

Title	Risk description	Opp/ threat	Cause	Consequence	Date Raised	Owner	Gross		Current		Residual		Comments	Controls				
							I	P	I	P	I	P		Control description	Due date	Status	Progress %	Action Owner
CTR schme becomes inefficient to adminster	The migration to Universal Credit results in a CTR scheme which is relatively expensive to adminster	Opp	CTR is currently aligned to the Housing Benefit regulations. As customers migrate to Universal Credit, maintaining such a complex scheme is unnecessary	The Council fails to achieve potential efficiency savings from a better scheme design	2/6/17	Paul Wilding	2	4	1	2	1	2		Develop a CTR scheme aligned to Universal Credit regulations	31/3/18		50	Paul Wilding
Increased customer contact	Customers are concerned at potential changes to the support they get and contact the Council about them.	Threat	Poor explanation of changes, and no mitigation planned.	Customers are not clear about the impact of the changes.	2/6/17	Paul Wilding	2	2	1	1	1	1		Simple explanations given of the proposed changes and comms campaign delivered prior to release of 2018/19 Ctax bills	15/3/18		0	Paul Wilding
Council reputation	Proposals for changes not clearly thought through, and impact not properly understood, resulting in damage to Council reputation	Opp	Insufficient modelling undertaken, and/or impact of changes not properly understood. Scheme poorly drafted.	Informed customers spot impacts of changes that the Council has not properly identified, undermining the proposals for the revised scheme.	2/6/17	Paul Wilding	3	3	3	2	3	2		Expert team from different service areas assembled to work on the proposals, time taken to model changes and understand customer impact. Expert in CTR legislation commissioned to draft the scheme.	28/1/18		75	Paul Wilding
Implementation of Scheme	There may not be time to implement and test the necessary software changes prior to the annual Council Tax billing process.	Threat	Lack of resource allocated to testing process and additional resource required for testing of other Academy functionality	Unable to implement the income band scheme	2/6/17	Paul Wilding	3	3	2	2	1	1		Testing requirement for new CTR functionality incorporated into the end of year plan for the Academy software system.	01/3/18		25	Paul Wilding

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