

Operational Risk Report

Neighbourhood Delivery

Quarter 1, 2012

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
<b>Performance, Improvement &amp; Transformation &gt;&gt; Neighbourhood Delivery - David Austin</b>								
<b>ND_F01 - Failure to monitor the variation in projected levels of income for recyclables.</b>								
Category of risk: Financial Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Budget overspends Difficulty in predicting budgets	4 - Very Likely	3 - High	12 - Red	- Regular meetings with Accountant - Organising longer term contracts/consortia	3 - Likely	2 - Medium	6 - Amber	
Status of this risk: Treating			Corporate Priority: Dacorum Delivers					
Risk Owner Comments: Income streams continue to be monitored against market trends. There has been issues with plastic prices and tonnages of newspapers declining.								
<b>ND_F02 - Lack of budget to develop services</b>								
Category of risk: Financial Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Services performance ratings could suffer More complaints Demotivated staff	4 - Very Likely	3 - High	12 - Red	- Medium Term Financial Plan - Robust business cases put in place to justify expenditure - Linking spend to council priorities	3 - Likely	2 - Medium	6 - Amber	
Status of this risk: Tolerating			Corporate Priority: Dacorum Delivers					
Risk Owner Comments: Bid made to DCLG Weekly Collection Support Scheme for future service improvements.								
<b>ND_F03 - Lack of Capital Funding</b>								
Category of risk: Financial Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Unable to deliver improved service Failure to take advantage of opportunities for income generation	2 - Unlikely	2 - Medium	4 - Green	- Full research and business case - Opportunities with Partners	2 - Unlikely	1 - Low	2 - Green	
Status of this risk: Treating			Corporate Priority: Dacorum Delivers					

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<p>Risk Owner Comments: No longer significant risk as all current requirements contained in capital programme.</p>								
<p><b>ND_I01 - Failure to achieve Headline Service Objectives</b></p>								
Category of risk: Infrastructure Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Poor service quality, lessened resident satisfaction.	2 - Unlikely	2 - Medium	4 - Green	- Service Plan ownership at AD level and regular reviews with GMs. - Staff involved in setting milestones	1 - Very Unlikely	1 - Low	1 - Green	
Status of this risk: Tolerating			Corporate Priority: Dacorum Delivers					
<p>Risk Owner Comments: Good progress on objectives in first quarter.</p>								
<p><b>ND_I02 - Failure to manage relationships with Service areas across the Council</b></p>								
Category of risk: Infrastructure Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Duplication of activities, resident dissatisfaction.	3 - Likely	2 - Medium	6 - Amber	- New Corporate working groups - Talking point meetings - Cross cutting service plan objectives	2 - Unlikely	2 - Medium	4 - Green	
Status of this risk: Tolerating			Corporate Priority: Dacorum Delivers					
<p>Risk Owner Comments: Progress made via ADs meetings / Corporate Working Groups.</p>								
<p><b>ND_I03 - Failure to manage sickness levels and staff retention</b></p>								
Category of risk: Infrastructure Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Increase use of agency staff Higher Complaints Cost implications	3 - Likely	3 - High	9 - Amber	- A robust system to manage sickness and absence - Sickness management	3 - Likely	2 - Medium	6 - Amber	

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			9	- Programme of inoculation against diseases - Robust provider of temporary labour			4	
Status of this risk: Treating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: Sickness levels within budget but continued focus required .								
<b>ND_I04 - Lack of fuel due to shortages, unavailability or price</b>								
Category of risk: Infrastructure Risks			Portfolio Holder: Cllr Julie Laws - Environment & Sustainability					
Service disruption Health hazards Staffing issues	3 - Likely	3 - High	9 - Amber	- National agreements in place	2 - Unlikely	2 - Medium	4 - Green	
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: No current threat of strike action affecting supplies.								
<b>ND_M01 - Failure to respond to opportunities presented by Localism Bill</b>								
Category of risk: Marketplace Risks			Portfolio Holder: Cllr Neil Harden - Residents & Regulatory Services					
Missed efficiencies from inappropriate allocation of resources	3 - Likely	3 - High	9 - Amber	- Analysis of localism bill proposals	2 - Unlikely	3 - High	6 - Amber	
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: Proposals continue to be monitored by Localism CWG.								
<b>ND_R01 - Lack of capacity to deliver Neighbourhood Action</b>								
Category of risk: Reputational Risks			Portfolio Holder: Cllr Neil Harden - Service & Performance Improvement					

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Failure to on priorities identified at a local level by residents	3 - Likely	2 - Medium	6 - Amber	- Create new apprentice position - Create generic JDs for ASB and Neighbourhood Action - Regular appraisals to assess individual needs/requirements	2 - Unlikely	1 - Low	2 - Green	
Status of this risk: Tolerating		Corporate Priority: Dacorum Delivers						
Risk Owner Comments: No longer significant risk as new structure is delivering.								