

Corporate PRIORITY	Service area objectives	ID	Category	Risk Owner	The Risk (there is a risk that)	Risk Cause (as a result of)	Risk Impact (which may result in)	Inherent Risk Scores (assume no controls)			Mitigation Actions and Controls	Actual Risk Scores (current position)			Residual Risk Scores (after mitigating actions and controls)			Action Owner	Action Due Date	Progress Update	Date Action Complete
								Impact (1-5)	Probability (1-5)	Score (I x P)		Impact (1-5)	Probability (1-5)	Score (I x P)	Impact (1-5)	Probability (1-5)	Score (I x P)				
Helping you to have a home	Deliver affordable housing	9	Customers Environmental Partnership Property & Assets	Gary Parsons	Failure to action changes from localism bill and fairer futures	Lack of effective partnership working Failure to exercise strategic role and powers Lack of funding opportunities	Reduced supply of new affordable homes Limited choice for future customers seeking alternative housing options Increased homelessness	4	3	12	Review of partnership arrangements through new RSL framework arrangements Working towards a local investment agreement and plan as part of the 'Single Conversation' with HCA. This involves partnership working with WNDC, Daventry District Council, South Northants Council and NCC. Affordable homes bid Explore new delivery mechanisms for affordable housing Explore affordable rent products Increasing homeless prevention fund Social lettings agency	3	3	9	2	3	6	Gary Parsons	30/09/10 - met 31/03/11 - complete May 11 - complete Mar 12 Mar 12 Dec 11	Negotiations with QSH are still taking place on potential for using a County Council School site for building new affordable homes. This would be with a view to the Council managing the units for 5 years and then purchasing the units at 20 a year using the HRA Business Plan. We are currently at a proposal stage. The Council has been successful in obtaining funding from the HCA for returning 5 empty homes back into use, by March 2012 with just under £85k.	October 2010 June 2010 03.05.11
Satisfying our customers	Comply with Equality Law and the achievement of 'Excellent' against the Equality Framework	13	Customers Legal Reputation Service Delivery	Gary Parsons	Failure to shape services on the basis of the diverse needs of our customers	Insufficient customer profile information Failure to understand the customer base Failure to apply the information gained	Low customer satisfaction High level of complaints Risk of legal challenges	3	3	9	Proactive collection of tenant profile information using face to face, written and telephone contacts Implementation of actions with Housing Equality Action Plan (HEAP) : training and awareness sessions for staff Tailoring communications with tenants according to their expressed preferences Review equality champions	3	2	6	2	2	4	Gary Parsons	31/03/12 (TA) 31/01/11 - part met Ongoing Ongoing	Following a report to DMT on equalities the Equalities Champions will no longer exist, with Team Leaders instead now being responsible for updating the EFECT tool for their respective service areas. Training is scheduled for all Team leaders.	
Helping you to have a home	Support people to live independently	15	Customers Human Resources Service Delivery	Ian Swift	Inability to deliver and resource key housing related support to vulnerable and elderly people	Uncertainty of funding support High proportion of sheltered stock unsuitable and unadapted Poor use of IT by staff Lack of assistive technology to support customers in their own homes Service provision not integrated	Failure to provide adequate support and services Service pressures impacting on staff workloads and service delivery Poor customer satisfaction	3	3	9	Expansion of gateway services to support vulnerable tenants Review and reshaping of sheltered housing service Developing vulnerable strategy Negotiations with County Council	3	3	9	1	1	1	Ian Swift	Ongoing Oct 2011	Children's service have now seconded 9 qualified Social Workers in to the expanding Gateway Housing Services. Consultant recruited into Sheltered Housing to complete EIAs and review hours worked. Consultant to be appointed in December to complete independent SH review. Awaiting demonstration from IBS team on Gateway module (deadline 31st December). Planned live date 31st March 2011. Housing Solutions will be issuing a report to the County Council, in order to outline our proposals to safeguard the Supporting People budget and service provision. Consult CIH have been appointed in to the position as lead consultants for the Sheltered Housing Review. Tony Meadows now seconded in to Housing Solutions from Northamptonshire County Council to scope	
Helping you to have a home	Enable people to have homes that meet their needs OR Prevent homelessness	16	Customers Service Delivery	Ian Swift	Failure to respond to increase in expressed demand for housing assistance	Reduction in decent homes funding Increasing evictions due to welfare reform changes Lack of supported housing Welfare reform changes A8 nationals entitled to public sector housing Mortgage repossessions increasing Mortgage rate increases	Reduction in private sector qualitative housing Increased levels of homelessness and rough sleeping Increased pressure on housing waiting list Increase in people living in unsatisfactory accommodation	4	4	16	An expansion of the gateway service Increased TA options through use of council stock Continued use of homeless prevention services e.g. Deposit Bond, Mortgage Repossession New modelling Corporate welfare reform team Social lettings agency New initiatives to reduce homelessness	2	2	4	3	3	9	Ian Swift	Ongoing Ongoing Ongoing	Homelessness prevention is top quartile nationally. Reduced level of rough sleeping and on course to end rough sleeping Government target by 2012. National leaders. Northampton is placed in the top 10 of performing Councils for Homelessness prevention nationally with only 8 Councils performing better than Northampton. The range of homelessness prevention options is continually reviewed. Northampton participated in a national Shelter benchmarking exercise and the result's confirm our excellent performance. CSR review to be completed by mid Jan 2011. Average number of homeless households living in temporary accommodation is 152 per Council. Northampton has 22 homeless households living in temporary accommodation. Northampton Borough	

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A vibrant and welcoming Town	Achieve Strategic Housing Delivery	17	Corporate	Lesley Wearing	We do not build well balanced and mixed communities.	Absence of robust strategic planning, housing and economic development policies. Ineffective affordable housing and allocation policies. Out of date evidence base. Inadequate infrastructure to support communities. Ineffective equality and diversity policies.	Areas of continued deprivation. Pockets of worklessness. Weak communities with little ambition or civic pride. Spirals of decline in urban fabric and personal attainment.	4	4	16	Revision of Housing Strategy Delivery of Central Area Action Plan Delivery of objectives within the Core Spatial Strategy Embed positive corporate approach to equalities and diversity Review of allocations policy Delivery of CESP programme	3	4	12	3	2	6	Gary Parsons	Dec 11 Ongoing Ongoing Dec 11 Dec 12	The Housing Strategy is currently being reviewed following the Localism Act, National Housing Strategy and Welfare Reform changes. The draft Allocations Policy has been produced and will be going out for consultation during December 2011 along with the Draft Tenancy Strategy. The CESP programme is awaiting final engrossments of the legal documents by 16th December 2011 and then the scheme will start on site at the beginning of January 2012.	Dec 11
Supporting you	Deliver a service taking into account customer needs	18	Customers Health and Safety Legal Reputation	Lesley Wearing	Failure to safeguard vulnerable people	Failure to follow procedures Lack of awareness	Loss of life Physical abuse Mental abuse Loss of reputation	5	5	25	Access and training on eCAF Safeguarding adult services protocol Review Gateway Review County Council Adult Services training MAPPA training IBS enhancements	3	3	9	4	3	12	Fran Rodgers	Sept 11 Sept 11 Nov 11 Apr 12 Nov 11 Oct 11 Nov 11	To date ECAF training hasn't taken place, County Council has informed that ECAF will not exist after March and so are not undertaking any more training. Staff will receive ECAF training in the New Year but await confirmation of date from the county.	
Supporting you	Support people to live independently	19	Customers Reputation Service Delivery	Ian Swift	Future of call care being unviable	Loss of external customers Increase in costs External competition	Reduced income Reduced support to the vulnerable	3	4	12	Business review Manage outcome of review Bring in new business - out of hours repair service	3	3	9	2	2	4	Ian Swift	June 2011 - Complete	Draft Business Review undertaken with the use of external challenge consultants. Draft report received and to be considered by the Housing Improvement Performance Board during June 2011. New options appraisal work commenced September 2011, on the future business model for Call Care work to be completed during November 2011. Working with NCC regarding welfare and safe guarding issues.	April 2011.
Helping you to have a home	Financial	28	Financial	Ian Swift	Increased use of expensive B&B for homeless Landlords requiring temporary accommodation	Economic climate. Reduction in affordable housing supply.	Increased pressure on general fund.	4	4	16	Using HRA properties and looking at developing social lettings agency.	4	4	16	3	3	9	Fran Rodgers	TBA	Business Case for social lettings agency.	
Quality Services	Health and Safety	29	Reputation	Lesley Wearing	Failure to recognise a safe guarding issue resulting to the death of	Lack of training and awareness.	Child abuse/neglect.	5	3	15	Regular training for all relevant staff and specific training for new starters.	5	3	15	5	2	10	Fran Rodgers		Training programme in place.	
Helping you to have a home	Financial	30	Financial	Ian Swift	Insufficient budget to carry out the high level of DFG applications.	Aging population. Increasing levels of disability.	Increased pressure on general fund.	4	4	16		3	3	9	3	3	9	Fran Rodgers	TBA		