



## High Scoring Organisational Risks - Mitigation Actions

### Commercial Services


Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 58	Car Parking Service - Reduced Income - Deviation from budget	Jane Hotchkiss	12	2	6	4	31-Mar-2018	Improving

Expected shortfall to the approved 2016-17 budget has been significant at £368k, so 2017-18 budget was adjusted to take account of this trend with a lower income target set.

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 107	Commercial - Negative publicity due to change in service delivery options for the Novium	Jane Hotchkiss	6	6	6	4	31-Mar-2018	Improving

Further work being conducted so risk remains the same.


### Community Services

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 72	Careline - Potential for corporate contracts to be lost to commercial competition	Steve Hansford	9	6	6	6	31-Mar-2018	Improving

No change. Current market conditions continue to be highly competitive but ongoing management of client relationships and monitoring of contract expiry dates for renewal and new tender opportunities seek to mitigate risk. A re-tender was won in Nov however another contract will go to tender in March.


## APPENDIX 3

[illegible]

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 112	Community - Increased risk of community tensions due to the wider events in the UK & abroad	Steve Hansford	8	6	6	6	31-Mar-2018	Improving
Risk of community tensions due to events in the UK & abroad and the effects on the local community including hate crime, hate graffiti, the introduction of refugee families into the local community, gypsy and travellers and rough sleepers in the district.									
There has been no significant rise in hate crime incidents since Brexit concerns, and there has been a smooth introduction of a refugee family into the district. There have been some graffiti in Chichester recently and this situation is being monitored with the appropriate partners.									
Matters arising from any community tension are monitored by the CSP Joint Action Group monthly with Police and WSCC, confident any change will be detected and appropriate response implemented.									


## APPENDIX 3

## Contract Services

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 142	CCS – Increased costs and environmental impact due to increasing number of fly tips reported and collected	Bob Riley	8	-	6	4	31-Mar-2018	Improving


Mitigation actions included - Resources deployed to cope with growth experienced to date. Environmental Health/Corporate Fraud Officer are collecting evidence and progressing prosecutions. PR campaign to raise awareness.

The Council is currently in discussions with West Sussex County Council about the impact following the introduction of the new charges for using waste and recycling stations.

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 143	CCS – Failure to achieve cleaning standard required for the A27 with increased costs due to the need to adhere to higher H&S requirements	Bob Riley	6	-	6	4	30-Sep-2017	Improving

Mitigation actions - Options for collaborative work being explored with Highways England and County Highways. Review of practices to produce new schedules and methodologies to take account of the required new safe method of working in order to determine the service standard required and the frequency of cleaning needed.


### Finance & Governance Services

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 101	H&S - Failure to deliver services following incident leading to a breach of the council's statutory duties under the Civil Contingencies Act	John Ward	6	6	6	3	31-Mar-2018	Improving

The current situation with Business Continuity (BC) remains good in that each service has their BC plans on the Resilience Direct (RD) website and there is a system in place for ongoing review and updating of those plans. Designated staff have received training on the use of RD. The critical staff list is also available on RD.


HoS are currently in the process of reviewing their BC plans following a refresh of the Business Impact Assessments (BIA). They have been given until the end of March to complete the review and after that date the Corp. H&S team will be critically reviewing the plans to make sure they are robust and are capable/achievable within the timescales in the BIA's.

There have been no decisions around DR for IT – I raised this again in my recent H&S report to CMT. Following that report Jane Dodsworth emailed me to confirm that they will pick this up as part of the ICT review they are about to start. The shared service arrangements for IT were holding up progress on this.

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 135	Accountancy Services - Lack of staff resources to meet demand for ad hoc/project work	John Ward	6	-	6	4	31-Mar-2018	Improving

- Agree priorities with senior managers
- Budget and final accounts priorities agreed and supported by senior managers
- Buy in temporary staff resources

### Housing & Environment Services

Status	Risk No.	Risks Area	HoS Lead	Original Score	Previous Review Score	Current Score	Target Score	Target Date	Internal Controls
	CRR 125	Housing - Welfare reform impacting on Council's ability to house people from a particular needs category	Louise Rudziak	4	6	6	4	31-Mar-2018	Improving

There has been a review of the housing strategy.

The Council has various types of mitigation in place for the impact of welfare reforms including using our Strategic Housing Market Assessment to inform housing types and sizes through the planning process, we have mitigation plans in place for people affected by the new benefits cap (targeted publicity, events and support), we use Discretionary Housing Payments to top-up housing benefit for those in need and we engage with Registered Providers through our Housing Partnership regarding particular types of accommodation needed.

Reviewed - no change.