

## Appendix B: Community Services Risk Register

Ref:	Risk cause and event	Risk consequences	Risk Owner	L	I	RAG	Mitigating actions and responsibility	Status update	On corporate risk register
CS1	Inability to carry out waste collection service in line with the performance management framework. Strike action becoming more common in the industry due to current economic climate	Waste left on the street. Environmental impact. Poor reputation for Council. No alternative for residents.	Head of Operations and Contracts Simon Mander	3	3	9	<p>A plan has been produced to prioritise the different types of waste collected to ensure any which may impact public health are collected first, if there is not enough staff, or other impact to the service.</p> <p>Process in place for Biffa to provide updates when staff absent levels are likely to impact on service delivery.</p>	<p>Priority of collections has been reviewed and is still fit for purpose.</p> <p>Officers are in regular contact with the Biffa contract manager regarding any staffing issues or any changes which may impact service delivery.</p>	No
CS2	Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience)	Inability to carry out cess pool services impacting on public health. Reputational impact.	Head of Operations and Contracts Simon Mander	3	3	9	<p>An external company has carried out an audit and identified areas for improvement.</p> <p>An interim Transport Manager has been appointed.</p>	Risk reviewed and risk decreased.	No

CS3	Delays in monitoring council owned trees and impact of Ash dieback creates greater risk of tree falls	<p>Risk to life if procedures are not followed.</p> <p>Reputation of the Council if there are any injuries or fatalities.</p> <p>Legal implications if Council does not meet statutory obligations under the Civil Contingencies act.</p> <p>Financial implications due to damage to property / persons.</p>	Head of Operations and Contracts Simon Mander	3	4	12	<p>The Council has a qualified tree officer.</p> <p>The Council has adopted a Tree Management Plan which sets out how sites are classified as High, Medium and Low risk sites. There is a planned monitoring schedule for site inspections based on their risk score.</p> <p><b>Actions to take</b> The Council needs to produce woodland management plans and managing the ash dieback removal project. Review data for the woodland management and request tenders for the production of the woodland management plans</p>	<p>Currently there are 22 high risk sites overdue their inspection.</p> <p>The planned 3 yearly HRA tree inspection programme has been delivered.</p> <p>2 quotes have been received for producing the Woodland management funds. As a result of improving the quality of data regrading Woodlands the quotes will need to be resubmitted</p>	Yes
CS4	The Council's ability to respond to a major incident	<p>Reputation of the Council.</p> <p>Legal implications if the Council don't meet statutory obligations under the Civil Contingencies act.</p> <p>Risk to life if procedures are not followed.</p>	Head of Communities and Partnerships Julie Porter	2	4	8	<p>Emergency Plan, Emergency Planning exercises with other LRF members, Business Continuity plans reviewed annually. Attendance at LRF meetings. Review of partner and internal approaches as a result of lessons learned from other authorities events. Ensure Key senior staff attend regular multi-agency briefings and training.</p>	<p>Partnership working with Surrey CC to assist with training and exercises. Work plan drafted and agreed in Feb 2023. BC exercise carried out in March 2023 with EMT and July 2023 with Key Officer Forum. A number of officers carried out carry out rest centre training in September to increase the number of staff and volunteers trained. An exercise will be planned in 2024 at a Community Centre in the District.</p>	No
CS5	Failure of Freedom Leisure Contract	<p>Loss of leisure facilities in the district and impact on residents' wellbeing</p> <p>Financial implications as two sites are owned by the Council.</p> <p>Reputational risk if Council seen as unsupportive. Increase in complaints to the Council from residents. Negative impact in Partnership working with Health and Community stakeholders</p>	Head of Communities and Partnerships Julie Porter	3	3	9	<p>A review of the current contract and financial position was carried out by an independent consultant. The findings were presented at the Community Services Committee in June 2023. A bid was submitted via Sports England for the Swimming Pool support fund to assist with the financial pressures due to the increase in energy costs. The decision will be announced in October 2023.</p>	<p>Energy prices have reduced slightly and cost mitigations have taken place on both sites. Regular meetings continue with Freedom Leisure. It was agreed that a Leisure/Wellbeing strategy would be worked on in Partnership with Freedom Leisure and Active Surrey over the next 6-9 months. The Government launched Phase 2 of the Swimming Pool Support fund in September 23. Tandridge have submitted an application for capital funding for investment in energy measures for pools and leisure centres to reduce future operating costs and make facilities more sustainable.</p>	Yes

CS6	Failure to meet statutory requirements under the Anti-social behaviour, Crime and Policing Act 2014. To limit the impact on victims and communities	<p>Risk to life if partners don't report effectively.</p> <p>Reputational if policies and procedures are not followed.</p> <p>Financial cost of legal work to evict tenants if early intervention not taken</p>	Head of Communities and Partnerships Julie Porter	2	4	8	<p>Staff and Members have attended ASB training from the Head of ASB at Surrey Police. A project to review policies and procedures was launched in 2022 and will continue over the next financial year to ensure that the Council has robust procedures and reporting processes to meet statutory requirements</p>	Monthly project highlight reports are presented to EMT on the progress of the project. IT requirements for reporting have been scoped and will be incorporated as part of the digital project.	No
CS7	Safeguarding policies and procedures not in place	<p>Failure to fulfil responsibilities in relation to safeguarding could lead to significant harm or death of a child or vulnerable adult and the potential ensuing legal action and reputational damage for the authority. All employees must be aware of the organisation's responsibilities in relation to safeguarding children and vulnerable adults.</p> <p>This means being able to identify signs of concern and knowing when to share information and to report those. Appropriate response needs to be in place in the event of a Domestic Homicide Review or involvement in a Child Safeguarding Practice Review or a Safeguarding Adults Review.</p>	Head of Communities and Partnerships Julie Porter	2	2	4	<p>Policies and procedures for safeguarding in place and reviewed as appropriate</p> <ul style="list-style-type: none"> <li>- on-line referral forms in place for single point of access (CSPA) and for multi-agency safeguarding hub (MASH) to track and follow up on concerns raised</li> <li>- all employees undertake awareness training for safeguarding and part of new employees induction and training undertaken annually</li> <li>- Enhanced level safeguarding training undertaken by relevant staff as identified according to their responsibilities</li> <li>- Annual undertaking of S11 audit from Children's safeguarding Board</li> <li>- Participation in audits of adult safeguarding when requested by Surrey County Council</li> <li>- Representation on the Surrey adult safeguarding Board, the Children's Partnership Executive Group and the Surrey wide safeguarding Children's Business Group</li> <li>- DBS checks carried out for all new staff</li> <li>- Procedures in place for conducting Domestic Homicide reviews</li> </ul>	Added to risk register following audit review. Adult Safeguarding Board Self assessment submitted Sept 2023. New Children's Safeguarding S11 audit to begin in January 2024. All cases reported to the council are reviewed at the quarterly Safeguarding leads meeting.	