

APPENDIX A Neighbourhood Services Corporate Risk Register – Refuse, Recycling, Street Cleansing, & Grounds

	Risk Description	Possible Triggers	Possible Consequences	Risk Mitigation/Control	Officer	Further Action(s) (if appropriate)	Resource	Due Date	Residual Risk Rating
1.	Service disruption.	Strike action by Contractors. Weather. Loss of disposal route.	Piles of refuse/recycling on streets. Health Risks. Financial impact. Reputation undermined. Essential services not delivered. Increase in service demand. Inability to meet service demand. Failure to meet legislative requirements.	Business Continuity Plan. Contractors will employ staff from other areas. Flexibility of contractors and staff. If usual disposal route not an option would deliver to another disposal route. Reprioritise services.	HNS DMT Contractors WCC	WCC Continuity Plan Regular Liaison	Staff time	Ongoing	
2.	Demobilisation of previous Grounds Maintenance Contract – Stratford Road Depot.	Legal dispute Contractually the previous grounds maintenance contractor should have left Stratford Road Depot in good order. WDC claiming that they did not, and that it has cost WDC approximately £50,000 to put right.	Depot dilapidations not completed as required	Discussions with legal team Discussions with property. 3 year lease is currently being drafted by Legal Services to assist in the dilapidation claim.	HNS H&P WCC Legal Team	Legal dispute still on-going with contractor and WDC legal team. Position being reviewed now that a lease has been signed with the new grounds maintenance contractor.		Ongoing	
3.	De-mobilisation of previous Grounds Maintenance Contract – completed work	Legal dispute From WDC perspective the previous grounds maintenance contractor did not complete all work and WDC deducted approx. £50,000 of payment as a result whilst they believe that WDC owe them approximately the same amount of money for 2 weeks' worth of work.	Work not completed before end of contract.	Discussions with legal team	HNS WCC Legal Team	Legal dispute still on-going with contractor and WDC legal team. WDC pushing for a resolution before end of 2016.		Ongoing	

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4.	Lack of training in risk management and Construction Design and Management Regulations.	Lack of trained individuals Poor communications within Council Loss of trained individuals from Council.	Increased risk of accidents. Reputational risk	Understand who within Council is trained in CDM Regulations Basic awareness training in place for appropriate individuals within Contract Services. Agree Project PIDs including roles + responsibilities	HNS DMT H&P	Ongoing monitoring of all project works. Officer assigned to this area of work		Start of each project.	
5.	Impact on service delivery due to the introduction of the National Living Wage in April 2016.	Contractor reduces workforce to balance budget.	Financial impact. Reputation undermined. Essential services not delivered correctly. Inability to meet service demand. Failure to meet legislative requirements.	Discussions with legal team. Ongoing contractor meetings.	HNS DMT Contractors	The frequency of contract meetings has been increased to closely monitor performance levels of contractors.	Legal Services Staff time	Ongoing	
6.	Performance of contractor not to contract specification.	Contractor reduces workforce to balance budget due NLW. Lack of trained individuals. Poor communications within Council is changes to frequencies are required. Vehicles not fit for purpose. Poor contract oversight from WDC.	Financial Impact. Reputation undermined. Essential services not delivered correctly. Inability to meet service demand. Failure to meet legislative requirements. Detrimental impact on administrative support services to high customer complaints.	Daily/weekly works program spot checked by WDC Contract Officers Weekly joint inspections of the contracts by WDC Contract Officers. Daily interaction with contractors. Rectification notices issued for contract work not to specification. Default notices issued to the contractors for failure to deliver to contract specification.	HNS DMT Contractors	Regular Liaison Financial deductions being made as appropriate The frequency of contract meetings has been increased to closely monitor performance levels of contractors.	Staff Time	Ongoing	

Key: HNS=Head of Neighbourhood Services. DMT=Departmental Management Team. H&P=Housing and Property. WCC=Warwickshire County Council