

Appendix 3

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 continue to consult with representative samples of customers/residents so opportunities are 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.	Continue to 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 continuously improve service delivery.	2	3	Failure to consider outcomes from continued consultation to identify trends in feedback	Ensure all customer feedback is regularly reviewed and considered as part of the action plan.	2	2	Customer Contact Manager	Able to evidence how insight into customer views and needs is incorporated into service improvements.
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

Appendix 4

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 proposed Customer Contact Strategy aims to reach all our residents and to use customer insight 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 continue to carry 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

We have consulted with our customers ensuring that we have reached as wide an audience as possible and have included their views in our final deliberations for the direction of this Customer Contact Strategy.

The final version of the strategy will continue to be informed our customers with a range of customer insight activities detailed in the action plan.

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 have consulted with a representative sample of all residents in Oxford who would need to access our services. Where gaps in demographic groups

have been identified we plan to further consult during 14/15.

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 proposed Customer Contact Strategy.

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 implementation of the action plan within the Customer Contact Strategy.

Lead officer responsible for signing off the EqIA: Helen Bishop

Role: Head of Customer Services

Date: Feb 14

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