



## JC Applications Development

### Essex County Council

BEST RISK COMMUNICATION AWARD (HIGHLY COMMENDED) — EUROPEAN RISK MANAGEMENT AWARDS 2008

## Successful Risk Communication

### JC Applications Development:

- 15 years experience in providing claims and risk management solutions to the UK and Europe
- Over 150 UK clients
- JCAD RISK conforms to the IRM, AIRMIC & ALARM Risk Management standards

Famous sons of Essex include, Dick Turpin and Sir Alan Sugar. It also boasts the longest pier in the world (1.3 miles) at Southend-on-Sea.

The Council itself employees in excess of 30,000 staff who in turn provide services to a population of over 1.3M.

As with all Authorities, pressures of growth are significant within Essex. One means to mitigate against these pressures is to improve and embed risk management.

In 2007, it was decided to develop a strategy which would better communicate

the value and importance of risk management across the authority. It would also demonstrate how it impacted upon the Council's overall performance.

The three ambitions of this strategy were to;

- Change management thinking
- Complement existing training and
- Celebrate the benefits of risk management across a large organisation.

One of the means to effect these ambitions was through



embedding sound risk management practice. To this end it was determined that a software solution would be required.

## Solution

After significant research the authority choose JCAD RISK and RISK Web.

Corporate Risk Manager, Joachim Adenusi says,

***'As a director of the IRM (Institute of Risk Management) I recognised within JCAD a tool that ticked all the boxes to help better manage risk. Not only this, it was also one that was simple enough to use to encourage council staff to become willing participants' in the risk management process'.***

The software application was implemented over a number of months with assistance and support from specialist personnel at JCAD.

A major part of the initial work was to tailor the application to match the risk framework already in place within Essex. Once completed this stage made further roll out much easier as it utilised some common elements such as;

- Terminology
- Probability/impact grid
- Categorisations

- Essex Council's own organisational structure

CRU (Corporate Risk Unit) staff were then trained in the use of the system, so that they could provide training to new users as the system was rolled out.

## Results

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***“JCAD have been extremely supportive throughout the entire implementation process”***

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The key messages that Joachim and his team wanted to get across were that risk management at Essex was all about maximising (taking) opportunities and minimising (avoiding) threats. Through the use of the JCAD solution, individual service areas/units could now better manage their own risk registers but in a standard and thus comparable way to everyone else.

***‘People needed to really understand that they had a duty to manage risk. And also that risk***

***management was here to stay’.*** states Joachim.

In depth stakeholder analysis was then undertaken to identify those groups who needed to be well and truly in the mix when it came to understanding and utilising risk management.

These groups included, elected members, senior management, specialist services such as audit as well as external partners.

A number of means of communication were used, such as the web, face to face and group workshops.

Although this was hard work for the CRU team the benefits were numerous for example;

- Members are now engaged and proactively challenging on risk management
- Training has been extended due to demand
- Managers are championing risk management and selling the benefits internally

A recent IPP inspection also recognised the value added by the risk management training.

## The Future

Although only part of the innovative solution taken at Essex, JCAD are proud that our applications have assisted in making the communication strategy a success.

The award received by Joachim and his team on behalf on Essex Council illustrates the great in roads made in communicating the risk management message.

Next on the agenda is how to continue this work so that risk management becomes one of the cornerstones in helping the Council achieve it's ambition of making Essex 'the best place to live in Britain'.



If you would like further information on JCAD RISK or any other of our products please contact us on:

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