

<b>Risk Identifier</b>	CR-23
<b>Risk Title</b>	Housing Options Service Failure

<b>Risk Description</b>	<b>Risk Owner</b>	<b>Directorate</b>
Failure to meet statutory obligations in the delivery of the Housing Options service will leave households at risk of homelessness and may impact on their welfare and safety. The council would be left open to the risk of a legal challenge, reputational damage and potential negative financial impacts.	Simone Russell	Housing, Environment and Communities

<b>Previous Risk</b>	<b>Current Risk</b>	<b>Risk direction</b>	<b>Cabinet Member</b>	<b>Key Dates</b>
Likelihood Impact Score	Likelihood Impact Score	Decreasing	Cllr Coote	Date Registered 04-Apr-25 Last update 04-Apr-25
4 4 16	3 4 12			

<b>Background</b>	<b>Service Area</b>
UDC is a statutory housing authority. UDC is required under the law to deliver and housing options and homeless prevention service and has duties to provide temporary accommodation to vulnerable households. Households presenting as being homeless or in search of advice on their housing options may be a victim of domestic or other form of abuse. UDC commissioned an external review of the housing options service and a number of areas of non-compliance were identified.	Housing Environment and Communities

<b>Triggers</b>	<b>Risk Type</b>	<b>Risk Response Category</b>
This risk is triggered at any time the council is approached by a household/individual in need of housing/homelessness advice.	Threat	Reduce

Risk Response	Risk Response Actionee	RAG Status	Progress Update	Next Scheduled Update
Deliver on the actions set out in the EELGA service improvement plan.	Simone Russell	Amber	Staffing issues are in the process of being addressed, with recruitment into key roles. Processes are being improved and there is now greater clarity on roles on responsibilities within the team.	30-Jun
Put in place relevant performance indicators to provide assurance that statutory obligations/key risk areas are being addressed	Simone Russell	Green	The performance indicators for 2025-6 have been approved and came into effect on 1 April 2025	N/A
Develop a new Rough Sleeper and Homelessness Strategy which fairly reflects current operating conditions and risks	Simone Russell	Amber	Work is starting on this project and will be supported by the EELGA consultant.	30-Jun
Following the development of the new Domestic Abuse Policy, put in place new processes and deliver staff training to ensure the processes are followed.	Simone Russell	Amber	Training will take place before the end of June 2025 - this has been booked. Processes are being developed.	30-Jun

Key for RAG status of risk response	
<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