

Appendix 2 Risk Register

Risks	Impact if unmitigated	Mitigation	RAG status
Staff do not feel that they have buy in	<p>Learning, intelligence and improvements are not understood therefore are not used to deliver a better service.</p> <p>Staff do not feel that they have buy in to the new contracts – impacting performance and effectiveness</p>	<p>Staff engagement workshop undertaken in August.</p> <p>Update provided to tenancy officers in October.</p> <p>Repairs officers have been involved in the evaluation process</p>	
Delay to procurement timeline; due to competing resources and complexity of procurement. E.g. timeline is already under pressure in relation to finalising officer recommendations, and Procurement Strategy Report, this compresses the time for documentation production.	Delay during the process increases chance of timeline overrun. This would result in less/no mobilisation period for new contractor.	Weekly procurement working group ensures that deadlines are well known and adhered to. Dates have been diarised well in advance to ensure staff are available.	
The undefined setting of the change to systems, people and processes (service design) that will impact services, existing projects (NEC) and any new packages (new contractors).	Will impact services, existing projects (NEC) and any new packages (new contractors).	Close alignment of discussions with procurement, mobilisation of new contractors and NEC timeframes are ongoing. This improves further when the dedicated project resource is in place.	

		<p>NEC - Communications plan from NEC Programme to commence in the coming month in parallel with NEC systems training.</p>	
<p>NEC Housing functionality meeting needs of business requirements may require additional inputs and costs from NEC if they are needed to support the changeover to new contractors.</p>	<p>will impact services, existing projects (NEC) and any new packages (new contractors).</p>	<p>Meeting NEC w/c 13/6/22 to discuss requirements for tenant access and appointment booking to understand issues. Once we have that understanding, we will be able to plan the NEC implementation timetable for the new contracts.</p>	
<p>During the NEC cutover period the service will not have access to a live housing management system. There will be read only access for OHMS.</p>	<p>During this time, we will be preparing the papers for the ISFT for repairs and conducting the ITT evaluation for heating. These two activities will be able to go ahead regardless of the NEC cutover period</p>	<p>service cannot use systems</p>	
<p>Contact Centre budget will be exceeded.</p>	<p>Insourcing comes at a greater cost to the council; however this is an investment to improve the service and improve the residents' experience.</p>	<p>The contact centre will be restructured c. Q3 2023; this is to allow the chances (new suppliers, systems etc.,) to stabilise. Once the changes have been made here will be opportunities to achieve further savings, through efficiencies, process-</p>	

		<p>automation, and digital access.</p> <p>Out-of-hours will still be out-sourced to balance higher costs of insourcing.</p> <p>Out-sourcing at a later date, once improvements to the service have been made, remains an option.</p>	
<p>Early conversations with NEC suggest that they may need to make material changes to the system to accommodate AOV process functionality. If this is the case, the new model may not be available for new contractors for the August mobilisation. Require agreement from new contractors to adopt AXIS model in the interim - would be needed to form part of their new contract and confirmed in writing</p>	<p>Unable to pay contractors on the AOV model as agreed during negotiations. New contractors would need to prepare to use BARIS interface (AXIS model), and then supported to switch to NEC and when technical issues are resolved</p>	<p>David Mynors assisting JA with submitting request to NEC to scope requirements. Supported by Anthony Thacker to process map requirements from LBC</p>	

The risks associated with the demobilisation of the existing Axis contract and the mobilisation of these new contracts are covered under a separated risk register.