeing Brexit implications including Strategic Coordinating Group.</p> <p>Council Officers dial into Severe Weather Advisory Group meetings.</p> <p>Regular attendance at KRF training sessions.</p> <p>Aylesford Community Flood Plan completed/launched and training taken place.</p> <p>Ongoing support for Tonbridge Flood Group</p>	Emergency Plan Contingencies Act 2004 Kent Emergency Response Framework West Kent Partnership and Medway Catchment Partnership	Civil Scene, Leisure & Technical Services	Mar-20
18	Contaminated Land	F, R, S	Impact on homes, public health. Residents put at risk of harm.	01/01/2018	3	4	12	<p>Working with partners (EA and other) and specialist consultants to monitor potential sites and assess risk to inform action as is needed</p>	3	3	9	<p>Joco Pit, Borough Green</p> <p>Potential issue identified, residents engaged with public sessions held in Jan 2018.</p> <p>Report to Members Feb 2018.</p> <p>Additional monitoring secured and undertaken through to May 2018.</p> <p>Results indicate low level risk to be considered as 'part 2 contaminated land'.</p> <p>Results shared with members and residents, including further public sessions in June/July 2018.</p> <p>Ongoing monitoring to remain for 12 month period. With conclusion and report to members in Sept 2019.</p> <p>Priority Wood, Tonbridge</p> <p>Appointment of contractor to monitor emissions made in June 2019.</p> <p><b>Monitoring of site now ongoing. Initial report to be presented to Members in February 2020.</b></p>	Contaminated Land Strategy	Director of Planning Housing and Environmental Health	Mar-20

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19	Procurement and Implementation of Waste/ Recycling Contract	F, R, S	Failure to provide new service and deliver described outcomes in accordance with contract timescales. Significant reputational risk. Risk of challenge from tenderers. Failure to achieve financial targets for garden waste scheme.	01/07/2018	4	4	16	Partnership arrangement with TWBC, with allocation of key tasks. Internal Project Group reporting regularly to MT, Members, including a separate Member Working Group. External advice sought from specialists on key decisions. Detailed project plan, risk register and marketing plan in place. New inter authority agreement with KCC encourages improved recycling performance and shares risks and rewards. IT, Communications and Operations identified as crucial work streams and individual working groups established to manage and implement these work areas.	3	3	9	New contractor (Urbaser) appointed with commencement in March 2019. New service delivery arrangements, including opt in garden waste collections commenced 30th September 2019. Operational and Marketing plan approved by members in Feb 2019. Contractor Annual Service plan to be monitored by Partnership Manager. Garden Waste charges set to encourage uptake  Government consultation on new Waste & Resources Strategy including greater consistency of collection arrangements across local authorities. Response sent on new Government Strategy in liaison with Kent Resource Partnership.  Contract performance, following new service delivery arrangements, has been unsatisfactory in terms of missed collections and uncompleted rounds. Focus is now on ensuring the contractor delivers the contract in accordance with the specification across the whole borough. Uptake of garden waste subscription has been positive and exceeded 30% initial target. Reports on progress submitted to meeting of SS&EAB and Member Liaison Group in place.	Delivery of cost effective service to meet customer needs.	Director of Street Scene, Leisure & Technical Services	Mar-20