Appendix A

Risk Number	RM14337		Date of update	12 February 2018
Risk Name	Demand Management			
Risk Owner	Ceri Sumner		Date entered on risk register	26 January 2018

Risk Description

There is a risk of backlogs developing in the Social Care Centre of Excellence while Social Care trials a new operating model (3C). This is on top of high demand for Social Care and staff pressures due to a new Social Care computer system (Liquid Logic / LAS). This may lead to an overload of cases at the front door putting additional pressure on staff and decreasing service to customers.

Original			Current			Tolerance Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	4	5	20	3	4	12	Apr-18	**Amber**

Tasks to mitigate the risk

Regular monitoring of backlog and communication of backlog levels between Customer Services and the Assistant Director of Adult Social Care.
SCCE management team will keep oversight of the activity and allocate urgent referrals.

Progress update

Fortnightly meetings with AD of Social Care and AD Community, Informantion and Learning to monitor and agree safe practice. LAS issues and associated throughput impact being improved. Reporting being finalised to monitor demand, then weekly report.