								ent Risk Score	Risk Response; Tolerate		R	esidu	al Risk	Action Owner / (Date)	Action Complete (Yes or
Dept.	Risk#	Risk	Causes (s)	Consequences (s)	Risk Owner	List of current controls	I L	Risk Score	Treat Terminate Transfer	Further Actions / Additional Controls	ı	L	Risk Score		No)
1.	Medium	Term Financial S	trategy (MTFS)												
All	1.1	Risk around the MTFS including the ability to deliver savings through Service Redesign/ Transformation as required in the MTFS, impact of the living wage and other demand and cost pressures	Reducing government funding Increased demand for the most vulnerable continues to increase: Adult Social Care / CYPS Significant efficiencies/savings already realised and implemented thereby making it increasingly difficult to deliver unidentified savings	Service Delivery  Negative impact on all services as further service cuts will be required to reduce deficit  Reputation Significant impact on reputation exacerbated by the need for quick and potentially crude savings if a more considered approach not adopted  Financial Loss of income Restricted funding from other sources	Chief Executive/ All Directors	<ul> <li>Four year MTFS approved</li> <li>Monitoring processes in place at service, departmental and corporate level</li> <li>Progress with savings monitored and reported to Scrutiny Commission regularly</li> <li>Reporting of Transformation Programme aligned with Corporate Finance reporting</li> <li>Progress on savings from Transformation Programme monitored regularly to resolve early issues</li> <li>Design Authority operational following review of Transformation Programme governance.</li> </ul>	5 4	20	Treat	<ul> <li>Assess the impact of announcement to localise business rates</li> <li>Further work on the Council's low funding position to make the case for increased funding to government</li> <li>Further focus on in year budget monitoring demand management, delivery of savings and strong financial control</li> <li>Refinement of the C&amp;FS overspend recovery plan         Transformation Programme     </li> <li>Transformation Programme Design (constituent projects) reviewed following MTFS update agreed by Transformation Delivery Board on 28<sup>th</sup> January 2016. Revised Programme to be presented to Cabinet on 19<sup>th</sup> April 2016.</li> </ul>	5	4	20	Chief Executive / All Directors During 2016/17	33
CE	1.3	If S106 monies for the Council as a whole are not managed properly then there could financial risks as well as legal challenges	No CIL in place by District Councils Regulations now in force (6th April 2015)	Financial  • Failure to secure funds putting LCC at financial risk  Reputation  • Possible need for challenge / defend challenge in high court	County Solicitor/  Head of Planning, Historic & Natural Environment	Agreed positions     established with District     Councils     Analysed data of \$106     contributions since 2010     Infrastructure and     Development Oversight     Group in place- work     programme and timetable     agreed	5 3	15	Treat	<ul> <li>Re Categorisation and agreement reached with LPAs</li> <li>Review position of all s106 and agree revised approach to projects and pooling.</li> <li>Improve procedures and practice</li> </ul>	4	3	12	Head of Planning, Historic & Natural Environment During 2016/17	
CR	1.4	If claims relating to uninsured risks continue to increase then there will be significant pressure on reserves, impacting on service provision	Latest estimates from MMI indicate an increasing liability     Proposed settlement from the Independent only up to 15p per £1 of claims     Independent insurance company close to agreement, which means LCC will be effectively self-insured for new claims in this period	Financial  Amounts involved are large and LCC is currently the MMI's largest creditor  Service Delivery  Reduced funds available to support services	Director of Finance (Corporate Resources)	Detailed review of MMI claims undertaken before payments made     Significant uninsured loss fund created has been increased to mitigate against the consequences of MMI and similar situations     Process for defending claims in place     Ongoing partnership work with MMI to improve claims handling to reduce and manage losses	4 4	. 16	Tolerate	Review reserve levels in light of future claims	4	4	16	Head of Internal Audit Service and Insurance Manager Ongoing 2016/17	

C&FS	1.5	Social Care  If the number of high cost placements increases then there may be significant pressures on the children's social care placement budget, which funds the care of vulnerable children.	High cost placements increasing especially in relation to behaviour & CSE issues	Financial     High cost and overspending of budget	Director - Children & Family Services and Assistant Director- Children's Social Care	T3 Project being closely performance managed by Departmental Transformation Board Placements Commissioning Board established Weekly tracking of admissions and discharges of Children in Care Work with Impower has been completed and has informed the Sufficiency Strategy Focussed recruitment has begun (Parallel Carers;One2One;Supported Lodgings)  16+ support and placement planning, commissioning panel has commenced Engaged with QUIP with health to review use of Out of County placements	5	15	Treat	<ul> <li>Word Of Mouth project –six year programme of targeted savings</li> <li>T3 placement commissioning strategy is in progress</li> <li>Cohorts of children being targeted for lower cost measures</li> <li>Changed decision making processes in place</li> <li>Monthly high level DMT reviews</li> </ul>	3	4	12	Assistant Director- Children's Social Care  During 2016/17	
C&FS	1.6	Education  If the provision of support to high needs pupils (including SEN placements) continues to increase, then the budget will be impacted upon	<ul> <li>Services requesting support for high needs including SEN placements.</li> <li>Insufficient budget</li> </ul>	Service Delivery  Insufficient funding to meet service requirements  People  Resources tied up in independent provision and not benefiting Leicestershire children and young people  Reputation  Limited control over independent schools  Financial  Budget overspent. Overspend continues	Director – Children & Family Services	Work with maintained and academy special schools to increase their capacity to meet higher levels of need     Work with Behaviour Partnerships to increase their capacity to offer provision     Continue rigorous consideration of cases at SEND Panel     Introduction of charges for specialist teaching services     Transformation programme under development	4	20	Treat	Criteria for special school placement being reviewed     Potential development of Free schools to increase capacity     Criteria for EHCP and top up funding being reviewed  NOTE: These are longer term actions and will not see benefit this financial year  NB this is part of transformation action plan to address High Needs overspend	4	4	16	Head of Strategy SEND Reform During 2016/17	
2.	Health 8	& Social Care Integ				,									
A&C	2.1	Care Act 2014 - Funding risk for 2016/17 and beyond	Care Act Phase 2 implementation delayed by Ministers until April 2020. The funding allocation for Phase 1 has been cut entirely in the local government settlement leaving the only potential source of funding the BCF (£1.4m in 2015/16)	Staffing resources and contracts that were expected to be funded will need to be reduced or funded from savings elsewhere.	Director - Adults & Communities Assistant Director – Strategy & Commissioning	<ul> <li>Significant use of fixed term contracts. Recruitment now ceased.</li> <li>Assessment of expenditure justified directly by Phase 1 of the Care Act</li> <li>Un-spent Care Act funding in 2015/16 to be used in 2016/17 to allow time to transition to the lower level of funding.</li> </ul>	5	20	Treat	Workforce Strategy and Implementation Plan to be delivered in 16/17 with review of all posts and organisational structures.	3	5	15	Assistant Director – Strategy & Commissioning During 2016/17	34

A &C	2.2	Better Care Together - There are a number of strategic risks associated with the health and social care economy's 5 year plan and strategic outline (investment) case.	Breakdown in maintaining a strong vision and joint partnership working across LLR	Service Delivery  BCT programme outcomes are not delivered and the programme fails leading to reputational risks, partnership breakdown and financial instability within the health and care economy  BCT care pathway changes fail to maintain safe, high quality clinical care  The shift of care from acute to community settings is not modelled or implemented effectively leading to unforeseen pressure in other parts of the health and care economy  Financial  The investment case within the SOC in not fully supported, leading to gaps in the financial plan/assumptions for delivering the programme  The savings from BCT are not achieved, leading to gaps in the financial plan/assumptions for delivering the programme.  A notional figure of £5m impact on ASC has been highlighted within the Strategic Outline Case.  People  Partners are unable to provide sufficient staffing resource to deliver the programme leading to failure to deliver at the required pace and scale  Lack of LLR integrated workforce plans  Reputational  The communication and engagement plan for BCT is ineffective leading to lack of public support or opposition to the plans	Director- Adults & Communities	Representation from the LA on the LLR Partnership Board and BCT Delivery Board and workstreams where appropriate.  Programme has been reshaped to define the outcomes to be achieved by each workstream within the BCT. Business Justification templates completed to outline benefits, costs and risks of each workstream within the BCT programme  The majority of the Leics BCF deliverables are aligned to the urgent care and frail older people's work streams  Further modelling work is in progress led by the BCT programme office on the bed reconfiguration proposals  BCT update included in allmember briefings on a regular basis.  BCT reports to HWBB and Cabinet approving the 5 year plan and the Strategic Outline Case.  BCT Scheme of Delegation has been shared with the council for comment, feedback given.  Social care/prevention strategies for each LA have been drafted to inform the BCT delivery plan .The Chief Executive, (Rutland County Council, SRO, and Social Care), have been consolidated into one overarching document.	4	16	Treat	The following additional controls have been provided by BCT:  • As the Programme progresses from the design to implementation phase, further clarity is needed on the detail of governance arrangements between BCT programme and HWBs. Meeting with BCT Independent Chair and BCT programme Director being arranged to progress this.  • The Programme is strengthening its programme controls by undertaking a task and finish exercise that will closely triangulate BCT programme planning, risk management, performance management, communications and engagement. The BCT programme is currently developing an outcome and milestones document which will set out the detail of delivery plans for the next 12-18 months.  • Public consultation planned in the Summer 2016 to be led by the BCT programme.	4	3	12	Director- Adults & Communities  & Assistant Director – Strategy & Commissioning Ongoing  35
A & C	2.2 (i)	Impact on A&C - BCT left shift initiative	Transferring patients early from UHL to ICRS 2 community services	Financial  Initially this will increase the number of service users requiring assessment and services and potentially increase in demand on social care and providers.	& Communities &  Assistant Director – Strategy & Commissioning	Senior Officers from LCC fully engage with Better Care Together work streams.  4	4	16	Treat	Working closely with Health to identify the potential increase in demand, impact on social care and actions to mitigate	4	3	12	& Communities  &  Assistant Director – Strategy & Commissioning

All	LCC and partners do not have the capacity to 2.3 meet expected increase in demand caused by the Welfare Reform Act	Service Delivery Service users losing support/income leading to a rise in number of people needing support from LCC and other local agencies  People Families less able to maintain independence Difficulty in identifying and implementing effective preventative measures Unitersal conmic climate High unemployment / Reduction in wage increases Changes in the benefit system Introduction of Universal Credit transfers responsibility to vulnerable people Inadequate information for business cases jeopardising robust decision making More demand for advice services No central funding for Local Welfare Provision post April 2015 PIP migration for new and existing service users including appointee and deputyship in receipt of DLA who were under 65 on 8 April 2013 commences 13/7/15 PIP migration for new and existing service users including appointee and deputyship in receipt of DLA who were under 65 on 8 April 2013 commences 13/7/15 Cover the following 2 years. The longer term risk has also now increased in relation to the Governments roll-out timetable that most existing benefit claimants will be moved over to Universal Credit during 2016 and 2017. However, it has now been acknowledged that at least 700,000 claimants will not be on Universal Credit by the end of 2017. Government announced Nov 15 an intention to consult on transferring responsibility for Attendance Allowance to LA's current spending on Attendance Allowance nationally is £5bn	Director of Adults & Communities / Assistant Director – Strategy & Commissioning/ Assistant Chief Executive	Social Fund claims are lower due to more focused eligibility criteria A&C finance team monitoring impact of benefit changes on departmental income and debt recovery Debt strategy plan approved and being implemented Information booklet on major WRA changes developed and circulated to all A&C staff and shared with CYPS LCC agreed contribution towards the districts hardship funds to assist people in financial difficulty Additional contingency help for non-collection of council tax Plan in place for CCF to deal with PIP for all LCC appointeeship / Deputyship cases.	5 25	Treat	Options to mitigate loss of Local Welfare Fund being explored     Maintain awareness of legislative changes and timing of WRA rollout	5	4 20	Director of Adults & Communities / Assistant Director — Strategy & Commissioning / Assistant Chief Executive  During 2016/17	36	
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3.	ICT, Info	ormation Security													
CR	3.1	If there is an outage and ICT systems are not restored quickly and effectively, then service delivery could be impacted upon	Business evolution and dependencies cause additional load and complexity on existing infrastructure, reducing resilience to failure. Current data centre reaching end of life	Service Delivery  Unable to deliver critical services  Disruption to day to day operations  Loss of key information  Loss of self-service customer facing options / Public unable to use all access channel  People  Alternate business continuity arrangements likely to result in backlogs of work  Reputation  Negative stories in press  Key partners impacted may influence contract renewal  Financial  Potential penalties  Additional costs related to internal and external recovery	Assistant Director – Corporate Services / Head of Information Management & Technology	<ul> <li>DR testing completed on all critical systems</li> <li>Romulus court can now recover services within minutes</li> <li>Host server can now automatically reallocate its services to another server in minutes</li> <li>Property provide power resiliency – recent updates to testing generators</li> <li>Critical system list signed off by Corporate Resiliency. Built into service desk and DR recovery processes</li> <li>Service BC plans developed for all critical services.</li> <li>Updated frequency of 'snapshots' enables data to be restored to a more recent time</li> </ul>	5 3	3 15	Treat	<ul> <li>Data Centre replacement project underway</li> <li>Workshop to review approach to cyber security risks based on hacker/virus scenario (May 2016)</li> <li>Full DR test including user testing – post new data centre go-live.</li> <li>Server virtualisation programme 99% complete</li> </ul>	3	3	9	Head of Information Management & Technology September 2016	37
CR	3.2	If there is a failure to protect the integrity confidentiality and access to data and information then there could be a breach of information security.	<ul> <li>Increased information sharing and direct access to systems across partnerships</li> <li>Increased demand for flexible working increases vulnerability of personal, sensitive data taken offsite.</li> <li>More hosted technology services</li> <li>Greater emphasis on publication of data and transparency</li> <li>Greater awareness of information rights by service users</li> <li>Increased demand to open up access to personal sensitive data and information to support integration of services and development of business intelligence.</li> </ul>	Service Delivery Diminished public trust in ability of Council to provide services Failure to comply with Public Service Network (PSN) Code of Connection standard would result in the Council being disconnected from PSN services, with possible impact on delivery of some vital services.  People Loss of confidential information compromising service user safety  Reputation Damage to LCC reputation  Financial Financial penalties	Assistant Director – Corporate Services / Head of Information Management & Technology	New, simplified Information Security and Acceptable Use Policy in place PSN compliance achieved Regular penetration testing and enhanced IT health checks in place Improved guidance about data transfer tools in place Programme of communications in place to re-inforce data security practices Mobile device management process in place New security governance arrangements in place Increased communication and guidance on cyber security issues E-learning for all staff in place Induction process includes requirements around information security	4 4	. 16	Treat	<ul> <li>Development of e learning refresher course</li> <li>Improved monitoring of elearning completion through the new Learning Management System</li> <li>Development of Intrusion Detection Policy</li> <li>Implementation of new firewalls</li> <li>Further work on perimeter security</li> </ul>	4	3	12	Head of Information Management & Technology During 2016/17	
All	3.3	If there is a failure to provide business intelligence required to support transformation,	No clearly defined corporate Business Intelligence (BI) function     Insufficient BI on customers and cost of services     Reduced research,	Service Delivery Service change & commissioning decisions are not underpinned by robust evidence and are therefore sub-optimal Reputation Failure to meet statutory	Assistant Chief Executive/ Head of Business Intelligence	Data and BI Board established Head of BI in post and new BI Service structure in place.     DBI Strategy in place.     BI Development team established to take forward	5 3	3 15	Treat	<ul> <li>Implementation of DBI Strategy to take place over next 2 years with quarterly progress review, reporting to DBI Board.</li> <li>DBI Enabler leadership group to</li> </ul>	4	2	8		

		inform commissioning, inform strategic planning and to complete statutory returns then policy will not be evidence based	performance and finance support for projects Inadequate data quality and data sharing Demand influenced by unmanageable external environment Range of cultural, Information Management, technology and skills issues	requirements  Financial  Savings targets are missed or delayed due to lack of quality data to inform decision making People  The people of Leicestershire do not get the best services		data and technology strands of DBI Strategy including new technical reporting arrangements working with IT  DBI Enabler Leadership Group in place to oversee the DBI Enabler programme and report back to the DBI Board.				take forward pilot projects on behalf of DBI Board.  Service development team implementing service innovation, working with IT on better technical reporting and development of self service solutions  Business Partners in post to manage relationships with each Department and within IT				Head of Business Intelligence During 2016/17	
All	3.4	If there is insufficient capacity to provide information technology solutions then service improvements and savings will not be achieved	Imbalance of IT resources versus IT requirements     Demand outweighs supply     Loss of knowledge and lack of continuity as a result of staff turnover and/or inadequate investment in skills and competencies     Difficulties in recruitment and retention	Service Delivery  Departmental and corporate objectives not met or delayed Delays to project delivery Re-work/re-planning due to clash of priorities  Financial Failure to support delivery of efficiency programme and ICT replacement projects	Assistant Director – Corporate Services  / Head of Information Management & Technology	I&T work programme provides to forecast and plan for demand     Use of external contractors to meet identified specific skills gaps     Workforce plan in place to identify, develop, recruit and retain key skills	4	16	Treat	Implementation of Information and Technology Strategy     Development of demand management approaches     Implementation of new Target Operating Model and Service Plan	4	3	12	Head of Information Management & Technology During 2016/17	
C&FS	3.5	Breach of Data Protection Act - retention of files longer than required	Decommissioning of Adult Case management System (SSIS) C&F Management Team has accepted advice from Legal Services to retain all data recorded on the former case management system (SSIS), as it is not practical to physically go through thousands of children's records on the system and make a judgement on what should or should not be retained, given the limited resource of staff that are 'qualified' to make such decisions.	Service Delivery  Service delivery adversely affected by out of date data  People  Details of Vulnerable people at risk of disclosure  Reputation  Potential adverse media attention and public lack of confidence  Financial  Potential financial penalties	Assistant Director – Commissioning & Development / Head of Strategy – Business Support	<ul> <li>Legal Services' view is that any fines for not retaining data when it should be retained for example in litigation, would be greater than if data is kept securely for longer than legally required.</li> <li>Data securely held</li> </ul>	4	16	Tolerate	Review policy annually to see if position has changed	4	4	16	Assistant Director – Commissioning & Development / Head of Strategy – Business Support  October 2016	38

4.	Partners	ship Working												
C &FS	4.1	If partners do not provide data (Phase 2) then it may not be possible to achieve improved outcomes and financial benefits of Supporting Leicestershire Families (SLF).	New phase two outcomes frameworks requires large data collection     New framework includes much broader measures to achieve in order to pull down TFU monies	Service Delivery  Reduction in families supported Increase in reactive service demand  People Families and individuals do not achieve their potential  Reputation Loss of confidence in place based solutions  Financial Related services unable to reduce budgets if demand not decreased	Director – Children & Family Services / Assistant Director- Children's Social Care	Data project underway to increase provision, quality and from a range of services Training for workers to achieve optimum outcomes with families at earliest opportunity Leicestershire has now completed phase one of PBR and pulled down additional funding into the pooled budget SLF Service is now fully up and running and merged into C&F Services Whole family working is being rolled out across a range of Services	3	15	Treat	<ul> <li>Measuring outcomes to demonstrate reduced demand.</li> <li>Cost benefits analysis to be shared with partners to progress further conversation around future funding</li> <li>Discussions with partner organisation to secure ongoing funding</li> <li>Leicestershire to enter PBR phase two early therefore enabling us to draw down additional money into the pooled budget</li> </ul>	5	3	15	Assistant Director- Children's Social Care / Head of Supporting Leicestershire Families September 2016
5.	Commis	sioning & Procure	ement											
All	5.1	If the Authority does not obtain the required value and level of performance from its providers and suppliers then the cost of services will increase and service delivery will be impacted	Lack of robust contract management /performance measures for in-house services     Robustness of supply chain     Reduced funding and resources     Staff turnover leading to lack of continuity in contract management     Insufficient investment in contract management skills and competencies	Service Delivery  Business disruption due to cost and time to re-tender the contract  Standards/quality not met resulting in reduced customer satisfaction  Relationships with providers/suppliers deteriorate People  Additional workload where disputes arise  Reputation  Customer complaints  Financial  VfM/ Efficiencies not achieved  Increased costs as LCC has to pick up the service again  Unfunded financial exposure	Director – Corporate Resources & Transformation / Assistant Director – Corporate Services	Departments currently undertake management and monitoring of contracts      New Commissioning & Procurement Strategy in place with agreed framework for measuring progress against key principles to identify issues at earlies opportunity      New governance arrangements in place      Contract Management Framework available in the Toolkit	3	15	Treat	<ul> <li>Approach to Supplier continuity assurance (based on plans for business critical services) under development</li> <li>Review of organisational contracts with department input to improve contract management and contract KPIs</li> <li>Development of Commissioning Support model to establish and strengthen contract management arrangements</li> <li>LLR and LCC Commissioning Academy underway</li> <li>Further development of Commissioning and Procurement Toolkit</li> <li>Development of informal and formal commissioning training</li> </ul>	4	3	12	Head of Commissioning and Procurement Support  During 2016/17

6.	Safegua	arding							_							
		Historic  If as a result of a concerted effort to explore historic exploitation and abuse in response to the Goddard Inquiry and Police Operations then, evidence of previously unknown serious historic issues of child sexual exploitation (CSE) or abuse	Historic  Concerted effort to explore historic exploitation and abuse in response to the Goddard Inquiry and Police Operations	Service Delivery  Need to review and redesign current service in the light of lessons learnt  Reputation  Potential adverse media and political risk  Financial  Increased cost of settling claims and service redesign	Reputation Chief Executive  Reputation & Service Delivery Director - Children & Family Services  Legal County Solicitor	Established Godda Inquiry Strategic Governance Group oversee planned investigation and information gatheri     Pro-active engager the Goddard Inquir     Refreshed Commun Strategy and Implementation Plate Appointed Legal Strand Counsel	ng ment with Ty inication			• E	Strengthen Leicester and Leicestershire Partnership governance Establish close working relationships with other authorities Further review of Comms Strategy including Member engagement activity				Reputation Chief Executive  Reputation & Service Delivery Director - Children & Family Services  Legal County Solicitor  Financial Director -	
CFS	6.1	is identified.  Current  If as a result of a concerted effort in response to the Goddard Inquiry and Police Operations there is a significant increase in identified cases then, the Council does not have the capacity to meet the demand on the CSE resources	Current  Concerted effort in response to the Goddard Inquiry and Police Operations result in the significant increase in identified cases	Service Delivery  Increase in the volume of work beyond the capacity of the planned service  People (Public)  The Council fails to support victims and those at risk  Reputation  Loss of public confidence in the Council and political instability  Financial  Increased cost of settlement and service delivery	Financial Director - Corporate Resources	CSE team embedd police specialist resteam New operational grand governance arrangements in pleastablished to over delivery LSCB CSE Co-Ordinace CSE Executive Telestabl	ded in the sponse uidance ace.	5 <b>25</b>	Treat	• [	Understand fully the emerging care costs Develop effective Council wide approach Implementation of additional services and controls following successful funding bid to Office of the Police & Crime Commissioner (£1.3m)	5	5	25	Corporate Resources Ongoing	5

## **Department**

A&C = Adults & Communities E&T = Environment and Transport

CE = Chief Executives PH = Public Health C&FS = Children and Families Services
CR = Corporate Resources All = Consolidated risk

## Risk Removed from the Corporate Risk Register

Dept.	CRR Risk No	Risk Description	Current Risk Score	Reason	Date of Removal
C&FS	1.2	Local Authority legal requirements to meet deficit budgets from maintained schools becoming sponsored academy, and pressure from	16	Agreed by Corporate Governance Committee	17 November 2015

		Sponsors to meet repair costs.			
E&T	5.2	LLEP-insufficient funding for transport schemes to deliver economic growth and LTP3 /Strategic Plan. Risk regarding match funding requirement for the Council	20	The risk has been downgraded from red to amber as the likelihood has reduced from 4 to 2 following the confirmation of future local growth funding in the Autumn 2015 Statement (further details to follow in the new year).  As the risk score has been revised from 20 to 10, this risk has been removed from the Corporate Risk Register but it will continue to be monitored through the Environment & Transportation Departmental Risk Register.	19 February 2016
E &T	4,1	Impact of an increase in unplanned and speculative local developments to address the shortfall in the five year housing supply which could have an adverse impact on the functioning of the transport network.	15	The risk has been downgraded from red to amber as the likelihood has been reduced from 5 to 4 as a result of Districts having moved through the consultation phases and firmer programmes are now in place for publishing Core Strategies. LCC is also starting discussions with Districts on possible cumulative impact studies.  As the risk score has been revised from 15 to 12, this risk has been removed from the Corporate Risk Register but it will continue to be monitored through the Environment & Transportation Departmental Risk Register.	

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