

No	Risk	Grs L'hd (1-5)	Grs Imp (1-5)	Grs Risk Totl	Managed by (key systems / processes):	Lead Individual	Net L'hd (1-5)	Net Imp (1-5)	Net Risk Totl	Action Required
Strategic Risks										
1.	High rent arrears	3	5	15	Rent Arrears Policy & Procedures in place. Effective service delivery including Welfare Rights advice/signposting.	GK / HM Staff	2	2	4	Ongoing monitoring of rent accounts and auditing by HSM.
2.	Errors in rent charge management	1	4	4	Rent reconciliation between HM and Finance staff on a monthly basis. External Audit carried out.	GK / HM Staff	1	3	3	Ongoing monitoring of rent accounts and auditing by HSM.
3.	Fraud Control	2	5	10	Monthly reconciliation of rents with Finance section. Double checking/authorising payments to contractors.	GK	2	2	4	Receipts provided at payment, cash payments discouraged. Rent reconciliation with Finance.
4.	Impact of Welfare Reform (including Universal Credit)	4	4	16	Rent Arrears Policy & Procedures in place. Effective service delivery including Welfare Rights advice/signposting. Ongoing learning of updates and changes.	GK / HM Staff	3	3	9	Ongoing monitoring of rent accounts and auditing by HSM. Attendance of local DWP Partnership Meetings.

No	Risk	Grs L'hd (1-5)	Grs Imp (1-5)	Grs Risk Totl	Managed by (key systems / processes):	Lead Individual	Net L'hd (1-5)	Net Imp (1-5)	Net Risk Totl	Action Required
	Strategic Risks									
5.	Inappropriate staff structure and mix of skills	2	4	8	Ongoing staff structure reviews. New appointment of HSM.	SMT	2	3	6	Ongoing Review and monitoring. Work audits.
6.	Long term absence of key members of staff	2	4	8	Staff absence management policy in place	SMT	2	3	6	Healthy Working Lives in place. H&S awareness.
7.	IT Disaster	3	5	15	Service contract with ITFA with disaster recovery. Back up of data I.T. review. Consultant engagement.	SMT	2	3	6	Review of IT systems ongoing.
8.	Health and Safety of staff during common inspections/visits	2	4	8	Protective Clothing provision and boots/overalls/gloves/ phones as required. Staff awareness of whereabouts of staff members out on visits	All staff	1	4	4	Staff awareness of H&S Issues. H&S Risk Register in place.
9.	Injury to customer as a result of viewing a property in an unsafe condition.	1	5	5	Safe to view procedure where maintenance staff will advise HM if this is not the case. Maintenance staff advise when void works complete.	HM / Maintenance	1	2	2	Ongoing communication between sections.

No	Risk	Grs L'hd (1-5)	Grs Imp (1-5)	Grs Risk Totl	Managed by (key systems / processes):	Lead Individual	Net L'hd (1-5)	Net Imp (1-5)	Net Risk Totl	Action Required
	Strategic Risks									
10.	Substantial increase in void re-let times leading to increased rent loss	3	3	9	Regular section updates, monthly performance meetings, void targets, pre-void letting where possible. Services Sub Committee scrutiny.	GK	2	2	4	Continuous monitoring of void targets. Services Sub Committee scrutiny.
11.	Inappropriate allocation of void properties	2	4	8	Open and transparent allocations policy, computerised audit trail Allocation Policy Review	GK	2	2	4	Ongoing review of policies and procedures Allocation Policy Review. Audit of allocations by HSM and Internal Audit.
12.	Less than 100% Gas Safety Checks on time.	2	4	8	Contract in place and continual monitoring	HM / Maintenance	2	2	4	Ongoing monitoring
13.	Practices not complying with regulatory requirements (ARC).	5	5	25	Reviewing conditions set out in ARC and reviewing recording methods to comply. Monthly performance meetings to take account of this.	All staff /Committee	1	4	4	Set up of new ARC targets for HM SHR Assurance Statements.

No	Risk	Grs L'hd (1-5)	Grs Imp (1-5)	Grs Risk Totl	Managed by (key systems / processes):	Lead Individual	Net L'hd (1-5)	Net Imp (1-5)	Net Risk Totl	Action Required
Strategic Risks										
14.	GDPR/FOI/SAR breach.	3	4	12	Policies and procedures. Protocols.	HM	2	3	6	Incident register developed and maintained. Housekeeping rules. Data sharing agreements. Addendums for contractors and other service providers. Data Protection Policy.

I M P A C T	5	Green	Yellow	Yellow	Red	Red
	4	Green	Green	Yellow	Yellow	Red
	3	Green	Green	Green	Yellow	Yellow
	2	Green	Green	Green	Green	Yellow
	1	Green	Green	Green	Green	Green
			1	2	3	4
PROBABILITY						