

Operational Risks

Risk Exposure Changes

Risk No	Risk Description	Existing Controls	Residual Risk Rating			Current Risk Rating			Movement	Risk Response/Update on action required
			Feb-18			Jun-18				
			*L	*I		*L	*I			
H4	Failure to meet income collection targets in respect of Housing rents and leasehold service charges resulting in financial loss to the Council.	Rent arrears process well documented and programmed into Orchard. Pre-tenancy checks to ensure tenants can pay and do so through initial months of tenancy. Debt Recovery Officer appointed to look at former tenant arrears and sub accounts.	4	5	20	5	5	25	↑	COMMENT JUNE 2018: The arrears remain a high concern, some of the factors are likely to be due to the impact of UC and processing delays. We did see a reduction in the arrears as part of a 1 month arrears drive, however, there are resource issues that also have an impact. We are preparing for additional resources to be recruited over the next 2 months.
H9	Failure to manage new build schemes and the supply of new housing resulting in resident dissatisfaction	Contract Management meetings in place. Resident liaison in place.	3	4	12	5	4	20	↑	COMMENT JUNE 2018: There have been difficulties with the planning submission which have resulted in the need to withdraw the applications until further discussions have taken place with planning. Risk has been increased due to these problems, and not having staff with the relevant experience to drive forward new homes delivery, reputational risk to the Council and VFM.
H3	Fire in residential or community areas resulting in possible loss of building(s) and/or death or serious injury	Fire risk assessments in place. Properties fitted with hard wired smoke alarms which are checked annually. Estate inspections every 8 weeks.	4	5	20	3	5	15	↓	COMMENT JUNE 2018: The draft fire policy is due to be approved at CH&H committee on the 3rd July 2018. A safety 1st PM programme is being prepared following the updated risk assessments carried out by Rowans.

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H1	Failure to comply with gas regulations resulting in possible loss of building(s) and/or death or serious injury	Gas warrant procedure in place and regularly reviewed. Comprehensive 10 month gas servicing program implemented. Increased number of HO's that can apply for warrants. Battery CO detectors fitted on void properties.	4	5	20	3	4	12	↓	COMMENT JUNE 2018: The review of our existing compliancy procedures have been reviewed by Ridge and have been found to be robust. The draft gas policy is still awaiting draft.
CS2	Failure to deliver Town Hall Remodelling on time, to financial budget and to specification	Milestones communicated and decision points being monitored to ensure they are delivered. Regular updates to the management team and committee	4	5	20	2	5	10	↓	COMMENT JUNE 2018: Timescales remain on target, with residential completed ahead of 31/03/19 & full building completion scheduled for 19/05/19 Costs remain within financial envelope with the addition of £200k funding for sprinkler system approved at committee.
H6	Failure to effectively manage partnerships and contractors resulting in delays in service delivery, costs escalating and reduction in customer satisfaction	Regular meetings with partners and contractors	4	4	16	2	4	8	↓	COMMENT JUNE 2018: There has been an ongoing improvement with both incumbent contractors, however, as we are due to award the new contract at the end of the year, this remains a risk. Ongoing, we now have a managed service agreement with Basildon and access to basildon staff who have contract management experience
H8	Failure to manage assigned budgets effectively due to poor contract management and monitoring of costs resulting in financial loss and inability to afford Hsg works/projects.	Repairs contract meetings. Temp Contracts Manager and M&E Compliance Officer recruited. Budget holders trained in Collaborative Planning. Accountant assigned to Department and regular CP/budget meetings.	3	4	12	2	3	6	↓	COMMENT JUNE 2018: Interim plans have been put into place to allow us to more effectively plan spend and predict where the spend will be. The immediate priority for spend is the areas of compliancy which are our highest risk.

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H7	Failure to properly consult with leaseholders resulting in costs being unrecoverable.	Leasehold Officer in place	2	3	6	1	1	1	↓	COMMENT JUNE 2018: We now have access to an RLO from Basildon who will assist in the notification to the Leaseholder Officer where consultation is required with residents.
H10	Failure to deliver on Transformation Plan resulting in business development targets not reached, financial loss and resident satisfaction reduced	Regular reviews of plan	2	3	6	2	2	4	↓	COMMENT JUNE 2018: The managed service has now been approved and is in the process of being implemented. Further discussion is required around the type of SLA required. There are further smaller scale reviews due to be taken forward and we are currently working on the cleaning & caretaking service jointly with Basildon.
H11	Failure to manage Anti-social behaviour	Monthly case review meetings to manage cases Officers have received training in how to manage ASB	3	2	6	2	2	4	↓	COMMENT JUNE 2018: The secondment post from Housing has worked very well, and we have seen a marked improvement on dealing with higher level asb. Likelihood that the post will be made permanent.