

# Risk Register

# Appendix E

<b>Project Name:</b>	Proposed changes to Local Council Tax Support Scheme	<b>Project Ref:</b>		<b>Project Manager</b>	Chris Henry
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Risk No	Risk	Possible Consequences	Impact Red/Amber/Green	Likelihood Red/Amber/Green	Counter-measures	Owner
01	Managing the new administrative burdens arising from the proposed amendments to the local Council Tax Support scheme. As well as reviewing performance management measures. Additionally, amendments to notification letters, the claim form and publicity including website.	Additional resources will be needed to ensure that the necessary changes are made.	Red	Amber	Changes in processes should be kept to a minimum. Current procedures will be adapted. For forms and letters, current stocks can be used as an interim measure.	Project Board
02	The proposed amendments to the Local Council Tax Support scheme will have a potential impact on collection rates.	Collection rates could drop significantly	Red	Red	Raising awareness of residents about the forthcoming changes is essential. Ensure payment options including instalments, direct debits etc. are also widely publicised. The scheme should also link in with debt counselling and financial inclusion provision.	Council Tax and Benefits
03	Significant changes to caseload profile could affect the Local Council Tax Support scheme. This could undermine the savings anticipated, increase costs and reduce effectiveness.	If the numbers applying for help increase (including significant migration from other boroughs), this would increase costs to the borough which would need to be reflected in the budget	Amber	Green	Building a surplus into the savings will allow for a hardship fund for short term Council Tax and Benefits  Finance support for vulnerable families, although there will be associated admin costs. The scheme should also link in with debt counselling and financial inclusion provision.	Council Tax and Benefits  Finance
04	The impact of continuing roll out of the wider welfare reform agenda undermines the policy intentions and costs profiling of the proposed changes to the Local Council Tax Support scheme.	Efforts to protect sections of the community would be undermined and cause them to be more adversely affected than intended.	Amber	Amber	Working closely with the local community and consulting widely on the changes to the scheme will help to minimise any unforeseen outcomes.	Project Board  Finance