

SVPP Risk Register		Q\$			Completed 20 Feb 2020										
		Gross Risk													
Risk ref:	Gross Risk	Impact	Likelihood	Score	Categories	Section(s)	Primary Owner	Mitigations So Far	Residual Risk	Impact	Likelihood	Score	Residual Risk	Actions	Action End Date
1	Universal Credit and Welfare Reforms	2	2	4	Political People/staff / Community	Benefits	Benefits Services Manager	All sites are now in full service for Universal Credit. Staff are fully trained on the process. Managers meet and discuss issues with DWP. Welfare Reforms (such as Benefit Cap) are being dealt with by the Partnership through Discretionary Housing Payments. Caseload reducing on 'new claims' as claimants move to UC. Large number of regular data matches with DWP where claimant income changes.	Rent arrears, management of changes to Benefit Teams workload, DHP grant from Government to support demand for assistance. Government announcements expected on delivery.	2	2	4		Regular updates to Management Board and Scrutiny Panel. Each Sovereign Council to consider the Discretionary Housing Payment Fund and support for their residents.	On-going
2	Local Government Re-Organisation - Issuing Bills for the new Unitary Councils - changing data / precepting Authorities	3	3	9	Financial / Reputational / Community	All	SMT	SVPP are working in line with the finance and communications working groups for BCP and Dorset. Main function ensuring bills are despatched for the two new UA. Extensive work underway to align billing functionality / banking details.	Experienced staff allocated to task and support by software providers. All bills will be aligned but issued from existing databases. Where bank changes customers to be advised. Decisions must be made by new Shadow Councils on boundaries, precepting authorities and log etc by Jan 19 to deliver bills on time. The partnership will with BBC have 5 billing runs to administer in a two week period.	3	2	6		Officers agree new bills and billing run dates - suitable time for testing to be planned. New councils must advise of boundary changes, council logo, main site, any new parishes / preceptors by January. Scrutiny Panel to review at each Meeting.	Ongoing
3	BOP ICT server room perceived as single point of failure in the event of a major incident that impacted the building e.g. major flood	4	1	4	Technological	All	Head of ICT and Customer Services	BOP ICT backup each evening Monday to Friday to disk and Take a full Tape backup weekly (at weekends) which is moved off-site. These backups are monitored for success rates. If the Civic is destroyed ICT have a DR contract which includes delivery of hardware (i.e. Servers) to a nominated recovery site within 4 hours and onsite support. The Academy service would be usable with 2-3 days. This contract also includes 10 days offsite DR testing to enable the Borough to rehearse its recovery processes and procedures. Academy last tested 2016 and will be tested again Summer 2018 at SVPP request.	There may not be a suitable site available to act as the back up site if the disaster impacted the whole area.	2	1	2		None from SVPP	Ongoing
4	Different Customer Access Policies and operational procedures across BCP and Dorset UA	4	3	12	All	All	SMT	Currently SVPP administer all calls for the four partner councils through the 0345 number and a dedicated customer access team. BBC call go to CTAX or BEN staff that process at point of contact. Dorset use an automated telephony system. This means for BCP and Dorset different access arrangements for their customers. Potential for BCP to all use 0345 number and appropriate telephone or Website direction to databases / staff to support. For Dorset customers will have to be passed between SVPP and DRP to have accounts processed. Impact on processing times and to customer. Where schemes are not aligned for discounts additional complications for customers and statutory provisions required.	Extensive work being undertaken by staff with each new council to review schemes and customer access. Must acknowledge customers moving within the new council areas are in some cases going to have to contact two service providers in respect of CTAX / BENS / NNDR/Sundry Debts	3	3	9		Regular updates to Management Board and Scrutiny Panel. Each Sovereign Council to consider impact for their residents and CTAX discount schemes.	Apr-19

5	BOP EMT and MT have identified the customer reception area as a high risk area for both staff and customers, following the withdrawal of the agreement to refurbish the area	2	3	6	All	All	Head of ICT and Customer Services	Changes to services including appointments already implemented for revenues and benefits. This has reduced footfall. Alternative service delivery processes also agreed including payments and digital evidence.	High absence levels and staff turnover due to innapropriate furntiure and increased violence from members of the public due to the environment	2	3	6	Cabinet approval for business case and budget now agreed. Contractors now submitting quotes through tender process.	Ongoing
6	Joint Working in Revenues and Benefits in Dorset - impact on SVPP	3	4	12	All	All	S151 officers - Shadow CX	Members from all of the existing Councils gave support to consideration of Busniess Case. Dorset CX and DRP members agreed hold and review at a later date. New directorate structure for DorsetUA separates Revenues and Benefit services potentially. SVPP and BBC services can join together for April 19 with the SVPP. SVPP could revert to original status of SVP to suitably cover BCP and East and North areas of Dorset UA. Legal officers and S151 advise SVPP to continue in same formats as Dorset Waste Partnership and other Partnerships for April 2019. A timetable required to consder future service delviery in Dorset.	SVPP if operates as Stour Valley Partnership would be easy for customer to understand. Full alignment of BCP services can commence to achieve MTFP saving requirement. Dorset UA can consider if wishes to progress with Dorset Partnership. Dorset will have two providers of Revenues and Benefit Services for April 2019.	3	3	9	If agreed SVPP operating as SVP can align services for BCP and provide services for eastern and northern areas of Dorset UA. Direction to be received from Dorset chief excecutes.	Apr-19
7	There have been repeated faults at the Broadstone Exchange which have caused the network to be unavailable at Northmead House, our main processing centre. This means we have no telephony or access to sytems to deal with customers or process items of work.	3	3	9	All	All	Operations Manager	We have business continuity plans in place to relocate to an alternative site or work from home but this still causes severe disruption to service delivery. The root cause of the problem has been identified whereby BT were trying to reprovision the line believing it was not in use. Since this has been identified there have been no further outages. This issue will be further mitigated when the WAN is replaced in the next year.	Risk remains until a more resilient network is in place	2	2	4		ongoing