

04 Updated Internal Audit Strategy - 2025/26 to 2027/28

Please note that the detailed scope of each review will be discussed and agreed with the relevant CCHA sponsor prior to the commencement of fieldwork.

CCHA’s Strategic Level Risks	Current Score	Audit Area	Latest Assurance Level	Current Year	Strategy		
				2024/25	Indicative 2025/26	Indicative 2026/27	Indicative 2027/28
Health & Safety							
We fail to comply with our legal, regulatory and governance requirements, failing to maintain our current regulatory standing (for governance/services and financial viability which is ‘standard/standard’)	2	Lift Safety	Substantial (2024/25)	Substantial			
		Fire Safety	Substantial (2023/24)			✓	
		Gas Servicing	Substantial (2021/22)		6		
Causing serious harm or neglect to a tenant, supplier or 3rd party	8	Electrical safety	Substantial (2021/22)		6		
Failure to achieve proposed Welsh Government WHQS2 and wider decarbonisation standards	6	Water Testing	Substantial (2022/23)			✓	
		Damp and Mould	Adequate (2023/24)				
		Asbestos Management	Substantial (2022/23)				✓
		No Access Procedures ¹	Substantial (2020/21)				
		WHQS / RHWA (FFHH)	Adequate (2021/22)		6		
IT & Data Protection							
Cyber Security Breach (including malware/hack/social engineering) leading to business continuity issues, loss of assets and financial fraud	12²	Information Governance	Adequate (2015/16)				
		Cyber Security	Adequate (2019/20)				
		GDPR	Adequate (2019/20)				

¹ No access procedures will be reviewed during the proposed gas, electrical, and key control health check visits for 2025/26.

² While internal audits have not been suggested against this risk, CCHA have received other third line assurance, e.g. annual penetration testing (February 2023 and 2024) and a cyber security test in the summer of 2024.

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Financial							
Financial plans and assumptions are not fit for purpose leading to risk of golden rule and/or risk of loan covenant breaches and non-adherence of treasury management policies which has a negative impact on the delivery of the corporate strategy.	2	Stress Testing & Recovery Planning	Adequate (2019/20)			✓	
		Income Management – Rent Arrears	Substantial (2014/15)	TBC			
		Grant Management	Not previously reviewed				
		Rent Adjustments	Substantial (2015/16)			✓	
		Welfare & Universal Credit	Substantial (2019/20)				
		Covenant Compliance & Cashflow Management	Substantial (2019/20)				
		Value for Money	Advisory (2018/19)				
		Contract Management	Substantial (2022/23)				✓
		Financial Planning	Not previously reviewed				✓
		Procurement	Not previously tested			✓	

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Business Operations							
We fail to comply with our legal, regulatory and governance requirements, failing to maintain our current regulatory standing (for governance/services and financial viability which is ‘standard/standard’)	10	Tenant Voices	Adequate (2015/16)		6		
		Corporate Governance	Substantial (2017/18)			✓	
Inability to maintain core service delivery in the event of a serious disruption to activities including business continuity	3	Development	Substantial (2019/20)	TBC		✓	
		Complaints	Substantial (Customer services 2015/16) *				
Failure to achieve proposed Welsh Government WHQS2 and wider decarbonisation standards	6	CDM (Internal Repairs and Major Works)	Substantial (2022/23)				
		Support & Care Management	Substantial (2023/24)				
		Estates & Repairs Management	Substantial (2020/21)		6		
Not effectively listening to the tenants' voice and integrating this into decision making	10	Strategic Risk Management	Substantial (2023/24)				
		Supported Housing	Adequate (2018/19)				
Significant disruption to development programmes impacting the delivery of the development strategy	6	Fraud, Money Laundering and Bribery	Adequate (2018/19)				✓
Project Risk: Ineffective implementation of the Service Charge Review	4	Performance Management KPIs	Adequate (2018/19)				
Strategic challenges from increasing local/regional mergers	6	Business Continuity	Substantial (2018/19)				
Implications arising from issuing electrical compliance against Renting Homes Act Wales (RHWA)	20						

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Annual Reviews						
	Key Control Health Checks	Subject to annual review	12	✓	✓	✓
	Data Integrity	Subject to annual review	6	✓	✓	✓
Follow Up			4	✓	✓	✓
Management and Control			7	✓	✓	✓
Total			59			