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16.	Ensuring clarity around new/redesigned service	<ul style="list-style-type: none"> <li>• Clear and consistent communications delivered to all stakeholders regarding the development of redesigned services/processes as they develop.</li> <li>• Method for implementation of redesigned services should be communicated at the earliest possible opportunity.</li> </ul>
17.	Ensuring that the implementation of joint work does not adversely affect service delivery / performance	<ul style="list-style-type: none"> <li>• Transition management will be ongoing from the start of the programme until the new service is in operation and fully supported</li> <li>• A business as usual approach will be taken to allow improved processes to be implemented as existing ones continue to operate</li> </ul>
18.	Ensuring that benefits are realised throughout the transformation process and beyond	<ul style="list-style-type: none"> <li>• Establish benefits (tangible/intangible) from the as is state</li> <li>• Ongoing measures to track expected benefits</li> <li>• Continually refine, re-asses and adjust benefits profiles</li> <li>• Continually monitor programme progress against the predicted benefits and SLAs</li> </ul>
19.	Ensuring that there is sufficient drive and commitment to the programme to deliver changes across both authorities	<ul style="list-style-type: none"> <li>• Shared Chief Executive with oversight of both Councils</li> <li>• Shared Leadership Team</li> <li>• Shared Services Project Board</li> </ul>