

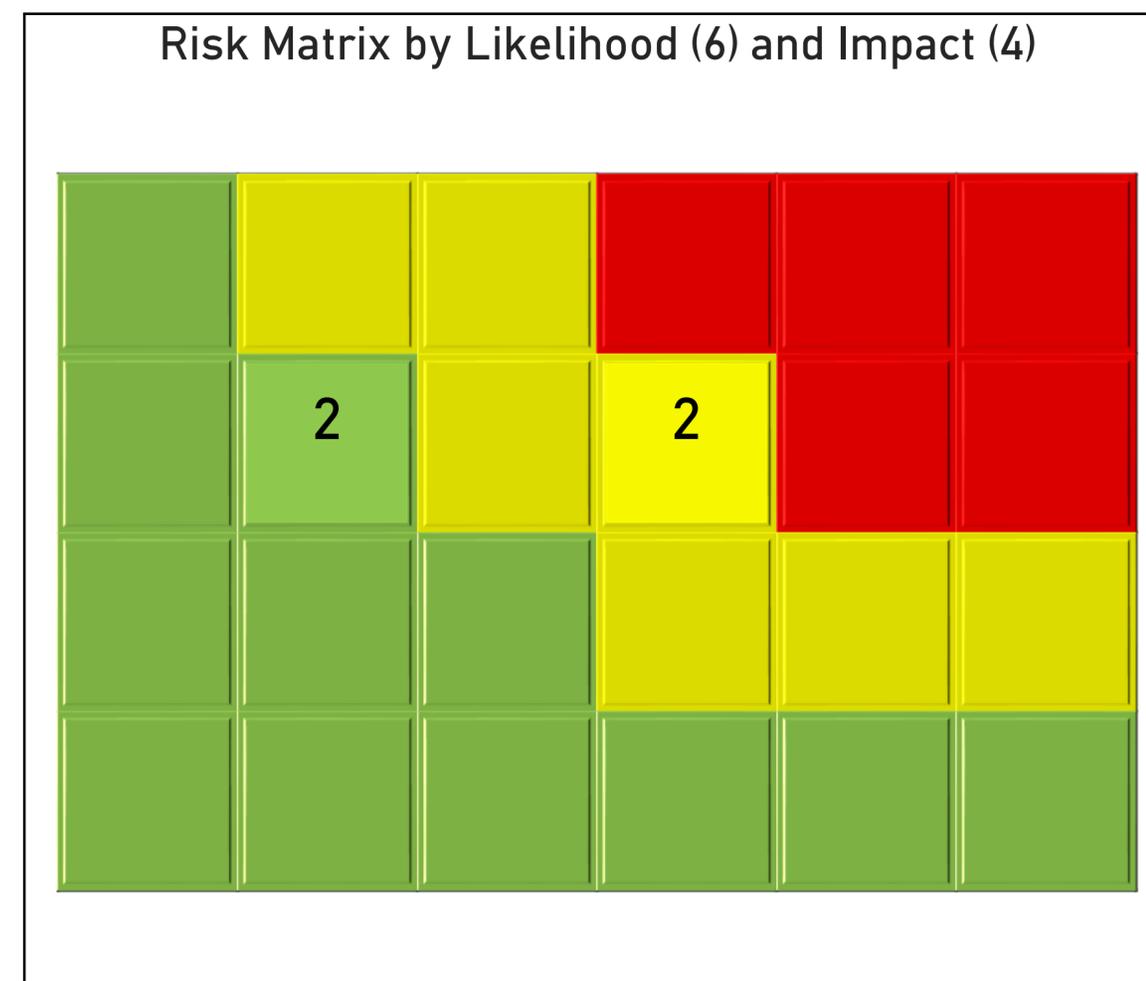


Early Intervention & Community Empowerment Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Void Properties	12
Service standards and Commissioning Intentions	6
Rental income from Council Housing	12
Governance	6

Number of Cluster Risks

4



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan / Mark Reilly	Neil Carnegie / Graham Williamson

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Void Properties	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.	<p>Improvement plan in place but progress badly affected by COVID, as unable to repair or let properties for 4 months.</p> <p>Fortnightly performance meetings reintroduced to scrutinise progress and identify actions required.</p> <p>Building Services have identified a groups of staff who will prioritise void properties.</p> <p>Work being done to understand performance in more granular detail and identify specific actions.</p>	20	4	12	4	3	30 March 2021

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Neil Carnegie / Fiona Clark / Kay Diack

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Service standards and Commissioning Intentions	Failure of meet agreed service standards and commissioning intentions for cluster.	<p>Both have been reviewed to align with new service design and resources.</p> <p>Clear link from service design to delivery.</p> <p>Regular monitoring of performance through SMT and service managers.</p>	20	2	6	2	3	30 March 2021

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Neil Carnegie/Kay Diack

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	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 Universal Credit.	<p>Rental Management is a priority for Housing Officers and they will work under a new job profile to maximise income for tenants and ensure rent is a priority for them.</p> <p>After Urgent Business Committee on the 30th June we recommenced writing to tenants in arrears to remind them of their responsibilities regarding rent and to offer support.</p> <p>Creation of Corporate Debt Team to manage outstanding debts and help manage arrears from tenants who have not followed advice and guidance from Housing Officers.</p> <p>Robust performance management, monitored via weekly reporting to Communities and Housing Area Manager.</p> <p>Legislation and Council Policy allow escalation to court in extreme cases.</p>	25	3	12	4	3	28 September 2021

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

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Governance	There is a risk that lack of governance over internal processes leads to non compliance with Legislative and Council requirements.	Creation and monitoring of: 1 - cluster risk register 2 - Business Continuity Plans Regular monitoring of: 1 - H&S issues across cluster 2 - finance 3 - Cttee schedules 4 - Legislative and Consultation trackers	20	1	6	2	3	30 March 2021