

Social Services Portfolio Risk Register

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Key	
Underlying Risk Rating	The risk rating before any mitigating actions
Current Risk Rating	This risk rating following the planned mitigation actions
Target Risk Rating	The risk rating which is realistically achievable and by when
Risk Trend	The trend of the risk since the last review date
NC ↔	No change in risk trend since last review
Risk Status	Open denotes a live risk Closed denotes a closed risk
*Denotes the risk is specific to the 'Recovery'	
SS	Social Services

Risk Register - Part 1 (Portfolio Management)

Financial

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
SS01	Expenditure on out of county placements increases as placement costs increase in a demand led market. (The market development element of this risk is Amber; the risk to the budget remains Red)	Strategic	Craig Macleod/ Jeanette Rock	Peter Robson / Paula Roberts	R	R A	A Open	NC ↔	Open
SS30	The pressure created by the escalating cost of agency workers and our inability to retain staff is not part of the identified pressures and will be additional to any current or future budget plans	Strategic	Neil Ayling	Jonathan Davies	A	A	G Open	NC ↔	Open
SS31	Commissioned providers exiting the market because of escalating costs, where a long term sustainable fee model is unaffordable for Local Authorities.	Strategic	Jane Davies	Dawn Holt	R	A	Y Q3 2022/23	NC ↔	Open

Reputational

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
SS29	Insufficient capacity in the social care workforce (social work and occupational therapy) is a risk to the reputation of the Council and its ability to fulfill its statutory and essential functions with respect to social care.	Strategic	Susie Lunt	Craig Macleod	R	R	G Open	NC ↔	Open

External Regulation

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
SS06	Some individuals are illegally detained awaiting Liberty Protection assessments because there is insufficient capacity to absorb the introduction of Community assessments	Strategic	Jane Davies	Jayne Belton	A	Y	Y Open	NC ↔	Open
SS32	Legislative risks and risks to managing court proceedings and safeguarding processes	Operational	Craig Macleod	Susie Lunt	A	Y	G Q4 22/23	NC ↔	Open

ICT Systems

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
SS08	Failure of the Clipper Finance system due to the age of the software and its incompatibility with new server technology	Project	Jane Davies	Katrina Shankar	G	G	G Open	NC ↔	Open

Risk Register - Part 2 (Portfolio Service & Performance)

Adult Services

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
SS09 Updated	Insufficient numbers of residential and nursing beds to meet demand because of the long term fragility and instability of the care home sector and challenges in the recruitment of staff Note: Current risk rating has increased to amber as a nursing home has exited the market.	Strategic	Jane Davies	Dawn Holt	R	A	Y Open	↑ R	Open
SS10	Insufficient capacity to provide the quantities and levels of care to clients at home and in the community because of challenges in recruitment of direct care workers and instability in the care market	Strategic	Jane Davies	Dawn Holt	R	A	Y Open	NC ↔	Open
SS33	Vacancy pressures in Adult Services due to difficulties in recruitment and retention of qualified and experienced social workers impact on service delivery.	Operational	Susie Lunt	Jane Davies	R	R	G Open	NC ↔	Open

Children's Services / Early Years

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
SS19	More children and families experience ACE's (Adverse Childhood Experiences) as family relationships breakdown, or become strained, due to the pressures of lockdown and rising financial pressures.	Strategic	Craig Macleod	Gail Bennett	A	Y	Y Open	NC ↔	Open
SS22	An insufficient supply of placements leads to young people being placed in unregulated settings.	Strategic	Craig Macleod	Peter Robson	R	R	A Open	NC ↔	Open
SS34	Vacancy pressures in Children's Services due to difficulties in recruitment and retention of qualified and experienced social workers impact on service delivery.	Operational	Craig Macleod	Jane Davies	R	R	G Open	NC ↔	Open
SS35	The Market Supplement Policy ends after 12 months with no exit strategy and no plans for the future for those workers. A task and finish group has been established to focus on recruitment and retention.	Project	Craig Macleod		R	A	G Q4 22/23	NC ↔	Open
SS36	Risk to regional working if workforce recruitment and retention is not co-ordinated with other North Wales Authorities.	Project	Craig Macleod		A	A	G Q4 22/23	NC ↔	Open

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
SS42	Following National media coverage in relation to child deaths there has been an increase in child protection referrals which require S47 investigation, this is placing extra demand on the service.	Operational	Craig Macleod	Jenny Frost	A	Y	G Open	NC ↔	Open

Adult & Children's Services

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*SS24	Pressures on the care system as unpaid carers and families are not able to continue in their caring role due to the reductions in respite and day services	Operational	Dawn Holt	Jo Taylor	R	Y	Y Open	NC ↔	Open
*SS27	Insufficient capacity to cope with a sharp increase in referrals to child and adult services	Operational	Craig Macleod	Dawn Holt	R	Y	A Open	NC ↔	Open
SS37	Vacancy pressures across Social Services due to difficulties in recruitment and retention of qualified and experienced occupational therapists impact on service delivery	Operational	Susie Lunt	Jane Davies	R	R	G Open	NC ↔	Open
SS38	Risk of escalating complaints from individuals as waiting times increase and individuals express dissatisfaction with services	Operational	Jane Davies	Ian Maclaren	Y	Y	G Q4 22/23	NC ↔	Open
SS39	Partnership working is adversely impacted as we are increasingly unable to provide a timely response	Operational	Jane Davies	Dawn Holt	R	R	G Q4 22/23	NC ↔	Open
SS40	Recruitment difficulties are compounded by a rising absence rate, as staff miss the support of their colleagues due to long term home working.	Operational	Craig Macleod	Jane Davies	A	A	G Q4 22/23	NC ↔	Open
SS41	Agency rates become unaffordable as demand for qualified social workers exceeds supply.	Operational	Craig Macleod	Susie Lunt	R	R	G Q4 22/23	NC ↔	Open

Closed Risks

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*SS02	Expenditure on experienced agency workers increases due to the reduction in opportunities for face to face training and development for existing / new staff	Operational	Jane Davies	-	A	G	Y Q1 2021/22	NC ↔	Closed
SS04	It becomes increasingly difficult to recruit and retain staff in the residential sector due to the significant requirements for the registration of care staff under the Regulation and Inspection of Social Care Act	Strategic	Jane Davies	Dawn Holt	A	Y	Y Q4 2020/21	NC ↔	Closed
*SS05	Workforce depleted by sickness due to long term impact of working under extremely stressful conditions	Operational	Jane Davies		A	G	Y Q4 2020/21	NC ↔	Closed
*SS07	We are unable to progress with the processing of complaints and Information Requests due to physical distancing requirements and travel restrictions	Operational	Jane Davies	Jacque Slee	Y	G	G Q2 2020/21	NC ↔	Closed

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*SS11	Unpreparedness to meet the needs of clients discharged from hospital because they have been discharged prematurely and without a full assessment	Operational	Susie Lunt	Janet Bellis	R	G	Y Q4 2020/21	NC ↔	Closed
SS12	Objectives for the Alternative Delivery Model (ADM) Learning Disability Day and Work Opportunities (Hft) project will not be achieved because of physical distancing requirements and the reduction in face to face delivery	Project	Dawn Holt	Emma Murphy	A	G	A Q1 2021/22	NC ↔	Closed
SS13	Development of Microcare will not progress due to difficulties recruiting and training potential carers	Project	Dawn Holt	Rob Loudon	Y	G	G Q4 2020/21	NC ↔	Closed
SS14	Objectives for the development of Ty Tryffynnon will not be achieved due to very tight timescales	Project	Dawn Holt	Christy Hoskings	Y	G	G Q2 2020/21	NC ↔	Closed
SS15	Opening of Plas Yr Ywen Extra Care will be delayed due to redeployment of staff to support critical services	Project	Mark Holt	Carol Dove	Y	G	G Q4 2020/21	NC ↔	Closed
SS16	The re-commissioning of Supported Living Properties will not achieve continuity of care through TUPE for the individuals concerned	Project	Dawn Holt	Carol Dove	Y	G	G Q4 2020/21	NC ↔	Closed
SS17	The redevelopment of Marleyfield Care Home will not be achieved within budget and timescales because of delays in the construction supply chain and risk of infection for residents	Project	Dawn Holt	Gareth Jones	G	G	G Q4 2020/21	NC ↔	Closed
SS18	Objectives in the project plan for Person Shaped Support (PSS) Trio and Short Break Care will not be achieved due to physical distancing requirements and the reduction in face to face care	Project	Dawn Holt	Emma Murphy	Y	G	G Q1 2021/22	NC ↔	Closed
*SS20	We will not meet our ambition to safely reduce our identified cohort of children looked after due to delays in the court process	Project	Peter Robson	Craig Macleod	R	G	Y Q1 2021/22	NC ↔	Closed
*SS21	Targets for Mockingbird are missed due to a failure to recruit foster carers to the scheme given the constraints on completing assessments for carers and providing training	Project	Craig Macleod	Peter Robson	A	G	Y Q1 2021/22	NC ↔	Closed
*SS23	Impacts on vulnerable people through a withdrawal of resources from non-essential services to prioritise meeting demand in essential services	Operational	Susie Lunt	Craig Macleod	R	Y	Y Q4 2020/21	NC ↔	Closed
*SS25	Insufficiency in the supplies of equipment for people to keep themselves safe due to the diversion of equipment to temporary hospital facilities, and the supply of PPE	Operational	Susie Lunt	Steve Featherstone	R	G	Y Q2 2020/21	NC ↔	Closed
*SS28	Individuals with a learning disability or autism are unable to access services due to the suspension of transformation programmes	Project	Susie Lunt	Jo Taylor	R	Y	Y Q3 2020/21	NC ↔	Closed
*SS26	Adults and children are not effectively safeguarded due to restrictions in their visibility during shielding/social isolation and targeted criminal activity designed to exploit vulnerable people.	Operational	Jane Davies	Craig Macleod	R	G	Y Q1 2021/22	NC ↔	Closed

Risk Matrix

Impact Severity	Catastrophic	Y	A	R	R	B	B
	Critical	Y	A	A	R	R	R
	Significant	G	G	Y	A	A	R
	Marginal	G	G	G	Y	Y	A
		Unlikely	Very Low	Low	High	Very High	Extremely High
Likelihood of risk happening							