

APPENDIX B - Community Services Risk Register

Ref:	Category	Risk cause and event	Risk consequences	Risk Owner	L	I	RAG	Mitigating actions and responsibility	Status update	Listed on corporate risk register
CS2	Governance	Inability to carry out waste collection service in-line with the performance management framework	<ul style="list-style-type: none"> * Waste left on the street. * Environmental impact. * Poor reputation for Council. * No alternative for residents. 	Locality Services Manager	4	3	12	<ul style="list-style-type: none"> * 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. 	<ul style="list-style-type: none"> * There is a continued risk to the service due to the HGV national shortage and the reliance on agency drivers. The garden waste services has been reinstated after the two weeks suspension though is still subject to some disruption due to sickness. * The creation of the new performance dashboard has been created and officers continue to refine the reporting. 	Yes
CS1	Operational	Trespass on council land leading to damage and nuisance	<ul style="list-style-type: none"> * Repair costs. * Anti-social behaviour. 	Head of Operational Services	3	3	9	<ul style="list-style-type: none"> * 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. 	<ul style="list-style-type: none"> * Risk score lowered from 4 to 3, as the Council has not received reports of unauthorised encampments reported. 	NO
CS3	Operational	Incident due to illegal activities in our public toilets	<ul style="list-style-type: none"> * Illegal activities on Council property. * Public conveniences closed. * Poor reputational impact. 	Head of Operational Services	3	3	9	<ul style="list-style-type: none"> * 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. 	<ul style="list-style-type: none"> * Risk reviewed, no changes to score or mitigations in Quarter 2. 	NO
CS4	Operational	Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience)	<ul style="list-style-type: none"> * Inability to carry out cess pool services impacting on public health. * Reputational impact. 	Head of Operational Services	4	2	8	<ul style="list-style-type: none"> * Administration support identified and being implemented. * Fleet software provider unable to support software and contract cancelled. Currently working with neighbouring district on a fleet software solution. * Ensure compliance. * Training additional staff to support transport administration and compliance requirements. 	<ul style="list-style-type: none"> * Risk reviewed, no change to score. Mitigations updated in-line with the previous status update. 	NO
CS7	Operational	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	2	4	8	<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 reviewed in October - likelihood increased due to increased flash flooding and impact to property. 	NO

APPENDIX B - Community Services Risk Register

CS5	Commercial	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"> * Risk reviewed, no changes to score or mitigations in Quarter 2. 	NO
CS6	Commercial	Failure of Freedom Leisure Contract	<ul style="list-style-type: none"> * Loss of facilities in District. * Financial implications. 	Executive Head of Communities	1	4	4	<ul style="list-style-type: none"> * Grant funding secured to support. * Contractual due diligence. * Regular communication. 	<ul style="list-style-type: none"> * Risk reviewed, no changes to score or mitigations in Quarter 2. 	NO
CS8	Commercial	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 reviewed, no changes to score or mitigations in Quarter 2. 	NO