

Focus on... Risk Management

Identify and Manage Risk through Awareness



The Need

Risk threatens potentially all aspects of service delivery, particularly at times of constant change and reducing resources. Typically, Councils have robust strategies in place, but they are not always understood and applied effectively to reduce the impact of risk at all levels of the organisation.

Our Response

Focus on... Risk Management is an e-awareness solution that quickly and cost effectively raises the understanding of middle management about the benefits of risk management and their responsibilities for delivering their Council's strategies for Risk Management.

Our Approach

Focus on... Risk Management was jointly developed by a Project Group of three Local Authorities and Meritec. The Councils are South Gloucestershire, North Somerset, and Somerset County.

The design objective was to develop an effective, e-awareness product for risk management that specifically focuses on Local Government needs. Core design aims included:

- Content that enables best practice in Risk Management
- Functionality that promotes ease of use, plus in-built tests of user understanding
- Simple user control over content, including the refreshing of complete chapters
- Quality management reporting on course users and their understanding, thereby enabling councils to demonstrate its learning process.

The Outcome

Focus on... Risk Management is a high quality, cost effective e-awareness solution for local authorities.

It enables the identification and management of risk by helping middle management to:

- Better understand why risk management matters to the Council and to staff
- Be aware of potential key risks and how to reduce their impact and likelihood
- Appreciate how risks can be effectively managed by employing good practice, and appreciate the role that everyone can play
- Be ready to help to reduce risk
- Understand the Council's procedures for managing risk.

Key Benefits

- **Reduced risk:** Reducing the impact of risk can potentially save millions of pounds and enable more effective delivery of services
- **Minimal training costs:** Such costs can be substantially reduced by using e-awareness facilities to deliver training and to quickly create new material
- **Minimal implementation & support:** The centrally hosted solution only requires a simple internet connection
- **Improved use of resources:** Staff can learn at a pace, time and location that suits them and their service. It can also provide an early contribution towards KLOE measures
- **Effective use of specialist (risk management) resources:** Scarce resources can be supported by wider understanding and participation.

Highly cost
effective learning

Anywhere,
anytime use

Allows
Personalisation

Unlimited
numbers of users

Helps protect
service delivery,
budgets &
reputation

Overview

Focus on... Risk Management

- Promotes understanding and quickly raises staff awareness
- Enables middle management to better understand and apply the Council's policies and procedures.

Key Facilities

- The anticipated course duration is of the order of 45 minutes
- Six chapters comprising of five specific chapters and one spotlight chapter to highlight local processes.
- An exercise and summary for each chapter to highlight key messages
- A marked assessment at the end of the course to test understanding
- Automatic recording of user names and their test scores
- Opportunities to personalise the content of all pages
- A (short) manual of guidance for the administrator.

Also available

Focus on... Fraud and Corruption (generic version for all staff), Focus on... Fraud and Corruption Management Edition, Focus on... Information Security and a wide range of Revenues and Benefits courses.

Hosting

- Securely hosted on the Meritec web server with unrestricted and ready access by authorised users 24/7
- Full compliance with internet standards

Help Desk Support

A help desk provides advice and guidance to local administrators on functionality and technical issues, and is available Monday to Thursday 0800-1730 and Friday 0800-1700.

Key Features

- **Ease of Use:** Proven self-service functionality and effective design
- **Flexibility:** All content can be easily changed by the local administrator
- **Personalisation:** Tailored versions can be created by including Authority logos and hyperlinks to local procedures etc
- **Implementation & Support:** Centrally hosted solution that only requires an internet connection, plus support via experienced Meritec staff.

Key Benefits

Immediate benefits can arise from reducing the impact and likelihood of risks.

Wider benefits of Risk Management include:

- Better decision making
- Enabling the health and welfare of our customers and staff
- Having plans in place for most foreseeable eventualities

Our Proof

Meritec Limited has a track record of successfully working with local authorities to help improve performance. E-awareness and training are key components in our portfolio.

Our Focus on... range of products has grown considerably since the early DWP enabled version of Benefit Fraud e-awareness. This product alone has now been used by over 300 local authorities.

Our methodology for e-awareness has been continuously developed. It is well proven in our products in Fraud and Corruption, Information Security and Revenues and Benefits portfolio.

The Focus on...range is licensed for use by many thousands of users in Local Government.



Meritec

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Manage risk through awareness