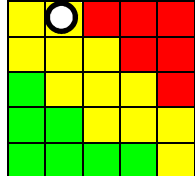
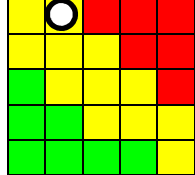
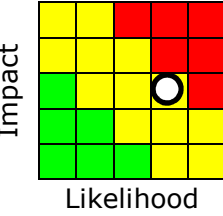
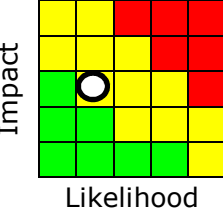


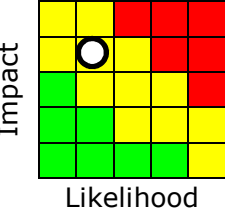
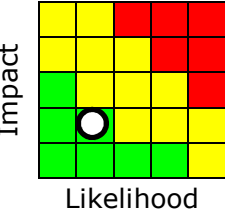
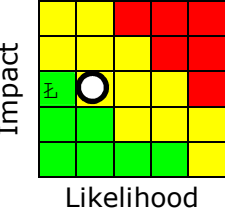
Finance Risk Register

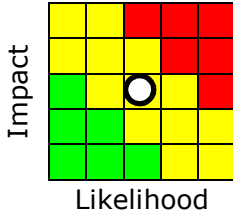
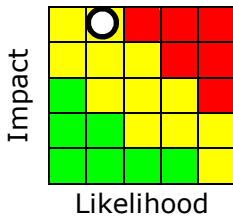
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
Generic Risks						
1. Loss of IT.	<p>Computer breakdown. Technology problems. System problems, including hacking. Reliance on key staff. Acts of God e.g. fire, hurricane, flood. Power failure. Failure of WCC system or support. Pressures on WCC and their resources. Malicious acts by employee. Reliance on key staff.</p>	<p>Unable to issue bills update accounts, provide information, take recovery action, issue receipts, collect money. Loss of revenue to Council and other Local Authorities (depends on timing). Cost implications. Poor data. Uncontrolled budgets. Dissatisfied customers (and staff). Damaged reputation. Resource implications for rectification. Staff not paid. Unable to pay benefit claimants, suppliers, staff Staff morale. Loss of switchboard.</p>	<p>IT support. System provider helpdesk. Contract with software supplier to maintain FMS training needs. Well trained staff. Adequate cover. Business Continuity Plan. Back-ups. Manual records for certain activities. System controls. Duplicate records. Procedure notes. Audit testing. Good plans- UPS devices (temporary power boxes linked to PCs). Regular testing of Card Readers at home.</p>	<ul style="list-style-type: none"> Review upgrade and test Business Continuity Plans. Divs to review and update their BCPs - all to be complete by end January 2016. Switchboard operators to re-locate to area in RSH backed up by generator. Amend answerphone messages on telephony system to provide alternative contact numbers. 	<p>Divisional managers. Benefits Manager.</p>	
2. Loss of key records.	<p>System failure. Accidental disposal. Theft – particularly of IT servers. Inadequately trained staff. Out of date Document Retention Policy.</p>	<p>Unable to provide service. Possible litigation. Financial loss. Bad publicity. Reputation damage. Loss of confidence. Resource implications for replication. Staff morale. Pressures on staff. Litigation.</p>	<p>IT able to restore systems. Staff training. Secure storage and disposal of sensitive paper documents. GCSX secure communication line (name has changed). Corporate Document Retention and Disposal Policy. CoCo compliance Archiving options reviewed in line with corporate retention policy.</p>	<p>Graham has agreed to complete review of Corporate Document Retention Policy and issue revised guidance by end of calendar year. Mike to monitor progress.</p>	<p>Democratic Service Manager and Deputy Monitoring Officer / Head of Finance.</p>	

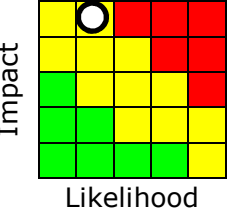
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
3. Loss of office accommodation.	Fire. Denial of access.	Unable to provide services. Staff morale. Financial loss.	Work at home. IT disaster recovery plan. Business continuity plan critical services identified. HSBC authorisation able to be done from home. Homeworking for banking arrangements, including payments. Procedure Manual (with BCP)	Sam Collins to review Finance's BCP – mtg held with Sam 16.03.16. Revised BCP to be produced by end April 2016. (Head of Finance – end Jan 2016) Amend telephone answerphone messages to provide alternative contact numbers.	Head of Finance. Benefits Manager.	
4. Physical harm to staff.	Customer dissatisfaction. Accident. Intruders in offices. Staff in building very early and / or very late. Violence / threatening customers.	Verbal abuse. Actual physical injury. Health and safety investigation. Traumatized staff. Stress. Staff pressures. Death. Staff morale.	Health and Safety. Mobile phones. Compliance with lone worker procedures. Staff alert list. Tunstall procedure. Physical security measures. e.g. screens, working in pairs, personal alarms. Training. Policies. Reporting / monitoring procedures.			

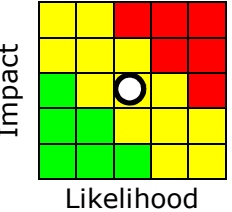
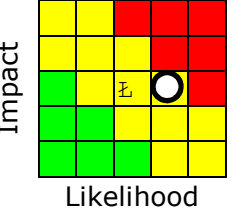
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
<p>5. Fraud (non Benefit) / Corruption.</p>	<p>Dishonest staff, customer, suppliers. Collusion. Lack of controls. Poor systems. Abuse. Exploitation. Poor control mechanisms. Poor audit processes. Poor management. Fraudulent insurance claims. Aggrieved staff.</p>	<p>Financial loss. Resource implications for investigation. Reputational damage. Adverse publicity. Loss of credibility. Staff morale.</p>	<p>Monthly / quarterly budget review. Established documented procedures. CRB checks (where appropriate). Procedure manuals. Audit Regime. Audit trails. Annual petty cash certification. National Fraud Initiative. Robust computer systems. Good IT security. Codes of conduct. System and processing controls e.g. segregation of duties. Whistle blowing policy Fidelity guarantee insurance Anti fraud & corruption strategy Membership of NAFN. Reconciliations (e.g. bank recs) Cash checks undertaken by Internal Audit.</p>	<p>Corporate Fraud Officer to organise on going fraud awareness campaign. Benefits Manager to agree timetable.</p>	<p>Benefits Manager.</p>	
<p>6. Failure to communicate effectively</p>	<p>High workload. Reliance on key staff. Staff absence. Human error. Home working. Inappropriate form of communication. Poor communication with partners/providers. Poorly trained customer service staff.</p>	<p>Incorrect information used to carry out work. Financial loss. Additional workload. Staff morale. Stress. Reputational damage. Service failure. Failure to relay messages.</p>	<p>Monthly team meetings. One-to-ones. E-mail. Core brief. Intranet. Circulation of minutes from meetings. Corporate communication strategy. Staff training. Cultural changes. Whistle-blowing policy. SMT de-briefings. Continue to bring significant issues to line management attention as they arise. (All staff – ongoing)</p>			

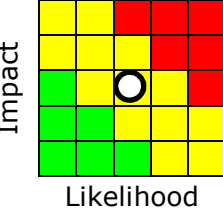
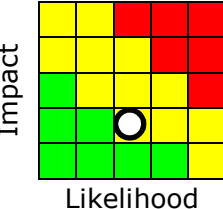
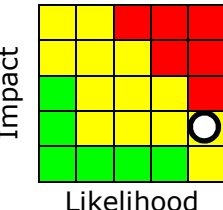
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
<p>7. Loss / shortage of staff (leading to loss of skills, knowledge & capacity).</p>	<p>Dependency on key staff. Long term sickness. Redundancy. Reduced resilience / capacity from reducing staff numbers. Union action. Bereavement. Transfer of HB fraud staff to the single fraud investigation service. Threat of work transferring to DWP due to roll out of universal credit. Time taken to recruit.</p>	<p>Unable to supply service. Financial loss. Error. Reduced Service. Potential breach of law. Increased pressure on staff. Staff morale. Customers waiting an unreasonably long time for payments of Housing Benefit resulting in homelessness. Increase in fraudulent activity by the public. Fraud going undetected.</p>	<p>Operational / procedures and controls. External assistance. External expertise, use of agency staff. Appropriate cover by other team members. Use of agency staff and apprentices. Workforce planning e.g. Succession planning. Prioritisation of work plan. Treasury Management Practices. Management of staff leave & absence. Experienced staff. New role created for Corporate Fraud Officer. Proactive anti fraud campaign Recruit apprentices on short term contracts to protect current experienced staff. Provide ongoing re-assurances to current staff. Introduction of E forms and Risk Based verification.</p>	<p>Sam Collins to review Finance's BCP – mtg held with Sam 16.03.16. Revised BCP to be produced by end April 2016. Ongoing review and updating of Procedure Manuals. (FMT – Sept 2014 and then ongoing)</p>	<p>Divisional managers.</p>	
<p>8. Provision of incorrect information / advice to stakeholders (benefit claimants, taxpayers, suppliers, WDC staff, members, business rate payers).</p>	<p>Untrained staff. Not up to date with legislative changes. Short deadlines. Pressure on staff. Call centre staff poorly briefed. High turnover of staff. Ability of Contact Centre to cope during periods of high customer demand. Change in CRM system.</p>	<p>Financial loss. Embarrassment. Loss of credibility. Judicial review. Compensation. Reputational. Greater pressure on back office.</p>	<p>Training. Guidance notes. Procedures. CPD. External professional advice. Legal advice. Internal/external audit. Secure systems. All frontline staff, i.e. Call centre and one-stop shop staff, trained and scripts up to date. Keep Procedures Notes and Procedure Manuals up-to-date.</p>			 <p>This will have reduced because we have our own customer service staff and now have better control over their training etc.</p>

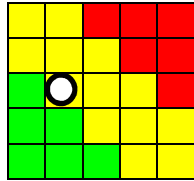
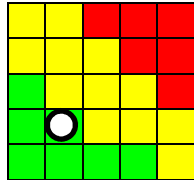
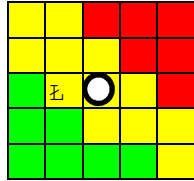
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
9. Breaches of Health and Safety legislation.	Home working. Driving for work. D.S.E. / V.D.U. usage. Manual handling. Person falling from height. Items falling from height. Deteriorating condition of Riverside House.	Sickness absence. Stress. Injury. Death. Legal action. Penalties/Fines.	Corporate health and safety policy including Home working and Driving at work. Eye tests. Regular DSE assessments. Health and safety risk assessments (AssessNET). Training available. Insurance cover. Health & safety on team meeting agendas. Home working policy. Ongoing DSE assessments. Review of DSE assessments by SMT. Regular health & safety reviews.	Ian Carden to confirm that we are up-to-date with DSE assessments. (Mike Snow – by August 2015.)	All staff.	
10. Failure to deliver projects and / or programmes within the service.	Lack of resources. Poor planning. Lack of time. Lack of knowledge. Staff absence.	Core work disrupted. Financial loss. Reputation damage. Staff morale.	Project planning. Prince II. Project risk registers. Consultation.			
11. Data protection and Freedom of Information compliance breach.	Poor / inadequate training of staff. Give out personal information. Hold inappropriate information. Information not stored securely. Staff absence. Misdirection of post. Information/subject access requests not promptly actioned. Letters sent to wrong people containing personal data	Breach Data Protection legislation. Investigation. Litigation. Financial loss – fines, compensation. Reputational damage.	Adequate training for staff. Document retention policy. Encryption of data. GCSX. Information security policy. Data protection policy / staff guidelines. Stapling letters Checking regime prior to passing to printroom. Implementation of meta compliance.	Corporate review of data protection / FoI governance by Democratic Services Manager. (Mike to pursue.) Head of HR & OD confirmed that training will be given as part of corporate training programme following the review by Democratic Services Manager.	Head of Finance. System owners.	 <p>This event has actually occurred so likelihood score needed increasing.</p>

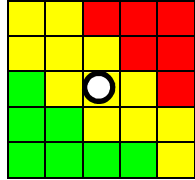
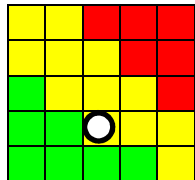
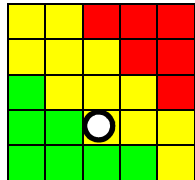
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
Service-specific Risks						
12. Failure to correctly monitor / manage Finance budget.	Poor estimating. Poor control mechanisms.	Over / under spends against agreed Budget. Not factored in to future years' projections. Failure to identify incorrect payments.	Monthly Budgetary Review system and reconciliations in place. Appropriate financial training for relevant Finance staff. Realistic budgets. Ongoing Review of Budget Review System. Training provided on Code of Financial Practice.			
13. Inaccurate medium term financial plans / forecasts (excluding external factors identified in SBRR).	Decision-making on a whim (Unplanned decision-making). Changed local priorities. Lack of specific guidance on funding from central government. Lack of clarity in Corporate Planning and co-ordination with service requirements. Service changes not communicated to staff in Finance. Human error. Unexpected council tax funding decisions by central government.	Savings under / overstated. Unstable finances. Stop-go expenditure. Impact on service provision. Big surprise politically at council tax and budget setting. Local implications of unexpected council tax funding decisions by central government. Loss of credibility.	Good linked service planning / risk management and budget preparation. Continual updates and reporting. Monitoring the political environment. Joined up thinking. Regular reconciliations. Presentation to Members. Improved communications to promote awareness of all future developments. Scrutiny of Executive reports. Budget review process. Ensuring liaison between Service Heads and Portfolio Holders. Access to specialist consultancy advice.			 <p>Provision of 4-year financial settlement, making amount of external funding less critical, plus implementation of MTFS reduces likelihood.</p>

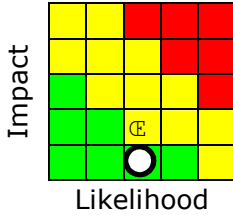
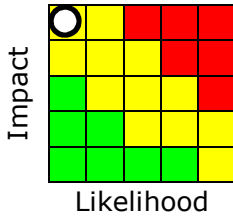
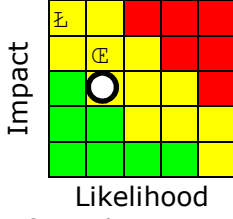
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
<p>14. Poor day to day treasury management of bank balances; borrowing; cash flow; investments and interest rate volatility.</p>	<p>Inexperienced staff. Lending outside of Council’s counterparty lists or exceeding deposit limits with individual borrower. Collusion. External pressure to achieve unrealistic returns. Out of date information. Investing in wrong part of market. Not able to carry out daily function. Dependence on key staff. Unforeseen economic events e.g. recession.</p>	<p>Financial loss. Reputational loss. Adverse publicity. Failure to achieve PIs. Council has inappropriate bank accounts. Poor budgeting as a result. Unable to finance statutory payments.</p>	<p>Fully trained staff. Adherence to Code of Practice / Treasury Management Policy and Strategy, TM Strategy approved by Members. Separation of duties. Up to date counterparty (bodies we invest with) lists. Use of, and regular meetings with, Treasury Management consultants. Up-to-date procedure manual and duplicate records. Continually update counter-party list. Review of criteria ongoing. Regular reports to F&A. Scrutiny committee. Treasury Management Practices. Continuing to update counter-party list HSBC authorisation. Recent intervention has improved robustness of service. HRA self-financing project board risk register. 50-year HRA business plan. Housing Interim Project Board.</p>			 <p>Impact</p> <p>Likelihood</p>

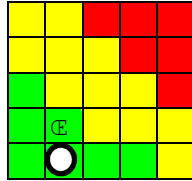
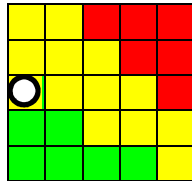
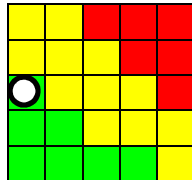
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
<p>15. Additional Value Added Tax liabilities.</p>	<p>Loss of key staff. Lack of up to date knowledge. Staff not properly informed by Service Areas. Lack of understanding. Lack of engagement by services areas with Finance staff. VAT implications of new projects not considered. Finance not involved in projects at early stage so VAT implications of new projects not considered. Improper administration. Delays in processing.</p>	<p>Failure to meet deadlines and errors leading to financial loss - penalties, fines. Reputation. Staff morale. Partial exemption breached. Opportunities to recover VAT are missed. Increased project costs.</p>	<p>VAT return reviewed by line management and another accountant. Access to VAT Help Desk. Internal audit. VAT audit. Robust, well-trained staff in service areas (particularly FSTeam). Coverage from Asst Accountant. VAT accountant and cover advise on project structure. Monitoring against limit. Provide and maintain up-to-date guidance on VAT and make available to all staff. Procedure notes for calculations. Adequate training. Careful scrutiny of Executive Reports. Finance representation on project boards. Delays in manually processing VAT allocations. Implementation of automatic allocation of VAT at source. Debtors Training run.</p>	<p>Ensure relevant staff are up-to-date with VAT rates and changes. (Assistant Accountant – ongoing) Implement greater centralisation of sundry debtor invoices. From 1 April 2016. (Head of Exchequer Services)</p>	<p>Strategic Finance Manager.</p>	
<p>16. Insufficient Housing Benefit Subsidy and Admin Grant received from Central Government.</p>	<p>Lack of guidance / support from central government. Poor estimating. Poor monitoring mechanisms. Universal credit. Cut in grant. Reduction subsidy. Increased take-up. Poorly trained staff. Incorrect calculation of awards.</p>	<p>Negative material budget variations. Uncertainty of consequences regarding universal credit. Financial pressure for the council. Repayment of subsidy.</p>	<p>Quarterly estimate update Additional senior benefit assessment officer enables accuracy checking for individual staff. Monthly monitoring. Scheme for council tax reduction Monitoring the economic environment (e.g. through LG Futures). Internal and external audit. Where auditing regime identifies errors, ensure appropriate action taken.</p>			 <p>Increased likelihood due to roll out of Universal Credit leading to a reduction in admin grant.</p>

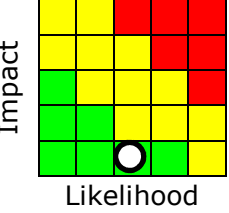
Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
17. Failure of a banking service e.g. BACS or systems at one bank	Failure of BACS system Failure of CHAPS WDC website unavailable Failure of bank systems Telecommunication failure	Customers and suppliers not paid causing hardship Customers unable to pay WDC resulting in recovery action Complaints Bad publicity Litigation Cash flow Financial loss. Unable to reconcile bank balances.	Use available alternative payment methods e.g. typing up cheque, going down to bank, obtaining cash, purchasing card. Bank Contract re-tendered in line with Plan Timetable.			
18. Ineffective / inappropriate insurance cover.	Poor risk analysis. Inadequately trained staff. Poor procedures. Lack of internal communication particularly regarding projects. Exclusions within policy wording. Insurance invalidated by actions of WDC or contractor. WDC fined. Claim for uninsurable risk e.g. compensation due under statute, asbestos exposure, Chancel repair liability, TPO work refusal. Liability claim received where insurer no longer exists.	Financial loss. Increased premiums. Loss of reputation. Political embarrassment. Losses not insured. Insurers don't pay.	Operational/procedures and Manual. Brokerage assistance. Insurer expertise. Risk Management Group. Claims handling system. Annual Report to SMT raising awareness of need to notify Insurance Officer. Staff cover arrangements being put in place. Insurance arrangements publicised on intranet so that services are aware of their obligations e.g. to notify Insurance & Risk Officer of insurable events and risks. Annual report to SMT.			
19. MMI Scheme of Arrangement triggered.	Insurer in run-off and no longer likely to be able to meet all claim so scheme triggered.	Have to reimburse MMI for some/all of the claims they have paid since September 1993. Any claims received that should be paid by MMI won't be paid in full. Insurance reserve insufficient.	Insurance reserve covers 67% towards potential claims. On-going monitoring of the situation. Level of insurance reserve reviewed.			

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
20. Increase in insurance claims numbers and/or cost.	Ministry of Justice reforms Departments settle claims without going through insurance and set precedent for claims being paid. Word gets round that claims are being settled.	Financial loss. Claims being settled too high. Insurance cover invalidated. Premium increase.	Good record keeping. Contact details for claims are on new intranet. Code of Financial Practice 14.4 Details of how to claim are on the website. Monitoring plus analysis of claims. Inspection regime – health and safety inspections. Responsive planned repairs. Training arranged for Senior Officers in March by Audit & Risk Services. Completion of Code of Financial Practice training. Ensure ad-hoc updates provided when claims settled. Continue issuing SMT updates and Core Briefs. (Insurance & Risk Officer – Ongoing.)	Quarterly reports to SMT on claims and incidences. (Insurance & Risk Officer – Ongoing.) Ensure inclusion in all service risk registers and/or service area plans. Deal with at RMG meetings. (Audit & Risk Manager.) Training Officer has confirmed that all new starters automatically receive Code of Financial Practice as part of the Meta Compliance.	Head of Finance Heads of all Service Areas.	 <p>Impact</p> <p>Likelihood</p>
21. Failure of insurance company.	Market conditions. Recession. Major disaster. Company has not been underwriting risks profitably.	No external insurance provision. Financial loss. Uncertainty. Need to arrange quickly alternative emergency cover that may be expensive and not as good.	Credit risk of insurer. Insurance reserves. Procurement process. External broker advice.	Review Zurich Municipal share price regularly. Consider alert if drops by 5% (Mike – Ongoing.) Investigate share price alerts vis-à-vis phone apps. (Audit & Risk Manager for Mike.)	Head of Finance.	 <p>Impact</p> <p>Likelihood</p> <p>Likelihood initially overstated due to MMI experience. Extremely unlikely to re-occur.</p>
22. Council tax, NNDR and customer bills can't be issued or are delayed.	Postal Strike. IT failure. Failure of DMC / Print Services. Software supplier fails to deliver changes correctly or timely. Referendum. Delay in setting Council Tax. Legislative changes.	Bills not paid by customers. Loss of revenue to Council and other Local Authorities (depends on timing) Cost implications of rectification. Bills not served in accordance with legislation. Cash flow issues. Software unable to cope with changes in timely fashion.	In-house production and dispatch of bills. IT support. System provider helpdesk. E-billing. Weekend working. Overtime. Treasury Management. Alternative year-end back-up plan (council tax setting delayed) Revert to contingency plan			 <p>Impact</p> <p>Likelihood</p> <p>Change of stance from Government over Ctax increases. Referendums now extremely unlikely.</p>

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
<p>23. Failure to pay Housing Benefits, delay in making payment, incorrect amount paid, failure to calculate and advise as to entitlement.</p>	<p>System failure. Staff shortage. Poorly trained staff. Increased workload. Introduction of universal credit and uncertainty thereof. Increase in staff turnover. DWP/Job Centre delays in sending information, or sending incorrect information. Legislative changes.</p>	<p>Customers distressed due to rent arrears. Staff stressed. Absence and health issues. Financial loss. Tenants made homeless. Reputational. Software unable to cope with changes in timely fashion.</p>	<p>Weekly performance monitoring (service plan). Internal audit. Grant claim is externally audited. Forward Planning. Team Leader monitors performance. Ongoing training. Checks by senior assessor. Agency staff. Regular meetings with all relevant bodies, including DWP.</p>			<p>Impact</p>  <p>Likelihood</p>
<p>24. Qualified opinions; Late accounts; Late Government Returns.</p>	<p>Dependence on key staff. High workload. Staff shortages e.g. long term sickness. Change of duties of staff. IT system failure. Guidance coming out late. Flawed guidance. Accounts challenged by members and public. Inadequate and inaccurate record-keeping.</p>	<p>Inappropriate information. Reputation. CPA Governance failure. Absence and health issues for staff. Morale. Financial penalties. Increased audit fees. Staff time / additional pressure.</p>	<p>Timetables for closure of accounts and budget setting. Monitoring of key returns / reconciliations. Rotation in staff duties allows sharing of knowledge. Asset reconciliation work. System and processing controls (SPC). Audit liaison. Officer training. CPD. Workforce planning.</p>			<p>Impact</p>  <p>Likelihood</p>
<p>25. Shared service failure e.g. NNDR shared service.</p>	<p>Stratford District Council terminate NNDR shared service.</p>	<p>Loss of resilience. TUPE implications. Cost. Staff morale. Service failure.</p>	<p>Memorandum of understanding. Letter of variation. Regular meetings. 18 month notice period. Supplier has appropriate contingency arrangements. Separate risk register in place.</p>			<p>Impact</p>  <p>Likelihood</p>

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
26. Creditor payment error e.g. overpaying, paying twice.	Human error. Staff shortage. Duplicate invoices. System error / failure. Fraud (including fraudulent invoices).	Financial loss. Reputation. Additional workload. Loss of investment interest.	National Fraud Initiative. Staff knowledge. Staff cover. Code of financial practice. Separation of duties. Manuals. Reconciliations. Budget monitoring. System controls (to prevent fraud). Ongoing review of processes and process manuals. NAFN membership. Centralised processing of invoices. Ongoing Order training. Utility invoices now entered on Total and they go to fsteam top process payment.			 <p>Centralisation has enabled greater specialism and therefore more expertise, resulting in risk reduction.</p>
27. Procurement of services by Finance non-compliant with legislation.	Finance Dept not following Procurement Code of Practice. Staff shortage. Absence of key staff. Lack of staff training.	Financial loss. Litigation. Loss of reputation. Confidence of contractors. Delay in awarding contract. Failure to secure best value. Cost of rectification. Morale. Staff pressures. Successful challenge.	Procurement Manager and Assistant in Post. Procurement documentation in place. Procurement training. Procurement software in place. Procurement action plan. Working with other network groups e.g. centre of excellence. Insurance. Use of external expertise. Ongoing Order training. Ongoing reviews of contract register.			
28. Council Tax set is illegal, late or incorrect.	Incorrect resolution. No estimates. Other preceptors don't deliver information or it is incorrect (e.g. typing error). Referendum. Reduction. Government changes to Regulations / Intervention.	Rebilling. Cost of rectification. Cash flow issues. Reputational damage. Legal challenge. Staff morale. Staff pressures.	Monitoring timetable. Budget timetable. Keeping up to date with developments. Checking of figures and papers. CTB1 reconciliation spreadsheet checks.			 <p>Referendums unlikely. In-house management of annual billing means we are better equipped to cope with delays in setting ctax.</p>

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
29. Failure to produce cheques.	Failure of equipment. System failure. Inadequate stock level. Staff shortages.	Customers don't get paid causing hardship. Bad publicity. Dissatisfied customers. Staff morale.	Manual production of cheques. 81% of customers now paid by BACS. More customers encouraged to receive payment by BACS payments. Make payment by CHAPS. Procedure notes. Use available alternative payment methods e.g. typing up cheque, going down to bank, obtaining cash.			 <p>Less likely due to increase in payments now made by BACS.</p>
30. Inadequate Internal Audit Plan.	Limited or ineffective consultation. Incompetent head of internal audit. Senior management and/or Members misdirect resources.	Poorly prioritised assignments. Problems go undetected. Reduced assurances re Annual Governance Statement. More external audit – unable to rely on internal audits.	Extensive consultation process. Properly qualified and experienced head of internal audit. Senior management and Member support for internal audit function. Peer review of internal audit function. Professional standards.			
31. Internal Audit Plan substantially uncompleted.	Staff turnover. Diversion of resources. Poor productivity. No cooperation / management support.	Problems undetected. Reduced assurances re Annual Governance Statement. More external audit – unable to rely on internal audits.	Prioritisation mechanism. Buy in resources. Peer review action plan.			

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
<p>32. Reduced Collection of Council Tax income.</p>	<p>Debts not being collected or controlled. Lack of clear debt recovery policy. Changes to Bailiff Charging Scheme. Council tax avoidance tactics. Poor procedures and / or lack of manual. Irregular monitoring. System failure. Lack of procedures manual. Change of customer circumstances e.g. unemployment. Loss of staff expertise. Diminishing knowledge base regarding specialist debts. Changes in Council Tax Reduction Scheme. Council Tax reforms. Economic environment. Increase in number of people claiming reduction. Council tax reduction scheme not fit for purpose.</p>	<p>Incorrect message to debtors. Cash flow. Injustice. Financial loss. Complaints. Adverse publicity. Staff morale. Cost to Collection Fund. Many small debts to chase from people with limited resources. Liabilities are reduced and therefore less money is due to be collected than estimated</p>	<p>Formal monthly monitoring of outstanding debt. Recovery timetables. Documented control systems. Use of automated procedures in systems. Use of new enforcement agents. Property debts control group. Code of Financial practice. System / credit control. Internal audit. Careful authorisation of write-offs. Staff knowledge. Staff cover. Encourage pre-payment. Encourage direct debit payment. Ongoing review of procedures. Recovery and Corporate Debt Policies reviewed.</p>			 <p>Impact</p> <p>Likelihood</p>

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Required action	Responsible Officer	Residual Risk Rating
33. Reduction in Business Rates Income.	Economy. Decline in collection rates. Increase in Insolvencies. Business Rate avoidance tactics. Major companies relocating/closing. Business growth not matching RPI. Pooling partners may suffer loss in business rates income. Revaluations and appeals against RVs. CIL too high. Uncertain business rate retention scheme. Implementation of Local Plan. Planning decisions.	Financial Loss. Unable to balance the budget. Incorrect medium term financial planning. Deter development. Risk of local plan being unsound or delayed.	Robust recovery procedures for collection of Business rates. Resilience in Business Rates Team through shared service with Stratford DC. Safety net payments through business rate retention scheme. Risk Sharing through Pooling with other authority/s. Monthly monitoring of Net Debit and co-ordination with Development Services of new properties coming on line- Visiting team undertake pro-active initiatives. Yellow box initiative. Liaison with Development Services. Quarterly meetings with partner authorities. Healthy Business Rate Volatility Reserve. Consultants appointed to identify additional properties and future projections.			 <p style="text-align: center;">Impact Likelihood</p>

Key:

⌘ = Previous risk score (and direction)

Comment For "self-noting".

Special Note: This risk register comprises Finance’s own service risks. The Council’s significant financial risks are contained in the Significant Business Risk Register.