

GMCA Audit Committee

Date: 27th August 2021

Subject: Risk Management Update Report

Report of: Head of Audit and Assurance, GMCA

PURPOSE OF REPORT:

The purpose of this report is to inform Members of the Audit Committee of the risk management activities undertaken since the last Meeting and to present responses to specific questions raised by the Audit Committee around risk. A further update will be provided at the next Audit Committee meeting on progress made in Q2 of 2021/22.

RECOMMENDATIONS:

Audit Committee is requested to note the report.

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Equalities Impact, Carbon and Sustainability Assessment:

N/A

Risk Management

N/A

Legal Considerations

N/A

Financial Consequences - Capital

N/A

Financial Consequences - Revenue

N/A

Number of attachments included in the report:

BACKGROUND PAPERS: N/A

TRACKING/PROCESS									
Does this report relate to a ma	ajor strategic de	ecision, as set or	ut in N	lo					
the GMCA Constitution									
	VENDETION FROM CALL IN								
EXEMPTION FROM CALL IN	I								
Are there any aspects in this	report which	No							
means it should be considere	d to be								
exempt from call in by the rele									
Committee on the grounds of	urgency?								
TfGMC	Overview & So	crutiny							
	Committee								
N/A	N/A								

1 Introduction

This report provides an update on progress with the implementation of the GMCA Risk Management Framework since the last update to the Committee in April 2021.

2 Risk Management Framework Implementation

A number of phases for the roll out of the Risk Management Framework are included in the implementation plan that has previously been presented:

1. Develop the Risk Management Framework (Complete)

- 2. Undertake a Risk Management Maturity Audit (Complete See Section 3)
- 3. Raise awareness and understanding across GMCA (In progress)
- 4. Align the Corporate Risk register to the new framework (Complete See Section 4)
- 5. Develop departmental risk registers (In progress)

Since the last update, progress has been made in starting to roll out the framework so directorates can start to develop their own directorate risk registers. Risk workshops are being planned for July and August for Environment; Police, Crime, Fire and Criminal Justice; HROD; Finance and Communications. Further workshops will be arranged with the other directorates in Q2.

Progress with the agreed implementation plan for the Risk Management Framework is shown in Appendix A.

3 GMCA Corporate Risk Register – June 2021

The current GMCA Corporate Risk Register is provided overleaf. This contains:

- GMCA Strategic Risks these are the risks that could impact the achievement of GMCAs objectives as set out in the Greater Manchester Strategy
- Escalated Organisational and Directorate the purpose of including these risks is to provide oversight of those risks within the organisation with the highest potential (or actual) risk scores (>16) and an overview of the mitigating actions that are in place.

The Corporate Risk Register was reviewed by SLT and CEMT in June 2021. The following changes were made:

- Review and update of mitigating actions, and inclusion in the risk snapshot included below
- Removal of the strategic risk around the Mayoral Election, risk is not a current risk but will re-emerge when future elections are held
- Addition of a risk around Greater Manchester Police
- A new risk was added to the organisational risk register around catastrophic events (eg power cuts, flooding etc) impacting core services impacting such as ICT services. This risk does not fall within the escalation procedure as it scores <16 however it did demonstrate robust discussion at SLT level regarding the landscape of organisational risks and a useful discussion around the difference between directorate and organisational risks and how to differentiate the two so that they are represented and reported in the most appropriate way.</p>

Strategic Risks (June 2021)

Type	Ref	Risk Title	Description	Cause	Consequence	Owner	Likelihood		Score	Mitigating Controls	Likelihood	Impact	Score	Trend
ient		devolution	agenda, funding and powers of GMCA.	agenda and priorities differ from GM priorities Poor relationships with central	Devolved powers are reduced Access to funding is restricted Ability to influence devolution agenda is reduced	Eamonn Boylan, CEO	4	5	20	Stakeholder engagement - particularly building new narrative with Government and new Levelling Up Unit in No.10	3	5	15	\$
National political and economic environment	SR3		The implications of Britain's future trading relationship with the EU will take time to emerge - with both threats and potential opportunities	The Trade and Co- operation Agreement was signed in late December. The implications of this will only become clear as people start to 'trade' under these new terms. Also there are a	GM strategy (GMS) and GMCA business planning assumptions are impacted. Loss of future funding streams. Impact on future GM business growth.	Simon Nokes, Executive Director Policy & Strategy	5	3	15	Ongoing work to examine the consequences/opportunities) of the new trading relationship with Europe on the GM Economy via the Economic Resilience Group. International Strategy to be refreshed Ongoing Mayoral, Leaders and Chief Officer engagement with Government Departments - about implications on GM economy. Ongoing work with Government on future funding via UKSPF. CRF is a forerunner with GMCA managing the bidding process in GM. UKSPF details to follow in late 2021/early 2022	5	3	15	\$

Туре	Ref	Risk Title	Description	Cause	Consequence	Owner	Likelihood		Mitigating Controls	Likelihood		Score	Trend
		Carbon Reduction	on GM climate change initiatives within the required timescales with consequent impacts on achieving GM's long term carbon reduction targets.	ambitious carbon targets set) is such that there are a number of potential causes of failure: lack of funding; lack of change levers; lack of partner support; lack of sufficient engagement with GM organisations, businesses and citizens; a change in political priorities;	business and infrastructure. Systemic and complex nature of the issue results in delayed decision making & action. Reputational damage to CA. Risk of disruption from climate protests.	Mark Atherton, Environment Director	4	4	1. GM 5 Year Environment Plan (March19) – which includes immediate mitigation and adaptation measures and further innovation measures needed to meet the challenge. 2. Mission based approach being adopted to gain broad cross sectoral support and action. 3. Commitment of funding from Retained Business Rates to support initial delivery against the agenda and external funding opportunities to support substantial change initiatives. 4. Media activity and annual Green Summit to share progress, encourage change and demonstrate Mayoral commitment. 5. Engagement with activist groups to share progress and raise awareness of constraints. 6. ELT group established to assist in embedding our response to the climate emergency across all directorates	3	3	O O	Û .

Type	Ref	Risk Title	Description	Cause	Consequence	Owner	Likelihood	Impact	Score	Mitigating Controls	Likelihood	Impact	Score	Trend
ent		operating environment	partners	stakeholder engagement Inability to effectively facilitate effective and transparent decision	Failure to effectively deliver outcomes of GMS due to lack of collaboration across GM network and partners.	Andrew Lightfoot, Deputy CEO	4	5	20	CEMT engagement with districts and partners ELT Group established Feb 21 "Working better as a GM family" - strengthen the impact and efficiency of GMCA, GMFRS and TfGM and enhancing relationships with other GM organisations.	3		9	\$
GM Operating Environment		GMCA and GM District Finances of Covid-19	implications on GMCA and GM Districts from the measures put in place to support residents and businesses through the Covid-19 crisis put at risk funding available	reduce the 50% element subsequently retained by the CA. Significant financial impact on GM Districts and GMCA	Likely deficit on Local Authority collection funds and a reduction in the overall Council Tax base which will reduce income from GMFRS, Mayoral and PCC precepts in cash terms from 2021/22.	Steve Wilson, Treasurer	4	5	200	The Covid-19 pandemic continues to have a significant economic impact on GM residents, businesses and public services. Regular financial update reports to GMCA have been provided during the pandemic with a detailed analysis of areas affected, an analysis of government financial support and a review of the local impact on resources with agreement for managing financial risk across GMCA and GM Councils. Where appropriate this has been reflected in the approved budgets for 2021/22. GM Treasurers continue to meet fortnightly. A quarterly report providing an update on activity and system	3	3	9	\$

Type	Ref	Risk Title	Description	Cause	Consequence	Owner	Likelihood	Impact	Score		Likelihood	Impact	Score	Trend
										developments in support of the implementation of the Living with Covid Resilience Plan.				
		GMS does not deliver desired outcomes for GM	within GMS are	and financial	GMS does not meet the changed needs of GM now or in the future.	Simon Nokes, Executive Director Policy & Strategy	4	5	200	OGMS to be refreshed during Summer 2021 to reflect long term strategy learning from Covid, IIC etc with a stronger focus on wellbeing. This will include 3 year delivery focus and be developed with a wide range of stakeholders/community via existing mechanisms. It will also include some 'community data/targets' to reflect a more granular view of issues across GM	2	4	8	(
	SR7	Transport - Metrolink	transport revenue due to Covid-19 and reduced patronage levels; uncertainty over longer term government	levels since the first	Shortfall for 2021/22 estimated at £46m. Funding will not be available for a renewals programme.	Steve Wilson, Treasurer	4	4	16	Department for Transport (DfT) funding has mitigated impact of revenue losses with funding confirmed to 19th July 2021. TfGM has been developing a recovery plan for Metrolink, as part of supporting the development of the future funding strategy and to support the discussions with government on ongoing funding for Metrolink. TfGM performed a review of the cashflow projections and reserves. It is concluded that the risk in the short term is manageable in the context of the		4	16	()

Туре	Ref	Risk Title	Description	Cause	Consequence	Owner	Likelihood	Impact	Score	Mitigating Controls	Likelihood	Impact	Score	Trend
										mitigations and the reserves balance held				
		Manchester Police - governance, leadership and performance		Inadequate governance, leadership and control within GMP	The service provided to victims of crime is inadequate. The service provided to GM residents and communities by GMP is not at the desired level Resources are not used effectively and efficiently to achieve the strategic objectives of GMP.	Clare Monaghan - Director of Police, Crime, Fire and Criminal Justice.		5	20	New Chief Constable (CC) joined May 2021. CC is developing a plan of 16 key initiatives for presentation at Deputy Mayor's Executive and the Policing Performance Oversight Group (PPOG) both in July 2021. This includes (but is not limited to) the development of a new performance management and outcomes framework development of a Strategic Delivery Plan as well as reviews of processes, structures and systems.		5	20	\$

Escalated Risks (June 2021)

Type	Ref	Risk Title	Description	Cause	Consequence	Owner	Likelihoo	트	Score	Mitigating Controls	Likelihoo	Impact	Score	Trend
		reduces staff availability through absence, sickness, self-	GMCA/GMFRS due to Covid-19 and/or caring responsibilities due to ongoing	sickness across the organisation due to contracting the Covid-19, self isolating and/or mental health and stress	GMFRS: Inability to deliver statutory functions (GMFRS), potential impact on fire cover GMCA: Inability to delivery core services and progress desired outcomes	(GMFRS)	4	5	200	GMFRS: Key policies and processes in place to support operational resilience, staff and signpost to EAP Programmes: Regular and timely communication messages to all staff providing updates on key messages - internally and externally on. Guidance provided to Line Manager regarding supporting colleagues during this period. Degradation Policy COVID-19 Strategy & Response Plan Overtime Arrangements (agreed with FBU) Manager's Handbook Inc. Cleaning Procedures		4	8	\$

		Prolonged		Childcare & home	SLT,	4	4		Tootal Building and GMFRS HQ remain	2	3	6	Û
	,	lockdown			GMFRS ET				open for the most vulnerable staff and				
 	Wellbeing	restrictions and		meaning staff are					those unable to work from home.				
		altered working		worrying about not									
		arrangements may		getting their work					~ Wellbeing initiatives and resources				
		affect staff health,		done and also not					available for staff - OH support				
		wellbeing and		providing the right					available as required for further support				
		morale.		support for their					~ Weekly online briefings from the				
				family.					Mayor, Chief Executive and SLT				
									Members				
				Physical and									
				mental health					GMFRS - Health and Wellbeing team				
				negatively					undertake range of initiatives to support				
				impacted due to					employee mental health and well-being.				
				extended home					This capability has been enhanced as a				
				working and					result of the covid crisis. Reasons for				
				isolated working.					absence are monitored and tracked.				
									General and specific wellbeing support				
				Increased levels of					is in place across the service				
				sickness due to									
				mental health and									
				stress.									
				Prolonged									
				absence from the									
				work environment									
				affect staff									
				development and									
				learning and									
				induction of new									
				staff.									
				O.C.									
OR9	Funding and	Capital	Delays in	Failure to deliver	SLT	4	5	20	Performance reporting and oversight by	3	3	9	仓
	grants not	programme:	progressing	the capital	<u> </u>				SLT	-	-	Ĭ	
	spent in line		schemes/activities	programme and									
	with		due to Covid-19 and										
l l'	** : * : 1	investment funding		of schemes by									1

timescales / conditions		economic conditions	districts and TfGM could result in reductions to future funding allocations and increased risk of clawback.					
	financial awards. Grant Funding: Funding not spent in time/ in line with grant conditions		Impact on the ability to secure value for money and achievable outcomes set out in the GMS.					
			Underspend of grant funding Lack of confidence from key partners					
			and funders could impact future funding awards					

OR10 Data Protection Act with the requirements of the Data Protection Act 2018 (Inc. GDPR)	insufficiently developed in GMCA to meet obligations placed upon the organisation by Information legislation. Inclusive of Data Protection and transparency laws. Including expected organisational standards in respect of information management and governance. New ways of working increase the risk of failing to	security through data loss or increased risk of Public Sector susceptibility to cyber crime including phishing attempts, hacking and denial of service attempts from external parties. There is an inability to demonstrate GDPR compliance and ensure effective information management and governance arrangements could result in: Breaches of legislation Judicial review Litigation Claims Reduced	Phillipa Nazari, Data Protection Officer				GMCA Information Governance Board and Serious Information Governance Incident Panel chaired by SIRO. Mandatory IG training for all staff				\$	
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			strategy in place to manage this.	damage arising from breaches • Loss of public Trust • Inability to secure data sharing agreements with partners / Government. • Detrimental impact on GM wide programmes of work								
OR12	Information Security	Organisational arrangements are insufficient to deter, detect and prevent unauthorised access to ICT systems and to respond effectively as and when breaches do occur.	risks, identification of issues and outdated policies. Lack of a	Inability to deliver statutory, legal, workforce, financial and blue light services. Potential loss/misuse of information or data, ICT downtime and costs of remediation.	Phil Swan, Director of Digital	4	5	1. Governance created to support the strategic direction of ICT/Digital and, separately, IG to improve cyber security. 2. Majority of ICT infrastructure is based on mature GMFRS network, systems and applications. Further investment being made in technology to secure the network and enable secure multi-agency working, however we have some vulnerabilities. Short, medium and long term plan in	5	15	· ①	

				Lack of access to an effective ICT security alerting mechanism similar to CareCERT capability in the NHS. Regular requests to to rapidly stand up new digital capabilities at whole organisation scale e.g. to support remote working.	full ICT recovery if needed (est. over £10M). Partner and wider public confidence could be impacted should security issues arise. Ability to pool/share data with third parties could be impacted if the GMCA cannot demonstrate compliance with requirements of the Public Service Network or other security accreditation.				development. 3. Investment in tools to scan the infrastructure to ensure that vulnerabilities are identified and addressed. 4. Support provided through mandatory IS training online (LMS) and information on the GMCA intranet. Training on information security is monitored and tracked through SMT. 5. As discussed at the Oct 2020 Information Governance Board, additional ICT security features are available but will require organisational engagement and they will change practices. Proposals for further tightening security progressing. 6. ICT security responsibilities being clarified through re-assignment of Deputy CIO responsibilities, and honoria relating to the unfilled ICT Security Lead role which GMCA has been unable to recruit despite multiple attempts as grading is too low.				
Directorate	EWS- 01	Delivery of Work & Skills Externally Funded Programmes	Work & Skills Directorate currently manage in excess of £200m of external funding that support GM Residents to improve their skills	meant that work and skills provider delivering contracts in GM are unable to deliver the face to	Those GM residents in most need may be unable to access support at time when many require additional support in developing	Gemma Marsh, Director, Work and Skills,	4	5	A covid contingency plan to support Greater Manchester Work & Skills Programme was agreed in March 20. The plan built was built around the emergency policy government put in place - PPN 02/20 in relation to supplier relief. The plan was based around a 12 month period with quartely reviews. This allowed most providers to move	3	5	15	

and progress into employment, which include AEB	are key element of	transferable skills to support them in the labout market	over to cost payment model in order to address financial instabilty issues.	
and Working Well	inen contracts.	or support	Maybe a need for further consideration	
	Most contracts are	addressing health	post March 21, depending on how the	
	delivered on a PBR	or other related	position with the pandemic progresses.	
	basis therefore	barriers into		
	providers ability to	employment.	Providers have tasked with developing	
•	draw down funding		alternative methods of delivery during	
	could be seriously	GM would not	this period to ensure that those in need,	
	impacted upon, thus		could access the services and these	
	creating some	base that was	are review as part of the ongoing	
Skills contract	financial instability,	strong enough to	contract managment.	
	particularly for	respond to		
delivered in GM.	smaller providers.	demand, at a time	Robust contract management	
		of greater need to	processes are in place, along with open	
Potential financial		support GM	book contract management.	
instability of the		residents and		
providers base in		businesses who	Working closely with DWP and other	
GM.		have been hit by	government department to align our	
		immediate impact,	approach to contract mangement	
Potential		as well as longer-	during the pandemic	
underspend in		term implications		
grant funding and		for the local	Working with finance/procurement	
lower than		economy.	colleagues in the use of Company	
expected			Watch - a due dillegence system	
performance			designed to assess the financial	
against targets set			standing of companies.	
by of funders.				

02	changes linked to Skills for Jobs White Paper and impact on devolved skills functions via AEB	reform White Paper introduced new employer-led local skills planning functions which will be placed on a statutory footing, meaning that colleges and training providers will be legally obliged to respond to these new Local Skills Improvement Plans (LSIPs) which has potential to disrupt/undermine the exercise of the CA's devolved skills functions.	legislation: 1) There is no requirement on the employer representative bodies (ERBs) that will be leading the Local Skills Improvement Plans (LSIPs) to consult with GMCA or the LAs in relation to the geographic footprint of the LSIP or strategic priorities for the area identified. The Secretary of State will have the power to designate/remove designation for ERBs without consultation with GMCA and, whilst MCA agreement to the proposed LSIP would assist SoS approval, DfE has ruled out rejecting proposals that are	some areas of need unmet, particularly at lower skills levels. 2. Despite GM being a well-	Marsh, Director, Work and Skills,				 Work with Legal colleagues to review draft legislation, assess risk from both legal and policy perspective and develop proposals for amendments. Work with Public Affairs colleagues to identify ideal outcome, tactics for securing potential amendments to the draft legislation, and identifying influencers (political and sector) who might support our approach. Work collectively with MCAs to develop a collective M10 position, as well as other organisations which have an interest in achieving a more collaborative/consultative approach within the legislation. 				
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2) The SoS will also be given new powers to establish a register of approved training providers; funding authorities, including parational delivery. MCAs, would be prohibited from contracting with non-approved providers outside of that national register. 3. If required to commission providers on a national register, it both undermines GMCA's ability to exercise devolved functions (which include a range of statutory biligations) as it sees fit and could impact the responsiveness of the provider base. Given GMCA's robust due diligence in developing our lexible procurement system, a national register in and stability of the providers with the providers with the providers with the provider was the procurement system, a national register in developing our lexible procurement system, a national register might also impact the providers with t	
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			whom we can contract.								
DII WI 01	(a) Contractor(s)fails to perform as required by the Contract.(b) Construction of new facilities are	changes to Government policy.	The Contracts do not achieve intended financial, service, social and environmental outcomes	David Taylor, Executive Director Waste	4	4	Robust performance management framework in place to incentivise performance Transfer of knowledge from advisory team to core Waste team. Experienced contract management team in place	3	3	9	

delayed. Income from utilising existing contract man commodities systems.	agement	
(c) Recyclable decreases and/or		
materials value costs of Core GMWDA team transferre	ed to	
reduce as a result processing GMCA provides continuity an		
commodity trends costs of rejection management resources being	3	
or the quality of increase and/or recruited.		
the material materials are	.	
collected is not managed in a less Management of progress thro		
high enough environmentally project planning and contracted		
favourable manner Operational risk register in pla		
(d) National Waste and/or recycling Oversight by Waste Committee	e.	
and Resources performance		
Strategy results in decreases Tracking of global commodity	prices to	
change to give transparency, 2 year		
collection, Additional communications and engager	ment plan	
treatment or collection costs with focus on contamination a		
disposal and/or claims from improve quality of recyclables		
requirements disposal contractor		
for changes in Joint group with WCAs to dev	velop	
(e) A no-delay waste flows or responses to consultation doc		
Brexit affects composition;		
services (e.g. fuel potential Brexit contingency plan provide	ded by	
shortages, redundancy of Suez and other contractors' a		
supplies import facilities and/or their mitigations.	Idvise of	
delays, loss of procurement of their mingations.		
drivers etc.) hew contracts due		
to imposed		
requirements of		
National Strategy.		
Brexit: some		
services may have		
to be reduced		

APPENDIX A - RISK MANAGEMENT FRAMEWORK IMPLEMENTATION PLAN

In order to effectively embed this risk management framework within GMCA there need to be a number of actions that initially take place to raise awareness and understanding of risk management but in the longer term to ensure GMCAs culture around risk management continues to evolve and mature so that it is an efficient and effective process within the organisation.

This implementation plan sets out the short, medium and long term action needed to implement the framework.

Activit	у	Responsibility	Original Timescale	Status
1. De	velop the Risk Management Framework			
a)	Define the risk management framework	HoAA	October 2020	Complete
b)	Obtain SLT buy-in and support for the risk framework	HoAA	November 2020	Complete
c)	CEMT approval of framework	HoAA	Prior to 13 November 2020	Complete
d)	Audit Committee review and comment	HoAA	20 November 2020 (papers by 13 November)	Complete
a)	Draft Terms of Reference for Risk Management Maturity audit	HoAA	October 2020	Complete
b)	Approve Terms of Reference	SLT	November 2020	Complete
c)	Undertake Internal Audit	Internal Audit	November – December 2020	Complete
d)	Report results to SLT	Internal Audit	January 2021	Complete
a)	Develop training and awareness materials	Risk resource	Q1 2021/22	Q2 2021/22
b)	Develop internal communications launching the risk framework	HoAA / Internal Comms	Q1 2021/22	In Progress
c)	Launch risk management framework	CEMT	Q1 2021/22	Q2 2021/22
d)	Roll out training and awareness activities	Risk resource	Q1 2021/22	Q2 2021/22
2. Co	rporate Risk Register			
a)	Quarterly update of [existing] Corporate Risk Register	SLT/CEMT	November 2020	Complete
b)	Quarterly review of Corporate Risk Register	Audit Committee	20 November 2020	Complete

c)	Move Corporate Risk Register to new risk management framework	SLT/CEMT/Internal Audit	March 2021	Complete
d)	Audit Committee review of revised Corporate Risk Register	Audit Committee	April 2021	In progress
e)	Ongoing review of strategic and escalated risks as part of BAU for SLT and CEMT	SLT / CEMT	April 2021 onwards	Ongoing
3. De	velop risk registers			
a)	SLT Risk workshop	Risk resource	February 2021	Complete
b)	Directorate risk workshops	Risk resource	Q1 2021/22	In Progress
c)	Develop directorate risk registers	Directorates / Risk resource	Q1 2021/22	In Progress
d)	Ongoing review of risks as part of BAU for all directorates	Directorates / Risk resource	Q2 2021/22 onwards	