

Appendix B - Community Services Risk Register

| Committee Ref | Risk title | Risk consequences | Risk owner | Inherent risk Likelihood | Impact | Risk score | Existing measures in place (mitigating actions) | Residual risk Likelihood | Impact | Risk score | Measures to be taken | Risk category | Does this risk need to be escalated to committee risk register | Date risk raised and date last updated. |
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| CS1 | Ensure waste collection services meet the performance management framework. Work with the contractor to reduce the risk of strike action. | Waste left on the street. Environmental impact. Strike action becoming more common in the industry due to current economic climate. Poor reputation for Council. No alternative for residents. | Head of Environment Simon Mander | 3 | 4 | 12 | 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. Process in place for Biffa to provide updates when staff absent levels are likely to impact on service delivery. | 3 | 3 | 9 | Priority of collections has been reviewed and is still fit for purpose. Officers are in regular contact with the Biffa contract manager regarding any staffing issues or any changes which may impact service delivery. | Treat | No | May-24 |
| CS3 | Develop a plan to monitor council owned trees, the impact of Ash dieback and identify high risk areas which require treatment. | Risk to life if procedures are not followed. Reputation of the Council if there are any injuries or fatalities. Legal implications if Council does not meet statutory obligations under the Civil Contingencies act. Financial implications due to damage to property / persons. Delays and impact of ash dieback created a greater risk of tree falls | Head of Environment Simon Mander | 4 | 4 | 16 | A Tree Management Plan is in place which sets out the inspection regime according to high, medium, and low criteria depending on where the trees are situated. There is a planned monitoring schedule for site inspections based on their risk score. Actions to take The Council needs to produce woodland management plans and manage the ash dieback removal project. | 3 | 4 | 12 | The Council has struggled with the continuous employment of a Tree Officer, which has led to fewer inspections, resulting in a backlog of inspections. This has been challenging to catch up on. Currently there are 22 high risk sites overdue their inspection. This is on hold due to the vacant Tree Officer role. Work underway to commission woodland management consultants to produce the woodland management plan is on hold due to the vacant Tree Officer role. New tree officer to commenced August 2024 | Treat | Yes | May-24 |
| CS4 | Assurance that a robust emergency and business continuity plan is in place to respond to a major incident. | Reputation of the Council. Legal implications if the Council don't meet statutory obligations under the Civil Contingencies act. Risk to life if procedures are not followed. | Head of Communities Julie Porter | 2 | 4 | 8 | Emergency plans are updated and reviewed regularly. Testing of plans takes place annually and in partnership with other Local resilience Forum (LRF) members. Business Continuity plans reviewed annually and updated were necessary. The Council continues to engage with partners in Surrey by attending LRF meetings. Learning from partners assists with preparedness activities. Senior staff attend regular multi-agency briefings and training. | 2 | 4 | 8 | Partnership working with Surrey CC to assist with training and exercises. BC exercise carried out in March 2023 with EMT and July 2023 with Key Officer Forum. Rest Centre training has been carried out with new officers to increase the number of staff and volunteers trained and we will look to carry out a rest centre exercise in 25/26 at a Community Centre in the District. Most service areas have completed their new business impact analysis and are working towards new service area plans for November 2024 | Treat | No | 21/10/2024 |

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| CS5 | Work with Freedom Leisure to support the delivery of leisure services at the Village Health and Tandridge Leisure Pool. | Loss of leisure facilities in the district and impact on residents' wellbeing Financial implications as two sites are owned by the Council. Negative impact in Partnership working with Health and Community stakeholders. Swimming Pool Support Fund grant would need to be paid back to Sports England. | Head of Communities Julie Porter | 2 | 4 | 9 | 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. The report concluded that although the cost of energy crisis had put pressure on FL finances, their cost savings had been effective and that following a successful bid via Sports England a Grant was awarded for the Swimming Pool support fund. Regular quarterly meetings are now held with FL Leadership team as well as monthly operational meetings with FL area Manager. Monthly financial and participation data is required to be uploaded onto the Sports England Moving Communities platform in line with the Grant funding agreement. This is monitored by the Head of Communities. A Leisure Strategy is being scoped working with specialist consultants to review all Leisure opportunities in the District. | 2 | 4 | 8 | A condition survey is to be arranged on the assets. Work on drafting a leisure strategy is underway. The completed draft will be consultation with the Community services committee | Treat | Yes | 21/10/2024 |
| CS6 | Ensure statutory requirements are met under the Anti-social behavior, Crime and Policing Act 2014, to limit the impact on victims and communities. | Risk to life if partners don't report effectively. Reputational if policies and procedures are not followed. Financial cost of legal work to evict tenants if early intervention not taken | Head of Communities Julie Porter | 2 | 4 | 8 | 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. An ASB Officer role has been recruited to and is due to start in September 24. | 2 | 4 | 8 | 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. A draft ASB policy has been developed and has been reviewed by the Community Services Committee in November 2024 | Treat | No | 21/10/2024 |
| CS7 | Ensure safeguarding policies and procedures are in place and kept up to date and all staff are trained and reminded of their responsibilities. | 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. 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. | Head of Communities Julie Porter | 2 | 5 | 10 | Policies and procedures for safeguarding in place and reviewed as appropriate - 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 all employees undertake awareness training for safeguarding and part of new employees induction and training undertaken annually - Enhanced level safeguarding training undertaken by relevant staff as identified according to their responsibilities - Annual undertaking of S11 audit from Children's safeguarding Board - Participation in audits of adult safeguarding when requested by Surrey County Council - Representation on the Surrey adult safeguarding Board, the Children's Partnership Executive Group and the Surrey wide safeguarding Children's Business Group DBS checks carried out for all new staff Procedures in place for conducting Domestic Homicide reviews | 2 | 5 | 10 | Added to risk register following audit review. Adult Safeguarding Board Self-assessment was completed in Sept 23 and awaits feedback from Surrey Adult safeguarding Board. . New Children's Safeguarding S11 audit submitted in July 2024. Feedback from the Children's safeguarding board confirmed that they had assurance that Tandridge were meeting all the section 11 requirements. All cases reported to the council are reviewed at the quarterly Safeguarding leads meeting. A Modern Day Slavery Statement has been Published on the TDC website. Safeguarding checklist are now included in the Annual appraisals | Treat | No | Oct-24 |