

CORPORATE RESOURCES RISK REGISTER (AS AT Q1 2019/20)

Appendix E

Risk	Rating and Current Position	Risk Treatment	Mitigating Actions	Change since last quarter
<p>1 Universal Credit (UC) – the implementation of UC could have an impact on resources in Benefits and Customer Services.</p> <p>Housing Benefit is administered by the Council on behalf of the DWP and is one of the six benefits being rolled up into UC.</p>	<p>UC is being rolled out on a phased basis for working age claimants and to-date has impacted on local resources. However, the potential impact, following the full roll-out, could be much greater than that currently being experienced.</p>	<p>Treat the risk through continuous action and review.</p>	<p>The impact of welfare reform to date has been incremental and has not a significant impact on staffing resources, although it is changing the interaction and service provided to claimants. The impact is currently being managed within existing resources and this includes supporting claimants and signposting them to Citizens Advice.</p> <p>The rolling out of the full digital service of UC to all areas of the country was completed in December 2018 for new claims or for people having to make a new claim due to a change in circumstances.</p> <p>The Government plans to start transferring people from existing benefits (including Housing Benefit) onto UC from July 2019. This process is known as “managed migration” and will begin by transferring approximately 10,000 people as part of a pilot scheme, which is taking place in North Yorkshire. Greater numbers will be transferred when the pilot has been completed and assessed. The Government’s plan to complete full roll-out is December 2023.</p> <p>A full roll-out of UC will substantially reduce the amount of housing benefit claims being processed. As at June 2019, the total number of working age people claiming Housing Benefit at the Council was 2,200, which is approximately 65% of all Housing Benefit claimants, including Pensioners.</p> <p>It is anticipated that as spare capacity arises, it will be utilised to support claimants as they switch to and manage UC. However, staff levels are being kept under review.</p>	<p>No change to rating or treatment.</p>

<p>2 Fraudulent activities – the possibility of fraud being undetected.</p>	<p>National studies show fraud leads to a significant loss of resources within the Public Sector as a whole. The likelihood is considered high because fraud has been detected and prevented locally.</p>	<p>Treat the risk through continuous action and review.</p>	<p>Public agencies such as the DWP and HMRC increasingly share data with local authorities on a real time basis. This allows compliance checks to take place to spot and eliminate the potential for fraud and error in a timely manner.</p> <p>The Council works in partnership with other Derbyshire authorities who share a software package that enables data matching in Council Tax and Business Rates.</p> <p>Single Person Discount checks on Council Tax are also regularly undertaken.</p> <p>In addition, the Council has a Shared Service Arrangement with Derby City Council which delivers a dedicated Fraud Unit. This Unit is resourced to prevent and detect fraud across all services, including raising awareness amongst Council Officers.</p> <p>The performance of the Fraud Unit is measured and reported to the Finance and Management Committee.</p> <p>The Unit's Annual Work Programme is considered and approved by the Audit Sub-Committee.</p>	<p>No change to rating or treatment.</p>
<p>3 The Directorate is responsible for providing a procurement service. Given the specialised and regulatory nature, there is a risk of not having resources to enable good quality advice and support for Services.</p>	<p>The Council does not have its own procurement department but currently has access to support and advice so the likelihood is considered low.</p>	<p>Treat the risk through continuous action and review</p>	<p>The Council is part of a Shared Service Arrangement with other Derbyshire Agencies. The Service commenced in January 2018 for a three year term. As per the Service Level Agreement, performance is monitored on an ongoing basis.</p>	<p>No change to rating or treatment.</p>

