



High Scoring Organisational Risks - Mitigation Actions

Residents Services Directorate - Jane Dodsworth

Status	Risk No.	Risks Area	DM Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 153	CCS - Increased costs of trade waste disposal, reducing net revenue of service	Bob Riley	9	-	9	4	31-Mar-2019	Improving


Option to use cheaper disposal route being explored and will be reported to the Business Improvement Programme Board.

Commercial Services

Status	Risk No.	Risks Area	DM Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 61	Estates - Rent arrears	Victoria McKay	9	4	6	4	31-Mar-2019	Improving

There continues to be a level of rent arrears close to the Performance Indicator (PI) target; in addition to recovery processes, mitigating measures include securing rent deposits and guarantors for new leases.

Planning Services

Status	Risk No.	Risks Area	DM Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 18	Planning – Lack of staff resources to meet case workload	Tony Whitty	6	8	6	4	31-Mar-2019	Improving

Workloads reach unmanageable levels resulting in

- Service delivery
- Community expectations
- Complaints
- Effect on staff
- Loss of staff
- Reputation
- Judicial Reviews and costs

Mitigation:

Case nos. monitoring,
1 to 1's with manager,

Use of consultants/temporary staff.

Allow for flexibility in officers dealing with pre-apps where primary pre-app officer is absent.

Prioritise recruitment to vacant posts.

Currently there is a backlog of work to clear, and the service is using agency staff to cover roles whilst recruitment undertaken for vacant roles.