Norfolk County Council, Communities Risk Management Summary (Appendix C) - April 2016

Risk Register Name	Communities Committee		Red	Worsening
Prepared by	Thomas Osborne	High	Amber	Static
Date updated	Beginning of April 2016	Med	Green	Improving
Next update due	May 2016	Low	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												
CES	RM14253	Provision for out of hours response to an emergency or business continuity disruption	There is a risk that NCC fails to fully provision for an internal business continuity disruption or an external emergency requiring an out of hours response by NCC staff.	2	5	10	1	5	5	Green	⇔	Roy Harold
Customer Service Centre	RM14223	PCI compliance of call monitoring	Call monitoring system currently not fully PCI compliant, leaving organisation open to risk of fines	2	5	10	1	1	1	Green	⇔	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												
Public Health	RM14249	Winter Capacity Mortuaries	There is a risk that there is not enough provision within hospitals and funeral parlours / crematoria to deal with mass casualty events, or a spike in deaths over the winter period.	4	4	16	3	4	12	Amber	⇩	Louise Smith
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	⇔	Karen Palframan
Norfolk Community Learning Services (formally Adult Education).	RM14252	Competition from other providers	Recent changes in national funding arrangements means that the service may face competion from other providers for first step learners.	3	4	12	2	2	4	Green	⇔	Helen Wetherall
Norfolk Community Learning Services (formally Adult Education).	RM14251	Staff morale	Staff restructure of the service leads to reductions in staff morale and reduced impetus for change and improvement.	3	4	12	1	1	1	Green	⇔	Helen Wetherall
Public Health	RM14234	Failure to secure adequate grants to robustly commission or co-commission (incl. through S75) PH services.	The overall Public Health Grant has been reduced due to a change in allocation formula. This could result in a significant but phased overall reduction in funding. PH are committed to long-term contracts independently and in partnership. This presents a risk to presently commissioned PH services.	2	3	6	2	3	6	Amber	⇧	Louise Smith
NFRS	RM14064	Financial liability for P/T RDS firefighters.	The inability to fund the additional costs of retained firefighter pensions following court ruling. Payments to be backdated to1999 and firefighters are not expected to contribute until retirement.	5	2	10	5	1	5	Amber	⇔	Karen Palframan
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	⇔	Karen Palframan