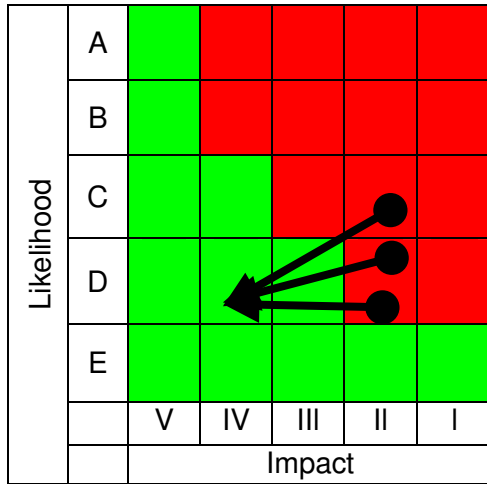


**NYBCP
Service Risk Register**

No	Cat	Risk Area	Inherent Risk-Score	Consequence of Failure to Manage	Existing Control	Residual Risk Score	Reviewed Risk Score	Target Risk Score
BC1	Prof	Recruitment and retention of staff.	B1	<p>Poor image with partners and partner authorities.</p> <p>Failure to deliver customer expectations.</p> <p>Credibility.</p> <p>Low staff morale.</p> <p>Potential loss of income.</p> <p>Increased expenditure due to additional training/relocation</p>	<p>Employment contracts.</p> <p>Conditions of service.</p> <p>Staff development reviews.</p> <p>Home Working.</p> <p>Modifying work arrangements to meet personal needs.</p>	B3	C4	
BC2	Legal	Effective implementation of legislation.	B1	<p>Financial cost to NYBCP and partner councils.</p> <p>Credibility.</p> <p>Poor reputation.</p>	<p>Professional training.</p> <p>Member/officer training.</p> <p>Procedure manuals.</p> <p>ISO/IIP.</p> <p>CPD Seminars.</p> <p>In-house technical seminars.</p>	D3	D4	

No	Cat	Risk Area	Inherent Risk-Score	Consequence of Failure to Manage	Existing Control	Residual Risk Score	Reviewed Risk Score	Target Risk Score
BC3	Tech	IT Failure	A1	Service fails. Reputation. Loss of business. Financial loss.	Systems backup at partner Councils. Contingency plan Field officers use B C laptops for fieldwork, limiting the loss of operational data.	D2		D3
BC4	Prof	Failure of the Partnership.	A1	No contingency plan. Reputation. Staff redundancies. Financial consequences.	Contingency planning - Partnership Board. Other contacts – cross boundary support.	D3		D4
<u>BC5</u>	Fin	Loss of revenue through competition.	B1	Service fails. Increased charges – reputation – loss of business.	Marketing Plan. Other contracts outside the partner Councils.	D2		D3
BC6	Prof	Failure to identify and support 'business continuity'.	B1	Failure of the partnership. Financial cost. Reputation.	Business Continuity Plan for the Partnership and for each Partner Authority drawn up in line with the Civil Contingencies Act.	D3		D4

Risk Management Action Plan



Likelihood:
A = Almost Certain
B = Very Likely
C = Likely
D = Not Likely
E = Very Low

Impact:
I = Disaster
II = Major
III = Medium
IV = Minor
V = Low

Inherent Risk Score	Residual Risk Score	Target Risk Score	Description
B1	D2	D4	Proactive Marketing <u>BC5</u>
A1	D2	D4	IT Failure <u>BC3</u>
B1	C2	D4	Retention of staff <u>BC1</u>

	Action/Controls Already in Place	Adequacy of Action/Control to Address Risk
1	Marketing Plan.	Need to develop a marketing plan for the enlarged partnership and proactively engage plan.
2	Other contracts outside the partner Councils.	Adequate.
3	Adapt working arrangements to meet individual needs.	Appraisal process and open door policy
4	IT systems	Service Agreements to be drawn up with each of the IT departments to ensure that all areas are covered.

	Required Management Action/Control	Resource Implication	Responsibility for Action	Critical Success Factors & KPI's	Review Frequency	Key Dates
1	Develop and engage the Marketing Plan.	Staff time	Les Chapman – Manager - SAO	n/a		31 July 2008 – start date
2	Detailed Business Plan for new partnership	Staff time	Les Chapman – Manager, SBCO, SAO	n/a		31/10/2008
3	Budget and set up costs	Staff time	Les Chapman – Manager - Accountant	n/a		31/10/2008
4	Communications Plan	Staff time	Les Chapman – Manager – HR - SAO	n/a		30/09/2008