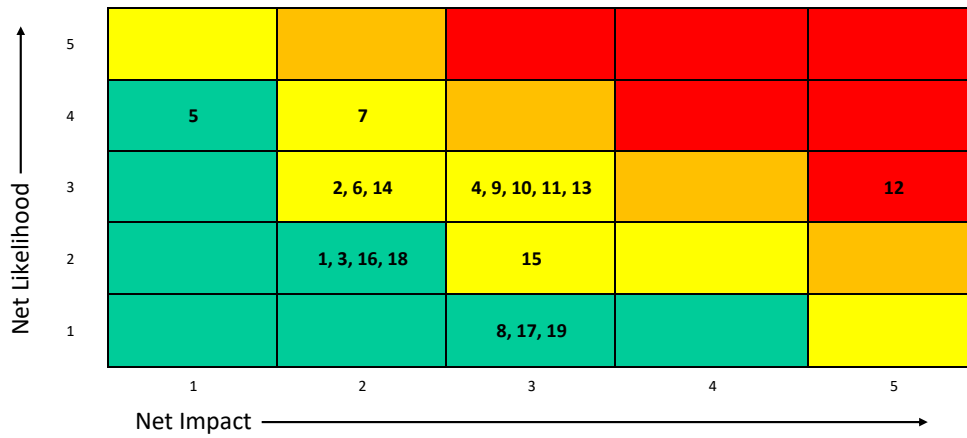


Human Resources and Customer Services Heat Map - Appendix G



Risk Ref	Risk Description	Gross Risk Rating	Net Risk Rating
1	Ability to respond to industrial action, changes in government initiatives or legal requirements	4	4
2	Failure to comply with HR related legislative requirements e.g. Equalities Act 2010	12	6
3	1) ineffective workforce planning initiatives including succession planning, talent management. 2) upskilling of staff - lack of training resources/opportunities	9	4
4	Ineffective recruitment and retention strategies for hard to fill posts e.g. Adult's Social Workers, Children's Social Workers, Housing, Planning, Building Control	12	9
5	Ineffective pre-employment checks including agency workers	12	4
6	Management of the on-going transitional and transformational changes (Commissioning process, baseline exercise and service redesigns and alternative delivery options)	12	6
7	HR systems failures e.g. payroll, recruitment, HR self-service, pensions	10	8
8	Ineffective compliance with IR35	10	3
9	Staff not completing mandatory and/or required training	12	9
10	Health & Safety (Council) Ineffective management, processes and systems across all Council departments Including in relation to the following areas: Fire Safety Lone Working Violence & Aggression at work	15	9
11	Failure to comply with H&S related legislative requirements e.g. Health and Safety at Work etc. Act 1974	15	9
12	Insufficient fire safety arrangements Non compliance with Regulatory Reform (Fire Safety) Order 2005, as amended by the Fire Safety Act 2021	20	15
13	Insufficient first aid arrangements Non compliance with Health and Safety (First Aid) Regulations 1981	15	9
14	Fall in income from Registrars	9	6
15	Contractor Failure	8	6
16	Contractor Performance	12	4
17	Maintenance of Statutory and GRO standards	9	3
18	Loss of Facility	9	4
19	Safety of Statutory Records	9	3