

Risk Number	RM14344		Date of update		04 September 2018					
Risk Name	Change of governance in the Fire and Rescue Service									
Risk Owner	Tom McCabe		Date entered on risk register		20 August 2018					
Risk Description										
<p>A change in governance for the Fire and Rescue service is proposed by the PCC. If this proposal, as currently written, was to go ahead it would create a number of issues which would lead to a less resilient service which is less able to address community risk and will impact on public safety:- 1) the service will be fully exposed to budget pressures and reductions in a way that they are not currently, and may need to make service reductions to manage these. 2) proposed changes to operations are not clearly articulated and have not been risk assessed, and could lead to inappropriate and unsafe practices being put in place. 3) a change in governance, if agreed, would take 14 months to implement and would require significant resource, which would distract resource from service operations and improvements. It would also cost around £1m, which would create an additional budget pressure. 4) there may be an impact on the morale of staff impacted by the change, and it is possible that there could be strike action.</p>										
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
3	5	15	3	5	15	2	4	8	Dec-18	Red
Tasks to mitigate the risk										
<p>1) Participate in the public consultation being carried out by the PCC until 05/09/2018 to ensure that the County Council's views and concerns can be understood, and taken into account.</p> <p>2) Keep affected staff updated on progress as and when there are further developments.</p> <p>3) Encourage Norfolk communities and other stakeholders to participate in the PCC's public consultation by 05/09/2018.</p>										
Progress update										
<p>1) A special meeting of the Communities Committee took place on 29 August to consider and agree the County Council's formal response to the consultation. Here, the recommendation for this risk to be managed at corporate level was agreed. It will now be considered by the Policy and Resources Committee.</p> <p>2) Regular messages sent to staff to keep them up to date on progress and how they can make their views known. Four staff sessions organised to enable the PCC to directly explain his business case and proposals. Staff sessions organised to allow the Chair of the Fire and Rescue Authority to explain the County Council's view on the business case.</p> <p>3) Information on the County Council's views published on the Norfolk County Council website, along with information about how to respond to the PCC's public consultation.</p>										

Risk Number	RM13974		Date of update	12 September 2018						
Risk Name	Failure to assure standards of operational competency for fires in the built environment.									
Risk Owner	Greg Preston		Date entered on risk register	13 October 2011						
Risk Description										
Standards of operational competency for fires in the built environment need to be maintained to avoid staff being exposed to avoidable risk of harm. Why is it important to manage this risk area? It is essential to manage the operational competency of Fire Officers operating in the built environment, and ensure that the facilities and training are in place that support the development of skills required for Fire Officers to operate as safely as possible.										
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	4	16	3	3	9	2	3	6	Jan-19	Amber
Tasks to mitigate the risk										
<p>This is a complex Risk which requires an integrated work programme to deal with elements of the risk :</p> <ul style="list-style-type: none"> - Workforce Development programme delivered to schedule. - Development and delivery of Breathing Apparatus training. - Introduction of "Live Fire" training. - Risk file information accurate and up to date - format for all key risk premises. - Undertake Incident Command Breathing Apparatus (ICBAO) training and associated monitoring (complete and ongoing). - Implementation of "Lessons learned" from local and national incidents integrated into review processes (Serious Incident Review system in place and audits planned against lessons learned). - Operational reviews and actions undertaken for all significant incidents (complete and ongoing monitoring). - Quarterly monitoring of core skills levels. Part of Maintenance of Competence (MOC) Framework and Policy (In place and ongoing) - PDRPro software removed and move to recording of work place performance in parallel to MOC framework - (moved back in house). Training plans via Team Performance Meetings 1:1. Indicator 13 reviewed at strategic level which takes non competent staff "off the run". 										
Progress update										
<p>Live Fire Unit Update:</p> <p>NFRS have appointed a project manager to progress completion of the revised training delivery methodology and control measures. The project plan will now be updated and reported via NFRS Programme management.</p> <p>NNDC have placed a formal restriction notice on NFRS which simply reflects the control measures we already had in place – these are working well and being applied diligently.</p> <p>ICON, our planning consultants have submitted the necessary planning application required. This includes an amendment to the original permission to facilitate the gas crib installation, and also a separate application for an alternative Compartment Fire Behaviour Training burn site.</p> <p>Estimated time to a decision on planning permission is around October 2018. Target date has moved to 31/01/19. The tender process has closed for the gas crib works. Two bidders entered quotes and evaluation has taken place. The contract was awarded in early September 2018 to KFT. The existing BA refresher programme will continue until the new unit can be commissioned for the revised programme.</p>										

Risk Number	RM14130a		Date of update		04 September 2018					
Risk Name	Lack of consistency and delivery of IMT related systems and services for Cultural Services.									
Risk Owner	Steve Miller		Date entered on risk register		18 August 2017					
Risk Description										
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.										
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
3	3	9	3	3	9	2	3	6	Mar-19	Amber
Tasks to mitigate the risk										
Ongoing discussions with IMT to improve communications, forward planning, and identifying ways of resolving ICT issues with the minimum of Service disruption. Ongoing discussions with third party providers to ensure service levels are maintained.										
Progress update										
Plans are in place in terms of frequent communication to mitigate against potential disruption to Norfolk Record Office and Norfolk Museums Service sites from weekend power-downs and ICT outages out-of-hours and during public holidays.										

Risk Number	RM14223		Date of update		04 September 2018					
Risk Name	Payment Card Industry compliance of call monitoring system									
Risk Owner	Andrew Blaxter		Date entered on risk register		10 March 2015					
Risk Description										
The current call monitoring system is not up to current PCI compliance standards, potentially leaving the organisation exposed from a compliance perspective.										
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
3	5	15	2	3	6	1	3	3	Nov-18	Amber
Tasks to mitigate the risk										
New phone payment system being implemented mid September, this will remove CSC staff capturing credit card details. The new pause and resume call centre recording is due for October 2018. With the new payment system the need for pause and resume will no longer be required, but be a back up.										
Progress update										
Voice and data contract awarded. Updata have produced a Project Initiation Document (PID) and solution. Implementation has been rolled back from January 2018. Finance looking at new payment system, where calls transferred to an automated service, removing all PCI risk of card data. New pay.net system will go live in November 2018, where the CSC will transfer calls to a payment line, removing the need to take credit card details.										