

APPENDIX 2

For people, place and prosperity

Principal Risk Register 2024 - 2028 • ~~January~~ June 2025

Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
Operations							
PR1	Cyber Security	Transformation Priority 4: Designing modern and innovative services	Strategic Director Corporate Resources & Transformation Section 151 Officer	High	12	Malicious attack results in significant loss of sensitive data and/or significant disruption to Council operations	<p>The Council continues to respond to the increasing cyber threat by completing a programme of work coordinated by its consulting Chief Information Security Officer, with a view to achieving external accreditation in due course.</p> <ul style="list-style-type: none"> <u>Dedicated ICT security team in place to manage and maintain the organisations security posture.</u> <u>ICT Security & Information Governance Policy approved by EMT in place for all to adhere to.</u> <u>End user awareness provided by eLearning modules.</u> <u>Cyber incident response service in place to support actual or suspected breaches and expert assistance in the event of an incidence.</u> <u>The Council funds a reserve to quickly respond in the event of an attack.</u> <u>Compliance gained and renewed annually to accreditations including PSN and Cyber Essentials.</u>

							<ul style="list-style-type: none"> Regular internal vulnerability scans taking place with remedial action undertaken. Full IT health check undertaken annually by an external accredited tester with remedial action undertaken.
PR2	Emergency Planning	Transformation Priority 4: Designing modern and innovative services	Strategic Director – Housing & Communities	Medium	6	An inadequate emergency planning response violates the Council's obligations under the Civil Contingencies Act and undermines both responsibilities and effective results.	<p>The Council is collaborating with the Hampshire Resilience Forum <u>and works closely with partners at a local and national level</u> to ensure effective preparedness for response <u>and recovery to incidents.</u> along with other partners at both national and local levels. Starting in April, we will establish a new relationship with Southampton as we transition away from Hampshire County Council (HCC), which will lead to the introduction of a new role. Currently, the Local Resilience Forum (LRF) is not functioning as intended, and we are engaging with MP's and external parties. In April a new relationship was established with Southampton City Council and an Emergency Planning Coordinator role was recruited into, to support the planning, training and exercising of officers at all levels across the Council (Strategic, Tactical and Operational) to prepare and deliver a robust response to incidents across the district.</p>

Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR3	Homelessness	People Priority 3: Meeting housing needs	Strategic Director – Housing & Communities	Medium	6	Inability to fulfil our legal obligations to the homeless (and/or to utilise our statutory authority to assist them) in a timely, effective, and efficient manner could negatively affect our financial position. This poses health and safety risks related to homelessness, as well as reputational risks, and could lead to another increase in homelessness.	To address the extraordinary demand, urgent efforts are being made to increase temporary accommodation options, while medium-term plans outlined in the Housing strategy are in progress. Funding has been increased <u>and we are investing in homelessness prevention strategies</u> .
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR4	Hampshire County Council – Political Environment	All	Chief Executive	Medium	6	Hampshire County Council elections scheduled for May 2025 could have a substantial impact on the New Forest District Council by changing the political balance and shifting funding priorities. A change in leadership	NFDC is part of a wider Hampshire elections planning group and have also set up internal elections planning should the May elections proceed. There may be other elections such as the Mayoral election in 26, and possible byelections as a consequence of a deferral of the HCC elections so resources will still be required.



						<p>might result in decreased support for vital services such as transportation and education. Furthermore, differing political agendas could impede collaboration with the county, affecting community involvement and potentially leading to a breakdown in services for our residents. There is a possibility that these elections may be postponed until May 2026.</p>	<p>In terms of service changes, HCC will need to set a balanced budget and officers will engage with any service change proposals that impact New Forest residents.</p>
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR5P <u>R4</u>	Business Continuity	All	Strategic Director – Housing & Communities	High	12	Ineffective business continuity response enables an event to seriously disrupt Council operations	<p>The Council acknowledges a resource shortfall and will conduct a review of its business continuity arrangements in 2025. This review will focus on adapting to changes in working patterns and the digital environment, as well as emphasising operational resilience rather than responding to specific events. The Council is well positioned to respond effectively.</p>

The Council acknowledges the previous resource shortfall. In April 2025 the Council embarked on a new working relationship with Southampton City Council to support in the review of its business continuity arrangements. A officer has recently been successfully recruited to implement any changes identified, which will focus on adapting to changes in working patterns and the digital environment, as well as emphasising operational resilience rather than responding to specific events. The Council is well positioned to respond effectively.

Legal & Regulatory

PR6 R5	Health and Safety	<u>Transformation Priority 2: Being an employer of choice</u> People Priority 2: Empowering our residents to live healthy, connected and fulfilling lives	Chief Executive	Medium	8	A serious health and safety incident occurs <u>in the workplace, compromising the safety and wellbeing of our staff. This includes fatal incidents and incidents within the scope of RIDDOR 2013.</u>	Implementation of the Council's H&S management system, including proactive monitoring <u>and review of H&S arrangements, risk assessments, Safe System of work, training and performance monitoring.</u> and competent external advice overseen by the Corporate Health and Safety function. <u>Regular H&S audits are undertaken by the internal H&S team who also take on the role of 'competent person' as identified under regulation 7 of the Management of Health and Safety at Work Regulations 1999.</u>
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PR7P R6	Information Governance	All	Strategic Director Corporate Resources & Transformation Section 151 Officer Assistant Director Governance & Monitoring Officer	Medium	8	A serious data breach occurs and/or other significant instance of non-compliance with data legislation, <u>leading to imposition of fines by the Information Commissioner's Officer (ICO), reputational risks and risk of litigation.</u>	Implementation of the Council's GDPR action plan continues overseen by the Council's Data Protection Officer and supported by the Information Governance team. <u>This action plan includes provision of training, raising corporate awareness, introduction of Data Protection Leaders, impact assessments to assess data risks for new projects, data sharing/processing agreements, breach response plan and breach log.</u>
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR8P R7	Safeguarding	People Priority 1: Helping those in our community with the greatest need	Strategic Director – Housing & Communities	Medium	6	A safeguarding incident occurs which, through action or omission by the Council, might otherwise have been prevented	Under the supervision of the Hampshire Safeguarding Boards, the Community Safety Team remains engaged in safeguarding issues, supported by Designated Safeguarding Reporting Officers (DSROs). They implement effective processes and training programs in housing, ensuring a comprehensive approach to safeguarding measures. <u>We are in the process of undertaking a Section 11 audit measuring the Council's responses to Safeguarding matters which will be completed in June and reviewed</u>

							by Hampshire Safeguarding Children's Partnership.
PR9P R8	Legal & Governance	All	Assistant Director Governance & Strategy & Engagement (Monitoring Officer)	Medium	6	Inadequate legal & governance arrangements activity takes place resulting in unlawful decision making and/or maladministration, which is not in the best interests of the Council and its stakeholders and/or is in breach of legislation	Legal and governance processes are enhancing. However, some residual risks remain. We make it a priority to seek appropriate specialist legal advice when necessary, staying aware of when it's needed. Recruitment and retention of staff with knowledge and skills; ongoing training provided to staff to update knowledge and improve skills; access to specialist external legal advice when necessary. The Council has sound constitutional and governance arrangements in place including Schemes of Delegation and the Annual Governance Action Plan, approved by Audit Committee and monitored by statutory officers.
PR10 PR9	Local Government Reform / Devolution	All	Chief Executive	High	12	The publication of the 'white paper'. We will work closely with our local authority partners to carry out specific actions and make sure our internal communications remain clear and effective and to ensure that outcomes are	It is anticipated that extensive programme management will take place, and the Government have outlined that they will be undertaking consultation and NFDC will be invited to respond. There is financial provision being proposed to support the work that will follow.

						beneficial for our residents.	
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR11 PR10	Social Housing Regulatory Compliance	People Priority 3 – meeting Housing Needs	Strategic Director – Housing & Communities	Medium	6	Self-referral to Regulator of Social Housing. Non-compliant i Inspection grading. Reputational damage. Fine. H&S incident. Complaints and Disrepair claims.	Consumer Standard Gap Analysis and Action plan, Performance monitoring, Policy and Strategy reviews, reporting to EMT, Scrutiny Panel, Cabinet and Council. Tenant Engagement and Scrutiny
Financial							
PR12 PR11	Income and Financial Position	Transformation Priority 3: Being financially responsible	Strategic Director Corporate Resources & Transformation Section 151 Officer	Medium	6	Income volatility / poor finance settlement / extreme event causing significant financial challenge	With the transformation programme in progress and ongoing reviews of the MTFP, the council is fully committed to ensuring both immediate and future financial stability. This is evidenced by the setting of a balanced budget for 2025/26 and the financial strategy to ensure this continues over the MTFP. Additionally, sufficient reserves are in place, alongside business continuity plans and council-wide emergency planning.
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR13 PR12	Fraud	Transformation Priority 3: Being	Strategic Director Corporate Resources & Transformation	High Medium	6 9	While the risk of internal fraud is low, the potential	The Council's approach is set out in the Anti-Fraud and Corruption Strategy, which has recently been

		financially responsible	Section 151 Officer			for external fraud remains a <u>significant</u> concern. This underscores the necessity for the Council to prioritise external fraud prevention strategies, ensuring that <u>measures are in place to mitigate the threat.</u> <u>safeguards are in place to protect against outside threats and vulnerabilities.</u> <u>Lessons learned emphasise the importance of vigilance and proactive measures to mitigate these external risks effectively.</u>	<u>reviewed and approved by Audit Committee.</u> <u>supported by an action plan overseen by Internal Audit & the Executive Management Team</u> <u>Every Service area has a Fraud Risk Survey carried out and continually reviewed.</u> <u>All staff complete fraud e-learning each year.</u>
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR14 <u>PR13</u>	Procurement	Transformation Priority 3: Being financially responsible	Strategic Director Corporate Resources & Transformation Section 151 Officer	Medium	6	Procurement activity takes place which is not in the best interests of the Council and its stakeholders	<u>The Procurement Act 2023 is now in force.</u> <u>The procurement team have undertaken Cabinet Office training and updated Contract Standing Orders, tender documents and associated guidance for officers.</u>

						and/or is in breach of legislation.	<u>Spend analysis is completed three times per year and shared with the leadership team.</u> Central procurement processes have become more agile and resilient, and contract oversight is enhancing. However, some residual risk remains with the Services. It is essential to initiate contract management and tender processes well in advance.
Major Projects							
PR15	Hardley Depot	Place Priority 1: Shaping our place now and for future generations	Strategic Director Corporate Resources & Transformation Section 151 Officer	Medium	6	The new depot has not been completed within the required timeframe and is not operationally available.	The short-term financial exposure is increasing as the programme progresses.
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR16 PR14	Waste Strategy Implementation	Place Priority 3: Caring for our facilities, neighbourhoods and open spaces in a modern and responsive way	Strategic Director of Place, Operations and Sustainability	Medium	8	The ineffective transition from black plastic bags to waste bins can lead to significant operational impacts, including increased littering and improper bin usage, which may drive up disposal costs and create health hazards. Additionally, these	An effective communication strategy is essential for informing the community and facilitating the successful implementation of the new waste management system. It is important for members to engage more broadly with the community regarding this significant service change.

						issues can lead to potential legal repercussions and loss of funding. The reputational risks associated with a failed transition may strain community trust in the Council and heighten operational challenges.	
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR17 <u>PR15</u>	Transformation Programme	Transformation Priority 4: Designing modern and innovative services	Strategic Director Corporate Resources & Transformation Section 151 Officer	Medium	8	Effective development and delivery of our digital and people strategies is crucial for achieving our Corporate Plan goals. Failure to implement these initiatives properly may create a disconnect between our strategic objectives and daily operations, hindering efficiency and overall performance. Alignment among stakeholders is essential to prevent misalignment.	Programme governance embedded and regular Cllr oversight through the Resources and Transformation O&S panel. Need to stay mindful of LGR context and take proportionate action based on this medium-term outlook.

						Buy in and delivery of the transformation strategy and business case is crucial for achieving the corporate plan objectives. Failure to deliver will hinder the customer experience, modernisation of the organisation, maximisation of our assets and development of our staff.	
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
PR18 PR16	Planning and regulatory system upgrade	Transformation Priority 4: Designing modern and innovative services	Strategic Director Corporate Resources & Transformation Section 151 Officer	Medium High	8 <u>12</u>	The planning system may face challenges and potential failures without effective management. This underscores the importance of utilising dependable planning software to promote efficient processes and successful project	Terms agreed upon for the regulatory planning system and contractual assistance regarding the present situation. The project to replace this system is now on hold (as agreed at the last transformation board), however agreement has been reached with the current software provider to maintain the current software for the next 18 months.

						outcomes, which could also impact the transformation program and regulatory services.	
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
Reputation							
PR17 9	Climate and Ecological Emergency	Place Priority 2: Protecting our climate, coast, and natural world	Strategic Director of Place, Operations and Sustainability	Medium	6	The Council is making efforts to address climate change-related challenges, such as promoting biodiversity, improving waste management, and implementing sustainable development practices, but there is still more work to be done to fully meet the demands of our unique environment and community. Failure to meet climate change-related goals leading to non-compliance with UK net zero legislation and failure to	<p>Continuing iImplementation of the Council's Climate and Ecological Emergency Action Plan continues.</p> <p><u>Funding of £150k per year for the corporate plan period.</u></p> <p><u>Regular review of budget allocation, seeking alternative funding sources, prioritising projects based on impact and funding availability.</u></p> <p><u>Recruitment and expansion of the Climate Change & Sustainability team is in progress to support these actions.</u></p> <p><u>Development of a service climate risk assessment template to ensure this risk is being addressed through service delivery.</u></p>

						achieve Corporate Plan and Transformation objectives.	
Ref	Risk Title	Corporate Plan Theme	Risk Owner	Current Risk Rating	Risk Score	Risk Event	Overview and Mitigation
People							
PR20 PR18	Working practices	Transformation Priority 2: Being an employer of choice	Strategic Director Corporate Resources & Transformation Section 151 Officer	High <u>Medium</u>	126	With a large in-house workforce providing such a variety of diverse services, application of local working practices in comparison to standard terms and conditions could result in inconsistencies across the workforce	A thorough staff consultation has been undertaken recently in Waste Services to advise of proposed terms and conditions changes in readiness for the new waste service. A recent review of Essential User Allowances has also recently been undertaken and is nearing conclusion.
PR19	Recruitment and retention of staff	Transformation Priority 2: Being an employer of choice	Strategic Director Corporate Resources & Transformation Section 151 Officer	High	<u>12</u>	The uncertainty of LGR and Devolution may increase the risk of staff leaving the Council and lead to recruitment challenges which could impact the delivery of services.	Development of employer proposition, consideration of other non-pay benefits, provision of flexible/hybrid working. Maintaining talent pool, career progression opportunities, leadership development and upskilling of existing staff; more learning resource in place due to People Strategy to assist managers.

Note:

Categories

Must be assigned to either:

- Financial
- Legal & Regulatory
- Major Projects
- Operations
- People
- Reputation

Theme:

People Priorities	Code
Priority 1: Helping those in our community with the greatest need	PE1
Priority 2: Empowering our residents to live healthy, connected and fulfilling lives	PE2
Priority 3: Meeting housing needs	PE3
Place Priorities	
Priority 1: Shaping our place now and for future generation	PL1
Priority 2: Protecting our climate, coast, and natural world	PL2
Priority 3: Caring for our facilities, neighbourhoods, and open spaces in a modern & responsive way	PL3
Prosperity Priorities Code	
Priority 1: Maximising the benefits of inclusive economic growth and investment	PR1
Priority 2: Supporting our high-quality business base and economic centres to thrive and grow	PR2

Priority 3: Championing skills and access to job opportunities	PR3
Transformation Priorities	
Putting our customers at the heart	PT1
Being an employer of choice	PT2
Being financially responsible	PT3
Designing modern and innovative services	PT4

Risk owner

Must be assigned to either:

- Chief Executive
- Strategic Director
- Statutory Officer

Current Risk Rating / Risk Score

Risk Score	Risk Level
9-16	High Risk
4-8	Medium Risk
1-4	Low Risk