

**APPENDIX B**

**Summary of Generic Neighbourhood Services Risks – 2015/16**

Generic to WDC		August 2015	October 2015	November 2015	December 2015	April 2016	July 2016	September 2016	December 2016
		1.	Inability to recruit/retain staff		Majority of staff now recruited			All staff now in post	
2.	Failure to meet "Fit for the future" objectives								
3.	Insufficient money resulting in an inability to provide normal services		Issues relating to MS Car Parks and other assets						
4.	Failure to:- Respond to new legislation. Comply with new/existing legislation Take into account legal implications of decisions								
5.	Loss of IT		Problems with Firmstep and ICT virus			Problems supporting ICT at Oakley Wood due to poor connectivity.			
6.	ICT systems not able to support delivery and future improvements					Repatriation of calls to WDC means less reliant on WCC	Concerns over Bereavement Services ICT System		
7.	Information and service access for members of the public					Additional staff resources to assist with updating information.  Repatriation of calls to WDC makes it easier to manage communications and service changes.			

8.	High or increasing levels of sickness		Majority of vacant posts filled			All staff now in post			
9.	Impact of climate change on service delivery								
10.	Accidents/health and safety of staff								
11.	Accidents/health and safety of contractors								
12.	Failure of contractor to deliver service		Contract deductions and threat of removal of service				Problems with Contractors recruiting staff		
13.	The impact of a business continuity incident					Loss of pwer at Oakley Wood Crematorium	Back up Generator now installed		
14.	Growth within Warwick District outstrips the ability for the Council to deliver services		Majority of staff now recruited						
15.	Strike Action								
16.	Failure to communicate effectively/giving incorrect information and advice		Implemented NS Comms Plan						
17.	Failure of other WDC/Partners/Stakeholders/Departments to provide services as agreed or expected								
18.	Loss of key records	Bereavement Services system needs to be replaced.							
19.	Stratford Road Depot lost to development								
20.	Council to meet its legal implications under Waste England and Wales Regulations 2001 i.e. "TEEP test"								
21.	Anti-Social Behaviour in Parks		Implementation of Ranger Service						
22.	Driving for work (council and personal vehicles) – Accidents								

23.	Homeworking – poor service level and health and safety risks present								
24.	Failure by WCC to provide appropriate disposal sites for waste i.e. landfills, Civic Amenity Sites etc.						Continual problem with site closures although local alternatives are available		
25.	Possibility of non-compliant procurement								
26.	Failure to correctly monitor/manage budgets (Short term elevated risk due to merging of departments)								
27	Not applying Equality and Diversity Principles								
28	Failure to make progress on corporate and departmental priorities		Majority of staff now recruited						
29	Project to take back responsibility for telephony from the joint WDC/WCC CSC. Separate risk register as part of the project but added into the NS Risk Register for specific element relating to the Service Area			New Risk		Project completed and new service now in place			