

Appendix 1 Risk Exceptions - Residual = 16 or higher OR Rating change

Council Ref.	Name	Description	Gross Impact	Gross Probability	Gross Risk	Current Impact	Current Probability	Residual Risk	Last updated	Change Since	Previous rating
Shared	S07 Customer Service Improvement (including channel shift)	Failure to increase internet usage or self service and improve customer service processes results in higher costs and decreased customer satisfaction	3	4	12	3	4	12	Sep-17		Jun 17 09
<p>Current Controls : Managers discuss service changes with customer service to mitigate any negative impact on customer service. Customer communications in local/residents newsletter. Customer complaints process Annual Customer Satisfaction Survey undertaken and post feedback action plan developed. JMT highlight service changes to CS team to ensure web/service team can deliver, project also part of the transformation programme with associated governance. Corporate CS standards in place. Web - Redesign of websites to go live Sept 17 with enhanced online capability. Phase 2 project to be initiated Q3/4 to improve end to end transaction - this includes online forms and payment. On going review of the web</p> <p>Assurances : Project governance, performance management reporting, customer insight reporting.</p> <p>Risk Commentary : Bringing Revs and Bens back in house and the subsequent change of systems to incorporate shared service has led to a back log of work. The transfer of data from one system to another has also caused some anomalies . Both have caused an increase in calls to Customer Service which although we are handling well, have impacted on the speed with which we are able to train all staff on all services for CDC and SNC. This has resulted in a delay to us taking over the calls and the face to face service for Benefits at SNC. As the new systems and ways of working bed down, training will get back on track and this shouldn't be an issue</p>											
CDC	S19 Asset Management	Failure to maximise the value of council assets through inaction, or wrong action leading to devaluation or wasted value.	4	4	16	3	2	06	Sep-17		Jun 17 08
<p>Current Controls : In 2015/16 to agree and implement 1) Asset Strategy Resource Plan 2) Operational Offices Plan 3) Car Parks Plan 4) Community Buildings Plan 5) Local Centres Plan Future Controls:- In 2016/17 to agree and implement 1) Data and Systems Plan 2) Operational Depot Plan 3) Leisure Buildings Plan 4) Commercial Investment Plan</p> <p>Assurances : At the current time an Accommodation Asset Strategy Board provides a forum for debate and discussion about property matters. The Board comprises the Lead Members for Finance and Estates/Economy. The officer support is made up of representatives of Estates, Regeneration, Housing, Finance, and Bicester. The role and responsibilities of the Board will be clarified having regard to the actions and priorities arising out of the Asset Strategy.</p> <p>Risk Commentary : We continue to implement the Asset Management Strategy and resource plan. During this process we are engaging with other teams to ensure overall plans are considered and actioned.</p>											