| Nos. | Raised by | Date Raised | Probability | Impact | Gross Risk Score | Proximity | Description | Mitigation | Owner | Target Date | Revised Probability | Revised Impact | Residual Risk Score | Status | Date last rev'd by board | Comments |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 001 | Paul Wilding | 20/01/2015 | 3 | 4 | 12 | Imminent | Insufficient communication between Council and JCP, resulting in poor communication of project to partners and customers | Diarise regular meetings throughout project timeline, and agree escalation routes for communcation issues | Paul Wilding | 13.2.15 | 1 | 4 | 4 | Mitigation agreed | | |
| 002 | Dave Lansley | 20/01/2015 | 4 | 3 | 12 | Short Term | Lack of escalation routes for support organisations to DWP required to raise queries on claims, resulting in excessive administration by escalating vis MP's etc. | Establish contacts at JCP and DWP that can be accessed, and provide list of contacts to relevant parties | Dave Lansley | 20.4.15 | 3 | 3 | 9 | Closed | | There are no additional escalation routes available to such organistaions so they will have to call the customer line with the customer present. |
| 003 | Mark Chandler | 20/01/2015 | 4 | 4 | 16 | Short Term | Customers receive incorrect advice on UC due to lack of ICT resource for making necessary changes to Lagan scripts, which would make it difficult for the contact centre to field UC enquiries | Flag up resource requirement to ICT as early, and plan the scripting work around resource availability | Mark Chandler | 13.2.15 | 2 | 3 | 6 | Closed | | |
| 004 | Mark Chandler | 20/01/2015 | 4 | 4 | 16 | Short Term | Customers receive incorrect advice about UC due to training not being delivered as a result of the limited time people can be taken off the phones, esp due to end of year, and other training needs | Establish training needs and build training package at the earliest opportunity. Identify who requires the trianing and schedule this in. | Mark Chandler | 27.2.15 | 1 | 3 | 3 | Closed | | |
| 005 | Paul Wilding | 21/01/2015 | 3 | 4 | 12 | Short Term | Customers fail to receive a consistent message about UC due to support organisations and Housing providers being excluded from implementation plans | Ensure the UC Communications Plan includes actions to engage all partners in the city | Helen Thompson | 27.3.15 | 2 | 3 | 6 | Closed | | |
| 006 | James Pickering | 21/01/2015 | 3 | 3 | 9 | Short Term | Overpayments are raised for customers as a result of receiving both UC and HB payments for their Housing costs | Establish a process for avoiding duplicate payments including the Council, JCP and DWP processing centres, and ensure notifications about new UC claims are dealt with promptly | Michele Baldrick | 29.1.16 | 2 | 3 | 6 | Open | | |
| 007 | James Pickering | 21/01/2015 | 3 | 4 | 12 | Short Term | Customers fall into rent arrears as they are not able to access personal budgeting support before they receive their first UC payment | Establish a process for referring customers for support, plan likely volumes and ensure there is sufficient resource to meet the need | Dave Lansley | 29.1.16 | 3 | 4 | 12 | Open | | Few referrals for support and delays in UC paymnet have led to an increase in this risk |
| 008 | James Pickering | 21/01/2015 | 4 | 3 | 12 | Short Term | Customers risk eviction as UC cases with Houisng costs are not notified to OCC | Arrange for all UC cases with Housing costs to be referred by JCP | Dave Lansley | 11.4.15 | 4 | 3 | 12 | Closed | | We will have to accept this as cases will not be referred. |

| ID | Name | Date | | | Score | Term | Risk | Mitigation | Owner | Date | | | Score | Status | Comment |
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| 009 | James Pickering | 21/01/2015 | 4 | 3 | 12 | Short Term | Customers accrue Council Tax arrears as they are not advised to claim CTR separately | Ensure the UC application process makes it clear to applicants that they need to apply for CTR. Ensure this is a key message to customers and partners | Nick Gibb | 29.1.16 | 3 | 3 | 9 | Open | Work with partners, esp JCP has helped reduce this risk |
| 010 | Paul Fleming | 22/01/2015 | 3 | 3 | 9 | Short Term | Lack of access to shared GCSX mailbox prevents team processing request from DWP | Work with service and County to get GCSX mail account setup early | Paul Fleming | 30/01/2015 | 2 | 2 | 4 | Closed | |
| 011 | David Rundle | 23/01/2015 | 3 | 4 | 12 | Long term | People unable to make claim for UC as they are not willing to enter personal data at public access points | Find out from other live sites whether this was a problem, and find out how it was addressed | Dave Lansley | 20.4.15 | 2 | 3 | 6 | Open | |