

## CAIRNGORMS NPA: BUSINESS CONTINUITY PLANNING COVID-19 LOCKDOWN AND EXIT PLANNING: RISK REGISTER

This risk register has been prepared to support the management of the Authority's Business Continuity Planning (BCP) operations while the Authority remains at stages of "lockdown" as a consequence of our BCP measures implemented to help in control of the COVID19 pandemic.

The risk register sits under the Authority's existing and remaining strategic risk register, which continues to set out the wider strategic risks around the Authority's delivery of its strategic objectives. The Authority in deployment of its BCP remains in an emergency situation while reacting to national control of the COVID19 pandemic. However, the Authority has not yet taken the step to entirely reorient its existing strategic objectives. This risk register therefore represents an interim additional layer of risk management focus for senior management in continuing to lead operations while also managing the additional risks to delivery posed by the current BCP led mode of operations.

The following table sets out the identified risks and their assessed impacts, together with an associated score of risk likelihood (L) and impact (I). Risk mitigation measures are identified and residual risk rescores to give likelihood of risk after successful preventative action (ML) and impact of risk after successful remedial action (MI).

Risk appetite is set at a score of 16 or more, or 15 where impact is above 3. At or above such scores, mitigation action is required, otherwise risks will be monitored by management team. Review of the risk register is coordinated by the Management Team and Operational Management Group.

Key to abbreviations:

L = Likelihood of risk score

I = Impact of risk score

ML = Likelihood of risk score after effective implementation and preventative mitigation action.

MI = Impact of risk score after effective implementation and remedial mitigation action.

Scores 1 Low to 5 High

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27 May 2020

Risk	Impact	L	I	Prevent	ML	Remedial	MI
Unprepared to respond to BCP relaxation opportunities	Opportunities to escalate service delivery lost; inefficient service delivery	4	5	Establish and manage risks; prioritise senior resource to Government groups and information monitoring; Plan for stages of response	2	Pre-establish levels of responsiveness to support quick reaction;	2
National strategies for exit do not align with assessed Cairngorms priorities	Period of below optimum delivery is extended; delay in assessed key and time sensitive services	4	5	Prioritise senior resource to Government groups and influence thinking	3	Promote services to develop service specific operational delivery options fitting varying levels of operations; MT / OMG regular meetings to support quick response / adaptive management; regular governance check ins.	3
Operational Plans and budget allocations do not fit emerging circumstances and priorities.	Organisational activities are not best directed toward emerging priorities; resources not invested in highest priority areas.	3	5	Ongoing monthly review of operational plan positioning; ensure staff performance development conversations are a management priority; Committee and Board review.	2	Budget review and refinement; establish sectoral response plans	3
Governance structures do not give adequate leadership / oversight / scrutiny of operations.	Ineffective leadership; lack of challenge and scrutiny over organisational operations.	5	5	Twice weekly and wider management meetings; daily leadership conversations with Convenor; fortnightly Governance Group meetings; priority investment in	2	Ongoing review of effectiveness of operations and risk management action; review of communications structures.	4

Risk	Impact	L	I	Prevent	ML	Remedial	MI
				maintaining Committee meetings; clarity in governance hierarchy in case of illness.			
Existing and remaining key objectives are obscured by priority of BCP responses.	Key delivery objectives (e.g. TGLP delivery, Heritage Horizons bid) are not achieved.	4	4	Operational planning review to (re) establish priorities; MT oversight of priority actions; senior leadership of key projects established.	2	Establish MT/OMG standing items checklist of key project progress and reprioritise resource if slippage detected.	3
Lack of coordinated activities resulting from remote operations	Key priorities are missed; work is duplicated by differing staff / groups	4	4	Coordination through more regular management meetings; increase time and priority to internal communications.	2	Establish MT/OMG review of activities and implement further project management controls where required; BCP Steering Group weekly meetings reviews and responds to feedback.	2
Internal communications with remote working arrangements are ineffective.	Lack of coordination around activities; staff group as a whole are not engaged with organisation and do not understand direction of travel.	5	4	Central coordination of communications through more regular, broad based management meetings; clear responsibility for coordination of coms; internal communications identified as a key resourcing priority.	3	Undertake staff survey and implement bottom up improvement recommendations; ensure there are mechanisms to regularly tap into feedback – use SCF reps.	2
Reputation of CNPA is impacted by inappropriate external communication / coms which do not fit with National messaging.	Mixed messaging from Authority and Board confuses audiences and damages CNPA reputation.	4	4	Central coordination of communications through more regular, broad based management meetings; clear responsibility for coordination of coms; clear	2	Participate in relevant national groups, including UKNP & EELG Communications, and respond / adapt to emerging messaging; regular review of	3

Risk	Impact	L	I	Prevent	ML	Remedial	MI
				Board member briefings and lines to take on policy positions.		Board messaging and position through Governance Group.	
Information Technology and adaptations are inadequate to meet organisational requirements during revised working arrangements.	Ineffective organisational operations through inability to support remote working / communications.	3	5	Prioritise key systems to ensure adequate investment made in correct operational support areas: email, VC, planning and finance systems; agree ongoing priority action plans (shared workspaces etc.); cloud based solutions to preserve server capacity.	2	Review feedback from MT and through staff groups, adapt, invest where required, and respond.	4
Resources become over-stretched through seeking to both maintain services while working to recover position through BCP response levels.	Key requirements / priorities are not achieved through staff over-stretch.	5	5	Operational planning review to (re) establish priorities; MT oversight of priority actions; senior leadership of key projects established including clear terms of reference to highlight competing priorities and to resolve on behalf of staff.	3	Establish MT/OMG standing items checklist of key project progress and reprioritise resource if slippage detected. Ensure SCF and HR feedback loops are in place, while ensuring these do not replace management structures.	3
Mental health impacts on staff caused by BCP actions have impacts on organisational effectiveness over medium to long term.	Impacts on staff wellbeing and mental health lead to long term impacts on effectiveness through absence; reduced motivation; burn-out	4	4	Proactive focus on mental health; leadership on balance to private and work life; leadership on taking regular breaks, exercise and leave. Adapt HR policies. Regular internal communications. proactive work through SCF; and HR policy adaptation.	3	Put in place feedback mechanisms across organisation (staff survey) and within teams and respond to feedback; review and adapt policies and coms where needed.	3



## Risks Under Monitoring

The risks in this section of the risk assessment either have initial risk scores of under 15, or 15 where impact is 3. Risks falling into these risk scores will continue to be monitored by management and any escalation will require remedial action to be taken. At present, risks are accepted without the need for immediate (within the next 3 to 6 month period) remedial action being taken.

Risk	Impact	L	I	Prevent	ML	Remedial	MI
Dispersed records holding results in inability to meet FOISA responsibilities.	Commitment to meet or exceed FOISA responsibilities not upheld.	5	3	Monitor	5	Monitor	3
Equalities impact assessments are not undertaken prior to implementation as a consequence of speed of policy development during phases of BCP	Commitments to equalities duties not discharged.	5	3	Monitor	5	Monitor	3
Loss of high numbers of staff at one time through illness due to COVID19	Loss of key services; significant service delivery objectives missed; breakdown in staff communication systems	5 2	5	Revised to Monitor <del>Remote working in line with government guidelines; ensure back up arrangements are identified; prioritisation of activities to ensure completion with maximum likelihood of staff complement in place.</del>	3	Revised to Monitor Ongoing review and reprioritisation of tasks / objectives as monitoring of staff situation directs	4

## Version Control

0 Drafting

- 0.1 DC first draft position statement as at 11 May 2020
- 0.2 DC Board communications elements in external communications following Governance Group discussions 12 May 2020
- 0.3 DC Updates from multiple discussions prior to A&R Committee