Appendix A

isk Name Demand Management   isk Owner Ceri Sumner Date entered on risk register 26 January 2018   isk Description Image: Comparison of the second of the										-	hheimin A	
isk Owner Ceri Summer Date entered on risk register 26 January 2018   isk Description Image: Social Care Social Care Centre of Excellence while Social Care trials a ew operating model (3C). This is on top of high demand for Social Care and staff pressures due to a ew Social Care computer system (Liquid Logic / LAS). This may lead to an overload of cases at the front cor putting additional pressure on staff and decreasing service to customers. Original Current Tolerance Target   Visit <t< td=""><td colspan="2">Risk Number</td><td colspan="3">RM14337</td><td colspan="4">Date of update</td><td>12 Feb</td><td colspan="2">12 February 2018</td></t<>	Risk Number		RM14337			Date of update				12 Feb	12 February 2018	
isk Description   nere is a risk of backlogs developing in the Social Care Centre of Excellence while Social Care trials a ew operating model (3C). This is on top of high demand for Social Care and staff pressures due to a ew Social Care computer system (Liquid Logic / LAS). This may lead to an overload of cases at the front cor putting additional pressure on staff and decreasing service to customers.   Original Current Tolerance Target   Image: Size of the system of the sys	Risk Name		Demand	Managen	nent							
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asks to mitigate the risk egular monitoring of backlog and communication of backlog levels between Customer Services and the ssistant Director of Adult Social Care. CCE management team will keep oversight of the activity and allocate urgent referrals. rogress update ortnightly meetings with AD of Social Care and AD Community, Informantion and Learning to monitor	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	-	of meeting Target Risk Score by	
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nd agree safe practice. LAS issues and associated throughput impact being improved. Reporting being												
nalised to monitor demand, then weekly report.	finalised	to monito	or demand	l, then we	ekly repo	ort.						