

Operational Risk Register

Housing Landlord

Quarter 4, 2013

Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
Housing & Regeneration >> Housing Landlord - Elliott Brooks								
HL_F01 - Failure to closely monitor operational and financial factors affecting the delivery of the HRA Business Plan								
Category of risk: Financial Risks			Portfolio Holder: Cllr Margaret Griffiths - Housing					
	2 - Unlikely	4 - Severe	8 - Amber	mid year and end of year review of Business Plan in partnership with Finance	1 - Very Unlikely	2 - Medium	2 - Green	
Status of this risk: Treating			Corporate Priority:					
Risk Owner Comments: End of Year review currently taking place and report being prepared for April Cabinet								
HL_I03 - Failure to adopt a service specific best practice approach to Health and Safety (Housing Landlord)								
Category of risk: Infrastructure Risks			Portfolio Holder: Cllr Margaret Griffiths - Housing					
Death or injury to staff; residents or contractors' staff; reputation; litigation and charges of corporate manslaughter.	3 - Likely	4 - Severe	12 - Red	Service specific H & S procedures applied to sheltered housing service covering service users and staff eg. fire safety and lone working; clear landings policy and procedures; estate inspections schedule.. Corporate H&S policy under review. Ongoing training for staff in key areas. Directorate Health & Safty Committee Quarterlyly at DMT Standing Items on Team Meeting Agendas	2 - Unlikely	4 - Severe	8 - Amber	
Status of this risk: Tolerating			Corporate Priority: Safe and Clean Environment					
Risk Owner Comments:								
HL_I04 - Failure to upgrade the housing IT management system and Orchard Upgrade implementation project								

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Category of risk: Infrastructure Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								
An unsupported system would result in significant management risks; unable to develop the service and become more customer focussed.	4 - Very Likely	4 - Severe	16 - Red	Project Group progressing - budget allocated Role out of some modules started June 12	2 - Unlikely	4 - Severe	8 - Amber	
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: Monthly update is brought to HSMT by Group Manager of Tenants & Leaseholders								
HL_M01 - Failure to have systems in place which exert effective financial and operational control over current contracts in the lead-in period to 2014 expiry								
Category of risk: Marketplace Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								
Poor audit external and internal reports; reputation; unable to demonstrate value for money; lack of credibility, less improvements to stock / homes	3 - Likely	4 - Severe	12 - Red	- Regular meetings with contractors and housing accountant. - Budget transparency and monthly monitoring in place. - Post inspection checks of charges undertaken. - Support from AD and Corporate Director. Procurement Project Plan includes Exit Strategy from Current Contract - Initial related discussions started	1 - Very Unlikely	4 - Severe	4 - Green	
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments:								
HL_R01 - Failure to adapt to the new regulatory framework and requirements for tenant scrutiny								
Category of risk: Reputational Risks Portfolio Holder: Cllr Margaret Griffiths - Housing								

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Consequences	Inherent Probability	Inherent Impact	Inherent Risk Score	Controls	Residual Probability	Residual Impact	Residual Risk Score	Assurance
	3 - Likely	3 - High	9 - Amber	Recent Review of Tenant Involvement Structure included the introduction of a Tenant Scrutiny Panel by April 2013	1 - Very Unlikely	3 - High	3 - Green	
Status of this risk: Treating		Corporate Priority:						
Risk Owner Comments: Recruitment drive taking place March/April 13 to identify tenants or residents for the scrutiny panel.								
HL_R02 - Failure to deliver key milestones on time within the Housing Repairs, Maintenance and Improvement Procurement Project								
Category of risk: Reputational Risks		Portfolio Holder: Cllr Margaret Griffiths - Housing						
	3 - Likely	4 - Severe	12 - Red	Approved PID Project Plan on Target Report for Cabinet submitted recommending progression direction	2 - Unlikely	2 - Medium	4 - Green	
Status of this risk: Treating		Corporate Priority:						
Risk Owner Comments: Slight slippage due to Gas contract being terminated has meant that new contracts will start end of quarter 1 2014 (TAM) October 14 Gas								