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	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			
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: - 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	