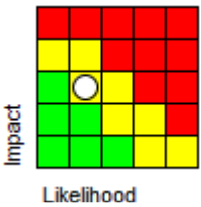
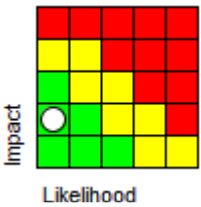
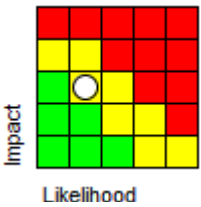
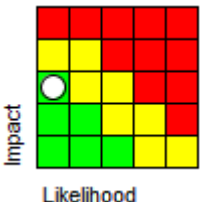
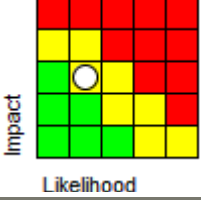
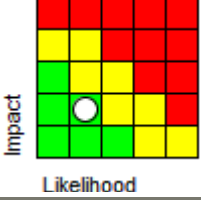
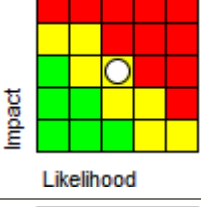
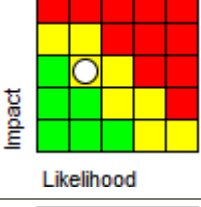
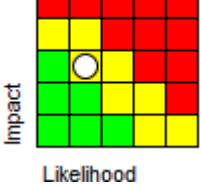
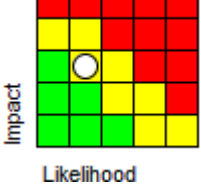


## CORPORATE RISK MATRIX – ANNEX A





| Code   | Issue/Risk               | Consequences if allowed to happen  | Likelihood & Impact  | Mitigation  | Likelihood & Impact   |
|--------|--------------------------|--|--|---|---|
| CRR 01 | Significant Partnerships | Financial cost to the Council through partnership failure, breach of legislation by partnership with consequences for Council and its reputation, levels of service satisfaction and quality fall below acceptable levels.                         |  <p style="text-align: center;">Likelihood</p>   | Partnership Protocol  |  <p style="text-align: center;">Likelihood</p>   |
| CRR 02 | Capital Programme        | Failure to deliver the Council priorities  |  <p style="text-align: center;">Likelihood</p>   | Monitor schemes in the capital programme against staff resources.<br>Deliver capital schemes contained in Capital Programme |  <p style="text-align: center;">Likelihood</p>   |
| CRR 03 | Staff Management         | Decline in employee performance and delivery   |  <p style="text-align: center;">Likelihood</p>   | Multi skilled workforce<br>Develop a workforce plan   |  <p style="text-align: center;">Likelihood</p>   |
| CRR 04 | External Funding         | Failure to deliver Council priorities requiring major financial investment. Increased costs to RDC. Failure to regenerate the local economy. Uncompetitive service delivery. Withdrawal or failure of a service. Inability to deliver new services |  <p style="text-align: center;">Likelihood</p>  |   |  <p style="text-align: center;">Likelihood</p>  |
| CRR 05 | Affordable Housing       | Homelessness increases with resultant service costs. Unbalanced housing market. Negative impact on the local economy. Lack of key workers to support the needs of the community  |  <p style="text-align: center;">Likelihood</p> | Review of LA Landholdings<br>Strategic Housing Land Availability Assessment   |  <p style="text-align: center;">Likelihood</p> |

## CORPORATE RISK MATRIX – ANNEX A

| Code   | Issue/Risk                   | Consequences if allowed to happen   | Likelihood & Impact | Mitigation  | Likelihood & Impact |
|--------|------------------------------|---|---------------------|---|---------------------|
| CRR 06 | Procurement                  | Failure to make efficiency savings. Priority projects not delivered to budget. Government penalties. Breach of legislation eg. equalities or health and safety. Damage to RDC reputation. | <p>Likelihood</p>   | Officer Training - Procurement  | <p>Likelihood</p>   |
|        |                              |   |                     | Detailed guidance on procurement to be established  |                     |
| CRR 07 | Health and Safety            | Failure to meet legislative requirements, prosecution and financial penalties incurred as a result of incident.   | <p>Likelihood</p>   | Health and safety officer   | <p>Likelihood</p>   |
| CRR 08 | Business Continuity Planning | Failure in continuity of service delivery. Negative impact on the most vulnerable on our communities. Damage to RDC reputation. Financial penalties and litigation                        | <p>Likelihood</p>   | Production of Business Continuity Plan  | <p>Likelihood</p>   |
|        |                              |   |                     | Plan testing  |                     |
|        |                              |   |                     | Service Business Continuity Planning  |                     |
| CRR 09 | Governance Arrangements      |   | <p>Likelihood</p>   | Risk Management Member Training   | <p>Likelihood</p>   |
|        |                              |   |                     | AGS Improvement Plan  |                     |
|        |                              |   |                     | Reviewing Local Code of Corporate Governance  |                     |
| CRR 10 | Major Incident               | Impact on local communities and service continuity.   | <p>Likelihood</p>   | Analyse compliance with Local Code of Corporate Governance                                      | <p>Likelihood</p>   |
|        |                              |   |                     | Prioritize flood risk areas and implement local catchment's of sandbags for immediate self help |                     |

## CORPORATE RISK MATRIX – ANNEX A

| Code   | Issue/Risk            | Consequences if allowed to happen                                       | Likelihood & Impact                           | Mitigation   | Likelihood & Impact                           |
|--------|-----------------------|---|---|--|---|
| CRR 11 | Council Assets        |   | <p style="text-align: center;">Likelihood</p> | <p>Establish term maintenance contracts with suppliers/contractors for the planned maintenance items</p> <p>Carry out maintenance and condition surveys for all of the Council's buildings</p>   | <p style="text-align: center;">Likelihood</p> |
| CRR 12 | Customer Expectations | Include CR02  | <p style="text-align: center;">Likelihood</p> | <p>Expand Contact Centre through remainder of RDC departments</p> <p>Implement &amp; publicise customer service standards</p> <p>Undertake impact assessment on accessibility of services to customers</p> <p>Review NI14 data &amp; sampling for 08/09 &amp; provide feed back</p> <p>Implement Customer Satisfaction surveys</p> <p>Undertake mystery shopping</p> <p>Identify &amp; Implement new satisfaction system</p> <p>Review Complaints procedures &amp; where appropriate implement improvements</p> <p>Publicise changes to complaints procedure</p> | <p style="text-align: center;">Likelihood</p> |
| CRR 13 | Fraud and Corruption  | Financial loss to the Council, damage to our reputation and credibility | <p style="text-align: center;">Likelihood</p> | <p>Review &amp; develop effective fraud partnership with Scarborough</p>   | <p style="text-align: center;">Likelihood</p> |

| Code   | Issue/Risk              | Consequences if allowed to happen   | Current Risk Matrix   | Mitigation  | Target Risk Matrix  |
|--------|-------------------------|---|---|---|---|
| CRR 14 | Data Quality            |   |  <p>Impact</p> <p>Likelihood</p> | <p>Review NI14 data &amp; sampling for 08/09 &amp; provide feed back</p> <p>Identify &amp; implement improved data collection system and reporting</p> <p>NI Data Quality Assurance</p> |  <p>Impact</p> <p>Likelihood</p> |
| CRR 15 | Delivering Efficiencies | Cuts to frontline services, reputational damage to the Council, possible poor outcome of external inspection. |  <p>Impact</p> <p>Likelihood</p> | <p>Deliver the Corporate efficiency programme</p> <p>Implementing Value for Money Strategy</p>  |  <p>Impact</p> <p>Likelihood</p> |

