

APPENDIX B

Bereavement Services

Neighbourhood Services Corporate Risk Register – Bereavement Services		Review Dates										
		14 th Jan 2015	25 th Feb 2015	25 th March 2015	11 th May 2015	22 nd July 2015	20 th Oct 2015	19 th Nov 2015	10 th Dec 2015	24 th Feb 2016	3 rd May 2016	27 th June 2016
1.	Customers or their agents not able to access facilities (on time)							Capital project to increase car parking now complete	Likelihood increased to reflect potential for severe winter weather – additional mitigation through management of diary which would improve ability to react to unforeseen delays	Management of diary as mitigation for delays is working, severe weather remains a high threat. Temporary factors increased roadworks on main access routes	Threat of severe weather reduced now in Spring/Summer, however there are still rolling roadworks along access from SoA / Wellesbourne – likelihood slightly reduced	*Road works from Wellesbourne complete. However this route has proven to be prone to flash flooding recently. *Road works now in place from Bishops Tachbrook – most local FDs plan routes to avoid. *Severe weather (flooding) issues still taking place
2.	Disruption in utilities (LPG or Electricity)							LPG telemetry now switched back on	Date for installation of Generator missed. Escalated to Head of Neighbourhood and Head of Housing & Property to resolve. LPG contract expiration to be verified	Likelihood increased following incident 29/12/15 Generator has been ordered, waiting date of installation. LPG contract expires 31 st March 2016 – Energy manager to progress	Generator installation planned for 16 th May. Probability and likelihood Risk ratings remain high – HoS progressing LPG contract renewed 2+2 w/e 1 st May 2016	Generator installed. Likelihood reduced and severity reduced as all systems can now operate from onsite generator.
3.	3 rd party impact on service provision										No change to existing	*Recent issues with on particular FD have caused problems for

											burial service. *Contractors change in staff has resulted in less experienced staff performing duties. *Poor performance from grounds maintenance contractor some elements very behind schedule - Both likelihood and impact increased		
4.	Failure to adequately maintain buildings or infrastructure									PPM budget for 2016 agreed. Habitat surveys needed to inform timescales for works – areas are known habitat for birds and bats.	No change		
5.	Loss of cremation equipment					Cremator maintenance agreement signed 1/7/15	Teething problems with cremator maintenance contract being ironed out			Decreased likelihood due to improved service schedules agreed with maintenance contractor	Broadband improvement identified by ICT, order placed. Timescales yet to be agreed with contractor – potentially 10-20 weeks.	No Change	
6.	Loss of statutory documents						Ashes location registers 1983-1993 scan complete.		Ashes location cards 1971 – 1983 complete	DMC project to photograph cremation registers has begun. BS staff project to scan BoR orders has begun	BoR scanning 20% complete. No progress from DMC for cremation registers	BoR scanning 80% complete. No progress from DMC on cremation registers. CAS	

													replacement project in progress	
7	Loss of ICT											New risk added	Building business case to scope project	CAS replacement project in progress.