

West Suffolk Strategic Risk Register 2016/17 - March 2017

Appendix 1

| Type: A = Action, C = Control | | | | | | | | | | | | |
|-------------------------------|-----------------------------|-----------|---|---------------------------|--|------------------|------|--|---|------------|----------------------------------|------------------|
| RISK ID NUMBER | Date risk added to register | Type | Current Owners | Title | Description - What are we trying to avoid? Why is this important | WS Inherent Risk | Type | Summary of Controls / Actions - What we are doing / need to do to prevent it. | Who is responsible for the actions | Start date | Target completion date/ Complete | WS Residual Risk |
| WS1 A | 10-Jul-14 | Financial | Assistant Director & Portfolio Holders- Resources and Performance | Poor financial management | Failure in specific areas to achieve projected income, or expenditure exceeds the approved budgets (revenue or capital). | | C | 1) Monthly monitoring reports (revenue and capital) to budget holders and Leadership Team. Quarterly revenue and capital monitoring reports to PASC. | Assistant Director - Resources & Performance | N/A | N/A | |
| | | | | | | | C | 2) Business rate retention income and localising of Council tax being monitored monthly by Finance and ARP | Assistant Director - Resources & Performance | N/A | N/A | |
| | | | | | | | C | 3) Regular meetings between budget holders and Resources and Performance business advisors/partners | Service Managers / Business Partners / Advisers | N/A | N/A | |
| | | | | | | | C | 4) Scrutiny of financial reports by LT and Members through Performance and Audit Scrutiny Committee | LT | N/A | N/A | |
| | | | | | | | A | 5) Financial system upgrade/development in order to take advantage of latest budget planning / monitoring functionality. | LT | | Mar-18 | |
| | | | | | | | A | 6) Strengthen the overall Performance Management Framework. E.g. Balanced Scorecards, PDRs, (also see WS18), Risk management, Project monitoring, Financial Reporting. | LT | Apr-17 | Dec-17 | |
| | | | | | | | C | 7) Regular updates of projects, assessment of any additional risks associated with new projects. | LT | N/A | N/A | |
| | | | | | | | C | 8) Monitoring of investment decisions and original business cases targets/outcomes through Business Partner Model. | Assistant Director - Resources & Performance | N/A | N/A | |
| | | | | | | | C | 9) Longer term financial planning across MTFS. | Assistant Director - Resources & Performance | Sep-16 | N/A | |
| WS1 B | 10-Jul-14 | Financial | Assistant Director & Portfolio Holders- Resources and Performance | Poor financial planning | Failure to deliver a sustainable Medium Term Financial Strategy, especially in view of continued financial uncertainty around areas such as Comprehensive Spending Review, localisation of Business Rates, increased service demand, and use of reserves. Over reliance on any one particular MTFS theme such as behaving more commercially or being an investing authority | | A | 1) Annual Budget preparation focus on MTFS and key uncertainties including Business Rate Retention in 2020. Delivery on six MTFS themes. | LT | N/A | N/A | |
| | | | | | | | C | 2) Demand trends and financial implications validated as part of budget setting. Using monitoring reports to identify trends. | Service Managers / Business Partners / Advisers | N/A | N/A | |
| | | | | | | | C | 3) Medium Term Financial Strategy update - including review of assumptions, sensitivity analysis and review of reserve and balance levels | Assistant Director - Resources and Performance | N/A | N/A | |
| | | | | | | | C | 4) Scrutiny of financial reports by LT and Members through Performance and Audit Scrutiny Committee | LT | N/A | N/A | |
| | | | | | | | C | 5) Monitor Government statements on future of local government funding | LT | N/A | N/A | |
| | | | | | | | C | 6) New investment proposals to be considered through the Councils governance and decision making process including challenge by -Business Partners. | LT | N/A | N/A | |
| | | | | | | | C | 7) Use of data and intelligence in forecasting future scenarios. | LT | N/A | N/A | |

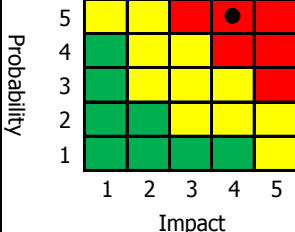
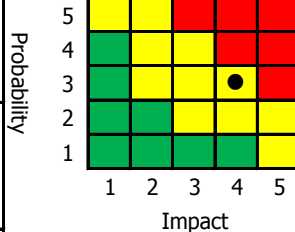
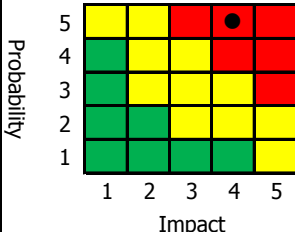
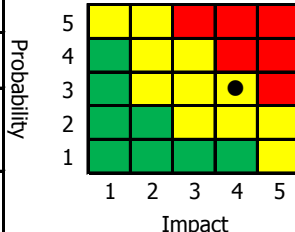
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| | | | | | | | C | 8) Keep a careful eye on Brexit implications re European funding and service delivery | LT | N/A | N/A | |
| | | | | | | | A | 9) Project resources review ensuring the appropriate capacity and skills to take forward ambitious agenda. | LT | Sep-16 | Mar-18 | |
| WS2 | 10-Jul-14 | Customer | Assistant Director & Portfolio Holders- Families & Communities | Maintain and promote our public image, maintain effective communications | Lack of public trust and confidence in the councils leads to a poor reputation. Councils need to champion their area and be a trusted part of the community. It is vital therefore in making sure people access services, which often means the handling of sensitive information, that the councils have a strong reputation. This is also the case in working with communities to deliver growth or large projects as well as in times of crisis, when the council must be a trusted source of information. Therefore Councils need a good reputation to enter positive partnerships with others, or secure funding. This could also potentially impact on our ability to recruit staff in competitive market. | | C | 1) Monitor and measure media coverage through daily media alerts and, where appropriate, provide a robust response. | Service Manager (Strategic Communications) | N/A | N/A | |
| | | | | | | | C | 2) Public stakeholders have a range of channels including news and social media to disseminate information about West Suffolk services and strategic priorities and address errors or misrepresentation. | Service Manager (Strategic Communications) | N/A | N/A | |
| | | | | | | | C | 3) Train and support staff and Members in proactive communications, liaising with the media and using | Service Manager (Strategic) | N/A | N/A | |
| | | | | | | | C | 4) Deliver strategic communications plan and work with them to engage appropriately with communities to encourage channel shift. | Service Manager (Strategic Communications) | N/A | On-going | |
| | | | | | | | A | 5) Ensure that appropriate communications planning and support are identified for strategic projects as per individual project plans | Service Manager (Strategic Communications) | Aug-14 | On-going | |
| | | | | | | | C | 6) Carry out timely and proportionate consultation that is available in an accessible format for everyone who wants to give us their views on a particular matter. | Service Manager (Corporate Policy) | N/A | N/A | |
| WS3 | 10-Jul-14 | Customer | Assistant Director & Portfolio Holders- Families & Communities | Failure to deliver channel shift (Customer Access Strategy) | Service delivery methods do not meet customer needs or expectations with potential to damage Councils' reputation; customer expectations need to be understood and managed; Councils' not appreciating and/or delivering methods of contact and response time which are expected by customers. | | C | 1) Continue to develop new web presence with full digital by default capability. | Assistant Director - Families & Communities | N/A | N/A | |
| | | | | | | | C | 2) Clear and consistent public communications to explain changes to services and establish realistic expectations of service levels. | Service Manager (Corporate Communications) and Service Manager (Customer Service) | N/A | N/A | |
| | | | | | | | C | 3) Continuing development to ensure web site remains fit for purpose. | Assistant Director - Families & Communities | N/A | N/A | |
| | | | | | | | C | 4) Anglia Revenues Partnership, (ARP), project to rewrite and redesign website now underway. Customer service support to be provided to ensure there is an effective customer journey. | Assistant Director - Families & Communities, Assistant Director - Resources and Performance | N/A | Completed | |
| | | | | | | | A | 5) Anglia Revenues Partnership, (ARP), Strategic (Transformation) Plan outlining the future role of ARP to be developed. | Director (JC) | Jul-16 | Mar-17 | |

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| WS4 | 10-Jul-14 | Professional | Assistant Director & Portfolio Holders - Human Resources, Legal & Democratic Services | Staff retention (professional staff / technical staff) and recruitment. Staff trust and goodwill (morale) | Lack of staff with appropriate skills, experience and capacity could prevent delivery of services and high levels of performance. Failure to have motivated staff with appropriate workload. |  | A | 1) OD strategy focussing on Employer Brand, Flexible and Agile Workforce, Talent management linked to performance management. | HR Manager | Reviewed OD plan 2016 | Mar-17 |  |
| | | | | | | | C | 2) Regularly evaluate outcome of Performance Reviews to identify talent management to inform succession planning. | HR Manager | Jun-14 | Ongoing | |
| | | | | | | | C | 3) New intranet facilities providing consistent and regular communication to officers and members, with the opportunity to provide feedback now in place. | Service Manager (Corporate Communications) | N/A | Completed | |
| | | | | | | | A | 4) Annual workforce monitoring data presented to the West Suffolk Joint Staff Consultative Panel; no significant issues raised. | HR Manager | N/A | On-going | |
| | | | | | | | A | 5) Salary benchmarking has been undertaken and remains under review. Review Pay Policy. Monitor Recruitment to identify challenging areas to address. Maintain focus on strong employer brand. Review of payline and structure may need to be considered. National work commenced on the NJC/Job Evaluation/Pay and Reward work linked to the | Assistant Director - HR, Legal and Democratic Services | N/A | ongoing | |
| | | | | | | | A | 6) Review of skills and structures to ensure successful delivery of MTFS and associated growth projects | Assistant Directors and Service Managers | Dec-16 | On-going | |
| WS6 | 10-Jul-14 | Political | Chief Executive & Leaders | Managing public / councillor expectations with less resources | Falling short of providing the level of service that the public and councillors expect and demand. |  | C | 1) Understand and communicate priorities and expectations through Strategic Plan and MTFS | LT | N/A | Oct-17 |  |
| | | | | | | | C | 2) Assign dedicated corporate project resources to support new projects as they arise. | LT | N/A | N/A | |
| | | | | | | | A | 3) Review and align service and skilled resources available to the strategic plan including communicate resources. | LT | Jun-14 | On-going | |
| | | | | | | | C | 4) Regular monitoring and update discussions with portfolio holders on the corporate project plan progress | LT | N/A | N/A | |
| | | | | | | | C | 5) Regular monitoring of Balanced Scorecards to include complaints, compliments and trends. | | | | |

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| WS7 | 10-Jul-14 | Technological Financial Customer | Service Manager (Corporate Policy) / All Assistant Directors & Portfolio Holders | Poor project management | Key strategic outcomes not being delivered due to projects failing to be completed on time. Budgets are overspent due to delays. Peaks and troughs in resource demands for support services are not managed, resulting in unmanageable workloads for e.g. IT team, exacerbating the delays. | | A | 1) Maintain and develop an efficient programme and project management framework understanding timetabling and interdependencies between projects and programmes (led by Service Manager Corporate | Service Manager Corporate Policy | May-17 | On-going | |
| | | | | | | | A | 2) Maintain oversight of corporate project matrix at Leadership Team, to manage demands on services and resource appropriately. | Service Manager Corporate Policy | May-17 | On-going | |
| | | | | | | | A | 3) Training and support to staff involved in corporate projects including key project management skills. | L&D team/Service Manager Corporate Policy | May-17 | On-going | |
| | | | | | | | C | 4) Project support and resources to be included in future Project Initiation Documents and project business cases, including support services such as: ICT, Finance, Legal and Property | LT and All Service Managers | May-17 | On-going | |
| | | | | | | | C | 5) Early identification of Corporate capacity / priorities as part of business plan / project initiation. Review of programmes to assist with prioritisation. | LT | May-17 | On-going | |
| | | | | | | | C | 6) Carry out Project Close Out Reports and Project Health Checks as appropriate. | LT and All Service Managers | May-17 | On-going | |
| WS7a | 10-Jul-14 | Technological | Assistant Director & Portfolio Holders- Resources and Performance | ICT integration | Integration of ICT across services and systems not being achieved. Failure to keep Business Applications aligned. | | A | 1) Maintain alignment of ICT infrastructure and corporate systems through corporate project planning | Infrastructure Support Manager | Jun-14 | On-going | |
| | | | | | | | A | 2) Continued Business Applications integration / alignment. | Project Managers & Service Manager (ICT) | Jun-14 | Individual project plans | |
| | | | | | | | C | 3) Regular review of both integration programmes for strategic fit and resources/skills capacity through corporate projects plan. | Service Manager Corporate Policy/ LT | N/A | N/A | |
| | | | | | | | C | 4) Monthly testing of the Council PSN compliance including the checking and monitoring of new and existing staff. No tolerance approach adopted. | Infrastructure Support Manager | N/A | N/A | |
| | | | | | | | A | 5) Development of a West Suffolk Information Strategy and links to the wider public sector integration agenda (Transformation Challenge Award). | Service Manager (ICT) | N/A | Dec-17 | |

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| WS8 | 10-Jul-14 | Political Social | | | | | | | | | | |
| | (a) | | Assistant Director & Portfolio Holders- Families & Communities | Failure to deliver; Families & Communities agenda | Opportunities being missed to create or influence the provision of: (i) a thriving voluntary sector and active communities who take the initiative to help the most vulnerable (ii) people playing a greater role in determining the future of their communities (iii). improved wellbeing, physical and mental health (iv) accessible countryside and green spaces | | C | 1) Initial Families & Community Strategy now complete. Continuous development and review of strategy to ensure that it remains fit for purpose. Review of F & C scheduled to complement the development of a new Westy Suffolk Strategic Plan. 2) Continue to develop the Families and Communities Officers role and new ways of working with councillors and the wider team. 3) Locality budgets and Community Chest funds available. Ensure both are used effectively and as intended. | Service Manager (Families & Communities) | Jul-17 | Feb 18 | |
| | (b) | | Assistant Director & Portfolio Holders - Growth | Failure to deliver; Growth Agenda inc coping with growth and increase in demand | Opportunities being missed to create or influence the provision of: (i) beneficial growth that enhances prosperity and quality of life (ii) existing businesses that are thriving and new businesses brought to the area (iii) people with the educational attainment and skills needed in our local economy (iv) vibrant, attractive and clean high streets, village centres and markets | | C | 1) Developing engagement with the two Local Enterprise Partnerships. Deliver Six Point Plan for Jobs and Growth. Monitoring the local economy. 2) Small budget to support businesses with grants. Business rate income being closely monitored from April 2013 by ARP. Developing Inward Investment strategy. Increase Business engagement 3) Support to WSC, SCC, UCS and other agencies involved with skills development. Monitoring attainment levels. 4) Continue to develop close working relationships with Whitehall, Norfolk partners, LEPS to influence the design of any devolution agreements and business rates retention schemes. 5) Development and delivery of Local Plans 6) Continued development of enterprise zones. Development of a joint plan to 2020/21. | Assistant Director - Growth Assistant Director - Growth Assistant Director - Growth Assistant Director - Growth Assistant Director - Growth | N/A N/A N/A N/A Dec-15 | N/A N/A N/A N/A On-going Feb-17 | |

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| | (c) | | Assistant Director & Portfolio Holders - Growth, Families & Communities and Planning. | Failure to deliver; Housing Agenda | Opportunities being missed to create or influence the provision of: | <p>Probability</p> <p>Impact</p> | C | 1) West Suffolk Housing strategy adopted, implementation of agreed Action Plan, with annual monitoring .Review of Housing Strategy to be undertaken in 2017. | Assistant Directors for Growth, Families and | N/A | N/A | <p>Probability</p> <p>Impact</p> |
| | | | | | (i) sufficient housing for current and future generations, including more affordable homes and improvements to existing housing | | C | 2) Cambridge Sub-regional Strategic Housing Market Assessment completed 2008 to identify levels of need, with annual updates and reviews. | Assistant Director - Growth | N/A | N/A | |
| | | | | | (ii) new developments that are fit for the future, properly supported by infrastructure, and that build communities, not just housing | | C | 3) Local Investment Plan 2014-18 approved by HCA, now working with RP partners to deliver. Quarterly monitoring of plan and annual review. | Assistant Director - Growth | N/A | N/A | |
| | | | | | (iii) homes that are flexible for people's changing needs | | C | 4) West Suffolk Choice Based Lettings Scheme regularly reviewed to reflect changes in legislation. Scheme re-tendered June 2015, with new system fully operational by June 2016, operation of scheme monitored through CBL Management Board. | Service Manager (Housing Options) | N/A | N/A | |
| | | | | | | | A | 5) Review of the West Suffolk Lettings Partnership scheme commenced to assess whether scheme should continue or not. | Service Manager (Housing Options) | Sep-14 | Mar-17 | |
| | | | | | | | A | 6) Disabled Facilities Grants process and Home Improvement Agency contract reviewed with partners in order to introduce a more co-ordinated and integrated service across agencies. New service introduced in May 2016, there are on-going difficulties with new scheme which has resulted in the need for dedicated contract management to be introduced. A formal review of the contract in currently away which will be concluded in January 2017. | Service Manager (Housing Standards) | Apr-14 | Jan-17 | |
| | | | | | | | A | 7) Establishment of commercial Housing Development Company in partnership with Suffolk County Council to build open market, private rented and affordable housing, Company incorporated March 2016. Initial Business Plan approved in Dec 2016, with work commencing on delivery plan and seeking planning permission for sites in January 2017. | Service Manager (Strategic Housing) | Apr-15 | See action 7 text for details of dates. | |
| | | | | | | | A | 8) Monitor implications of new Housing & Planning Bill proposals - a watching brief. Briefing note on housing aspects of Bill circulated to senior officers and members in March 16. Still awaiting publication by DCLG of details on how the details of the Bill will be enacted." Housing White Paper also expected to be published in January 2017. | Service Manager (Strategic Housing) | Apr-16 | See action 8 text for details of dates. | |

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| WS11 | 10-Jul-14 | Economic Financial Competitive | Chief Executive / Directors & Portfolio Holders | Failure to adapt to new public sector models, explore opportunities with partners | West Suffolk fails to deliver better services for public sector customers (regardless of the organisation), fails to close its budget gap due to missing opportunities for new sources of funding and opportunities for savings through economies of scale and better integration; or fails to take account of wider changes in national and local government legislation and policy (including EU). | | C | 1) Keep a watching brief on, and disseminate information on new policies, funding models and opportunities through DCLG, RSN, LGA, EELGA etc. | Service Manager (Corporate Policy) | N/A | N/A | |
| | | | | | | | C | 2) Maintain good relationships with public sector partners, e.g. CCG, SCOLT, SCEG, ARP authorities to hear of, and take opportunities arising from opportunities for partnership working. | Chief Executive and Directors | N/A | N/A | |
| | | | | | | | C | 3) Robust business cases for identified opportunities. | LT | N/A | N/A | |
| | | | | | | | C | 4) Keeping a watching brief on the new/changing National policies with Suffolk colleagues, including Brexit and local government funding changes and play an active part in the Devolution process for Norfolk, Suffolk and the wider East Anglia area, (also see WS8(b) 4). | Chief Executive and Directors | N/A | N/A | |
| | | | | | | | A | 5) Lead the integration and rationalisation of the public estate through membership, and local leadership, of the Government's One Public Estate Programme. | Director | Jul-14 | On-going | |
| | | | | | | | A | 6) LT document "West Suffolk: Promoting Physical Activity" | | | Completed | |
| | | | | | | | A | Explore shared services opportunities with other Local Authorities | LT | Apr-15 | On-going | |
| WS12 | 10-Jul-14 | Partnership | Assistant Director & Portfolio Holders - Growth | Loss of a key employer (for example USAFE, Racing Industry, Greene King, WS Hospital, Centre Parcs, British Sugar) Please see Risk WS22 for USAFE. | Failure to retain major employers in the area and the economic impact that it would have | | A | 1) Liaison with the key employers to understand issues and opportunities by: coordinating and attending the West Suffolk Business Forum; organising the West Suffolk Business Festival (which provides opportunities for engagement with key employers); arranging visits to key employers for Leadership Team; promoting the ED team as a key point of contact for businesses and as a result responding to concerns and issues raised; and meeting and supporting business leaders in conjunction with the New Anglia Local Enterprise Partnership Growth Hub advisors. | Assistant Director - Growth | Jun-14 | On-going | |
| | | | | | | | C | 2) Ensuring there is sufficient employment land / premises for expansion. | Assistant Director - Growth | N/A | N/A | |
| | | | | | | | C | 3) Understand skills shortage and requirements by linking business to education providers and encourage businesses to take on apprentices. | Assistant Director - Growth | N/A | N/A | |
| | | | | | | | A | 4) Help businesses access third party funding. | Assistant Director - Growth | Jun-14 | On-going | |
| | | | | | | | A | 5) Further development of the six point jobs and growth plan. | Assistant Director - Growth | Jun-14 | On-going | |
| | | | | | | | A | 6) In the worst case scenario (actions 1 - 5 ineffective) the ED team liaises with key partners such as Job Centre Plus and West Suffolk College to mitigate the impact of downsizing/restructuring. | Assistant Director - Growth | | | |

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| WS13 | 10-Jul-14 | Partnership Financial | Directors & Portfolio Holders | Partner / Public Sector failure | Partners or partnerships failing; cost shunting (transfer of costs between partners); partnerships not achieving desired outcomes. | | C | 1) Ensure robust SLA (Service Level Agreement) & Joint Venture arrangements are in place. Ensure good due diligence procedures are used. | All Assistant Directors | N/A | N/A | |
| | | | | | | | C | 2) Regular monitoring of arrangements / outcomes. | All Assistant Directors | Jun-14 | N/A | |
| | | | | | | | A | 3) Regular meetings with key partners, including fortnightly Suffolk CEO meetings to discuss impact and potential response of the Suffolk wide system. Ensure effective engagement in the Transformation Challenge Award. | All Assistant Directors | Jun-14 | On-going | |
| | | | | | | | A | 4) Ensure effective engagement in the Transformation Challenge Award. | CEO and LT | Jun-14 | On-going | |
| | | | | | | | C | 5) Understand the cumulative impact of complex partnership delivery arrangements. | CEO and LT | Dec-15 | N/A | |
| WS14 | 10-Jul-14 | Physical Social Legal | Director & Portfolio Holders | Service failure through unplanned events | Reduced level or failure to deliver services to both internal and external clients due to unforeseen events. | | A | 1) Services must have a workable Business Continuity Plan in place. | All Assistant Directors/All staff | Aug-14 | On-going | |
| | | | | | | | C | 2) Combined West Suffolk Business Continuity Plan is in place for major identified threats, regularly reviewed and practised. | LT | N/A | N/A | |
| | | | | | | | C | 3) Appointed officers within each service to be responsible for the continuity plans. | All Assistants Directors / Appointed Officers | N/A | N/A | |

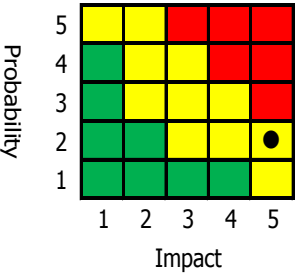
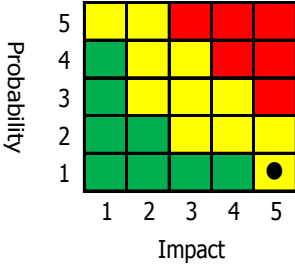
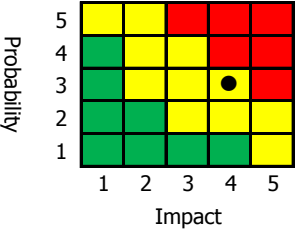
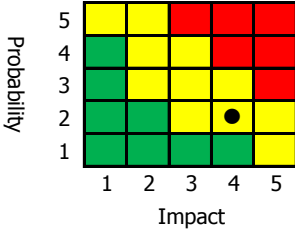
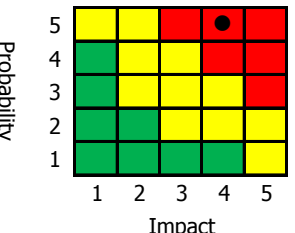
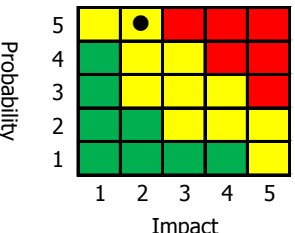
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| WS16 | 10-Jul-14 | Legal | Director & Portfolio Holders | Breach of data protection and information security | Failure to ensure the accuracy and control of data. Not using good practice when handling data. Damage to council's reputation. Avoid legal challenge. Prevent potential claims for compensation. | | C | 1) Information governance group coordinates councils' approach to risks. | Director | N/A | N/A | |
| | | | | | | | C | 2) Records Management Working Group to coordinate councils' approach to records management. | Director | N/A | N/A | |
| | | | | | | | C | 3) Regular buildings checks to ensure information is held securely. | Service Manager (Internal Audit) | N/A | N/A | |
| | | | | | | | A | 4) Entrance barriers to staff entrance at WSH now installed. Barriers to other entry points to be kept under review with partners at SCC. | Service Manager (Property Services) | Aug-14 | Nov-15 Barriers to staff entrance completed | |
| | | | | | | | A | 5) Improve staff and member communication on good practices and data security. | Service Manager (Corporate Communications) | Apr-14 | On-going | |
| | | | | | | | A | 6) Information Security e-learning - 1st phase, existing officers, completed. All new staff and members to complete module as part of induction programme. | Director | Apr-14 | On-going | |
| WS18 | 10-Jul-14 | Customer Financial Professional | Assistant Director & Portfolio Holders - Resources & Performance | Poor Performance Management | Risk of individual services having below par performance levels and possible dips in performance while establishing new service models. | | C | 1) Performance and Audit Scrutiny Committee (PASC) receive comprehensive performance monitoring report. | Assistant Director - Resources & Performance / R&P Business Partners | N/A | N/A | |
| | | | | | | | A | 2) Early identification, reporting and monitoring of potential problem areas. | Service Managers / Business Partners / Advisers | Aug-14 | On-going | |
| | | | | | | | C | 6) Strengthen the overall Performance Management Framework. E.g. Balanced Scorecards, PDRs, (also see WS18), Risk management, Project monitoring, Financial Reporting. | LT | Apr-17 | Dec-17 | |
| | | | | | | | C | 4) Use PDR's to aid early identification of potential problem areas. | Line Managers | N/A | N/A | |
| WS19 | 10-Jul-14 | Economic Social | All Assistant Directors & Portfolio Holders | Demographic changes | Unable to meet the demands created by population changes (caused by growth, ageing, diversity, employment) including the impact on infrastructure and other related service provision. | | C | 1) Key services (planning, housing and waste) use forecasting models (e.g. East of England forecasting model, POPGROUP) to build population change into future service planning. | Assistant Director - Families and Communities/ Planning / Growth/Operations | N/A | N/A | |
| | | | | | | | A | 2) Monitor, research and analysis around demographics through DCLG, ONS, LGA, LGC and other sources and share key findings with relevant services. | Service Manager (Corporate Policy) | Jun-14 | On-going | |
| | | | | | | | A | 3) Attend meetings of Suffolk Information Forum and Transformation Challenge Award Data and Intelligence work stream to share best practice around population monitoring and forecasting. NB particular attention needs to be paid to Forest Heath due to population forecasts not being able to deal accurately with USAFE population. | Service Manager (Corporate Policy) | Jun-14 | On-going | |

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| WS20 | 10-Jul-14 | Physical | Assistant Director & Portfolio Holders - Human Resources, Legal & Democratic Services | Implementation of the Corporate Health and Safety Policy | Failure to ensure the safety and well being of staff. Failure to provide safe and healthy environment for visitors and the general public. Risk of HSE (Health & Safety Executive) prosecutions. |  | C | 1) Corporate Health and Safety strategy, objectives and implementation plans in place for all internal and external functions performed by the Council. | Health & Safety Manager | N/A | N/A |  |
| | | | | | | | A | 2) Well being programme in place. | Health & Safety Manager | Jun-14 | On-going | |
| | | | | | | | C | 3) Requirement for all staff to complete online H&S training and members to complete appropriate H&S induction programme. | Health & Safety Manager | N/A | N/A | |
| | | | | | | | A | 4) Communications to staff. | Health & Safety Manager | Jun-14 | On-going | |
| | | | | | | | A | 5) Appropriate insurances in place and regularly reviewed. | Health & Safety Manager | Jun-14 | On-going | |
| | | | | | | | C | 6) Continue a programme of health and safety audits according to H&S Risk. | Health & Safety Manager | N/A | N/A | |
| WS21 | 10-Jul-14 | Social Legal | Service Manager & portfolio Holders- Strategic Housing | Safeguarding children and vulnerable adults | Children and vulnerable adults being treated in an improper manner and not in accordance with legislation. |  | A | 1) Working in Countywide safeguarding partnership. | Service Manager- Strategic Housing | Jul-09 | On-going |  |
| | | | | | | | C | 2) Safe recruitment procedures are adopted for all staff recruitment. | Assistant Director - HR, Legal & Dem Services | Jul-09 | On-going | |
| | | | | | | | A | 3) Regular staff and member training and briefing sessions taking place included as part of induction and training programme. | Service Manager- Strategic Housing/HR, Legal & Dem services | Jun-14 | On-going | |
| | | | | | | | C | 4) Operational links into the MASH (Multi Agency Safeguarding Hub) to be reviewed to ensure appropriate referrals are being made. | Service Manager- Strategic Housing | N/A | N/A | |
| | | | | | | | A | 5) Ensure appropriate training is provided to front-line staff. | Service Manager- Strategic Housing | Nov-15 | 01/04/2016 Initial training completed - continued ongoing development. | |
| WS22 | 21-Apr-15 | Economic and social | Director & Portfolio Holders | Effects of the closure of RAF Mildenhall | Negative impact on the local economy, families and community or the housing market |  | A | 1) Update the Mildenhall, Alconbury and Molesworth Working Group governance to reflect Mildenhall and Lakenheath issues. | Director (JK) | Feb-15 | Jan-17 |  |
| | | | | | | | A | 2) Co-ordinate and lead the Forest Heath member-led local Mildenhall and Lakenheath Airbases Group | Director (JK) | Mar-15 | On-going | |
| | | | | | | | A | 3) Commission an impact study to measure the impact of the USAFE on West Suffolk and the surrounding areas. Submission of prospectus to Central Government on future delivery of site by Mid November 16. Working closely with Cabinet Office, Treasury & HCA to influence Government thinking. | Director (JK) | Apr-15 | Prospectus completed. Working with Cabinet Office etc. on-going | |
| | | | | | | | A | 4) Work with external partners (including USAFE and UK Military) and internal departments to consider the actions to mitigate the impact of the net loss in USAFE personnel and also to consider opportunities for the RAF Mildenhall site in the context of the Government's One Public Estate Programme. | Director (JK) | Feb-15 | On-going | |

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| | | | | | | | A | 5) Set up a joint MOD, HCA, SCC & FHDC project team for the future of the site. Jointly investigate site conditions and site master plan. | Director (JK) | Dec-16 | Project team Mar 17. Master plan 2018 | |

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