

Appendix 4: 'Cleaner, Safer & Healthier' Risks

Risk Ref	Business Unit	Risk	Inherent Rating	Residual Rating				Future 12 Month Rating
				12/24	03/25	06/25	09/25	
HAS0007	Director of Housing Options	Lack of supply of affordable accommodation to meet homelessness demand.	25	20	20	20	25	20
HAS0021	Director of Housing Options	Homelessness and Temporary Accommodation Case Level Information Collection (HCLIC) returns to government.	20	12	12	12	12	6
HOTS0004	Director of Housing Tenancy	Staff and/or contractors do not have adequate awareness of statutory safeguarding responsibilities due to inadequate training and awareness activity and plans to deliver this.	16	6	6	6	6	6
HOTS0010	Director of Housing Tenancy	Failures to act on service requests and enquires generated as a result of meeting with residents	16	9	9	9	9	6
HOTS0012	Director of Housing Tenancy	Ground maintenance procurement not completed.	25	n/i	n/i	n/i	9	9
HSI0038	Director of Housing - Estates &	Due to pressures from increased repairs demand including an increase in the number of voids and damp and mould cases there is a risk that their will be an overspend on HRA Repairs and Maintenance budget.	25	9	12	12	12	6
HSI0039	Director of Housing - Estates &	The Council's housing repair contractors fail to deliver service in line with contractual obligations, leading to increased complaints, tenant dissatisfaction, Housing Ombudsman maladministration findings	25	12	12	12	12	6
HSI0041	Director of Housing - Estates &	A high number of serious maladministration determinations during 2024/35 linked to service failure for repairs, compliance and/or damp and mould cases. This could lead to 'deep dive' investigation.	25	16	15	15	15	9
HSI0042	Director of Housing - Estates &	The Council fail to comply with the requirements of the Building Safety Act within stated timescales.	15	9	9	9	9	6
HSI0043	Director of Housing - Estates &	The Council fails to comply with statutory compliance and safety obligations, including undertaking remedial actions across its housing portfolio, leading to legal or regulatory interventions.	25	9	9	9	9	8
HSI0044	Director of Housing - Estates &	The Council does not deliver its landlord obligations for the delivery of the Capital investment across the HRA estate, these include Decent Homes, HHSRS, Fitness for Habitation, Homes standard under consumer regulations.	25	12	12	12	12	4
HSI0052	Director of Housing - Estates &	Potential structural issues linked to our LPS portfolio.	20	15	15	15	15	9
HSI0054	Director of Housing - Estates &	Ensure there is sufficient resource in all service areas to achieve required service standards and meet statutory and regulatory requirements	15	12	12	12	12	10
HSI0060	Director of Housing - Estates &	Attract Recruit and Retain Good Quality Permanent Staff in housing function...	15	12	12	12	12	12

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HTL0003	Housing Transformation	NEC Phase 2 project deliverables delayed due to: - changes to requirements resulting in scope creep - lack of specialist resource to deliver projects	25	12	12	12	12	9
HTL0004	Housing Transformation	NEC Phase 1: Delays to the creation of Planned Maintenance interface between NEC and Oracle Finance.	25	9	9	9	6	4
HTL0006	Housing Transformation	Failure to be compliant (C1 / C2) in Consumer standards inspection by the Regulator of Social Housing (RSH)	25	n/i	n/i	n/i	12	4
HTL0007	Housing Transformation	Failure to recruit competent staff required following the Housing Directorate restructures	16	n/i	n/i	n/i	16	9
PR0013	Director of Streets & Environment	The risk associated with being unable to maintain parking income levels	25	12	12	12	12	12
PR0039	Director of Streets & Environment	Deterioration of the highway network and infrastructure due to the deferral of the planned revenue budget of £1m as part of the MTFs, for 23/24 and 24/25. Also Capital Programme dimension	25	16	16	16	16	16
PR0048	Director of Streets & Environment	Surface Water and Fluvial Flooding - Climate change is resulting in increased extreme weather events and housing intensification is increasing the demand on the water management systems.	25	20	20	20	20	20
RRR0004	Housing Regeneration inc Regina Road	Decant and Rehousing of Residents (residents moves) There are approximately 19 leaseholders remaining to agree terms for moves during the life of the building programme	20	15	15	15	20	15
VRN0057	Director of Culture & Community	The Council fails to plan for / provide a Designated Disaster Mortuary on behalf of the Senior Coroner, in the event of a mass casualty event in south-west London. Capital Programme dimension.	25	20	20	20	5	1
VRN0060	Director of Culture & Community	The Council is unable to adequately respond to civil emergencies / incidents as per their duties within the Civil Contingencies Act 2004	25	12	12	12	12	8
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