

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 communication 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 organisations 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 training 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 payment 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 Housing 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.

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			9	Open			
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		3	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	

Work with partners, esp JCP has helped reduce this risk