

|                        |   |
|------------------------|---|
| <b>Risk Identifier</b> | CR-12                                   |
| <b>Risk Title</b>      | Regulatory Framework for Social Housing |


**Risk Description**  
 Failure to comply with the requirements of the housing regulation act 2003/new consumer standards framework and housing ombudsman code will result in potentially costly regulatory intervention, reputational damage, loss of confidence among residents and other council stakeholders, and additional financial burden to deliver an improvement plan.

**Risk Owner**  
 Simone Russell

**Directorate Responsible**  
 Housing, Health & Communities

| Original Risk |        |       |
|---------------|--------|-------|
| Likelihood    | Impact | Score |
| 3             | 4      | 12    |

| Residual Risk |        |       |
|---------------|--------|-------|
| Likelihood    | Impact | Score |
| 2             | 4      | 8     |

**Risk direction**  
 Decreasing 

**Cabinet Member**  
 Councillor Coote

| Key Dates       |               |
|-----------------|---------------|
| Date Registered | 22nd May 2024 |
| Last update     | 22nd May 2024 |

**Background**

**Service Area Affected**  
 Housing

**Triggers**  
 Service failure leading to self referral.  
 Regulatory inspection.  
 Referral by other parties including the housing ombudsman, residents, or their advocates.

**Risk Type**  
 Threat

**Risk Response Category**  
 Reduce

| Risk Response  | Risk Response Actionee | RAG Status | Progress Update  | Next Scheduled Update |
|--|------------------------|------------|--|-----------------------|
| Carry out a self assessment to identify gaps in provision verses the consumer standards, followed by the design and implementation of an improvement plan to address shortfalls. | Simone Russell         | Amber      | Self assessment has commenced and will be completed by end October 2024        | Dec-24                |
| Implement improvement actions identified by the recent self assessment of the councils approach to complaints handling to the ombudsman code.                                    | Simone Russell         | Amber      | Improvement plan is being developed and will be finalised by end November 2024 | Dec-24                |
|  |                        |            |  |                       |
|  |                        |            |  |                       |
|  |                        |            |  |                       |

| Key for RAG status of risk response |   |
|-------------------------------------|---|
| R                                   | Control is not in place or working or progress has slipped    |
| A                                   | Control is not working efficiently and some challenges remain |
| G                                   | Control is working or predominantly in hand or completed      |