

## Risk and Insurance

**Helping council to achieve a stronger and more mature risk management culture that promotes transparency, collaboration and trust**

### Organisational Strategy – outcomes

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|----|---|
| #1 | Our citizens have a strong voice and are key in shaping Auckland  |
| #2 | Elected members are better supported to make high quality decisions for Auckland                                  |
| #3 | We get the job done faster, more conveniently and at lower cost than before for customers, community and citizens |
| #4 | Our high performing, safe and inclusive workforce effectively serves a diverse and changing Auckland              |
| #5 | General rates burden decreases as non-rates revenue share of total revenue grows                                  |
| #6 | We do more with less without compromising service and the customer experience                                     |

### Our role and key service delivery responsibilities

- Enabling and improving council use of risk information to make good decisions – enable trust in council and satisfaction in performance
- Supporting council to take appropriate commercial business risks
- Supporting major project delivery for example CRL, LTP, AFPs & PPPs, S17A review
- Leading and supporting risk management across the Council Group through processes, training, expert advice, policies and tools
- Optimising insurance cover and managing claims to maximise customer service, efficiency and cost effectiveness
- Supporting and enabling proactive compliance through Do it Right

### Our key initiatives/ objectives

### Core work programmes/ projects (refer full business plan for complete list of initiatives)

Embed Risk Management Framework and Policy across council – improve visibility, processes, tools and training

Integrate systems and processes to enable enterprise wide management of risk, including project risk management and CCO risk management. This results in enhanced transparency and collaboration of risk management across Council.

Improve reach across departments and increase awareness and engagement with the Risk Team, resulting in a stronger risk management culture.

Ensure on-going and increasing trust and confidence in risk and insurance to deliver all of council's needs

Improving Council's Risk Maturity – increase maturity rating from fragmented to integrated

Improve and expand insurance support and services to Council Group - High performing team, improve systems and processes and team outreach

Complete phase 2 insurance renewal strategy – optimising insurance cover and managing claims to maximise customer service, efficiency and cost effectiveness

Support Audit and Risk Committee to achieve oversight and discharge responsibilities for council group

Lead enterprise compliance programme to enable and improve proactive compliance management and empower staff to Do it Right Thing

Online reporting system investigation, integration of project risks into reporting, CCO reporting to Audit and Risk Committee enhancement, training and workshop programme including risk and compliance champion forum, risk management in quality advice programme – templates, guidelines and training

Risk and Insurance Intranet Page upgrade (tools, guidelines and information for staff), support and advise project steering groups, CCO community working group, implement risk and compliance champion programme, review and support operational risk registers, e-learning module for staff

Risk Strategy 2017-2020 and successful completion of key initiatives in business plan

Working group with CCO's established, workshops with key council groups, improve intranet page and tools, develop insurance policy, protocols and guidelines

2018/19 Renewal programme completed and adopted by 30 June 2018

Enhance and optimise monitoring and reporting of risk to ELT and ARC

Achieve 2017/18 project plan - key target areas: Compliance planning, monitoring and reporting, tools and resources, awareness, knowledge and training, enabling staff