

## DERBY HOMES RISK REGISTER

No	Risk	Mitigating Actions	Lead Roles
1	Rent arrears continue to increase/housing benefits backlog continues.	Work closely with Derby Benefits to reduce backlogs. Create specialist arrears officers. Automate arrears provision. Market firm but fair message.	Chris Robinson Resources Committee
2	Council properties remain unpopular and difficult to let.	Marketing of Derby Homes' services. Implement choice band lettings city-wide. Improve services, especially anti-social behaviour response. Homes Pride campaign improves properties. Continue to work in partnership with other agencies and Derby City Partnership aims. Increase popularity with BME groups.	Maria Murphy Service Improvement Committee
3	Sheltered housing stock is inadequate for modern-day use.	Special allocation and marketing of sheltered housing schemes. Closer working with Social Services and Health. Redesign sheltered housing schemes. Review future use of schemes, i.e. for use by younger people. Improve quality of service and skills of wardens.	Chris Robinson Service Improvement Committee
4	Drugs on estates/estates become "no go" areas/ community fails to engage with Derby Homes and Police	Work closely with Police and Drugs and Alcohol Action Team to tackle hot spots of drugs misuse. Train staff in drugs awareness. Publicise successful legal action against drug dealers on estates.	Chris Robinson Service Improvement Committee
5	Tenants not wanting Homes Pride improvement work	Effective marketing and communication with tenants. Incentives and disturbance payments. No rent increases as a result. Exceptions policy monitored by Board. Flexible approach to when work takes place, decanting and permanent re-housing.	Shaun Bennett Homes Pride Committee
6	Re-housing of tenants who cause anti-social behaviour, failure to deal effectively with ASB cases.	Enforce exclusions of known ASB former tenants from council waiting list. Implement new laws expected 2003 to speed up action. Continue to work in partnership with Crime and Disorder Partnership on Anti-Social Behaviour Orders. Develop preventative scheme. Develop incentives for good tenants. Renew probationary tenancies.	Chris Robinson Service Improvement Committee
7	Litigation and claims from tenants increase.	Rigorous health and safety standards for all repairs/improvement work. Take photos of current state. More spot checks on site. Tight legal contracts with contractors. Monitor near misses. Good insurance cover. Market Derby Homes better and mitigate against bad publicity.	Shaun Bennett Homes Pride Committee

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8	Improvement costs accelerate ahead of target, including additional costs of employment of trainees.	Monitor unit costs and regularly renew training and skills of Derby Homes' managers. Hold managers accountable for budgets. Control spend of contractors and encourage cost cuttings and new ways of working. Seek extra funds for trainee schemes. Train trainees as trainers. Provide future career path in Derby Homes. Market scheme effectively.	Shaun Bennett  Homes Pride Committee
9	Board, tenants, independent members and councillors have different agendas.	"Away Days" and more interactive training and development of Board members. Leadership of Chair and Vice Chairs. Agreement to Business Plan and monitoring of it.	Phil Davies  Board
10	IT does not adequately support Derby Homes business.	Preparation of IT strategy. Sufficient resources allocated to improve performance. Training of staff. Benchmarking performance against another organisations. Effective support from facilities management company and software supplier.	Lorraine Watson  Resources Committee
11	Future for Derby Homes after 2007 and 2012	Lobby government for favourable funding of ALMOs. Work with ALMO trade body to develop options for ALMOs' future. Evaluate private finance options. Increase priority in 2004/5 once evidence of ALMO achievements are clear and start discussion then.	Phil Davies  Board