- Bromley

Housing, Planning and Regeneration Risk Register

-	Bu										Q4 2022/23
	HE LONDON	& N BOROUGH :- press shift & return - must be	RISK CAUSE & EFFECT			0	EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	CUF HINA DOOD	IMPACT US	(n)	RISK OWNER
1	All	Failure to deliver against Housing Financial Strategy	Cause(s): - Demand led statutory services which can be difficult to predict - High number of households meeting critieria for temporary accommodation - Lack of suitable housing - Increased costs at 2 Traveller Sites for repairs and maintenance - Impact and inflation and increased demand on accomodation for temporary accommodation lncrease domand on accomodation for temporary accommodation - Temporary accommodation not keeping pace with increasing costs of temporary accommodation lncrease number of households approaching Effect(s): - Failure to achieve a balanced budget	Financial 5	5	- - - - - - - - - - - - - - - - - - -	Match financial planning to Council priorities Plans to deliver increased housing suppoly through increased acquistions Conditions attached to s106 to ensure it is spent on additonal affordable housing provision to reduce the reliance on temporary accommodation Budget monitoring and forecasting Regular reporting to CLT and Members via the Committee reporting process Internal audit framework Regular review of strategies to prevent homelessness and identify/develop temporary accommodation housing Determination at planning stage to ensure collection of obligations due (S106) Conditions attached to S106 funding received to ensure it is spent on preventing homelessness Constantly reviewing service operations for potential efficiencies All relevant statutory strategies implemented	4	5	 Ensure the continued delivery of the housing schemes as set out in the Transformation Board Housing Plan Complete the feasibility studies for the Phase 2 housing development sites Close monitoring required for homeless approaches. This will allow earlier identification of any changes in homelessness demand which could have an impact of adding further financial pressures 	Director, Housing, Planning and Regeneration (Sara Bowrey)
2	Housing Needs	Housing Needs services The Council is unable to deliver an effective Housing Needs		Legal 4	4	s - f 16 - - - - - - - - - -	-The homelessness forum has been established and is taking forward the priorties of the homelessness strategy - Implementing the Homelessness Strategy - the multi-agency Homelessness Forum has been established and implemented and other priorities of the Strategy are being taken forward - Effective contract monitoring arrangements to ensure acceptable quality of service provision and value for money - Housing Transformation Board programme being implemented - Implementation of new Housing schemes to ensure the supply reduces the reliance on nightly paid accommodation - Provide a competitive private sector offer - All relevant statutory strategies implemented - Ensuring grant funding is pursued and properly utilised Comprehensive and flexible approach to managing homelessness with a range of schemes to support households to either remain in their own home or to secure affordable accommodation.	2	4	-The majority of officers are now attending the office 2 + days per week. - North Block reception is now open and clients are being seen face to face on an appointment basis - Recruitment is progressing an a number of posts have been recruited to and contracts are commencing.	Assistant Director, Housing (Lynnette Chamielec)
3	Housing Needs	Temporary Accommodatio n Inability to effectively manage the presenting themselves as homeless and the additional pressures placed on the homelessness budgets	Causes: - Changes in government funding - Rising number of placements (approx. 15 per month) - Lack of local, affordable sustainable options - Increased homelessness and lack of access to accommodation - uncertainty around the impact of move on requirements for schemes such as Homes for Ukraine, Afghanistan resettlement programme Effect(s): - Failure to fulfil statutory obligations - Increased Indicate Challenge due to provision of unsuitable accommodation (including shared accommodation) - Pressure on other services - Increase in the number of out of borough placements	Legal 5	4 :	- - 20 - f	Focus on preventing homelessness and diversion to alternative housing options through:- Landlord and Tenancy advice, support and sustainment Assistance, (including financial aid) to access the private rented sector Access to employment and training Debt, money, budgeting and welfare benefits advice, including assistance to resolve rent and mortgage arrears Sanctuary scheme for the protection of victims of domestic violence Effective contract monitoring arrangements to ensure acceptable quality of service provision and value for money - Development of social housing on LBB sites and implementation of Meadowship Homes acquisiton Implementing the Homelessness Strategy - setting up the multi agency Homelessness forum and taking forward the priorities of the strategy New incentive campaign for private sector landlords embedded and benefits being realised		4	 The Phase 1 Meadowship Homes scheme is almost at completion Converting tenancies in the More Homes Bromley scheme from temporary to permanent Complete the feasibility assessement for Phase 2 of the Bromley Housing Development Programme Implement Phase 2 of Meadowship Homes Scheme, which will see the purchase of a further 200+ properties Undertake a programme of the SLA agreements and quality assurance for temporary accommodation to ensure that accomodation procured meets all required accommodation standards Review the requirement for block bookings to secure temporary accommodation supply 	Assistant Director, Housing (Lynnette Chamielec)
4	Housing Needs (Housing Strategy)	the Council's affordable housing strategy in support of statutory	Cause(s): - Lack of availability of external capital grant (Housing Associations) to deliver key housing schemes - Lack of availability of external capital grant (Housing Associations) to deliver key housing schemes - Lack of available suitable sites within the borough on which to develop new affordable housing schemes over the short to medium term together with delays in completing developments - Potential fluctuations in house prices and supply chains - Schemes not granted planning permission to develop identified sites Effect(s): - Failue to fulfil statutory obligations - An inadequate supply of housing will lead to an inability to meet housing needs of a range of client groups in support of statutory housing and homelessness duties.	Social 4	4	t - - 16 - - - v v	-Participation in negotiations on the affordable housing provision on section 106 applications, ensuring that the affordable housing obligation reflects local adopted planning policy and local statutory and high priority housing need - Work underway to streamline the \$106 process to ensure that the Council maximises the use of available funding to meet housing needs - Determination at planning stage to ensure collection of obligations due - Conditions attached to funding received to ensure it is spent on preventing homelessness - Development group with Housing Associations established to improve relationships with planners and developers to increase supply of affordable housing - Bromley Federation of Housing Association Meetings resumed. working with the GLA to negotiate favourable grant levels to enable proposed affordable housing schemes to proceed	3	4	 Discusssions held with individual registered providers. Planning seeking to maximise affordable housing delivery through planning consents and s106 funding Ongoing negotiations to maximise grant rates for affordable housing delivery 	Assistant Director, Housing (Lynnette Chamielec)
5	Housing, Planning and Regenerati on	Recruitment and Retention Failure to recruit	Cause(s): - Failure to compete with other organisations to recruit the highest quality candidates to build an agile workforce - Small pool of experienced workers Effect(s): - Failure to identify and meet service user needs - Provision of service prior to/without appropriate authorisation - Lack of skill sets result in an inability to deliver effective housing services and planning services as well as progressing housing and regeneration schemes. - Impact on life chances and outcomes of families and young people.	Personnel 5	4	20 ⁻ - - - - -	Recruitment drive to convert locums to permanent staff Council's recruitment web site includes a video virtual tour of the Council in housing Support in effectively managing staff performance Bespoke training for first line managers Training and quality assurance of best practice Role on Recruitment and Retention Board Review the recruitment/retention of housing staff including packages for retaining staff Developing apprenticeship and trainee roles in Planning Services Gradings and role responsibilities for key posts benchmarked Promotion of employment prospects and career progression in Bromley enhanced Working with specialist recruiters. Salary benchmarking and key roles consideration	2	4	P - Consideration to be given around succession planning across the department - Recruitment and retention package developed.	Director, Housing, Planning and Regeneration (Sara Bowrey) Supported by Director, Human Resources (Charles Obazuaye)
7	Housing, Planning and Regenerati on	Failure to provide Council	Cause(s): - Business Interruption could be caused by Loss of Facility (fire, flood etc.), Staff (illness, strike) or IT (cyber attack). - Mass fatalities or illness has a range of causes and this risk to the council could be caused by council staff being impacted resulting in failure to manage statutory requirements of mass illness/fatalities scenario (e.g. registering of deaths within timescales) Effect(s): - Business interruption - failure to deliver services, loss of customer / resident satisfaction. - Emergency planning - failure to deliver statutory duties.	Personnel 2	5	- F - - - - - - - - -	Business Interruption - Oivil protection and emergency planning policies in place at corporate level overseen by the Corporate Risk Management Group - Business Continuity Plans in place at service level. Reviewed and updated. - Contracts contain business continuity provision - Communication to all staff prior to all impending industrial action, informing of any possible service disruption as well as explaining implications of strike action for individual staff members Emergency Planning - Robust plans in place, including Outbreak Plan, Flu Plan and Pandemic Flu Plan - Alert system via the South East London Health Protection Unit (SEL HPU) - Annual Flu vaccination programme in place	1	5	- Business Continuity Plans reviewed annually - Review business continuity plan with key partner agencies - Undertake business continuity plan stress test exercise	Director, Housing, Planning and Regeneration (Sara Bowrey)

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Housing, Planning and Regeneration Risk Register

Q4 202: & CURRENT RISK											Q4 2022/23
THE LONDON	N BOROUGH :- press shift & return - must be Data	RISK CAUSE & EFFECT	RISK CATEGORY	OOD LIKELIH	IMPACT	RISK RATING	EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	LIKELH			RISK OWNER
Strategy, Performan ce and Corporate Transforma tion	Collections Failure to undertake statutory statistical data collections;	Cause(s): - Business Interruption - IT systems do not keep pace with legislative reporting requirements Effect(s): - Failure to commission effectively - Adverse impact on the timing and quality of decision making	Data and Information	3	3		 Schedule of statutory returns has been incorporated into the Performance and Information team's work programme Specialist members of the team for each area Other staff trained to provide 'back up' for specialist members of the team Good project planning in place to co-ordinate all data collections including contributions from other services 	1	3	 Complete contract extension for the Orchard Housing system to ensure operational continuity Reports under continued improvement programme. Acquire and implement new Planning IT system 	Director Housing, Planning an Regeneratic , (Sara Bowrey) Supported b Assistant Director, Strategy, Performanc & Corporate Transforma on (Naheed Chaudhry)
Property	Performance Failure to reach expected income through rental income and	- Non-payment of rent on properties - Failure to realise anticpated sale values for property disposal programme	Financial	3	5	15	 A programme of rent reviews, lease renewals, new lettings, lease renegotiations, cost recharges and cost refunds is being carried out by the property team. Rental deferments monitored and repayment plans arranged from property portfolio. Implementing the approved investment portfolio strategy to ensure investment properties are maintained to suitable standards to maximise income 	2	5	10 - Implement the disposal programme as approved at November 2022 Executive	Assistant Director, Strategic Property (Amy Milton
10 ategic Prope	Safety Regulations Failure to comply with statutory regulations with regard to the built environment in Council	Cause(s): - Inadequate risk assessments - Lack of capacity to discharge the Council's H&S responsibilities with regard to the built environment - Ineffective monitoring of risks Effect(s): - Potential prosecution of Council and/or civil claims for compensation - Insurance claims - Potential accidents/itatilities - Corporate manslaughter	Physical/ Legal/ Financial	3	5	15	- Safety Policies reviewed and updated - Contractors held to account for managing Council premises to required legal standards	2	5	 Implementation of the agreed health and safety building maintenace work identified through the operational strategy review, to ensure council retained properties maintain statutory requirements 	Assistant Director, Strategic Property (Amy Milton)
11 ategic Prope	Contractor Performance	Cause(s): - Inadequate qualified staffing resources - Lack of capacity to deliver outcomes Effect(s): - Failure to deliver statutory obligations - Poor performance impacts on work of Council officers	Contractual and Partnership Operational	3	5	15	 Regular monitoring of performance and key performance indicators Contractors make regular reports to Members on delivery of contract Contract reviewed and escalation for change available subject to Contract Change Notification Business continuity plans in place and draft Exit Plan received 	2	5	 New supply chain being formulated which include mitigation factors to ensure performance failure and service is de-risked. Executive reports on extension of core maintenance contracts to be taken to Members in July 2023 together with proposal for provision of FM services for Churchill Court building - Intention is 10 that a 2 contract provision for the Council's HQ estate and all other properties is market tested against a pre determined specification and comprehensive asset register for those properties the Council is retaining by April 2024 (with Churchill Court to follow in 2025) - Whilst this external procuremnet process continues a review of the existing FM team will need to be undertaken to move it into a functioning commissioning / intelligent client model team. 	B Director, Strategic Property
Culture and Regenerati on	Outreach Service Failure to provide service in Cotmandene	Cause(s): - Buildings vulnerable to water and sewerage issues - Small staff base vulnerable to stress and lone working - Mottingham's rented property lease ends and a renewal cannot be agreed. Effect(s): - Failure to deliver full service - Closure of outreach centres - Impact on vulnerable adults - Closure of the Mottingham site and relocation with library with lack of space for both services	Social	4	4	12	 Staff experienced in successfully averting aggressive behaviour. Regular Team Meetings to discuss issues and address staff wellbeing as well as participation in training opportunities to help wellbeing Facilities managed and repairs arranaged with contractors Co-location opportunies agreed with libraries. Mottingham to relocate teomporarily to Mottingham Library 	3	4	- Progressing relocation of the Outreach Service to libraries	Assistant Director, Culture and Regeneration (Lydia Lee)
Culture and Regenerati on	Prosperity of Town Centres Failure of town centres to attract footfall and spend for retail and leisure	Causa(s): - Causa(s): - Failure to redevelop High Streets and diversify the offer - National trend for decline in the traditional retail sector in town centres and competition from out of town developments and online shopping - Risk that established Business Improvement Districts do not succeed at renewal or that planned Business Improvement Districts do not get established resulting in reduced revenue spend to support businesses in town centre locations Poor development in town centres - Lack of investment in town centre ad output for improvements - Beckenham rebailot fails Effect(s): - Reduction in four centre business occupancy and increase in vacancies - Loss of income from business rates and market charges, and reduction in income from parking charges - Poor public perception and negative publicity Lack of stake sector or invarial increase to business Poer options evolution and negative publicity Reduction in footfail and spend per head resulting in loss of business Poor public perception and negative publicity Lack of stake sector or invarial investment - / - Reduction in property value Reduction in footfail and spend per head resulting in loss of business Poolewing bubic real improvements - Delays delivering public real improvements - Poor public Realm Improvements - Delays delivering public real improvements - Delays delivering public real improvements - Delays delivering public real improvements - Polic Realm Improvem	Economic	4	4	16	 Support to Business Improvement Districts through renewal or ballot processes. Work in partnership with Business Improvement Districts to drive town centre activity that support business success and include programming and events in town centres. Secure funding for and deliver public realm improvements in town centres Work with developers to bring forward suitable development that supports the vitality of town centres Secure developer contributions for the benefit of town centres. Investigate options for Renewal opportunities in all town centres. Prioritse investment in town centre leisure facilities. Bromley Economic Partnership in place to identify issues affecting local economy Terms of Reference to define relationship between the Business Improvement Districts have been created to better suport the local economy. 	4	3	 Work with businesses to investigate the viability of a Business Improvement Districts in relevant locations Terms of Reference to define relationship between the Council and BIDs under regular review to ensure it remains relevant. Work with developers to bring forward sensitive town centre development that also secures improved facilities for community services. Finalise town centre public realm improvement schemes. Night Time Enterprise Zone to encourage vibrancy in Bromley Town Centre after 6pm Night Strategy for the borough to be developed by DEC24 	Assistant Director, Culture and Regeneration (Lydia Lee)
Culture and Regenerati on	Capital Schemes Failure to deliver housing schemes for	Cause(s): - Failure to gain approval from Members for business cases - Failure to secure funding for schemes - Failure to deliver temporary accommodation schemes on time and in budget - Issues with land ownership and usage - Planning permission not granted or granted with conditions which impact adversely on costs - Issues with type of housing and construction - Lack of interest from market in developing sites impact of inflation on construction industry Effect(s): - Failure to provide number of temporary accommodation units identified - Failure to produced identified savings as part of Housing Transformation Board programme - Impact on vulnerable families and children	Financial/ Social	5	5	25	The York Rise development is under construction The West Wickham development is under construction Additional resources in Regeneration and Renewals teams dedicated to assess and bring forward a range of housing sites across the borough. Crystal Palace Regeneration strategy grant funding secured and consultancy team ready for contract award Regular liaision with GLA to negotiate grant rates which reflect increase costs due to inflation Securing fix price tenders for housing delivery	4	4	 Further conversations required to be developed with services to understand short and longer term requirements of particular sites. Legal advice sought on ownership and usage issues and actions identified. Coordination across disposals programme to ensure revenue and housing targets can be met jointly. Leadership team working with GLA on Crystal Palace. Further upskilling and knowledge sharing across teams to bring forward development effectively. 	Assistant Director, Culture and Regeneration (Lydia Lee)

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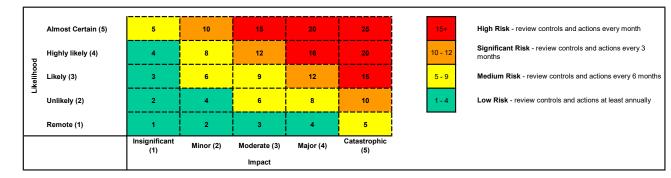


Housing, Planning and Regeneration Risk Register

-	GROSS RISK CURRENT RISK											
	HE LONDON	N BOROUGH : - press shift & return - must be	RISK CAUSE & EFFECT	RISK CATEGORY	OOD	IMPACT	RISK RATING	EXISTING CONTROLS IN PLACE TO MITIGATE THE RISK	00D	IMPACT		RISK DWNER
15	Culture and Regenerati on		Cause(s): - Service provider ceases to trade due to financial difficulties - Facilities have to close due to plant failure Effect(s): - Temporary cessation of leisure facilities in the borough - Adverse public response - Social impact on vulnerable adults and families along with the wider population using leisure facilities and activities for health and wellbeing benefits	Legal Reputational Social	4	4	16	-Alliance Leisure contracted to undertake feasibility works for Walnut and West Wickham sites - Draft leisure strategy and fascility planning works in progress - Playing pitch review complete - Proactive Bomley established	3	3	- Continue regular informal contact with MyTime in additon to formal meetings and provide support to resolve issues as necessary support to resolve issues as necessary Rege	Assistant Director, ulture and generation ydia Lee)
16	Culture and Regenerati on	Library Service Failure to provide statutory library service		Legal Reputational Social	4	4	16	 Ongoing monitoring of service provider to identify potential financial difficulties KPIs monitored regularly: twice yearly reports to Members and monthly/annual review meetings with service provider. Exit plan in place to manage any closure of contracted service and bring service in-house which is regularly reviewed and updated. Library without Walls created as a reponse to COVID-19 has been retained as the 15th Bromley Library Increased usage of social media to deliver activities for children and adults when in-branch activities are not possible Promotion of e-books, newspapers and magazines Libraries' restored to regular opening hours following end of governmental restrictions 	3	3	- Continue regular informal contact with contractor in additon to formal meetings and provide - Cut support to resolve issues as necessary Rege Rege	Assistant Director, ulture and generation ydia Lee)
16	Planning	Planning Service Failure to deliver statutory requirements related to planning	Cause(s): - Failure of Planning IT service - Lack of suitably qualified staff to provide expertise within the service - Risk of bribery identified through internal audit Effect(s): - Council enters 'designation' status due to poor performance on speed or quality of decision making, resulting in major or minor planning decisions being removed from Council decision-making process leading to income loss to Council and lack of local control - Failure to prevent unauthorised development - Failure to respond to planning applications within statutory timescales - Planning decisions overturned on appeal - Failure to enforce Tree Protection Orders, protect listed buildings and conservation areas - Adverse public response - Reputational damage to the council	Legal Financial Reputational	3	4	12	 Planning software upgraded annually and maintained by software developer. Review of case management software underway with target date of May 2024 for completion of replacement Staffing levels and skill set appropriate for current levels of demand Planning Advisory Service (PAS) review of service in June 2019 resulted in an improvement plan which has been delivered to Members Appeals reviewed and learning implemented. Planning Advsory Service (PAS) returned to review improvement plan and committees in July 2021 and further recommendations and actions are being pursued. Existing checking and sign off process in place Bribery training carried out Officers required to declare any interest 	2	3	Implementation of new Planning IT system Ongoing monitorihng of work volumes to ensure staffing levels are sufficient for work levels	Assistant Director, Planning (Tim Iorsman)
17	Planning	Levy	- Failure to collect the local CIL - Failure to use local CIL appropriately Effect(s):	Legal Financial	2	3	6	 Local CIL has been adopted and commenced in June 2021 Experienced Infrastructure Delivery Scheme Manager in post to ensure successful adoption of agreed local CIL 	2	3	- Monitor current impact of inflation on the number of developments coming forward Pla	Assistant Director, Planning (Tim lorsman)
18	Planning	Section 106 Agreements Failure to complete S106	Cause(s): - Lack of appropriately qualified staff to ensure S106 agreements are implemented as appropriate - Lack of S106 Monitoring Officer in post Effect(s): - Impact on level of supporting infrastructure in borough - S106 monies not being spent on appropriate infrastructure and housing schemes	Financial	3	3	9	 Officer group in place to monitor and maximise s106 spend Infrastructure Delivery Team Leader in post acting as s106 monitoring officer and overseeing s106 agreements including financial receipts and payments 	1	1	Controls have been implemented and working effectively. The risk exists however given the Dir control effectiveness it is no longer deemed to be a material risk and can be removed from being flagged in this risk register going forward.	Assistant Director, Planning (Tim lorsman)
19	Planning		Cause(s): - Mayor of London's Plan requires greater levels of housing to be built in Bromley than in Local Plan - Planning permission for sufficient level of development not granted - Landbanking by developers resulting in targets of new houses not being met in a timely fashion Effect(s): - Bromley penalised at planning appeal stage	Reputational Financial	5	3	15	 Local Plan policies being reviewed to identify suitable sites Planning and Regeneration teams are seeking to promote appropriate housing development in the Borough 	3	3	9 - Local Plan review has commenced Pla	Assistant Director, Planning (Tim orsman)
20	Complianc e & Strategy	minore who may	Inster care	Housing Social	5	4	20	 Focus on preventing homelessness and diversion to alternative housing options through:- Landlord and Tenancy advice, support and sustainment Assistance, (including financial aid) to access the private rented sector Access to employment and training Debt, money, budgeting and welfare benefits advice, including assistance to resolve rent and mortgage arrears Sanctuary scheme for the protection of victims of domestic violence Effective contract monitoring arrangements to ensure acceptable quality of service provision and value for money Implementation of the More Homes Bromley initiative to ensure the supply reduces the reliance on nightly paid accommodation Implementing the Homelessness Strategy - setting up the multi agency Homelessness forum and taking forward the priorities of the strategy New incentive campaign for private sector landlords embedded and benefits being realised Modelling taking place to forecast how many households may need accommodation around the 6 month mark Expression of Interest data being utilised and home assessments and DBS checks will be carried out so that alternative sponsor accommodation is available 		4	16 Ho Plant	irector of łousing, nning and generation

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Risk Assessment Guidance



		Risk Like	ihood Key						
	Score - 1 Remote	Score - 2 Unlikely	Score - 3 Possible	Score - 4 Likely	Score - 5 Definite				
Expected frequency	10 - yearly	3 - yearly	Annually	Quarterly	Monthly				

	Risk Impact Key										
Risk Impact	Score - 1	Score - 2	Score - 3	Score - 4	Score - 5						
Kisk impact	Insignificant	Minor	Moderate	Major	Catastrophic						
Compliance & Regulation	Minor breach of internal regulations, not reportable	Minor breach of external regulations, not reportable	Breach of internal regulations leading to disciplinary action Breach of external regulations, reportable	Significant breach of external regulations leading to intervention or sanctions	Major breach leading to suspension or discontinuation of business and services						
Financial	Less than £50,000	Between £50,000 and £100,000	Between £100,000 and £1,000,000	Between £1,000,000 and £5,000,000	More than £5,000,000						
Service Delivery	Disruption to one service for a period of 1 week or less	Disruption to one service for a period of 2 weeks	Loss of one service for between 2-4 weeks	Loss of one or more services for a period of 1 month or more	Permanent cessation of service(s)						
Reputation	Complaints from individuals / small groups of residents Low local coverage	Complaints from local stakeholders Adverse local media	Broader based general dissatisfaction with the running of the council Adverse national media	Significant adverse national media coverage	Persistent adverse national media coverage Resignation / removal of						
		coverage	coverage	Resignation of Director(s)	CEX / elected Member						
Health & Safety	Minor incident resulting in little harm	Minor Injury to Council employee or someone in the Council's care	Serious Injury to Council employee or someone in the Council's care	Fatality to Council employee or someone in the Council's care	Multiple fatalities to Council employees or individuals in the Council's care						