

Housing and Assets Portfolio Risk Register

Published: 25.02.22

Risk Register - Part 1 (Portfolio Management)

Finance

Key		
Underlying Risk Rating	The risk rating before any mitigating actions	
Current Risk Rating	This risk rating following the planned mitigation actions	
Target Risk Rating	The risk rating which is realistically achievable and by when	
Risk Trend	The trend of the risk since the last review date	
Risk Status	Open denotes a live risk	Closed denotes a closed risk
NC ↔	No Change in the risk trend since last reviewed	
*Denotes the risk is specific to the 'Recovery'		
HA	Housing and Assets	

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*CF14	Increasing rent arrears and Impact on the Housing Revenue Account (HRA) Business Plan	Operational	Neal Cockerton	Rachael Corbelli / Sean O Donnell/Dawn Kent/David Barnes	R	R	A Open	NC ↔	Open
HA01	Demand on resources and budgets to complete work backlog of inspections and follow on works caused by carrying out essential repairs only	Operational	Sean O Donnell	Vinny Thornton/Kevin Eccles	A	G	G Q4 2021/22	NC ↔	Open
HA02 Updated	Impact on Housing Revenue Account (HRA) budget and business plan with increased disrepair claims. Note: risk to be closed as no direct correlation or link to any increase and Covid.	Operational	Sean O Donnell	Vinny Thornton/Kevin Eccles	A	G	G Q4 2021/22	G ↓	Closed
HA04 Updated	Increased financial risk due to unprecedented and unpredictable increased demand for Council Tax Reduction Scheme (CTRS) due to business closure, unemployment; reduced hours of work Note: reducing risk trend as current risk showing no signs of returning to the levels of 2020/21	Strategic	Jen Griffiths	Anna Friend	R	G	A Open	G ↓	Open
*HA05 Updated	Food poverty response continues for a longer period creating financial pressures, impacting on our ability to continue deliveries. Note: risk to be closed as shielding has come to an end	Operational	Jen Griffiths	Claire Flint	A	G	A Open	G ↓	Closed
HA06	Impacts on income stream based on delayed/non recovery of housing benefit overpayment.	Strategic	Jen Griffiths	Anna Friend	R	R	A Open	NC ↔	Open
HA08	Service unavailability, increased delays, increased costs due to suppliers being unable to provide raw materials i.e. Steel, plaster etc following reduction in production	Operational	Ian Edwards	Howard Parsonage / Adam Foley	A	A	G Q1 2022/23	NC ↔	Open
*HA09	Increases in Homelessness impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds)	Operational	Martin Cooil	Deb Kenyon	R	A	A Open	NC ↔	Open
*CP01 Updated	A reduction in the value/level of capital receipts impacts on the Capital Programme Note: risk to be closed due to No decline in market values as a result of Covid.	Strategic	Neal Cockerton	Lisa McLellan	A	G	G Q4 2021/22	G ↓	Closed

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*CP02 Updated	Impact on income levels due to inability to renegotiate higher rents on lease renewals Note: risk to be closed due to the market remaining buoyant at present	Operational	Lisa McLellan	Gill Fairhurst	A	G	G Q4 2021/22	G ↓	Closed
*CP03 Updated	Impact on income due to tenants seeking an extension of rent deferrals. Note: risk to be closed due remaining amount outstanding is less than £4k	Operational	Lisa McLellan	Gill Fairhurst	R	G	A Q4 2021/22	G ↓	Closed
*CP06 Updated	An increase in property costs due to the unsustainability of Community Assets. Note: risk to be closed due no requests for support from CAT groups as a result of restrictions being imposed	Strategic	Neal Cockerton	Lisa McLellan/Gill Fairhurst	A	G	G Q4 2021/22	G ↓	Closed
*CP07 Updated	An increase in property costs for the Council due to the unsustainability of Alternative Delivery Models (ADM's) Note: risk to be closed as Alternative Delivery Models remain stable and viable.	Strategic	Neal Cockerton	Lisa McLellan	A	G	G Q4 2021/22	G ↓	Closed
*CP11 Updated	Costs and complexities with the return and reinstatement of Deeside Leisure Centre (DLC) due to an extended period of use as an emergency hospital. Note: risk trend reducing as reinstatement work with the exception of the ice risk have been substantially completed.	Operational	Neal Cockerton	Mike Welch	R	G	A Q4 2021/22	G ↓	Open
*HA18	Reduced house delivery and increased cost ability to spend allocated grant impacts negatively resulting in Welsh Government claw back	Operational	Paul Calland	Kieron O'Mahoney	A	A	G Q4 2021/22	NC ↔	Open
HA19	Increasing rent arrears impacts negatively on North East Wales Homes Business Plan.	Operational	Paul Calland	Paula Marshall	A	G	G Q4 2021/22	NC ↔	Open
*HA20	Increase in demand for responsive repairs and planned works once lock down restrictions are eased (NEW Homes) Increased cost and resource	Operational	Paul Calland	Paula Marshall	A	A	G Q4 2021/22	NC ↔	Open
*HA21	Backlogged voids impact negatively on the New Homes Business Plan	Operational	Paul Calland	Paula Marshall	A	G	G Q4 2021/22	NC ↔	Open
HA22 Updated	Increased financial pressures on the Housing Revenue Account (HRA) due to high demand for responsive repairs and planned works. Note risk to be closed as there are no significant increase in demands	Operational	Sean O Donnell	Vinny Thornton/Kevin Eccles	A	G	A Q4 2021/22	G ↓	Closed

Workforce

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA24 Updated	Unable to enforce tenancy conditions due to current legal protections and court legal system backlog. Note: risk to be closed as cases are now progressing to court via a review panel	Operational	Dawn Kent	Janet Martin	A	G	G Q4 2021/22	G ↓	Closed

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA25 Updated	Unable to apply to social distancing rules during project delivery putting surveyors, contractors and clients' health at risk Note: risk to be closed as there are no cases on hold due to Covid	Operational	Jen Griffiths	Robin Davies	A	G	G Q4 2021/22	G ↓	Closed

## Property and Assets

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
HA27	Increasing service demands to respond to HA04	Operational	Jen Griffiths	Anna Friend	R	A	A Open	NC ↔	Open
*CP09	Services remain out of use for longer period suppliers' failure and availability of equipment/materials	Operational	Sean O Donnell/Glyn Garbutt	Jon Jones/Philip Paton	A	A	G Q4 2021/22	NC ↔	Open
*HA30 Updated	Weak performance and reputational damage as development programmes are slow to commence. Note: current risk decreasing to amber as old jobs started or completed with new jobs due to commence.	Operational	Jen Griffiths	Robin Davies	A	A	G Q4 2021/22	G ↓	Open
*HA31	Delays on project starts dependant on components availability	Operational	Jen Griffiths	Robin Davies	A	A	G Q4 2021/22	NC ↔	Open
*HA33 Updated	People not having suitably safe and adapted accommodation due to the delay of service reinstatement. Quality of life issues customers and reputational damage Note: Current risk trend decreasing due to most cases started or due to start	Operational	Jen Griffiths	Robin Davies	A	A	G Q4 2021/22	G ↓	Open
*HA34 Updated	Suppliers unable to provide components for critical installations leading to increased delay and service unavailability for long periods of time. Note: risk trend reducing due to reports of minimal difficulties in sourcing parts/components for plant or equipment.	Operational	Sean O Donnell/ Glyn Garbutt	Philip Parton	A	G	G Q4 2021/22	G ↓	Open
*HA35 Updated	Construction site controls post lockdown lead to slow construction progress and increased costs. Note: risk trend reducing as all construction sites are operating normally and to programme	Operational	Ian Edwards	Howard Parsonage/Adam Foley	A	G	G Q4 2021/22	G ↓	Open

## Governance and Legal

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA36 Updated	Breach of compliance, potential health and safety issue around statutory inspections of declined access due to social distancing and shielding customers. Note: risk to be closed. Managed through established no access procedure and shielding come to an end.	Operational	Sean O Donnell	Kevin Eccles	A	G	G Q4 2021/22	G ↓	Closed
*HA38 Updated	Increase in anti-social behaviour and breaches of new social distancing rules Note: risk to be closed as restrictions are no longer in place	Operational	Dawn Kent	Mike Angell	A	G	G Q4 2021/22	G ↓	Closed

## ICT &amp; Systems

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
HA40	Unable to deliver key operational services due to lack of support and responsiveness from external system suppliers.	Strategic	Neal Cockerton	Service Managers	A	G	A Open	NC ↔	Open

## Risk Register - Part 2 (Portfolio Service &amp; Performance)

## Housing Programmes

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA41	SHARP programme slow to recover impacting negatively on our own house build programme and targets	Strategic	Paul Calland	Kieron O'Mahoney	A	A	G Q4 2021/22	NC ↔	Open

## Housing &amp; Asset Management

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA42	Increased housing void backlog requiring proactive management to ensure properties let quickly and safely	Operational	Sean O Donnell	Ian Peters/ Dawn Kent	A	A	G Q4 2021/22	NC ↔	Open

## Homeless Prevention Services

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA43	Increased demand for Housing Support Grant services and capacity issues create delays and lengthy waits for services	Operational	Martin Cooil	Lisa Pearson	R	A	A Open	NC ↔	Open
*HA44	SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners)	Operational	Martin Cooil	Sian Humphries	R	A	A Open	NC ↔	Open
*HA45	Private landlords face increasing financial pressures leading to instability within the Private Rented Sector, less affordable properties and increased demand and costs for social housing providers and homeless service	Operational	Martin Cooil		R	A	A Open	NC ↔	Open

## Closed Risks

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA03	Rent loss and backlog of voids caused by delayed house moves	Operational	Dawn Kent	Janet Martin	A	G	G Q4 2021/22	G ↓	Closed
HA07	Delays in the Capital Programme due to contractors going into administration	Risk removed due to duplication *CP08							
*CP04	Impact on income due to an increase level of voids within our commercial and industrial estate.	Operational	Lisa McLellan	Gill Fairhurst	A	G	G Q4 2021/22	G ↓	Closed
CP05	The level of voids within our commercial and industrial estate increases – due to less demand from prospective new tenants – with an impact on income targets	This risk has been merged with CP04							

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*CP08	Delays in the Capital Programme due to contractors going into administration Note: Construction companies back to normal levels post lockdown.	Operational	Neal Cockerton	Ian Edwards/Glyn Garbutt	A	G	G Q4 2021/22	G ↓	Closed
*CP10	Increased cost and insurance claims due to Increased levels of vandalism or break-ins (connected to CP04 & CP06)	Operational	Lisa McLellan	Paul Brockley/Gill Fairhurst	A	G	G Q4 2021/22	G ↓	Closed
HA23	Increase costs and reputational damage due to inability to complete Welsh Housing Quality Standards (WHQS) by 2020	Operational	Peter McHugh	Sean O Donnell	R	G	G Q4 2021/22	G ↓	Closed
*HA26	Delays in service delivery if there is a shortage/lack of availability of Personal Protective Equipment (PPE) for contractors and Flintshire County Council (FCC) staff	Operational	Jen Griffiths	Robin Davies	A	G	G Q4 2021/22	G ↓	Closed
*HA32	Inability to deliver housing adaptations due to the health of the clients and vulnerability	Operational	Jen Griffiths	Robin Davies	A	G	G Q4 2021/22	G ↓	Closed
*HA37	Property access and restrictions prevent routine and obligatory inspections.	Operational	Dawn Kent	Mike Angell	A	G	G Q4 2021/22	G ↓	Closed
HA39	Inability to comply with Gas Safety Regulation (Gas servicing)	Operational	Peter McHugh	Kevin Eccles	A	G	G Q3 2021/22	G ↓	Closed

Risk Matrix

Impact Severity	Catastrophic	Y	A	R	R	B	B
	Critical	Y	A	A	R	R	R
	Significant	G	G	Y	A	A	R
	Marginal	G	G	G	Y	Y	A
		Unlikely	Very Low	Low	High	Very High	Extremely High
Likelihood of risk happening							