

Ref	Risk			Current Status	Score			Comments	Actions		
	Category	Description	Owner		Gross	Current	Residual		Description	Owner	% complete
CRR-004	Delivery of key projects = ability to deliver cross cutting projects	People and the council are not developed sufficiently to make risk based decisions, carry out options appraisals. Decision making can be poor. Innovation is not encouraged, low risk appetite.	Jacqui Yates	Probability: Unlikely (2) Impact: Moderate (3)	12	6	6		CMT act as mentors within boards to encourage innovation and a culture where decisions are taken based on a robust options appraisal	CMT	65%
									Develop clear roles, responsibilities and job descriptions/expectations for managers, heads of, directors	Simon Howick	50%
									Development of a business partner model to project management using centre of knowledge within the Project Management office	Jane Lubbock	100%
									Development of corporate approach to project management via a corporate project management office.	Jane Lubbock	100%
									Development of options appraisal methodology for capital projects	Steve Sprason	100%
CRR-006	Supplier Management	Ability of the council to manage large contracts and to obtain best value from those contracts	Jacqui Yates	Probability: Unlikely (2) Impact: Moderate (3)	8	6	3		Corporate contract management framework written and will be rolled out during 2012	Jane Lubbock	10%
									Develop the procurement team as a centre of excellence for relationship management.	Jane Lubbock	100%
									Development and approval of procurement strategy. Ensure consistent approach towards supplier management across the organisation.	Jane Lubbock	100%
									Implement a mentoring/work shadowing programme where expertise can be shared with new contract managers.	Jane Lubbock	70%
									Implement standard contract documentation and approach (based on 4Ps approach to contract management )	Jane Lubbock	100%
CRR-007	Health & Safety	Existence of operational risks (relating to internal as well as public concerns - property not vehicle)	David Edwards	Probability Possible (3) Impact Major (4)	12	12	9		Create 'one view' of all corporate assets (issues, status of building, budget, work required, timescales). 'One view' being everything documented in consistent and understandable format which can be shared across organisational boundaries.	Steve Sprason	50%
									Develop a corporate approach towards health and safety	Steve Sprason	100%
									Establish Corporate Asset Management Group to create a joined up approach towards management of Corporate Assets	Steve Sprason	50%
CRR-012	Failure to achieve budget reductions over four year period	Inability to achieve savings in budget	Jacqui Yates	Probability: Possible (3) Impact: Moderate (3)	12	9	9		Effective budget monitoring framework in place	Nigel Kennedy	85%
									Proactive management and tracking of major forecast uncertainties	Nigel Kennedy	90%
									Robust MTF planning framework in place	Nigel Kennedy	100%

CRR-013	Impact on homelessness of changes in Housing Benefit	Changes in housing benefit and universal housing benefit increase homelessness	David Edwards	Probability Possible (3) Impact : Major (4)	15	12	9		Monitoring and intervention, ensure takeup of benefits	Helen Bishop	50%
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**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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