

Appendix 1

Appendix 1: Risk Register: Hybrid mail solution

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
Contract expiry	The existing hybrid mail contract expires 25th April 2021, with a further, optional extension to 25th October 2021 (current value is ca £750,000 over 5 years)	Threat	The contract is at the end of the five year period + the contract exemption	Without a renewal or replacement contract, the Council will be required to print and distribute circa 350,000 documents per annum	04/11/2020	Nigel Kennedy / Helen Bishop	3	4	3	4	3	4	Require approvals to proceed	Procurement activity	26/04/2021	Open	0	Tim Martin
347 Loss of information	Files of tenant and resident financial information are intercepted	Threat	Data is not transferred securely	The documents pertain to tenant and resident financial statements etc. Loss of data would be a significant breach of GDPR.	04/11/2020	Nigel Kennedy / Helen Bishop	4	1	4	1	4	1	Process to be determined with existing/new provider	Files are transferred via a secure ftp site for the hybrid mail provider to collect.	26/04/2021	Open	0%	Tim Martin
Loss of information	Files of tenant and resident information are passed on to a 3rd Party	Threat	Data sharing and GDPR agreements are not in place	Hybrid mail provider may be able to do what they will with the data. This would be a breach of GDPR	04/11/2020	Nigel Kennedy / Helen Bishop	4	1	4	1	4	1	Process to be determined with existing/new provider	Data security/data protection agreement must be in place with the hybrid mail provider	26/04/2021	Open	0%	Tim Martin
Contract challenge	Prone to challenge if we do not start the process to replace the existing contract	Threat	Continuing to work with one supplier through an extended contract.	There are twenty three suppliers under a framework who could potentially provide an equivalent service	44140	Nigel Kennedy / Helen Bishop									26/04/2021	Open	0%	Tim Martin
Savings	Lack of savings	Threat	Not aggregating postal expenditure via a hybrid mail provider	All costs associated with managing a postal service will be maintained.	44140	Nigel Kennedy / Helen Bishop									26/04/2021	Open	0%	Tim Martin
Inbound post	Including inbound post in the procurement will delay the process	Threat	The inbound post processes and costs are not fully understood.	We may not be able to arrange new contract/s before the hybrid mail contract expires and will have to take the further extension	44140	Nigel Kennedy / Helen Bishop									26/04/2021	Open	0%	Tim Martin

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