

PERFORMANCE AND RISK REPORT FOR THE FINAL QUARTER OF 2013-14

Cabinet Member Cllr Neal Davey
Responsible Officer Head of Communities & Governance

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2013/14 as well as providing an update on the key business risks.

RECOMMENDATION(S): That the Committee reviews the Performance Indicators and Risks that are outlined in this report and feedback any areas of concern to the Cabinet.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring

Financial Implications: None identified

Legal Implications: None

Risk Assessment: If performance is not monitored we may fail to meet our corporate plan and local service plan targets or take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

1.0 Introduction

- 1.1 This report provides Members with details of performance against the Corporate Plan and local service targets for the 2013-14 financial year. (Appendices 1- 6)
- 1.2 Where benchmarking information is available for the previous year it is included.
- 1.3 Appendix 7 shows the higher impact risks from the Corporate Risk Register. This includes operational and Health and Safety risks where the score meets the criteria for inclusion.
- 1.4 All the appendices are produced from SPAR, the corporate Service Performance and Risk Management system.

2.0 Management comment – corporate plan and local service performance targets

Managing the Environment Portfolio - Appendix 1

- 2.1 The figures for recycling and residual waste rates have to be verified by DCC before submission to WasteDataFlow so are always somewhat delayed. If

they have been published before the PDG meeting there will be a verbal update at the meeting.

- 2.2 The level of reduction in our carbon footprint was only possible following the Anesco investment project on 5 MDDC sites (with the installation of energy saving measures) further % savings will now be limited.

Decent and affordable Homes Portfolio - Appendix 2

- 2.3 Performance was excellent in relation to rent collection. The target was a very challenging one and the hard work of the Neighbourhood teams has meant that income recovery rates were good.
- 2.4 The number of non-decent properties are at the expected level. This will reduce drastically from April onwards as soon as we start to spend the 1.2 million backlog funding grant, so as of the 31 March 2015 we should achieve 100% decency.

Community Well Being Portfolio - Appendix 3

- 2.5 The PIs reported are mainly on or above target.
- 2.6 The anti-social behaviour contacts PI was slightly below target; ending the year at 78% (target 80%).
- 2.7 The number of community action days delivered was one compared to the target of two. Due to staff shortages and sickness in the local policing team, an event planned for the Crediton area didn't take place during March 2014.

Planning and Regeneration Portfolio - Appendix 4

- 2.6 The Head of Planning is seeking to improve the performance on major applications. This will be a priority over the next few months.

Working Environment Portfolio - Appendix 5

- 2.7 Customer First was short staffed at times due to sickness but still managed to achieve performance on or above target for most PIs. Satisfaction with front-line services is reported as below target but the data from the kiosk in Phoenix House has not yet been fully verified.
- 2.8 Overall working days lost due to sickness is well above target, mainly due to a few instances of long term absence.

Finance Portfolio - Appendix 6

- 2.9 All Core Audits were completed during 2013/14; the proportion of system audits completed was 60% slightly lower than last year.
- 2.10 The % of invoices paid on time is below target at 94.13% against a target of 97.5% but performance for the second 6 months was 97.54% which is an improvement on the first 6 months and above target.

Risk register – Appendix 7

- 2.9 The Corporate risk register has been reviewed by Management Team and updated. Risk reports to all committees will continue to include all risks with a score of 15 or more and/or all those with an impact score of 5.
- 2.10 This report does not at present show target levels for risks set by MT, which is the tolerance level for each risk, however these are shown in the individual risk entries on SPAR where applicable.
- 2.11 Please note that where a risk has been identified by more than 1 leisure centre it has not been included twice on Appendix 7.
- 2.12 As Service Business Plans for 2014-15 are approved any risks identified which meet the above criteria for inclusion will be added to the corporate risk register
- 2.13 The profile of these risks for this quarter is:

Impact	5	13	3	1	1	
	4					
	3					
	2					
	1					
		1	2	3	4	5
		Likelihood				

3.0 Conclusion and Recommendation

- 3.1 That the Committee reviews the performance indicators and risks that are outlined in this report and feedback any areas of concern to the Cabinet. .

Contact for more Information: Amy Tregellas, Head of Communities & Governance ext 4246

Circulation of the Report: Management Team and Neal Davey

MTE PDG Performance Report - Appendix 1

Quarterly report for 2013-2014

No headings

For Environment - Cllr Clive Eginton Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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MTE PDG Performance Report - Appendix 1

Performance Indicators									
Status	Quartile	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	2013-2014 No Data Available	<u>Reduce the carbon footprint of our offices and public buildings by 2% pre adjustment</u>	-10.6	+2.0	+2.0	n/a	n/a	n/a	+27.6
Management Notes:									
Well above target	2013-2014 No Data Available	<u>Reduce the carbon footprint of our offices and public buildings by 0.5% post adjustment</u>	5.8%	0.5%	0.5%	n/a	n/a	n/a	16.0%
Management Notes:									
Well below target	2013-2014 No Data Available	<u>Increase Dry Recycling Rate to 20% by 2015</u>	14.70%	20.00%	20.00%	13.89%	14.38%	14.42%	
Management Notes:									
Below target	2012-2013 Best Performing District Councils	<u>Residual household waste per household</u>	472.8	470.0	470.0	124.5	235.2	360.8	
Management Notes:									
Below target	2012-2013 Above Median District Councils	<u>% of Household Waste Reuse, Recycled and Composted</u>	46.85%	50.0%	50.0%	48.5%	49.6%	47.8%	
Management Notes:									
No Target	2013-2014 No Data Available	<u>Number of Missed Collections logged per Quarter (refuse and organic waste)</u>	n/a			163	327	494	661
Management Notes:									
No Target	2013-2014 No Data Available	<u>Number of Missed Collections logged per Quarter (Recycling)</u>	n/a			113	229	355	652
Management Notes:									

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DAH PDG Performance Report - Appendix 2

Quarterly report for 2013-2014

No headings

For Decent and Affordable Homes - Ray Stanley Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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DAH PDG Performance Report - Appendix 2

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
On target	<u>Deliver 15 homes per year by bringing Empty Houses into use</u>	33	15	15	4	7	12	16
Management Notes: (Quarter 4)								
See summary notes: The Empty Homes Strategy runs till 2015 and therefore needs renewal. Resources for delivery within PSH are severely compromised by other statutory service demands.								
(HS)								
Well below target	<u>Number of affordable homes delivered (gross)</u>	77	80	80	11	33	44	65
Management Notes: (Quarter 1 - 4)								
Breakdown as follows: quarter 1 = 11 homes, quarter 2 = 22 homes, quarter 3 = 11 homes and quarter 4 = 21 homes making a total of 65 for the 2013/14 financial year								
(AT)								
Above target	<u>% Repairs Completed at First Visit</u>	99.33%	99.00%	99.00%	100.00%	99.95%	99.84%	99.86%
Management Notes:								
Above target	<u>Ratio of expenditure between planned and responsive repairs</u>	74.26	70.30	70.30	60.40	77.23	83.17	76.24
Management Notes:								
Above target	<u>Rent Collected as a Proportion of Rent Owed</u>	99.74%	100.50%	100.50%	98.00%	98.22%	100.78%	100.66%
Management Notes:								
Well above target	<u>Rent Arrears as a Proportion of Annual Rent Debit</u>	0.86%	1.00%	1.00%	1.44%	1.92%	0.90%	0.72%
Management Notes:								
Below target	<u>% Decent Council Homes</u>	80.20%	90.00%	90.00%	80.75%	81.69%	80.58%	83.45%
Management Notes: (March)								
We are on target with our predictions and expect this figure to improve considerably over the forth coming year due to the backlog funding received.								
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CWB PDG Performance Report - Appendix 3

Quarterly report for 2013-2014

No headings

For Community Well-Being - Cllr Colin Slade Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

Performance
Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

CWB PDG Performance Report - Appendix 3

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Above target	<u>Reduce the number of empty shop units (TIVERTON)</u>	8.80%	8.00%	8.00%	7.56%	7.41%	5.76%	7.41%
Management Notes: (Quarter 4) The percentage of 7.41 equates to 18 out of 243 shop units being empty (AT)								
Well above target	<u>Reduce the number of empty shop units (CREDITON)</u>	5.20%	8.00%	8.00%	5.88%	6.72%	6.72%	5.88%
Management Notes: (Quarter 4) The percentage of 5.88 equates to 7 out of 119 shop units being empty (AT)								
Well above target	<u>Reduce the number of empty shop units (CULLOMPTON)</u>	14.70%	15.00%	15.00%	16.84%	16.84%	16.84%	12.63%
Management Notes: (Quarter 4) The percentage of 12.63 equates to 12 out of 95 shop units being empty (AT)								
Above target	<u>Issue of Licences</u>	96%	95%	95%	99%	98%	98%	98%
Management Notes:								
No Target	<u>Changes in footfall monitored annually (TIVERTON)</u>	-16.5%			n/a	n/a	n/a	11.1%
Management Notes: (2013 - 2014) Reported annually in October (AT)								
No Target	<u>Changes in footfall monitored annually (CREDITON)</u>	3.0%			n/a	n/a	n/a	-3.1%
Management Notes:								
No Target	<u>Changes in footfall monitored annually</u>	-8.2%			n/a	n/a	n/a	-8.3%

CWB PDG Performance Report - Appendix 3

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
	(CULLOMPTON)							
Management Notes:								
Below target	Ensure 80% of people who contact the Council about anti-social behaviour see improvements	79%	80%	80%	83%	76%	79%	78%
Management Notes:								
Well below target	Conduct a number of community action days	3	2	2	0	0	1	1
Management Notes: (Quarter 4) Due to staff shortages and sickness in local policing team, an event planned for the Crediton area never took place during March 2014. (JR)								
Data not entered	Inspections of food premises (annual figure)	92%	100%	100%	n/a	n/a	n/a	
Management Notes:								
Above target	Operational Recovery Rate	86.49%	87.50%	87.50%	88.56%	88.13%	86.64%	88.18%
Management Notes:								
Below target	Retention Rate for Leisure Members	95%	95.5%	95.5%	95.6%	95.7%	95.4%	95.2%
Management Notes:								
On target	Compliance with food hygiene law	90%	90%	90%	90%	91%	90%	90%
Management Notes:								
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Planning and Economic Development Performance Report - Appendix 4

Quarterly report for 2013-2014

No headings

For Planning and Economic Regeneration - Cllr Richard Chesterton Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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Planning and Economic Development Performance Report - Appendix 4

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Above target	<u>Planning Applications: Householder Applications</u>	81%	80%	80%	83%	82%	82%	84%
<u>Management Notes:</u>								
Above target	<u>Enforcement site visits</u>	100%	87%	87%	92%	87%	86%	89%
<u>Management Notes:</u>								
Above target	<u>Delegated decisions</u>	93%	90%	90%	93%	94%	93%	93%
<u>Management Notes:</u>								
Well below target	<u>Planning Applications: over 13 weeks old</u>	45	45	45	50	57	56	50
<u>Management Notes:</u>								
Well above target	<u>Customers rating the service good</u>	92%	80%	80%	92%	96%	93%	94%
<u>Management Notes:</u>								
Below target	<u>Searches carried out w/in 5 working days</u>	99.95%	100.00%	100.00%	100.00%	98.32%	98.88%	99.10%
<u>Management Notes:</u>								
Below target	<u>Building Regulation Applications</u>	92%	95%	95%	93%	87%	88%	87%
<u>Management Notes:</u>								
Above target	<u>Building Regulation Full Plan Applications</u>	100%	95%	95%	100%	99%	99%	100%
<u>Management Notes:</u>								
Well below target	<u>Planning Applications: Major Applications</u>	70%	60%	60%	0%	17%	29%	36%
<u>Management Notes:</u>								
Well below target	<u>Planning Applications: Minor Applications</u>	56%	65%	65%	41%	45%	48%	51%
<u>Management Notes:</u>								
Below target	<u>Planning Applications: 'Other' Applications</u>	78%	80%	80%	76%	79%	77%	79%

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Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2013-2014

No headings

For Working Environment and Support Services - Cllr Brenda Hull Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Data not entered, Not calculable

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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Working Environment Portfolio Performance - Appendix 5

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
On target	<u>Issue 12 editions of Mid Devon Talk</u>	12	12	12	n/a	n/a	n/a	12
<u>Management Notes:</u>								
Above target	<u>% of incoming calls answered</u>	91.89%	90.00%	90.00%	91.42%	92.06%	93.42%	90.53%
<u>Management Notes:</u>								
No Target	<u>Number of phone calls to CF per month</u>	11,084	For Information Only	For Information Only	11,597	11,682	11,410	11,929
<u>Management Notes:</u>								
Above target	<u>% of visitors to reception seen to within 15 minutes of arrival</u>	96.00%	95.00%	95.00%	96.00%	95.00%	97.00%	96.00%
<u>Management Notes:</u>								
Below target	<u>Satisfaction with front-line services</u>	88.50%	85.00%	85.00%	0.00%	75.00%	84.00%	80.33%
<u>Management Notes:</u>								
Well below target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	88%	90%	90%	82%	93%	83%	73%
<u>Management Notes:</u>								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	99.3%	95.0%	95.0%	99.7%	99.7%	99.1%	99.3%
<u>Management Notes:</u>								
Above target	<u>95% of post received and scanned on date of receipt</u>	n/a	95.00%	95.00%	95.00%	96.50%	96.00%	95.75%
<u>Management Notes:</u>								
On target	<u>% Electoral Commission Returning Officer Performance Standards</u>	100%	100%	100%	n/a	n/a	n/a	100%
<u>Management Notes:</u>								
Below target	<u>Response to FOI Requests (within 20 working days)</u>	86%	100%	100%	97%	94%	95%	97%

Working Environment Portfolio Performance - Appendix 5

Performance Indicators

Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
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Management Notes:

Well below target	<u>Working Days Lost Due to Sickness Absence</u>	7.83days	7.00days	7.00days	1.72days	3.64days	5.68days	8.64days
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Management Notes:

Finance Portfolio Performance - Appendix 6

Quarterly report for 2013-2014
No headings
For Finance - Cllr Neal Davey Portfolio
For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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Finance Portfolio Performance - Appendix 6

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
On target	<u>% of core audits completed in financial year</u>	117%	100%	100%	0%	20%	78%	100%
Management Notes:								
Well below target	<u>% of system audits completed in financial year</u>	67%	80%	80%	25%	40%	40%	60%
Management Notes: (Quarter 1 - 4) Original work plan 24 audits in 225 days. Revised plan for 15 with 40 days less re maternity leave Achieved 9 audits still took full time (CY)								
Below target	<u>% total Council tax collected - monthly</u>	98.12%	98.00%	98.00%	28.61%	56.22%	83.02%	97.56%
Management Notes:								
Above target	<u>% total NNDR collected - monthly</u>	97.56%	98.00%	98.00%	25.36%	58.16%	82.29%	98.40%
Management Notes:								
Below target	<u>Percentage of Invoices Paid on Time</u>	96.20%	97.50%	97.50%	n/a	90.71%	n/a	94.13%
Management Notes:								
Well above target	<u>Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</u>	7days	14days	14days	7days	9days	9days	
Management Notes:								

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Risk Report Appendix 7

Report for 2013-2014
 Filtered by Flag: Include: * CRR 5+ / 15+
 For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (5+) Low (1+)

Risk Report Appendix 7

Risk: Asbestos Health risks associated with Asbestos products such as lagging, ceiling/wall tiles, fire control.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Nick Sanderson

Review Note:

Risk: Breaches in HR Legislation Failure to keep Council policies up to date, that complement the appropriate legislation

Failure to develop staff knowledge and competence regarding legislation/changes

Effects (Impact/Severity): - The Council could face poor reports from assurance bodies
 - Failure to meet statutory duties could result in paying penalties, stretching already thin financial resources
 - Failure to comply with legislation could lead to legal challenge against individuals or the Council as a whole
 - Future legislation changes, their impact on services and the cost of implementing changes to policies, procedures and service delivery
 - Use of unlicensed software could result in financial penalties

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Jill Stimpson

Review Note:

Risk Report Appendix 7

Risk: Breaches of Legislation Breaches of Anti-Money Laundering or Bribery Act both could result in a criminal conviction.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Audit

**Current Status:
Medium (5)**

**Current Risk Severity: 5 -
Very High**

**Current Risk Likelihood: 1 -
Very Low**

Head of Service: Amy Tregellas

Review Note:

Risk: Chemicals Staff using chemicals incorrectly.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status:
Medium (10)**

**Current Risk Severity: 5 -
Very High**

**Current Risk Likelihood: 2 -
Low**

Head of Service: Jill Stimpson

Review Note: No Changes

Risk: Council Finances - Banking Arrangements Problems with banks and online services may affect ability to access funds when we need to or receive / process payments on a timely basis

Effects (Impact/Severity): Unable to promptly pay suppliers or treasury commitments

Causes (Likelihood): ICT systems down at Council or Bank so impossible to review cash position or make urgent payments

Service: Financial Services

**Current Status:
Medium (5)**

**Current Risk Severity: 5 -
Very High**

**Current Risk Likelihood: 1 -
Very Low**

Head of Service: Andrew Jarrett

Review Note:

Risk: Council Finances - Investments Failure to invest in the Council's funds in an efficient and effective manner may cause potential of a loss of monies invested

Effects (Impact/Severity): • Could result in cash flow loss of up to £3M

Causes (Likelihood): • Future banking collapses

Service: Financial Services

**Current Status:
Medium (5)**

**Current Risk Severity: 5 -
Very High**

**Current Risk Likelihood: 1 -
Very Low**

Head of Service: Andrew Jarrett

Review Note:

Risk Report Appendix 7

Risk: Council Finances - Treasury Management Failure to comply with the CIPFA Code of Practice on Treasury Management /local authority accounting would be a breach in statutory duty

Effects (Impact/Severity):

Causes (Likelihood):

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Jarrett

Review Note:

Risk: Document Retention If documents fail to be retained for the statutory period then we may face financial penalties

Effects (Impact/Severity): • The Council may be disadvantaged in taking or defending legal action if prime documents are not retained;
• Performance statistics cannot be verified;
• The external auditor may not be able to verify the Council's final accounts and subsidy may be lost.
• Mismanagement of burial records

Causes (Likelihood): • "Data debris" cluttering system and storage space

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

Review Note: Services are increasing their of scanning documents

Risk: Eastern Urban Extension Tiverton If progress on a masterplan is delayed, the Council becomes vulnerable to speculative planning applications being submitted which do not accord with adopted policies. This could lead to unsustainable development which would not meet policy requirements for essential infrastructure.

Effects (Impact/Severity): Delay will reduce confidence in the deliverability of the urban extension in a comprehensive and coordinated manner, thereby increasing the likelihood of planning applications being submitted for disparate areas of land without the necessary infrastructure provision or without a means of ensuring that infrastructure can be provided at the right time and in the right place. Additionally, individual applications increase the risk of proposals prejudicing the delivery of other areas of land within the allocation.

Causes (Likelihood):

Service: Management Team

Current Status: High
(15)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 3 -
Medium

Head of Service: Jonathan Guscott

Review Note:

Risk Report Appendix 7

Risk: Failure to comply with card security standards As an organisation we need to comply with the requirements of TrustWave to be authorised as card payment processors.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status: High (20)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 4 - High
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Head of Service: Christina Cross

Review Note:

Risk: Fire and Explosion Risks associated with storage of combustible materials, fuels and flammable substances and sources of ignition, as well as emergency procedures (existence, display and knowledge of), accessibility (or obstruction) of emergency exits and walkways to. Also, risks associated with use of fire extinguishers, having correct type in location, in date and trained operatives on site.

Effects (Impact/Severity): Very High (5) – Although the risk is low, a fire in the server or storage room could potentially cause loss of life, have serious financial implications and severely impact the councils ability to provide services due to loss of IT infrastructure.

Causes (Likelihood): Very Low (1) – The likelihood of a fire within ICT is extremely low. No quantities of combustible materials are stored within the work area. There is easy access to the emergency exit and all staff have received fire awareness training.

Service: I C T

Current Status: Medium (5)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
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Head of Service: Christina Cross

Review Note:

Risk: Health and Safety Inadequate Health and Safety Policies or Risk Assessments and decision-making could lead to Mid Devon failing to mitigate serious health and safety issues

Effects (Impact/Severity):

- An incident could result in death and/or serious injury to persons
- Claims against and prosecution of individual Members, Officers or the Council as a whole

Causes (Likelihood):

- No formal risk assessments have been drawn up specifically for the standby function although risks have been identified

Service: Management Team

Current Status: Medium (10)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 2 - Low
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Head of Service: Kevin Finan

Review Note:

Risk Report Appendix 7

Risk: Information Security Inadequate Information Security could lead to breaches of confidential information, damaged or corrupted data and ultimately Denial of Service. The council fails to have an effective information strategy in place.

Risk of monetary penalties and fines, and legal action by affected parties

Effects (Impact/Severity):

Causes (Likelihood):

Service: I C T

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

Review Note: The council has an Information Security Strategy in place, annually undergoes Security and Compliance Checks. Has Disaster Recovery/Business Continuity plan

- the Council has an electronic back-up procedure in place, which is tested as part of the core audits each year
- Information Security Policy in place together with a procedure for reporting incidents where we will learn from these cases as and when they arise
- All staff and members have been required to read and sign up to our Information Security and Data Protection policies
- Ensure ICT is involved in every project to ensure that there are mitigating controls for information security and data protection
- The Council has a contract with an external company regarding confidential waste

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Michael Lowe

Review Note: No changes

Risk: Lifeguard Training Poor quality training. Improper use of rescue equipment

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Jill Stimpson

Review Note: No Changes

Risk Report Appendix 7

Risk: Plant Rooms plant rooms

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Michael Lowe

Review Note:

Risk: Security The Council and its employees could suffer financially and physically through lack of security of valuables (such as cash, keys, safe), buildings (including offices and car parks), plant and equipment and personal belongings.

Effects (Impact/Severity): • The Council could be exposed to charges of corporate manslaughter and fines

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Nick Sanderson

Review Note:

Risk: Waste Collection - Health and Safety Inadequate training with regards to Manual Handling and workplace hazards (eg contact with broken glass) could result in Health and Safety risks

Effects (Impact/Severity):

Causes (Likelihood): - Increasing demand and service costs due to increasing population, consumer society and an increasing amount of waste

Service: Waste Management

Current Status:
Medium (10)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 2 -
Low

Head of Service: Paul N Williams

Review Note:

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