## Future of the Elderly Services Control Centre (CEB Report 30<sup>th</sup> June) Risk Register

| No. | Risk Description<br>Link to Corporate Obj  | Gr<br>s<br>Ris |   | Cause of Risk  | Mitigation  | Ne<br>Ris |   | Further Management of Risk:<br>Transfer/Accept/Reduce/Avoid  |  | Monitoring<br>Effectivenes<br>s |                 |  | Curr<br>Risk            |     |   |
|-----|--|----------------|---|--|---|-----------|---|--|--|---------------------------------|-----------------|--|-------------------------|-----|---|
|     | Risk Score Impact Score: 1 = Insignificant; 2 = Minor; 3 = Moderate; 4 = Major; 5 = Catastrophic Probability Score: 1 = Rare; 2 = Unlikely; 3 = Possible; 4 = Likely; 5 = Almost Certain |                |   |  |   |           |   |  |  |                                 |                 |  |                         |     |   |
|     |  | I              | Ρ |  | Mitigating Control:<br>Level of Effectiveness:<br>(HML)   | Ι         | Ρ | Action:<br>Action Owner:<br>Mitigating Control:<br>Control Owner:  | Outcome<br>required:<br>Milestone Date:  | Q 1 🔅 🛈 🛈                       | Q 2 (i) (i) (i) | Q 3 3 3 10 10 10 10 10 10 10 10 10 10 10 10 10 | Q  <br>4<br>©<br>0<br>0 | 1   | P |
| 1.  | Failure of TUPE<br>process, leading to<br>high level of<br>redundancy<br>payments falling to<br>Council.   | 4              | 4 | Lack of clarity over staff<br>roles, division of work,<br>staggered transfer of<br>responsibilities to new<br>providers. | Mitigating Control:<br>Involvement of Legal<br>Services/Procurement/<br>People & Equalities in<br>process.<br>Level of Effectiveness: M | 4         | 3 | Action: Appointment of<br>Managing Agent &<br>disposal of residual<br>contracts & activities to<br>same.<br>Mitigating Control: Use of<br>new provider as<br>managing agent to<br>progress TUPE process<br>for all staff.<br>Control Owner: Head of<br>Service | Outcome<br>required:<br>Successful<br>transfer of staff to<br>new providers,<br>including new<br>provider of<br>residual services.<br>Milestone Date:<br>30 <sup>th</sup> September<br>2010. |                                 |                 |  | 3                       | 3 3 | 3 |
| 2.  | High level of costs<br>incurred in delivering<br>residual contracts.   | 3              | 3 | Failure to dispose of residual contracts in a timely manner.   | Mitigating control: Work<br>has been advertised, and<br>a potential provider<br>found.  | 3         | 2 | Action: Agreement by<br>CEB for disposal of<br>residual contracts.<br>Mitigating Control:<br>preparatory work to<br>ensure smooth transfer of<br>responsibilities.   | Outcome<br>required; Transfer<br>of responsibilities<br>to new provider on<br>agreed date.<br>Milestone Date:<br>30 <sup>th</sup> September<br>2010.   |                                 |                 |  |                         | 3 2 | 2 |

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|------|---|-----------------|---|---|--|-----------|---|---|---|--------------------------------|---|---------------|
| Almo | Risk Score Impact Score: 1 =Insignificant; 2 = Minor; 3 = Moderate; 4 = Major; 5 = Catastrophic Almost Certain Probability Score: 1 = Rare; 2 = Unlikely; 3 = Possible; 4 = Likely; 5 = |                 |   |   |  |           |   |   |   |                                |   |               |
| 3.   | Interruption of service<br>to vulnerable clients  | 3               | 3 | Failure to<br>transfer/reprogramme<br>alarms to new provider<br>in a timely manner. | Mitigating control:<br>management of this<br>process has been<br>advertised and a potential<br>provider found. | 2         | 2 | Action: Agreement by<br>CEB for appointment of<br>managing agent.<br>Mitigating control:<br>preparatory work to<br>ensure smooth transfer of<br>responsibilities. | Outcome<br>required:<br>Seamless transfer<br>of information and<br>connections to<br>new provider.<br>Milestone date:<br>30 <sup>th</sup> September<br>2010 |                                | 2 | 2             |