



Corporate Resources Operational Risk Register

Theme/aim	Risk description	Likelihood	Impact	Risk Treatment	Mitigating action	Responsible officer
Protect and support the most vulnerable including those affected by financial challenges	On-going Welfare Reform and the impact of Universal Credit (UC). Potential impact on the Directorate's resources, in particular Revenues, Benefits and Customer Services.	High	Medium	Treat the risk	The impact of welfare reform to date has been incremental and has not had any significant impact directly on Revenues. UC is still planned to be rolled out to all new claimants in South Derbyshire from November 2018, with further roll-outs for all claimants expected from July 2019. Full implementation is expected by 2022/23 for all working age claimants. Eventually, this is likely to reduce the amount of housing benefit claims being processed. It is anticipated that spare capacity will be utilised to support claimants as they switch to UC. Staff levels will be kept under review.	Revenues and Customer Services Manager
Maintain financial health	A small discrete unit (Financial Services) has responsibility for leading on this theme. The Unit is sensitive to a temporary change in resources.	Low	Medium	Treat the risk	The Unit currently has one vacancy and an opportunity is being taken to review the level and use of staff resources. Training and sharing knowledge across the Unit is essential to mitigate the risk and this is currently in place. There are two trainee posts in place with the post holders undergoing formal training programmes, both academically and practically. Training and development is available and utilised by all staff.	Financial Services Manager

Growth and Regeneration	Potential impact on the Directorate's resources, especially the Land Charges Unit.	High	Medium	Treat the risk	The volume of land searches continues to increase, together with Government expectations to reduce turnaround times from an average of 20 days to 10. The Unit is supported through cover arrangements from within the wider Directorate at busier times. In addition, a Modern Apprentice has recently been employed and this should help to maintain a good level of service.	Corporate Asset Manager
Fraudulent activity and compliance	With the transfer of the Council's fraud team to the DWP in 2016, there is a potential that fraud could go undetected and compliance is not consistently applied across all services.	Low	Medium	Treat the risk	The Council works in partnership with other Derbyshire authorities who share a software package that enables data matching in Council Tax and Business Rates. In addition, a Partnership arrangement with Derby City Council was implemented in January 2017, following the appointment of a new and dedicated Fraud Unit at the City. The Council buys in the equivalent of one post to help detect fraud in other areas across the Council, allowing knowledge and skills to be shared. The performance of the Partnership is measured.	Revenues and Customer Services Manager
Change in service delivery	The ending of the contract with Northgate Public Services in February 2017 could potentially lead to some temporary disruption and shortfall in resources. ICT is considered a particular risk area.	Low	Medium	Treat the risk	<i>It is considered that this risk in itself has now been fully mitigated.</i>	Strategic Director Corporate Resources