

Risk Identifier	CR-19
Risk Title	New Ways of Working

Risk Description

Due to the fiscal pressures, Uttlesford is reviewing existing processes. During this process, there is the potential opportunity to identify new ways of working including new technology options including bots and AI.

Risk Owner


CMT

Directorate Responsible

Original Risk		
Likelihood	Impact	Score
-2	-2	-4

Residual Risk		
Likelihood	Impact	Score
-3	-3	-9

Risk direction

Increasing 

Cabinet Member

Councillor Lees

Key Dates	
Date Registered	5th June 2024
Last update	5th June 2024

Background

Council is reviewing use of bots and AI and working on proof of concept. It is also examining Revenues and Benefits, Museum services from the ground up to identify the most appropriate service model. In the case of Revenues and Benefits, retirements have provided the opportunity to rethink processes and structures. Better use of existing technologies could reduce costs and improve resident experience.

Service Area Affected

All

Triggers

The need for savings and individuals moving onto new roles and retiring offers the chance to rethink provision without necessarily involving staffing reductions.

The county and central government both want better use of technology and make it a requirement in agreements with the district.

Risk Type

Opportunity

Risk Response Category

Enhance

Risk Response	Risk Response Actionee	RAG Status	Progress Update	Next Scheduled Update
As part of the Blueprint project it includes a number of workstreams, each reviewer should ensure engagement with the workstream lead officer. There is a specific workstream for 'New Ways of Working' to ensure we capture all options and opportunities.	Gareth Robinson	Green	Revs and Bens is undergoing a process of fundamental change and how the service operates.	Sep-24
Museum service review	Richard Auty	Green	Museum is due for an update report on the operating model.	Sep-24
BOTS in CSC for bins	Nicola Wittman	Green	Proof of concept for use of BOTS in CSC, to direct/identify resident bin queries	

AI Strategy	Nicola Wittman	Amber		

Key for RAG status of risk response	
R	Control is not in place or working or progress has slipped
A	Control is not working efficiently and some challenges remain
G	Control is working or predominantly in hand or completed