















**Appendix 3 - Communities Committee Risk Register March 2016**

Risk Register Name		Communities Committee									Red	 Worsening
Prepared by		Thomas Osborne						High			Amber	 Static
Date updated		March 2016						Med			Green	 Improving
Next update due		April 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	New	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.	3	3	9	1	3	3	Amber		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
Customer Service Corporate Web Site	RM14219	Failure to implement a new content management system to replace Oracle	If HP fail to deliver a new Web content management system before our licence for our current version of Oracle UCM expires end of 2015. This will result in an inability to continue to develop and update the NCC website leading to restricted access for both internal and external customers. Also an inability to deliver the Customer Service Strategy and related savings	1	4	4	1	5	5	Green		Ceri Sumner
Customer Service Centre	RM14217	Failure to deliver a replacement for the interim web form contact management with robust Customer Relationship Management (CRM) systems	If ICT fail to deliver a Customer Relationship Management system to replace the interim web form it will lead to degradation of service and inability to meet customer needs	1	3	3	1	3	3	Green		Ceri Sumner
Customer Services - Complaints Management	RM14218	Inability to implement a replacement for Figtree case management system	If ICT fail to deliver the CRM system in line with the plan, and Figtree system is decommissioned there will be an impact on ability to manage complaints effectively within NCC, which could have a significant reputational risk, as well as a threat to identification of safeguarding concerns	1	5	5	1	5	5	Green		Ceri Sumner
Service Risks												
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	New	Helen Wetherall
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.	3	4	12	3	4	12	Amber	New	Louise Smith
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	4	12	2	2	4	Green	New	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.	3	4	12	2	3	6	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
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 to 1999 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