

Universal Credit Programme - Risk Register

Risk #	Entity	Risk	Consequences	Triggers	Residual Likelihood	Residual Consequence	Residual Risk Level
1	Universal Credit Implementation	Data Sharing not shared in most efficient way	If numbers increase significantly the administration of data sharing may be compromised	Data Sharing may not use technology as in early days numbers will be low	3	3	9
2	Universal Credit Implementation	Increased pressure on Council services	Conflict of interests – savings generations hinders other services Increased face to face demand in tenants own home Need for budgeting advice to tenants – potential for tenants to struggle with financial responsibility Overpayments may reduce, reducing the demand on recovery Reputational damage to MKC of failure to support Financial pressures may increase the demands on Mental Health services	Reduction in funding to third sector organisations	4	4	16
3	Universal Credit Implementation	Ineffective transition management could lead to loss of income	Rent and Council tax collection made harder. Private landlords may not get paid directly. Increase in homelessness and financial mismanagement. Increase in stress and mental health concerns and demands on other council services. Increased demand on discretionary payments. Negative impact on repair and regeneration	Universal Credit will be paid directly to tenants, requiring them to manage their own finances. Universal Credit paid 4 weeks in arrears, whereas Housing Benefit is paid 1 week in advance.	4	5	20
4	Universal Credit Implementation	Poor Communications	Reputational damage increased pressure on front line staff Staff and citizen's unawareness	Comms plan not targeted and tenants don't get the right message to benefit them Poor liaison between MKC and DWP Language barrier with clients whose first language is not English	1	4	4
5	Universal Credit Implementation	Systems may not be ready for Universal Credit implementation	Unavailability of information Manual intervention, increasing time and cost demands More susceptible to human error Unable to work in flexible way Payment dates may be delayed – further financial burden Increased debts	Council systems and DWP systems currently not interfacing	5	3	15

