

Risk Register for the Civica Contract										
ID	Risk	Current Risk			Status Open / Cl	Owner	Controls / Mitigation	Residual Risk		
		Likelihood	Impact	Severity RAYG				Likelihood	Impact	Severity RAYG
1	The required savings are not achieved through the partnership.	D	3	Y	Open	Ops Board	Regular Operations Meetings including Finance colleagues to monitor and manage the expectations of the contract	E	3	Y
2	The growth opportunities through the Elwy centre are not realised	C	3	Y	Open	Richard Weigh/Paul Barnes	The Strategic Board monitor and challenge Civica to ensure progress is being made on the development of the Elwy Centre	C	3	Y
3	Our relationship with Civica breaks down	D	1	A	Open	Paul Barnes	A range of meetings and boards ensuring effective working relationship for both organisations	E	1	A
4	The performance significantly drops and KPIs are not met leading to significant financial and reputational impact	D	2	A	Open	Paul Barnes	Monthly performance reports from Civica / Monthly Operational Board Meetings	E	2	Y
5	The performance significantly drops and KPIs are not met leading to minimal financial or reputational impact	D	4	G	Open	Paul Barnes	Monthly performance reports from Civica / Monthly Operational Board Meetings	D	4	G
6	Civica becomes insolvent	E	1	A	Open	Steve Gadd	Annual accounts received from Civica	E	1	A
7	Any local government reorganisation results in contractual problems	D	2	A	Open	Richard Weigh	Monitoring the political situation	D	2	A
8	Data security is weak resulting in a potential data breach	D	2	A	Open	Civica	Training and supervision of staff	E	2	Y
9	There is ineffective client monitoring of the contract	D	2	A	Open	Paul Barnes	Monthly performance reports from Civica / Monthly Operational Board Meetings	E	2	Y
10	The negative impact of Civica not being able to attend the regional Revenue & Benefits meetings	B	3	A	Open	Paul Barnes	Paul Barnes attends	D	4	G
11	The potential for reputational risk with the outsourcing of the Bailiffs service	D	2	A	Open	Operations Board	Will be monitored monthly through the Operational Board. Working with Citizens Advice Denbighshire to ensure a robust process. The contractors will attend the Strategic Tackling Poverty Group.	D	3	Y
12	The provision of timely and accurate financial information from Civica to DCC Finance at year end	B	2	R	Open	Civica	Meeting between DCC & Civica colleagues to confirm timelines and process. Proposed running of half yearly close down. Frequent reconciliation of accounts.	D	2	A
	The transfer of staff is not well managed				Closed					
	There are delays to the refit and development of 3 rd floor Russell House for Civica colleagues				Closed					
	Ensure visibility of new staffing responsibilities and structures for colleagues moving from DCC to Civica through intranet and other relevant channels				Closed					
	Civica are unable to recruit bailiffs to vacant positions				Closed					

