

# Cheltenham Borough Council

## Housing Cabinet Committee – 19 February 2025

### Strategic Housing Risk Register

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**Accountable member:**

Councillor Flo Clucas, Cabinet Member for Housing and Customer Services

**Accountable officer:**

Claire Hughes, Director of Governance and Customer Services

**Ward(s) affected:**

N/A

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**Key Decision:** No

**Executive summary:**

- This report provides a copy of the Council's Strategic Housing Risk Register detailing strategic housing risks as at 1 February 2025
- The register has been prepared in consultation with Risk Managers and the Senior Leadership Team.

**Recommendations:**

The Housing Cabinet Committee note the Strategic Housing Risk Register.

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## 1. Implications

### 1.1 Financial, Property and Asset implications

Poor risk management can lead to increased financial costs therefore it is important to have a robust processes in place.

Signed off by: [gemma.bell@cheltenham.gov.uk](mailto:gemma.bell@cheltenham.gov.uk).

### 1.2 Legal implications

There are no specific legal implications arising from the report and its recommendations. It is fundamental that the Council has an embedded risk management framework which considers the identification, recording, and management of risks to the Council in the delivery of its housing services.

**Signed off by:** One Legal

### 1.3 Environmental and climate change implications

There are no specific environmental or climate change implications associated with this report.

Signed off by: [maizy.mccann@cheltenham.gov.uk](mailto:maizy.mccann@cheltenham.gov.uk)

### 1.4 Corporate Plan Priorities

This report contributes to all Corporate Plan Priorities as effective risk management is essential to the achievement of CBC plan.

Signed off by: [claire.hughes@cheltenham.gov.uk](mailto:claire.hughes@cheltenham.gov.uk)

### 1.5 Equality, Diversity and Inclusion Implications

Good risk management across all aspects of our business should ensure Equality, Diversity and Inclusion implications are considered and any risks are highlighted, and controls put in place to mitigate.

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## 2 Background

- 2.1 Risk management is the culture, process and structures that are directed towards effective management of potential opportunities and threats to the Council achieving its priorities and objectives.
- 2.2 The Council has a Risk Management Policy, reviewed in October 2024, that sets out the approach to risk management including the roles and responsibilities for Officers and elected Members. The policy also details the processes in place to manage risks at corporate, operational and project levels.
- 2.3 This strategic housing risk report is provided to the Housing Cabinet Committee detailing strategic housing risks. A broader, corporate risk report is reported to the Audit, Compliance and Governance Committee.
- 1.1. A copy of the risk register is attached at appendix 1. There has been the following movement in risks since its last review by the Housing Cabinet Committee:
- 1.2. CH3: Stock Condition Data - If there is a failure to maintain accurate, in date stock condition data then this means we are unable to plan spend, evidence investment, demonstrate accurate decent homes data and provide assurance that tenant's homes are safe. Probability has reduced due to the ongoing work around stock condition surveys.
- 1.3. CH6: Housing Regulatory & Legal Requirements - If we fail to meet regulatory and legal requirements, specifically the Regulator for Social Housing consumer standards and the Housing Ombudsman Complaints Handling Code then this may result in intervention and reputational damage. Probability has been reduced by one point from 4 to 3 as a result of the mitigations that are now in place and the response from the Regulator to the councils self-referral.
- 2.4 In addition a new risk has been added:
- 1.4. CH7: Management of Void Properties - If the management of void properties does not improve then this will lead to increased costs associated with additional use of temporary accommodation, reduced rent collection and failure to comply with the statutory timescales in relation to the use of temporary accommodation.

### **3 Alternative options considered**

3.1 None

### **4 Consultation and feedback**

4.1 Risk Managers and Leadership Team.

### **5 Key risks**

5.1 None.

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#### **Report author:**

Claire Hughes, Director of Governance and Customer Services

#### **Appendices:**

i. Risk Register

#### **Background information:**

None