





Strategic Risk Register

| | Risk | Aug-08 | Nov-08 | Feb-09 |
|-----|---|--------|--------|---|
| S1 | Supported housing stock is inadequate for modern day use. Funding from Supporting People Grant continues to reduce | | | |
| S2 | Crime, drugs and deprivation on estates causes some parts of estates to be unpopular and unsustainable | | | |
| S3 | IT fails to support Derby Homes' business and efficient working (this risk includes the implementation of new housing management, asset management and document management systems) | | | |
| S4 | Failure to reduce the carbon footprint of Derby Homes activities and our environmental approach for the organisation and Council housing | | | |
| S5 | Fail to respond to budget pressures, which include: <ul style="list-style-type: none"> - reduction in fee income - reduction in SP grant FRS17 | | |  |
| S6 | Fail to improve relationship with Council and to work effectively with them strategically and operationally | | | |
| S7 | New business could undermine our focus and performance on core activities | | | |
| S8 | Failure to readdress external issues affecting key performance areas including the issues around management of the Environmental Services Department | | | |
| S9 | Fail to deliver new build programme | | |  |
| S10 | Failure to retain levels of existing customer satisfaction with services | | |  |
| S11 | Fail to implement equality scheme action plan | | | |
| S12 | Fail to maintain a quality workforce | | |  |

Operational Risk Register

Appendix 1

| | Risk | Aug-08 | Nov-08 | Feb-09 |
|-----|--|---------------|---------------|---------------|
| O1 | Failure to work in partnership with CSP to develop effective neighbourhood management and effective consultative frameworks within the communities | | | |
| O2 | Failure to successfully implement the Respect Agenda and associated initiatives | | | |
| O3 | Failure to achieve continuous improvements in tenants and leaseholder satisfaction with services provided by Derby Homes | | | |
| O4 | Failure to successfully manage the open book accounting system on the responsive maintenance contract to achieve value for money and improved service outcomes | | | |
| O5 | Failure to maintain service continuity throughout the re-implement of Academy | | | |
| O6 | Failure to implement action plan created to address issues arising from employee surveys | | | |
| O7 | Failure to fully embed performance at all levels of the organisation | | | |
| O8 | Failure to maintain complete and accessible database of customer profile information | | | |
| O9 | Failure to promote the role and work of the Equalities Champions and ensure equalities advice is easily available | | | |
| O10 | Failure to implement the environmental initiatives within Strategic Aim 8 | | | |