

Ongoing Risks and Risks Identified by Service Management Teams and Management Team

| | Risk Identified | Background | Removed or ongoing | Reason for removal / ongoing |
|------------------|---|--|--------------------|---|
| Central and Exec | Homes For Ukraine Scheme UKSPF Programme (inc. REPF) | Moved to Strategic Risk Register Having had our T&M Investment Plan approved by DLUHC, implementation of projects required over the next few years (up to March 2025) | Ongoing. | Need to keep under review to ensure that delivery on track so that future years funding is not compromised (based on annual funding award) |
| | Gibson Building | Cabinet agreed in Sept 2022 that the main offices of the Council should remain located at Kings Hill and that Officers should investigate the feasibility of progressing option 4 set out in the report. | Ongoing. | Need to keep under review to ensure that changes in office accommodation deliver value for money and deliver identified savings. |
| | Tonbridge Castle Gatehouse Roof | Water ingress from roof in Great Hall. Feb 2023 rot discovered in roof beam ends. Facility now open following completion of remedial works in July 2023. Permanent works in autumn 2024 to now be scoped | Ongoing | Extent to permanent works required still unknown and therefore operational and financial risk remains |
| | Elections | Introduction of Elections Bill changes | Ongoing. | Further Election Bill changes, including new Postal vote portal, Postal vote renewals changing to every 3 years. Overseas electors renewal every 3 years, changes to EU citizenship eligibility |
| | Elections | Move over of Election calls to Customer Contact | Ongoing. | Hope to move over all election calls to Customer Contact before 8July. Training being undertaken and FAQs being written and shared. |
| | Elections | Changes to Parliamentary boundaries | Ongoing. | Increased work load to implement changes and more complex for running future Parliamentary elections, due to sharing constituencies with other authorities. Further review of polling districts. |
| | Climate Change Action Scorecard | Climate Emergency UK conduct an annual review of all local authority's climate actions. For 2022-23, the Right to Reply process revealed that TMBC is likely to score only around 25% and, as such, we should expect to be one of the lower scoring authorities. Climate Emergency UK will seek national media coverage for its findings and publish its results in Autumn 2023, posing a reputational risk to TMBC. | Ongoing | Scorecard results not yet published so level of media interest and final TMBC score unknown. Climate Emergency UK will carry out the annual process again for 2023/24 and while some further actions will result in a higher score (e.g. we have started climate literacy training) it is hard to assess progress relative to other authorities at this stage. |

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| Finance and Transformation | IT Security (formerly COCO Compliance) | Review of IT Infrastructure identified several areas of weakness for IT standards compliance | Ongoing | Number of risk removed, expected that remaining risks, once removed, will allow full compliance. |
| | Economic Stability | Economic issues surrounding Council Finances | Ongoing | Part of Strategic Risk Register. |
| | Recruitment of staff | Recent resignations will cause vacancies in several sections. | Ongoing and updated | Recruitment has commenced on vacant posts but it is likely that vacancies could last for several months. The vacancy in one section creates a 20% loss in capacity at a time of year with heightened resource requirements. |
| | Corporate Insurance | Increases and changes to premiums for 2023/24 insured year | Ongoing | The Councils Insurers have made changes to the charges included within the premiums. Therefore changes will be required to capital and revenue project evaluations to include insurance assessment. |
| | Payroll | Key information being supplied to Payroll in a timely manner, causing risk of staff and members not being paid. | Ongoing. | The Payroll Team pay over 250 Staff and Councillors on a monthly basis. Due to the date of payment, being the closest working day to the 15th of the month, information to be included in the pay run must be received no later than three working days into the month. In recent months some delays have occurred on the submission of data due to incomplete or incorrect information being supplied. this has jeopardised the payment to all staff requiring addition unsocial hours to be worked by the payroll team. |
| | IT Resources | Resource capacity for Development Staff | Ongoing | The current demands on IT Development Staff are placing increased pressures on the resource capacity on the staff given competing demands of corporate systems being reviewed and implemented. |
| | Computer Server failure | Weekend failure of server for Revenues and Benefits Software. | Remove | Issues with Software failure being identified by both staff and software |
| | Security and Access to Information | Access to information with shared access with DWP | Ongoing | Review of staff access to be carried out and further additional checks to be carried out. |
| | Supported Accommodation | Change in KCC approach for care need could have impact on ability to recover Housing Benefit Subsidy | Ongoing | The Supported Housing (Regulatory Oversight) Act 2023 came in to force August 2023. Assessment of the act is ongoing and a consultation will be undertaken on responsibilities to be allocated to Local Authorities and other partners. |

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| Planning, Housing and Environmental Health | Temporary Accommodation (TA) | TA consultancy review undertaken Dec 2021, actions implemented in 2022. Cost of living crisis and DA legislation implementation are impacting on maintaining TA levels within the agreed range. | Ongoing | TA costs remain high, as does level of need. Project underway to look at sustainable TA portfolio approach to help manage unit costs for TA. This is alongside ongoing work/training in service to support demand. |
| | Temporary Accommodation (TA) | Personal injury claims | Ongoing | Updated inspection regime being developed by officers. |
| | Food & Safety | Increased risk of food complaints/poisoning. Additional resources to manage backlog of inspections. | Ongoing | During the Covid-19 crisis the ceasing/reduction in the food hygiene inspection regime may result in food safety issues. There will also be a backlog of food safety inspections due to restrictions on visiting/businesses closed. Agreed catch up programme in place utilising COMF funding. |
| | Increased number of planning appeals/inquiries | Application determination timescales not being met, more speculative development, creates reputational risks and increases likelihood of appeals. | Ongoing | Volume and complexity of applications coming forward in parallel with local plan progression and given current uncertainties in timescales for adoption. MT agreed agency planning funding for short term. Head of Planning conducting service review summer 2022 |
| | Staffing challenges in Planning services | Ongoing recruitment and retention difficulties in the sector and in T&M specifically. Several recruitment campaigns carried out. | Ongoing. | MT agreed that development of a Workforce Strategy will include recruitment and retention. Part 2 report to GP in July 2023 to look at immediate pressures. This will likely be followed by a new recruitment campaign and therefore this risk remains. |
| | Windmill Lane Gypsy Site | KCC have requested return of management of this site (which is already owned by TMBC) to TMBC on 31 March 2024. This is part of a programme of returns to districts of their owned G&T sites. Initial discussions about management issues and costs have been undertaken. | New | The return requires Member approval, proposing that this happens via Cabinet in November 2023. There are a mixture of Property and Housing risks relating to this potential transfer. Officers are awaiting detailed information from KCC on maintenance costs, the detailed works schedule for grant funded improvements that are scheduled to complete before end of financial year and rent roll. TMBC will require a management arrangement for the site, which is being explored with neighbouring authorities as well as external providers. There will also be a requirement for the Council to have a G&T Allocation Scheme. Risk that the approach to management of this site is not fully in place before the proposed transfer, which could cause liability issues. Also need to consider specific equalities considerations for this group of residents. |
| | Local Plan | Reg 18 carried out in Autumn 2022. Changes to NPPF and proposed changes to system via LURB published December 2022. Assessing options for delivery of a Local Plan. | Ongoing | Members to make a decision on a revised Local Development Scheme in Summer 2023. This is subject to a number of challenges including ongoing delays in Govt announcements on national planning policy. The Council has decided to continue progressing the Local Plan under the current legislative and National Planning Policy Framework. It will be critical that the new plan is prepared in compliance with the regulatory framework and relies on a robust evidence base that meets the requirement of the NPPF so that the plan can be found to be sound at the examination stage. Timing is of the essence as the Local Plan will need to be submitted to the Planning Inspectorate by 30th June 2025. The Council has recently engaged Trowers and Hamlins Law Firm to advise and support the Planning Policy Team up until adoption stage. |

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| Street Scene, Leisure and Technical | Bridge inspections | Bridges on Council owned land identified as service risk. Internal Officer Group established and bridge audit progressed. Identified as Service Pressure Aspiration. Revenue budget approved to inspect and repair bridges over 2 years and annual inspections to be progressed. Structural assessments being undertaken. | Ongoing | Second year programme of work currently being progressed. Further survey undertaken and report to be analysed. Remembrance Garden and Maintenance bridges reassessed to check if structurally stable. Remembrance Garden bridge confirmed safe for 5-7 years, Maintenance bridge confirmed safe for 3-5 years. Structural assessment being undertaken re Haysden Country Park bridge replacement. |
| | Pay & Display machines | Continual issues with contractor, G4S in terms of cash collection. | Ongoing | Considering alternative options as very few companies in market place willing to undertake work. |
| | Phone Signal | CEOs having difficulty enforcing parking in Tonbridge and customers having issues accessing Ringo due to deterioration in mobile phone signal. | Ongoing | Multi-network sim cards issues to CEO's and liaison taking place with service providers. |
| | Garden Waste invoices | Delay in invoices being issued to subscribers wanting to renew due to IT issues. | Ongoing | Ongoing liaison with IT Services to resolve issue and distribute invoices. |
| | Utilities costs | Significant energy price increases at leisure centres is resulting in financial cost to the Council under the risk sharing agreement in the Management Agreement with the Trust. | Ongoing | Trust providing regular updates via Strategic/Service Fee meetings - cost of swim charges increased to help contribute to additional cost, energy saving initiatives being investigated and implemented and central government being lobbied. Government recently announced support package within the Budget statement. |
| | Tonbridge Swimming Pool / Larkfield Leisure Centre | Low supply of chemicals for treating pools available across Europe. May lead to closures. | Ongoing | Trust exploring all opportunities to secure supply. Alternative means of cleansing investigated by Property Services and order to be placed for new system. Funded through BRREP and contribution from Leisure Trust. |
| | KRF Review | The KRF have undertaken a review and plan to make adjustments to how the forum operates. | Ongoing. | Risks associated with increased responsibility being undertaken by LA's . The impact of this is currently being assessed and addressed by Kent Chief Executives. |
| | Business Continuity & Emergency Planning | The current structure of the LRF and legislation has been added to. The Kent Resilience Forum is undergoing a review with significant changes to how the Kent Resilience Team will provide support and guidance to Local Authorities. The UK Government has also recently published a new 'UK Government Resilience Framework'. Further guidance is expected but the theme is around increasing locally led resilience and planning at the LA level. | Ongoing | Need to track new guidance and review how we contribute and participate in the Kent Resilience Forum. We also need to be able to ensure that we maintain a fit-for-purpose organisation to enable suitable response. |