Ref.	Risk Title	Risk Description	Consequences	Opportunities	Risk Owner	Risk Manager	Current Controls	Mitigating Actions	Date added	Date Updated	Curr. Score	Tgt Score	Trend
	Business continuity	Loss of key staff	Inability to meet statutory requirements and to deliver services according to performance targets	With the expanded partnership we can ensure that skills are more widely held	Head of ARP and Strategic managers	Head of ARP	Staff are encouraged to take IRRV exams and internal structures allow for career progression	New partnership structures will widen knowledge base	01/04/14		**C3**	**C4**	
	Business continuity	Loss of premises including loss of power/telecoms leading to loss of systems	Difficulty in finding some members of staff access to systems	Shared services mean that we operate from 4 centres and work can be carried out from 6 sites	Strategic Manager (Support)	Strategic Manager (Support)	Systems mirrored at 2 sites enabling work to continue. A number of staff are home enabled and more could be on a short term basis. Workers can be asked to travel to alternative sites.	Current controls adequate	01/04/14		**E2**	**E2**	
	Draft Service Plan item 3	Income from Bailiff does not cover cost	The income budgeted for is not achieved	Income may exceed projected budget	Strategic Manager (Revenues)	Strategic Manager (Revenues)	Detailied business case to be prepared to ensure that initial projections are realistic	Detailied business case to be prepared to ensure that initial projections are correct	01/04/14		**D3**	**E3**	
	Draft Service Plan item 4	Income from Business Rates and Council Tax do not meet budgeted amount	The income available to the Councils is insufficient to meet needs	Income may exceed projected budget	Strategic Manager (Revenues)	Strategic Manager (Revenues)	Monthly monitoring of income compared to NNDR1 and Projected Council Tax collection rate	The NNDR1 and Taxbase calculations include provision for bad debt and appeals	01/04/14		**C2**	**C2**	
	Draft Service Plan item 5	Local Council Tax Reduction Scheme review	Customers are asked to pay more than they can afford and arrears accrue	Increased income from Council Tax could be achieved	Strategic Manager (Benefits)	Strategic Manager (Benefits)	Current scheme has set payment levels at or below Attachment of Benefit levels which gives realistic opportunity to recover	Modelling and benchmarking will be carried out to assess realistic reduction in awards	01/04/14		**B3**	**D3**	
	Draft Service Plan item 6	Partner/partners leaves partnership	Possible loss of key staff and TUPE implications - loss of resilience	Obtain new/replacement partners	Head of ARP	Head of ARP	Partnering agreements will include notice period for cessation of partnership	Retention of operational strength at management level within new structure	01/04/14		**D3**	**E3**	
	Project - Billing and Benefit letter production	External printer does not issue daily or annual bills and letters within legal timescale	Bills may have first instalment date later than 010/4/2015 which could result in loss or delay in collection of Council Tax and Business Rates	The contract will offer significant savings to the Councils	Strategic manager (support)	Strategic manager (support)	Contract and procurement ensure that companies bidding have adequate disaster recovery. Companies are credit checked by Accountancy to ensure thay are financially secure	The documents and bills are designed in house and exported as PDF if contractor failed the file could be exported to an alternative supplier or printed in house	01/04/14		**C2**	**E2**	
	Temporary staff leave	There are currently a significant number of temporary staff due to restructure about to take place - if they leave we will have to re-recruit and train	increase in work out standing leading to customer complaints and loss in subsidy	To make use of overtime and Agency staff whilst awaiting potentential redeployment	Head of ARP	Head of ARP	Contact maintained with Agencies who can provide experienced agency staff	Contact maintained with Agencies who can provide experienced agency staff	01/04/14		**E2**	**E2**	