

Report	Recommendation	Original Management Response	R / A / G	Responsible Officer	Original Due Date	Revised due date	
Student union	<p>Local risk management processes</p> <p>Our review of the risk management processes at club level and the processes for reviewing operational risk registers identified:</p> <p>Whilst clubs are required to complete an annual risk assessment on Eactivities, there is currently no clear oversight or monitoring in place of which clubs have and have not completed their annual risk assessments.</p> <p>Operational risk registers are in place for each service area however these registers have not been reviewed against service areas' operational plans.</p> <p>The Union is currently aware of these limitations and are working to resolve. We recommend that the Union:</p> <p>Implement processes to ensure the annual completion of club risk assessments is monitored. Given the large number of clubs in place we acknowledge the challenge this presents. As such Management should clearly define what risk category clubs fall under (high, medium, low) and consider how best to monitor the completion and content of annual risk assessments in each category. This should also include monitoring of individual trip risk assessments for potential high risk clubs.</p> <p>Review operational risk registers against current operation plans and ensure this activity is periodically undertaken in line with a review of operational plans.</p>	<p>With regards to Clubs risk management:</p> <p>We will review processes and implement updated online system to ensure submission and completion of risk assessments by clubs is monitored effectively and reported periodically to SMG and stakeholders as necessary.</p> <p>We will define risk categories for clubs and activities (e.g. high, medium, low) and recommend and implement a procedure for effective training, monitoring and quality assurance of risk assessment in each category.</p> <p>We will review and monitor all trips and tours risk assessments for high risk clubs and activity.</p> <p>2017/18 draft operating plans have been formulated and are currently undergoing final revisions as part of the budget review process. Once finalised in June 2017, the operational risk registers will be updated and then periodically reviewed by the Finance and Risk Committee during 2017/2018.</p> <p>Responsible Officer: Paul Buckley, Head of Student Experience and Services and Malcolm Martin, Head of Finance and Resources</p> <p>Due date: 31 May 2018</p>	2	Malcolm Martin, Head of Finance	31 May 2018	31 January 2019	<p>The completion of risk assessments continues to be reviewed on a monthly bases and reported on the Union's balance score card which is presented to each Finance and Risk committee and is reviewed monthly at Leadership meetings. The January-19 balance score card shows 80% completion of risk assessments.</p> <p>Trips and tours risk assessments for high risk clubs are reviewed.</p>
Student union	<p>Lessons Learnt Activity</p> <p>Discussions with the Project team identified that a lessons learnt activity has not yet been carried out as the EPOS system has not been fully implemented. Once fully implemented a lessons learnt activity will be carried out however the extent of this, including areas of coverage, have not yet been determined.</p> <p>We recommend that the Union</p> <p>Discuss and agree an appropriate time to undertake a formal lessons learnt review of the EPOS system implementation.</p> <p>Ensure that all relevant persons are involved in the lessons learnt activity, including members of the project team and end users of the EPOS system.</p> <p>Consider the areas of coverage the lessons learnt review will include. An example of a lessons learnt framework has been provided in appendix four of this report for managements consideration.</p>	<p>The Union is awaiting two outstanding items from the EPOS supplier, these will be completed by 31 May 2017.</p> <p>A Lessons Learnt Activity has been planned for after this date. The Systems Manager will provide a written report to the Union Board and Senior Management Group.</p> <p>Responsible Officer: Malcolm Martin, Head of Finance and Resources</p> <p>Due date: 31 July 2017</p>	3	Malcolm Martin, Head of Finance	31 July 2017		<p>The Lessons Learnt Activity was deprioritised as focus is now given to strengthening working relationships and ensuring a better service response. Bi-weekly service review meetings are being held with Orbis senior management.</p>
Student Union	<p>EPOS access permissions</p> <p>All staff with access to the EPOS system are provided with the same access levels. These allow changes to be made to system parameters, such as the prices set on tills.</p> <p>Reviews are not undertaken to verify whether changes that have been processed are appropriate.</p> <p>Separate role profiles should be established for different levels of staff so that the ability to make amendments to standing data such as prices is restricted only to managers. In the meantime monthly reports should be produced to review changes to standing data to verify any amendments processed are appropriate.</p>	<p>Agreed</p> <p>Different access levels have been established for the various users across Retail and Licensed Trade teams however there is some overlap of responsibilities within the small teams. Further configuration is needed to fine tune the respective permissions.</p> <p>A request is to be made for the development of the audit review report indicated.</p> <p>Responsible officer: Head of Finance and Resources</p> <p>Due date: 31 December 2018</p>	2	Head of Finance and Resources	31 December 2018		<p>Further fine tuning of respective permissions has been undertaken. An audit log is in existence.</p>

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31-Jul-19

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