

Risk Identifier	CR-18
Risk Title	New Ways of Working

Risk Description	Risk Owner	Directorate Responsible
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.	Nicola Wittman	Digital Innovation and Commercialisation

Previous Risk			Current Risk			Risk direction	Cabinet Member	Key Dates	
Likelihood	Impact	Score	Likelihood	Impact	Score			Date Registered	5th June 2024
-3	-3	-9	-1	-3	-3			Last update	1 April 2025
						Increasing	Councillor Lees		

Background	Service Area Affected
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.	All

Triggers	Risk Type	Risk Response Category
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.	Opportunity	Enhance

Risk Response	Risk Response Actionee	RAG Status	Progress Update	Next Scheduled Update
Museum service review	Richard Auty	Green	Due to LGR this review has stopped	May-26
BOTS in CSC for bins	Nicola Wittman	Green	Due to LGR technology such as Bots and AI have been suspended pending partner announcements	May-26
AI Strategy	Nicola Wittman	Green	Due to LGR technology such as Bots and AI have been suspended pending partner announcements	May-26

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