

APPENDIX B - Community Services Risk Register

Ref:	Risk cause and event	Risk consequences	Risk Owner	L	I	RAG	Mitigating actions and responsibility	Status update	Listed on corporate risk register?
1	Trespass on council land leading to damage and nuisance	* Repair costs. * Anti-social behaviour.	Head of Operational Services	4	3	12	* Continued review and implementation of infrastructure to prevent trespass. * Working with police to identify potential land. * Continue to work with neighbouring authorities. * Seek transit site locations. * Follow police protocol.	* Risk remains high due potential summer events. * Risk reviewed and no further mitigating actions identified. However, the Executive lead is seeking further information from partner agencies on one key site.	NO
2	Incident due to illegal activities in our public toilets	* Illegal activities on Council land. * Public conveniences closed. * Poor reputational impact.	Head of Operational Services	3	4	12	* Ongoing project to replace toilets in 21/22. * Working with the Police and Surrey County Council. * Seek best practice in capital replacement programme for public conveniences. * Continued liaison and monitoring with police. * Monitor social media activity.	* New mitigations added.	NO
3	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 Operational Services	4	3	12	* Insufficient resource to carry out DVSA legal requirements to be in continuous control of fleet administration. * Fleet software provider unable to support software and contract cancelled. * Ensure compliance. * Training additional staff to support transport administration and compliance requirements.	* Risk remains high due to lack of resilience. Application for additional administration staff to support transport administration and compliance. * Fleet Software, exploring IT sharing agreement with Sevenoaks DC / alternatively a request will be prepared for the procurement of new software. * 2021/22 Training Plans, request for Transport Managers Certificate of Professional Competence for an additional member of staff to be qualified.	NO
4	Inability to carry out waste collection service in line with the performance management framework	* Waste left on the street. * Environmental impact. * Poor reputation for Council. * No alternative for residents.	Locality Services Manager	3	3	9	* Hierarchy of services has been agreed for when/if there is insufficient staff. * Process in place for Biffa to provide a daily update when staff absent, including the rectification proposals. * Monitoring availability of agency staff. * Surrey Waste Officers Group meet weekly to understand issues across the County and to horizon scan for any upcoming issues based on others experiences.	* Situation improved over mid-late May. Core services back on track, however there are outstanding improvements to be made to the more bespoke aspects of the service. * Covid concerns remain in the background, but improved since earlier in the year.	NO

APPENDIX B - Community Services Risk Register

5	Failure to mobilise waste contract	<ul style="list-style-type: none"> * Failure of statutory duty requiring immediate rectification. * Major reputational damage in the local community. * Poor sanitation in the District due to lack of an alternative option. 	Executive Head of Communities	3	3	9	<ul style="list-style-type: none"> * Increased supplier meetings initiated, and communications to residents, following unexpected emergence of teething issues associated with the new contract going "live". * Effective programme management in place. * Procurement process in place. * Regular contract meetings with the supplier. 	<ul style="list-style-type: none"> * We are in the process of concluding the mobilisation of the contract, such as waiting on the delivery of all vehicles. 	YES
6	Failure of Freedom Leisure Contract	<ul style="list-style-type: none"> * Loss of facilities in District. * Financial implications. 	Executive Head of Communities	2	4	8	<ul style="list-style-type: none"> * Contractual due diligence. * Regular communication. 	<ul style="list-style-type: none"> * Continuing to work with Freedom Leisure, who received £140,000 capital from central government funding (joint bid between the Council and Freedom). * Freedom now re-opening. 	NO
7	Inability to resource and respond to a major environmental health incident	<ul style="list-style-type: none"> * Inability to respond. * Impact on District. * Sickness and illness to residents. 	Head of Operational Services	2	3	6	<ul style="list-style-type: none"> * Maintain development of Environmental Health partnership with Mole Valley DC to provide resilience. 	<ul style="list-style-type: none"> * No changes, tolerating residual risk as we would look to other Authorities and the private sector to support. 	NO
8	Impact on residential and commercial property from major flooding incident	<ul style="list-style-type: none"> * Flood damage to properties and District infrastructure. 	Head of Operational Services	1	4	4	<ul style="list-style-type: none"> * Work with Surrey CC, utility companies and local communities through Flood Action Groups and Emergency Planning to minimise incidence and enhance emergency response. * Council's emergency plan in place. * Council reviewing its internal processes to see if enhancements could be made to response/co-ordination/horizon scanning. 	<ul style="list-style-type: none"> * Risk lowered due to entering summer season. Reviewed September and April. * Risked reviewed and no further mitigating actions identified. Therefore tolerating current risk level. 	NO
9	Failure of new parking enforcement contract for on-and off-street parking	<ul style="list-style-type: none"> * Inability to manage parking throughout district. * Unable to meet obligations with Surrey County Council. * Not support local businesses by encouraging churn. * Poor reputation for the Council. * Financial impact through lack of PCNs being issued. 	Head of Operational Services	1	3	3	<ul style="list-style-type: none"> * Contract management in place. * KPIs in place. * Procurement process followed. 	<ul style="list-style-type: none"> * Risk being effectively managed through KPIs and regular contract meetings. 	NO
10	Inability to keep open town centres and open spaces safely in line with Government requirements	<ul style="list-style-type: none"> * Unable to maintain 2 metres. * Poor pedestrian and traffic management. * Inconsiderate parking not being enforced. * Congestion. * Inability to clean parking machines. * Town Centre being forced to close. * Third wave of Covid-19. 	Executive Head of Communities	1	2	2	<ul style="list-style-type: none"> * Adhering to Government advice. * Align with the Surrey economic recovery plan. * Working group in place. * Communications plan in place. * Signage deployed where appropriate. * Working with local BIDs, relevant Parish Councils and Chambers of Commerce. 	<ul style="list-style-type: none"> * Reopening high streets fund being used to assist with safe reopening / recovery of urban centres. Risk lowered due to current national Covid status / roadmap stage. 	NO