

Risk Register.

Risk ID	Risk						Corporate Objective	Gross Risk		Residual Risk		Current Risk		Owner	Date Risk Reviewed	
Category-000-Service Area Code	Risk Title	Opportunity/Threat	Risk Description	Risk Cause	Consequence	Date raised	1 to 6		I	P	I	P	I	P		
CEB-001-DS	Council Service Reputation	T	Customer dissatisfaction with the level of service provision.	Poor service planning and delivery	Loss of future business. Damaging to aspiration for World-Class service provision	19/05/11	6		1	3	3	1	3	1	JR	01.12.11
21 CEB-002-DS	Low demand for services	T	Not enough external income is achieved to meet budgetary requirements	Poor financial consideration, estimating and planning. Uncompetitive pricing. Legal constraints	Spare capacity not utilised. Income not achieved	19/05/11	6		3	3	3	2	3	2	JR	01.12.11
CEB-003-DS	Political	T	Charging for discretionary services - adverse opinion of Council from members of the public	Not clearly communicating the differentials of Statutory Services and Discretionary Services	Assumption that Council is charging when provision is all encumbering in Council taxation	19/05/11	2		2	4	2	3	2	4	JR	01.12.11
CEB-004-DS	Service based on Ability to Pay	T	Socioeconomic accusations towards the Council	Some citizens able to afford extra service, others not	Discontent among communities. Accusations of unfairness	19/05/11	2		2	4	2	2	2	2	JR	01.12.11

Risk Action Plan

Risk ID	Risk Title	Action Owner	Accept, Contingency, Transfer, Reduce or Avoid	Details of Action	Key Milestone	Milestone Delivery Date	Date Reviewed
CEB-001-DS	Council Service Reputation	J. Ridgley	Reduce	Robust marketing plan Market assessment for all target areas of potential Business. Quick, sustained levels of query response and resolution. Commercially capable staff to lead on service delivery with ongoing monitoring of performance. Robust operational management protocols.	Marketing Plans in place; Market assessments for relevant opportunity; Monthly Performance review meetings with service providers; Review processes for customer focus.	July 2011 Annual & monthly	19/05/11
CEB-002-DS	Low demand for services	J. Ridgley	Reduce	Market USP's; Expand existing (doing more of what we are good at); F2F customer liaison; Maintain business successes	Learn from early wins Trade Waste expansion/increase recycling Additional MOT provision	July 2011	19/05/11
CEB-003-DS	Political	J. Ridgley	Reduce	Communication depicting Council offering choice; Communication is consistent and clearly define differences of Statutory and Discretionary; Clear communication on budgetary position	Consistent message from corporate centre on relevant press releases; Consistent script flow in contact centres	Monthly & Quarterly	19/05/11
CEB-004-DS	Service based on Ability to Pay	J. Ridgley	Reduce	Clear communication on budgetary position; Communication depicting Council offering choice; Offering individual income related concessions where possible	CRM System interfaced with Benefits systems; Consistent message from corporate centre on relevant press releases; Consistent script flow in contact centres	May 2011 Monthly & Quarterly	19/05/11

CEB-005-DS	Failure to recover costs through charges	J Ridgley	Reduce	Understand direct costs; good market information re demand and price elasticity; monitoring and adjusting price accordingly	Proposal sheet for each service line to be charged for signed of by Fianance and legal	July 2011, monthly reviews	3/6/11
------------	--	-----------	--------	---	--	----------------------------	--------

This page is intentionally left blank