

Detailed Report

DATE: 15/07/2010

SERVICE: Putting People First Programme

Risk	Current Impact	Current Likelihood	Current Risk Rating	Underlying issues	Target Impact	Target Likelihood	Target Risk Rating	Risk Owner
ACS PPF0001 - Unassigned Failure to manage and govern all the interdependent projects and work-streams in the PPF Programme will reduce SCC ability to Transform Social Care and therefore deliver Choice and Control, promote independence and meet customer demand in line with national expectations and with adverse impact on SCC reputation locally, regionally and nationally	Major 4	Moderate 3	High 12	The PPF Board has been disbanded and PPF is now included in each ACSMT meeting.	Major 4	Unlikely 2	Medium 8	Mel Cassedy

Control Measure	Control Measure Details	Status	Control Owner
Develop Resource Allocation System (RAS)	A focused and short programme to develop an acceptable RAS has been completed enabling a resource (personal) allocation to be provided for each customer.	Implemented	David Evans
A short focused programme to map the customer journey from first contact to resource allocation.	A 'lock down' of senior managers is planned for 13th-17th September to map the customer journey and to identify where improvements can be made to enable customer to receive a prompt service.	In Progress	Sandra Clenell