

APPENDIX A

Neighbourhood Services Corporate Risk Register – One Stop Shops

	Risk Description	Possible Triggers	Possible Consequences	Risk Mitigation/Control	Officer	Further Action(s) (if appropriate)	Resource	Due Date	Residual Risk Rating
1.	Insufficient staffing levels to deliver services.	i. Staff shortfall against establishment. ii. Staff attrition. iii. Sickness and leave. iv. Recruitment freeze or failure.	i. Customer dissatisfaction ii. Reputational damage. iii. Closure of OSS outlets.	i. Recruitment plans in place. ii. Absence management policies and training. iii. Review of exit interviews iv. Team leaders trained to deliver service. v. Opportunity to gain support from CSC. This will not be available from 1 April 2016, due to WDC telephony return vi. Introduction of Hub working.	WCC Customer Services Manager	There are currently 3 WDC vacancies within OSS. With the ongoing OSS Review, WDC considered it appropriate to fill these 3 posts as fixed term. At time of update (24 June 2016) two out of the three posts had been filled	OSS currently using temps to cover "lower level" work, currently in Warwick and considering the same in Kenilworth		
2	Loss of staff morale/Stress	i. Combination of initiatives that are leading to potential change within the team, i.e. <ul style="list-style-type: none"> • Police role • Signage • OSS Review ii. Vacant positions within team	i. Increased sick leave. ii. Increased stress iii. Low morale	i. Good, appropriate communication between management and team. ii. Quick resolution to any issues. iii. Resolve recruitment as quick as possible	WCC Customer Services Manager Waste Performance and Policy Officer	Resolution of recruitment issue asap. Regular meetings/com munications with teams	Commitment to attend regular team meetings		
3.	Harm to staff/other members of the public.	i. Exposure to abusive customer contact. ii. Exchange of information of an upsetting nature.	i. Temporary loss of capacity. ii. Service disruption. iii. Reputational damage iv. Liability/negligence claims.	i. Risk assessments in place ii. Procedures documented iii. Training completed.	WCC Customer Services Manager				

	Risk Description	Possible Triggers	Possible Consequences	Risk Mitigation/Control	Officer	Further Action(s) (if appropriate)	Resource	Due Date	Residual Risk Rating
4.	ICT failure.	<ul style="list-style-type: none"> i. Network issues. ii. Service related ICT system issues. 	<ul style="list-style-type: none"> i. Disruption of core activities/services offered to customers. ii. Reputational damage. 	<ul style="list-style-type: none"> i. Reporting routines established. ii. Procedures to deal with enquiries manually. 	WCC Customer Services Manager				
5.	Provision of incorrect information and advice.	<ul style="list-style-type: none"> i. Lack of training provision. ii. Individuals failing to follow procedures. iii. Inaccurate information stored within the system. 	<ul style="list-style-type: none"> i. Reputational damage. ii. Liability/negligence claims. iii. Service degradation. 	<ul style="list-style-type: none"> i. Training undertaken. ii. Robust recruitment procedures. iii. Quality framework and feedback routines established. iv. Regular engagement with services to maintain accurate information. 	WCC Customer Services Manager	<p>With the return of the WDC telephony it is important that communication lines remain between WDC and OSS service.</p> <p>Need to ensure that any training needed is continued.</p> <p>Once the telephony has bedded in get routine liaison meetings organised</p>			
6.	Firearms/suspect package incidents.	OSS delivering Police services – seen as appropriate place to dispose of weapons.	<ul style="list-style-type: none"> i. Physical harm to staff and customers ii. Damage to premises. 	<ul style="list-style-type: none"> i. Procedures established ii. Training in place. iii. Risk assessments complete. 	WCC Customer Services Manager	<p>This service is no longer offered by OSS and the occasions when it still happens are very limited.</p> <p>The WCC procedure on Firearms/suspect packages to be reviewed and updated</p>			

	Risk Description	Possible Triggers	Possible Consequences	Risk Mitigation/Control	Officer	Further Action(s) (if appropriate)	Resource	Due Date	Residual Risk Rating
	Breakdown of partnership working within the face to face environment.	<ul style="list-style-type: none"> i. Differing organisational priorities. ii. Financial constraints. iii. Breakdown of relationships. iv. Withdrawal of political support. 	<ul style="list-style-type: none"> i. Remain co-location only. ii. Organisational withdrawal from partnership. iii. Increased cost and non-realisation of partnership vision iv. Disruption to customer service. v. Reputational damage vi. Closure of face to face outlets. 	<ul style="list-style-type: none"> i. Regular engagement at all appropriate levels to confirm priorities and activities. ii. Staff consultations and alignment of terms and conditions. 	Head of Service – WDC & WCC	<p>During the OSS Review there are planned consultations with staff.</p> <p>During the period of telephony return there is a requirement to continue liaison</p>			
	Loss of premises.	<ul style="list-style-type: none"> i. Major incident e.g. flood, loss of power, building damage. 	<ul style="list-style-type: none"> i. Service delivery compromised and resultant customer dissatisfaction. ii. Reputational damage. 	<ul style="list-style-type: none"> i. Business continuity plan. ii. Offer service from alternative location or from CSC or Web. 	WCC Customer Services Manager	<p>Due to Hub Working the loss of a single premises can be accommodated, Need to check the option for CSC is still available due to WDC telephony withdrawal</p>			

Key:
New narrative Narrative being transferred Deleted narrative \mathbb{L} = Previous risk score (and direction)