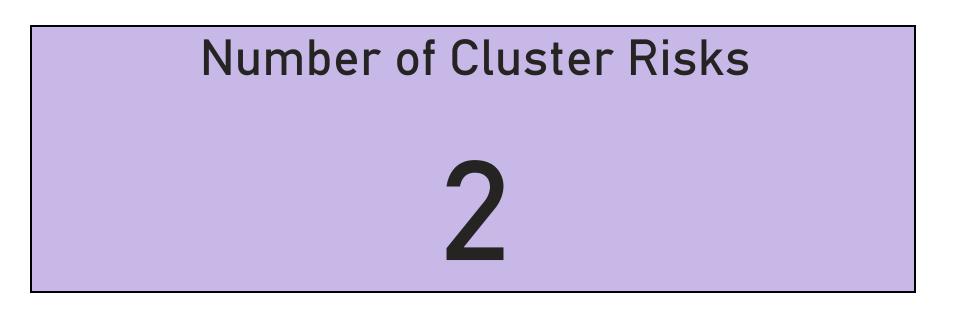
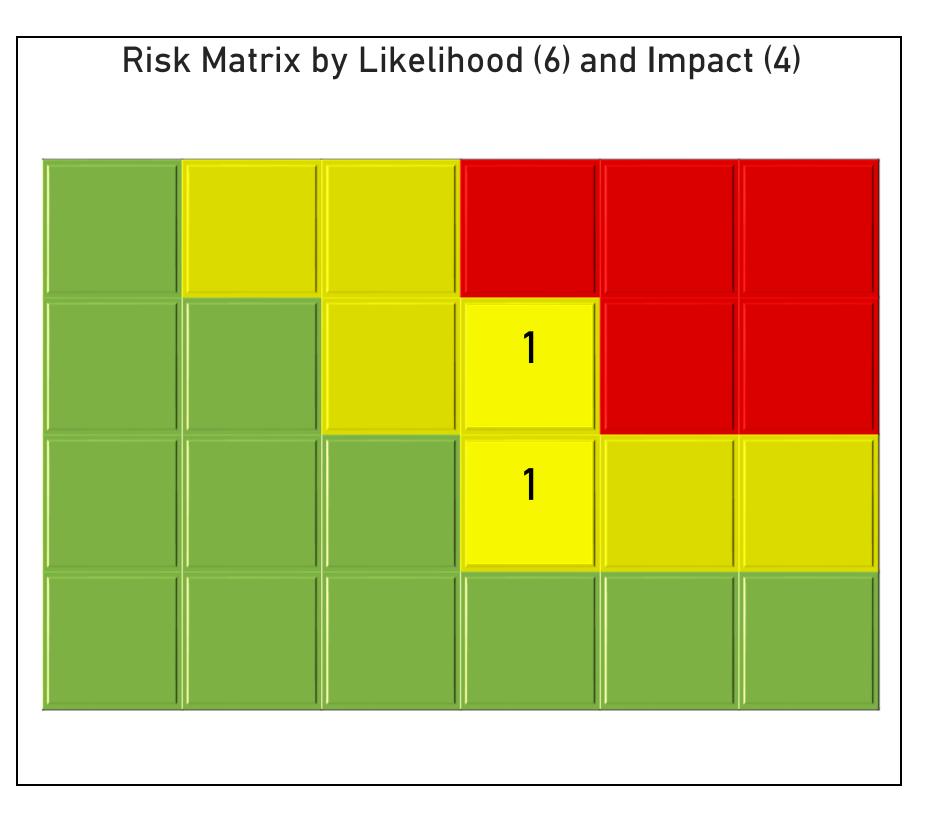


Early Intervention & Community Empowerment Services Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Rental income from Council Housing	8
Void Property Management	12





Customer	Early Int. & Community Emp.	Derek McGowan	Neil Carnegie/Kay Diack						
RISK TITLE	RISK DESCRIPTIO	DN	CONTROL ACTIONS		TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Rental income from Council Housing	There is a risk of reduced Rental Income to the HRA and General Fund arising from COVID-19 crisis and as we transition to new welfare support		ID-19 maximise and prioritis	1) Complete review and re-design of Housing Officer role profile to maximise and prioritise tenant income collection.		8	4	2	30 March 2022
	mechanisms.		2) Creation of Corpor	ate Debt Team to manage arrears.					
			· · · · · · · · · · · · · · · · · · ·	ce management meeting chaired by Communicanager, with appropriate actions identified to	ties				
			5) Legislation and Cou relevant steps have be	uncil Policy allow escalation to court once all een taken.					

FUNCTION

CLUSTER

RISK OWNER

RISK LEAD

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD					
Customer	Early Int. & Community Emp.	Derek McGowan / Mark Reilly	Kay Diack					
RISK TITLE	RISK DESCRIPTION	ON	CONTROL ACTIONS		TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRE IMPAC
Void Property Management	There is a risk that the level of void properties leaves ACC unable to house applicants appropriately or timeously, affecting quality of life, increasing spend on hotels and reducing rental income.		and performance.	ed and fortnightly meetings held to track progress	4	12	4	3
			2) Development and agreement on new letting standard. 3) Development of new allocation policy including Choice Based Letting process.					
			4) Process mapping of relevant services to ensure efficient delivery.					
			5) External contracting of services to support Building Services.					
			6) Weekly meetings with Ope spokesperson on void perfor	erational delivery Committee Convener and Housing mance.				
			7) Housing Improvement Boa	ard established by Director of Customer Services to				

oversee all work.