

Risk			Inherent Assessment			Controls	Residual Assessment			Actions	Responsible Person / Action Date
Code	Title	Description	Likelihood	Impact	Level		Likelihood	Impact	Level		
UC01	Staffing	Expected reduction in caseload could result in staff concerns around job security.	5	3	Medium	-Ongoing communication and engagement with staff -Recruitment Policy	3	2	Low	-Working with HR on recruitment/retention and workforce planning	Sally Sanders November 2017
UC02	Homelessness	Insufficient resources to deal with potential Increase in homelessness from private sector.	5	5	High	-Co-locating with JCP -Homelessness Prevention Strategy - Payment of DHP Foodbanks -Engagement with landlords -APA - Personal budgeting support	3	4	Medium	-Promote Advance payment -Homelessness Reduction Plan -Promote use of Citizen Advice Bureau -Comms to raise awareness - Website information updated and correctly signposted - recruitment plan in plan for additional resource funded by government funding local agreement with JCP	Susan Sharry March 2018
UC03	Roles & Responsibilities (of all service providers)	Further work around governance for key decisions relating to service delivery at an operational level for residents affected by UC	4	3	Medium	-Programme Board Terms of Reference agreed -Meetings scheduled	3	2	Low	-Report to EMT to include decision making and follow up opportunity to promote joined up working across Council. - workshops, awareness of UC, support, guidance, mechanism for joined up support	UC Programme Board November 2017
UC04	Debt Recovery	Increase in arrears as tenants are unable to pay on time: - 7 Day waiting period - Minimum 6 week delay in award . - Paid in arrears = cash flow issues.	5	5	High	-Debt Recovery Process	4	4	High	-Promote Council Tax support scheme - Discretionary payments -Agree corporate approach to dealing with increase in arrears -Lobbying	Geoff Waterton January 2017
UC05	Customer Journey	UC is a DWP administered benefit leading to a lack of understanding of end to end customer journey which will result in staff unable to support or advise residents in claiming UC	5	4	High	workshop with services reps to map customer journey facilitated by the systems thinking teams - Questionnaire sent to all HOS to capture information about clients, IT access and current support in place	4	3	Medium	- workshop scheduled with VCS to review what support can be provided by these organisations - Customer journey to be produced and communicated to staff - DWP LA support pack	Sally Sanders November 2017