

Key

CLOSED RISK

Risk ID	Risk						Corporate Objective	Gross Risk		Residual Risk		Current Risk		Owner	Date Risk Reviewed	Proximity of Risk (Projects/ Contracts Only)
Category-000-Service Area Code	Risk Title	Opportunity/Threat	Risk Description	Risk Cause	Consequence	Date raised	1 to 5	I	P	I	P	I	P			
CEB - 001 - ED	Inefficiency	T	Council is unable to channel all low priority service requests through Customer Services.	Other communication method is used to make contact. Internal referrals are made directly to ED.	Low priority service requests are still received directly by ED. Resources are expended in dealing with these. The full saving is not made.	26.8.11.	5	3	4	3	3	3	3	JC	11.11.11	
CEB - 002 - ED	Inefficiency	T	Low priority service requests are not filtered out by Customer Services	Low priority service requests are misdescribed by callers and are then routed to ED for processing.	Low priority service requests are received by ED contrary to policy. Resources are expended in dealing with these. The full saving is not made.	26.8.11	5	3	3	3	2	3	2	JC	11.11.11.	
CEB - 003 - ED	Efficiency	O	Fewer than expected low priority service requests are received.	Change in problems encountered and reported.	Reduced workload for Customer Services. Possible opportunity for saving/service enhancement.	26.8.11.	5	2	2	2	2	2	2	JC	11.11.11	
CEB - 004 - ED	Council Reputation	T	Medium/high priority service requests grow at a rate beyond that expected.	Marked change in problems encountered and reported.	ED service delivery will take longer giving rise to possible customer dissatisfaction. Customer complaint handling will require further resource.	26.8.11	5	3	3	3	2	3	2	JC	11.11.11	
CEB - 005 - ED	Council Reputation	T	Some low priority service requests may later develop into medium / high priority service requests.	Early action to address certain types of service requests does not occur. The condition or state further deteriorates until it's impact is high enough to become a medium priority matter.	ED service delivery will take longer giving rise to possible customer dissatisfaction. Customer complaint handling will require further resource.	26.8.11.	5	3	3	3	3	3	3	JC	11.11.11	

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Risk ID Categories

CRR-000	Corporate Risk Register
SRR-000	Service Risk Register
CEB-000	CEB reports
PRR-000	Project/Programme Risk Register
PCRR-000	Planning Corporate Risk Register
PSRR-000	Planning Service Risk Register

Service Area Codes

PCC	Policy, Culture & Communication	CS	Customer Services
CD	City Development	FI	Finance
CHCD	Community Housing & Community Development	BT	Business Transformation
CA	Corporate Assets	PS	Procurement & Shared Services
OCH	Oxford City Homes	CP	Corporate Performance
CW	City Works	LG	Law and Governance
ED	Environmental Development	CRP	Corporate Secretariat
CL	City Leisure	PE	People & Equalities

Corporate Objective Key

- 1: More Housing Better Housing for all
- 2: Stronger & more inclusive communities
- 3: Improve the local environment, economy & quality of life
- 4: Reduce anti-social behaviour
- 5: Tackle climate change & promote environmental resource management
- 6: Transform OCC by improving value for money and Service performance

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