

Wiltshire Council Strategic Risk Register (2015/16: Q3)

Risk short name	Primary Risk Category	Mitigation Actions	Q3 Inherent Impact	Q3 Inherent Likelihood	Risk Rating	Q3 Residual Impact	Q3 Residual Likelihood	Risk Rating	Q3 Action RAG	Q3 Comments
Critical Service Risks										
Safeguarding Children	Service Disruption	<ul style="list-style-type: none"> Stable workforce Skilled and experienced workforce Increase social worker retention Reduction in use of agency social workers Permanent, experienced managers Clear training pathway Reduction in bureaucracy in order to increase amount of time spent with family / intervening 	4	2	8	3	2	6	Amber	Actions and timescales are as detailed in Safeguarding and Child Protection Improvement plan. These should reduce risk. RAG is amber until sufficient actions are delivered, resulting in expected improved impact on practice.
Safeguarding Adults	Reputation	<ul style="list-style-type: none"> Regular update training sessions for investigating managers and investigating officers. Updated Care First documents in line with the Care Act guidance Robust case file audit system in place Central safeguarding adults triage process Updated policy and procedures 	4	2	8	4	1	4	Amber	Work is ongoing to develop more, and more effective, mitigating actions.
Composite Corporate Risks										
Staff capacity: Recruitment and Retention	Staffing/ People	<ul style="list-style-type: none"> Development of a corporate workforce action plan for delivering the people strategy. Strategic HR project managers reviewing the impact of service reviews and the corporate redundancy programme with service managers. Review of pay and reward policies to aid retention of staff. Job family modelling to provide workforce flexibility and clear progression to aid recruitment and retention workforce. New careers website. Social work microsite. 	3	2	6	2	2	4	Green	This work will need to be progressed alongside the additional pressures of service restructures and the recruitment retention and redeployment issues arising from these significant service/organisational structure impacts
Budget management	Financial	<ul style="list-style-type: none"> Budgetary control Due diligence in setting the budget Timeliness of reporting Competencies of the team and budget managers being invested in 	4	3	12	4	3	12	Amber	Work is ongoing on recovery plans to help to bring budget online during year.
Contract monitoring and management	Service delivery	<ol style="list-style-type: none"> Maintain strategic oversight on contract monitoring arrangements – develop a central repository of contracts and monitoring arrangements within Create a corporate requirement on contract management to ensure consistency and escalation processes for emerging issues A greater involvement from procurement in oversight of contract management to ensure greater visibility of emerging issues at earliest stage To make better use of appropriate contract and management skills within the new structure Further actions to be developed and refined alongside new procurement structure 	3	3	9	3	2	6	Amber	Some key posts have been appointed to, but others are currently out to external advert. This means that progress is not currently at the desired stage due to inability to recruit to key roles including 2 senior category managers, policy manager and the contracts specialist. External appointments should be completed in February 2016.

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Composite Corporate Risks										
Corporate Health, Safety & Wellbeing	Health & Safety	1. Corporate policy statement 2. Service specific policies and systems of work. 3. Incident reporting via e-form and investigation procedure to reduce potential for recurrences. 4. A blended programme of e-learning and personal course delivery is available. 5. Corporate procedures and pro-forma exist for core safety functions including risk assessment 6. Audit programme to monitor compliance with statutory duty and best practices. 7. Corporate Risk Register 8. OH service provides independent medical opinion and advice to support managers dealing with employee ill-health and absence. 9. Confidential Employee Well-Being Telephone Helpline operates. 10. Regionalised clinics are held to provide easier access for employees to OH Services. 11. Partnerships with external providers of counselling and physiotherapy services are in place to provide fast-track access to these services. 12. Pre-employment health screening ensures reasonable adjustments are identified to support employees. 13. Specific training on H&S and Personal Resilience as part of Management Matters and Staff Matters programmes. 14. Investment in statutory health surveillance equipment and training. 15. Arrangements in place for fire risk assessment of all workplaces. 16. Quarterly management information provided to Associate Directors and benchmarked annually. 17. Annual performance report. 18. Provision of HGV driver medical service. 19. Intelligence Network to share details of members of public considered to present risks to staff.	3	2	6	2	1	2	Green	Accident rates continue to be low. Corporate auditing suggests that significant risk are generally well-managed. Online training across a range of H&S topics is now available via GROW and an online compliance survey for premises managers is about to be launched. The Workplace Charter action plan and bespoke health surveillance for staff in high-risk occupations will oth help to mitigate health risks. The new online EVOLVE software has proved very popular and is undoubtedly improving the planning and preparation of school trips and events. Further specialised training for staff in schools will take place in 16/17. The corporate decisions to outsource Waste and Highways services will further reduce the risk burden in due course.
Information Governance	Reputation	A detailed action plan is being developed to ensure that the ICO's recommendations (from the voluntary audit in March 2015) are prioritised and implemented.	4	3	12	4	2	8	Red	Actions identified by the IOCs reoprt are in progress but are, as yet, not in place.
National Level Risks										
Pandemic influenza	Health & Safety	<ul style="list-style-type: none"> Local Resilience Forum and Local Health Resilience Partnership pandemic influenza plans. Excess Deaths Plan Business Continuity Plan The NHS will lead on a thorough review of Pandemic Influenza plans nationally this year. 	4	3	12	4	3	12	Green	
Flooding	Health & Safety	<ul style="list-style-type: none"> Wiltshire Council Flood Response Plan LRF Severe Weather Plan Wiltshire Flooding Strategy Flood Operational Working Groups in North, South and Salisbury Wiltshire Council Welfare Plan 	4	3	12	4	3	12	Green	Integrated Emergency Management Plan, which includes Business Continuity is expected to be agreed by Cabinet and Full Council in Q3. Wiltshire LRF has been reviewing its Pandemic Influenza and Excess Deaths plan, and will run an exercise in Q3.
Widespread electricity failure (NEW 2015)	Health & Safety	<ul style="list-style-type: none"> Local Resilience Forum Emergency Telecoms and Procedures Fuel Supply Disruption Plan Business Continuity Plan Engaging with Scottish and Southern Electricity Telecommunications exercise completed 	4	2	8	4	2	8	Green	Flood Working Groups are preparing for winter weather. Community resilience events are being planned for key Area Boards in Q3.
Catastrophic terrorist attacks	Health & Safety	<ul style="list-style-type: none"> Bomb alarm health and safety training Health and Safety procedures. Training for event staff Health and Safety training on bomb alerts Improved process and information for dealing with suspicious packages disseminated 	4	2	8	4	2	8	Green	Full engagement by Wiltshire Council in the Contest strategy.
Poor air quality events (NEW 2015)	Health & Safety	<ul style="list-style-type: none"> wiltshireairquality.org.uk/ Health Community Response Plan Public messaging by use of social media and communications during poor air quality events 	4	2	8	4	2	8	Green	
Cyber Security	Legal	Anti Virus installations and updates, Software Patching, Revised security posture, PSN accreditation	4	2	8	4	1	4	Green	PSN/PSNP achieved Aug 2015. Restructure taking longer than expectede