

**SERVICE RISK REGISTER**

L3desc	Riskcode	Riskdescription	Cause	Riskowner	Current Impact	Current Probability	Total Current	Mitigating Action	Control Due Date	Controlowner	Percentagecomplete
Corporate Property	SRR-009-CA	Costs of development exceed budget availability either through extended brief requirements or expense of tender. Delay to project due to external influences. Lack of staff resourced to adequately manage the project	Lack of effective Project controls/Change control. Disposals risk Planning permission	Ian Gordon	4	3	12	Close control of brief and budget. Agreement with successful contractor regarding tender price. Continual review of risk matrix. Dedicated staff to supervising officer working closely with project manager and cost consultant. Back fill to cover CA role	31-Mar-2013	John Bellenger	50%
Housing	SRR-001-HC	Increased costs of provision of temporary accommodation and rent top-up payments	Changes to Housing Benefit and Local Housing Allowance regulations, economic climate leading to more severe problems for customer base.	Dave Scholes	4	4	16	Action plan resulting from CloH Review fo homelessness delivered		Graham Stratford	50
Direct Services	SRR-002-DS	Level of charges may be too high to be competitive.	Basis of cost allocation not reflecting service requirement.	Joanne Gardner	4	3	12	Seek to establish effective Service Level Agreements with Corporate Services and other Council Services.	31-Mar-2012	Joanne Gardner	65
Direct Services	SRR-004-DS	Failure to maintain or improve customer satisfaction levels.	Customer expectations increase annually.	Joanne Gardner	4	4	16	Monitor customer involvement and derive the benefits from the CRM system	31-Mar-2011	Joanne Gardner	95
Leisure and Parks	SRR-013-LP	Risk of delay to project beyond May 2012 due to town green application and judicial review	Protesters submitted a town green application for Blackbird Leys Park and aso a judicial review	Hagan Lewisman	4	5	20	Ensure that evidence is collated in regards to potential court case	30-Apr-2012	Hagan Lewisman	100
Business Improvement & Technology	SRR-009-IT	Lack of robust business continuity for the Customer Contact Centre.	The loss of the Customer Contact Cntre for more than 24hrs would have a significant impact on the Concil's operations following the centralisation of Customer Contact onto one site.	David Oakes	4	3	12	Developing a plan to utilise a recovery site a Horspath Road for the Contact Centre.	31-Dec-2011	David Oakes	50

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