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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Title** | **Risk description** | **Opp/ threat** | **Cause** | **Consequence** | **Date Raised** | **Owner** | **Gross** | **Current** | **Residual** | **Control description** |
| **I** | **P** | **I** | **P** | **I** | **P** |
| Satisfaction | Dissatisfaction with new concession eligibility. | Threat | Concessionary users no longer eligible to the offer feel aggrieved by loss of entitlement. | Stakeholder dissatisfaction, loss of income, reputation damage, loss of future opportunity. | 17/05/19 | Head of Service | 1 | 3 | **1** | **3** | 1 | 3 | An impact data exercise indicated that a minority of concessionary users will be affected; increase promotion for signposting to free or low cost alternatives e.g. GO Active, Green Gyms, Cultural offer, other discounted leisure memberships, free swimming sessions for those under 17 years of age and living in the city and gym only membership offer at RHCC. |
| Corporate priorities | Priorities may change each year and may result in the concessionary offer no longer reflecting needs and demands | Threat | Change in governance and political direction | Unaligned goals | 17/05/19 | Head of Service | 2 | 2 | **2** | **2** | 2 | 1 | Review the concessionary offer and priorities annually in partnership with the leisure provider and the Leisure Partnership Board, and align where possible. Complete annual benchmarking. |
| Financial | Financial cost of concessions | Threat | Unprecedented increase in concession uptake | Costs incurred | 17/05/19 | Head of Service | 3 | 3 | **2** | **2** | 2 | 1 | Concessions are built into the contract and absorbed by Fusion; any significant changes would need to be negotiated |
| Reputation | Risk to reputation | Threat | Failure to manage repercussions following any negative attention | Damage to OCC's reputation | 17/05/19 | Head of Service | 2 | 3 | **1** | **2** | 1 | 2 | Staff and members will be briefed to explain the changes; any press attention will be dealt with via the Corporate Comms Team |