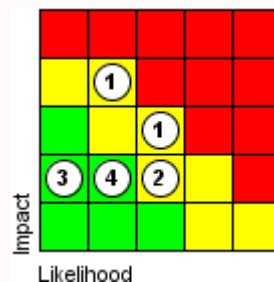






















# Service Risk Register - Customer Services & Benefits

Generated on: 02 February 2010

## CB Customer Service & Benefits – Current Risk Heat Map


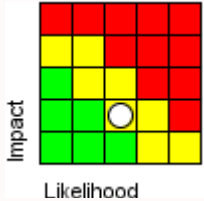
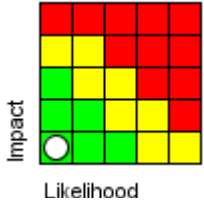



Risk Summary			Key			
Status	Code	Title	Risk Status		Action Status	
	CB 01	Staff Absences on performance delivery		OK		Cancelled
	CB 02	Regular staff vacancies		Warning		Overdue
	CB 03	Resistance to change in working practices/systems/restructure		Alert		Check Progress
	CB 04	Lack of and/or ineffective IT systems		Unknown		In Progress
	CB 05	Fraud Partnership fails				Completed
	CB 06	Continuation of Shared Customer Services				
	CB 07	Conflict of interest between staff and customers & self interest				
	CB 08	Inadequate management of Potentially Violent People				
	CB 09	Unable to deliver reception upgrade within budget or timescales				
	CB 10	Verification by others leading to processing difficulties				
	CB 11	Poor data quality				






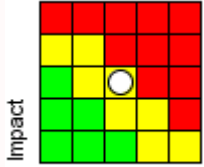
**CB 03 Resistance to change in working practices/systems/restructure**

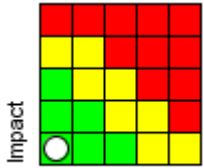
Risk Code	Risk Title	Description	Status					
CB 03	Resistance to change in working practices/systems/restructure	Some staff reluctant to change working practices						
<b>Consequences</b>		Performance Poor image/PR Financial cost Staff time Customer satisfaction Customer complaints Low staff morale Staff absences						
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>		<b>Last Review Date</b>				
		<table border="1"> <tr> <td>B</td> <td rowspan="2">Current Likelihood</td> <td>3</td> </tr> <tr> <td>Minor</td> <td>Likely</td> </tr> </table>	B	Current Likelihood	3	Minor	Likely	18 May 2009
B	Current Likelihood	3						
Minor		Likely						
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>		<b>SMT Lead</b>				
		<table border="1"> <tr> <td>A</td> <td rowspan="2">Target Likelihood</td> <td>1</td> </tr> <tr> <td>Low</td> <td>Very Low</td> </tr> </table>	A	Target Likelihood	1	Low	Very Low	Paul Cresswell
A	Target Likelihood	1						
Low		Very Low						
<b>Risk Actions</b>								
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note	
	SDP CB 0913 28	Regular team meetings which are minuted		<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">50%</div>	31 Mar 2010	Paul Cresswell	Regular team meetings now held to keep staff informed	

**CB 04 Lack of and/or ineffective IT systems**



Risk Code	Risk Title	Description	Status
CB 04	Lack of and/or ineffective IT systems	Revenues & benefits system unlikely to be supported in future, Cash receiving system no longer compliant, no satisfaction system and current customer contact system no longer fit for purpose	

**Consequences** Performance Poor image/PR Financial cost Staff time Customer satisfaction Customer complaints Low staff morale

Current Risk Matrix	Current Rating Description			Last Review Date
 <p>Impact</p> <p>Likelihood</p>	Current Impact	C	Current Likelihood	3
		Medium		Likely

Target Risk Matrix	Target Rating Description			SMT Lead
 <p>Impact</p> <p>Likelihood</p>	Target Impact	A	Target Likelihood	1
		Low		Very Low

**Risk Actions**

Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note
	A2S - 4	Contact Management		<div style="border: 1px solid black; padding: 2px;">0%</div>	04 Jul 2011	Louise Sandall	
	SDP CB 0913 07	Review benefits system & where feasible implement new system	Review benefits system & where feasible implement new system	<div style="border: 1px solid black; padding: 2px;">50%</div>	30 Sep 2010	Paul Cresswell	Looking at a joint system and working to achieve cost savings.

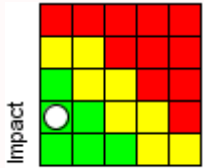
**CB 05 Fraud Partnership fails**

Risk Code	Risk Title	Description	Status
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CB 05	Fraud Partnership fails		
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**Consequences**

Current Risk Matrix	Current Rating Description			Last Review Date
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	Current Impact	B	Current Likelihood	1	18 May 2009
		Minor		Very Low	

Target Risk Matrix	Target Rating Description			SMT Lead
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	Target Impact		Target Likelihood		Paul Cresswell

**Risk Actions**

Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note
							Contract commenced 5th October 09 with Veritau













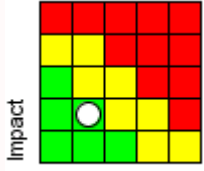
**CB 11 Poor data quality**

Risk Code	Risk Title	Description	Status
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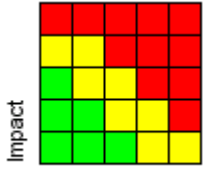
CB 11	Poor data quality		
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**Consequences** Performance Poor image/PR Staff losses Financial cost Inspection

Current Risk Matrix	Current Rating Description			Last Review Date
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	Current Impact	B	Current Likelihood	2	18 May 2009
		Minor		Not Likely	

Target Risk Matrix	Target Rating Description			SMT Lead
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	Target Impact		Target Likelihood		Paul Cresswell

**Risk Actions**

Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note
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