



Social Security Scotland
Tèarainteachd Shòisealta Alba

Risk Categories

Social Security Scotland Agency Risk
Management Function

April 2020

Dignity, fairness, respect.

Risk Categories

Communications

Category	Definition
Communications	Risks/Opportunities that arise as a result of the Agency's communications activity e.g. communications that will increase the uptake of benefits, or a failure to use inclusive communications impacting the Agency's accessibility to all.

Risk Categories

Compliance

Category	Definition
Compliance	Risks/Opportunities that arise as a result of requirements on the Agency to comply with its statutory legal and regulatory obligations- e.g. Ministerial Commitment, Social Security Scotland Legislation, Corporate Health and Safety, formal and contractual agreements.

Risk Categories

Financial

Category	Definition
Financial	Risks associated with the management of, or which will have a significant impact on Agency (Operational and Corporate) finances – e.g. risk of fraud, risk over overspending etc.

Risk Categories

Governance

Category	Definition
Governance	Risks/Opportunities that arise as a result of how the Agency is directed, administered and controlled; e.g. how the Agency provides assurance on meeting objectives, risk and issue management and corporate decision making.

Risk Categories

Operational Delivery

Category	Definition
Operational Delivery	Risks that arise as a result of, or which will have a significant impact on, the Agency's ability to receive applications, determine entitlement, pay benefits to clients, process redeterminations & appeals, or provide local delivery of services according to our charter,.

Risk Categories

Policy

Category	Definition
Policy	Risks that arise as a result of activity in the policy or political space – e.g. changes in policy which impact on the delivery of agency services

Risk Categories

Resource

Category	Definition
Resource	Risks associated with, or which will have a significant impact on Agency non-financial resources – e.g. risk that the Agency will not have sufficient staff in post, risks around suitability and availability of accommodation etc.

Risk Categories

Security

Category	Definition
Security	Risks that arise as a result of requirements on the Agency to ensure that its people and other assets are kept safe and secure – e.g. risk of cyber-security attack.

Risk Categories

Technology

Category	Definition
Technology	Risks that arise as a result of changes to, failures or exploitation of technology which impact on the ability of the Agency to deliver services – e.g. system failure which means Agency staff are unable to verify customers' IDs, or opportunity arising as a result of investing in new technology.

Risk Categories

Operational Readiness

Category	Definition
Operational Readiness	Risks that arise as a result of the introduction of new benefits as they transfer from the Programme to the Agency – e.g. to be fully ready to assume ownership of the service at the point of delivery/handover, and to be able to take responsibility for performing the efficient operation of that service in a sustainable manner.