

## Appendix 2

### Risk Register

No.	Risk Description Link to Corporate Objectives	Gross Risk		Cause of Risk	Mitigation	Net Risk		Further Management of Risk: Transfer/Accept/Reduce/Avoid	
		I	P			I	P	Action: Reduce Owner :	Outcome required:
1.	Failure to consult with a representative sample of customers/residents so opportunity missed to improve services to meet customer need.	3	3	Failure to make available a range of consultation activity which all can access and contribute to in a way that suits them.	Ensure a full range of consultation methods are used. Ensure we carefully identify all demographic and hard to reach groups	3	2	Customer Contact Manager	Robust consultation plan that reviews and assesses all outcomes.
2.	Failure to use feedback from customers to inform final strategy & improve service delivery	2	3	Failure to consider outcomes from consultation to identify trends in feedback	Ensure all consultation outcomes are reviewed and considered carefully in final Strategy	2	2	Customer Contact Manager	Able to evidence how insight into customer views and needs has been incorporated into final strategy.
3.	The consultation process has a cost and customers may already be content with the service as it is and do not want to see any change	2	3	First time analysed available information for this purpose, and used it to consult further	Keep costs down by utilizing customer insight already available to City Council, and use streamlined approach to consult customers using existing resources.  As part of consultation process sell the benefits for customers, and assurance that the process will be simple and easy to access	2	2	Customer Contact Manager	Able to evidence utilisation of existing data and resources

**Equalities Impact Assessment**

1. Within the aims and objectives of the policy or strategy which group (s) of people has been identified as being potentially disadvantaged by your proposals? What are the equality impacts?

The draft Customer Contact Strategy aims to reach a representation of residents for their feedback on our aims and objectives to further improve our current services and extend others (i.e web access).

We have identified that some groups may not have the resources to access the internet and therefore we will be carrying out a range of consultation activity that all could take part in; we will also specifically target harder-to-reach residents.

2. In brief, what changes are you planning to make to your current or proposed new or changed policy, strategy, procedure, project or service to minimise or eliminate the adverse equality impacts?

Please provide further details of the proposed actions, timetable for making the changes and the person(s) responsible for making the changes on the resultant action plan

There are some changes currently planned that will increase accessibility by offering additional channels, for example offering online requests for housing repairs for our tenants. In the consultation proposed we will be verifying with all of our customers whether there are any other additional channels that would also improve accessibility, and understanding how we can maximise their potential.

A final version of the strategy, informed by the consultation activities, will be presented to CEB for approval by February 2014.

3. Please provide details of whom you will consult on the proposed changes and if you do not plan to consult, please provide the rationale behind that decision.

Please note that you are required to involve disabled people in decisions that impact on them

We plan to consult with a representative sample of all residents in Oxford who would need to access our services.

4. Can the adverse impacts you identified during the initial screening be justified without making any adjustments to the existing or new policy, strategy, procedure, project or service?

Please set out the basis on which you justify making no adjustments

No formal adverse impacts were assessed to result from the draft Customer Contact Strategy. Any adverse impacts will be considered at throughout the consultation period.

5. You are legally required to monitor and review the proposed changes after implementation to check they work as planned and to screen for unexpected equality impacts.

Please provide details of how you will monitor/evaluate or review your proposals and when the review will take place

We will continuously monitor throughout the consultation period and review before the final strategy is presented to CEB in April 14.

Lead officer responsible for signing off the EqIA: Helen Bishop

Role: Head of Customer Services

Date: July 13

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