RANGITĪKEI DISTRICT COUNCIL

## STRATEGIC RISK REGISTER

This is the Rangitīkei District Council's Strategic Risk Register as endorsed by the Executive Leadership Team (subject to review by the Audit & Risk Committee).

Approved: October 2022

Next review: October 2024

Version number: 1.0

Who is responsible: Group Manager Corporate Services



#### Strategic risks for Rangitīkei District Council

#### INTRODUCTION

As highlighted by Council's Risk Management Policy, a key element of Council's Risk Management Framework is our Strategic Risk Register.

The Strategic Risk Register summarises the following key strategic risks identified by ELT and provides a response to how each risk will be addressed:

	STRATEGIC RISKS	INHERENT RISK	CURRENT MITIGATED RISK
0	Failure to honour the commitments of Te Tiriti o Waitangi	Extreme	Moderate
i©i	Trust and confidence is tarnished	High	Moderate
2.	Insufficient capability and capacity to fulfil agreed commitments	High	Moderate
	Legal and political environment requires excessive resources	High	Moderate
	Capital programme falters	High	Moderate
[0]	Financial stability is lost	High	Low
	Regulatory effectiveness is questioned	High	Low
<b>◇</b>	Climate change responsiveness is ineffective	Extreme	Moderate
<b>1</b>	Business continuity is compromised	High	Low
0	Obligations with health, safety and wellbeing are not met	Extreme	Moderate
C	Changes to governmental legislation are transformational	Extreme	Moderate
4	Obligations with environmental protection are not met	High	Low

Each strategic risk is weighted using the following matrix assessment:

Likelihood /	Consequence to Council					
Frequency	Insignificant	Minor	Moderate	Major	Significant	
Almost Certain	Low	Moderate	High	Extreme	Extreme	
Likely / Probable	Low	Moderate	Moderate	High	Extreme	
Possible	Low	Low	Moderate	Moderate	High	
Unlikely	Minimal	Low	Low	Moderate	Moderate	
Highly Unlikely	Minimal	Minimal	Low	Low	Low	

Inherent Risks will be managed by applying at least one of the following treatments:				
Avoid	Choose to avoid the actions/inactions that cause the risk			
Reduce	Reduce the risk (to a more acceptable level) by applying some mitigating measures			
Transfer	Transfer the risk to an external third party (eg via insurance or the outsourcing of a project). Some of these techniques may give rise to 'secondary risks' (eg risk that an external project manager fails to deliver)			
Accept	Accept the risk (being aware of the risk will often result in the risk being closely monitored)			

## FAILURE TO HONOUR THE COMMITMENTS OF TE TIRITI O WAITANGI

**Risk Oversight Officer: Chief Executive** 



#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

Elected members and staff are unclear as to the appropriate processes and pathways in the expression of Treaty partnership, causing offence and disrespect to the original customs and tikanga (protocol) of the whenua (land) and the obligation of local authorities to uphold those.

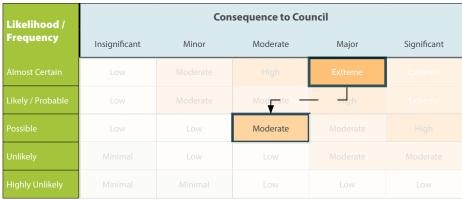
Uninformed decision making that does not uphold the obligatory role as stewards of Treaty partnership.

- Māori Advisory having no presence in governance and leadership spaces
- Leaders making decisions void of subject matter expertise
- An unfounded negative approach to Treaty partnership

#### HOW TO ADDRESS THE RISK?

Strategies to address this risk include:

- · Iwi representation on appropriate Council committees, including the Te Roopuu Ahi Kaa Komiti.
- Formalised partnership agreements between Iwi and Council
- Regular programmed cultural time with Elected Members and ELT.
- Iwi induction pathway alongside mana whenua for all new staff.
- Facilitate more Council business on local marae or Māori community group settings
- Maintain a Māori Advisor within Council staff with appropriate delegation and role clarity.
- Regular dialogue at Strategic/Governance level between Council and Iwi
- Maintaining Māori wards.
- Maintain the policies and guidelines relating to Māori responsiveness and assist staff in the implementation of those across project work within Council.



## Inherent Risk: Extreme Likelihood - Almost certain Consequence - Major Proposed Risk Treatment: (bold those that apply) Avoid Reduce Transfer Accept



#### TRUST AND CONFIDENCE IS TARNISHED

**Risk Oversight Officer: Chief Executive** 



#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

There are three main types of risk that can lead to a loss of confidence in Council's effectiveness:

- a) Communication: The risk that -
  - Council misunderstands community expectations or fails to work with advocacy groups. Either of these may lead to continuous public criticism, particularly in social media and division among elected members and staff.
  - Council allows community expectations to exceed council's ability to deliver. This can occur through unofficial promises being made to the community or council not properly communicating its plans.
- b) Operational: The risk that -
  - Inadequate handling of sensitive issues involving (for example) drinking water, wastewater discharges, lwi, privacy, or information disclosures.
  - Staff act in an overly bureaucratic or officious manner.
- c) Reputational: the action or inaction of any representative of Council which impacts Council's reputation in a negative way.

#### HOW TO ADDRESS THE RISK?

#### Communication:

Strategies to address the risk -

- 1. Councillors are proactive in being visible with all community sectors and have a forum for discussing public views with ELT.
- 2. Public are encouraged to speak at public forums at Council meetings.
- 3. Council is represented on community boards, working groups, local industry groups, committees etc.
- 4. Council promotes its future strategies and priorities and 'makes it easy' for the community to provide comments/responses.
- 5. Council posts relevant 'up to date' information on its website, in local media and on its social media pages (and monitors responses where possible).

#### Operational:

Strategies to address the risk -

- 1. ELT ensure capability and capacity of resources required are identified and established
- 2. ELT ensure proper systems and accountabilities are in place for appropriate customer service standards and complaints handling
- 3. Customer satisfaction and service performance reviews are undertaken, with ELT analysing key statistics every quarter

#### Reputational:

Strategies to address the risk -

- 1. Clear policy outlining expected standards of conduct
- 2. Clear delegations for speaking to or posting on media/social media
- 3. Media training for those delegated to speak on Council's behalf.

Likelihood /	Consequence to Council					
Frequency	Insignificant	Minor	Moderate	Major	Significant	
Almost Certain	Low	Moderate	High	Extreme	Extreme	
Likely / Probable	Low		Moderate	High	Extreme	
Possible	Low	Low	Moderate	<b>←</b> Mo <del>d</del> erate	High	
Unlikely		Low	Low	Moderate		
Highly Unlikely						



Current Mitigated Risk: Moderate

Likelihood - Possible

Consequence - Major

Planned Future Additional Risk Treatments: (bold those that apply)

Avoid

Reduce

Transfer

Accept

## INSUFFICIENT CAPABILITY AND CAPACITY TO FULFIL AGREED COMMITMENTS

202

Risk Oversight Officer: Group Manager, People and Performance

#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that Council doesn't have the appropriate composition and number of skilled staff required to fulfil current and future commitments, e.g. inability to attract talent, failure to appropriately train existing staff, inability to retain skilled staff, failure to undertake appropriate workforce planning.

An associated risk comes from a change in Elected Members and the potential loss of knowledge and experience

#### HOW TO ADDRESS THE RISK?

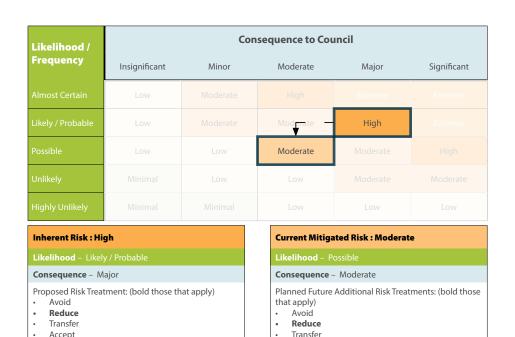
Having a culture and employee experience that attracts a high caliber of applications, and increases the retention of staff. This includes mechanisms for meaningful staff feedback such as staff surveys and exit interviews.

A learning and development programme that targets future skill requirements and enables staff to grow in the areas that we need them to.

Identify key roles and develop succession and/or continuity plans for those roles and functions.

Undertake strategic workforce planning to identify skills and numbers required.

A high quality and comprehensive orientation and induction for all new staff and for elected members after the triennial elections.



#### **Future Action Plan:**

Design and maintain a remuneration and reward strategy that is competitive within both Local Government and general recruitment markets.

Accept

## LEGAL AND POLITICAL ENVIRONMENT REQUIRES EXCESSIVE RESOURCES

Risk Oversight Officer: Group Manager, Democracy and Planning

#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that Council has limited capacity to respond in a timely and efficient way to changes in central government policies and legal requirements, which may mean unexpected costs, a risk of noncompliance, and/or a consequential reduction in service performance.

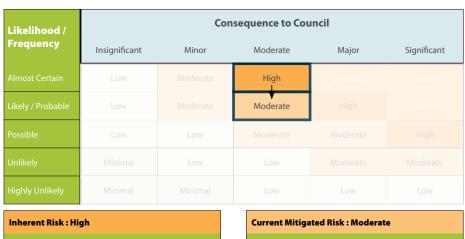
An associated risk is that Horizons Regional Council makes changes to processes that impacts this Council, which could cause increased costs or impose reputational damage, due to lack of ability to respond on Rangitīkei District Council.

#### **HOW TO ADDRESS THE RISK?**

Council continues dialogue with other local councils, and stresses the potential benefits of a regional/national partnership approach to influence central government policy and legislation. This includes discussion with LGNZ and Taituarā (SOLGM) to clarify issues that may or do impact the sector. Council keeps up to date on key submissions; reforms; and policy changes.

Adopting a no surprises and collaborative approach with Horizons Regional Council.

Council appropriately engages and communicates potential changes and the associated risks with the public.



## Inherent Risk: High Likelihood - Almost Certain Consequence - Moderate Proposed Risk Treatment: (bold those that apply) Avoid Reduce Transfer Accept

Current Mitigated Risk: Moderate

Likelihood - Likely / Probable

Consequence - Moderate

Planned Future Additional Risk Treatments: (bold those that apply)
- Avoid
- Reduce
- Transfer

Accept

#### CAPITAL PROGRAMME FALTERS

Risk Oversight Officer: Group Manager, Capital Projects

#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that Council is unable to achieve its capital works programme because of:

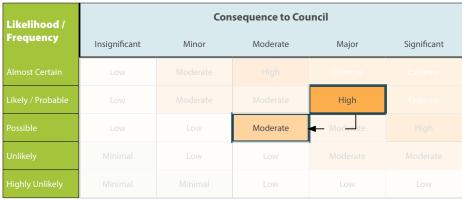
- 1. Lack of overall capacity in the market to deliver nationally and regionally
- 2. Lack of capacity and capability of staff to deliver capital programme
- 3. Lack of timely decision making on community facilities
- 4. Uncertainty around processing timeframes from other agencies regarding resource consents
- 5. The increasing dominance of larger contractors
- 6. The cost of delivery is higher than allocated budget (materials and land value prices greatly exceed inflation)
- 7. The impact of an unexpected event e.g. pandemic, natural disaster or other adverse occurrence

This situation may lead to failure of major infrastructure, failure to deliver our capital programme, reduction in investment and frustration in the community

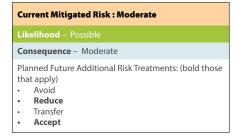
#### HOW TO ADDRESS THE RISK?

Strategies to address the risk:

- 1. Capital works to be prioritised, realistic and achievable
- 2. Ongoing forecasting of delays or potential issue
- 3. Strategies for staff attraction, retention
- 4. Efficient Project Management framework based on best practise with standard templates to achieve consistent quality of project management
- 5. Establish good relationships with local iwi and hapu
- 6. Establish relationship with the regional council and seek early feedback on project approach
- 7. Establish early engagement and a future programme of works with contractors
- 8. Establish mutually beneficial and long lasting relationships with contractors
- 9. Consider alternative procurement strategies
- 10. Regular review of capital expenditure by ELT and reported to Council meetings
- 11. Project Management Office delivers project fiscal oversight
- 12. Major capital projects utilise external advisory boards
- 13. Transparent reporting to Council with early notice of potential time or cost overruns







#### FINANCIAL STABILITY IS LOST

Risk Oversight Officer: Group Manager, Corporate Services



#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risks are either:

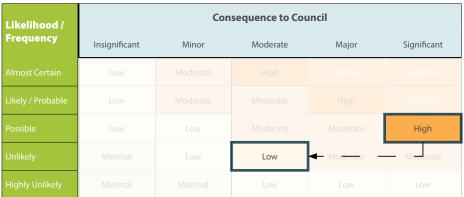
- a) Council's financial projections, in terms of operating expenditure and revenue, prove substantially incorrect or insufficient; or
- b) Council's projections highlight financial problems that are not properly addressed.

This could require a substantial increase in rates and increase the level of borrowing.

#### HOW TO ADDRESS THE RISK?

The following initiatives are in place:

- The Long Term Plan 2021-2031 and subsequent Annual Plans demonstrate Council will achieve a sustainable balanced budget.
- Ongoing financial management and oversight is a critical responsibility of the ELT.
- Cost centre managers proactively take responsibility for continually managing their respective budgets and provide forecast information for a mid year budget review.
- Maintain external stakeholder relationships with key funding partners.
- Maintain resilience with all financial systems, processes and controls.
- Current and accurate asset and infrastructure management information is maintained.
- Requests for significant unbudgeted expenditure are thoroughly scrutinised and considered by ELT.
- Rates modelling is effective and well informed.
- Ensure the impact of Three Waters Reforms is maintained and fully understood.
- Ensure appropriate insurance cover is maintained.
- Ensure appropriate skills exist on Audit/Risk Committee.







#### REGULATORY EFFECTIVENESS IS QUESTIONED

Risk Oversight Officer: Group Manager, Regulatory Services



#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that there are inconsistencies with how regulatory matters (e.g. building and resource consents) are dealt with, which could mean the community loses confidence in Council's processes and could have a negative impact on Council's reputation.

An additional risk is Council's ability to perform it's regulatory functions within legislative timeframes.

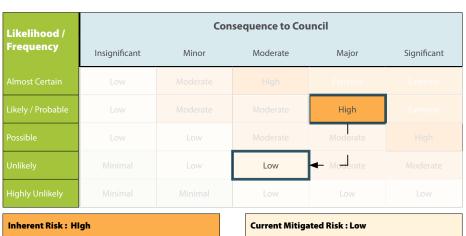
#### HOW TO ADDRESS THE RISK?

Council shall ensure there is the correct balance of facilitating pragmatic solutions and compliance with legislative requirements, Council bylaws and policies.

Ensure that Council's Building Consenting Authority (BCA):

- 1. Is clear on requirements and expectations for staff and applicants;
- 2. Has the appropriate systems and training in place.
- 3. Is resourced appropriately.

Council to consider common systems with neighbouring Councils and BCAs by regularly assessing its business model Council remain abreast of future changes that impact Council's regulatory function.



Inherent Risk: HIgh
Likelihood - Likely/Probable
Consequence - Major
Proposed Risk Treatment: (bold those that apply)
- Avoid
- Reduce
- Transfer
- Accept

Current Mitigated Risk: Low

Likelihood - Unlikely

Consequence - Moderate

Planned Future Additional Risk Treatments: (bold those that apply)

Avoid

Reduce

Transfer

Accept

#### CLIMATE CHANGE RESPONSIVENESS IS INEFFECTIVE

Risk Oversight Officer: Group Manager, Democracy and Planning

#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that Council does not take sufficient steps to mitigate and respond to the impacts of climate change.

#### HOW TO ADDRESS THE RISK?

Council is part of the Joint Climate Action Committee to share information and facilitate collaborative action in response to climate change. This is made up of all Councils in the Manawatu Whanganui region.

The response and mitigation of the impacts of climate change is part of the development of a Climate Impact Strategy and supporting Action Plan.







#### **BUSINESS CONTINUITY IS COMPROMISED**

**Risk Oversight Officer: Chief Executive Officer** 



#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that Council is unable to perform one or more essential services and/or statutory functions due to disruptions such as

- Cyber attacks
- Systems failure
- Natural disaster or other emergency
- Pandemic
- · Loss of critical staff
- · Loss of critical assets or infrastructure
- Terrorism
- Staff competencies

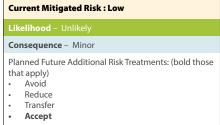
#### HOW TO ADDRESS THE RISK?

Council has a range of protective barriers and procedures that includes (or are under development)

- Business continuity plan
- IT recovery plan
- Data protection plan
- Pandemic plan
- Staff learning and development framework
- Identification of critical positions
- Succession plans
- Partnership relationships with neighbouring Councils
- Staff policies and procedures
- The Information Systems Strategic Plan now being implemented is a key mechanism.



# Inherent Risk: High Likelihood - Possible Consequence - Significant Proposed Risk Treatment: (bold those that apply) Avoid Reduce Transfer Accept



## OBLIGATIONS WITH HEALTH, SAFETY AND WELLBEING ARE NOT MET



Risk Oversight Officer: Group Manager, People and Performance

#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that staff, contractors, volunteers or visitors to RDC worksites are seriously harmed due to a hazard and/or loss of control within the work environment. This includes harm to mental health and wellbeing.

An associated risk is damage to Council plant or property as a result of a hazard/loss of control.

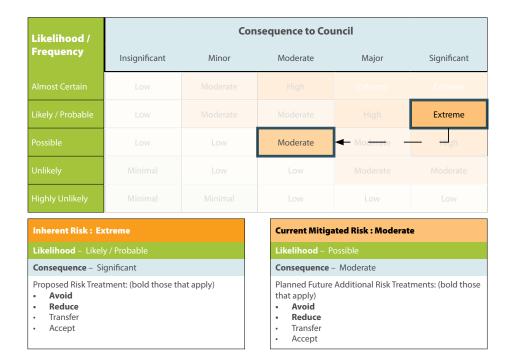
#### HOW TO ADDRESS THE RISK?

The Executive Leadership Team have an unrelenting focus on the health, safety and wellbeing of staff, contractors, volunteers and visitors and are committed to establishing and maintaining a strong health and safety culture within the organisation.

Active employee participation frameworks are in place to encourage employee engagement and leadership in health, safety and wellbeing matters.

Risks to health, safety and wellbeing are identified. Risk control methods are in place and these are regularly reviewed and verified.

Council has a Transformational Health Safety and Wellbeing framework that promotes excellence and leadership in the field.



#### **Future Action Plan:**

Review of Critical Risk Framework including cyclic review and improvement of risk controls and the verification of these

### CHANGES TO GOVERNMENT LEGISLATION ARE TRANSFORMATIONAL



Risk Oversight Officer: Group Manager, Democracy and Planning

#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that new or amended legislation, reforms, regulations or policy statements cause changes that negatively impact affordability:

- 1. Ratepayers' ability to pay;
- 2. For Council to deliver services it can afford or resource appropriately.

The speed of change and the cumulative effects may detract from achieving statutory requirements (e.g. the long-term plan) and meeting community expectations.

The change is of a magnitude that considerably impacts Council (Three Waters, Resource Management Act, Future of Local Government)

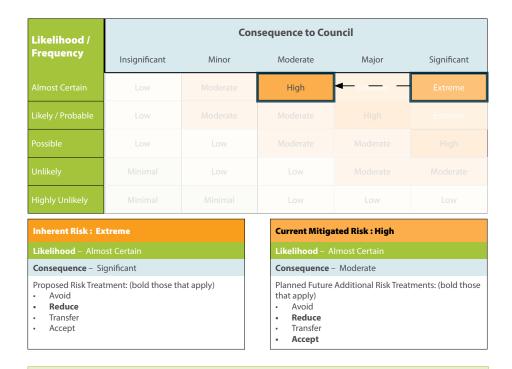
#### HOW TO ADDRESS THE RISK?

Maintain active participation in LGNZ sector discussions at all levels

Ensure submissions by Council are made to Central Government policy and/or legislative amendments.

Maintain positive engagement with Local and Central Government politicians and lobby groups e.g. Federated Farmers. Early assessment of likely impact of confirmed changes so that appropriate planning, mitigation and communication can take place.

Have plans in place to keep our community updated.



#### **Future Action Plan:**

Continue lobbying

## OBLIGATIONS WITH ENVIRONMENTAL PROTECTION ARE NOT MET



Risk Oversight Officer: Chief Operating Officer (pending review/confirmation)

#### WHAT IS THE RISK (AND ITS CONSEQUENCES)?

The risk is that there is damage to the environment in the course of Council carrying out its work, and that there are substantial fines imposed on Council as a result.

#### HOW TO ADDRESS THE RISK?

Council strives to minimise environmental harm by balancing network maintenance and operation within fiscal constraints. This is consistent with the Local Government sector within New Zealand.

Council works with Horizons Regional Council to prioritise capital works to effectively manage wastewater treatment plant consents.

