








Norfolk County Council, Communities Committee Risk Management Summary (Appendix E) March 2018

Risk Register Name		Communities Committee										Red	 Worsening	
Prepared by		Thomas Osborne										Amber	 Static	
Date updated		February 2018										Green	 Improving	
Next update due		April 2018										Met		
Area	Risk Number	Risk Name	Risk Description	Current Likelihood	Current Impact	Current Risk Score	Target Likelihood	Target Impact	Target Risk Score	Prospects of meeting Target Risk Score by Target Date	Direction of travel from previous review	Risk Owner		
Departmental Risks														
Social Care Centre of Excellence	RM14337	Demand Management	There is a risk of the Social Care Centre of Excellence (SCCE) being under capacity while Social Care changes and 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 a back log of cases at the point of demand, putting pressure on SCCE staff.	4	5	20	3	4	12	Amber		Ceri Sumner		
Community, Information, and Learning	RM14293	The organisation not having the technical capacity and/or skills required to meet the needs of its digital transformation/ technology driven efficiency agenda.	There is a risk of the organisation not having the technical capacity and/or skills required to meet the needs of its digital transformation/ technology driven efficiency agenda.	5	3	15	2	3	6	Amber		Ceri Sumner		
Norfolk Fire and Rescue Services	RM13974	Failure to assure that standards of operational competency for fires in the built environment.	Standards of operational competency for fires in the built environment need to be maintained to avoid staff being exposed to avoidable risk of harm.	3	3	9	2	3	6	Amber		Les Britzman		
Trading Standards	RM14181	Single points of knowledge and a lack of capacity to respond to major incidents	Limited service capacity could lead to enforcement areas where there are single points of knowledge. Loss of key individuals would then result in an inability to deliver the appropriate service and increased pressure on remaining staff. Current staff have limited ability to respond to a major incident (such as a food safety alert or animal disease outbreak such as avian influenza).	2	5	10	1	5	5	Green		Sophie Leney		
Cultural Services	RM14130a	Lack of consistency and delivery of IMT related systems and services for Cultural Services.	Lack of consistency and delivery of IMT related systems and services could lead to a breakdown to service delivery to the public, loss of credibility, and non-realisation of savings for Cultural Services.	3	3	9	2	3	6	Amber		Steve Miller		
Customer Service Centre	RM14223	Payment Card Industry compliance of call monitoring system	The current call monitoring system is not up to current PCI compliance standards, potentially leaving the organisation exposed from a compliance perspective.	2	3	6	1	3	3	Amber		Andrew Blaxter		

