

OPERATIONAL RISK REGISTERS

Strategic I

Current Risk Score (Likelihood / Impact): Supported housing stock is inadequate for modern day use. Funding from Significant / Critical Supporting People Grant continues to reduce.

Responsible Officer: Maria Murphy/Shawn Bennett

Target Risk Score (Likelihood / Impact): Low / Marginal

Status: Progress is good and the risk has reduced

Link to:
Asset Management
Secure Long Term Future

Responsible Officer Update

March 2009

Cabinet approval for decommissioning of Oakvale House obtained. We are now in the process of consultation with residents to enable a smooth programme of rehousing which we aim to complete by the end of the calendar year. Final design schemes are being prepared for consultation with residents at Rebecca House, finance agreed and works to commence and aiming for completion during 2010/11. Additional SP funding agreed to fund position to review Piper – review to be completed during 2009/10. All funding for 2009/10 agreed as is with inflationary uplift.

June 2009

Consultation has been carried out with residents at Rebecca house, tender documentation is currently being finalised. Funding has been secured for refurbishment work to the communal areas at Kestrel house, we also plan to install a lift and renew the door entry system.

We are continuing to hold regular strategic and operational liaison meetings with colleagues from DCC Supporting People Team.

OPERATIONAL RISK REGISTERS

Strategic 2

Current Risk Score (Likelihood / Impact): Crime, drugs and deprivation on estates causes some parts of estates to be unpopular and unsustainable. **Responsible Officer:** Maria Murphy/Maureen Davis
High / Critical

Target Risk Score (Likelihood / Impact): Link to:
Low / Marginal Estates Pride **Status:** No Change

Responsible Officer Update

March 2009

We are not now progressing accreditation of the Community Watch Patrol as it currently operates. We have chosen to work more closely with Derbyshire Constabulary and have now secured agreement to do joint patrols with the Police Community Support Officers as an integral part of our estate services. The new initiative has been match funded by Neighbourhood Management funds.

Senior Managers are attending all partnership groups which include Safer and Stronger Strategy Groups, Partnership Operational Group and the new Multi-agency Gangs Team to which we have seconded resources from the Neighbourhood Safety Team and Community Watch Patrol.

Following feedback from the Status Survey we are developing a victim & witness support programme.

June 2009

There have been some changes to the senior management structure at the Community Safety Partnership, our involvement on all strategic and operations liaison groups remains unchanged and we will be working closely with the new Heads of Service to build on our existing partnership arrangements.

Over the last couple of months our Neighbourhood Safety Manager and Legal Advisor from DCC has held positive discussions with a Judge from the County Court on the principles behind new legal powers to tackle anti-social behaviour. This is extremely exciting and the Judge has indicated that the information shared has been a valuable insight into the problems we are dealing with. We hope to continue this arrangement of briefings in the future. We have successfully obtained two demotion orders over the last quarter.

We are continuing to publicise actions taken in respect of Anti-Social Behaviour - Derby Homes News July/Aug contains an update on two ongoing high profile cases.

The Tenancy/Estate Process Improvement Team are finalising proposals for embedding the system of inspecting blocks of flats across the city, we will continue to review and develop this process and present further reports to the Local Housing Boards.

Working in Partnership with the MAGT at strategic and operational level to tackle gang crime and membership

OPERATIONAL RISK REGISTERS

Strategic 3

Current Risk Score (Likelihood / Impact): Significant / Critical	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)	Responsible Officer: Lorraine Watson / Mark Fairwea
Target Risk Score (Likelihood / Impact): Low / Critical	Link to: Customer Services Value for Money Investing in People	Status: No Change

Responsible Officer Update

March 2009

The FM transition to a new provider successfully concluded on 29 April 2009. In general the transition has been smoothly achieved with little disruption to services. The exception to this was that cash updating processes were seriously delayed which meant the activities of the Arrears recovery team were limited and the level of Arrears increased from £1 million to £1.2 million. There has been some delay affecting both the Academy reimplementation project and the EDRMS project but it expected that progress will recommence during May 2009 on both these key projects. No change to this strategic risk is proposed.

June 2009

New service provider has started relatively well. Issues with connectivity to Academy have largely been solved and network is working well. Academy re-implementation is running approximately two months behind plan and is unlikely to complete before the end of October 2009. Due to issues with Academy re-implementation the current risk score should remain Significant/Critical.

OPERATIONAL RISK REGISTERS

Strategic 4

Current Risk Score (Likelihood / Impact): Failure to reduce the carbon footprint of Derby Homes activities and our environmental approach for the organisation and Council housing
Significant / Critical

Responsible Officer: Shaun Bennett / Lee Scrimshaw

Target Risk Score (Likelihood / Impact):

Low / Marginal

Link to:
Creating a sustainable environment

Status: No Change

Responsible Officer Update

March 2009

In addition to the above we have been able to secure a further £2m to bring forward heat lease replacement initiative. An extra £2.3m has been secured to insulate pre-war homes as they are being modernised.

We have teamed up with British Gas to provide free energy display units and power down devices to all tenants and leaseholders; these should save an average of over £100 per year on fuel bills.

We have seen some reduction in the use of energy used by Derby Homes at Cardinal Square. Our Energy Performance officer is currently setting up monitoring of energy usage at Local Housing Offices.

We are applying for some innovation grant funding for the whole house refurbishment works we are carrying to pre-war homes.

June 09

Solar panels have been installed on the roof of Rivermead House the panels are producing electricity for use in the communal parts of the building.

We have also fitted solar panels to the roof of a family home, this will produce hot water and we will evaluate it's performance.

Our new build schemes have started and all homes for rent will be built to code 4 for sustainable homes, this means the homes will use 44% less energy than a home built to current building regulations.

We are also in the process of testing out some of the latest electric heating systems, some of our properties have no gas supply and electric air sourced heat pump systems are being piloted in two homes.

We are also completing tender documents to enable us to engage with an organisation to help deliver energy efficiency improvement and help us to tap into various sources of grant funding.

OPERATIONAL RISK REGISTERS

Strategic 5

Current Risk Score (Likelihood / Impact): Fail to respond to budget pressures, which include:
Very Low / Critical
- reduction in fee income

Responsible Officer: Lorraine Watson / All

Target Risk Score (Likelihood / Impact): - FRS17
Low / Critical

Status: No Change

Link to:
Secure Long Term Future

Responsible Officer Update

March 2009

The management of the risk associated with FRS17 remains the same. The remedy to the risk is a letter of continuing support from the Director of Resources at Derby City Council. This letter has been issued annually since 2002 and forms part of the financial statements. It is suggested that this risk be removed from the strategic risk register.

The strategic risk in relation to SP Income is now included in strategic risk 1 so it is proposed to remove this from this risk.

The strategic risk of reductions in the Management Fee is managed through the Long-Term Finance plan, the budget strategy and management accounts. These are mature processes and since 2002 company contingency reserves have increased to £520,000.

June 2009

The comments made in March 2009 apply.

OPERATIONAL RISK REGISTERS

Strategic 6

Current Risk Score (Likelihood / Impact): Fail to improve relationship with Council and to work effectively with them
Significant / Catastrophic strategically and operationally

Responsible Officer: Phil Davies / All

Target Risk Score (Likelihood / Impact):
Low / Marginal

Link to:
Secure Long Term Future

Status: No Change

Responsible Officer Update

March 2009

Derby Homes is working closely with the Council on new build, regeneration of Osmaston and homelessness initiatives. The Financial Options Working Party has met a second time. Tribal have been appointed as consultants.

Additional funding was agreed for capital spend on the basis of an opposition amendment to the HRA Business Plan.

Dates in June or July to meet the three political groups are being sought.

Neighbourhood management continues to be successful with a broader role for Local Managers as Neighbourhood managers.

Communication with Councillors is given a high priority with copies of all Derby Homes newsletters, and press releases as well as ward specific information being provided.

The future of Derby Homes remains uncertain, and the relationship with the Council remains critical. The retirement of Ray Cowlshaw in June 2009 presents another uncertainty and means that this risk needs to remain significant.

June 2009

Financial Options Working Party has met for third time. The stock condition survey has been completed and identified a gap in funding of over £8m a year on maintenance. The Government review of HRA has been announced and the final report is expected in next few weeks.

Meetings have been held with Adult Services and Children and Young Peoples SMTs, meetings with political parties are booked.

New Chief Exec of the Council Adam Wilkinson starts at end of July and meeting with him has been requested.

OPERATIONAL RISK REGISTERS

Strategic 7

Current Risk Score (Likelihood / Impact): Develop new business for Derby Homes including New Build whilst
Significant / Critical minimising the impact on core activities

Responsible Officer: Shaun Bennett / Andrew McNeil

Target Risk Score (Likelihood / Impact):
Low / Critical

Status: No Change

Link to:
Secure Long Term Future
Value for Money

Responsible Officer Update

March 2009

Agreements on new build with the HCA are near finalisation. Considerable work has been done to reduce the risk to Derby Homes and legal advice continues to be sought to ensure this. The private sector flats at Mackworth, the management agreement has now been signed, there were considerable changes made to the agreement which exposed Derby Homes to unsustainable risks.

Bid for move on Supporting People team was submitted on 30 March 2009 the selection of final tenderers is due to take place at the end of April.

We have found it difficult to develop new business during the past year. We have been careful to avoid any impact with the day job and have agreed that additional resources will be required that are dedicated towards making more progress with new business.

June 2009

Grant agreement with the HCA has now been signed for our first 4 new build sites. The first 2 sites have now been passed to the developer. This reduces the risk for Derby Homes as the developer now has the responsibility under the contract to deliver the schemes. The 3rd site will follow in July/August, well ahead of the HCA target. The 4th site is subject to planning appeal and there are break clauses in the contract if this does not succeed.

OPERATIONAL RISK REGISTERS

Strategic 8

Current Risk Score (Likelihood / Impact): Failure to address external issues affecting key performance areas including Significant / Critical the issues around management of the Environmental Services Department

Responsible Officer: Maria Murphy / All

Target Risk Score (Likelihood / Impact): Low / Marginal

Link to:
Value for Money
Customer Services

Status: No Change

Responsible Officer Update

March 2009

ESD have employed 2 consultants to lead the building services division. Progress is now being made on the action plans that were developed at the operative away days. These include the hand held I.T technology, consolidated pay, and improved I.T. links with our Enquiry Centre. Additional resources have been employed by ESD to work through a back log of work. We have seen an improvement in performance recently in general terms. It is also very pleasing that the last quarter customer satisfaction results have come in at 90% which is on target.

Derby Benefits have continued to prioritise the processing of Local Authority Claims and this contributed to the successful year end out turn on rent arrears. We are now holding regular operational liaison meetings and are encouraged by the positive partnership that has developed.

June 2009

The Repairs Core Group are monitoring progress by ESD - data for the first quarter evidences improvements in performance and customer satisfaction is being maintained. During the next quarter there are key IT issues which need to be resolved and progressed in order that we can start to realise some of the benefits from the Academy Housing Management System and other associated repair systems used by the contractors.

Processing of Housing Benefit claims continues to be done in a timely manner - although we are seeing an upturn in arrears this is usual at this time of year and the trend is not giving any cause for concern at the present time.

OPERATIONAL RISK REGISTERS

Strategic 9

Current Risk Score (Likelihood / Impact): Failure to increase levels of existing customer satisfaction with services
Significant / Critical

Responsible Officer: Maria Murphy / Maureen Davis

Target Risk Score (Likelihood / Impact): Link to:
Very High / Negligible Customer Services

Status: No Change

Responsible Officer Update

March 2009

We have analysed the outcomes from the 2008 STATUS survey, this was discussed at Local Housing Boards in February and April 2009 and actions have been incorporated into the respective Service Improvement Plans which were noted by the Local Boards in April 2009.

We will now monitor progress against the actions and report, by exception to the Performance Committee.

We need to improve the marketing of our services, particularly to our middle aged customers where satisfaction rates were noticeably lower. This is currently being given consideration and actions will be in place by the end of June 2009 to address this area of weakness.

June 2009

We are planning to introduce an internal mini-status which will be a rolling programme of surveys done on a geographical basis through the year. The survey will contain about 10 questions, some of which are closely allied to the STATUS and this will enable us to drill down further by age and gender of tenants. DCC Research Officers are working with Derby Homes to verify the validity of the surveys. We hope to be able to tackle any issues arising in a more timely manner and provide speedy feedback to tenants. The outcomes of the surveys will be reported to Housing Focus Groups and Local Housing Boards.

The Tenant Involvement Team are developing proposals for greater regulation from tenants - this is in line with the TSA guidelines. Through these developments we will be involving more tenants in mystery shopping, service inspections and lessons learnt from feedback.

Marketing of our services will be ongoing through press releases and Derby Homes News.

OPERATIONAL RISK REGISTERS

Strategic 10

Current Risk Score (Likelihood / Impact): Low / Critical	Failure to comply with equalities legislation in respect of customer service and as an employer	Responsible Officer: Christine Hill / All
Target Risk Score (Likelihood / Impact): Low / Marginal	Link to: Equalities & Diversity	Status: No Change

Responsible Officer Update
<p>March 2009</p> <p>The outcomes of last years Equality Impact Assessments (EIA) have been reported to the Board. We are now working with heads of service to establish a programme of EIA for 09/10.</p>
<p>June 2009</p> <p>We are redesigning our equalities training to include information about legislative changes and examples of best practice. Equalities training is mandatory for all employees and managers.</p>

OPERATIONAL RISK REGISTERS

Strategic I I

Current Risk Score (Likelihood / Impact): The Board does not provide a strong strategic Lead Significant / Significant	Responsible Officer: Phil Davies/Jackie Mitchell
Target Risk Score (Likelihood / Impact): Link to: Low / Marginal Secure Long Term Future	Status: No Change

Responsible Officer Update
<p>New Risk - April 2009</p> <p>June 2009</p> <p>This year's performance appraisal programme will facilitated by the Board Development Agency. It was discussed at the Governance Services Committee and a report will be taken to the July meeting of the Board to obtain approval of the arrangements. A self-assessment exercise using the HQN Governance Toolkit will be held in October with HQN, to assess how well the Board is performing.</p> <p>The Board Training Programme was approved by the Board in March 2009 and courses have commenced. Board members attendance is monitored to ensure attendance at the essential training courses.</p> <p>A strategic board meeting was held in May and the second will take place in September. Regular bi-weekly meetings have been held with the Chair, Vice Chairs and the Executive Team and bi-monthly meetings of the HRA Strategic Working Party.</p>

OPERATIONAL RISK REGISTERS

Strategic 12

Current Risk Score (Likelihood / Impact): Fail to maintain a quality workforce Low / Critical	Responsible Officer: Christine Hill / All
Target Risk Score (Likelihood / Impact): Link to: Low / Marginal Equalities & Diversity	Status: No Change

Responsible Officer Update
<p>March 2009</p> <p>We continue to have a healthy response to any posts that are advertised. The current economic climate is resulting in some “optimistic” job application forms from individuals who are making multiple applications to different employers using a single CV. We have introduced pre screening processes into the recruitment process to ensure that managers time is not wasted assessing forms that clearly do not meet the person specification.</p> <p>We have changed our approach to Exit Questionnaires. All employees submitting a resignation are invited to attend a meeting with a member of the Personnel Team. The results will be collated every 6 months and reported to SMT.</p> <p>June 2009</p> <p>As the current poor economic climate continues we continue to receive a signifiant number of job applications for all posts externally advertised. This continues to be managed by the recruitment officers. In addition we have introduced a new approach to induction for new employees. This ensures that they are properly introduced to the organisation and have a clear training plan. We offer a buddy to all newly appointed managers and plan to extend this to all employees.</p>

OPERATIONAL RISK REGISTERS

Strategic 13

Current Risk Score (Likelihood / Impact): Current Economic Climate and Impact on tenants
High / Critical

Responsible Officer: Maria Murphy

Target Risk Score (Likelihood / Impact): Link to:
Low / Marginal Equalities & Diversity

Status:

Responsible Officer Update

New Risk - April 2009

June 2009

During May 2009 we have met with a representative from the CIH who is working with us to prepare the Financial Inclusion Strategy. The delays in arranging the meeting have met that the timescale for presenting the draft strategy has slipped but we anticipate that this will benefit the final outcome and are planning to present proposals to the board in September 2009. We are continuing to monitor the Money Advice Service Level Agreement and considering a proposal which would make money advice mandatory within the arrears process.

We have almost completed the financial inclusion survey to try and establish levels of debt and borrowing amongst tenants. Initial findings have shown that 32% do not use bank/building society/post office accounts to pay their bills,

62% would like information on more affordable lending, 32% borrowed from a bank 29% from friends and 21% from parents. The majority of respondents did not know interest being charged of the ones who did 14% borrowed at over 30% of which 3% were paying over 100% apr and 10.6 % admitted to using a loan shark.

We will be working with and promoting the East Midlands Public Protection Project Team, which investigates and prosecutes illegal loan sharks in the region.

The Customer Service Manager is co-ordinating the review of furnished tenancies, tenants insurance scheme, internal decoration scheme and gardening scheme to ensure adequate marketing of our services, reports on the outcomes of these reviews will be presented to the Local Housing Boards by the end of 2009.

Training on benefits and welfare advice continues for all front-line staff. In addition two employees have now completed their training as energy assessors. Over the next few months they will be attending team meetings to give advice and information to our staff on energy efficiency - they will also be holding surgery sessions for customers in the North and South of the city and also at the DTRC - dates still to be arranged.

Our Home 2 work scheme offers Derby Homes resident which are in a "Worklessness" situation, the opportunity to complete a 4 week work placement scheme. This scheme provides a real opportunity for residents to gain experience in the area of customer service. To date 11 residents have started the placement scheme, 3 have gone into employment, 3 into further training.

OPERATIONAL RISK REGISTERS

Strategic 14

Current Risk Score (Likelihood / Impact): Options Appraisal / HRA Review fails to deliver on time
Significant / Critical

Responsible Officer: Phil Davies

Target Risk Score (Likelihood / Impact): Link to:
Low / Marginal Secure Long Term Future

Status: No Change

Responsible Officer Update

New Risk - April 2009

June 2009

The Government have announced that the HRA Review will be published this summer. It is likely to allow Council's to retain their rents, in exchange for taking on extra debt redistributed from other councils. We are well placed to be able to assess the benefits of this against other options through the Financial Appraisal Working Party. However any proposals are likely to be controversial and consultation may be protracted. After that any changes will require primary legislation and are not expected ahead of the next general election. Its good news that the Review appears to be about to be published, however the future implementation of the HRA Review remains very uncertain.

OPERATIONAL RISK REGISTERS

Operational I

Current Risk Score (Likelihood / Impact): Failure to work in partnership with CSP to develop effective neighbourhood management and effective consultative frameworks within the communities
Low / Critical

Responsible Officer: Maureen Davis

Target Risk Score (Likelihood / Impact):
Low / Marginal

Link to:
Customer Services
Estates Pride

Status: No Change

Responsible Officer Update

March 2009

The structure of the Neighbourhood Management structure still under review, details will be updated in the next quarter.

Partners have agreed to contribute support to the new gangs unit, Derby Homes will be an active partner in this initiative and has agreed that the Neighbourhood Safety Team Manager will spent a proportion of her time working strategically with the Police and Community Safety Partnership (CSP) within the gangs unit.

The Practitioners Operational Group (POG), set up by the CSP, is a multi-agency way of addressing issues on the estates. All partners, including Derby Homes, will agree a course of action to tackle the issues on identified estates.

June 2009

Neighbourhood Managment Structure in place with agreement for Derby Homes structure to continue with 3 Neighbourhood Managers and 3 Community Safety & Engagement Officers.

Operations Manager has joined the Multi-Agency Gangs Team (MAGT) at the strategic level to support and coorrdfinat the work of the existing team which includes the Neighbourhood Safety Manager.

Work continues with the Parters Operation Group (POG) who are addressing issues on estates in a co-ordinated way. Work has been completed on: austin, Alvaston and Allenton,

OPERATIONAL RISK REGISTERS

Operational 2

Current Risk Score (Likelihood / Impact): Failure to successfully implement the Youth Crime Action Plans and associated initiatives
Low / Marginal

Responsible Officer: Maureen Davis

Target Risk Score (Likelihood / Impact):
Low / Marginal
Link to:
Customer Services

Status: At target

Responsible Officer Update

April 2009

In April in partnership with the Police we will have completed acceptable behaviour contracts with all the persistent and prolific offenders living in Derby Homes tenancies to make them aware that if they cause any criminality it will impact on their tenancy.

Derby Homes recently held a victims focus group on Anti-Social Behaviour (ASB). We invited 8 victims and asked them to tell us about the service they received. An action plan has been produced from the outcome of the meeting to increase satisfaction and to increase the quality of performance at local office level.

Derby Homes are funding a witness and victim support officer.

As a direct result of the victim focus group and the customer care process improvement team Derby Homes have implemented and Good Neighbourhood Agreement and Pets Policy (in flats).

June 09

Victim and Witness Support Officer recruited and will join Derby Homes shortly.

Staff recruited for the Youth FIP and working closely with the Youth Offending Service (CSP) and CYPS to deliver positive outcomes.

Derby Homes actively involved in Operation Staysafe to remove vulnerable children from the streets late at night.

We have developed 'cold calling' packs for vulnerable tenants and created no 'cold calling' zones.

The new ASB module is up and running which has separated, for the first time, tenancy breaches from true ASB cases. All ASB are input onto the ASB module. All staff have been trained on the use of the new module which went live on 6

Derby Homes have secured funds for noise monitoring units at a cost of £12,500. Orders for the units have been place in partnership with Environmental Health and Community Safety Partnership . A process for staff will be written within the next couple of weeks which aims to address 38% of noise complaints.

OPERATIONAL RISK REGISTERS

Operational 3

Current Risk Score (Likelihood / Impact): Failure to achieve continuous improvements in tenants and leaseholder satisfaction with services provided by Derby Homes
Very High / Marginal

Responsible Officer: Steve Humenko / Julie Eyre / All

Target Risk Score (Likelihood / Impact):
Low / Significant

Link to:
Asset Management
Customer Services
Secure Long Term Future

Status: Progress is good and the risk has reduced

Responsible Officer Update

March 2009

Improvements with regards action plans are progressing well. An external consultant has been appointed to Environmental Services to ensure that improvements are introduced and established as a matter of urgency.

The introduction of mobile working for Environmental Service operatives is progressing well and is on schedule for implementation by July 2009.

Report presented to performance committee with regards to revising repairs priorities. Following consultation with tenants groups, core groups and North and South Board it is envisaged to introduce changes to priorities subject to approval by September 2009.

June 2009

In June the satisfaction levels with the repairs service was 94%, this is an increase of 4% in May. Over the first quarter the overall satisfaction with the repairs service was 91%.
A suite of mini status surveys have been designed and these will commence from July 09 undertaken in HFG areas.

OPERATIONAL RISK REGISTERS

Operational 4

Current Risk Score (Likelihood / Impact): Significant / Critical	Failure to successfully manage the open book accounting system on the responsive maintenance contract to achieve value for money and improved service outcomes	Responsible Officer: Steve Humenko / Jo Clifford
Target Risk Score (Likelihood / Impact): Low / Negligible	Link to: Value for Money	Status: No Change

Responsible Officer Update
<p>March 2009</p> <p>The task group has agreed the action plan for finalising the 2008/09 open book outturn and has also developed an action plan with regards to 2009/10 which will include increased incentives and performance measures.</p> <p>The task group will continue to meet and monitor the open book accountancy process throughout 2009/10 to ensure further improvements are implemented.</p>
<p>June 2009</p> <p>2009-10 Budgets approved and agreed with ESD.</p> <p>Regular monitoring group meetings arranged between ESD/Derby Homes to review progress against budget and progress of the action plan</p> <p>Meeting held with DCC - repatriation of surpluses policy to be produced for Cabinet approval. Further meetings to be held with DCC during year</p> <p>Working with ESD to ensure improved monitoring information is produced</p>

OPERATIONAL RISK REGISTERS

Operational 5

Current Risk Score (Likelihood / Impact): Failure to maintain service continuity throughout the re-implement of Academy
High / Critical

Responsible Officer: Mark Fairweather / All

Target Risk Score (Likelihood / Impact): Link to:
Low / Marginal Excellent Customer Services

Status: No Change

Responsible Officer Update

March 2009

The upgrade to version 14 took place in January and after initial issues, has operated relatively normally since. Due to a number of issues with certain modules such as Worktray, the project plan is under review and the project as a whole is likely to take up to two months longer to deliver.

All outstanding connection issues with the move to a new service provider have been resolved and a new link to Capita's datacentre in West Malling went live on Wednesday 1 April 2009. The next potential disruption surrounds the move of the Derby City Council (DCC) servers to the Serco datacentre to Birmingham. This will take place over the Easter weekend, connectivity to and from Academy will be tested over the weekend to ensure that Derby Homes will be fully operational on Tuesday 14 April 2009.

Whilst loss of connectivity to the DCC servers would have a significant impact, it would not be a critical one, however a sustained communications problem would have an increasing level of impact and therefore it is not suggested that the current risk level be reduced.

June 2009

Service is being maintained but delays in project mean that the risk should continue to be High/Critical. Transition to Serco went ahead with little effect on DH's ability to connect to Academy.

OPERATIONAL RISK REGISTERS

Operational 6

Current Risk Score (Likelihood / Impact): Low / Marginal	Failure to implement action plan created to address issues arising from employee surveys	Responsible Officer: Christine Hill / All
Target Risk Score (Likelihood / Impact): Very Low / Marginal	Link to: Investors in People	Status: No Change

Responsible Officer Update
March 2009 It has now been agreed that all results of employee surveys are considered by the Heads of Service Team so that there is a collective ownership of all outcomes.
June 2009 A second Employee Survey has been conducted. The results show a consistent theme of improved employee satisfaction. We will conduct the Survey again next year. In the Autumn we will participate in the Times 100 survey. A further action plan will be created to help continue our work on this issue.

OPERATIONAL RISK REGISTERS

Operational 7

Current Risk Score (Likelihood / Impact): Failure for the organisation to fully own the performance framework Low / Marginal	Responsible Officer: Maureen Davis/Julie Eyre
Target Risk Score (Likelihood / Impact): Link to: Low / Marginal Investors in People	Status: At target

Responsible Officer Update
<p>March 2009</p> <p>All actions and controls in place. Review frequencies within Derby Homes governance structures and Derby City Council performance monitoring are embedded. Performance training has been delivered as a compulsory course to all managers and is to be extended to all staff on a voluntary basis during 09/10.</p>
<p>June 2009</p> <p>The first performance training session has been delivered to staff and excellent feedback was recieved. The performance champions have now been identified and it is encouranging that officers have wanted to have the role in the organisation.</p> <p>The performance database has now been rolled out to staff for electronic updating.</p>

OPERATIONAL RISK REGISTERS

Operational 8

Current Risk Score (Likelihood / Impact): Failure to maintain complete and accessible database of customer profile
High / Critical information

Responsible Officer: Maureen Davis/Mary Holmes

Target Risk Score (Likelihood / Impact):
Low / Marginal

Link to:
Value for Money
Customers Services

Status: No Change

Responsible Officer Update

March 2009

The Customer Service process improvement team are using the profiling information to decide on key areas of work for the group; we are focussing on areas that customers feel are causing barriers to accessing services such as the ways in which we communicate with customers and what information we provide for new customers. As a result we are looking at how we can increase the use of sms texting, e-mail and web services as we have identified an increase in requests for information by these means; we will also continue with the existing communication methods. The group have also identified the type and content of information booklets provided for new customers in particular as another area that can be improved and which can be made available through various communications methods.

Derby Homes have engaged with Consult CIH on a customer insight project to help us use the profile information in a more strategic way. The project is in its early stages and will conclude in Autumn 2009. Progress on this project will be contained within the commentary of this risk 09/10.

June 2009

In quarter 1, Derby Homes attended a project management board and details of the chosen projects for each organisation were discussed. Derby Homes is looking at access to repairs and costs under each typeology created by CIH. Our data has been uploaded into SPSS and forwarded to CIH for them to continue designing the software. The next meeting is due to be held in September 2009. The risk score remains at high/ critical as the original CIH deadline of 31 July is 2 weeks away and there are anticipated delays.

OPERATIONAL RISK REGISTERS

Operational 9

Current Risk Score (Likelihood / Impact): Low / Significant	Failure of our employees and managers to act in accordance with our Equalities scheme, policies and procedures	Responsible Officer: Christine Hill / All
Target Risk Score (Likelihood / Impact): Low / Significant	Link to: Equalities & Diversity	Status: At target

Responsible Officer Update	
March 2009	Equalities Champions will each take a lead focus on a different equalities stand. They will be asked to complete a specific piece of research related to a business goal. All Equality Champions are to receive further training from HQN our new provider for equalities training.
June 2009	We have re procured our Equalities Training. A new training programme for employees, managers and Board members is being created. IT will include a section on equalities legislation and our statutory responsibilities.

OPERATIONAL RISK REGISTERS

Operational 10

Current Risk Score (Likelihood / Impact): Failure to implement the environmental initiatives within Strategic Aim 8 High / Critical	Responsible Officer: Christine Hill / All
Target Risk Score (Likelihood / Impact): Link to: Low / Significant Working towards a Sustainable Environment	Status: No Change

Responsible Officer Update
March 2009 Derby Homes has secured a further £2m to bring forward heat lease replacement initiative. An extra £2.3m has been secured to insulate pre-war homes as they are being modernised. We have teamed up with British Gas to provide free energy display units and power down devices to all tenants and leaseholders; these should save an average of over £100 per year on fuel bills.
June 2009 We designated June 2009 as Green Month. All employees were invited to use alternative methods for commuting to work and finding ways of working differently in order to reduce travel. All actions were logged on the intranet so that good practice could be shared.

OPERATIONAL RISK REGISTERS

Operational I I

Current Risk Score (Likelihood / Impact): Failure to prepare for the new regulator TSA 2010
Low / Marginal

Responsible Officer: Mark Crown / Julie Eyre

Target Risk Score (Likelihood / Impact): Link to:
Very Low / Negligible Excellent Customer Services

Status: No Change

Responsible Officer Update

New Risk - April 2009

June 2009

Both officers continue to attend events, conferences and workshops specifically about the subject of tenant regulation to prepare for the TSA. Mark Crown is also on a TSA Empowerment Group to write the National Standards for empowermnet by the end of 2009.