

Operational Risk Register

Housing Landlord

Quarter 3, 2012

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: Review taking place following Cabit Approval of New Build Programme funded by HRA.								
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 Quarterly 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: Nrew Procedure Implemented during Quarter 3 regarding tracking of identified actions from Fire Risk Assessments								
HL_I04 - Failure to upgrade the housing IT management system and Orchard Upgrade implementation project								
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	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	

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more customer focussed.								
Status of this risk: Tolerating Corporate Priority: Dacorum Delivers								
Risk Owner Comments: Action Plan created and being adhered to - Owned by Housing Senior Management Team								
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: All Contracts Subject to Regular Monitoring Meetings. Recent contract breaches and failure to respond to default notice led to the termination of the Gas Servicing Contract and an award for an interim contract to an alternative provider								
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								
	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:								

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Risk Owner Comments: Action Plan in Place and being adhered to - on target for April 13								
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: FW Now fully seconded to the role of delivering the Procurement. GM Property & Place has been backfilled.								