

Regulatory and Audit Committee

Title: Risk Management Group update

Date: Wednesday 12 September 2018

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Local members affected:

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

The Risk Management Group (RMG) is a working group of the Regulatory and Audit Committee. The RMG met on 12 June 2018 and 2 August 2018 and considered the following items:

Technology Services

The Head of Technology Services Operations, the Executive Director of Resources and the Interim Director of Technology Services presented the latest risk register

They explained that they had recently held a risk workshop (5 June 2018) which had been a great opportunity to ‘deep dive’ within the service and find out more about the challenges and risks within Technology Services.

It was confirmed that the corporate risk team had been working with Technology Services officers to review the risks within the service. The key risks identified/updated included infrastructure, cyber security, resourcing, the transition update and corporate governance.

Part of the Interim Director’s remit would be to refresh the Technology Services Strategy and this will be done in conjunction with the newly appointed Joint ICT Director across the County Council, the NHS (the Buckinghamshire Healthcare NHS Trust (BHT) and NHS Buckinghamshire Clinical Commissioning Group.

Contract Management

The Executive Director for Transport, Economy and Environment and the Supplier Relationship Manager (SRM) attended to present the latest update on the management of the key risks relating to the Contract Management Improvement Plan.

Highlights from the improvement plan included:

- The launch of central commercial intelligence service;
- The launch of the 'Early Warning' indicator;
- Supplier Scorecard to be used as part of the Best Practice Self-Assessment;
- A set of actions around the compliance for procurement regulations to ensure that the correct procurement contract is being used;
- Further development to the Contract Management Application.

It was recognised that the direction of travel for the improvement programme had been positive since the permanent appointment to the SRM role, and that a dedicated project team had been assigned to moving the programme forward at pace.

The key risks relating to the Improvement Plan were discussed and challenged by Members, and a further update was requested to be presented to RMG in December 2018.

Debt Management/Key Financial Risks

The Finance Directors for Communities, Health and Adult Social Care (CHASC) and Children's Services (CS) attended the meeting to provide members with a brief verbal update on progress with the debt management improvement agenda and the key financial risks for their respective Business Unit.

A full report will be presented to the RMG on 10 October 2018.

Children's Improvement Programme

The Executive Director for Children's Services attended the meeting to present his report and give a verbal overview of the Children's Improvement Programme.

The following points were noted during discussion and in answer to Members questions.

- It was important that both social workers and managers had a thorough understanding of what good looked like.
- A Commissioner for Children's Services in Buckinghamshire was appointed following the inadequate judgements and, further to high level action plans, it was recommended in June 2018 that the Council retain operational control of its Children's Services, co-operating with the Department for Education (DfE)'s appointed advisers, Hampshire County Council.
- The first monitoring visit took place in early July, and part of the assessment was to confirm that the Council could identify issues at an early stage.
- Part of the initial 'inadequate' judgement was lack of evidence to show management oversight by the first line management tier; whether casefiles were reviewed and decisions had been ratified. The Service Director has now created a document outlining what good looks like for the first line management tier as part of a recommendation from Ofsted.
- A key skill that the Executive Director would like to see in a manager would be the ability to direct social workers effectively and the ability to identify strengths and weaknesses within themselves and their team.

- One of the key factors was the number of temporary staff in teams such as First Response and Child Protection where cases were most critical because of issues with recruitment.

In terms of the improvement journey itself, the five operational plans which had been developed using inspection methodology had been implemented and the Commissioner was satisfied. The overarching single plan would echo the Ofsted recommendations and would be completed before the end of the summer.

It was not known when Ofsted would return but it was likely to be 2019. The Commissioner would then report the outcome to the Secretary of State.

A further update on the key risks relating to the Improvement Programme will be presented to RMG in early 2019.

Recommendation

To **note** the report.

Supporting information to include the following if a decision is being requested:

Resource implications

None

Legal implications

None

Other implications/issues

None

Feedback from consultation, Local Area Forums and Local Member views (if relevant)

N/A

Background Papers

Risk Management Group Terms of Reference
