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Leader and Corporate Affairs <i>Delivering a prosperous New Forest and putting our communities first</i>	Sickness levels increasing due to COVID-19		<ul style="list-style-type: none"> Where appropriate some staff have been able to self-isolate and work from home, minimising the impact on service delivery. We were also able to redeploy staff during lockdown from Health and Leisure to Waste Refuse to minimise the impact on service delivery. 	
Planning and Infrastructure <i>Encouraging development that meets local needs and enhances the special qualities of the environment</i>	Competitors in the private sector take more of the Building Control market share		<ul style="list-style-type: none"> Install new Information Technology systems to enable enhanced mobile working and give officers on-site access to all Building Control. Forge links with local builders and architects and form working relationships by offering expertise and advice to enable building regulation standards are met. Continue to provide unrivalled service and charge only for the service provided to ensure value for money for the customer. 	
	Changes to Government Guidance, Regulations and Legislation		<ul style="list-style-type: none"> None - unavoidable. 	
Housing Services <i>Creating balanced communities and housing options that are affordable and sustainable</i>	Increase in homelessness		<ul style="list-style-type: none"> Prevention focussed service, Landlord Liaison Role and Forum, Partnerships, Housing Support Team. 	
	Loss of annual Government Homeless, Rough Sleeper Initiative (RSI) and Discretionary Housing Payments (DHP) funding		<ul style="list-style-type: none"> Reduction in Bed and Breakfast costs, proposed restructures, reduction in Private Rented Sector (PRS) funding, lobbying to Government. 	
	Loss of Housing Revenue Account (HRA) income through increase in rent arrears and void rent loss		<ul style="list-style-type: none"> New Arrears Management software procured, new arrears recovery initiatives. Void Project Team, external contractors procured to carry out works. 	
	Compliance with property safety inspections (Gas, Electric, Legionella etc.)		<ul style="list-style-type: none"> Inspection routines planned, monitored and audited. 10 month cycles for annual inspections to build in additional time. Access escalation process. 	
	Changes in the Housing Market, valuations and legislation affecting housing development programmes		<ul style="list-style-type: none"> Maintain close liaison links with affordable housing providers and Homes England. Flexible approach to rent designation of properties and Shared Ownership/rent designation. 	
Community Affairs <i>Keeping our communities safe and listening to their needs</i>	Lack of investment in technology and/or the wrong technology results in an inability to move towards digital service delivery		<ul style="list-style-type: none"> Website delivery included in Information and Communication Technology work programme. 	
	Inability for the council to deliver on its key priorities as set out within its Safer New Forest strategic plan		<ul style="list-style-type: none"> Combined resources of the Community Safety Partnership (CSP). Partners sharing responsibility and collaborative working enabled ongoing delivery and actions on key priorities. 	
	Lack of understanding of community needs and the ability to provide support for the needs, including with the impact of COVID-19		<ul style="list-style-type: none"> Community Strategy under development. Community COVID-19. Recovery Task and Finish Group recommendations. Community Grant. 	

Strategic Risk Register 2020 - 2024

Portfolio	Risk	Risk rating	Actions to mitigate risk	Residual risk rating
Finance, Investment and Corporate Services <i>Enabling service provision and ensuring value for money for the council tax payer</i>	Lack of suitable commercial property investment opportunities in the district		<ul style="list-style-type: none"> Good links with local agents, responsiveness to opportunities that arise. 	
	Lack of suitable residential property opportunities		<ul style="list-style-type: none"> Good links with local agents, responsiveness to opportunities, stronger residential property market than expected during the period of restrictions. 	
	Delays in the delivery of new depot facilities		<ul style="list-style-type: none"> Contingent on operational needs being clarified as part of the proposed waste strategy. 	
	Financial uncertainty arising from ongoing COVID-19 crisis and one year only financial settlement		<ul style="list-style-type: none"> Robust financial monitoring and reporting arrangements, prudent financial planning, government grants/support. 	
Leisure and Wellbeing <i>Improving the health and wellbeing of our community</i>	Constant threat of potential closures of Leisure Centres due to local COVID-19 restrictions		<ul style="list-style-type: none"> Communications with users. Maintaining membership loyalty by freezing payments. 	
Environment and Regulatory Services <i>Working to tackle climate change and enhancing our special environment</i>	Coronavirus pandemic - reallocation of resources to high priority areas results in regulatory activity not being undertaken i.e. food hygiene inspections		<ul style="list-style-type: none"> Recruiting to vacant posts in all critical areas of the service, increasing the hours of part time officers where agreed, report to Executive Management Team for additional funding to temporarily increase resources within the Service. 	
	Insufficient resources to provide frontline services to the same staffing levels		<ul style="list-style-type: none"> Completion of business cases and recruiting to vacant posts. 	
	Insufficient resources and key skills within coastal team to respond to the impacts of storm damage on coastal defences		<ul style="list-style-type: none"> Consider partnership working. 	
	Fluctuations in market values of Mixed Recycling and Dry Mixed Recycling		<ul style="list-style-type: none"> Monitoring of tonnages and market values, to ensure that income forecasts are as accurate as possible. Regular revision of forecasts throughout year. 	
Economic Development <i>Helping local businesses to grow and prosper</i>	COVID-19 impact on the local economy		<ul style="list-style-type: none"> Close liaison and working with the business partnership. 	