Dis	abled Facilities G	Brants risk re	giste	er (v	7 Ja	anuary 2019)											
Identifying the risk or issue						Managing the risk or issue									Closing the risk or issue		
ID	Issue (i.e.: Threat to the Project)	Risk / Consequence	Current assessment			Already in place	Who is	Not in place / in progress	Who will	Implement	Revised	Residual level			Review	Closure	Signed off
			ı	L	0		managing	and an passe of the passe of th	manage	date	date	ı	L	0	date	date	by
	Management oversight	Potential for non-				New manual spreadsheet	Joe Muxlow	Management sampling of case files	Niall	July 2018							
	of DFG cases and programme needs	compliance with systems				created to summarise Civica record –		Monthly monitoring of system compliance, case progress and timescales using	Joe Muxlow	July 2018							
	strengthening	Poor case				compliance with each		Clear desk instructions for each stage in	Joe	July 2018	October 2018						
		management leading to delays	s		l	process stage and timescales for each		the process Restructure of wider service to reinstate	Muxlow Neal								
1		Lower value for	Н	M	Н			operational manager function over the	Cockerton	July 2018	April 2019	М	-	-			
		money Lower customer						Review findings from customer satisfaction surveys every 6 months	Joe Muxlow	September 2018							
		satisfaction						New IT system with case management	Niall								
								dashboard functionality to facilitate monthly manager review of process compliance	Waller	July 2019							
	New adaptation framework may not	Lower value for money				Gather data on costs and timeliness for each	Joe Muxlow	Monitor the costs and timeliness for each contractor	Joe Muxlow	August 2018							
2	deliver anticipated benefits – timeliness, VFM and customer service	Lower customer satisfaction	н	M	н	contractor Introduce new customer satisfaction survey to include contractor service		Review the implementation of the framework at quarterly intervals to establish effectiveness	Niall Waller	July 2018		М	L	M			
2a	Implementation of adaptations framework not transparent in allocation of work to	Lower value for money Reputational risk	L	L	L	Record officers allocating work.	Joe Muxlow	Operate framework in accordance with rotation of contractors.  Review work allocation quarterly to ensure rotation being used effectively and	Joe Muxlow	August 2018		L	L	L			
	Land charges process	The Council				New manual spreadsheet	Joe Muxlow	Management sampling of case files	Niall	July 2018							
	inadequate to ensure charges are placed in a	placed at risk of not being repaid				created to summarise Civica record –		New manual spreadsheet to summarise Civica record – compliance with each	Joe Muxlow Niall Waller	July 2018							
3	timely manner to protect public investment	grant owed to it	М	M	М	compliance with each process stage and timescales for each		New IT system with case management dashboard functionality to facilitate monthly manager review of process compliance		July 2019		L	L	L			
	Mismatch between	Lack of						New programme schedule to be created to	Niall	July 2018							
4	current published policy and practice for top up	transparency of decision-making	M	L	М			Set out criteria for each Management sampling of case files on	Waller Niall	July 2018		L	L				
-	loans and grants and relocation grants	leading to criticism and challenge	IVI	W   L	IVI	`		monthly hasis  New manual spreadsheet to summarise  Civica record – compliance with each	Joe Muxlow	July 2018				_			
	Systems and paperwork	Legal action				Forms reviewed for	Joe Muxlow	All systems to be checked and signed off	Joe	August 2018	November 2018	L	L	L			
5	not GDPR compliant	against the Council and	Н	L	М	GDPR compliance		hv Information Governance The Civica system needs review as its	Muxlow Niall	March 2018							
	Overall DFG timescale too long to meet	Reputational damage				New manual spreadsheet to summarise Civica record – compliance with each process stage and	Joe Muxlow	ability to meet GDPR requirements is Review evidence base generated to identify pinch points in the process and	Waller Niall Waller Niall Waller	August 2018							
6	published targets	Customer frustration	М	н	М			Lean review of the overall DFG process including the OT elements		September 2018	L	M	М				
						timescales for each Review all cases that fail		Learn from high-performing Council areas	Joe Muxlow	September 2018							
7	Lifting equipment	Failure to meet	L	М	L	to most 117 day torast to		New procurement arrangement being put	Joe	July 2018	October 2018	L	L	L			
	contract out of date Whole systems approach to adaptations	CPRs Lower value for money –				Monthly panel meetings bring together OTs, DFG	Niall Waller	in place through national framework Need wider dialogue to start with Health Board and with RSLs	Muxlow Niall Waller	November 2018							
8	not in place in County	opportunities for economies of scale and reduced administration	M	М	М	(private) team, C&R and Housing Options		Develop common systems across providers	Niall Waller	June 2019		М	М	М			
		Services not customer															