

<b>Risk Identifier</b>	CR-21
<b>Risk Title</b>	New Housing Maintenance contract mobilisation

<b>Risk Description</b>
Because of the approved transfer to a new Housing Maintenance contractor, there is a risk that the mobilisation process could fail and may not be as effective as it needs to be which could impact on the following areas; operational failures, financial impact, failing on statutory obligations, impact on customer wellbeing, reputational risks and TUPE concerns.

<b>Risk Owner</b>
Brian Burton - Director of Property Services

<b>Directorate</b>
Housing, Health & Communities

<b>Previous Risk</b>
Likelihood Impact Score
1 4 4

<b>Current Risk</b>
Likelihood Impact Score
1 4 4

<b>Risk direction</b>
Stable

<b>Cabinet Member</b>
Councillor Coote

<b>Key Dates</b>
Date Registered 18.11.24
Last update 21 February 2025

<b>Background</b>
The end of a joint venture partnership can lead to disruptions in service delivery, financial strains, and potential breaches of statutory obligations. It also affects employees who may be transferred under TUPE regulations.

<b>Service Area</b>
Property Services

<b>Triggers</b>
<ul style="list-style-type: none"> <li>Planned mobilisation goals and milestones not acheived</li> <li>Financial difficulties /disputes of contractor</li> <li>Under-performance against KPIs</li> </ul>

<b>Risk Type</b>
Threat

<b>Risk Response Category</b>
Reduce

Risk Response	Risk Response Actionee	RAG Status	Progress Update	Next Scheduled Update
Develop a comprehensive transition plan	Brian Burton	Amber	<b>UPDATE 18/11/24</b> Multiple weekly meeting planned. Workstream specific. Reactive, Planned, Cutover, IT, HR. Development of cutover plan along with mobilisation plan aligned to contractors (submitted within bid) <b>Update 21/02/25</b> Meeting continue and mobilisation remains on track	21-Mar
Clear communication with all stakeholders	Brian Burton	Amber	<b>UPDATE 18/11/24</b> Monthly meeting with affected staff, regular updates at HB, Scrutiny and cabinet in place - <b>Update 21/02/25</b> Regular meetings in place. Stakeholders engaged. Further communications planned in March as part of launch	21-Mar
Ensure proper handover of all relevant information and systems	Brian Burton	Amber	<b>UPDATE 18/11/24</b> Mobilisation plan being developed. Alignment to contractor plan. New NEC / Data Consultant started in November 2024 to lead on the IT. Transformation lead Asset Management in place. WIP review to take place on monthly basis in Jan & Feb. Weekly in March to ensure effective handover <b>Update 21/02/25</b> Demobilisation and Mobilisation plan in place and ongoing with weekly joint meeting with UDC, Axis and UNSL in place to ensure effective handover. All on target	21-Mar
Provide support and information to affected employees	Brian Burton	Amber	<b>UPDATE 18/11/24</b> Monthly meeting with affected staff, regular updates at HB, Scrutiny and cabinet in place. <b>Update 21/02/25.</b> Series of meeting have taken place. Axis have held meeting with affected staff with measures letters being sent. 121 planned w/c 24/02/25	21-Mar
Temporary increase in resources to manage the transition	Brian Burton	Amber	<b>UPDATE 18/11/24</b> Two Transformation Consultants engaged and will aid in the production of cutover plan, risk register and mobilisation control etc. <b>Update 21/02/25</b> Both consultant remain and have been extended until June 25	21-Mar

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