

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.	Review of business continuity plan including test of accessibility of systems from all sites.	01/04/14	11/12/14	E2	E2	
In House Bailiff service (Service Delivery 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)	Detailed business case to be prepared to ensure that initial projections are realistic	Project plan and team developed to implement with agreement of OIB	01/04/14	11/12/2014	D3	E3	
Income from retained Business rates and Council Tax (Service Delivery Plan item 4)	Income from NDR 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 - on target to meet spending requirements	01/04/14	11/12/2014	C2	C2	

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Localised Council Tax Reduction Scheme (LCTRS) (Service Delivery Plan item 5)	Upon LCTRS review the reduction in help received by LCTRS claimants is reduced to the point where they can not afford to pay	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	2014/15 review carried out - recommendation that schemes to remain the same approval being sought	01/04/14	11/12/2014	B3	D3	
A partner or partners leave the partnership (Service Delivery Plan item 6)	A reduction in partners could occur for a number of reasons in the future such as Local Govt reorganisation	Possible loss of key staff and TUPE implications - loss of resilience - also leading to increased cost of service and reduction in VFM	Obtain new/replacement partners	Head of ARP	Head of ARP	Partnering agreements will include notice period for cessation of partnership	New single core of officers implemented from 8/9/14 - Agreement being drawn up for 7 partners	01/04/14	11/12/2014	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 01/04/2015 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 they 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 - comprehensive plan developed and testing to take place before yr end	01/04/14	11/12/2014	C2	E2	
staff leaving	With SFIS and UC coming and the move to automated processes some staff are feeling vulnerable	increase in work out standing leading to customer complaints and loss in subsidy	To make use of overtime and Agency staff to cover short term issues and continued use of temporary appointments	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 - most posts have been recruited to and gaps are being filled with overtime and agency within	01/04/14	11/12/2014	E2	E2	

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Housing benefit subsidy shortfall	Overpayments that are a local authority's fault can be claimed back as income if the value is less than 0.48% of the overall HB expenditure.	If LA error is not kept below this level it can have a significant financial impact on councils	To ensure that processes and procedures are correct and are followed and to ensure that backlogs do not effect LA error	Strategic Manager (Benefits)	Strategic Manager (Benefits)	Rigorous procedures and high level of professional training. We have a Quality Assurance team that test accuracy levels and looks for and at areas of weakness	To continue to use overtime and agency where vacancies mean that there is a risk to subsidy. To continue to apply QA to areas identified in audits and random testing to identify other areas of risk / error	11/12/14		C3	C3	
Universal Credit implementation	Uncertainty over future funding from DWP and CLG from 2016/17. Affect upon customers currently receiving HB and resultant impact on customer teams	From April 16 UC will be rolled out to new claimants but later a managed migration of HB caseload will occur - the impact on customers and social Landlords will be enormous if the migration falters	To continue to work with the DWP and Stakeholders to jointly offer customers assistance in making the transition	Strategic Manager (Benefits)	Strategic Manager (Benefits)	We are meeting with DWP to discuss how we can jointly help customers to make the transition and agreeing a Universal Support Partnership with them	Continuing liaison with all partners and stakeholders to ensure all parties are aware of the changes and are preparing to help customers with the transition	11/12/14		C3	C3	