
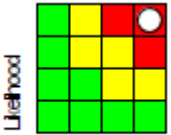
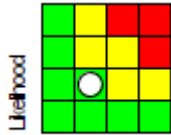


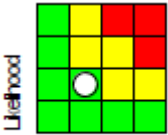
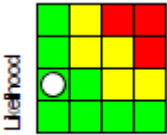


Strategic Risk Report

Generated on: 05 August 2024

 SR 01 Significant financial funding reductions / limitations from Scottish Government	<p>It is expected that the Council will continue to be faced with significant real term funding reductions from the Scottish Government settlement. This is based on local government settlements in recent years and an ongoing narrative about limited funds available to support public services. This coincides with a period where costs are continuing to rise in relation to social care, significant inflationary increases, the impact of increases in the bank interest rate on the cost of borrowing and pay award pressures linked to inflation. Whilst there are ongoing discussions between the Scottish Government and Local Government on reducing the ring fencing of funding, the reality is that material elements of funding remain ring fenced which significantly restricts how the Council can most effectively use the funds made available to it.</p>					
Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
 <p style="font-size: small;">Likelihood</p> <p style="font-size: small;">Impact</p>	02-Aug-2024	16	 <p style="font-size: small;">Likelihood</p> <p style="font-size: small;">Impact</p>	31-Mar-2027	4	Laurence Slavin
Potential Effect	Shortfall in finances resulting in the Council being unable to provide all services as intended and needing to identify further cuts to services to deliver a balanced budget.					
Measures of Impact	<ul style="list-style-type: none"> - Reduction in government grant - Demographic change (population decline/growth, aging population) - Cost reduction required including reducing level and/or quality of service provision - Increased Debt (collection of Council Tax, HRA rents, etc) 					
Risk Factors	<ul style="list-style-type: none"> - Insufficient funding from Scottish Government to retain essential services - Lack of time to plan for changes in the level of grant funding due to single year settlements and late settlement information from Scottish Government - General inflationary factors - Bank of England Base Rate increases - Significant additional cost pressures - Insufficient capital receipts to cover loan repayments (creating a revenue pressure) 					
Internal Controls	<ul style="list-style-type: none"> - Long Term Financial Strategy - Regular Financial Updates to Council - Monitor and maintain General Services and Housing Revenue Account prudential targets - Reporting and monitoring of Treasury Management Strategy - Budgetary control process - Regular budgetary control and savings monitoring reports provided to CMT and Council / committees - Rigorous debt collection processes - Annual Internal Audit Plan - Work of External Auditors (external control) - Annual Governance Statement 					
Latest Note	Assumptions on future Scottish Government funding, and other material budget assumptions, are updated regularly and reported to Council periodically throughout the year. It is expected that future Scottish Government funding will be insufficient to pay for current levels of service delivery, furthermore it is expected that future local government settlements will be a real terms reduction in local government funding.					
Risk Opportunity	<ul style="list-style-type: none"> - Significant council projects focusing on long term economic development in the West Dunbartonshire area to grow the local economy and generate revenue - Annual exercise to identify efficiencies - Projects to implement new ways of working (e.g. digitisation, automation, asset management) 					
Linked Actions Code & Title	Progress	Status	Assigned To			
RES/24-25/001 Review ways of decreasing corporate debt through continued improvements to debt collection processes in relation to sundry, NDR, Council Tax and rent	<input style="width: 100px;" type="text" value="0%"/>		Ryan Chalmers			



 SR 02 Challenges in implementing broad-ranging school improvement to raise attainment and achievement		This risk concerns delivering excellence and equity for children and young people. National and local indicators have been set to monitor progress with outcomes relating to attainment and achievement with a key focus on making progress to narrow the poverty related attainment gap. Scottish Equity funding devolved to local authorities aims to deliver on priorities between 2023-26. This funding will end in 2026.				
Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
 <p>Impact</p>	05-Aug-2024	4	 <p>Impact</p>	31-Mar-2027	2	Julie McGrogan
Potential Effect	Improved outcomes for young people would not be attained and achieved. The Council would fail to meet the needs of individual learners particularly those children and young people most disadvantaged by poverty. Risk of reputational damage to the service and the wider Council if outcomes and targets not as education as a statutory service is subject to close scrutiny of local authority performance with outcomes for children and young people by the local community and by the national agencies.					
Measures of Impact	Stretch Aims and Targets for attainment and achievement 3-18 et to be achieved by 2026. The Stretch Aims are scrutinised annually by Scottish Government and Education Scotland. West Dunbartonshire Performance Targets for attainment and narrowing the poverty related attainment gap in Early Years, Broad General Education and Senior Phase West Dunbartonshire Improvement Board Quality Indicator Evaluations National Qualifications Attainment and Achievement Results Broad General Education Achievement of Level Results West Dunbartonshire Scottish National Standardised Assessment Data Positive Destination Data West Partnership Attainment, Equity and Destination Performance Measures Her Majesty's Inspectors of Education inspection reports Stakeholder Feedback					
Risk Factors	Reduced funding 2022 -2026; no confirmation of future funding from 2026: This Strategic Priority has been supported by Scottish Government Attainment Challenge Funding since 2015 and since 2022 Strategic Equity Funding. Also, schools in West Dunbartonshire have received Pupil Equity Funding since 2016. The national funding streams are committed to until 2026 – there is uncertainty as to future funding provision. From 2022 – 2026 the Strategic Equity Fund is being tapered with annual reductions in the funding the local authority receives. This will reduce resources available to deliver work streams related to SEF.					
Internal Controls	-Strategy for Excellence and Equity 2023 – 2026 (developed to embed improvements achieved and support an exit strategy from Strategic Equity Funding by 2026). -Project management by Senior Education Officer -Education Improvement Board chaired by Chief Education Officer -Scrutiny by Scottish Government and Education Scotland (progress reports produced and submitted) -WDC Improvement Framework -Termly progress reports submitted as part of Educational Service committee reports -Relevant Continuous Professional Development programme to support education staff -Meetings between WDC and Education Scotland/Her Majesty's Inspectors of Education -BGE Attainment and Performance Data -Literacy, Numeracy and HWB Steering Group -National Improvement Framework (NIF) -Education Recovery Plan					
Latest Note	The key risk to ongoing progress still remains the SG's plan for a tapered SAC funding model between 2022 to 2026. The service has maintained a strong record of progress with young people in quintile 1 attaining in the broad general education above the national average; and in 2022 an increase was achieved in the number of young people finding a positive destination moving WDC to 20th position out of the 32 local authorities. West Dunbartonshire is one of the top 5 performing authorities with progress to narrow the attainment gap since 2022 (national data December 2023)					

Risk Opportunity	Improved attainment - improved attendance - reduced exclusions - reduced violent incidents - reduction requirement for targeted support over time - reduction requirement for specialist placements over time - improved learning & community engagement - children/pupils at risk identified earlier and more effectively - more empowered community providing self-sustaining peer support - increase in the percentage and range of positive destinations over time - increased access to digital learning resources			
Linked Actions Code & Title	Progress	Status	Assigned To	
ELA/23-24/003 Narrow the attainment gap between the most and least disadvantaged children and young people	<input type="text" value="50%"/>		Julie McGrogan	
ELA/23-24/004 Improve skills and sustained, positive school leaver destinations for all young people	<input type="text" value="50%"/>		Andrew Brown	
ELA/23-24/005 Improve attainment, particularly in literacy and numeracy	<input type="text" value="50%"/>		Julie McGrogan	

	SR 03 Maintaining Council Assets that are fit for purpose	The risk that the Council's assets and facilities are not fully fit for purpose with consequent adverse impact on our ability to deliver efficient and effective services. Assets included in this assessment are; the Council's property portfolio.
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Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
	02-Aug-2024	2		31-Mar-2027	2	Michelle Lynn

Potential Effect	<ul style="list-style-type: none"> - Assets are not utilised in the most effective and efficient manner - Service cannot be properly delivered to the satisfaction of service users - Service users require to seek alternative service provision - Increase in reactive maintenance costs/ demand/ volume - Council assets in poor conditions - Council assets fail to meet relevant standards which are reported to either Scottish Government and/or Care Inspectorate.
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Measures of Impact	<ul style="list-style-type: none"> - Condition surveys - Suitability surveys - Customer perceptions of service delivery - Investment levels in upkeep and improvement of asset base and facilities -Asset user satisfaction - Operating costs and savings
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Risk Factors	<ul style="list-style-type: none"> - Adequacy of funding available to improve asset base - Adequacy of staff resources allocated to the area of asset management - Council buildings/assets deemed to be unfit for existing purpose - Economic conditions may reduce level of potential capital receipts from surplus property sales - Increase public liability claims
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Internal Controls	<ul style="list-style-type: none"> - Corporate Asset Framework - Learning Estate Strategy 2020-2030 - Property Asset Plan 2023-2028 - Property and Land Disposal Strategy - Capital project meetings are carried out regularly in addition to project specific meetings and Building Services/Asset Management monthly meetings - Capital Programme - Strategic Asset Management Group - Learning Estate Project Board - Detailed asset database that shows relevant information on a property by property basis in relation to operational, non-operational - Sustainability Policy
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Latest Note	Risk score remains low due to capital programme of works on operational building ongoing.
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Risk Opportunity	<ul style="list-style-type: none"> - Enhance reputation of Council by being able to improve Council assets. - Estate, assets and service delivery (e.g. new school buildings, operational building upgrades, office and depot rationalisation projects) - Enhance employee "feel good" factor by providing modern office accommodation equipped with up to date IT facilities - Improved satisfaction from public building users
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- Secure external funding for development of assets (e.g. EC, lottery, Historic and Environment Scotland)
 - Prioritised Building Upgrade Plan

Linked Actions Code & Title	Progress	Status	Assigned To
RES/24-25/012 Progress the disposal of key strategic sites	<input type="text" value="50%"/>		Michelle Lynn
RES/24-25/016 Develop and implement plans and support services to achieve the asset related options agreed by Council	<input type="text" value="50%"/>		Michelle Lynn

SR 004 Keeping abreast of developments in the innovative use of Information Technologies	Failure to keep pace with changing technology environment
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Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
 Likelihood Impact	02-Aug-2024	2	 Likelihood Impact	31-Mar-2027	2	James Gallacher; Patricia Kerr; Dorothy Nicolson

Potential Effect
 A lack of consistent, sufficiently robust service planning in respect of ICT arrangements is likely to result in the Council being ill prepared to meet future demands in key service areas and lacking the capacity to respond effectively to changing need such as increased requirement for remote working as identified during covid pandemic.

Measures of Impact

- Close relationship and working practices with council Asset Management Service regarding property rationalisation.
- Implementation of mobile and flexible working, enabling a downsizing of required office accommodation as people to work more efficiently and to adopt a more flexible policy towards office accommodation and desk provision.
- Number of systems that have supplier maintenance contracts. – annual process.
- Invocation of Service Business Continuity Plans and ICT Disaster Recovery plan
- Degree of compliance with security controls to prevent data loss through poor o/s patching, cyber-attack, firewall configurations, switch replacements/upgrades etc
- Fit for purpose primary and secondary data centres
- Modern Wi-Fi technology in all council locations.
- Broadband speed in the Council area - WDC has 2nd highest broadband speeds in Scotland. Investigating funding options for fibre network.
- Number of ICT Service Desk incidents resolved within half day - exceeded the target and higher target set.
- Extent of functionality development in key Council systems (i.e., lack of development beyond base system leading to ineffective management information) – several channel shift projects delivered, and more are in progress. PSN/Risk/challenging. Support service areas.
- Fit for purpose Council website, delivering information and services to a significant percentage of the Council's customers.
- Provide efficient desktop services supporting laptops, Chromebooks, PCs, Thin client terminals to meet changing workforce flexibility and property rationalisation requirements. 5-year Device replacement programme in place.

Risk Factors

- Insufficient resourcing of ICT developments so that benefits and opportunities identified are not realised
- Lack of network security controls implemented. I. e Lack of intrusion detections alerts
- failure to respond to audit / PSN test findings and recommendations,
- insufficient resources allocated to security tasks. However, Service redesign and ICT resources aligned to security tasks and improved monitoring processes and tools as well as additional tools purchased to help support remote working environment all help to mitigate this risk.
- Insufficient Service Business Continuity Plans and/or Disaster Recovery Capability.
- Lack of project and programme change management arrangements.
- Poor quality of mobile communication provision.
- Lack of uptake on channel shift.

Internal Controls

- Ongoing Capital programme established for technology refresh projects
- Information & Communication Technology (ICT) Policies such as ICT Security Framework
- Governance structures such as ICT Steering Board, Education ICT Steering Board, Digital Transformation Board in place to support governance, integrated planning and decision making in relation to ICT
- Use of both internal IT resources from across the Council and skilled specialist consultants in key areas
- Fit for purpose primary and secondary data centres

Latest Note	WDC is continuing to implement several technology transformation projects with a focus on delivering an improved and secure digital workplace experience for council employees. Delivery of a new secure remote access solution is now complete for employees and additional tasks are ongoing to provide separate access for suppliers and 3rd party users.
	Modern Desktop projects are progressing well with end of life storefront technology being replaced with improved and consistent local access to the latest desktop applications for users. Laptop devices are now secured and controlled via the Microsoft cloud and are also imaged offsite by our supplier. A project to redesign the process to updates devices with windows updates and security patching is ongoing with the aim to reduce disruption to employees.
	ICT continue to embrace and research new technologies and also maximise our existing investments. MS SharePoint is now in phase 1 deployment for pilot services with the aim to extend deployment to remaining council services during 24/25. All corporate email mailboxes have now migrated to the cloud with Education/VJB being scheduled for completion during summer 24.
	ICT in conjunction with NHS are progressing cross organisation projects with access to WDC Wi-Fi now available in 3 NHS buildings. We are currently installing new Cisco hardware in Church St which will allow NHS employees to access NHS wi-fi in our site. Further sites will be added during 24/25.
	New firewall technology has been ordered and installation being planned, this project will increase data capacity throughput at our data center and also provide enhanced security. This new technology will ensure we are secure and allow increased bandwidth speeds to be delivered as part of our Scottish Wide Area Network project to improve bandwidth at all council sites.

Risk Opportunity	<ul style="list-style-type: none"> -365. Provide Council employees with secure access to email and supporting systems from anywhere. -Opportunity to redesign infrastructure and introduce new tools and security measures to support hybrid working environments. – - Annual network penetration tests and for PSN compliance audit - Annual External Audit on ICT Controls - Continued investment in ICT infrastructure and its focus on network security and resilience. - Provide appropriate technology for employees, pupils, and service users as well as for ICT support teams - Rationalise IT systems - Increased use of mobile devices e.g., laptop/tablet devices and Chromebooks - Review of device strategy and efficient/effective approach. - Provide self-service style systems to employees and citizens
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Linked Actions Code & Title	Progress	Status	Assigned To
P&T/24-25/ICT/03 Enable an improved digital workplace experience for council employees	<input type="text" value="20%"/>		James Gallacher
P&T/24-25/ICT/04 Review and implement MS SharePoint and One Drive	<input type="text" value="0%"/>		James Gallacher
P&T/24-25/ICT/05 Coordinate ICT device replacement programme.	<input type="text" value="66%"/>		James Gallacher

	SR 05 Engaging positively with Residents, Communities & Partnerships	The risk that the Council fails to adequately engage, establish and maintain positive relationships with local residents and communities in addition to partnership bodies.				
Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
	02-Aug-2024	3		31-Mar-2027	2	Colin Smith; Elaine Troup
Potential Effect	Potential for tensions to develop with residents and local community groups Reputational damage to council services Degradation of trust in service provision A failure of strong partnerships could impact on the Councils obligations under Community Empowerment Act					
Measures of Impact	Successful delivery of Local Outcome Improvement Plan (LOIP) and supporting plans positive partnership inspections Informed and engaged residents participating in consultation activity Telephone survey monthly, quarterly and annual measures Increased social media engagement and reach					
Risk Factors	Inability to deliver improved outcomes which require strong partnership activity Council's reputation is adversely affected through a failed partnership arrangement					

	Lack of appropriate staff development / skills may be lacking to support new model of service delivery Team restructure, post reductions and team overall budget savings challenges the viability of the team to deliver against strategic plan and community needs. Inequity of engagement across the partnership on key local issues Council seen as unresponsive to community if feedback from engagement not acted upon Apathy within communities leads to little or no engagement Some community groups feel their voices are not being heard		
Internal Controls	Robust partnership arrangements through community planning partnership Align the Council's strategic plan with the Local Outcome Improvement Plan (LOIP) Ensure that partners have signed up to deliver on the outcomes and targets set in the LOIP Develop data sharing protocols with partner agencies Participate in reform agenda as it impacts on Council area Ensure robust mechanisms for public feedback (Embedding the Strategic Engagement Framework) Annual budget consultation events Citizens Panel Open Forum questions at Council meetings		
Latest Note	This risk level remains unchanged. The work to engage with residents, communities and partners is on-going and continues to be a key focus for the Communities Team. Work continues to build on our partnership working to deliver effective Youth Learning and Community Development services.		
Risk Opportunity	Position West Dunbartonshire as a modernising Council Residents are more comfortable with the digital platform as a result of the enforced cessation of face to face services - this presents an opportunity to modernise communication Community Empowerment Act Participation requests Asset transfer		
Linked Actions Code & Title	Progress	Status	Assigned To
CCF/24-25/COM/01 Develop Strategic Communications Strategy	<input type="text" value="20%"/>		Lauren Crooks
CCF/24-25/C&D/03 Review accessibility of the website and intranet.	<input type="text" value="0%"/>		Jonathan Muir
CCF/24-25/C&D/05 Explore telephony self-serve options	<input type="text" value="0%"/>		Stephen Daly
CCF/24-25/COM/02 Develop a communication plan to support budget savings initiatives	<input type="text" value="0%"/>		Lauren Crooks

	SR 06 Challenges in protecting the Health and Safety of Employees and Others	Failure to meet the Council's duty to protect the health, safety and welfare of its employees and other people who might be affected by its business				
Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
 Likelihood Impact	02-Aug-2024	4	 Likelihood Impact	31-Mar-2027	4	Alison McBride
Potential Effect	Poor health and safety culture within the organisation leading to; Risk of an employee, service user, pupil (young person) or member of the public being seriously / fatally injured by fault of the Council; reputational risk regarding negative publicity; financial risk in terms of claims management compensation to the injured party; increase in insurance premiums; risk of prosecution by the HSE resulting in a fine and/or a Council Employee being subject to criminal charges, poor employee morale, high staff turnover leading to diminished service delivery.					
Measures of Impact	Resources associated with in-house/HSE investigation. Incident statistics. Service delivery impact in terms of injury-related absence and potentially enforced cessation of work activities. Impact of injury on employees/members of the public, legal proceedings, financial penalties, potential reputational damage and risk of criminal charges. Hazard reporting. Actions at health and safety committees. Implementation of Corporate health and safety plan.					
Risk Factors	Lack of resources, inadequate Safety Management Standards and H&S strategy. Poor health and safety culture. Under reporting of incidents. Blame culture. Poor communication between management and employees. Competent advice.					
Internal Controls	<ul style="list-style-type: none"> •Competent health and safety advice readily available from the Corporate H&S team. •Corporate health and safety plan developed and monitored via Pentana. •Robust health and safety management system, FIGTREE. 					

- Council has in place a robust H&S policy, Safety Management Standards and Fire Risk Management Strategy that includes service specific health and safety plans, duties and responsibilities for Chief Officers, managers and employees.
- Adequate H&S resources in place to that will allow statutory obligations in terms of the Health and Safety at Work etc. Act and supporting legislation.
- Embedded H&S culture that discusses H&S issues at senior level and cascades throughout the organisation through the health and safety committee system.
- Monthly reports to PMRG on organisational safety performance and issues.
- Chief Officers attend service H&S committees on a quarterly basis.
- Workplace inspection and audit programme.
- Service risk profiling.
- H&S training needs analysis for every employee group.
- The Council has in place a Trade Union Health and Safety Partnership Agreement.
- Council promotes health and safety training for TUs to diploma level.
- Hazard reporting module via FIGTREE.
- Health & safety e-learning package.
- Risk assessment working groups for service areas and review process.

Latest Note

Corporate H&S are actively reviewing and optimising key service areas, including Safety Management Standards and training.

Going forward the H & S / Insurance management system, Figtree, will be hosted by Figtree’s own servers platform replacing WDC ICT servers. Advice has been taken form ICT and our Information Officer on this and a Data Protection Impact Assessment carried out that identified no significant concerns or any adverse risk. The use of Figtree host servers will improve efficiency and reduce turnaround times for enhancements to the system.

Work is also being carried out to refine and simplify the health surveillance process in collaboration with OH and line managers.

Other recent activities carried out to enhance the management of H & S within the Council include management workplace inspections, noise monitoring, H & S auditing, a review of the Corporate Warning Marker System and significant work on the management of HAVS.




Furthermore, fire safety management remains a priority across the authority, with the fire risk assessment programme, fire safety training and support to services to ensure compliance with regulatory requirements.


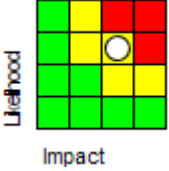
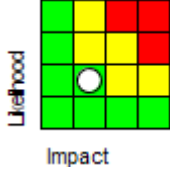
Risk Opportunity

Demonstrate to committees, elected members, Trade Unions, employees, the community and other external partner’s evidence of robust H&S culture. Good knowledge and awareness of health and safety throughout all services. Positive relationship with Corporate health & safety team and all services. Reduced incidents, costs and absence rates.

Linked Actions Code & Title	Progress	Status	Assigned To
P&T/24-25/P&C/02 Continue to embed sound H&S practice	<input type="text" value="20%"/>		Anna Murray

		SR 07 Complexities in ensuring an appropriately resourced and resilient workforce		Failure to ensure that there is an appropriately resourced and resilient workforce in place to meet future organisational needs, in effectively executing the Council’s 2022-27 Strategic Plan.		
Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
<p>Impact</p>	02-Aug-2024	6	<p>Impact</p>	31-Mar-2027	2	Alison McBride
Potential Effect	Inability to deliver services effectively Reduced level of service Lack of improvement or increase in staff absences Council underachieves as an organisation Low staff morale Employee conflict Increased turnover Inability to attract/recruit					
Measures of Impact	- Access to and participation of employees in learning and development activities - Absence rate and trends					

	<ul style="list-style-type: none"> - Employee turnover - Grievance, discipline and other monitoring information - Employee voice and associated actions - Reports from external scrutiny bodies and award bodies - Benchmarking with appropriate comparators 		
Risk Factors	<ul style="list-style-type: none"> - Inability to attract/recruit - Lack of appropriate development - inadequate skills -risk to new models of service delivery - Lack of resource/capability to deliver - Workforce unable to adapt to change 		
Internal Controls	<ul style="list-style-type: none"> - HR processes designed to meet service delivery needs - Develop new structures to reflect strategic priorities and aligned to Standard Operation Model (SOM) - Align workforce plan to the Council's strategic planning processes (i.e. have the right people available at the right time with the right skills to fulfil properly all of the Council's strategic priorities) - Periodic review of pay arrangements in accordance with EHRC guidance (currently every 3 years) - Incorporation of succession planning into workforce planning framework - Identify training programmes to upskill staff - Effective use of SWITCH to support alternative careers - Flexible HR policies, in particular People First covering workforce planning, learning & development (including elearning), digital/continuous improvement, employee wellbeing & engagement. - Effective use of Occupational Health Service - Robust Be the Best Conversations process - Effective leadership and management behaviours, practice and programmes 		
Latest Note	<p>Workforce Planning Strategy in place for 2022-2027.</p> <p>People First Strategy is in place covering 2022-2027 and this is a consolidation of a number of areas: well-being, employee engagement, workforce planning, learning and development and digital.</p> <p>WDC are recognised as leading in terms of adapting flexible working practices.</p> <p>A robust package of wellbeing resources continue to be available, absence levels are closely monitored, with personal stress and minor ailments absences prevalent.</p> <p>Trickle relaunch is ongoing across the whole of the organisation to ensure this tool is better used for employee feedback and engagement with the recent issue of a Chief Officers pack.</p> <p>Digital Skills approach has been refreshed with a matrix cascade planned across the organisation to support 365 Share point rollout utilising digital leads and champions. To further support this the digital transformation board has been restructured to focus more on innovation and with a view to achieving more pragmatic outcomes such as understanding service skills gaps, better use of data and dashboards and more using of digital tools to improve processes.</p> <p>Services are currently working on structures and service delivery whilst considering the difficult financial funding position and the impact of this will be closely supported and monitored.</p>		
Risk Opportunity	- Identify previously unknown skills and talents in the workforce - Realise the potential of staff		
Linked Actions Code & Title	Progress	Status	Assigned To
P&T/24-25/P&C/03 Implement improvements in recruitment life cycle processes	<div style="width: 20%;"><div style="background-color: #4F81BD; height: 10px; width: 100%;"></div></div> 20%		Lisa MacGregor
P&T/24-25/P&C/05 Review and enhance employee skills and learning programme	<div style="width: 20%;"><div style="background-color: #4F81BD; height: 10px; width: 100%;"></div></div> 20%		Lisa MacGregor
P&T/24-25/P&C/04 Maintain and monitor employee wellbeing, engagement and workforce planning	<div style="width: 0%;"><div style="background-color: #4F81BD; height: 10px; width: 100%;"></div></div> 0%		Leeanne Galasso; Louise Hastings; Lisa MacGregor

 SR 08 Threat of Cyber-attack		Data, systems and/or infrastructure are impacted as result of security attacks which are increasing in number at a time when this threat is already placing demands on resources to deliver increased levels of security controls.				
Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
	02-Aug-2024	9		31-Mar-2027	4	Andrew Cameron; James Gallacher
Potential Effect	<ul style="list-style-type: none"> Remote working could be impacted by loss of internet services. Disruption to services impacting service delivery to citizens Employee and Citizen data loss with the potential for misuse such as identity fraud Misinformation being delivered to the public via WDC communication channels Potential for significant fines currently under the Data Protection Act and from May 2018 under the provisions of the General Data Protection Regulations Reputational damage Redirection of resources to deal with the impact of an attack and away from BAU work 					
Measures of Impact	<ul style="list-style-type: none"> Obligation to secure Cabinet Office PSN compliance certification. Obligation to comply with DWP MOU Monitor remote access usage to capacity plan Recorded attempts from unauthorised sources to breach council cyber defences Recorded cyber related incidents in the Cyber incident log Quantity of breaches/incidents reported to the Information Commissioners Office Fines levied for breaches 					
Risk Factors	<ul style="list-style-type: none"> Potential for attacks out of normal working hours /days Inappropriate Cyber defences at the perimeter of the council networks Inappropriate delivery of security patches to desktop, network switches and server estates Compliance with security standards such as PSN, PCI, Public Sector Action Plan on Cyber resilience for Scotland • Continually changing threat landscape Maintaining relevant skill sets among employee group / cost of securing expert resources Increased targeted attacks and risks due to Remote working. Remote access technology may not remain fit for purpose in a Smart working environment 					
Internal Controls	<p>Robust backup strategy in place on premise and cloud backup for 365 with immutable capability.</p> <ul style="list-style-type: none"> Service Continuity Plans ICT Disaster Recovery Plan Continually review and update internal policies on patching and system hardening to ensure we keep abreast of emerging threats and trends Annual PSN compliance audit including a comprehensive IT Health Check Governance structure in place, ICT Steering Board consisting of senior management and relevant stakeholders meeting bi-monthly or as required in response to incidents/events Programme of Internal and External ICT audits Information Security/Data Protection forum. Project specific forums Multiple layers of Cyber defences Network Segregation Rolling programme of security awareness sessions Interagency and cross Council working groups and sharing. National Digital Office / Scottish Government Public Sector Security programme and guidance Continually review technologies in line with new working practices to ensure security and assurance is integral. Monthly device and server patching regime. 					
Latest Note	<p>Cyber strategy and technologies are continually being improved, reviewed and monitored, ICT continues to follow NCSC guidance where applicable.</p> <p>A new Cyber Security team and lead is now in place with the focus on promoting employee awareness to cyber risk from both a professional and personal perspective. This is including development of a dedicated security intranet page to provide guidance and advise to employees.</p> <p>Recent focus has strengthened email mail security with posture scoring improvements.</p> <p>Progress continues to further improve our M365 security posture in addition to a review of our DR planning and incident management procedures.</p>					

	<p>Incident response readiness, security gap analysis and M365 security review has been completed by our 3rd party security partner. Results are currently being reviewed with the aim to agree an improvement action plan.</p> <p>Enhanced online email security training is in progress with continuous phishing campaigns to raise employee awareness.</p> <p>There is a continual review of the process to apply security updates, patches, and software deployments. Recent improvements and investment have been implemented to automate the update processes where possible.</p> <p>Geo-blocking to GB remains in place and the geo-political situation continues to be monitored. We have now implemented additional 365 security policies to align with these security restrictions. This will be further extended to our new remote access solution.</p>
Risk Opportunity	<ul style="list-style-type: none"> • Increase Cyber resilience and awareness for employees, members and citizens, this can be done through existing training and awareness platform • Contribute to Scottish Government Public Sector Action Plan on Cyber resilience for Scotland and potential to become involved in a national/shared security operations centre • Upskill employees to address current and emerging threats • Increased employee awareness across Council

Linked Actions Code & Title	Progress	Status	Assigned To
P&T/24-25/ICT/01 Further secure the Council's Technology Infrastructure	<input type="text" value="0%"/>		James Gallacher

	SR 09 Challenges in delivering effective services in relation to Roads & Neighbourhoods	<p>The risk that the Council's fails to deliver on the three service areas within Roads & Neighbourhood: Roads & Transportation, Waste & Greenspace and Capital Projects & Fleet. These areas provide services across a range of areas including managing and maintaining roads, footpaths and associated infrastructure, managing flood risk, winter gritting, grounds maintenance, street cleaning, burial and cremation, outdoor facilities, waste and recycling, vehicle fleet management and management, Compliance, consultancy services and delivery of capital projects. Failing to ensure these services are not fully fit for purpose could result in adverse consequences in relation to delivering efficient and effective services.</p>
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Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
<p style="font-size: small;">Likelihood</p> <p style="font-size: small;">Impact</p>	02-Aug-2024	4	<p style="font-size: small;">Likelihood</p> <p style="font-size: small;">Impact</p>	31-Mar-2027	2	Gail Macfarlane

Potential Effect	<ul style="list-style-type: none"> - Assets are not utilised in the most effective and efficient manner - Service cannot be properly delivered to the satisfaction of service users - Service users seek alternative service provision - Increase in reactive maintenance costs/ demand/ volume - Council assets in poor conditions - Council assets fail to meet relevant standards - Council projects are not delivered on time or on budget - Required legionella and asbestos checks are not undertaken - Failure to comply with Transport (Scotland) Act 2019 - Failure to comply with Waste (Scotland) Regulations 2012
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Measures of Impact	<ul style="list-style-type: none"> - Condition surveys - Defect inspection and management - Suitability surveys - Road Condition SPI - Customer perceptions of service delivery - Legionella and asbestos inspections, - Investment levels in upkeep and improvement of asset base and facilities - Asset user satisfaction - Operating costs and savings - Housing adaptations not undertaken timeously - Local Government Benchmarking Framework (LGBF) - Association for Public Service Excellence (APSE) - Waste Managers Network Group
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Risk Factors	- Adequacy of funding available to improve asset base
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	<ul style="list-style-type: none"> - Adequacy of funding to maintain asset base ie roads at a steady state - Adequacy of staff resources allocated to the area - Council assets deemed to be unfit for existing purpose - Economic conditions may reduce level of potential capital receipts - Over one third of the road network is in need of repair and the current long term capital funding only sustains a steady state condition of the road network - Increased public liability claims due to poor condition of roads network - Increase public liability claims due to poor condition of footpaths and roads which are not part of our adopted network. - buildings such as schools closed for safety if legionella etc present - Poor customer engagement for recycling, deposit return scheme, refuse transfer station - Financial challenges - Budget Sensitivity Analysis (fuel costs, waste refuse disposal tonnage costs, bitumen availability and costs)
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Internal Controls	<ul style="list-style-type: none"> - Strategic Asset Management Group - Corporate Asset Management Strategy (scheduled refresh in 2nd half of 2021/22 year) - Learning Estate Strategy - Capital Investment Team - Capital project meetings are carried out monthly in addition to project specific meetings. - Capital plan - Roads and Lighting Asset Implementation Plan - Fleet Asset Implementation - Open Space Asset Implementation Plan - Sustainability Policy <ul style="list-style-type: none"> - User feedback – complaints data, Citizens’ Panel and monthly telephone survey - Fit for future service reviews - Deposit Return Scheme - Climate Change Strategy - Community Empowerment Strategy - Food Growing Strategy and Allotments - Equality Outcomes
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Latest Note	<p>Service continues to provide full service, monitoring in place to ensure any adverse issues are highlighted and appropriate actions taken.</p> <p>No change to Risk Matrix.</p>
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Risk Opportunity	<ul style="list-style-type: none"> - Enhance reputation of Council - Ensure services are fit for the future and are compliant with legislation changes - Estate, assets and service delivery (e.g. office and depot rationalisation projects, roads upgrade programme, vehicle replacement programme, greenspace upgrade projects) - Secure external funding for development of assets (e.g. EC, lottery, Historic and Environment Scotland) - The continued implementation of the energy efficient street lighting project will both improve the asset and reduce costs significantly through reduced maintenance, energy consumption and carbon output. - The effect of these energy efficiencies has demonstrated that significant savings and environmental benefit can be achieved through the utilisation of developing technology.
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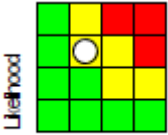
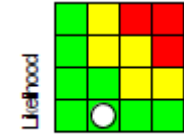
Linked Actions Code & Title	Progress	Status	Assigned To
R&N/24-25/GS/04 Develop Ash die back action plan	<input type="text" value="0%"/>		Ian Bain
R&N/24-25/CI/02 Develop Strategy for transition to electric fleet	<input type="text" value="33%"/>		Craig Jardine



	SR 10 Failure to maintain Housing Stock	The risk that Council’s Housing Stock are not fully fit for purpose with consequent adverse impact on our ability to deliver efficient and effective housing for Council tenants.
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Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
	23-Jul-2024	4		31-Mar-2027	4	Alan Young

Potential Effect	<ul style="list-style-type: none"> - Housing stock is not utilised in the most effective and efficient manner - Service cannot be properly delivered to the satisfaction of service users
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	<ul style="list-style-type: none"> -Increase in reactive maintenance costs/ demand/ volume -Housing stock in poor condition -Housing stock fail to meet relevant standards - Non-compliance with Scottish Housing Quality Standard 			
Measures of Impact	<ul style="list-style-type: none"> - Condition surveys - Suitability surveys - Customer perceptions of service delivery - Investment levels in upkeep and improvement of housing stock -User satisfaction -Operating costs and savings - Local Government Benchmarking Framework (LGBF) 			
Risk Factors	<ul style="list-style-type: none"> - Adequacy of funding available to improve housing stock - Adequacy of staff resources allocated to the management of housing stock - Housing stock deemed to be unfit for existing purpose -Increasing issues relating to supply of labour and materials, due to increased energy, transport and raw material costs, impacted on supply chains, and third parties and our ability to carry out works within budget and on time. 			
Internal Controls	<ul style="list-style-type: none"> - Housing Capital Investment Programme (refreshed and delivered annually) - Housing Capital Improvements - WDC Local Housing Strategy 2021-25 - The Housing Capital Investment Team - The Planned Maintenance Section - Housing Asset Management Strategy - Detailed asset database that shows relevant information on a property by property basis in relation to HRA properties. - More Homes Better Home Project Board. - Telephone Survey feedback - Fit for future reviews -Other benchmarking/ feedback - Climate Change Strategy 			
Latest Note	No change to risk score, programme for investment and upgrades to council housing continues into 24-25 and a further five year programme to 28-29.			
Risk Opportunity	<ul style="list-style-type: none"> -Enhance reputation of Council by being able to improve Council housing stock -Estate, assets and service delivery (housing investment programme) -Improved satisfaction from tenants - The effect of these energy efficiencies has demonstrated that significant savings and environmental benefit can be achieved through the utilisation of developing technology. -Improvement of SHQS & EESSH compliance performance and points, and reduced SHQS abeyance numbers through the strategic planning and management of housing assets. - Increase in environmental improvements including bin stores - Increase in internal (e.g kitchens, bathrooms, showers, special needs adaptations, central heating, smoke detectors, windows and doors) and external updates (e.g new roof coverings, external insulated render and tenement structural refurbishments) - Increase in number of New Build Homes as part of the Strategic Housing Investment Programme (SHIP) -Achieve energy efficiency standard for social housing 			
Linked Actions Code & Title		Progress	Status	Assigned To
H&E/24-25/HAI/01 Ensure the Council's Housing stock maintains compliance with the Scottish Housing Quality Standard and reduce the number of properties held in abeyance.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;"><div style="position: absolute; top: -10px; left: 50%; transform: translate(-50%, -50%); font-weight: bold;">25%</div></div>		Alan Young
H&E/24-25/HAI/02 Ensure the Council's Housing stock progresses towards the achievement of the energy efficiency standard for social housing.		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;"><div style="position: absolute; top: -10px; left: 50%; transform: translate(-50%, -50%); font-weight: bold;">25%</div></div>		Alan Young
H&E/24-25/HDH/04 Deliver new Housing Asset Management Strategy		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #4f81bd; position: relative;"><div style="position: absolute; top: -10px; left: 50%; transform: translate(-50%, -50%); font-weight: bold;">25%</div></div>		John Kerr

	SR 11 Inability to reduce carbon footprint in line with targets		The risk that the Council will be unable to achieve net zero emissions by 2045, both in relation to mitigating carbon emissions and adapting to the impacts of climate change. Net zero refers to achieving an overall balance between emissions produced and emissions taken out of the atmosphere. This target has been developed in a way that mirrors the emission reduction trajectory set by the Scottish Government in light of the Climate Emergency.			
Current Risk Matrix	Last Review Date	Current Rating	Target Risk Matrix	Target Date	Target Rating	Assigned To
	23-Jul-2024	6		31-Mar-2027	2	Gillian McNamara
Potential Effect	<ul style="list-style-type: none"> . Failure to meet mandatory national and international policy drivers Failure to meet duties placed on Council by The Climate Change (Scotland) Act 2009 . Failure to meet duties placed on Council by The Climate Change (Emissions Reduction Targets) (Scotland) Act 2019 . Failure to meet duties placed on the Council by The Heat Networks (Scotland) Act 2021 and Local Heat and Energy Efficiency Strategies (Scotland) Order 2022. . Failure to meet the provisions set out in Waste (Scotland) Regulations 2012 which help Scotland move toward the objectives and targets set out in the Scotland's Zero Waste Plan to help transition toward a circular economy. . Reputational damage. . Financial burden of responding to adverse events such as extreme weather (including, but not limited to, flooding, heat waves, wind driven storm events, etc.) resulting in action. Impacts to Council operations and supply chains as a result of adverse climate/extreme weather events. This also impacts residents, local businesses and wider infrastructure across West Dunbartonshire. . Financial burden on WDC from increasing energy prices in light of current energy and economic crises'. Energy Efficiency works on our own estate must increase to counteract these impacts. 					
Measures of Impact	<ul style="list-style-type: none"> . Improving organisational resilience against the impacts of climate change. . Improving local biodiversity through planting of native trees and bulbs in WDC . WDC Waste Services Citizens Panel Survey regarding attitudes towards recycling improving . The extension of the Queens Quay District Heating Network to NHS Golden Jubilee Hospital, Social Housing, NHS Health Centre, Council buildings and further connections as per scope. . Inspiring change through including climate change learning in staff induction, training, team meetings, etc. . Uptake in e-learning modules on climate change. . Uptake in staff carrying out Sustainable Procurement assessments for tenders. . Ensuring climate change and sustainability metrics are included in tenders for suppliers/contractors/etc. (such as carbon reduction measures) so they are being measured for accountability for the impacts they have on the environment . Management of service areas setting climate change targets for their operations and staff. . The uptake of Green Champion roles, which help normalise Climate Change and Sustainability, practices across the Council. Uptake in sustainable travel such as walking cycling and public transport 					
Risk Factors	<ul style="list-style-type: none"> . Funding availability – delivery of actions to mitigate will require resources, capital works and investment by the Council- e.g enhanced energy measures, and heating and renewables projects in both domestic and non-domestic building assets . Budget stress – notably due to energy and economic crisis, meaning it's more difficult for Council to set aside budget to deliver on Climate Change and Net Zero projects and actions. . Funding approach – a combination of internal and external funding sources will be need to delivery climate action at scale. Short term funding mechanisms such as annual payback of Council expenditure presents difficulties for delivering long-term projects. Climate Change investments also need to take account of whole-life costs including reduced maintenance costs and avoided Adaptation costs. . Internal capacity – limited staff time and availability, largely due to reduced Council budgets, further impacted by Covid19. . Communication – both internally (to avoid 'silo' working) and externally (engaging with the public and keeping abreast of local/national/international changes to policy). . Economics – some technologies, materials and skills are still very expensive so innovation must progress to enhance the viability of climate actions within the context of the Council's budget constraints. . Strategy and planning – all existing and future Council plans should place responding to the climate emergency at their core and ensure integration with other Council services. . Legislation & Regulatory – the ability to implement some climate actions is constrained at the local level by minimum standards and other restrictions set through legislation and national policy, for example in relation to building regulations, planning and procurement. . Public attitudes and behaviours - Changing behaviour of residents, businesses and stakeholders 					

	positively and proactively, especially where there are cost implications to the delivery of climate actions.		
Internal Controls	<ul style="list-style-type: none"> . Climate Change Strategy 2021-2026 . Action Plan 2021-2026 . Climate Change Action Group (CCAG) . Pentana Risk Management System – devolved responsibilities of climate change actions/milestones/KPI's to service areas. . Scottish Government – Mandatory annual Climate Change Duties Reporting . Queens Quay District Heating Network . Strategic Environment Assessment (SEA) . Air quality monitoring . Converting some Council pool fleet to Electric Vehicles (EVs). . Climate Ready Clyde (CRC) – a cross-sector initiative funded by fifteen member organisations and supported by the SG. Delivery of a Local Heat & Energy Efficiency Strategy (LHEES) and delivery plan by December 2023 – which sets out the Council's area-based approach to reducing emissions of heating and energy efficiency improvements to ALL assets across WD. This includes private housing, businesses, etc. which are not owned/operated by WDC. . Waste infrastructure and greatly improving approach to how Council and residents reduce, reuse and recycle waste. Notably, taking a Circular Economy approach to waste services and implementing appropriate infrastructure and contracts to do so. 		
Latest Note	The risk of non-delivery of carbon emissions targets remains as moderate. Progress is being made through the delivery of the Climate Change Action Plan; however, pace of delivery has been, and will continue to be, impeded due to lack of internal resource and additional funding to deliver.		
Risk Opportunity	<p>.Our local environment is protected, enhanced and valued resulting in:</p> <ul style="list-style-type: none"> - Our public spaces are attractive and welcoming - Our residents feels pride in their local neighbourhood - The percentage of household waste sent for reuse, recycling and composting has increased resulting in reduction in the percentage that was being landfilled. - The percentage of council land which promotes diversity of habitat and species has increased <p>.Our resources are used in an environmentally sustainable way</p> <ul style="list-style-type: none"> - Increase in the percentage of businesses taking action to reduce their carbon impact - Reduction in CO2 emissions under the Council's influence - Reduction in West Dunbartonshire Area-Wide emissions as per requirements of the climate change (Scotland) act - Residents actively involved in tackling climate change and protecting the environment - The economy and infrastructure become more low carbon and environmentally-friendly <p>. Our neighbourhoods are sustainable and attractive</p> <ul style="list-style-type: none"> - Increased investment in our housing stock including improving energy efficiency - Housing developments are meeting the needs of our changing population - The quality of neighbourhoods has improved - Our roads and transport network are maintained and they promote safe travel routes 		
Linked Actions Code & Title	Progress	Status	Assigned To
R&R/24-25/009 Co-ordinate, monitor and report the progress of the Council's Climate Change Action Plan for 2024/25	<div style="width: 20%; background-color: #4f81bd; height: 15px; border: 1px solid black;"></div> 20%		Rachel Moir
R&R/24-25/010 Develop Local Heat and Energy Efficiency Strategy and Delivery Plan	<div style="width: 33%; background-color: #4f81bd; height: 15px; border: 1px solid black;"></div> 33%		Rachel Moir

Risk Status	
	Alert
	High Risk
	Warning
	OK
	Unknown