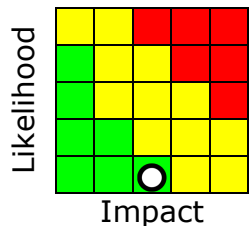
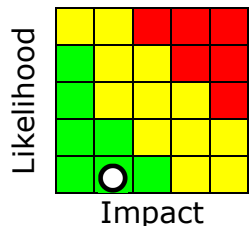
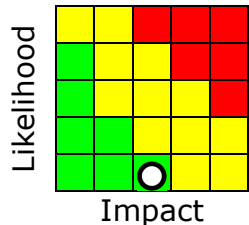
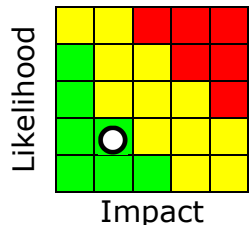
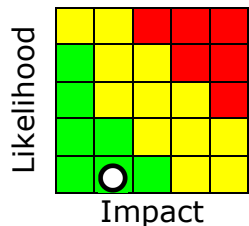
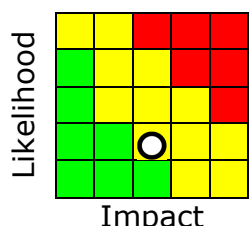
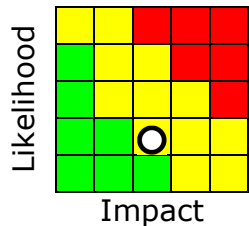
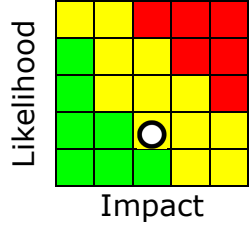
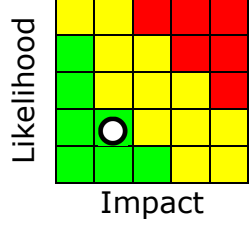
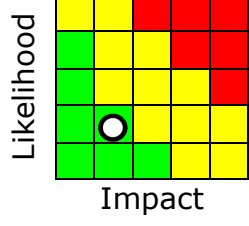
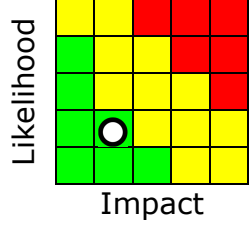
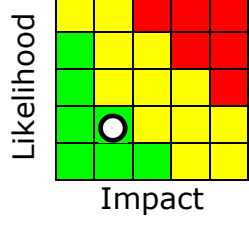
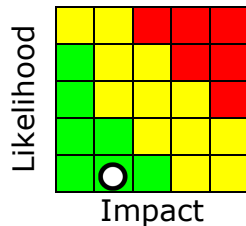
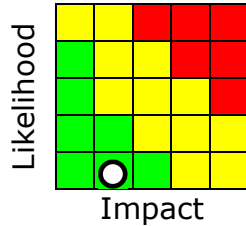
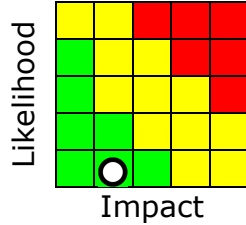
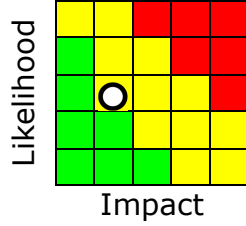
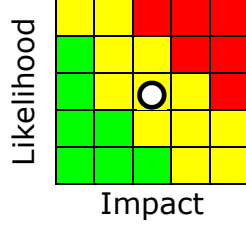
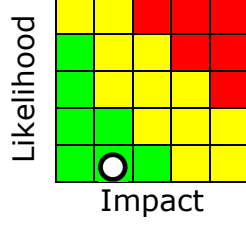


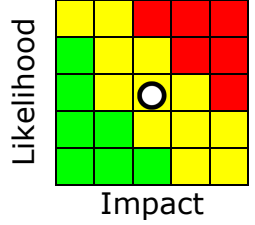
Environmental Services - Risk Register

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Residual Risk Rating
Loss of accommodation	Flood Fire External emergency situation affecting access Power Failures	Loss of access to data Loss of access to equipment and materials Restriction of service provision Loss of cremation facility	Emergency and Business Continuity Planning	
Loss of IT	Flood Fire External emergency situation affecting access Power Failures Contractor failure	Failure to meet customer expectations Loss of access to data Operating systems not working Restriction of service provision	Emergency and Business Continuity Planning, including arrangements for Homeworking. Good procurement procedures and contract management	
Loss of key staff	External emergency situation affecting access Illness Leave job for various reasons including finding work elsewhere, Stress due to increased workloads etc	Skills shortage Insufficient resources to maintain adequate service Failure to meet customer expectations Failure to meet statutory requirements	Business Continuity Planning Succession Planning as part of Service Planning process. Maintenance of competence, CPD and training generally. Effective staff management, including stress management.	
Shortage of staff	Illness Retirements Choosing to leave WDC Redundancy	Skills shortage Insufficient resources to maintain adequate service Failure to meet customer expectations Failure to meet statutory requirements Reputational damage	Business Continuity Planning Succession Planning as part of Service Planning process. Maintenance of competence, CPD and training generally. Effective staff management	
Loss of records	Flood Fire Data Corruption Power Failures IT security issue	Failure to meet customer expectations or to provide requested information Reduced service provision Failure to meet statutory requirements	Implementation of effective backing up and storage procedures. Staff made aware of issues. Business Continuity planning	

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Residual Risk Rating
Provision of incorrect information/ advice	Error in transferring information Staff error Insufficiently trained staff	Failure to meet customer expectations. Corporate /LGO Complaints Information Commissioner criticism or fine Litigation Reputational damage	Effective systems and procedures in place. Staff training and knowledge sharing	
Call centre issues	Flood Fire External emergency situation affecting access Power Failures System failures Staff resources	Failure to meet customer expectations.	Business Continuity planning. Good communication with Call Centre and understanding of information and services they deal with.	
Fraud/Corruption	Insufficient finance and IT security controls in place.	Loss of money Loss of reputation Legal action	Abide by Finance and IT procedures and rules through effective internal management. Attendance of appropriate staff at training provided	
Web-site	Power Failures System failures Staff resources	Unable to deliver online services Failure to meet customer expectations.	Business continuity planning Adequate training and resourcing of web authors and editors	
VAT awareness	Changes to rate set by Government	Failure to meet forecast budget Impact on customer e.g. increased charges Adverse comments through Audit	Awareness/training. Budget monitoring Good communication with Finance (eg quarterly attendance at service DMT) Keeping up to date with professional developments	
Lone working/ staff safety	Failure to implement safe systems of work Insufficient knowledge of required procedures Inadequate corporate systems in place	Staff at risk from accidents etc Risk of prosecution Insurance claim Loss of reputation	Competent Corporate Health & Safety staff in place. Use of Lone Worker system Use of Staff Alert system Good health & safety practice through management system Training at induction and updating	

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Residual Risk Rating
Non-compliant procurement	Lack of awareness of issues Deliberate act	Legal challenge Loss of reputation Failure to achieve best value	Effective staff training and management of procurement processes	
Failure to deliver projects and/or programmes	Insufficient staff resource Poorly scoped project/programme Third party failure Support from other services areas	Failure to deliver expected savings Failure to meet customer expectations	Appropriate training Effective management control Effective Project management	
Failure to correctly monitor/ manage budgets	Insufficient staff training Pressure of work leading to insufficient resource being committed	Uncertainty for corporate budgets Unable to meet service commitments	Regular budget monitoring Regular meetings with Finance Training of Budget Managers	
Legal services outsourced	Organisational changes not taken into account Partnership agreement breakdown Financial commitment not covered within budget	Legal challenge Loss of reputation Not meeting customer expectations	Effective budgetary control through management processes. Good lines of communication with key staff.	
Homeworking	IT provision not working H&S risks not mitigated Appropriate level of service delivery not maintained	Inability to deliver work programme Legal challenge Insurance claim Customer expectation not met Poor staff welfare/increased stress	Effective H&S controls in place for work place assessment and lone working. Effective management of service delivery	
Compliance with legal duty	Insufficient training Insufficient resources Negligence Deliberate act	Legal challenge Compensation claims Loss of reputation Not meeting customer expectations	Sufficient resource of competent staff. Effective training and development for staff Effective management controls in place through service planning and monitoring	

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Residual Risk Rating
Driving for work	Poorly maintained vehicles Staff not trained in their responsibilities	Accidental damage to vehicle or property Personal injury Legal action, insurance claims etc	Regular maintenance and checks of vehicles Staff training at commencement of job role. Effective health & safety controls and risk assessments	
Equalities	Non compliance with legal requirements Discrimination against group or person Poor work performance due to unsatisfactory work situation	Challenge by Govt Department or external agency Legal action and/or compensation claim by group or individual	Staff training and awareness raising	
Data protection compliance	Failure to implement IT security measures Loss of equipment Deliberate act of individual/s	Legal action and/or compensation claim by group or individual Reputational damage	Training of appropriate staff	
Changes to Economic climate	National and International factors Changes in Govt policy which affect national and local issues Local factors affecting businesses	Impact on service delivery generally either increase or decrease	Service Planning and Business Continuity planning Budget monitoring	
Contractor/supplier failure or unable to provide services as agreed/expected	Contractor goes out of business Emergency situation prevents contract delivery Disagreement as to contract delivery and /or cost Issues specific to the introduction of new major grounds maintenance contract	Inability to operate cremators Burial services disrupted Air Pollution monitoring interrupted Customer expectations not met	Business Continuity planning Effective project management during start of new grounds maintenance contract	
Political pressures	Financial situation Specific issue in district eg current consultation process or emergency situation.	Increased workload, needing to respond to public and press etc. Potential for reputational damage	Effective management controls and maintenance of competent staff	

Risk description	Possible Triggers	Possible Consequences	Risk Mitigation/ Control	Residual Risk Rating
Unable to meet levels of service expected	Insufficient staff Increase in demand from public New work areas Pressure from external agencies Corporate issues	Customer dissatisfaction Complaints to Ombudsman Reputational damage	Service Planning Resource planning through Management team	
Unexpected surge in workload	New area of work Specific problem occurring in district eg pollution incident etc New development e.g. impacting on contaminated land or noise, food poisoning outbreak	Customer dissatisfaction Complaints to Ombudsman Reputational damage Stress on staff	Resource planning MoU with other Councils	