

## Appendix 4 Cleaner Safer & Healthier Risks

Risk Ref	Business Unit	Risk	Inherent Rating	Residual Rating				Future 12 Month Rating
				06/25	09/25	12/25	03/26	
HAS0007	Director of Homelessness Prevention	Lack of supply of affordable accommodation to meet homelessness demand.	25	20	25	25	25	20
HAS0021	Director of Homelessness Prevention	Homelessness and Temporary Accommodation Case Level Information Collection (HCLIC) returns to government.	20	12	12	12	12	6
HAS0023	Director of Homelessness Prevention	Failure to comply with ICO requirements for Subject Access Requests and Freedom of Information requests.	25	n/i	n/i	16	16	12
HAS0024	Director of Homelessness Prevention	Complaints, Member Enquiries, HO and LGO requests aren't responded to in a timely manner.	25	n/i	n/i	16	16	12
HAS0025	Director of Homelessness Prevention	Homelessness and housing register assessment backlog	25	n/i	n/i	n/i	16	12
HOTS0004	Director of Housing Management	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	9	9	6
HOTS0010	Director of Housing Management	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 Management	Grounds maintenance procurement completed but still issues	25	n/i	9	9	9	9
HSI0038	Director of Assets & Repairs	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 there will be an overspend on HRA Repairs and Maintenance budget.	25	12	12	12	12	6
HSI0039	Director of Assets & Repairs	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 Assets & Repairs	A high number of maladministration and severe maladministration determinations during 2024/35 linked to service failure for repairs, major works, compliance and/or damp and mould cases.	25	15	15	15	15	9
HSI0042	Director of Assets & Repairs	The Council fail to comply with the requirements of the Building Safety Act within stated timescales. for example submit safety cases	15	9	9	9	9	6
HSI0043	Director of Assets & Repairs	The Council fails to comply with statutory compliance & safety obligations, inc undertaking remedial actions across its housing portfolio, leading to legal/regulatory interventions. An example of this risk is Malcolm Wicks Hse.	25	9	9	9	9	8
HSI0044	Director of Assets & Repairs	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, safety and quality standard under consumer	25	12	12	12	12	4

Risk Ref	Business Unit	Risk	Inherent Rating	Residual Rating				Future 12 Month Rating
				06/25	09/25	12/25	03/26	
HSI0052	Director of Assets & Repairs	Potential structural issues linked to our LPS portfolio.	20	15	15	15	15	9
HSI0054	Director of Assets & Repairs	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 Assets & Repairs	Attract Recruit and Retain Good Quality Permanent Staff in housing function.	15	12	12	12	12	12
HTL0003	Housing Assurance	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 Assurance	NEC Phase 1: Delays to the creation of Planned Maintenance interface between NEC and Oracle Finance.	25	9	6	6	6	4
HTL0006	Housing Assurance	Failure to be compliant (C1 / C2) in Consumer standards inspection by the Regulator of Social Housing (RSH)	25	n/i	12	12	12	4
HTL0007	Housing Assurance	Failure to recruit competent staff required following the Housing Directorate restructures Inability to reduce agency staff across housing	16	n/i	16	16	16	9
PR0013	Director of Streets & Environment	Failure 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 revenue budget pressures and constraints, leading to pressure on capital programming and borrowing requirements.	25	16	16	16	16	16
PR0048	Director of Streets & Environment	Surface Water and Fluvial Flooding impacts - climate change is resulting in increased extreme weather events and housing intensification is increasing the demand on water management systems.	25	20	20	16	16	9
RRR0004	Housing Regeneration inc Regina Road	Decant and Rehousing of Residents (residents moves)	20	15	20	20	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	5	5	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
VRN0067	Director of Culture & Community	There is a risk that the Council fails in its statutory duty (set out in the Public Health Act 1936 and under the jurisdiction of HM Coroner) to provide a mortuary service. This is due to the constraints and conditions of the building	25	n/i	n/i	20	20	12
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