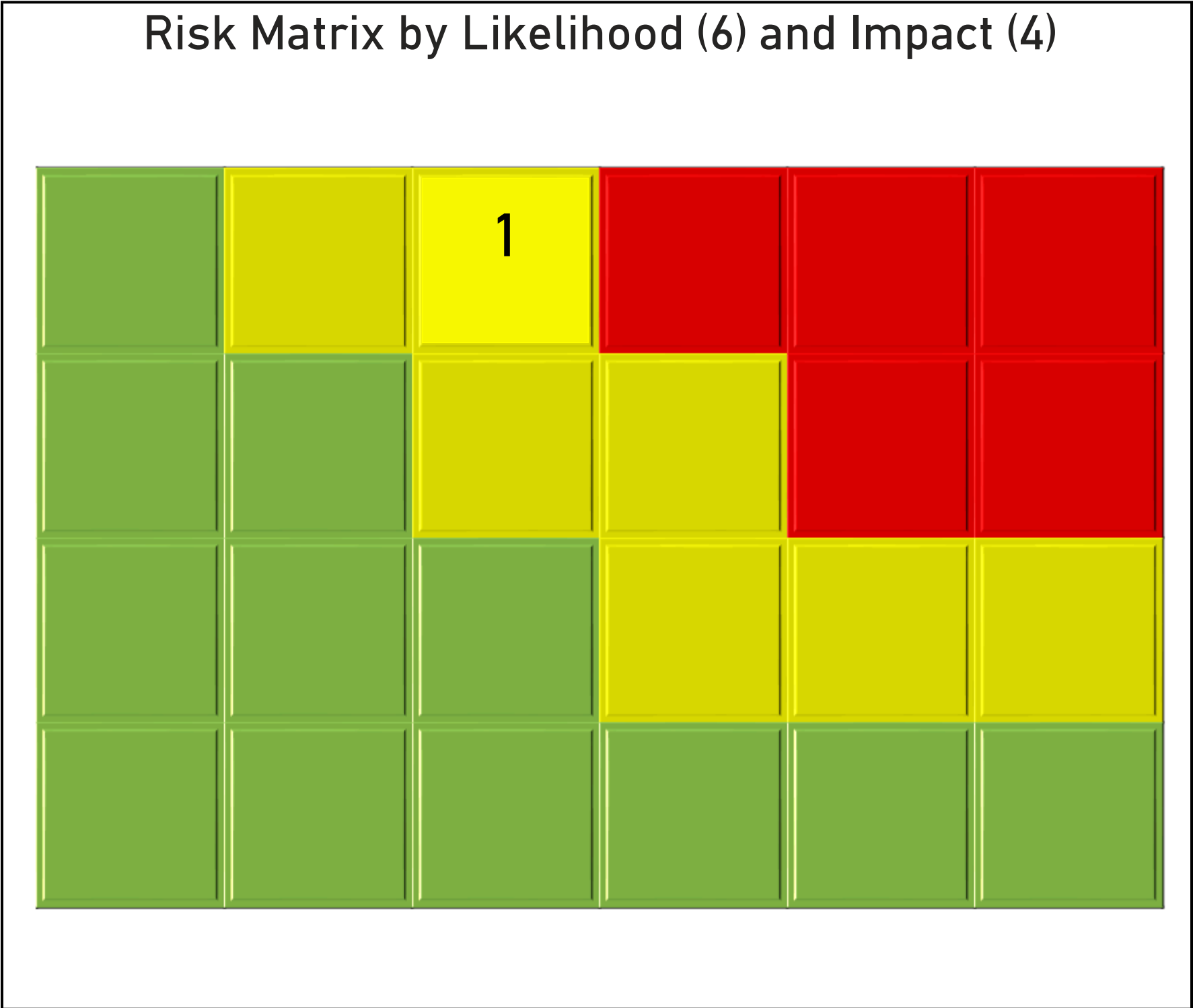# People & Citizen Services (Citizen Services) Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Customer Experience Service Delivery	12

Number of Cluster Risks

1

Risk Matrix by Likelihood (6) and Impact (4)

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Corporate	People & Citizens	Lucy McKenzie	Bruce Reid

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Customer Experience Service Delivery	Risk to delivery of key front-line services in the event of failures of systems, processes, significant increase in demand (e.g., pandemic; rise in cost of living), or in the event of an incident, e.g., climate event.	1) Implement effective local administration of systems 'owned' by the Customer Experience cluster, specifically: - CoreHR (for all aspects of Payroll and HR Service Centre administration) - Zipporah (for all aspects of corporate bookings and lettings administration) - Customer Service Operational Systems (for many aspect of the management of customer contact) 2) Build in mitigation and resilience around 'single points of failure' and staff turnover (especially experienced staff) across the Cluster via a comprehensive training programme and establishment re-design. 3) As part of the Business Continuity Group, develop, monitor and test Business Continuity Plans for each service area.	8	12	3	4	30 March 2026