

Risk Register

APPENDIX 1

ID	Date raised	Risk description	Likelihood of risk occurring	Impact if risk occurs	Severity <i>Rating based on impact &amp; likelihood.</i>	Owner <i>Person who will manage the risk.</i>	Mitigating action <i>Actions to mitigate the risk e.g. reduce the likelihood.</i>	Contingent action <i>Action to be taken if the risk happens.</i>	Progress on actions
1	19/01/2024	Continued Delivery of a reactive service	low	Medium	Medium	Operational Director/Head of Service	Realignment of the Service will increase resource capacity. Current Civica APP contract is being converted to a two year contract on a framework ahead of reprocurement of a new system to offer additional protections .Business continuity plans	Business Continuity Plans	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented. Savings Proposals presented 18th Jan 2024
2	19/01/2024	potential breach of public contract regulation	low	low	low	Operational Director/Head of Service	Civica APP is being reprocured in accordance with procurement rules	N/A	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented
3	19/01/2024	Reduced Savings	low	high	medium	Operational Director/Head of Service	New enforcement database is being procured to increase efficiency and reduce workload. There is current service planning around the delivery of Departmental savings	non statutory functions have been identified that could be paused or terminated	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented. Savings Proposals presented 18th Jan 2024
4	19/01/2024	Increased Workload	medium	medium	medium	Operational Director/Head of Service	Services are being realigned to ensure the delivery of statutory functions is prioritised. New procured database will introduce more agile working creating efficiencies	non statutory functions have been identified that could be paused or terminated	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented. Savings Proposals presented 18th Jan 2024
5	19/01/2024	Poor service to communities, poor reputation, intervention from Government or external regulator	low	high	low	Operational Director/Head of Service	Services are being realigned to ensure the delivery of statutory functions is prioritised. New procured database will introduce more responsive interface with residents to resolve complaints expediently	non statutory functions have been identified that could be paused or terminated	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented. Savings Proposals presented 18th Jan 2024
6	19/01/2024	Loss of confidence in the Service, adverse effect on staff morale, processes not improved, waste of officer and manager resource	medium	medium	medium	Operational Director/Head of Service	Procurement of new enforcement database will improve efficiency, reduce wasted time and free up managerial resource. Realignment of services will ensure the services remain efficient with resources balanced to deliver good outcomes for residents	non statutory functions have been identified that could be paused or terminated	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented. Savings Proposals presented 18th Jan 2024
7	19/01/2024	Inability to respond to an incident which results in non compliance with statutory or other obligations	low	high	low	Operational Director/Head of Service	Procurement of new enforcement database will allow easier reporting for residents and will help with investigation. Service restructures are looking at ensuring resources are sufficient to meet statutory obligations	Business continuity plans to be followed and resources reallocated where possible with external resource procured if required	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented. Savings Proposals presented 18th Jan 2024
8	19/01/2024	Failure to adopt a best practice approach to managing Regulatory and Enforcement Services	low	low	low	Operational Director/Head of Service	Staff are trained to follow best practice. Reprocurement of an enforcement system to ensure that reporting and recording aligns with full range of statutory and non statutory best practice. The new service will also complete notices in accordance with Regulation and ensure processes can be mapped effectively.	Staff training	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented.

9	19/01/2024	Death or injury to staff, residents or contractors, reputation, litigation, corporate manslaughter	low	high	low	Operational Director/Head of Service	Safe systems of working and regular reviewed health and safety risk assessments are adopted. Council has procured StaySafe lone worker app and has a range of PPE for staff and contractors. New procured database will allow better mapping of flagged premises alerting visiting inspectors to risk inherent at address	Risk Assessments and systems of work have been signed off by Health and Safety including key risks around lone working, working with dogs, dealing with conflict and deescalating aggression. Should an incident occur we would look to self report and seek advice from Corporate Health and safety.	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented. Savings Proposals presented 18th Jan 2024
10	19/01/2024	Disruption caused by service failure leading to hardship for individuals, loss for businesses and reputational damage	low	medium	low	Operational Director/Head of Service	Business Continuity planning to address service disruption. New framework to be entered for Civica APP contract in advance of re procurement to ensure protections around performance, insurance and data integrity and processing are part of a contract.	Business Continuity Planning	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented.
11	19/01/2024	The investigation of truancy not resulting in issuing of FPNS resulting in an increase in educational non attendance and a reduction in FPN income	low	medium	medium	Head of Inclusion	Whilst this action is owned by Education the database required to facilitate this work is part of the enforcement database replacement project.	In the context of this RA this would be restricted to the new contract framework arrangements for Civica APP whilst we reprocure	Reprocurement in ongoing as of 19/01/23. It has been agreed to move the current contract to a standard framework until the new system is implemented.
12	19/01/2024	Essential repairs and disabled adaptations not undertaken resulting in dwellings remaining unfit for purpose with reputational risk	low	medium	Medium	Head of Commissioning Adults	Whilst this action is owned by Aids and Adaptations to database required to facilitate this work is part of the enforcement database replacement project.	In the context of this RA this would be restricted to the new contract framework arrangements for Civica APP whilst we reprocure	