

Wiltshire Council Strategic Risk Register (2015/16: Q4)

Risk short name	Primary Risk Category	Mitigation Actions	Q4 Inherent Impact	Q4 Inherent Likelihood	Risk Rating	Q4 Residual Impact	Q4 Residual Likelihood	Risk Rating	Q4 Action RAG	Q4 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	Safeguarding for both Adults and Children remains a significant risk and efforts to prevent issues arising, and minimise the impacts when they do, will continue.
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	
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. The realignment of Human Resources and Organisational Development services will focus resources on the services with resourcing issues in terms of sourcing, retaining and developing an appropriate workforce.
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	2	8	Amber	The likelihood is reduced this quarter as we come to the end of the financial year. The risk remains relevant for 2015/16 as the end of year calculations are completed.

Composite Corporate Risks										
Contract monitoring and management	Service delivery	<ol style="list-style-type: none"> 1. Maintain strategic oversight on contract monitoring arrangements – develop a central repository of contracts and monitoring arrangements within 2. Create a corporate requirement on contract management to ensure consistency and escalation processes for emerging issues 3. Create a Contract Management Framework for all contracts to be categorised and managed accordingly. 4. To make better use of appropriate contract and management skills within the new structure and employ specialists. 5. Provide specialist training programme to cover contract management across all services. 	3	3	9	3	2	6	Amber	More posts have been filled in the new procurement structure and progress is being made on other actions. Software specialists are soon to join the team and training will be rolled out to service based staff involved in contract management. More progress is expected over the next 12 months.
Corporate Health, Safety & Wellbeing	Health & Safety	<ol style="list-style-type: none"> 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 risks are generally well-managed.
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	The implementation of the ICO recommendations remains a significant challenge.

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	Task and Finish Group has progressed revised Pandemic Influenza Plan.
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	Wiltshire Council Operational Flood Plans reviewed and revised following deployment of flood barriers in Bradford on Avon. Training and Exercising of a flood scenario delivered to GOLD and SILVER commanders.
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	Community Resilience workshops have been completed through Area Boards, with full participation and engagement from Wiltshire's electrical power distribution company.
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	Training and exercising of Emergency Planning in Q4. Paper and recommendations have been drafted for implementation in Q1 2016, including evacuation, postal attack, and marauding weapons attack.
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 * Review of Air quality strategy. 	4	2	8	4	2	8	Green	Ongoing Monitoring
Cyber Security	Legal	<ul style="list-style-type: none"> Anti Virus installations and updates, Software Patching, Revised security posture, PSN accreditation 	4	1	4	4	1	4	Green	PSN/PSNP Achieved 2015. Preparation for 2016 audit in progress.