

Strategic Risk Register

March 2012



Risk No.	Description of Risk	Risk Category	Risk Owner	Controls in Place	Matrix Score	Change from 2011	Actions Planned	Action Owner	Target Action Date
R1	Delays to the implementation of new technology having a negative impact on the performance, satisfaction and the ability of the organisation to drive change.	Operational (Internal)	AK	Information champions Regular internal communication on progress Additional resources Project monitoring	7	New	User awareness and training sessions	AK	March 2013
R2	Budget cuts in key public and third sector partners having a negative impact on local level service delivery	Strategic (External)	SG	Existing relationships with key public sector partners Chorley Partnership core funding support	6	0	Officers and Members to lobby and influence key public sector partners through meetings, working groups and responding to consultations.	GH	On going
R3	External legislative and policy change affecting service delivery	Strategic (External)	SG	Changes are being monitored and implications to the Council reported to SG for consideration. Health & wellbeing board LDF	5	0	Respond to consultations.	Policy	As Required
R4	Reduction in satisfaction with the Council	Reputation (Internal)	SG	Strong customer service culture Chorley smile jury	5	0	Development of coordinated and on-going approach to gathering and improving customer satisfaction Refresh communications and marketing strategy	Policy and Comms	October 2012
R5	Reduction in staff satisfaction and morale with the Council	People (Internal)	COS	OD and health and wellbeing programmes	5	0	Internal communications strategy	Policy and Comms	August 2012
R6	Failure to sustain our performance in light of budget cuts and abolition of Comprehensive Area Assessment	Reputation (Internal)	CS	Performance management framework Regular performance monitoring.	5	0	Implement individual performance management and update the performance management framework. Peer review	RH	December 2012
R7	Failure too achieve desired outcomes through partnership	Reputation (Internal)	SG	Chorley partnership including champions to drive	5	0			

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	working and deterioration in relationships			key themes and work streams					
R8	Incidents affecting service delivery/business continuity or even widespread damage, injury or risk to the public.	Operational (External)	JC/ COS	Business Continuity Plan Emergency Plan Country wide flu pandemic plan.	4	0			
R9	Damage to the Council's reputation through increasing commercial income generation activity	Reputation (Internal)	GH	Service plans Communication around financial benefits and VFM of income generation work.	3	0	Development of strategic/planned approach to income generation?	CS	August 2012
R10	Build and maintain strong relationships of trust and confidence between officers and each party to promote good and open relationships between political parties	Strategic (Internal)	GH	Weekly meeting with leader All party leaders meetings	3	0	Attendance at political group meetings to address key issues.	GH	As Required
R11	Failure of Shared Service arrangements	Operational (Internal)	SG	Thorough planning and consideration of options prior to changing service delivery methods. Strategic partnerships framework	3	0	Implementation of the strategic partnerships framework. Organisational review	CS	August 2012
R12	Lack of resources to deliver the Council's priorities due to public sector funding cuts (Financial & Staff Capacity)	Financial (Internal)	SG	The Corporate Strategy Business planning process Strong Medium Term Financial Strategy Transformation Strategy Performance Management Framework	3	-4	Implement individual performance management and update the performance management framework.	RH	April 2012

AK – Asim Khan (Head of Customer, ICT and Transactional Services)
SG – Strategy Group
GH – Gary Hall (Chief Executive)
CS – Chris Sinnott (Head of Policy and Communications)

JC – Jamie Carson (Director People and Places)
COS – Camilla Oakes Schofield (Head of HR&OD)
RH – Rebecca Huddleston (Performance Improvement Manager)