

Risk Identifier	CR-11
Risk Title	Regulatory Framework for Social Housing

Risk Description	Risk Owner	Directorate Responsible
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.	Simone Russell	Housing, Health & Communities

Previous Risk	Current Risk	Risk direction	Cabinet Member	Key Dates
Likelihood Impact Score	Likelihood Impact Score	Stable	Councillor Coote	Date Registered 22nd May 2024 Last update 24 February 2025
2 4 8	2 4 8			

Background	Service Area Affected
UDC's is a registered provider of social housing and as such is subject to a robust regulatory regime. UDC must deliver against the consumer regulatory standards, the rent standard and the complaints handling code. Landlords must self-refer where they are failing to meet the standards. In terms of proactive regulation, a new inspection regime is in place, whereby landlords are inspected with 6 weeks notice.	Housing

Triggers	Risk Type	Risk Response Category
Service failure leading to self referral. Regulatory inspection. Referral by other parties including the housing ombudsman, residents, or their advocates.	Threat	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	Green	Self assessment complete	Complete
The self-assessment against the consumer standards has identified a significant number of actions and also the collection of evidence to demonstrate compliance. These actions largely relate to resident engagement. This project is underway.	Simone Russell	Amber	Actions are being taken to achieve compliance - a number of projects are underway across the service to change the way services are delivered and collate the evidence that services are compliant.	End April 2025.
Implement improvement actions identified by the recent self assessment of the councils approach to complaints handling to the ombudsman code.	Simone Russell	Green	This has been completed.	Complete

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