

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	Opp	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.	21/07/20	Laura Bessell	3	2	1	2	1	2		Reference the relevant regulations and case law in planning the consultation	01/01/2024	Green	50	LocalTaxation & Benefit Service Delivery Manager
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.	Customers are not clear about the impact of the changes.	21/7/20	Laura Bessell	3	2	1	1	1	1		Simple explanations given of the proposed changes, together with details of mitigation. A glossary of terms is added to reports and consultaion details online. Website will be reviewed and 'plain english' approach to discriptions of the scheme	01/01/2024	Green	50	LocalTaxation & Benefit Service Delivery Manager
Council reputation	Proposals for changes not clearly thought through, and impact not properly understood, resulting in damage to Council reputation	Opp	Insufficient modelling undertaken as part of the consultation feedback, 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.	21/7/20	Laura Bessell	3	3	3	2	3	2		Expert team from different service areas assembled to work on the proposals, time taken to model changes and understand customer impact.	01/01/2024	Green	50	LocalTaxation & Benefit Service Delivery Manager
Financial implications	Costs are not correctly calculated, or a change in economic climate, for example the ending of the current furlough scheme in October 2020 leading to more redundancies means more claimants	Threat	Poor budgetting. Insufficient modelling of anything that affects the number of claimants	Changes are costed incorrectly and lead to an increase in scheme costs	21/7/20	Laura Bessell	4	3	3	2	3	2		Work with Finance Team to ensure funding available and changes costed	01/01/2024	Amber	50	LocalTaxation & Benefit Service Delivery Manager

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