LCTS – 2017/18 Risk Management Implications

Risk Description	Current Score	Controls/Assurances/Actions	Target
Category: Service Effectiveness/Reputation **Risk:** Failure to deliver a scheme that meets the needs of Customers including vulnerable groups, resulting in the Council being poorly regarded.	Medium	• Effective analysis of scheme both in financial and procedure terms. • Exceptional Discretionary & Hardship funding is available (albeit limited) to support and safeguard residents that may be struggling.	Medium
Category: Service Effectiveness **Risk:** Risk that the other welfare reform changes that are happening at the same time as the localisation of council tax support could have a detrimental impact on the scheme.	Medium	• The Council has developed a package for the customers in relation to the ongoing various changes. • The Council is working closely with the DWP to identify cases at an early stage. • Welfare Debt Advisors have been appointed to assist with managing this risk, whilst sharing knowledge and skills.	Medium
Category: Financial **Risk:** Risk of non-repayment of charges could have significant financial implications for the council.	High	• Exceptional Discretionary & Hardship funding is available (albeit limited) to support and safeguard residents that require additional support. • Bed debt provision is in place. • Welfare Debt Advisors have been appointed to assist in the mitigation of this risk and to provide additional support whilst sharing skills and knowledge. • Innovative in the collection of charges to increase likelihood of the successful collection of charges.	Medium

Category: Financial	Medium	• The Council has a fair scheme and has maintained the ethos of the previous scheme which, therefore, should reduce the likelihood of legal challenge. • Robust consultation has been undertaken with Customers. • The correct delegated powers are in place.	Low
Risk: There is a risk of increased legal challenge to the scheme following the localisation of Council Tax, particularly as there is now case law to protect the Council.			