

ID	Risk Name	Description	Impact	Key Controls and Activities	Q2 Trending	Q3 Trending	Residual Risk Rating
CRR20	Information Management - Records Management & Crime Data Integrity	<p>i - There is a lack of understanding regarding the legacy rules that apply to digital records searches within specific systems therefore searches can return inconsistent results.</p> <p>ii - WMP has been subject of two Crime Data Integrity inspections by HMIC over the past two years both resulting in findings of requiring improvement.</p> <p>iii - Updates to the Attorney General's Guidelines on Disclosure which sits alongside the Criminal Procedure and Investigations Act ("CPIA") 1996, has an impact on the working practices of investigations officers and staff, with a short turnaround time for adhering to the guidance.</p>	<p>i - Difficulty accessing physical and digital records and once accessed there is limited assurance of the quality.</p> <p>ii - Should the next review fail to reach satisfactory levels the force is likely to be placed in "Engaged" status.</p> <p>iii - The new guidance has implications for how the police engages with other parts of the CJS, in terms of timeliness, mandatory disclosures and digital evidence. In particular, it increases the expectations on the recording of materials in the course of an investigation - extending requirements to unused material and provision of schedules for all Pre-Charge cases; we estimate this will result in additional work of +27% (or 260 cases / 520 Hours). The changes could result in an increase in the number of bail cases and CPS rejections, creating further demands on the force.</p>	<p>i - Review, mapping & weeding of all physical records</p> <p>- Records management requirement built into new systems as legacy systems are replaced</p> <p>- Increase communications regarding importance of data quality</p> <p>ii - Vulnerability Gold established</p> <p>- Silver set up to implement VSA audit approach. Log Quality Team established in November to review crime logs - process, feedback portal and management information in place. Good early learning and looking at how to extend initial impact</p> <p>iii - College of Policing training package available mid-December</p> <p>- Cohort of Disclosure Champions to be confirmed to ensure that officers are assigned and committed to the role</p> <p>- Force Performance to be monitored and CPS dip sample results fed back to the Champions</p> <p>- Enhanced software tools to be used (e.g. for redaction)</p>	→	↗	High
CRR40	Vulnerability and Hidden Crimes	Identification and management of vulnerability in demand (includes child exploitation, modern day slavery, human trafficking, domestic abuse, missing people and hidden crimes).	Increases in volumes or poor identification impacts on the force's capacity to prevent and respond, creating public confidence and safety concerns, and meet our overall requirement to prevent the unnecessary criminalisation of children and improve the overall quality of investigations involving vulnerable people.	<p>- HMICFRS / OPEC vulnerability recommendations incorporated into a number of governance boards including Vulnerability Improvement Board</p> <p>- Specific focus on our response to Domestic Abuse and Missing people through Strategic and Force Tasking and a number of portfolio governance boards.</p> <p>- Relaunch of THRIVE+</p> <p>- ControlWorks builds in greater requirement for assessment and recording of rationale at initial contact</p> <p>- Vulnerability Gold established - Vulnerability matrix now in place to more closely monitor performance</p> <p>- Silver set up to implement VSA audit approach, which will result in an enhanced audit and assurance function being established in force - initially this may result in more demand being identified</p> <p>- PBB bid submitted for a vulnerability hub (incorporating a number of areas of business) to ensure a coordinated response to this moving forward - decision expected Jan '21</p> <p>- V&I officers have been identified across all geographic hubs. This is in its infancy and the officers perform a co-ordination role to ensure that FCID is responding to the statutory obligations within investigations. The FCID offer is nuanced across the hubs, with the Birmingham based officer embedded within a multi dept function.</p> <p>- An escalation process for partners has been created, which allows escalation to the duty crime supt in urgent cases. This has been utilised by partners.</p> <p>- Missing from home lead now sits within FCID and regular and active Supervision of Missing investigations is now occurring</p> <p>- WMP working with BCT + BCC to negotiate continued use of Lancaster House (Multi-Agency Safeguarding Hub) - extension has been agreed in short-medium term for officers to continue working there until this can be resolved</p> <p>- DA pilot, commissioned services mapping and system capability exercise underway</p> <p>- Structured debriefs from recent operations involving vulnerability have provided organisational learning</p>	→	↗	High
CRR41	Demand Management	Increased volume and complexity in demand on policing, compounded by resourcing constraints, requires an increasing level of sophistication for understanding of demand moves through the system.	Impacts on our ability to create and execute effective plans to ensure effective and efficient delivery of policing. Example: Demand and the management of risk within the P2 grade, which has a service level at 60 minutes. Currently a minority of case are being carried over beyond 24 hours. This is a concern in relation to risk management, service delivery, victim support and impacts on stress to WMP staff seeking to manage this risk when unresourced.	<p>- DDI Dashboards to give better access to management information to inform decisions</p> <p>- Summer demand has been a force Mission via FTDB</p> <p>- Gold group task to look at journey maps for incident types to identify pinch points and give insight into what could be done to make the process more efficient</p> <p>- Closely linked to Control Works and Connect</p> <p>- Targeted activity going on at the P2 grade</p> <p>- Exploring opportunities to increase the sophistication of our demand modelling and forecasting approach.</p>	→	↗	High
CRR50	WMP2020 Benefits Realisation	Benefits continue to be assessed on the WMP2020 portfolio (on a mixture of live projects e.g. CONNECT, and those which have now closed e.g. ControlWorks). Benefits reviews could reveal a reduction or slippage in benefits being realised.	The portfolio is unable to achieve expected benefits (e.g. more effective operations, financial savings, improved outcomes) in a timely manner and/or reduces flexibility to fund additional change requests in the live/future portfolio. CONNECT implementation will absorb a large amount of time for training and other go-live preparations in the run-up to Q1 FY21-22.	<p>- Each project is to undertake a benefits review and put through appropriate change requests</p> <p>- Benefits reviews to be overseen by Business Transformation and Finance</p> <p>- Benefit trackers to be adjusted in line with governance decisions</p> <p>- Monthly HoD meetings are taking place to support the management of benefit risk</p> <p>- CONNECT implementation & assurance board established and involving a wide range of internal stakeholders (mostly departmental heads). SuperUser training starting imminently.</p> <p>- CONNECT team continuing to work through system architecture and integration issues with Northgate as part of usual programme management business.</p>	→	↗	High
CRR48	Covid-19 Organisational	Risk of staff infection / requirement to self-isolate / backlog of rest days and leave, as well as the need to deliver against national and local objectives is also placing additional demands on the workforce, outside of their normal business.	Workforce resilience and ability to serve the public as part of business as usual. This is significantly more impactful than during first national lockdown as the demand is not staid and is going up/reverting to normal levels. There may also be some unintended consequences of new ways of working e.g. Virtual Remand Hearings - prisoners usually taken to court now remain in custody blocks having case heard via live link; creates custody capacity issues, additional tasks for custody staff and staff contingency requirements.	<p>- SCG & TCG structure in place for external liaison, led by ACC Todd as Gold</p> <p>- Internal Resilience in place, led by ACC Todd as Gold</p> <p>- Resourcing cell re-established prior to second national lockdown to help manage force-wide response, monitored through daily TRM</p> <p>- New measures implemented across WMP estate and improved physical protective measures and staff awareness in place</p> <p>- Links into national structures</p> <p>- Force will work with national and regional police leads for a joined up approach and if necessary withdraw from processes which create significant organisational issues (e.g. withdrawing from VRHs by December) whilst continuing to manage any residual risks</p> <p>- Formal debriefing to ensure organisational learning is embedded.</p>	↗	→	High
CRR49	Covid-19 Operational	<p>i - Potential of the Coronavirus pandemic to experience further waves of infection that return us to a state of response. Whilst it would now appear, that with the prospect of a vaccine being rolled out, infection waves should diminish, C19 is still fundamentally unpredictable in nature and we could still see spikes in certain parts of society.</p> <p>ii - Concurrence of other incidents to occur that will disrupt recovery/put additional pressure on resources (e.g. Public disorder, Major incident, Mutual Aid mobilisation).</p>	<p>i - The impact of this risk would see WMP revert from recovery to response phase which delays ability to return to new normality, require the implementation of alternative ways of working and create further disruption that may delay the recovery process. For example, C19 situation has created backlogs of investigations, forensic work and cases in the CJ system (see CRR51).</p> <p>ii - The impact of such events occur at the same time as the recovery (or indeed the response) phase will require the diversion of resources to respond to the new threat severely hampering recovery process as identified above. The scope, scale and timeline</p>	<p>i - C19 Recovery Plan managing the incident and potential for further escalation as part of its risk management and planning assumptions. This allows for flexibility in the command structure to respond accordingly through the appropriate establishment of response cells / groups as per the initial response to the incident.</p> <p>ii - In addition to the above mitigation, plans are already in existing to provide response guidance to these individual threats / risks (e.g. unlicensed music events). There is an unknown element with regards to some events - death of monarch - on how the response to the planned for scenario is delivered against the C19 backdrop. Aspects for planning assumptions may not be applicable or</p>	↗	→	High
CRR47	Britain's Exit from the EU	Following Britain's exit from the European Union, the country will continue in a period of transition.	Impact of departure and associated risks (including info sharing and supply chain) continues to be monitored.	<p>- Work has been undertaken to ensure that systems are in place to maintain intelligence sharing</p> <p>- Gold, Silver, Bronze structure in place headed up by ACC Todd</p> <p>- Bespoke plans are in place</p> <p>- National and regional structure is in place to ensure forces are aware of new arrangements</p> <p>- Demands around in-land borders and mutual aid requests being met/planned for</p> <p>- Suppliers and service providers have been contacted to ensure they have plans in place to mitigate any disruption.</p>	↗	↗	High-Medium
CRR26	WMP Demographics and Legitimacy with Communities	Due to sustained austerity inhibiting recruitment, some functions within the force are less representative of the communities we serve. This creates a risk to public confidence and operational service delivery.	A less representative force will lack legitimacy in some communities, hampering its ability to achieve positive outcomes.	<p>- Review of approach to Diversity & Inclusion</p> <p>- Review of recruitment and promotions processes</p> <p>- Departmental D&I plans are in place and each dept. has a local D&I governance board. The D&I plans are reviewed as part of QPR process and any key risks are escalated to the Business Partners. The plans are reviewed bi-annually internally and will also be externally reviewed annually.</p> <p>- Key part of recruitment uplift</p>	→	→	High-Medium
CRR44	Serious Violence in Under 25s	The increase in volume of serious violence (gun and knife crime) in the under 25s and the cumulative risk around community safety.	Increases in volumes impacts on the force's capacity to prevent and respond, creating public confidence and safety concerns.	<p>- Guardian surge funding</p> <p>- 1:1 project team</p> <p>- Violence Reduction Unit established</p> <p>- Integrated force violence strategy being implemented</p> <p>- Managed through FTDB and Strategic Tasking structures</p> <p>- Increasing capacity for P4 logs to release neighbourhood resource to concentrate on prevent activity</p> <p>- Dedicated force support resource allocated to violence suppression particularly during night time economy</p>	→	→	High-Medium

CRR45	Uplift	The uplift targets and their associated entry routes (e.g. PEQF) create significant additional demand on WMP. The failure to meet recruitment targets will impact on the forces resilience and may potentially affect future funding from the Home Office.	Due to the sheer volume of demand and complexity of entry criteria, WMP is not able to push through the recruitment pipeline quickly enough resulting in missed targets or not meeting resourcing assumptions. Reputational (and potential financial) impact on WMP from the Home Office.	<ul style="list-style-type: none"> - Workforce plan to meet targets to the end of March 2023 - Understanding of staff turnover and retirements to 2023 - Review where student officers are posted across organisation - Clarity of the expectation of ESFA and Ofsted audits - Recognition of prior education/meeting entry criteria in an alternative way (e.g. via essays) - Virtual assessment centres put in place. - Engagement with other universities to offer policing degrees (including for Specials) - Recruitment is in progress to increase the recruitment team. Some "no recruitment" activity is now being completed by Shared Services there freeing up some of the recruitment team. 	↘	↘	Medium
CRR51	Criminal Justice Case Backlog	There is a risk that the case backlog that exists due to COVID may result in victims and witnesses losing faith in the Criminal Justice system. The backlog also puts at risk the cost recovery from Police Led Prosecutions, due to be c.£1M in 2020/21. There is also the risk of an additional strain on CJS resources, particularly in Witness Care, due to the new court listings process.	The impact is that justice is not served for victims and witnesses and WMPs reputation is at risk as a reduced number of cases are being heard by the Courts (including murder trials). The reduction of Courts will also result in a significant loss of income recovery from PLP. There may also be additional welfare issue for Witness Care staff due to the supplementary work required.	<ul style="list-style-type: none"> - Regular dialogue with CPS & HMCTS - A Victim Retention Strategy is in place with a range of measure to mitigate the risk, these include, additional overtime and staff for Witness Care, Nightingale Courts to allow PLP cases to be heard, additional contact with staff around welfare and temporary removal of some witness care functions to increase capacity - There is also a working group for Out of Court Disposals to ensure that these are being used effectively when appropriate - Resourcing Uplift in place; Mutual Aid request (Holmes staff) submitted but unsuccessful 	n/a	↗	Medium
CRR39	WMP's Funding Position	<p>i. Whilst the police grant has increased for 20/21 to fund increase in officer numbers, there are still unfunded inflationary pressures. One year settlements do not assist medium term financial planning.</p> <p>ii - There is also a risk that as mandated/national initiatives develop (e.g. ESMCP, National Enabling Programme), the actual costs for delivery far exceed the estimated costs within the affordability envelope.</p>	<p>i - Impact on overall funding position. Medium term financial plan (MTFP) sets out strict budgeting envelope that must be met.</p> <p>ii - The inability to finance all component projects, or needing to de-prioritise other projects within the portfolio if the national changes are mandated.</p>	<ul style="list-style-type: none"> - Influence National debate on Police Funding - Review and continue to scrutinise financial planning - Revised MTFP and focus on benefit maximisation and continued efficiencies - National Horizon scanning by R & C Manager to ensure we have full visibility of emerging national programmes. - Benefits manager and Finance to review in-flight projects to identify potential underspend. - Project management support provided - Regional working to ensure integrated planning (on ESMCP) 	↘	→	Medium
CRR52	Safeguarding - Local Policing	Understanding the safeguarding needs and experiences of citizens - young and old - is challenging given range of commissioned and partner-driven arrangements operating across the region.	Poor identification impacts on the force's capacity to prevent and respond, creating public confidence and safety concerns.	<ul style="list-style-type: none"> - Commanders attending adult safeguarding boards - Seeking greater joined up working with PPU - WMP reviewing its own safeguarding arrangements (e.g. Cadets) - Conduct analysis of current and future demand for safeguarding, conduct mapping exercise, including the gap in knowledge that may exist where referrals aren't made (e.g. because of errors or omissions). 	n/a	→	Medium
CRR33	Recruitment, Retention and Workforce Resilience	Existing working conditions affecting retention, ongoing recruitment may not make up for attrition rates (e.g. due to high levels of upcoming retirements), to address the changing and increased requirements for specialist skills within the workforce.	WMP will not be able to recruit and retain sufficiently skilled people to deliver our service. Longer-term employee relations impact.	<ul style="list-style-type: none"> - Review of resilience for specialist skills across all departments with critical roles - Introduction of talent and development programmes (e.g. detective academy) to meet demand of specialist skill - Pay and Conditions Review nearing final stages - Intention to introduce business planning cycle and annual PBB style process linked to Strategic Assessment and Force Management Statement which will identify longer term capacity and capability needs - Current gaps to be addressed through a risk-based approach and against policy, codes of practice (e.g. PACE), APP etc. 	→	→	Medium-Low