

**Cabinet 27 July 2010, Service access and delivery - statement of risk**

The risk				Original risk score (impact x likelihood)			Managing risk						Risk score once action is complete (impact x likelihood)			
Risk ref.	Risk description	Risk owner	Date raised	I	L	Score	Control	Action	Deadline	Responsible officer	Action status	Notes	Month	I	L	Score
<b>Objective: The proposals for service access and delivery relate to the council's objective to provide excellent service to our customers however they choose to access the council's services</b>																
	If managers assign adequate resources to systems thinking activity then it may affect day-to-day service delivery	ADs	06/07/10	3	3	9	Reduce	Identify implications for service delivery and ways to mitigate each individual case.	Ongoing	ADs						
	If service managers do not allocate adequate staff resources to the 'system thinking' of their service then the work may not complete or may not complete in time for the rapid delivery of cashable savings.	ADs	06/07/10	4	4	16	Reduce	Effective communication with service managers to ensure adequate assignment of resources.	Ongoing	ADs						
1	If service teams do not have the necessary inhouse expertise in the systems thinking then the expected outcome will not be achieved	ADs	06/07/10	4	5	20	Reduce	Request the business transformation manager to assign expert support.	Ongoing	ADs						
2	If opportunities for normal turnover or redeployment of staff are not immediately identifiable then this will impact on the savings achieved.	ADs	06/07/10	4	1	4	Reduce	Work closely at the earliest opportunity with service teams to identify opportunities	Ongoing	ADs						

**risk score:**

Impact: 1-4

Likelihood: 1-6

**Control:**

Reduce

Accept

Transfer to 3rd party

Close