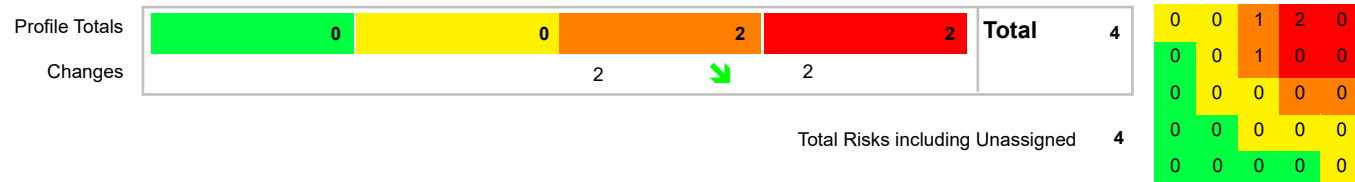


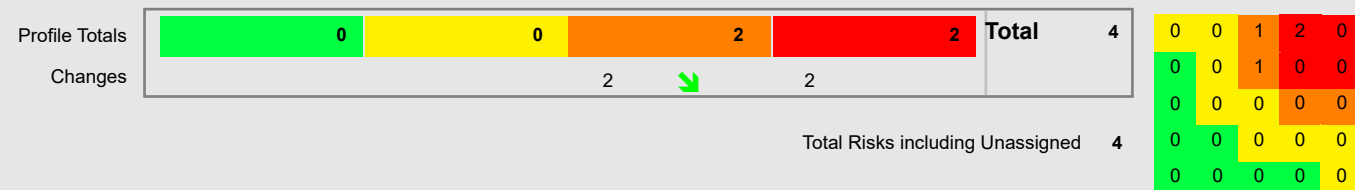
Risk Register Report

Directorate



Risk Register - Corporate Risk Register

Manager Jahnvi Jagadish



Risk Issue/Title		Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date		
Failure to achieve a balanced budget in the context of unprecedented pressures, which could significantly limit the delivery of other services for Children		exceeding	SMBCC0147	Beate Wagner	<div><div></div></div> 88 % complete	22/01/2025	22/02/2025		
Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions		Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
<div>- Unprecedented demand for Children Social Care Services at national level</div> <div>- Unpredictable demand for looked after children placements</div> <div>- Increased demand for special school places which through necessity is typically met with out of borough placements causing additional costs on the SEND transport budget</div>	<div>- Impact on outcomes for children and young people</div> <div>- Reduction in other areas of service delivery in order to cover cost of acute services</div> <div>- Financial implications</div> <div>- Legal implications</div> <div>- Reputational damage</div>	Red	• Ensure robust commissioning and procurement of appropriate cost effective education placements to meet children’s needs		In Place		100	Red	15 <div><div></div></div> 5
		25	• Financial Recovery Plan overseen by the Director of Children’s Services & reporting to the Chief Exec & Leader of the council		In Place		100	4. High	
		• Joint Additional Needs Strategy and delivery plan in place		In Place		100	5. Very High		
		• Reshaping of Education services – completed		Complete		100			
		• Graduated approach for children and young people with additional needs		Complete		100			
		• Review of Specialist Commissioning Strategy		Complete		100			

		<ul style="list-style-type: none"> • SEND Strategic and Operational Boards established <i>Ruth Tennant</i> 	In Place		100	
		<ul style="list-style-type: none"> • Development of People Strategy within Children' services <i>Beate Wagner</i> 	In Place		100	
		<ul style="list-style-type: none"> • Monthly Children's Social Care financial modelling <i>Beate Wagner</i> 	Complete		100	
		<ul style="list-style-type: none"> • Review of Sufficiency Strategy <i>Aimee Wright</i> 	In progress	31/03/2025	75	
		<ul style="list-style-type: none"> • Use of budget strategy reserve approved by full council. <i>Beate Wagner</i> 	Complete		100	
		<ul style="list-style-type: none"> • Development of the Edge of Care Service linked to Social Care Improvement Plan <i>Beate Wagner</i> 	In Place		100	
		<ul style="list-style-type: none"> • Childrens Improvement Plan regularly updated and progressed <i>Beate Wagner</i> 	In Place		100	
		<ul style="list-style-type: none"> • Establishment of new 150 place special school <i>Ruth Tennant</i> 	In progress	30/09/2027	50	
		<ul style="list-style-type: none"> • Internal Residential Homes – construction, registration and opening of homes and children in placements <i>Rachael Ward</i> 	In progress	31/03/2025	50	
		<ul style="list-style-type: none"> • Development and sign off, of robust process and timescales for CHC assessment and percentage funding contribution. <i>Craig Liversage</i> 	In progress	31/03/2025	50	
		<ul style="list-style-type: none"> • Introduction of an 'entrant to care' panel as well as recruitment panel chaired at AD level. <i>Beate Wagner</i> 	In Place		100	
		<ul style="list-style-type: none"> • Internal Fostering Strategy – recruitment and activation of more internal foster placements. <i>Rachael Ward</i> 	In progress	31/03/2025	50	
		<ul style="list-style-type: none"> • Looked after Children strategy to safely reduce the number of children in care <i>Beate Wagner</i> 	In Place		100	

Review Comments	<p>Spend is being closely monitored across staffing and placements to ensure MTFS /expenditure is within budgetary tolerances. This is both internal to the Directorate (including a review of Home to School Transport, Social Care e.g. staffing, placements, residential homes, the impact of other key BAU improvement programmes) as well as across the authority, through the Financial Sustainability Board/Corporate Delivery Board and the various challenge meetings. We continue to develop practice to safely reduce the number of children in care and as part of this our re-developed sufficiency strategy will be tabled in the new year for sign off through the scrutiny and cabinet processes</p> <p>22/01/2025</p>
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Risk Issue/Title	Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date		
Risks to the MTFS delivery (2024/25 - 2026/27) due to pressures in Children's Services, pressures in Social Care and inflationary pressures	exceeding	SMBCC0133	Andrew Felton	<div><div></div></div> 82 % complete	21/01/2025	21/02/2025		
Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions	Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
- Significant demand in Children's services - JTAI (joint targeted area inspection) of Children's Services leading to improvement plan - Adult Social care demand - High Inflation Levels - Higher than budgeted pay award - Cost of living impact	- Council may not be able to deliver all its priorities. - Reductions in services - The Council may not be able to pursue investment opportunities.	Red	• Strict monitoring of Budget Delivery by CLT and Cabinet <i>Andrew Felton</i>	In Place		100	Red	25
		25	• Use of Budget Strategy Reserve <i>Andrew Felton</i>	In Place		100	4. High	-5
			• Use of Business Rates Windfall <i>Andrew Felton</i>	In Place		100	5. Very High	
			• Regular lobbying of government for further funding and policy changes to help with our sustainability <i>Andrew Felton</i>	In Place		100		
			• Some service specific reserves are in place <i>Andrew Felton</i>	In Place		100		
			• Financial Sustainability Board identification of savings/ mitigations required <i>Andrew Felton</i>	Complete		100		
			• Identification of further one-off measures to manage budget <i>Andrew Felton</i>	Complete		100		
			• Short-term spending controls and identification of further one-off measures to manage budgets. <i>Andrew Felton</i>	Complete		100		
			• Explore transformation options and income generating opportunities including grants and external funding opportunities. <i>Andrew Felton</i>	In Place		100		

		<ul style="list-style-type: none"> • Fundamental review of the level of services affordable to help identify future savings <i>Andrew Felton</i> 	In progress	31/03/2026	25	
		<ul style="list-style-type: none"> • Commit to the delivery of savings agreed by the FSB through the formal budget setting process from September 2024- January 2025 <i>Andrew Felton</i> 	In progress	24/02/2025	90	
		<ul style="list-style-type: none"> • Use of capital receipts flexibility rules to use capital receipts to fund revenue expenditure <i>Andrew Felton</i> 	In Place		100	
		<ul style="list-style-type: none"> • Review of underlying MTFS planning assumptions completed and reported to the budget strategy group <i>Andrew Felton</i> 	Complete		100	
		<ul style="list-style-type: none"> • Directorate financial challenge sessions <i>Andrew Felton</i> 	Complete		100	
		<ul style="list-style-type: none"> • Additional funding from Central Government recieved <i>Andrew Felton</i> 	Complete		100	
		<ul style="list-style-type: none"> • Corporate Delivery Board hand over from FSB to delivery MTFS savings and identify savings for future financial gaps <i>Andrew Felton</i> 	Complete		100	
		<ul style="list-style-type: none"> • Establish new transformation programme infrastructure and governance to deliver MTFS savings under the Corporate Delivery Board <i>Andrew Felton</i> 	In progress	01/04/2025	25	
		<ul style="list-style-type: none"> • Deliver planned and targeted asset sales to support balancing MTFS, 31/03/26 <i>Andrew Felton</i> 	Proposed	31/03/2026	0	
		<ul style="list-style-type: none"> • Continue work on further savings options and budget mitigations to address future financial gaps in 26/27 and beyond <i>Andrew Felton</i> 	In progress	31/03/2026	25	
		<ul style="list-style-type: none"> • Seek Exceptional Financial Support approval from MHCLG <i>Andrew Felton</i> 	In progress	24/02/2025	75	

Review Comments The Financial Sustainability Board (FSB) has identified £12.5 million of savings towards next year's budget. A new Corporate Delivery Board will focus on delivery of agreed MTFS savings through a new transformation programme structure and governance and continue to identify further savings to address the remaining MTFS gaps for 26/27 and beyond. A budget proposal will be

presented to the Resources & Delivering Value Scrutiny Board on Monday 10 February, which may have to be revisited if our application for EFS is unsuccessful.

21/01/2025


Risk Issue/Title	Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date		
Failure to secure sufficient funding to deliver the UK Central Programme	exceeding	SMBCC0144	Perry Wardle	<div><div></div></div> 86 % complete	29/01/2025	29/04/2025		
Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions	Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
- Lack of funding in the West Midlands Combined Authority (WMCA) Investment Programme - Pace at which the UK Central Programme needs to progress compared to when funding might be available - Date by which funding commitments need to be given to HS2 Limited for them to change their base scheme.	- The full economic growth potential of UK Central is not realised. - Infrastructure and wider projects in the UK Central programme do not get funded. - Muse/Arden Cross do not progress with development.	Red	• Regular communication with WMCA Finance Director and Investment Director on funding position of the CA Investment Programme. <i>Andrew Felton</i>	In Place		100	Amber	25
		25	• Quarterly funding claims are made to WMCA <i>Andrew Felton</i>	In Place		100	3. Medium	-10
		• Regular dialogue with stakeholders about funding requirements for the UKC hub site. <i>Perry Wardle</i>	In Place		100	5. Very High		
		• Rigorous project and financial management arrangements in place <i>Perry Wardle</i>	In Place		100			
		• Governance of former UGC activity consolidated into UKC PMO to approve/monitor project progress & financial commitments <i>Perry Wardle</i>	In Place		100			
		• Contributions from other funding bodies & partner contributions being pursued as an alternative source inc EBNS LUZ & HE <i>Perry Wardle</i>	In progress	30/06/2025	55			
		• Live pipeline of projects maintained to access grant funding for wider UKC objectives <i>Perry Wardle</i>	In Place		100			
		• Build strong business cases, incl securing resources for delivery & resilience. <i>Perry Wardle</i>	In Place		100			
		• Updated MUSE Masterplan being developed for the Arden Cross site <i>Perry Wardle</i>	In progress	31/03/2025	50			

Manager Jahnvi Jagadish

			<ul style="list-style-type: none"> • Submit change requests to reallocate WMCA funding secured by the UGC to UK Central priorities <p><i>Perry Wardle</i></p>	In progress	31/03/2025	50		
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Review Comments	Risk has been reviewed. Mitigating actions still relevant with minor updates. 29/01/2025
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Risk Issue/Title	Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date
Employee or relevant contractor harmed due to lack of awareness of warning markers when dealing with a person, property or location	exceeding	SMBCC0171	Andrew Felton	<div> <div></div> <div>91 % complete</div> </div>	20/01/2025	20/04/2025

Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions	Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
<div>- Insufficient use of the Corporate Warning Marker Register for checking markers before visits</div> <div>- Absence of technology to link addresses/ calendars and send emails before visits</div> <div>- Absence of systems for sharing information with extended SMBC employee base e.g schools</div> <div>- Lack of system for receiving markers from other agencies</div>	<div>- Serious injury or harm to employee impact staff wellbeing and morale</div> <div>- Failure to demonstrate we meet our statutory duty to keep employees safe</div> <div>Significant fines / prosecution for non-compliance of health and safety and data protection legislation</div> <div>- Unintended escalation of a situation in the absence of background data</div> <div>- Risks to service users</div>	Red	• Monthly usage reports marked against expected use to show where to concentrate our efforts <i>Lizzie Edwards</i>	In Place		100	Amber	5  7
		25	• Ongoing Communications through the communications team. Communications plan refreshed annually <i>Lizzie Edwards</i>	In Place		100	3. Medium	
		• Lone working survey feedback to inform Corporate Warning Marker Board actions <i>Lizzie Edwards</i>	Complete		100	4. High		
		• Data shared at DLTs on comparative performance (usage) with actions to focus on to improve usage <i>Lizzie Edwards</i>	Complete		100			
		• Manager induction checklist to include sharing information on warning markers <i>Mark Wills</i>	Complete		100			
		• Employee handbook updated to include information of the need to use the Warning Marker System <i>Mark Wills</i>	Complete		100			
		• New member induction to include information on Warning Marker system to increase councillor awareness <i>Mark Wills</i>	In Place		100			
		• ICT colleagues exploring options on system enhancements to integrate staff workflow with warning marker database <i>Lizzie Edwards</i>	In progress	31/03/2025	80			

		<ul style="list-style-type: none"> Processes in place for sharing information with relevant contractors <i>Lizzie Edwards</i> 	In Place		100		
		<ul style="list-style-type: none"> Updated Corporate Warning Marker policy approved by Governance Committee <i>Lizzie Edwards</i> 	Complete		100		
		<ul style="list-style-type: none"> Procedures developed to assist employees understand how to search and raise markers <i>Lizzie Edwards</i> 	In Place		100		
		<ul style="list-style-type: none"> Corporate Warning Marker Board has representation from all directorates and SCH and robust governance and reporting arrangements <i>Lizzie Edwards</i> 	In Place		100		
		<ul style="list-style-type: none"> System in place to reconcile data held on Warning Marker system with other databases <i>Lizzie Edwards</i> 	In Place		100		
		<ul style="list-style-type: none"> Pilot a system for centralised data reconciliation to enhance assurance <i>Mark Wills</i> 	In progress	31/03/2025	80		
		<ul style="list-style-type: none"> Review use of control codes to assess effectiveness of recommended controls <i>Mark Wills</i> 	In progress	31/03/2025	50		
		<ul style="list-style-type: none"> Tracking of effectiveness of data sharing arrangements with organisations we contract with <i>Mark Wills</i> 	In progress	31/03/2025	50		

Review Comments

System usage has significantly increased across most services over the last year. The communication plan, training and guidance has impacted positively on this. The Warning Marker Board continue to have a communication plan in place to further build on improved usage. The board continue to track usage, new warning markers, warning marker reviews due, warning markers pending approval, and system users.

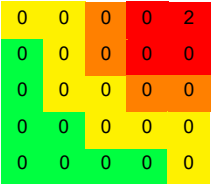
20/01/2025

Directorate

Children and Education Services

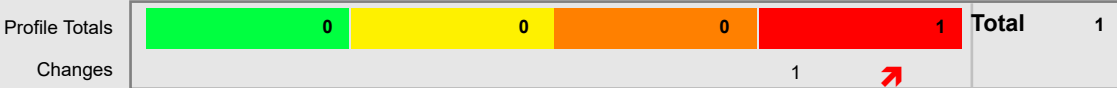


Total Risks including Unassigned 2

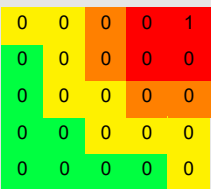



Risk Register - High Needs Block

Manager Charlotte Jones



Total Risks including Unassigned 1



Risk Issue/Title		Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date		
High needs block budget stabilization not achieved in planned timescales		exceeding	HNBP0004	Ruth Tennant	<div><div></div></div> 94 % complete	19/02/2025	19/03/2025		
Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions		Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
<div>- Demand for placements exceeds forecasts</div> <div>- Cost of meeting demand exceeds forecasts</div> <div>- Realise income in terms of assumptions</div> <div>- Poor monitoring of data and information</div> <div>- Failure of inclusion developments</div>	<div>- Failure to contain HNB spend within HNB grant, rising accumulated deficit.</div>	Red	• Refine forecasting model <i>Bern Timings</i>		Complete		100	Red	9  16
		25	• Commissioning framework - Annual refresh each September <i>Bern Timings</i>		Complete		100	5. Very High	
		• Careful monitoring and financial evaluation of various SEND action plans <i>Charlotte Jones</i>		In Place		100	5. Very High		
		• Robust commissioning and contract processes <i>Aimee Wright</i>		Complete		100			
		• Robust post 16/post 19 placements <i>Charlotte Jones</i>		Complete		100			
		• Continued efforts to maintain quality of data in systems - Liquid Logic <i>Charlotte Jones</i>		In Place		100			
		• Maintain quality of data in Education database <i>Bern Timings</i>		Complete		100			
		• Delivering Better Value Project (DBV) <i>Charlotte Jones</i>		In progress	31/03/2025	30			

		<ul style="list-style-type: none">• Develop DSG Management Plan <i>Bern Timings</i>	Complete		100	
		<ul style="list-style-type: none">• Development of updated DSG Management Plan 2024/25 to reflect outturn and demographic/demand changes <i>Bern Timings</i>	Complete		100	
		<ul style="list-style-type: none">• New forecasting model for DSG HNB <i>Donna Wright</i>	Complete		100	

Review Comments	DSG Management plan 2024/25 submitted to DfE on 17th January 2025. The DSG management plan does not forecast either in year deficits nor cumulative deficits will be resolved. Rollout of DBV continues, however this will not bring the HNB back into an in-year balance or address the cumulative deficit. 2025/26 DSG grant funding has been announced with SMBC receiving circa £1.6m above previous assumptions, this additional funding is not expected to meet forecast deficit. Positive feed back from the DfE on Solihull' s use of DSG MP to actively understand and forecast impact. 19/02/2025					
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Risk Register - SEND 0-25

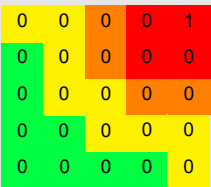
Manager Charlotte Jones

Profile Totals

Changes



Total Risks including Unassigned 1



Risk Issue/Title		Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date		
Pressure on the SEND Transport budget		exceeding	SENDS0004	Bern Timings	<div></div>	19/02/2025	19/03/2025		
					100 % complete				
Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions		Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
<div>- Increased demand for the service</div> <div>- Inflation of costs due to fuel price increase</div> <div>- Driver shortages</div> <div>- High cost of transport for out of borough pupils</div> <div>- Increased pressure caused by Post -19 transport demand</div>	- Projected overspend of £1 million	Red	• Purchase and use of specialist route planning software		Complete		100	Red	
		25	• Review and reduce the use of guides based on needs		Complete		100	5. Very High	1
			• Increased use of Social care transport vehicles (Adult Social Care)		Complete		100	5. Very High	24
			• Identification of savings within Children's Services or Corporately to offset the overspend		Complete		100		
			• Need to monitor change in Post-19 transport that could put additional pressures on the budget		Complete		100		
Review Comments		Review actions now being explored in more detail, Service delivery approach and modelling used to inform financial forecasts continue to be refined and improved - Additional pressure reported for MTFS Forecast reporting positive improvement on deficit at p10							
		19/02/2025							

Joint Housing Risk Register

Risk Register - Joint Housing Risk Register

Manager Perry Wardle

Directorate

Joint Housing Risk Register

Profile Totals	0	0	1	0	Total	1
Changes						

Total Risks including Unassigned	1
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0	0	0	0	0
0	0	1	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Risk Register - Joint Housing Risk Register

Manager Perry Wardle

Profile Totals	0	0	1	0	Total	1
Changes						

Total Risks including Unassigned	1
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0	0	0	0	0
0	0	1	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Risk Issue/Title		Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date		
Failure to manage and evidence compliance with building safety obligations for Council housing		exceeding	JHR0001	Perry Wardle	<div><div></div></div> 89 % complete	31/01/2025	30/04/2025		
Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions		Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
<ul style="list-style-type: none">• Not adhering to and understanding legislative requirements• Not meeting building safety standards because of changes to Building Safety Regulation October 2023, and the transitional period.• Lack of effective assurance• Budget challenges to satisfy identified risks.• Ineffective IT, systems & processes• Challenges recruiting to key post and use of interim arrangements due to sector wide recruitment and retention challenge	<ul style="list-style-type: none">• Delays/slow delivery of programmes• Regulatory failure / investigation• Criminal/civil prosecution• Injury/fatality• Reputational/ financial risk• Impacted customers confidence	Red	• Replace spandrel panels upon the 16 HRRB. <i>Darren Baggs</i>		In progress	30/12/2026	33	Amber	
		25	• Building safety case reports complete. Quality assurance and sign off required at BSAB. <i>Satnam Kaur</i>		Complete		100	12 3. Medium	
		• Clarity of legal accountability understood by the Council / Solihull Community Housing (SCH) <i>Perry Wardle</i>		Complete		100	4. High		
		• Senior officers appointed to support the responsibilities of the Council as PAP. <i>Perry Wardle</i>		Complete		100			
		• Installation of sprinklers in all communal areas and individual homes within the 37 Higher Risk Residential Building <i>Darren Baggs</i>		In progress	30/12/2025	96			
		• Structural surveys upon all 37 HRRB completed, supported by intrusive surveys of each of the 5 HRRB architypes. <i>Darren Baggs</i>		Complete		100			

Joint Housing Risk Register

Risk Register - Joint Housing Risk Register

Manager

Perry Wardle

		<ul style="list-style-type: none"> • Clear governance in place via the SCH Board, SCH Executive team, the Council's BSAB and CLT. <i>Satnam Kaur</i> 	In Place		90	
		<ul style="list-style-type: none"> • Provision of competent advice fulfilled by members of above groups. <i>Perry Wardle</i> 	In Place		100	
		<ul style="list-style-type: none"> • Regular reporting <i>Perry Wardle</i> 	In Place		100	
		<ul style="list-style-type: none"> • Regular financial planning through annual budget setting, capital programme and monthly budget monitoring <i>Sam Gilbert</i> 	In Place		100	
		<ul style="list-style-type: none"> • Compliance health check complete. <i>Paul Edwards</i> 	Complete		100	
		<ul style="list-style-type: none"> • Review of building safety/compliance policies/procedures/processes <i>Darren Baggs</i> 	In progress	01/04/2025	70	
		<ul style="list-style-type: none"> • Operational level & project level risk registers in place to show detail of specific risks identified & their controls. <i>Darren Baggs</i> 	In Place		100	
		<ul style="list-style-type: none"> • Permanent recruitment to the post of Head of Building Safety and Compliance. <i>Darren Baggs</i> 	Complete		100	
		<ul style="list-style-type: none"> • Ensure all contractors employed within the Building Safety and Compliance team have the required competence. <i>Darren Baggs</i> 	In progress	01/09/2025	50	
		<ul style="list-style-type: none"> • Management and supervision is replicated for all interim and agency appointments similar to all other directly employed staff. <i>Darren Baggs</i> 	In Place		100	
		<ul style="list-style-type: none"> • High Rise Residential buildings (HRRB), all 37 registered and Key Building Information provided with Building Safety Regulator <i>Darren Baggs</i> 	Complete		100	

Joint Housing Risk Register

Risk Register - Joint Housing Risk Register

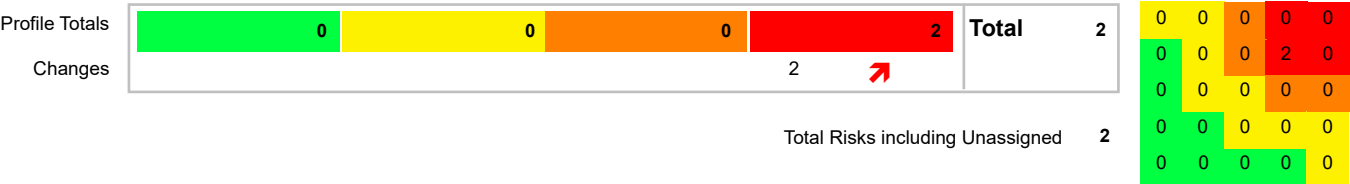
Manager Perry Wardle

			<ul style="list-style-type: none">• Ensuring recruitment to full capacity to meet regulatory requirements. <i>Abel Phiri</i>• Ensure all staff employed within the Building Safety and Compliance team <i>Darren Baggs</i>	In progress	31/03/2025	70		
				In progress	31/03/2025	85		

Review Comments	This risk has been reviewed in conjunction with SCH and SMBC officers and has updated mitigating actions and progress relating to sprinklers and spandrel panels , as well as staff and contractor training. 31/01/2025
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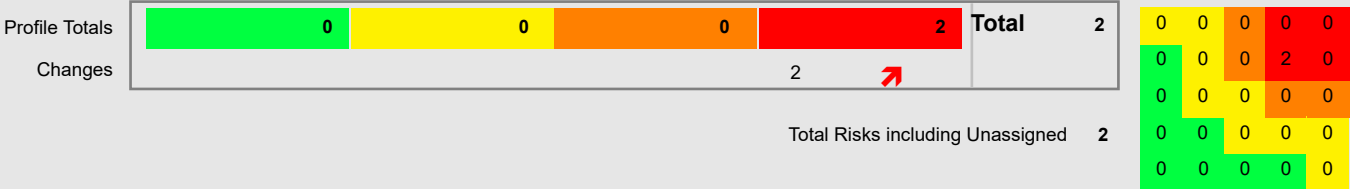
Directorate

Resources Directorate



Risk Register - Benefits

Manager Jane Smith




Risk Issue/Title		Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date			
Reduction in subsidy from DWP due to cuts in admin budgets or qualification of subsidy claim following external audit.		exceeding	IAB0002	Jane Smith	<div></div> 100 % complete	28/02/2025	28/03/2025			
Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions			Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
<div><div>- Government cutting grants.</div><div>- Incorrect assessment of benefit claims at assessor level</div><div>- Ineffective quality checking regime</div><div>- Insufficient monitoring of subsidy at manager level</div><div>- Delays or inaccurate completion of the final subsidy claim</div><div>- Delays or inaccurate completion of subsidy workbooks as part of the external audit</div><div>- Subsidy not maximised where able to (ie LA Error thresholds)</div></div>	<div><div>- Loss in Council income through a reduction in subsidy</div><div>- Incorrect assessments could lead to benefit claimants being under and/or overpaid.</div><div>- Complaints from customers due to inaccurate calculations</div><div>- Increased checking due to potential errors</div><div>- Increased resource/time required to complete additional testing/audits.</div></div>	Red	• Monitor penalty areas and high risk areas <i>Jane Smith</i>			In Place		100	Red	<div><div>9</div><div>7</div></div>
		20	• Closely monitor DWP funding issues <i>Jane Smith</i>			In Place		100	4. High	
		• Quality checking and reporting in place <i>Jane Smith</i>			In Place		100	4. High		
		• Training QA team to complete work on subsidy and associated workbook completion <i>Jane Smith</i>			Complete		100			
		• Review staffing structure in the division <i>Jane Smith</i>			Complete		100			
		• Locate alternative funding streams <i>Jane Smith</i>			In Place		100			
		• Create resilience and knowledge within the Benefits Team <i>Jane Smith</i>			Complete		100			
		• Timely and accurate completion of subsidy claim <i>Jane Smith</i>			In Place		100			

			• Timely and accurate completion of subsidy workbooks <i>Jane Smith</i>	In Place		100		
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Review Comments Risk reviewed - checks continue to be carried out on high risk areas in an attempt to reduce this risk.
28/02/2025

Risk Issue/Title	Appetite Status	Risk Ref	Assigned To	Control Progress	Last Review date	Next Review Date
Housing benefit expenditure for temporary accommodation not reducing or actually increasing.	exceeding	IAB0006	Joanne Robinson	<div></div> 92 % complete	25/02/2025	25/03/2025

Caused by	Leading to	Uncontroll ed Rating	Mitigating Actions	Control Status	Target Date	Control Progress	Net Assessm	Previous Net Assessment
-Continued or increased use of temporary accommodation specifically the use of B&B's and hotels.	- Considerable cost to the general fund as housing benefit expenditure for temporary accommodation does not attract 100% subsidy. - No formal budget for the cost to the general fund, spend is currently within the Resources directorate leading to an overspend.	Red 25	• Regular monitoring of housing benefit expenditure and subsidy for Non-HRA benefit (temporary accommodation) <i>Joanne Robinson</i>	In Place		100	Red 16	15  1
			• Accurate forecasting of likely expenditure and subsidy for temp accommodation included in DWP estimate claims <i>Joanne Robinson</i>	In Place		100	4. High	
			• Collaborative working with colleagues in SMBC to identify alternative options to temp accommodation <i>Joanne Robinson</i>	In Place		100	4. High	
			• Regular reporting of issues and potential solutions to the Strategic Housing Board <i>Hannah Buckley</i>	In Place		100		
			• Explore alternative options to temp accommodation through preventative and more subsidy friendly options <i>Joanne Robinson</i>	In progress	31/03/2025	50		
			• Increased Local Housing Allowance rates with effect from 1 April 2024 <i>Joanne Robinson</i>	Complete		100		

Review Comments The Council has experienced a 23% increase in housing benefit expenditure between August 24 and the forecasted outturn as at the end of March This has been caused by the following : - 60% increase in housing benefit cases between April 2024 to January 2025 - 48% increase in the average length of stay for claimants in temp accommodation (95 days in qtr 1, 184 days in qtr 3).
Liaising with E&I and SCH to identify specific temporary accommodation cases that may benefit from a discretionary award to assist with moving into affordable accommodation . 'Move On' Panel to be convened once cases identified.
25/02/2025

