










Norfolk County Council, Communities Risk Management Summary (Appendix E) - September 2016

Risk Register Name		Communities Committee										Red	 Worsening	
Prepared by		Thomas Osborne										Amber	 Static	
Date updated		August 2016										Green	 Improving	
Next update due		September 2016										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														
Customer Service Centre	RM14223	Payment Card Industry compliance of call monitoring system	Call monitoring system currently not fully PCI compliant, leaving organisation open to risk of fines	2	5	10	1	1	1	Amber		Andrew Blaxter		
Trading Standards	RM14181	Single points of knowledge	Limited service capacity leads to areas where there are single points of knowledge. Loss of key individuals then results in an inability to deliver the appropriate service and increased pressure on remaining staff. Whilst this risk is currently managed by Trading Standards, the scope of this risk extends to other Communities services.	3	3	9	1	3	3	Green		Sophie Leeney		
Cultural Services	RM14130	Lack of capacity in ICT systems and services	A lack of capacity in ICT Services to support Cultural Services delivery could lead to a breakdown in services to the public. This could result in a loss of income and business.	3	3	9	2	3	6	Amber		Jennifer Holland		
Service Risks														
Norfolk Community Learning Services (formally Adult Education).	RM14252	Competition from other providers	Recent changes in national funding arrangements means that the service may face competition from other providers for first step learners.	3	2	6	2	2	4	Green		Ilgun Yusuf		
NFRS	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	4	12	3	2	6	Amber		Les Britzman		
Trading Standards	RM14240	Lack of capacity to respond to major incidents	Existing staffing has limited ability to respond to a major incident (such as food safety or animal disease outbreak like ‘foot and mouth’)	2	5	10	1	5	5	Green		Sophie Leeney		

NFRS	RM14137	Failure to provide protective security	The failure to provide robust physical and IT security at NFRS buildings against criminal and terrorist activity will result in the loss of equipment and secure information.	3	3	9	1	2	2	Amber	↔	Roy Harold
NFRS	RM14119	Failure to secure availability of operational individuals and crews.	Non availability of Retained Duty System (RDS) stations leading to next nearest resource being mobilised with negative impact on performance standards. Non availability of Whole-time Duty System (WRS) staff leading to extended response times and reduced specialist capability. Emergency Response Service (ERS) being stretched with a negative impact on the service's emergency response capability and performance.	3	3	9	2	3	6	Amber	↔	David Ashworth

