

Operational Risk Register

Neighbourhood Delivery

Quarter 4, 2013

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Performance, Improvement & Transformation >> Neighbourhood Delivery - David Austin								
ND_F01 - Failure to monitor the variation in projected levels of income for recyclables.								
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 levels continue to be closely monitored.								
ND_F02 - Lack of budget to develop services								
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: Budgets have been set for 13/14 and new capital bids being prepared.								
ND_F03 - Lack of Capital Funding								
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: All items in capital programme. Further work required on vehicle replacement programme as part of waste service reconfiguration.</p>								
<p>ND_I01 - Failure to achieve Headline Service Objectives</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: No issues at current time.</p>								
<p>ND_I02 - Failure to manage relationships with Service areas across the Council</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: Continues to be addressed through Corporate Working Groups.</p>								
<p>ND_I03 - Failure to manage sickness levels and staff retention</p>								

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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 - Programme of inoculation against diseases - Robust provider of temporary labour	3 - Likely	2 - Medium	6 - Amber	
Status of this risk: Treating		Corporate Priority: Dacorum Delivers						
Risk Owner Comments: Good progress on sickness management particularly with frontline staff.								
ND_I04 - Lack of fuel due to shortages, unavailability or price								
Category of risk: Infrastructure Risks		Portfolio Holder: Cllr Julie Laws - Environment & Sustainability						
Service disruption Health hazards Staffing issues	3 - Likely	1 - Low	3 - Green	- National agreements in place	2 - Unlikely	2 - Medium	4 - Green	
Status of this risk: Tolerating		Corporate Priority: Dacorum Delivers						
Risk Owner Comments: Diesel storage tank to be installed at Cupid Green in Q1 of 13/14.								
ND_M01 - Failure to respond to opportunities presented by Localism Bill								
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						

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Risk Owner Comments: Addressed by CWG.								
ND_R01 - Lack of capacity to deliver Neighbourhood Action								
Category of risk: Reputational Risks			Portfolio Holder: Cllr Neil Harden - Service & Performance Improvement					
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 issues currently.								