

Risk Register [Business Gateway]

No	Risk	Causes/ triggers	Consequences	Proximity	Risk owner	Inherent risk			Controls		Residual risk		
						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 partially effective	4	2	8
2	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)	Enquiries reduce which means less businesses are coming forward to enable us to achieve targets.	October annually	Phil McCreadie	3	3	9	Business Gateway is now represented on the Grants panel (some influence); Employment of Business Gateway Manager	effective 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businesses, then our targets may be unrealistic	Information is not currently accurate; Information that we hold is out of date	Unable to find potential customers - missed opportunities; May be finding the 'wrong' customers; Do not achieve targets;	on going	Jim Johnstone	4	3	12	Business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

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						Impact	Likelihood	Score	Current controls	Control assessment	Impact	Likelihood	Score
								0					0
								0					0
								0					0
								0					0
								0					0
								0					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	

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		

Mitigating Actions [Your Department]

Risk No.		Risk		Residual risk level (Red, Amber, Green)	
Consequences					

Current controls	Control assessment	New Action	Action owner	Date to be completed by	Date completed

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 **Residual risk level** 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
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Mitigating Actions [Your Department]

Risk No. **Risk** **Residual risk level (Red, Amber, Green)**
Consequences

Current controls	Control assessment	New Action	Action owner	Date to be completed by	Date completed

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
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Mitigating Actions [Your Department]

Risk No.		Risk		Residual risk level (Red, Amber, Green)	
Consequences					

Current controls	Control assessment	New Action	Action owner	Date to be completed by	Date completed

Mitigating Actions [Business Gateway]

Risk No. Risk

Consequences

Current controls	Control assessment	New Action	Action owner	Date to be completed by	Date completed
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Mitigating Actions [Your Department]

Risk No. Risk Residual risk level (Red, Amber, Green)

Consequences

Current controls	Control assessment	New Action	Action owner	Date to be completed by	Date completed

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
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Mitigating Actions [Your Department]

Risk No.		Risk		Residual risk level (Red, Amber, Green)	
Consequences					

Current controls	Control assessment	New Action	Action owner	Date to be completed by	Date completed

Escalated Risks [SERVICE]

No	Risk	Causes/ triggers	Consequences	Proximity	Proposed Risk owner	Inherent risk			Controls		Residual risk		
						Impact	Likelihood	Score	Current controls	Control assessment	Impact	Likelihood	Score
1								0					0
2								0					0
3								0					0
4								0					0
5								0					0

Escalated Risks [SERVICE]

No	Risk	Causes/ triggers	Consequences	Proximity	Proposed Risk owner	Inherent risk			Controls		Residual risk		
						Impact	Likelihood	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