

Appendix 3

Title	Risk description	Opp/ threat	Cause	Consequence	Date Raised	Owner	Gross		Current		Residual		Comments	Controls				
							I	P	I	P	I	P		Control description	Due date	Status	Progress %	Action Owner
Inconsistent engagement with customers	Teams participating in the pilot fail to work well together and deliver an inconsistent service to customers	Opp	Staff focus on their service priorities rather than the priorities of the pilot	Collection of rent and provision of support conflict, causing confusion for the customer	29/3/18	Paul Wilding	3	4	3	4	2	1		Operational staff to meet regularly to agree plans for individual customers	1/5/18	In Progress	25	Paul Wilding
Customer support	Ensure sufficient time is provided for customer support	Opp	Housing coach has to spend time procuring properties and dealing with burdensome administration	Insufficient time spent supporting customers who struggle to progress as a result	29/3/18	Paul Wilding	3	3	3	3	3	2		Property procurement undertaken by Private Sector team. Automated process for making payments investigated.	1/9/18	In Progress	0	Paul Wilding
Rent collection	Ineffective rent collection undermines pilot principles	Threat	Insufficient resource for rent collection	Customers have no incentive to engage with support, as there is no consequence to non-payment of rent.	29/3/18	Paul Wilding	4	3	3	1	3	1		Resource allocated for rent collection. Resilience provided in Incomes team to cover absence of staff dedicated to pilot.	1/9/18	In Progress	25	Paul Wilding

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