

Appendix 2 – Risk Assessment

Risk No	Risk description	Risk mitigation	Residual / current risk			Additional steps to be taken
			Likelihood	Impact	Prioritisation*	
1.	Failure to gain Cabinet approval of Fees and Charges before April 2020.	The report will be taken to Cabinet on 17 th March 2020.	Low	Medium	Tolerable	Ongoing.
2.	Services do not implement changes from 1 st April 2020 resulting in loss of income.	Communication will be sent to all services to implement fees and charges once approval and call in cleared.	Low	Medium	Tolerable	Ongoing.
3.	Increases to fees and charges result in customer losses for services.	Services have reviewed their market place and applied appropriate and commercially intelligent proposals.	Medium	Medium	Important	Services to monitor customer numbers and any impact to sales following implementation.
4.	Increases in fees and charges impact disproportionately on vulnerable	Services have completed Equalities Assessments to ensure they are aware of any impact to vulnerable people.	Low	Medium	Important	Services to monitor customer feedback and any alerts following implementation.

Measures of likelihood/ Impact:

Description	Likelihood Description	Impact Description
High	Almost certain, is expected to occur in most circumstances. Greater than 80% chance.	Critical impact on the achievement of objectives and overall performance. Critical opportunity to innovate/improve performance missed/wasted. Huge impact on costs and/or reputation. Very difficult to recover from and possibly requiring a long term recovery period.
Significant	Likely, will probably occur in most circumstances. 50% - 80% chance.	Major impact on costs and objectives. Substantial opportunity to innovate/improve performance missed/wasted. Serious impact on output and/or quality and reputation. Medium to long term effect and expensive to recover from.
Medium	Possible, might occur at some time. 20% - 50% chance.	Waste of time and resources. Good opportunity to innovate/improve performance missed/wasted. Moderate impact on operational efficiency, output and quality. Medium term effect which may be expensive to recover from.
Low	Unlikely, but could occur at some time. Less than 20% chance.	Minor loss, delay, inconvenience or interruption. Opportunity to innovate/make minor improvements to performance missed/wasted. Short to medium term effect.