

Appendix 3

Appendix 3: Risk Register

					Date Raised	Owner	Gross		Current		Residual		Comments	Controls					
Title	Risk description	Opp/ threat	Cause	Consequence			I	P	I	P	I	P		Control description	Due date	Status	Progress %	Action Owner	
CE01	Capacity to deliver	O	Insufficient resources to deliver projects, and lack of prioritisation	Strategy not delivered to schedule	03.01.20	H Bishop	4	5	4	5	3	3		Agree corporate governance, to include ownership at CMT & ODG	28.02.20				H Bishop
														Develop meaningful measures of success and identify benefits to be realised	28.02.20				H Bishop
CE02	Delays in other related projects	O	Delays or non-delivery of customer-facing and digital improvements	Strategy not delivered to schedule	03.01.20	H Bishop	4	4	4	4	3	3		Regular monitoring meetings and escalation were appropriate	28.02.20				H Bishop
CE03	People Strategy	O	Inability to embed a culture of "Customer First" across Service Areas	Strategy not delivered to schedule	03.01.20		3	4	3	4	3	3		Develop People Strategy with organisation	28.02.20				H Bishop
														Develop values and behaviours	31.03.20				H Bishop
CE04	Service Area Commitment	O	Lack of senior buy-in and investment in establishing corporate data analytics and insights to inform service improvements	Strategy not delivered to schedule	03.01.20		3	4	3	4	3	3		Engagement via service planning to ensure included in business plans	31.03.20				H Bishop

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