

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	<ul style="list-style-type: none"> <li>* Repair costs.</li> <li>* Anti-social behaviour.</li> </ul>	Head of Operational Services	4	3	12	<ul style="list-style-type: none"> <li>* Continued review and implementation of infrastructure to prevent trespass.</li> <li>* Working with police to identify potential land.</li> <li>* Continue to work with neighbouring authorities.</li> <li>* Seek transit site locations.</li> <li>* Follow police protocol.</li> </ul>	<ul style="list-style-type: none"> <li>* In Quarter 1 we did not have any unauthorised encampments reported. Officers considered reducing the risk score, however other encampments on non-Tandridge District Council land were reported.</li> </ul>	NO
4	Inability to carry out waste collection service in line with the performance management framework	<ul style="list-style-type: none"> <li>* Waste left on the street.</li> <li>* Environmental impact.</li> <li>* Poor reputation for Council.</li> <li>* No alternative for residents.</li> </ul>	Locality Services Manager	4	3	12	<ul style="list-style-type: none"> <li>* Hierarchy of services has been agreed for when/if there is insufficient staff.</li> <li>* Process in place for Biffa to provide a daily update when staff absent, including the rectification proposals.</li> <li>* Monitoring availability of agency staff.</li> <li>* Surrey Waste Officers Group meet weekly to understand issues across the County and to horizon scan for any upcoming issues based on others experiences.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk likelihood increased due to national shortage of HGV drivers, which is beginning to impact our services. Our garden waste services has been suspended for two weeks, although additional 'sacks' will be allowed when the service resumes.</li> <li>* The Executive Head of Communities will propose this risk be escalated to the corporate risk register at its next review.</li> <li>* The creation of the new performance dashboard has been created. Although officers are still reviewing the data, a version 1 has been included in the performance charts (Appendix A).</li> </ul>	NO
2	Incident due to illegal activities in our public toilets	<ul style="list-style-type: none"> <li>* Illegal activities on Council property.</li> <li>* Public conveniences closed.</li> <li>* Poor reputational impact.</li> </ul>	Head of Operational Services	3	3	9	<ul style="list-style-type: none"> <li>* Ongoing project to replace toilets in 21/22.</li> <li>* Working with the Police and Surrey County Council.</li> <li>* Seek best practice in capital replacement programme for public conveniences.</li> <li>* Continued liaison and monitoring with police.</li> <li>* Monitor social media activity.</li> </ul>	<ul style="list-style-type: none"> <li>* Impact reduced as no very high impacts have been reported to the Council.</li> </ul>	NO
5	Failure to mobilise waste contract	<ul style="list-style-type: none"> <li>* Failure of statutory duty requiring immediate rectification.</li> <li>* Major reputational damage in the local community.</li> <li>* Poor sanitation in the District due to lack of an alternative option.</li> </ul>	Executive Head of Communities	3	3	9	<ul style="list-style-type: none"> <li>* Increased supplier meetings initiated, and communications to residents, following unexpected emergence of teething issues associated with the new contract going "live".</li> <li>* Effective programme management in place.</li> <li>* Procurement process in place.</li> <li>* Regular contract meetings with the supplier.</li> </ul>	<ul style="list-style-type: none"> <li>* This risk will be removed from the register (inc. the corporate register), as the contract has been mobilised and the ongoing performance monitoring is covered in Risk 4.</li> </ul>	YES

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3	Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience)	<ul style="list-style-type: none"> <li>* Inability to carry out cess pool services impacting on public health.</li> <li>* Reputational impact.</li> </ul>	Head of Operational Services	4	2	8	<ul style="list-style-type: none"> <li>* Insufficient resource to carry out DVSA legal requirements to be in continuous control of fleet administration.</li> <li>* Fleet software provider unable to support software and contract cancelled.</li> <li>* Ensure compliance.</li> <li>* Training additional staff to support transport administration and compliance requirements.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk reduced as administration support has been identified and will be implemented in October 2021.</li> <li>* Sevenoaks work into fleet Software solutions is ongoing.</li> </ul>	NO
7	Inability to resource and respond to a major environmental health incident	<ul style="list-style-type: none"> <li>* Inability to respond.</li> <li>* Impact on District.</li> <li>* Sickness and illness to residents.</li> </ul>	Head of Operational Services	2	3	6	<ul style="list-style-type: none"> <li>* Maintain development of Environmental Health partnership with Mole Valley DC to provide resilience.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk reviewed - no changes since previous report.</li> </ul>	NO
6	Failure of Freedom Leisure Contract	<ul style="list-style-type: none"> <li>* Loss of facilities in District.</li> <li>* Financial implications.</li> </ul>	Executive Head of Communities	1	4	4	<ul style="list-style-type: none"> <li>* Grant funding secured to support.</li> <li>* Contractual due diligence.</li> <li>* Regular communication.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk likelihood lowered, as there are valid signs of recovery since the easing of Covid-19 restrictions.</li> </ul>	NO
8	Impact on residential and commercial property from major flooding incident	<ul style="list-style-type: none"> <li>* Flood damage to properties and District infrastructure.</li> </ul>	Head of Operational Services	1	4	4	<ul style="list-style-type: none"> <li>* Work with Surrey CC, utility companies and local communities through Flood Action Groups and Emergency Planning to minimise incidence and enhance emergency response.</li> <li>* Council's emergency plan in place.</li> <li>* Council reviewing its internal processes to see if enhancements could be made to response/co-ordination/horizon scanning.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk reviewed - no changes since previous report.</li> </ul>	NO
9	Failure of new parking enforcement contract for on-and off-street parking	<ul style="list-style-type: none"> <li>* Inability to manage parking throughout district.</li> <li>* Unable to meet obligations with Surrey County Council.</li> <li>* Not support local businesses by encouraging churn.</li> <li>* Poor reputation for the Council.</li> <li>* Financial impact through lack of PCNs being issued.</li> </ul>	Head of Operational Services	1	3	3	<ul style="list-style-type: none"> <li>* Contract management in place.</li> <li>* KPIs in place.</li> <li>* Procurement process followed.</li> </ul>	<ul style="list-style-type: none"> <li>* Risk reviewed - no changes since previous report.</li> </ul>	NO
10	Inability to keep open town centres and open spaces safely in line with Government requirements	<ul style="list-style-type: none"> <li>* Unable to maintain 2 metres.</li> <li>* Poor pedestrian and traffic management.</li> <li>* Inconsiderate parking not being enforced.</li> <li>* Congestion.</li> <li>* Inability to clean parking machines.</li> <li>* Town Centre being forced to close.</li> <li>* Third wave of Covid-19.</li> </ul>	Executive Head of Communities	1	2	2	<ul style="list-style-type: none"> <li>* Adhering to Government advice.</li> <li>* Align with the Surrey economic recovery plan.</li> <li>* Working group in place.</li> <li>* Communications plan in place.</li> <li>* Signage deployed where appropriate.</li> <li>* Working with local BIDs, relevant Parish Councils and Chambers of Commerce.</li> </ul>	<ul style="list-style-type: none"> <li>* This risk will be removed from the register as government restrictions have now come to an end. However the risk will be re-visited should circumstances change.</li> </ul>	NO