

## Risk Management Policy (Housing)

<b>Policy Name:</b>	Risk Management Policy (Housing)
<b>Version:</b>	V.1
<b>Approved by:</b>	<i>The Board of Management and Trustees</i>
<b>Approved date:</b>	17th November 2025
<b>Next review date:</b>	17th November 2026
<b>Key Legislation and Regulations:</b>	Care Act 2014 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Social Housing (Regulation) Act 2023 Charities Act 2011 Health and Safety at Work Act 1974 Mental Capacity Act 2005 Data Protection Act 2018 & UK GDPR
<b>Relevant Policies:</b>	Safeguarding ASB Complaints Whistleblowing
<b>EA:</b>	Equality Analysis is currently under review
<b>DPIA:</b>	DPIA is currently under review
<b>Consultation:</b>	Board of Trustees
<b>Applies to:</b>	All Tenants, employees and volunteers

### 1. Policy Statement

Oakfield (Easton Maudit) Ltd is committed to identifying, assessing, and managing risks across all areas of our work—from social housing and regulated care services to charitable operations. We recognise that effective risk management is essential to safeguarding our tenants, service users, staff, volunteers, and trustees, while ensuring long-term sustainability and compliance with regulatory standards.

This policy outlines our structured approach to risk management, ensuring that risks are proactively addressed, transparently reported, and continuously monitored.

### 2. Purpose

The purpose of this policy is to:

- Enable Oakfield to achieve its strategic and charitable objectives
- Protect the wellbeing of tenants, service users, staff, and stakeholders
- Maintain compliance with housing, care, and charity regulations
- Safeguard Oakfield's reputation, assets, and operational resilience

### 3. Scope

This policy applies to:

- All Board members and trustees
- Senior management and operational staff
- Volunteers engaged in activities that could expose Oakfield to risk

It covers all types of risks, including:

- Financial and operational risks
- Housing and tenancy management risks
- Care quality and safeguarding risks
- Compliance and regulatory risks (e.g. Charity Commission, CQC, Regulator of Social Housing)
- Health, safety, and environmental risks
- Strategic, reputational, and community risks

### 4. Principles of Risk Management

Oakfield is guided by the following principles:

- **Proactive Identification** Risks are identified early through structured reviews, tenant feedback, audits, and frontline insight.
- **Transparency** Risks and mitigation actions are documented and openly reported to the Board and relevant stakeholders.
- **Accountability** Clear ownership is assigned for each risk, with responsibilities tracked and reviewed.
- **Continuous Improvement** Risk processes are refined regularly to reflect learning, feedback, and changes in the operating environment.
- **Integrated Governance** Risk management is aligned across housing, care, and charitable functions to ensure consistency and oversight.

### 5. Risk Management Process

#### 5.1 Risk Identification

Risks are identified through:

- Operational reviews and audits
- Board discussions and strategic planning
- Tenant and service user feedback
- External advice and sector intelligence

Examples include:

- **Housing risks:** property condition, rent arrears, tenancy breaches
- **Care risks:** safeguarding concerns, medication errors, staffing levels
- **Strategic risks:** reputational damage, funding loss, regulatory non-compliance

Emerging risks are added to the Risk Register immediately.

## 5.2 Risk Assessment

Each risk is assessed for:

- Likelihood: from rare to almost certain
- Impact: from minor to severe

Risks are categorised as:

- High Priority - Immediate action required
- Medium Priority - Monitored and managed
- Low Priority - Reviewed periodically

Regulatory risks (e.g. CQC or RSH non-compliance) are flagged for escalation.

## 5.3 Risk Mitigation

Mitigation measures include:

- Policies and procedures
- Staff training and supervision
- Contingency plans and controls
- Housing inspections and tenancy support
- Incident reporting systems and safeguarding protocols

Each risk is assigned a responsible officer to oversee implementation.

## 5.4 Risk Monitoring and Reporting

- The Risk Register is reviewed regularly by the Managing Director
- High and emerging risks are escalated immediately
- Progress on mitigation actions is tracked
- Regulatory breaches or serious incidents are reported to relevant bodies (e.g. CQC, RSH, Charity Commission)

## 6. Roles and Responsibilities

Role	Responsibility
<b>Chair of Trustees</b>	Approves the Risk Management Policy, reviews key risks, ensures oversight
<b>Lead Trustees (Risk Owners)</b>	Maintain the Risk Register, monitor controls, report to the Board
<b>Managing Director, Property Manager, Registered Manager</b>	Manage specific risks, implement mitigation actions, report progress
<b>Staff and Volunteers</b>	Identify and report risks, follow procedures, support mitigation efforts

## 7. Risk Register

The Risk Register is Oakfield's central tool for tracking all identified risks. It includes:


- Risk descriptions and categories
- Likelihood and impact assessments

- Assigned owners and mitigation actions
- Review dates and escalation notes

It supports Board decision-making and ensures compliance with housing and care regulations.

## 8. Monitoring and Review

- This policy is reviewed annually or following significant changes, incidents, or regulatory updates.
- Updates are approved by the Board of Trustees.
- The Board receives regular reports on risk status and mitigation progress.
- Serious incidents or regulatory breaches are reported immediately to the appropriate authority.

<b>Signed - Chair of Trustees:</b>	
<b>Print:</b>	Mrs Sara Morrison
<b>Date:</b>	17 <sup>th</sup> November 2025