

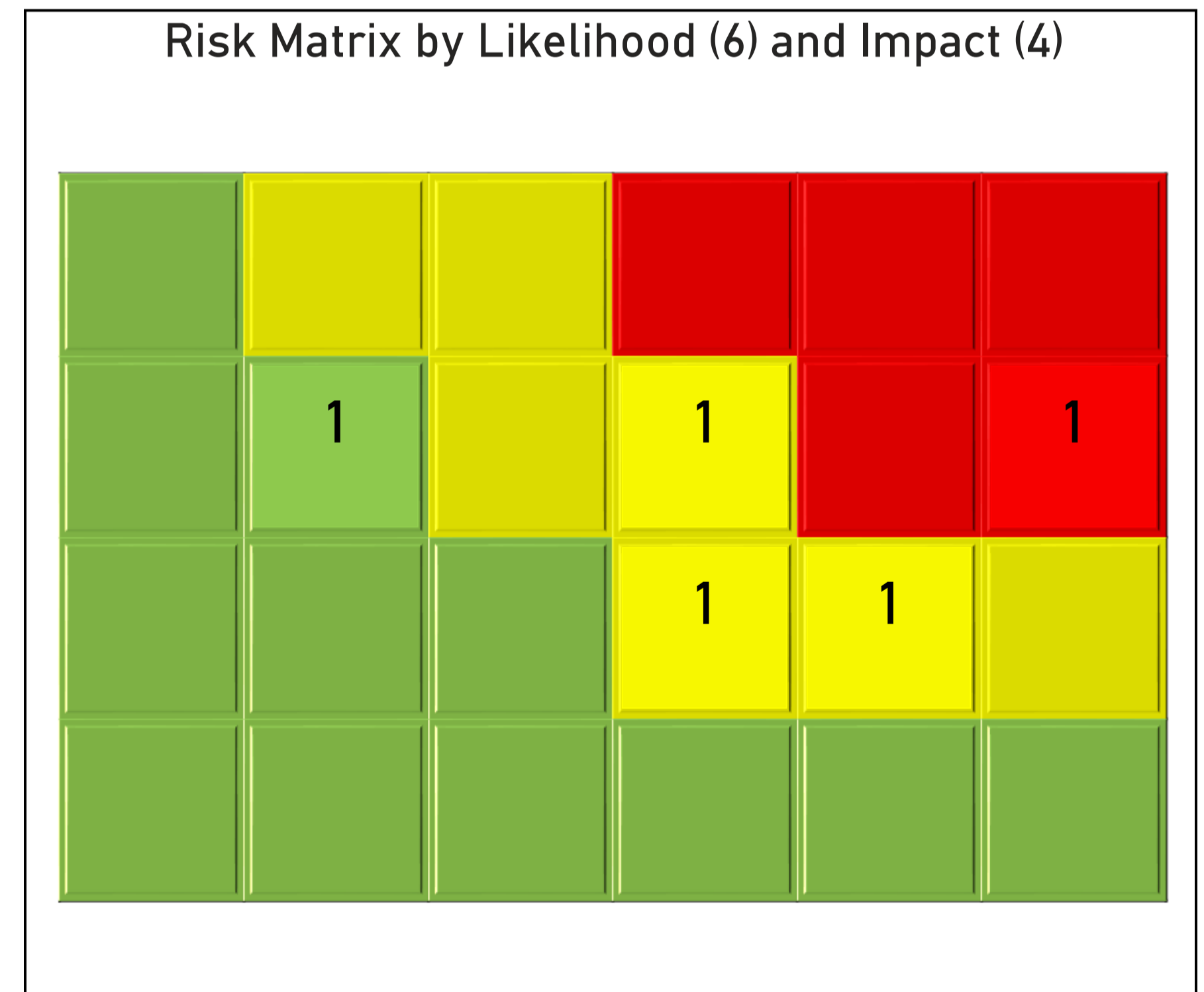


Early Intervention & Community Empowerment Services Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Inability to meet the Unsuitable Accommodation Order	10
Rental income from Council Housing	8
Risk to the welfare of children, young people and families due to the increase in the cost of living, and the long term impact of Covid-19.	18
Safeguarding amongst refugee communities	6
Void Property Management	12

Number of Cluster Risks

5



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Graeme Gardner

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Inability to meet the Unsuitable Accommodation Order	<p>There is a risk to the Council of not being compliant with the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2014 due to being unable to provide suitable accommodation within 7 days / 6 nights to households who present as homeless and require temporary accommodation.</p> <p>This risk has been escalated due to potential failures of individual Homes for Ukraine's placements. If those households then presented as homeless the Council would struggle to provide suitable accommodation as the homeless system is currently set up for single households (72% of last year's applications were for single people) and due to the increase of homeless presentations.</p> <p>In February 2022 we breached the Unsuitable Accommodation Order twice as we were unable to provide temporary accommodation to two families requiring 3 bed accommodation. They were placed into a hotel until suitable accommodation became available.</p> <p>In addition, the Court of Session ruled on 27 April 2022 that the duty on the Council to provide suitable accommodation was absolute: https://www.scotcourts.gov.uk/search-judgments/judgment?id=93d9b492-f92e-445e-a817-940009eb5e3a</p> <p>Depending on the number of refugees that comes to Aberdeen and the breakdown of placements, there is the potential for this be very serious risk for the Council, due to the cost of hotel accommodation and reputational risks. It has currently been rated as Material due to the low impact of breaches to date</p>	<p>The Rapid Rehousing Transition Plan seeks to reduce the amount of time that a households experiences homelessness, and through this the Council have changes the profile of its' temporary accommodation. All Council accommodation is deemed suitable if it meets the individual needs of the household.</p> <p>Where there is no accommodation available the immediate need is met through hotel usage. The Council can use mainstream stock and turn this into temporary accommodation; however, this takes longer than 6 days to do so.</p> <p>working with building services to ensure an adequate supply of temp accommodation.</p> <p>prevention work - ending homelessness in Aberdeen group.</p> <p>reducing youth homelessness group.</p>	6	10	5	2	29 June 2023

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Derek McGowan/Graeme Gardner

RISK TITLE	RISK DESCRIPTION	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 mechanisms.	<p>1) Complete review and re-design of Housing Officer role profile to maximise and prioritise tenant income collection.</p> <p>2) Creation of Corporate Debt Team to manage arrears.</p> <p>3) Weekly performance management meeting chaired by Communities and Housing Area Manager, with appropriate actions identified to manage.</p> <p>5) Legislation and Council Policy allow escalation to court once all relevant steps have been taken.</p>	3	8	4	2	31 March 2024

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Derek McGowan, Shona Milne, Graeme Simpson

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Risk to the welfare of children, young people and families due to the increase in the cost of living, and the long term impact of Covid-19.	<p>Risk of changing and increased demand on services through volume of referrals including social work intervention, driven by increased levels of families pushed into poverty requiring access to food and fuel support.</p> <p>Risk that consistent relationships with families and targeted interventions are affected by staff self-isolation.</p> <p>Risk of increased homelessness resulting from financial pressures/rent arrears.</p> <p>Risk of increased service delivery costs including residential care placements and community support funding affecting the ability to maintain normal services e.g. community groups affected by lack of volunteers</p> <p>Risk that attendance rates drop affecting attainments rates and long-terms prospects for employability and education and risk that children cannot be placed in schools due to influx of families in the city partly related to the pandemic.</p> <p>Risk of disruption to children's education though lack of affordability to access online learning, costs of data/energy and children being unprepared and unrested for school due to lack of food and effects of cold homes.</p>	<p>Rent arrears are being monitored through established improvement plans, reported to the Performance Board monthly. The Corporate Debt is being established and will soon begin approaching tenants in a tiered manner based on arrears levels. The Housing and Support model has been implemented and will provide a greater level of support to those requiring it, this will mean not only arrears but wider family support, with key aims of preventing homelessness and increasing tenancy sustainment. These have timelines for monitoring to the 31/3/23</p> <p>Community Planning Aberdeen's anti-poverty group is looking at poverty as a whole, with six project charters now agreed in tackling important areas including income maximisation, food pantries and home insulation. These will report through CPA structures.</p> <p>Our rapid rehousing transition plan has identified aims through to 2024, with the main outcome being to reduce the homelessness journey time down to 50 days. We are working with the Centre for Homelessness Impact to help achieve this and have agreed a MoU with them. We have also agreed a MoU with the DWP over working together to prevent homelessness. This is for the next 5 years with quarterly reviews of progress built in.</p> <p>The development of a Family Support Model at partnership level, with the aim of implementing a new model by 31/3/23 will provide a fundamentally different approach to supporting families in need and managing demand.</p> <p>The development of the Intervention Model, specifically the Priority People service to complement the Priority Families Service, will help manage households requiring additional support. This is ongoing work and complementary to both the Housing and Support Service and the developing Family Support Model.</p> <p>Monday Advisors available through all schools</p> <p>Mental health supports are being promoted COMPLETE</p> <p>Financial Inclusion support is available through community settings such as schools and community centres, as well as core provision at Marischal College. Anti-Poverty charters on financial assessment and income maximisation on liberation from prison will support this agenda at a partnership level.</p>	3	18	6	3	31 March 2024

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan / Mark Reilly	Graeme Gardner

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
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.	<ul style="list-style-type: none"> 1) Improvement Plan identified and fortnightly meetings held to track progress and performance. 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 Operational delivery Committee Convener and Housing spokesperson on void performance. 7) Housing Improvement Board established by Director of Customer Services to oversee all work. 	4	12	4	3	31 March 2024

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Gill Strachan

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Safeguarding amongst refugee communities	There is a risk that safeguarding issues for children and adults become prevalent and cannot be assessed as refugee communities move from hotel accommodation to settled accommodation. This risk is partly due to a lack of central policy and messagin on rights and responsibilities in Scotland.	<p>31/1/23 - safeguarding risks have been raised through internal strategic management groups with partners, and with Scottish Government. Scottish Government have appointed a safeguarding lead for Ukrainian refugees, and we are working with them. Other councils are experiencing the same issues.</p> <p>These issues have been raised with the Scottish Government's Warm Scottish Welcome delivery Board as part of risk planning.</p> <p>Local liaison with HaSCP and Police, and PEEP education classes are ongoing for identified individuals; and information classes for all hotel guests.</p>	3	6	2	3	29 June 2023