

Appendices: 1



NORTHAMPTON
BOROUGH COUNCIL

Item No.

8

AUDIT COMMITTEE REPORT

Report Title	Service Area Risk Register Reviews – Customer Services
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AGENDA STATUS: PUBLIC

Meeting Date:	10 January 2011
Policy Document:	No
Directorate:	Finance and Support
Accountable Cabinet Member:	Cllr David Perkins

1. Purpose

- 1.1 To provide an opportunity for the Audit Committee to undertake a review of a service-level risk register at each committee meeting.

2. Recommendations

- 2.1 To undertake a review of the Customer Services risk register.
- 2.2 To highlight any suggestions for improvement.
- 2.3 To select the next service-level risk register to be reviewed.

3. Issues and Choices

3.1 Report Background

- 3.1.1 At an Audit Committee meeting in March 2010, the Committee requested that each service area risk register be routinely brought before the Committee for review.
- 3.1.2 To date the following registers have been brought before the Committee: Revenues and Benefits, Housing, Regeneration and Development.
- 3.1.3 At the Audit Committee meeting on 8th November 2010, the Committee requested that the risk register for Customer Services be reviewed at the next meeting.

3.2 Issues

- 3.2.1 Points for Audit Committee to consider as part of the review:
 - Is the register complete are there gaps in the spreadsheet.
 - Are there any key risks missing, highlight additional risks to be considered.

- Are there overdue actions.
 - Challenge scores where necessary.
 - Discuss in more detail any high risks or risks of specific interest.
- 3.2.2 The Council essentially has five areas of risk management across the authority, strategic, service, project, partnership and operational.
- 3.2.3 The registers being reviewed through this process are the service-level registers and therefore are focussed on risks to achieving service objectives. They should not include day-to-day operational risks.
- 3.2.4 The Customer Service Objectives are detailed below:
- Development of Customer Insight Software
 - Review of Customer Service Standards with customers
 - Review of opening hours
 - Remodelling of the One Stop Shop
 - Optimise the Contact Centre
 - Achievement of efficiency savings including OOH automated telephone response and scanner/copies in the One Stop Shop
 - Continued employee development
 - Explore opportunities for shared services with other Local Authorities/Northampton County Council or Partners
 - Migrate remaining NBC Services into Contact Centre

3.3 Choices (Options)

- 3.3.1 To suggest any additional areas to cover in future risk updates.

4. Implications (including financial implications)

4.1 Policy

- 4.1.1 None.

4.2 Resources and Risk

- 4.2.1 A balanced approach needs to be taken when considering the cost of mitigating actions against the level of perceived or actual risk.
- 4.2.2 Targeting resources at areas and issues of greatest risk where the Council's objectives are most under threat.

4.3 Legal

- 4.3.1 There are no specific legal implications arising from this report.

4.4 Equality

- 4.4.1 There are no specific equalities implications arising from this report.

4.5 Consultees (Internal and External)

- 4.5.1 The Head of Finance and the Head of Customer Services have been asked to comment on this report.

4.6 How the Proposals deliver Priority Outcomes

- 4.6.1 Providing an early warning system to alert Officers and Members to potential opportunities and threats.
- 4.6.2 Targeting resources at areas and issues of greatest risk where the Council's objectives are most under threat.
- 4.6.3 Reduction in interruptions to service delivery.
- 4.6.4 Continuity of critical Council activities.
- 4.6.5 Enabling the Council to act proactively, avoiding reactive management wherever possible.
- 4.6.6 Protecting and enhancing the reputation of Northampton Borough Council.

4.7 Other Implications

- 4.7.1 Not applicable.

5. Background Papers

Appendix A – Customer Services Risk Register (please print on A3 paper).

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