## **Service Risk Register - Customer Services & Benefits**

Generated on: 02 February 2010



CB Custo	omer Se	ervice & Benefits	– Current Risk Heat	Мар			
				te se te	1 3 4 2 Likelihood		
Risk Sun	nmary			Key			
Status		Code	Title	Risk Stat	us	Action 9	Status
	CB 01	Staff Absences on per	formance delivery	<b>Ø</b>	ОК		Cancelled
0	CB 02	Regular staff vacancie			Warning		Overdue
$\bigtriangleup$	CB 03	Resistance to change practices/systems/res	in working tructure		Alert		Check Progress
$\bigtriangleup$	CB 04	Lack of and/or ineffec	tive IT systems	?	Unknown		In Progress
0	CB 05	Fraud Partnership fails	5				Completed
0	CB 06	Continuation of Share	d Customer Services				
0	CB 07	Conflict of interest bet self interest	tween staff and customers &				
$\bigtriangleup$	CB 08	Inadequate managem People	ent of Potentially Violent				
0	CB 09	Unable to deliver rece or timescales	ption upgrade within budget				
<b>I</b>	CB 10	Verification by others difficulties	leading to processing				
0	CB 11	Poor data quality					

CB 01 S	Staff Absences o	n performance deli	ivery				
Risk Code	Ris	k Title	Description				Status
CB 01	Staff Absences on	performance delivery			e and colleagues creating for additional resou		<b></b>
Consequ	iences			raining Management/ <sup>-</sup> f morale Poor image/P		ance Customer comp	plaints Customer satisfaction Loss
	Current Risk	Matrix		Current Ratin	g Description		Last Review Date
				В		3	
	한 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이 이		Current Impact	Minor	Current Likelihood	Likely	18 May 2009
	Target Risk	Matrix		SMT Lead			
				В		1	
			Target Impact	Minor	Target Likelihood	Very Low	Paul Cresswell; Paul Cresswell
Risk Act	Likelihood			l		1	
Status		Title	Description	Progress Bar	Due Date	Lead	Latest Note
Status	Coue	inte				Leau	
			1				

CB 02 F	Regular staff va	cancies								
Risk Code	Ri	sk Title	Description	Status						
CB 02	Regular s	staff vacancies								
Consequ	iences			Financial cost Advertising/cover/training Management/Training time Performance Cus satisfaction Loss of expertise Low staff morale Poor image/PR						
	Current Ris	k Matrix		Current Ratin	g Description		Last Review Date			
				В		1				
	망 요 Likelihoo	d	Current Impact Minor		Current Likelihood	Very Low	18 May 2009			
	Target Risk	Matrix		SMT Lead						
				В		1				
: : : : : : : : : : : : : : : : : : :			Target Impact	Minor	Target Likelihood	Very Low	Paul Cresswell; Paul Cresswell			
Risk Act		u		1		1	1			
Status		Title	Description	Progress Bar	Due Date	Lead	Latest Note			

CB 03 F	CB 03 Resistance to change in working practices/systems/restructure									
Risk Code	Ri	sk Title	Description				Status			
CB 03		change in working stems/restructure	Some staff reluctant	to change working pra	octices					
Consequ	Jences		Performance Poor im Staff absences	age/PR Financial cost	Staff time Customer sa	atisfaction Customer	complaints Low staff morale			
	Current Ris	k Matrix		Current Ratin	g Description		Last Review Date			
				В		3				
			Current Impact Minor Current Likelihood Likely		Likely	18 May 2009				
	Target Risl	« Matrix		SMT Lead						
				A		1				
			Target Impact	Low	Target Likelihood	Very Low	Paul Cresswell			
Risk Act										
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note			
	SDP CB 0913 28	Regular team meetings which are minuted		50%	31 Mar 2010	Paul Cresswell	Regular team meetings now held to keep staff informed			

CB 04 I	Lack of and/or i	ineffective IT syster	ns				
Risk Code	Ri	sk Title	Description		Status		
CB 04	Lack of and/or i	neffective IT systems		npliant, no satisfaction	supported in future, C n system and current o		
Conseq	uences		Performance Poor im	age/PR Financial cost	Staff time Customer s	atisfaction Custome	r complaints Low staff morale
	Current Ris	k Matrix		Current Ratin	g Description		Last Review Date
				С		3	
			Current Impact	Medium	Current Likelihood	Likely	18 May 2009
	Target Risl	« Matrix		Target Rating	Description		SMT Lead
				А		1	
			Target Impact	Low	Target Likelihood	Very Low	Paul Cresswell
Risk Ac	tions						
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note
	A2S - 4	Contact Management		0%	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	50%	30 Sep 2010	Paul Cresswell	Looking at a joint system and working to achieve cost savings.

CB 05 I	Fraud Partnersh	ip fails						
Risk Code	Ri	sk Title	Description				Status	
CB 05	Fraud Pa	rtnership fails						
Consequ	uences						*	
	Current Ris	k Matrix		Current Ratin	g Description		Last Review Date	
				В		1		
	망 요 Likelihoo	d	Current Impact	Minor Current Likelihood Very Lo			18 May 2009	
	Target Risk	x Matrix		SMT Lead				
	ਸ਼ੁਰੂ ਸ਼ੁਰੂ ਦੂ Likelihoo	d	Target Impact		Target Likelihood		Paul Cresswell	
Risk Act	tions							
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note	
							Contract commenced 5th October 09 with Veritau	

CB 06 0	Continuation of S	Shared Customer S	ervices				
Risk Code	Ris	k Title	Description		Status		
CB 06		f Shared Customer rvices					
Consequ	uences		Duplication of service	es Consistent services	Financial cost Custom	er satisfaction Low s	taff morale
	Current Risk	Matrix		Current Ratin	g Description		Last Review Date
				В		1	
			Current Impact	Minor	18 May 2009		
	Target Risk	Matrix		SMT Lead			
방문 문 Likelihood			Target Impact		Target Likelihood		Paul Cresswell
Risk Act							
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note

СВ 07 0	Conflict of interest between staff	and customers & s	elf interest			
Risk Code	Risk Title	Description				Status
CB 07	Conflict of interest between staff and customers & self interest					<b>I</b>
Consequ	iences	Fraud Financial cost	Poor image/PR Manag	ement time Legal impl	ications	
	Current Risk Matrix		Current Ratin	g Description		Last Review Date
			В		2	
	방문 문 Likelihood	Current Impact	Surrent Impact Minor Current Likelihood Not Likely			
	Target Risk Matrix		SMT Lead			
		Target Impact		Target Likelihood		Paul Cresswell
Risk Act					1	1
Status		Description	Progress Bar	Due Date	Lead	Latest Note

CB 08 I	B 08 Inadequate management of Potentially Violent People									
Risk Code	Risk	Title	Description				Status			
CB 08		ement of Potentially t People	No corporate wide Po	tentially Violent custo	mer list/procedures/pc	blicy				
Consequ	iences		Data protection Staff	safety Staff morale S	taff absences Insuranc	e claims Information	n sharing Poor image/PR			
	Current Risk	Matrix		Current Ratin	g Description		Last Review Date			
				D		2				
	고 전 문 Likelihood		Current Impact Major Current Likelihood Not L		Not Likely	18 May 2009				
	Target Risk N	1atrix		SMT Lead						
				С		2	-			
			Target Impact	Medium	Target Likelihood	Not Likely	Paul Cresswell			
Risk Act	Likelihood					<u> </u>	1			
L		itle	Description	Drogroce Par	Due Date	Load	Latast Nota			
Status		itie	Description	Progress Bar		Lead	Latest Note			

CB 09 0	Jnable to delive	r reception upgrad	e within budget o	r timescales			
Risk Code	Ri	sk Title	Description				Status
CB 09		er reception upgrade get or timescales					
Conseq	uences		Performance Poor im	age/PR Financial cost	Customer satisfaction	Customer complaint	s Low staff morale Cash handling
	Current Ris	k Matrix		Current Ratin	g Description		Last Review Date
				В		2	
	망 요 Likelihoo	d	Current Impact	urrent Impact Minor Current Likelihood Not Likely			
	Target Risk	( Matrix		SMT Lead			
방문 도망 도망 도망 도망 도망 도망 도망 도망 도망 도망 도망 도망 도망			Target Impact		Target Likelihood		Paul Cresswell
Risk Actions							
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note

CB 10 \	/erification by c	thers leading to pr	ocessing difficulti	es						
Risk Code	Ris	sk Title	Description				Status			
CB 10		y others leading to ng difficulties					<b>I</b>			
Consequ	uences									
	Current Ris	« Matrix		Current Ratin	g Description		Last Review Date			
				В		2				
			Current Impact	Minor	18 May 2009					
	Target Risk	Matrix		SMT Lead						
g g Likelihood			Target Impact		Target Likelihood		Paul Cresswell			
<b>Risk Act</b>	tions			•	•		·			
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note			

CB 11 F	Poor data qualit	ÿ					
Risk Code	Ri	Status					
CB 11	Poor	lata quality					
Consequ	uences		Performance Poor im	age/PR Staff losses Fi	nancial cost Inspectior	1	·
	Current Ris	k Matrix		Current Ratin	g Description		Last Review Date
				В		2	
			Current Impact	Minor	Current Likelihood	Not Likely	18 May 2009
	Target Ris	( Matrix		SMT Lead			
bind the second			Target Impact		Target Likelihood		Paul Cresswell
<b>Risk Act</b>	tions						
Status	Code	Title	Description	Progress Bar	Due Date	Lead	Latest Note