

Housing and Assets Portfolio Risk Register

Version 4

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Risk Register - Part 1 (Portfolio Management)

Finance

Mitigation Urgency Key	
IM – Immediate	Now
ST – Short Term	Within 1 month
MT – Medium Term	1 month plus
Upward arrow	Risk increasing
Downward arrow	Risk decreasing
Sideways arrow	No change in risk

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*CF14	Increasing rent arrears and Impact on the Housing Revenue Account (HRA) Business Plan	↑	IM	Welsh Government has (26 July 2020) increased the notification period to end a tenancy from three months to six months under the Coronavirus Act 2020 whilst voluntary for Local Authorities the expectation is that they will comply. It is anticipated that this will place further pressure on the rent arrears position and impact on our enforcement activity
*HA03	Rent loss and backlog of voids caused by delayed house moves	↓	MT	Following the recent Welsh Ministerial announcement we are now able to re-let properties and are currently working through a backlog. The risk is reducing and has been downgraded to Yellow until we have worked through the vast majority of the backlog
*HA05	Food poverty response continues for a longer period creating financial pressures, impacting on our ability to continue deliveries	↔	MT	Our food response to residents who have been advised to shield by the Welsh Government and our most vulnerable residents who are experiencing hardship and unable to afford food was delivered up to 13 th August 2020. After this date the service continues at a smaller scale to deliver food to those households, who, when canvassed, expressed concerns around their ability to manage their food requirements. The number of weekly food parcels has reduced and Well-Fed have and continue to provide food support to the shielded and vulnerable residents; assistance is also being utilised from the voluntary sector to help relieve the pressure on Council services
*HA09	Increases in Homelessness, impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds)	↑	MT	Management continue to monitor demand and capacity for homelessness and housing support services. Indicative awards of revenue and capital funding have been confirmed by Welsh Government for Phase 2 and additional support is being mobilised over coming months to increase support service capacity. Extensions of Notice periods and delays to Court proceedings continue to offer some protection to existing service capacity. It is unknown what the impact will be for homelessness services when considering the fall out of Covid for housing and homelessness, with particular pressures around rent arrears within Private Tenancies a concern. Welsh Government are launching a Rent Arrears Loan Scheme which we await further information.

Appendix 2

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*CP01	A reduction in the value/level of capital receipts impacts on the Capital Programme	↔	MT	This risk is difficult to assess as the market is generally slow to react to such economic shocks. We will mitigate the impacts of this through judicial marketing of available assets so as to maximise receipt levels or, as necessary, withdraw assets from the market in the event of market collapse. We may need to consider alternative funding sources, or work to a reduced Capital Programme in the medium to longer term
*CP02	Impact on income levels due to inability to renegotiate higher rents on lease renewals	↔	MT	It is expected that the rental market will adjust to accommodate customer affordability. This will require, on a case by case basis, consideration of best approach which may involve reducing rentals rather than loose a tenant (which in itself would result in rent loss, and empty property business rates liabilities and ongoing maintenance and security costs falling on the Council). We may also need to consider offering shorter tenancies and more frequent break clauses
*CP03	Impact on income due to tenants seeking an extension of rent deferrals	↔	MT	We will need to adjust our strategy to follow any Government guidance and to help stimulate local economic growth. As CP02 above
*CP04	Impact on income due to an increase level of voids within our commercial and industrial estate	↔	MT	We are not extending the rent deferral period for our tenants beyond the first quarter of 2020/21 and contact is being made to invite all tenants to continue with monthly or quarterly payments from July, and to contact us to agree a repayment plan for the first quarter
*CP06	An increase in property costs due to the unsustainability of Community Assets	↑	MT	We maintain contact and support with our CATs and where necessary provide limited financial support to ensure that they remain viable and sustainable. There are some early emerging signs that, in some cases, numbers of attendances to some facilities are at low levels, this may impact upon projected income for these organisations creating risks. The Council may need to consider a special recovery grants fund to support financially.
*CP07	An increase in property costs for the Council due to the unsustainability of Alternative Delivery Models (ADM's)	↓	IM	We are maintaining regular contact with our ADM businesses are providing intensive support and ongoing financial support to ensure that they remain viable and sustainable
*CP08	Delays in the Capital Programme due to contractors going into administration	↓	MT	Capital schemes are progressing as planned or will be resumed shortly
*CP11	Costs and complexities with the return and reinstatement of Deeside Leisure Centre due to an	↓	IM	Discussions on reinstatement costs with Welsh Government and the Health Board are at an advanced stage

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	extended period of use as an emergency hospital			
*HA18	Reduced house delivery and increased cost ability to spend allocated grant impacts negatively resulting in Welsh Government claw back	↔	MT	All SHARP schemes are continuing at reduced capacity levels with revised handover dates. Nant y Gro, Gronant pre-start meeting held on 08/06/2020. Scheme will start on site pending discharge of conditions. Welsh Government advised of progress at regular intervals
*HA20	Increase in demand for responsive repairs and planned works once lock down restrictions are eased (NEW Homes) Increased cost and resource	↔	MT	Gas servicing and emergency services still being undertaken where access is allowed by tenants. Planned works are being scheduled where possible. We are reviewing non-emergency repairs procedures with For You Property Services (FYPS) and revising Service Level Agreements
*HA21	Backlogged voids impact negatively on the New Homes Business Plan	↓	MT	Within NEWHomes there is a low level of void properties currently. The position is improving following the relaxation on house moved by by Welsh Government
*HA23	Increase costs and reputational damage due to inability to complete Welsh Housing Quality Standards (WHQS) by 2020	↓	MT	Constructive discussion are in progress with Welsh Government regarding potential extension of time to complete current WHQS programme. Risk trend is reducing as work recommences on WHQS schemes.

Workforce

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA24	Unable to enforce tenancy conditions due to current legal protections and court legal system backlog	↔	MT	New evictions in England and Wales of tenants in both social and privately rented accommodation are suspended until 23 rd August, 2020 which applies to all cases not just limited to those tenants just involving rent arrears. Prescribed forms have been changed to reflect the changes to possession procedures in line with Coronavirus Act 2020. Strategic weekly meetings between Housing Manager and Team leaders and monitoring of KPI's

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA25	Unable to apply to social distancing rules during project delivery putting surveyors, contractors and clients health at risk	↔	ST	We are working with Occupational Therapists and taking advice on a case basis regarding health and vulnerability of clients. We are carrying out risk assessments for all cases prior to any work being completed on the property which will include an assessment of the client, surveyor and contractor
*HA26	Delays in service delivery if there is a shortage/lack of availability of Personal Protective Equipment (PPE) for contractors and Flintshire County Council (FCC) staff	↔	ST	Consistent review of team supply of PPE to ensure continuity of service in line with Welsh Government guidance, Ensure Contractors bidding for DGF work have the appropriate levels of PPE to comply with government guidelines

Property and Assets

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*CP09	Services remain out of use for longer period supplier's' failure and availability of equipment/materials	↑	MT	We will identify alternative suppliers or source stock and hold for future use. Areas of particular concern are lift companies, heating installation suppliers, some specialist electronic companies and some raw materials ie plaster. Brexit is now starting to feed through into contractor concerns and contract costs are likely to be negatively impacted..
*CP10 Closed	Increased cost and insurance claims due to Increased levels of vandalism or break-ins	↓	ST	Closed risk. There is a reducing risk trend on the basis that there has been little need to implement any of the control measured envisaged on this basis this risk is to be closed.
*HA30	Weak performance and reputational damage as development programmes are slow to commence	↔	MT	All work had been put on hold. All clients and contractors have been made aware that work has been put on hold. Reporting available to monitor work at various stages.
*HA31	Delays on project starts dependant on components availability	↔	MT	Continue to work with manufacturers and suppliers to monitor availability Specify components requirements at tender stage. Notice to be put on tendering document stating contractor to ensure availability of materials prior to bidding/ agreeing to complete the work. Surveyors to identify individual case reviews to discuss progress and monitor
*HA32	Inability to deliver housing adaptations due to the	↔	MT	These customers are vulnerable due to ill health. A review to be undertaken, and we will work with occupational therapists to take advice on a case by case basis. Risk assessments to be completed

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
	health of the clients and vulnerability			prior to commencement of work. The service has resumed on a staged programme which is driven by the individual risk assessments.
*HA33	People not having suitably safe and adapted accommodation due to the delay of service reinstatement. Quality of life issues customers and reputational damage	↔	MT	Adaptations are being delivered to facilitate hospital release and provide independent quality of life. Urgent cases are being reviewed jointly by Occupational Therapist and DFG team to assess risk in delivery of adaptation vs. deterioration of customers' health. Cases identified as being critical/essential will be risk assessed and approval gained to conduct the work subject to contractor/material availability
*HA34	Suppliers unable to provide components for critical installations leading to increased delay and service unavailability for long periods of time	↔	MT	Procurement and supply chains continue to be monitored. No reported difficulties via contacting contractors or suppliers in sourcing materials, parts plant or equipment currently but other issues such as Brexit are also likely to have a significant effect.
*HA35	Construction site controls post lockdown lead to slow construction progress and increased costs	↑	MT	Contractors report that around 97% of infrastructure and construction sites are currently operating. Productivity is now starting to rise slowly as Companies work to the new Site Operating Guidelines and become familiar with 2m distancing and safer working practices. It is not anticipated that tender prices will fall in 2020, and that they will rise by 0.6% in later quarters. With the end of the Brexit transitional period in December 2020, tender prices are expected to rise by 2.4% in 2021

Governance and Legal

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA36	Breach of compliance, potential health and safety issue around statutory inspections of declined access due to social distancing and shielding customers	↔	MT	Managed and monitored access where safe to do so, rescheduled to a later date following the lifting of shielding
*HA37	Property access and restrictions prevent routine and obligatory inspections	↔	MT	Process introduced for over the phone assessments, with requests for photos

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA38	Increase in anti-social behaviour and breaches of new social distancing rules	↔	MT	New power under the Coronavirus Act 2020 provides legal basis for dealing with breaches of social distancing and increase in anti-social behavior

Recovery Risk Register – Part 2 (Portfolio Service & Performance)

Housing Programmes

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA41	SHARP programme slow to recover impacting negatively on our own house build programme and targets	↔	MT	All SHARP schemes are continuing at nearing full capacity levels with revised handover dates. Schemes at garden City and Dobshell have now been completed and handed over to the Council. Nant y Gro, Gronant pre-start meeting held on 08/06/2020. Scheme will start on site pending discharge of conditions. Welsh Government advised of progress at regular intervals

Housing & Asset Management

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA42	Increased housing void backlog requiring proactive management to ensure properties let quickly and safely	↔	MT	Due to lockdown advice from Welsh Government the only rehousing that was taking place until recently involved working with the Homelessness Team to help accommodate a small number of rough sleepers and priority homeless clients. The housing allocations team have started to rehouse a number of applicants who are in financial difficulties or are fleeing domestic violence. The allocations service is resuming to an as normal service.

Homeless Prevention Services

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA43	Increased demand for Housing Support Grant services and capacity issues create delays and lengthy waits for services	↑	MT	We are monitoring demand for support services through Support Gateway Referrals as this will establish levels and types of support service demand. We are liaising with support providers commissioned through our Housing Support Grant to ensure appropriate management of caseloads and oversight for project capacity. Additional Phase 2 revenue funding enables more support service capacity to offset risks of delays for people at risk of homelessness. This funding also enables targeted work with those people accommodated in temporary housing at present as they are supported into long term settled housing.

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*HA44	SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners)	↑	MT	Demand for Housing Register and social housing is increasing and likely to increase further due to increased hardship, housing need and potential homelessness and we are closely monitoring the levels of demand for this service. Ongoing discussions with SARTH Partners within Flintshire and across Conwy and Denbighshire to ensure Policy is in line with Welsh Government expectations for “Phase 2 response” and compliments rapid rehousing efforts, which aims to rehouse those people accommodated in temporary and emergency housing.
*HA45	Private landlords face increasing financial pressures leading to instability within the Private Rented Sector, less affordable properties and increased demand and costs for social housing providers and homelessness services	↑	MT	The temporary “Ban on Evictions” has been extended to 20 th September 2020 and notice periods extended to 6 months. We continue to receive requests for support and presentations to the Homeless Team from tenants within the Private Rented Sector. We are closely monitoring levels of service demand and continue to deliver support and refer to other agencies through the Support Gateway. Welsh Government have announced a Private Renting Rent arrears Loan Scheme to offer interest free loans to renters who have fallen behind on rent as a direct result of Covid and we await further information on this scheme. A directory of services for Landlords to encourage them to engage with partners and refer vulnerable households to services is also being developed for Wales. The risk trend is increasing based on consideration of current local economic position and instability within the jobs market potentially placing further pressure on housing support and homelessness services and social housing stock demand.