

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
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. * Surrey Waste Officers Group meet monthly 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. * Covid related absence have minimised. * Service performance is monitored through the new performance dashboard.
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.

APPENDIX B - Community Services Risk Register

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. 	* Risk reviewed, no changes to score or mitigations in Quarter 3.
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. 	* Risk reviewed, no change to score. Mitigations updated in-line with the previous status update.

APPENDIX B - Community Services Risk Register

CS7	Operational	Impact on residential and commercial property from major flooding incident	* Flood damage to properties and District infrastructure.	Head of Operational Services	2	4	8	* 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.	* Risk reviewed in October - likelihood increased due to increased flash flooding and impact to property.
CS5	Commercial	Inability to resource and respond to a major environmental health incident	* Inability to respond. * Impact on District. * Sickness and illness to residents.	Head of Operational Services	2	3	6	* Maintain development of Environmental Health partnership with Mole Valley DC to provide resilience.	* Risk reviewed, no changes to score or mitigations in Quarter 3.
CS9	Operational	Increasing materials prices (e.g. timber, concrete) lead to higher costs for service delivery	* Negative impact on budgets and ongoing council finances. * Catalyse review of affected services.	Executive Head of Communities	3	2	6	* Follow procurement guidelines	* added to register following DLT 6/12/21.

APPENDIX B - Community Services Risk Register

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. 	* Risk reviewed, no changes to score or mitigations in Quarter 2.
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. 	* Risk reviewed, no changes to score or mitigations in Quarter 3.