Ref:	Risk cause and event	Risk consequences	Risk owner	L	I	RAG	Mitigating actions and responsibility	Status update
1	Inability to maintain high standards of delivery for statutory services	* Reputational impact. * Lack of confidence from Members.	Chief Executive	3	4	12	* Corporate Improvement Board in place. * Staff able to work from home and access all relevant information. * Processes and procedures in place. * Performance monitoring in place. * Management actions are devised for all audit observations, which are approved by the Executive Lead and monitored internally by the Corporate Improvement Board. * Monthly liaison meetings are held with our internal auditors. * Internal audit progress reports are brought to Audit & Scrutiny Committee and Members made aware of any no or limited assurance audit reports.	* Risk owner changed to Chief Executive as position of Head of Corporate Resources is currently vacant. * Work is underway with our Finance and Planning transformation projects.
2	Failure to process Housing Benefits in-line with targets	* Failure of statutory duty. * Reduced / delayed support to recipients. * Reputational damage. * Reduction in administration grant fund.	Specialist Services Manager, Head of Digital Business Transformation and Democratic Services	3	3	9	* Replacement of revenues and benefits software system underway, with appropriate oversight and risk management in place. * Established working protocols. * Team resourcing closely monitored and issues reported to ELT. * Performance monitoring in place.	* See Appendix A - SR3a & SR3b.
3	Council is subject to a cybersecurity attack	* Data breach. * Impact on delivery of services * Reputational damage.	Head of Digital Business Transformation and Democratic Services	2	4	8	* Cyber Essentials certification in place. * Council information governance, which includes cyber security elements, is reviewed quarterly and formally assessed annually. * Internal audit of this area complete * Information governance Board in place *The IT Acceptable Use Policy (AUP) updated with relevant guidance and information on cyber security risks *Compulsory training on cyber security scheduled for all staff *Scheduled cyber security exercises *IT staff undertake courses and webinars to keep abreast of emerging trends in cyber security	
5	Inability to spend Right To Buy receipts on time resulting in having to return them	* Reduced cash flow. * Impact on budgets. * Increased recovery costs.	CFO	2	3	6	*Use of Right To Buy receipts monitored through Finance and Housing Development quarterly. * Project use of Right To Buy receipts in close discussion with colleagues.	* Reviewed no changes in this quarter. Risk due to move to the operational risk register.

6	Breach of GDPR due to Council business being conducted on personal devices	* Reputational damage.	Head of Legal Services & Monitoring Officer	2	3	6	* New Homeworker Policy which mandates rules for staff. * Discourage use of Zoom for business. * Confidential material not to be placed in home bins, but shredded in the office. * Staff to close windows when having work calls. * Regular information governance management meetings in place.	* New Data Protection Officer has joined the council.
7	Failure to collect revenue income (e.g. Council Tax, business rates, rental) in-line with our targets	* Failure of statutory duty. * Reduced cash flow.	Specialist Services Manager	1	4	4	* Established working protocols. * Team resourcing closely monitored and issues reported to Executive Leadership Team * Performance monitoring in place.	* Figures in Appendix A confirm that we are achieving our targets for collection rates.
4	Failure to maintain and develop ICT systems	* ICT systems failure. * Inability to deliver affected core & statutory services. *Financial costs of rectification. * Staff unable to work remotely.	Head of Digital Business Transformation and Democratic Services	1	3	3	* Digital Strategy in development, which will set out plans for ongoing maintenance and management of systems. * Cyber Essentials certification. * Business continuity plans in place and being reviewed. * Business analyst team in place to drive IT service developments.	* Digital Strategy approved * Audit actions have been established and are being progressed, but are not completed at this time.