

Directorate Details

Directorate

Housing Services

| | | | | | | | |
|----------------|---|---|---|----|----|--------------|------|
| Profile Totals | 0 | 2 | 0 | 19 | 0 | Total | 21 |
| Changes | | | | 2 | -1 | | 2 -1 |

| | | | | |
|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 3 |
| 0 | 1 | 3 | 1 | 0 |
| 0 | 1 | 3 | 3 | 0 |
| 0 | 2 | 4 | 3 | 1 |
| 0 | 0 | 0 | 0 | 0 |

Total Risks including Unassigned 29

Risk Register - Housing Services

Manager Maria Denton

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|----------------|---|---|---|----|----|--------------|------|
| Profile Totals | 0 | 2 | 0 | 19 | 0 | Total | 21 |
| Changes | | | | 2 | -1 | | 2 -1 |

| | | | | |
|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 3 |
| 0 | 1 | 3 | 1 | 0 |
| 0 | 1 | 3 | 3 | 0 |
| 0 | 2 | 4 | 3 | 1 |
| 0 | 0 | 0 | 0 | 0 |

Total Risks including Unassigned 29

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
|---|--|------------------|------------------|------------------|------------------|---------------------|------------------------------|
| Homelessness Demand Management: Significant pressure on Homelessness allocation due to financial cost of living crisis | ADL0022 | Darren Alexander | % complete | 18/05/2023 | 09/07/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| Ukraine war and significant rise in inflation and interest rates | failure to meet duty under homeless act and cost of hotels | | | | 25 | High | 25 Very High Very High |
| Review Comments Cost of living crisis has had a significant impact on the Council's ability to secure private rented properties on the open market. This has meant that families including their children have had to occupy hotel rooms for longer than the statutory time limit. 18/05/2023 | | | | | | | |

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
|--|--|------------------|------------------|------------------|------------------|---------------------|------------------------------|
| Temporary Accommodation - Overspend Overspend on temporary accommodation due to high demand and low supply. | ADL0036 | Darren Alexander | % complete | | 19/06/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| Unable to accommodate families and children in suitable properties | Cost pressure on Council would be significant, mental health and wellbeing of families and children would be impacted. | | | | 25 | High | 25 Very High Very High |

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Maria Denton

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
|---|---|------------------|------------------|------------------|------------------|---------------------|------------------------------|
| Bed & Breakfast/Hotel - Fine Fine as a result of the families in Bed and Breakfast Hotel for 6 weeks or more | ADL0037 | Darren Alexander | % complete | | 19/08/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| Legislation in place to stop Council's for placing families and children in hotels for longer than 6 weeks and the Council is currently facing its most challenging crisis for several years. We have already breached this role. | Impact on children attending schools, lethargic, tired and malnourished. Parents would be financially impacted. | | | | 25 | High | 25 Very High Very High |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
|--|--|--|--------------------------------|--------------------|------------------|----------------------|-------------------------|
| Procurement - Unable to deliver services as a result of procurement delays. | ADL0032 | Garry Knights | 0 % complete | | 25/07/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| No contracts in place to deliver the core legislative and landlord functions | Significant financial and reputation damage and significant potential H&S issues | <ul style="list-style-type: none"> Working with external consultants to support Garry Knights Develop long term strategy Garry Knights | In Progress In Progress | 29/07/2023 | 16 | High High High | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
|--|----------|------------------|------------------|------------------|------------------|---------------------|-------------------------|
| Legislation -Regulator for Social Housing (Housing Services): Charter for Social Housing Residents (White Paper) changes to consumer standards | ADL0004 | James Hunt | 33 % complete | 26/05/2023 | 26/07/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| | | | | | | | |

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|---|--|---|-------------|--|---|---|
| Compliance to new 'tenant satisfaction' measures due 2021 | Working practices may need to be amended. More audits and self-assessment. More feedback to residents. | <ul style="list-style-type: none"> Housing Ombudsman complaint handling code self-assessment completed. KPI review in progress. <i>James Hunt</i> HouseMark KPI 'health check' / Regular feedback bulleting for feeding back to residents on Housing Services performance. <i>James Hunt</i> Implementation of TSM <i>James Hunt</i> | Implemented | | 8 | <div style="background-color: #f4a460; padding: 2px;">Medium</div> <div style="background-color: #fff9c4; padding: 2px;">12</div> <div style="background-color: #fff9c4; padding: 2px;">High</div> <div style="background-color: #fff9c4; padding: 2px;">Medium</div> |
| <p>Review Comments</p> <p>The white paper has still not gone through parliament, however a lot of it has been adopted by the Housing Ombudsman and DHLUC. We have adopted the paper wholesale. The following has been put in place:</p> <p>Annual TSM survey Increased informal surveying such as transactional surveys More engagement events Strengthening the Resident Participation Panel Develop specialist sub groups of the main RPP for repairs Holding specialist Resident meetings; leaseholder; high rise blocks; sheltered</p> <p>26/05/2023</p> | | | | | | |

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|--|----------|---------------------|------------------|------------------|------------------|
| Financial Resilience HRA: Significant pressure on HRA budget and long term plans | ADL0007 | Patrick Odling-Smee | % complete | 19/06/2023 | 01/10/2023 |

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|---|---|------------------|----------------|-------------|---------------|---|-------------------------|
| Service disruption or cessation due to natural disaster/ market crash / reduction in income recovery (Rents). | Delivery of core services negatively affected and inability to meet commitments and KPIs / Reduction in staff levels. | | | | 6 | <div style="background-color: #f4a460; padding: 2px;">Medium</div> <div style="background-color: #fff9c4; padding: 2px;">12</div> <div style="background-color: #fff9c4; padding: 2px;">High</div> <div style="background-color: #fff9c4; padding: 2px;">Medium</div> | |

Review Comments A review of the HRA business plan is due in the summer of 2023 in line with the reviews of the regeneration scheme business plans.
19/06/2023

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
|--|----------|---------------------|------------------|------------------|------------------|---------------------|-------------------------|
| Financial Resilience HRA Significant pressure on HRA budget and long term plans | ADL0027 | Patrick Odling-Smee | % complete | | 28/03/2024 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |

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|--|---|--|--|--|--|----|--------|----|------|--------|
| Service disruption or cessation due to natural disaster/ market crash / reduction in income recovery (Rents). Impact of increased inflation and interest rates. " | Delivery of core services negatively affected and inability to meet commitments and KPIs / Reduction in staff levels. Ability to deliver the regeneration programme. " | | | | | 12 | Medium | 12 | High | Medium |
|--|---|--|--|--|--|----|--------|----|------|--------|

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|--|----------|---------------------|------------------|------------------|------------------|
| Staffing including not delivering on READI recommendations | ADL0024 | Patrick Odling-Smee | | | 28/03/2024 |
| Not having the right number and calibre of staff impacts on the delivery of service . | | | % complete | | |
| Loss of reputation, failure to recruit and retain staff. Employment tribunal action | | | | | |

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|---|---|------------------|----------------|-------------|---------------|------------------------|-------------------------|
| Vacancies unable to be filled. | Disruption in service, service failure. | | | | 12 | Medium | |
| Lack of prioritisation of EDI within housing leads to reputational damage, poor performance recruitment and retention of staff. | Failure to attract recruits to the council. Increase in ET cases and grievances. | | | | | 12 Moderate High | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|--|----------|---------------------|------------------|------------------|------------------|
| Performance risk to performance due to organisational change | ADL0025 | Patrick Odling-Smee | | | 28/06/2023 |
| | | | % complete | | |

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--|------------------------------------|------------------|----------------|-------------|---------------|------------------------|-------------------------|
| Lack of oversight of performance and confused/unclear accountability | Do not achieve performance targets | | | | 12 | Medium | |
| | | | | | | 12 Moderate High | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|------------|----------|-------|------------------|------------------|------------------|
| | | | | | |

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| Regeneration risk - | | ADL0026 | Patrick Odling-Smee | <div style="width: 50%; height: 10px; background-color: red;"></div> | 50 % complete | 28/03/2024 |
|--|--|--|---------------------|--|---------------|----------------------------------|
| Risk of delay, poor design, management arrangements; increasing cost. Change in customer profile. Planning and building control. | | | | | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating |
| Risk of delay, poor design, management arrangements; increasing cost. Change in customer profile. Planning and building control. | Increase in costs, households living in inappropriate homes, people will be put at risk (poor planning and design) Loss of rent from vacant properties and delay in development. | • Regular meeting with the regeneration team <i>Patrick Odling-Smee</i> | In Progress | 29/03/2024 | 12 | Medium 12 Moderate High |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | |
|--|---|------------------|------------------|------------------|------------------|----------------------------------|
| Failure to exercise duty of care Safeguarding vulnerable people in Havering | ADL0038 | Darren Alexander | % complete | | 19/05/2024 | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating |
| Failure to meet our basic duties as a corporate parent | Could result in death in accommodation. | | | | 10 | Medium 10 Very High Low |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | |
|--|----------|------------------|------------------|------------------|------------------|-----------------------------------|
| Complaints Risk of not learning from complaints and customer feedback | ADL0039 | James Hunt | % complete | | 19/11/2023 | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating |
| | | | | | 9 | Medium 9 Moderate Medium |

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Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|------------|----------|-------|------------------|------------------|------------------|
|------------|----------|-------|------------------|------------------|------------------|

| | | | | | |
|---|---------|---------------|---|------------|------------|
| Financial Resources (Property Services): Lack of sufficient funding to maintain housing stock in required condition | ADL0008 | Garry Knights | <div style="width: 50%; background-color: red; height: 10px;"></div> 50 % complete | 29/04/2023 | 29/07/2023 |
|---|---------|---------------|---|------------|------------|

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--------|---------|------------------|----------------|-------------|---------------|---------------------|-------------------------|
|--------|---------|------------------|----------------|-------------|---------------|---------------------|-------------------------|

| | | | | | | | |
|---|---|---|-------------|--|---|---------------|---------------|
| Lack of available budget, poor allocation of HRA budgets through lack of scrutiny/plan, poor treasury management approach, no single point of ownership by finance team | Necessary works are not carried out at the required time, leading to deteriorating asset values | <ul style="list-style-type: none"> Keystone is used to forecast necessary spend for each budget setting report <i>Garry Knights</i> Production of fit for purpose Asset Mgt Strategy <i>Garry Knights</i> | Implemented | | 1 | Medium | 12 ↓ -3 |
| | | | In Progress | | | 9 Moderate | |

Review Comments We undertake a robust approach to developing budgets and ensuring they meet the existing portfolio requirements
29/04/2023

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|------------|----------|-------|------------------|------------------|------------------|
|------------|----------|-------|------------------|------------------|------------------|

| | | | | | |
|--|---------|---------------|---|--|------------|
| Procurement - Overspend on contracts or poor service delivery. | ADL0033 | Garry Knights | <div style="width: 0%; background-color: red; height: 10px;"></div> 0 % complete | | 25/07/2023 |
|--|---------|---------------|---|--|------------|

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--------|---------|------------------|----------------|-------------|---------------|---------------------|-------------------------|
|--------|---------|------------------|----------------|-------------|---------------|---------------------|-------------------------|

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|---|---|---|-------------|--|---|--------|---------------|
| Poor contract management approaches or poor quality of contractors procured. Increasing prices in external market | Service delivery reductions in works to be delivered and delays in works, possible impact on customers, risk to meeting regulatory standards, reputational risks, link to other issue (more disrepairs, more mould cases etc) | <ul style="list-style-type: none"> Contract Management Training <i>Garry Knights</i> | In Progress | | 1 | Medium | 9 Moderate |
| | | | | | | Medium | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|------------|----------|-------|------------------|------------------|------------------|
|------------|----------|-------|------------------|------------------|------------------|

| | | | | | |
|---|---------|---------------|---|------------|------------|
| Property Services IT interface with contractors.: Lack of IT Interface & Information management system for compliance | ADL0018 | David Clifton | <div style="width: 50%; background-color: red; height: 10px;"></div> 50 % complete | 23/03/2023 | 29/09/2023 |
|---|---------|---------------|---|------------|------------|

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--------|---------|------------------|----------------|-------------|---------------|---------------------|-------------------------|
|--------|---------|------------------|----------------|-------------|---------------|---------------------|-------------------------|

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|---|--|--|-------------|--|---|------------------|
| Poor IT infrastructure of officers incorrectly or not using databases and systems | Financial - Medium Continuity of Service - Medium Health & Safety - High | <ul style="list-style-type: none"> • Effective use of Keystone <i>David Clifton</i> • CADI project working on getting keystone module fully operational <i>David Clifton</i> | Implemented | | 2 | Medium |
| | | | In Progress | | | 8 Low High |

Review Comments If systems are not developed in accordance with agile project management methods and key project stakeholders allow development to take place outside of the recognised project team the likelihood of this risk hugely increases. Mitigation of this risk is to ensure that development project management is allowed to take place and is an accepted part of project delivery.
23/03/2023

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|---|----------|---------------|--|------------------|------------------|
| Building Safety Act (Housing Landlord Functions): Act brings additional duties and requirements | ADL0003 | Garry Knights | <div style="width: 33%; background-color: red;"></div> 33 % complete | 29/04/2023 | 29/07/2023 |

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--|--|--|----------------|-------------|---------------|---------------------|-------------------------|
| the Act is now live and we have limited timescales to ensure we comply with the provisions of the act, including registering all buildings in scope by October 2023 and have all Building Safety Case files in place by March 2024 | Failure to comply will have significant criminal ramifications for the organisation and individuals. It will have significant reputational risks. There would also be significant questions as to the safety of our income building if we fail to put all relevant information in place. | <ul style="list-style-type: none"> • Policies have been written to reflect known changes <i>Garry Knights</i> • Register all buildings <i>Garry Knights</i> • Building Safety Case files <i>Garry Knights</i> | Implemented | | 3 | Medium | 6 2 |
| | | | In Progress | | | 8 High | |
| | | | In Progress | | | Low | |

Review Comments We are undertake the actions to mitigate the risk, at this time we see no significant issues
29/04/2023

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|---|----------|---------------|------------------|------------------|------------------|
| Legislation - Building Safety Bill Bills bring additional duties and requirements, legal financial and reputational risk | ADL0034 | Garry Knights | % complete | | 25/07/2023 |

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--|---|------------------|----------------|-------------|---------------|---------------------|-------------------------|
| Act is now live, timescale April 23- Oct 23 subject to secondary legislation | additional compliance programmes will be required or additional restrictions which may require significant additional spend and mean we are initially non-compliant | | | | | 3 | Medium |
| | | | | | | 8 High | |
| | | | | | | Low | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|------------|----------|-------|------------------|------------------|------------------|
|------------|----------|-------|------------------|------------------|------------------|

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| Resident Safety : failure to meet regulatory compliance across the big six compliance areas and across all tenure of properties in which LBH place residnets and have a have a duty of care. | | ADL0013 | Garry Knights | <div style="width: 50%; height: 10px; background-color: red;"></div> | 29/04/2023 | 29/07/2023 | | |
|--|---|--|----------------|--|---------------|---------------------|-------------------------|--|
| | | 50 % complete | | | | | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating | |
| Poor record keeping lack of contracts in place Poor processes in place | Potential injury and death risk to residents. Potential property damage, the regulatory fines and sanctions, reputational risk and financial consequence. | <ul style="list-style-type: none"> Complaine programme in place <i>Garry Knights</i> All high risk buildings have an FRA4 with actions being completed within timescales. <i>Garry Knights</i> | Implemented | | 8 | Medium | 8 | |
| | | | In Progress | | | High | Low | |
| Review Comments Remains almost 100% compliant across big six areas. All performance reported to Compliance Board, Asset Management Group and Scrutiny Group. 29/04/2023 | | | | | | | | |

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | | |
|---|---|--|---|------------------|------------------|---------------------|-------------------------|--|
| Safeguarding residents: Failure in duty of care to vulnerable residents (+ Council ASC) | ADL0023 | Katri Wilson | <div style="width: 100%; height: 10px; background-color: green;"></div> | 22/05/2023 | 22/08/2023 | | | |
| | | | 100 % complete | | | | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating | |
| Unable to support vulnerable residents as a result of the pressures on NHS / voluntary sector | Reduction in support and care - general needs / Supported and Sheltered Housing / Homeless - Temporary Accommodation. | <ul style="list-style-type: none"> Safeguarding training for Officers <i>Lisa Buttery</i> | Implemented | | 0 | Medium | 6 | |
| | | | | | | Moderate | Low | |
| Review Comments This risk remain as we have many vulnerable residents living in our housing, and the support from agencies and the NHS is not always sufficient. 22/05/2023 | | | | | | | | |

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | | |
|---|--|------------------|---|------------------|------------------|---------------------|-------------------------|--|
| Climate change and net zero carbon Failure to deliver the reduction in carbon emissions from housing stock | ADL0035 | Garry Knights | <div style="width: 0%; height: 10px; background-color: green;"></div> | | 25/07/2023 | | | |
| | | | % complete | | | | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating | |
| Lack of investment Unclear technology or use of the wrong technology. " | Increase in fuel poverty for tenants Potential risk of penalties for not achieving targets" | | | | 2 | Medium | 6 | |
| | | | | | | Low | Medium | |
| Review Comments | | | | | | | | |

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| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
|--|---|---|---|------------------|------------------|---------------------|-------------------------|
| Delays in payments to contractors and utility bills (Property Services): Slow payment of contractors invoices | ADL0009 | Garry Knights | <div style="width: 50%; background-color: red; height: 10px;"></div> 50 % complete | 29/04/2023 | 29/07/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| Poor Financial systems Not getting invoices in time | Contractors suffering cash flow problems and potentially taking action to recover as debt Additional charges for late payment risk of utility companies cutting off services | <ul style="list-style-type: none"> Invoice processing procedure established <i>Garry Knights</i> More work to be done on fusion in regards to training etc. <i>Garry Knights</i> | Implemented | | 3 | Medium | |
| | | | In Progress | | | 6 Moderate | |
| | | | | | | Low | |
| Review Comments | process in place to support good cashflow 29/04/2023 | | | | | | |
| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
| Underspend year-end Capital expenditure targets (Property Services): Forecast expenditure for the year is not met | ADL0010 | Garry Knights | <div style="width: 50%; background-color: red; height: 10px;"></div> 50 % complete | 29/04/2023 | 29/07/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| Poor programming and/or poor management of Capital Planned Works | Services are not delivered as planned, potentially missing KPI targets miss our statutory obligations Sanction from Social Housing regulator | <ul style="list-style-type: none"> Programme Monitoring Manager responsible for overseeing budgets <i>Garry Knights</i> Budget management training for staff <i>Garry Knights</i> | Implemented | | 3 | Medium | |
| | | | In Progress | | | 6 Moderate | |
| | | | | | | Low | |
| Review Comments | good processes in place to monitor spend and ensure good reporting 29/04/2023 | | | | | | |
| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date | | |
| Staffing levels / /quality - restructure (Property Services): Lack of Human Resources and suitably trained / qualified staff to manage service | ADL0021 | Patrick Odling-Smee | <div style="width: 50%; background-color: red; height: 10px;"></div> 50 % complete | 19/06/2023 | 31/10/2023 | | |
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
| | | | | | | | |

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|---|---|---|-------------|--|---|----------------------|
| Imbalance in structure and low pay grades | Difficulty in recruiting and retaining suitably qualified and experienced staff | <ul style="list-style-type: none"> • Suitable JDs and Correct team structure <i>Patrick Odling-Smee</i> • Issue over pay grade and should be reviewed, Future training needs to be established <i>Patrick Odling-Smee</i> | Implemented | | 3 | Medium |
| | | | In Progress | | | 6 Moderate Low |

Review Comments TOM restructure has created temporary increased risk of not being able to recruit poeple .
19/06/2023

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|--|----------|------------------|------------------|------------------|------------------|
| Residents - Decanting of existing Tenants: Regen. 12 estates / Legal disrepair decants / emergency decants due to natural disaster | ADL0020 | Darren Alexander | % complete | | 09/01/2023 |

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--|--------------------------------|------------------|----------------|-------------|---------------|---------------------|-------------------------|
| Redevelopment and demolition of the site | Homelessness and use of hotels | | | | 4 | Low | 4 Low Low |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|--|----------|---------------------|------------------|------------------|------------------|
| Home & Remote /lone Working Impact - Housing Services: Remote working for some staff has been challenging to monitor & manage lone working. Issues with equipment failure and IT. Inevitably, this also affects performance. | ADL0019 | Patrick Odling-Smee | 50 % complete | 19/06/2023 | 19/08/2023 |

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--|---|--|--------------------------------|-------------|---------------|---------------------|-------------------------|
| Remote & Home working, initially due to Covid19, has now become the new way for Council staff. | Performance management - track lone working team members who use a check-in & diary update system. More management time resources deployed. | <ul style="list-style-type: none"> • Implementation of Smart Working <i>Patrick Odling-Smee</i> • safeguarding / lone working support <i>Patrick Odling-Smee</i> | Implemented In Progress | | 4 | Low | 4 Low Low |

Review Comments Review completed. Risk is on-goin but being managed.
19/06/2023

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|--|----------|--------------|------------------|------------------|------------------|
| Fire Risk - risk to our estates and residents of fire hazards and clutter not cleared. Communal areas need to be free for trip hazards and other fire risks. | ADL0028 | Katri Wilson | % complete | | 28/03/2024 |

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| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--|-----------------------------|------------------|----------------|-------------|---------------|---------------------|-------------------------|
| Risk to our estates and residents of fire hazards and clutter not cleared. Communal areas need to be free for trip hazards and other fire risks. | Loss of life, accommodation | | | | 0 | | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|---|----------|--------------|------------------|------------------|------------------|
| Estate Strategy - risk is not having an Estates Strategy in place | ADL0029 | Katri Wilson | | | 28/06/2023 |

% complete

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|--|---|------------------|----------------|-------------|---------------|---------------------|-------------------------|
| We don't have the required staffing and structure in place to improve our estates. | Estates not managed well and no record of what has been provided. | | | | 0 | | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|---|----------|--------------|------------------|------------------|------------------|
| Resident Service Charges - review service charges to residents to ensure we are charging fairly and accurately. | ADL0030 | Katri Wilson | | | 28/03/2024 |

% complete

| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating |
|---|--|------------------|----------------|-------------|---------------|---------------------|-------------------------|
| Not charging for what we can and we are charging for services that they do not receive in some cases. | Dissatisfaction amongst residents and financial implications | | | | 0 | | |

Review Comments

| Risk Title | Risk Ref | Owner | Control Progress | Last Review date | Next Review Date |
|------------|----------|-------|------------------|------------------|------------------|
| | | | | | |

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| Telecare Digital Switchover | | ADL0031 | Katri Wilson | % complete | | | 28/06/2023 | |
|--|--|------------------|----------------|-------------|---------------|---------------------|-------------------------|--|
| Causes | Effects | Control Measures | Control Status | Target Date | Target Rating | Current Risk Rating | Previous Current Rating | |
| Tender for the provider to do the switchover is running late resulting in late implementation and loss of service. | Telecare service will not transfer to digital before the national switchover in December 2025. | | | | 0 | | | |
| Review Comments | | | | | | | | |

