

## Appendix 2 - Bromsgrove Home Choice Choice-Based Lettings (CBL) Implementation Risk Register

No.	Risk Description	Category	Likelihood	Impact	Overall Risk Rating	Mitigation / Control Measures	Mitigation Status
1	New CBL policy does not align with statutory duties or housing strategy	Strategic / Policy	Medium	High	High	Legal review; ensure alignment with housing strategy; consultation with legal/policy teams	Planned
2	Unintended disadvantage to vulnerable or digitally excluded applicants	Strategic / Customer	High	High	High	Provide assisted bidding; monitor uptake; targeted comms	In Progress
3	Staff do not fully understand or apply new policy consistently	Operational	Medium	High	High	Comprehensive training; procedural guidance; supervision	In Progress
4	System implementation delays impact go-live	Operational / IT	Medium	High	High	Detailed plan; supplier monitoring; contingency	In Progress
5	Data migration errors cause loss/corruption of data	IT / Data	Medium	High	High	Rigorous cleansing; testing; data backup	Planned

6	Cybersecurity or data breach	IT / Data	Low	High	Medium	Penetration testing; GDPR compliance; access controls	Planned
7	Applicants confused by new bidding or banding process	Customer	High	Medium	High	Clear communications; FAQs; feedback monitoring	Planned
8	Negative public perception or media coverage	Reputational	Medium	High	High	Proactive media plan; monitor complaints	Planned
9	Budget overspend due to underestimated costs	Financial	Medium	High	High	Budget monitoring; approval process; contingency fund	In Progress
10	Supplier underperformance or contract breach	Financial / Governance	Low	High	Medium	Strong contract management; SLAs; escalation	Planned
11	Staff resistance to change	Change Management	Medium	Medium	Medium	Staff engagement; change champions; communication	In Progress
12	Insufficient testing causes post-launch issues	IT / Operational	Medium	High	High	Comprehensive UAT; pilot phase; feedback loop	Planned
13	Weak monitoring and reporting	Governance	Medium	Medium	Medium	Set KPIs; regular reviews; audit checks	Planned

14	Timeline slippage due to competing priorities	Project Delivery	Medium	Medium	Medium	Realistic timeline; escalation to board	In Progress
15	Failure to maintain transparency or audit trail	Governance	Low	High	Medium	System logging; documentation; audits	Planned