

Social Service Portfolio Recovery Risk Register

Version 07

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Mitigation Urgency Key	
IM – Immediate	Now
ST – Short Term	Within 1 month
MT – Medium Term	1 month plus
Upward arrow	Risk increasing
Downward arrow	Risk decreasing
Sideways arrow	No change in risk
*Denotes the risk is specific to 'Recovery'	

Part 1 (Portfolio Management)

Financial

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*SS02 Updated	Expenditure on experienced agency workers increases due to the reduction in opportunities for face to face training and development for existing / new staff	↔	ST	Risk to be closed. Mitigating actions are now “business as usual”, and are ensuring that services can be delivered according to need.

Workforce

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*SS05 Updated	Workforce depleted by sickness due to long term impact of working under extremely stressful conditions	↓	IM	Risk to be closed. Mitigating actions are now “business as usual”, and are ensuring that services can be delivered according to need.

Part 2 (Portfolio Service & Performance)

Adult Services

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*SS11 Updated	Unpreparedness to meet the needs of clients discharged from hospital because they have been discharged prematurely and without a full assessment	↔	IM	Risk to be closed. Mitigating actions are now “business as usual”, and are ensuring that services can be delivered according to need.

Children's Services / Early Years

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*SS20 Updated	We will not meet our ambition to safely reduce our identified cohort of children looked after due to delays in the court process	↓	MT	We are completing targeted assessment work for increased Special Guardianship Orders and discharge of care orders . However, this is within the context of additional children needing to enter the care system. We are no longer seeing delays in the court process, therefore the risk is reducing.
*SS21 Updated	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	↓	MT	Risk to be closed. Following some initial delay due to the impact of COVID, and change in staffing, the project is now on track. Our first Constellation was set up in Buckley in February 2020. There are seven foster families with a Hub carer supporting 10 children/young people. Constellation 2 is planned for Holywell with a planned launch early 2021, currently 7 families Constellation 3 planned for Connah's Quay area with a launch later in 2021.

Adult & Children's Services

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*SS23 Updated	Impacts on vulnerable people through a withdrawal of resources from non-critical services to prioritise meeting demand in critical services	↔	MT	Risk to be closed. Mitigating actions are now "business as usual", and are ensuring that services can be delivered according to need.
*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	↔	ST	We are working with commissioned services for carers to ensure that PPE is available for those staff and unpaid carers who need it. We have reminded staff to consider the carer when undertaking the discharge assessment. We have started 'Keeping in touch' calls to carers, shifting provision to supporting mental, physical and emotional well-being of carers remotely. Carers Week was 8-14 th June and the Carers Strategy Group has focused activities on awareness raising and sharing some stories to increase the visibility of unpaid carers. Consideration is being given to re-introducing support services for carers, i.e. respite and day care, even on a phased or priority basis to mitigate carer breakdowns/ burn-out over the coming months. We are expanding direct payment options for families with disabled children, and are working with Action for Children to provide continued respite through Arosfa. NEWCIS is running our Young carers Service providing regular support to young carers and helping them in their role.

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*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	↔	IM	We are ensuring that all safeguarding processes can continue, by circulating information about revised working practices to partners and testing out virtual meetings technology. Assessments are in place to determine the potential for increased risk to individuals. We are ensuring the safety of our workforce and the public through the use of telephone and secure video conferencing facilities. Virtual Missing, Exploitation, Trafficking (MET) meetings are in place to share intelligence across agencies and the associated action plans. Vulnerable children continue to be supported by schools where needed. Virtual Early Help Hub is operating to assist in identifying and supporting families before problems escalate. Systems and protocols need to be established for supporting vulnerable families in partnership with schools. Before Christmas we ran an 'eyes and ears' media campaign encouraging the public to be a safety net for children and vulnerable adults, encouraging them to report any safeguarding concerns.. We have rebalanced capacity in the Safeguarding Unit to account for a temporary reduction in Safeguarding Referrals and an increase in Adult at Risk work, to include an increase in requests from professional for advice on mental capacity and liberty safeguards as people are shielding or self-isolating. The national launch of the new regulations on Liberty Protection Safeguards has been officially delayed. We are continuing to promote safeguarding awareness to the general public and publicise referral routes, with enhanced reporting to track child protection and adult safeguarding referrals. Corporate Safeguarding will play a role in ensuring our systems and processes are working effectively. Cases are still being prioritised according to need. I.
*SS27	Insufficient capacity to cope with a sharp increase in referrals to child and adult services	↔	ST	We have been able to respond to referrals and have maximised the use of early help and 3 rd sector support to provide timely support and to help prevent issues from escalating. There have been challenges in the impact of COVID 19 on staffing within Children's Services, alongside some vacancies and staff across the Service have had to be moved to ensure resilience at our front door where/when this has been needed. A contingency plan has been developed with staff on rotas to provide cover, if needed, to ensure we can continue to respond to safeguarding referrals.
*SS28 Updated	Individuals with a learning disability or autism are unable to access services due to the suspension of transformation programmes	↔	MT	Risk to be closed. The transformation project has been resumed.

Previously Closed Risks

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*SS03	Failure to meet conditions of grant funding where the terms of the grant provision cannot be renegotiated with the provider	Closed	N/A	
*SS07	We are unable to progress with the processing of complaints and Information Requests due to physical distancing requirements and travel restrictions	Closed	N/A	-
*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	Closed	N/A	-