

# Appendix 2

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
Challenge to consultation process	Customers challenge the effectiveness of the consultation	Threat	Due regard not given to statutory guidelines or relevant case law.	Any changes in the CTR scheme may not be upheld by Tribunals or Courts, when challenged by a customer.	02/12/20	Tanya Bandekar	3	2	1	2	1	2	Robust consultation has been carried out, resulting in more responses being received this year.	Reference the relevant regulations and case law in planning the consultation	1/1/21	Complete	100	Laura Bessell
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. Consultation documents are incomplete	Customers are not clear about the impact of the changes.	02/12/20	Tanya Bandekar	2	2	1	1	1	1	More customers engaged and responded this year.	Simple explanations given of the proposed changes, together with details of mitigation.	1/1/21		75	Laura Bessell
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	Informed customers spot impacts of changes that the Council has not properly identified, undermining both the proposals and consultation process.	02/12/20	Tanya Bandekar	3	3	3	2	3	2	Use of external consultants Policy in Practice to look at social impact of modelling options	Expert team from different service areas assembled to work on the proposals, time taken to model changes and understand customer impact.	1/1/21		75	Laura Bessell/Tanya Bandekar
Financial implications	Costs are not correctly calculated, or a change in economic climate means more claimants	Threat	Poor budgeting	Changes are costed incorrectly and lead to an increase in scheme costs	02/12/2020	Tanya Bandekar	3	3	3	2	3	2	Impacts of Covid-19 affecting budget forecasting. Increased caseload was not foreseen at the start of the year. 100% scheme retained for 2021-22 will cost more	Work with Finance Team to ensure funding available and changes costed	01/02/2021		75	Tanya Bandekar

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