_		egister [Business Gateway]				Inherent risk			Controls	Residual risk			
No	Risk	Causes/ triggers	Consequences	Proximity	Risk owner	Impact	Likelihood	Score	Current controls	Control assessment	Impact	Likelihood	Score
1	If we fail to reach the right people, then we may not achieve our start up and business growth targets	Potential customers do not know the range of services offered; Customers do not trust the advice; Inaccurate data; Large geographical area to cover; Reactive service rather than proactive; Customers access advice and funding from competitors	Targets are not achieved; Growth projections for the local economy are lower.	on going	Phil McCreadie	4	4	16	Marketing strategy/plan; Business Plan/Improvement Plan; Use of nationally contracted PR company; New relationship with Corporate Comms; Use of Contact Centres	effective partially effective effective effective partially effective	4	2	8
	If we are unable to access financial support for growth businesses then the number of enquiries may reduce	SBC allocates funds elsewhere; A large number of grant applications comes in at once and are approved (following marketing campaign)		October annually	Phil McCreadie	3	3	9	Business Gateway is now represented on the Grants panel (some influence); Employment of Business Gateway Manager	effective	3	3	9
3	If the economy continues to grow then the number of start up businesses may decrease and targets for set up businesses may not be achieved	Customers go back into employment; Less people start businesses as there are more opportunities to gain employment;	We do not achieve targets;	18-24 months	Phil McCreadie	3	3	9	Monitor economic growth TOLERATE RISK	effective	3	3	9
4	If we do not have accurate and up to date data regarding businesses, then our targets may be unrealistic	Information is not currently accurate; Information that we hold is out of date	missed opportunities;	on going	Jim Johnstone	4	3	12	Business Gateway is achieving targets; We do hold some useful data	effective effective	4	3	12
5	If we do not secure European funding then we may not have the resources to continue to deliver all aspects of the service to the same high standards	Poor application; EU membership from UK is not certain following outcome of General Election 2015; Guidelines for application are not clear	We do not achieve targets; Marketing budget is reduced; Staff losses	01-Oct-15	Jim Johnstone	4	2	8	Experience of previous successful applications; Scottish Government want applications to be successful	Effective effective	4	1	4

Risk Register [Business Gateway]						Inl	nerent ri	sk	Controls	Residual risk			
No	Risk	Causes/ triggers	Consequences	Proximity	Risk owner	Impact	Likelihood	Score	Current controls	Control assessment	Impact	Likelihood	Score
								0					0
								0					0
								0					0
								0					0
								0					0
								o					0

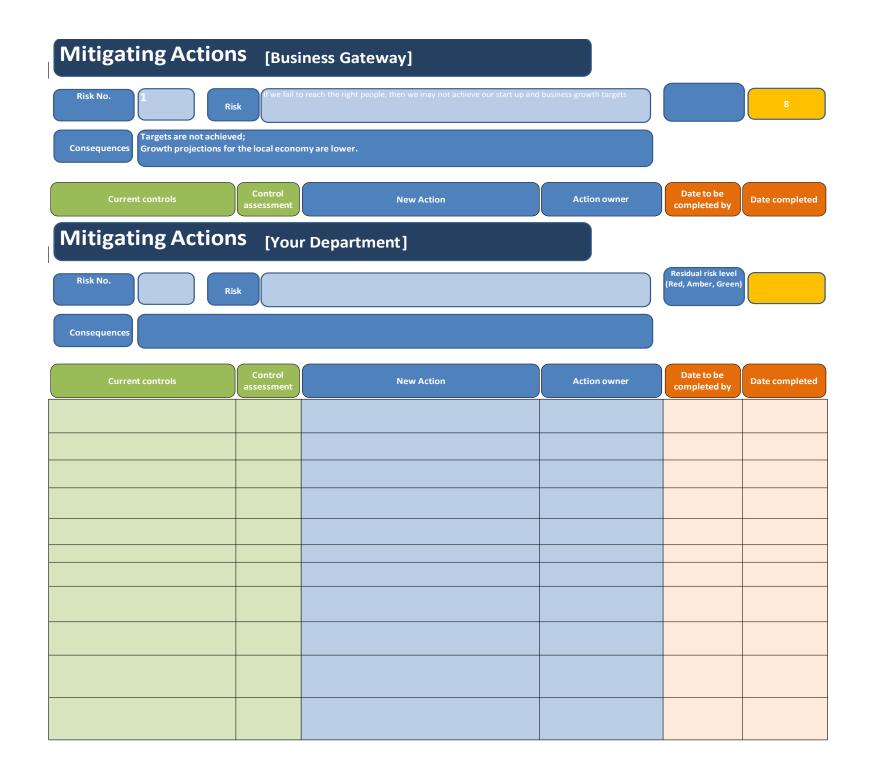
Mitigating Actions [Business Gateway]

Risk No.	1 Risk If we fail to reach the right people, then we may not achieve our start up and business growth targets	8
Consequences	Targets are not achieved; Growth projections for the local economy are lower.	

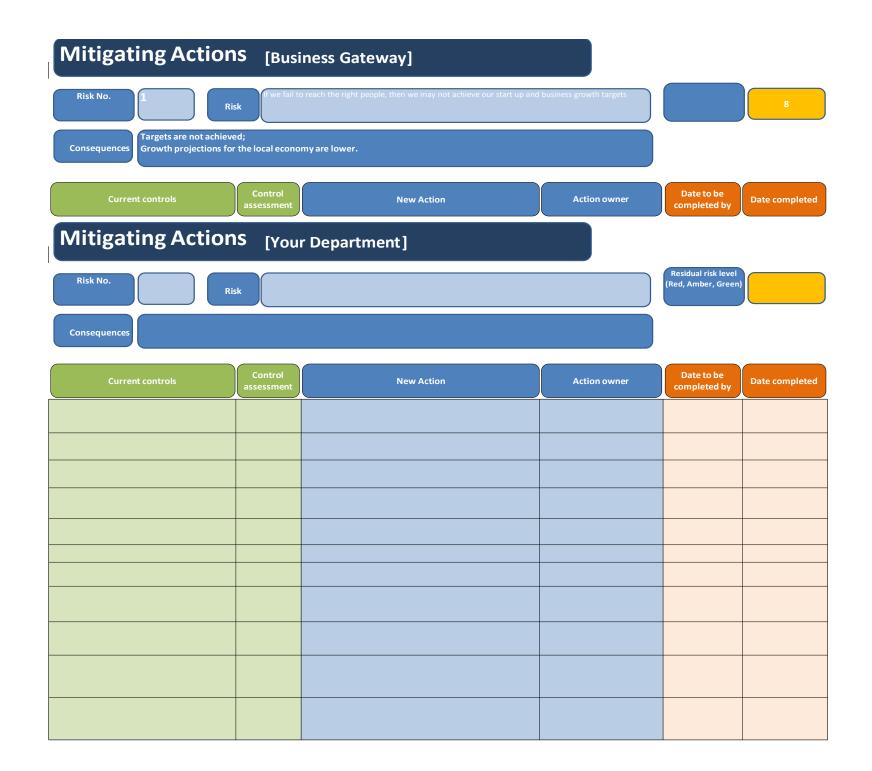
Current controls	Control assessment	New Action	Action owner	Date to be completed by	Date completed
Marketing strategy/plan; Business Plan/Improvement Plan; Use of nationally contracted PR company; New relationship with Corporate Comms; Use of Contact Centres	effective partially effective effective effective partially effective	Master classes and Networking events to be launched	Phil McCreadie	30-Apr-15	
		Improve Marketing Plan	Lyn Galloway	01-Apr-15	
		Start using Contact Centres as customer access points	Phil McCreadie	30-Apr-15	

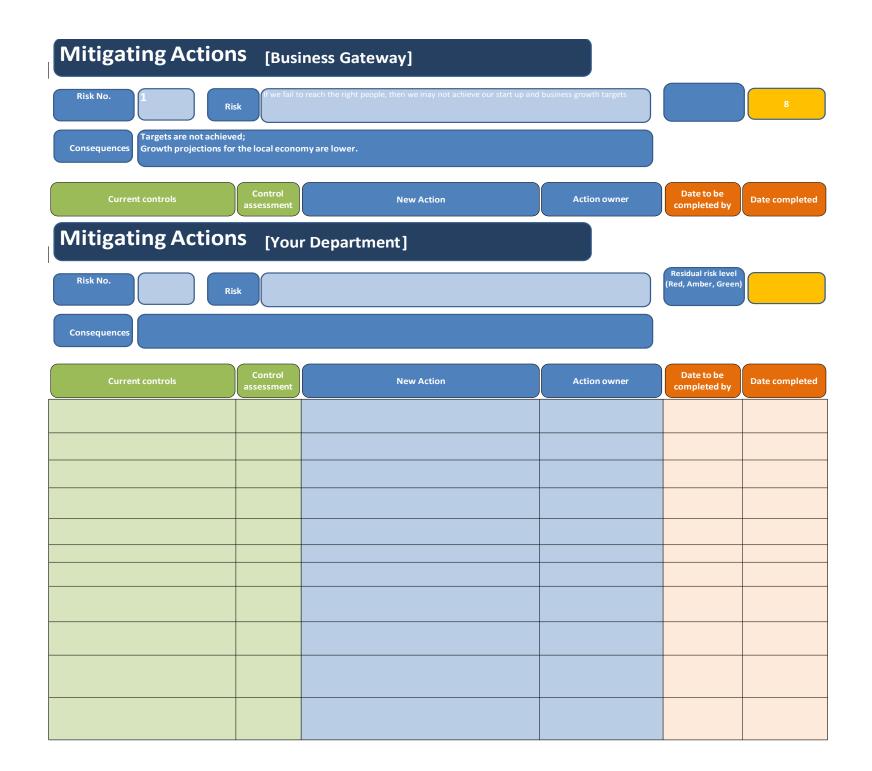
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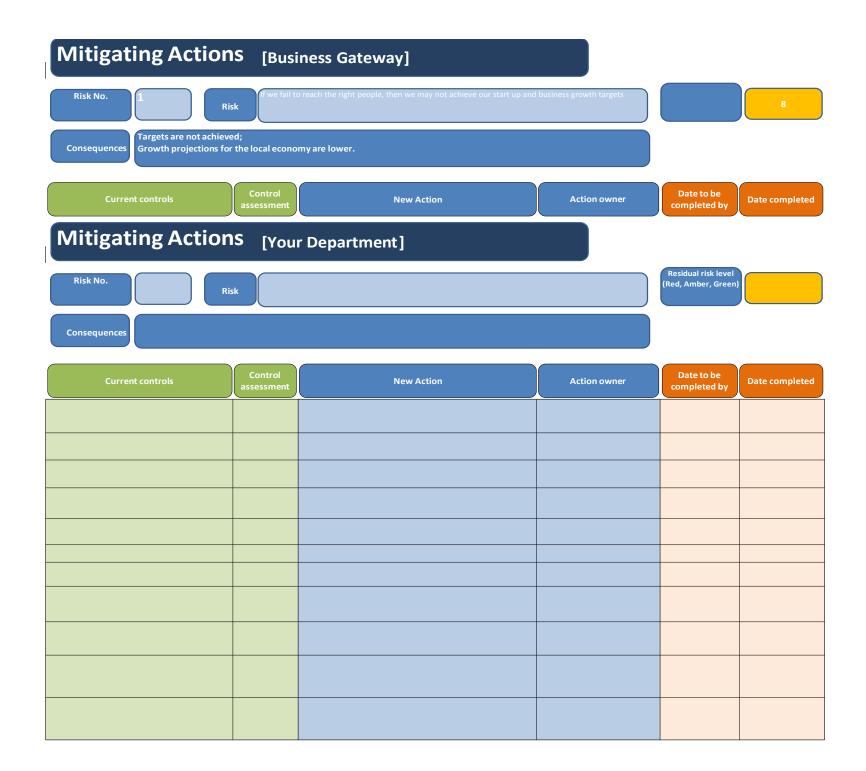


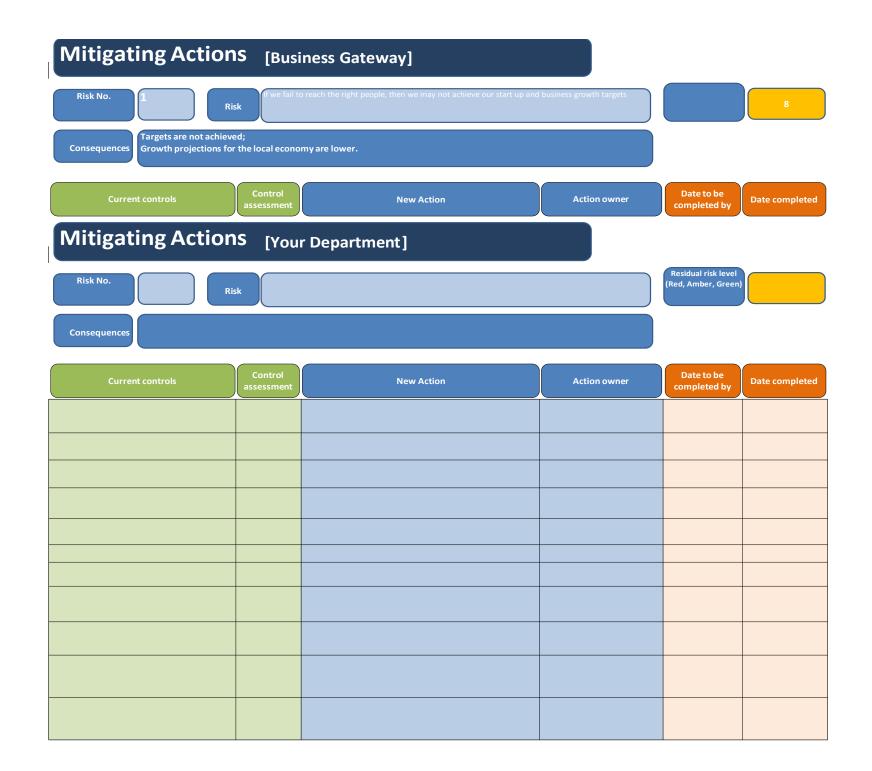


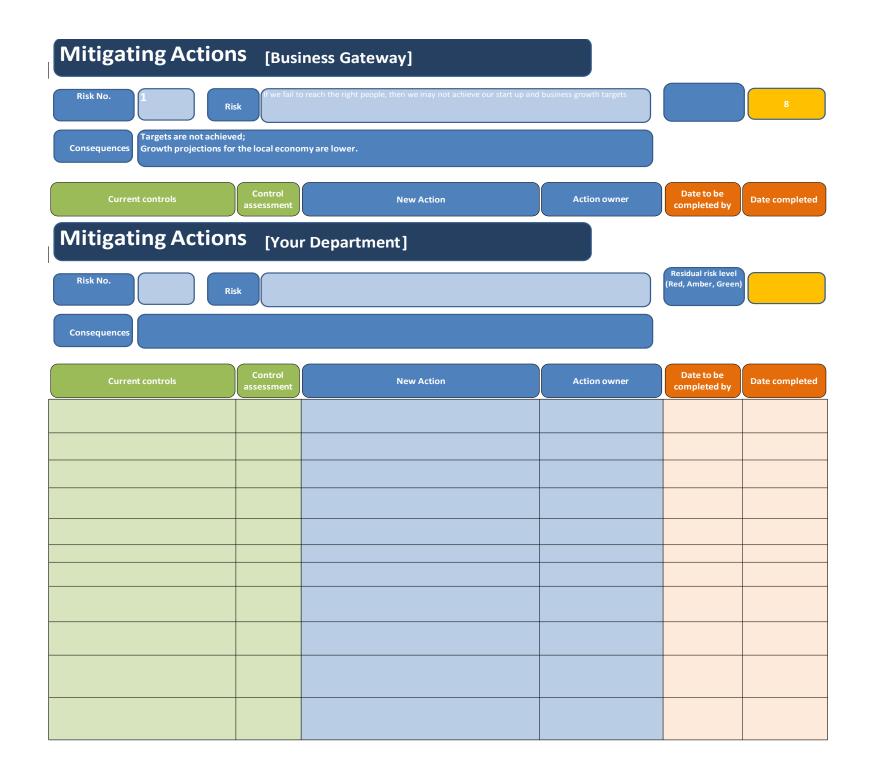


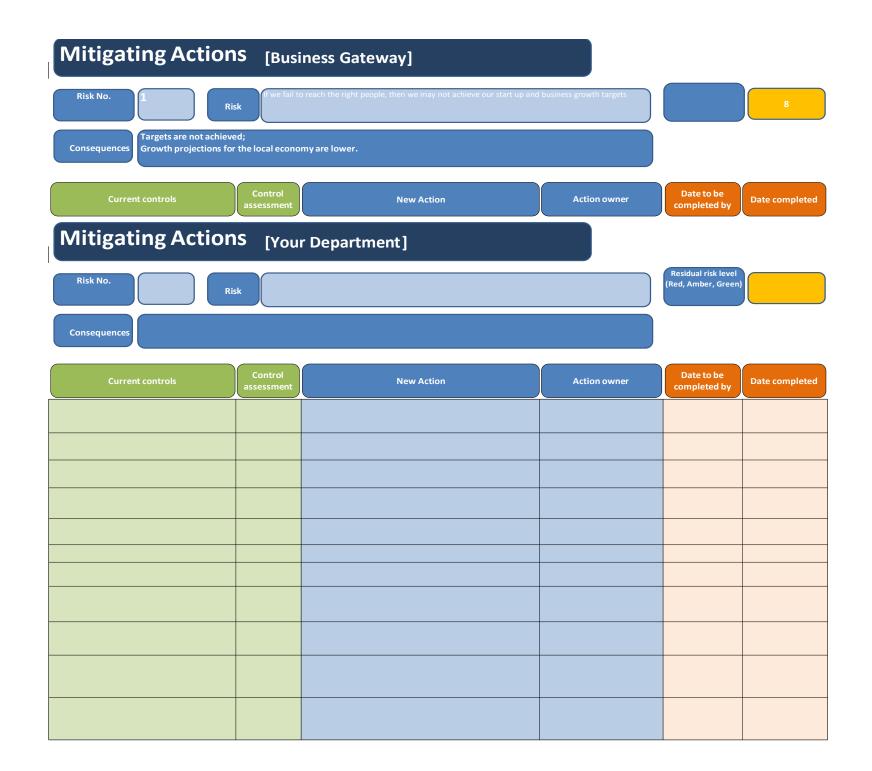


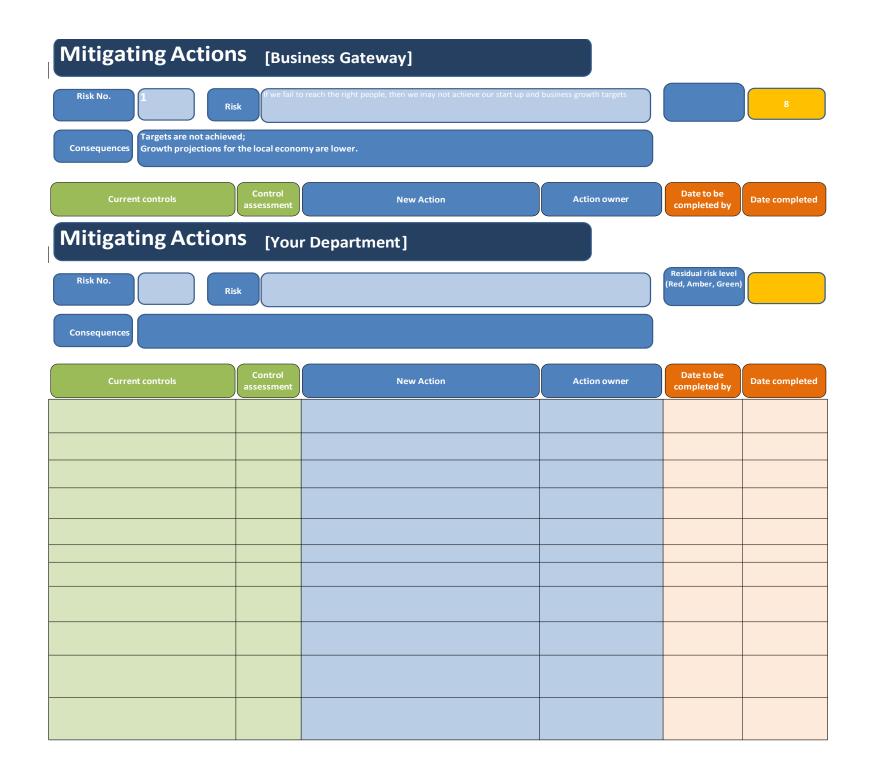
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E	Escalated Risks [SERVICE]												
		-				Inherent risk			Controls		Residual risk		sk
No	Risk	Causes/ triggers	Consequences	Proximity	Proposed Risk owner	Impact	Liklihood	Score	Current controls	Control assessment	Impact	Likelihood	Score
1								0					0
2								0					0
3								0					0
4								0					0
5								0					0

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Escalated Risks [SERVICE]													
								sk	Controls		Residual risk		
No	Risk	Causes/ triggers	Consequences	Proximity	Proposed Risk owner	Impact	Liklihood	Score	Current controls	Control assessment	Impact	Likelihood	Score
6								0					0
7								0					0
8								0					0
9								0					0
10								0					0
11								0					0