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Scrutiny Committee



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6 September 2016

Dear Member

Scrutiny Committee – 12 September 2016

I am now able to enclose, for consideration at the next meeting of the **Scrutiny Committee**, the following reports that were unavailable when the agenda was printed.

Agenda.No. Item 8

To add to your agenda for the meeting on **12 September**

8 **PERFORMANCE AND RISK** (*Pages 3 - 30*)

Report of Head of Communities and Governance
Performance details

To provide Members with an update on performance against the Corporate Plan and local service targets for 2016-17 as well as providing an update on the key business risks.

Please note: If Members have questions regarding this report please submit them to the clerk in advance of the meeting so that the appropriate officer can be asked to attend or provide a written response.

Yours sincerely

Julia Stuckey
Member Services Officer

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**SCRUTINY COMMITTEE
12 SEPTEMBER 2016:**

AGENDA ITEM:

PERFORMANCE AND RISK FOR THE FIRST QUARTER OF 2016-17

Cabinet Member Cllr Peter Hare-Scott, Leader of the Council
Responsible Officer Amy Tregellas, Head of Communities & Governance

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2016-17 as well as providing an update on the key business risks.

RECOMMENDATION: That the Committee reviews the Performance Indicators and Risks that are outlined in this report and feeds back any areas of concern to 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 and local service plan targets or to 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 Appendices 1-5 provide Members with details of performance against the Corporate Plan and local service targets for the 2016-17 financial year.
- 1.2 When benchmarking information is available it is included.
- 1.3 Appendix 6 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 appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).

2.0 Performance

Environment Portfolio - Appendix 1

The chargeable **garden waste** scheme ended the 2015/16 year well and remains above target; so far 8,431 bin permits have been sold.

- 2.2 Most of the PIs are above target with only 1 showing below target: **% of missed collections logged per quarter (recycling)**; this is only marginally under target and is an improvement on 2015/16, more detail has been added as a note to Appendix 1.

Homes Portfolio - Appendix 2

- 2.3 There were 5 PI's which were slightly below target for quarter 1, the notes on Appendix 1 provide detailed explanations of the reasons.
- 2.4 However, the 100% target for Decent Homes has been achieved again for the second quarter in a row.

Economy Portfolio - Appendix 3

- 2.5 This was the first Performance and Risk report to this PDG; members were asked to consider what targets they would like to monitor but existing metrics are included at Appendix 1.
- 2.6 It should be noted that for **empty shops** a favourable result is achieved when the actual is less than the target.
- 2.7 The funding to support economic projects reflects MDDC's share of the Exeter & Heart of Devon business support funding (£53,092) and the Devon Enabling Fund (£3,750).
- 2.8 There will also be statistics to reflect the general state of MDDC's economy available from time to time.

Community Portfolio - Appendix 4

- 2.9 **Compliance with food safety law** is above target which means that 91% of premises were rated 3 or above under the Food Hygiene Rating Scheme.
- 2.10 The number of users of the **Leisure** centres is above target.

Corporate - Appendix 5

- 2.11 The **sickness** figures were below target for 2015/16. This has been the source of some considerable concern to Members. It is pleasing to see the figure for Q1 is lower this year.
- 2.12 The **Response to FOI requests** is now above target compared to being 'well below target' for 2015/16.
- 2.13 The **Planning Performance Planning Guarantee** figure remains below target for Q1 but other PIs are favourable.

3.0 Risk

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated, risk reports to committees include risks with a total score of 15 or more and all those with an impact score of 5. (Appendix 6)

4.0 Conclusion and Recommendation

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

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

Circulation of the Report: Management Team and Cabinet Member

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Corporate Plan Quarterly PI Report Environment

Quarterly report for 2016-2017
 Arranged by Aims
 Filtered by Aim: Priorities Environment
 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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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan Quarterly PI Report Environment										
Priorities: Environment										
Aims: Increase recycling and reduce the amount of waste										
Performance Indicators										
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>Residual household waste per household (measured in Kilograms)</u>	117.44 (1/4)	424.08	421.00	95.36				95.36 (1/4)	Stuart Noyce	(Quarter 1) Higher in Q1 than target but 10kg lower than same period in 15/16 (SN)
<u>% of Household Waste Reuse, Recycled and Composted</u>	50.2% (1/4)	50.6%	52.0%	55.9%				55.9% (1/4)	Stuart Noyce	(Quarter 1) Good start to year and well above 15/16 Q1 perf. Will drop in other 1/4s due to reduction in garden waste (SN)
<u>Net annual cost of waste service per household</u>		£60.88	£58.17	n/a	n/a	n/a		n/a	Andrew Jarrett, Stuart Noyce	
<u>Number of Households on Chargeable Garden Waste</u>	0 (1/4)	7,021	10,000	8,431				8,431 (1/4)	Stuart Noyce	(Quarter 1) Still above target and continues to grow. Renewals will start in Q3

Corporate Plan Quarterly PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
										(SN)
<u>% of missed collections reported per Quarter (refuse and organic waste)</u>	0.02% (1/4)	0.02%	0.03%	0.03%				0.03% (1/4)	Stuart Noyce	(Quarter 1) Performance back to normal following service changes in 15/16 (SN)
<u>% of Missed Collections logged per Quarter (recycling)</u>	0.05% (1/4)	0.12%	0.03%	0.04%				0.04% (1/4)	Stuart Noyce	(Quarter 1) Missed collections have continued to reduce from 0.12% in 15/16 due to scheme changes. are now 0.01% above target (SN)

Aims: Reduce our carbon footprint

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>To improve energy efficiency and continue to reduce consumption by 0.5% post degree day adjustment</u>		3.4%	0.5%	n/a	n/a	n/a		n/a	Andrew Busby	

Aims: Protect the natural environment

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Corporate Plan Quarterly PI Report Homes

Quarterly report for 2016-2017
Arranged by Aims
Filtered by Aim: Priorities Homes
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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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan Quarterly PI Report Homes

Priorities: Homes

Aims: Build more council houses

Performance Indicators									
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Head of Service / Manager	Officer Notes
<u>Build Council Houses</u>		14	30	0				Nick Sanderson	(Quarter 1) 4 Houses to be built by 31st December 2016, in Birchen Lane. Remainder of the 30 to be built by the end of Quarter 4. (NS)

Aims: Facilitate the housing growth that Mid Devon needs, including affordable housing

Performance Indicators									
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Head of Service / Manager	Officer Notes
<u>Deliver 15 homes per year by bringing Empty Houses into use</u>	1 (1/4)	8	15	2				Simon Newcombe, Tanya Wenham	
<u>Number of affordable homes delivered (gross)</u>	0 (1/4)	27	80	16				Angela Haigh	(Quarter 1) Quarter one saw 16 new units of affordable housing being provided at two different sites. The Willand scheme has now been completed and works are well underway at the Farleigh Meadows site in Tiverton. (NS)

Aims: Other

Performance Indicators									
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Head of Service / Manager	Officer Notes
<u>Local Plan</u>	n/a	n/a		n/a	n/a	n/a		Jenny	

Corporate Plan Quarterly PI Report Homes									
Priorities: Homes									
Aims: Other									
Performance Indicators									
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Head of Service / Manager	Officer Notes
<u>Review</u>								Clifford	
<u>Number of Successful Homelessness Prevention Cases</u>	68 (1/4)	295		70				Angela Haigh	
<u>% Decent Council Homes</u>	99.28% (4/12)	100.00%	100.0%	100.0%				Angela Haigh, Nick Sanderson	
<u>% Properties With a Valid Gas Safety Certificate</u>	99.77% (4/12)	99.86%	100.0%	99.9%				Angela Haigh	(June) Property 1 – Housing Tenancy seeking outright possession. Abandoned property with an internal gas meter. Contractor unable to access and cap meter. This property will remain as expired until MDDC are legally able to enter the property, which could be as long as three months. Property 2 – Tenant uncommunicative until the legal stage. Appointment now arranged for 03/07/2016 (WD)
<u>Rent Collected as a Proportion of Rent Owed</u>	98.03% (4/12)	99.74%	100.0%	97.3%				Angela Haigh	(June) Although outside target, performance compares favourably with that of last year in June. It should be noted that we now have a small number of tenants in receipt of Universal Credit,

Corporate Plan Quarterly PI Report Homes									
Priorities: Homes									
Aims: Other									
Performance Indicators									
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Head of Service / Manager	Officer Notes
									which is paid in arrears direct to the claimant, and this number will increase. We anticipate that this will have an increasing impact upon performance. (CF)
<u>Rent Arrears as a Proportion of Annual Rent Debit</u>	0.94% (3/12)	0.66%	1.0%	1.0%				Angela Haigh	(June) Performance relating to this indicator remains in the top quartile. The Neighbourhood teams give priority to income collection and understand the importance of early intervention, liaising with other agencies, as appropriate and taking action as necessary in accordance with policies and procedures in order to ensure that the situation does not deteriorate. (CF)
<u>Dwelling rent lost due to voids</u>	0.71% (4/12)	0.75%	no target - for information only	0.7%				Angela Haigh	
<u>Average Days to Re-Let Local Authority Housing</u>	15.0days (4/12)	16.3days	16.0days	17.2days				Claire Fry, Nick Sanderson	(June) With a limited resource split across the two void types, 18 standard voids and a spend of over £40,000 for the month on major voids, the team

Corporate Plan Quarterly PI Report Economy

Quarterly report for 2016-2017
 Arranged by Aims
 Filtered by Aim: Priorities Economy
 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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Corporate Plan Quarterly PI Report Economy

Priorities: Economy

Aims: Attract new businesses to the District

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>Number of business rate accounts</u>		2,872	No target - for information only.	2,868				2,868 (1/4)	John Chumbley	

Aims: Focus on business retention and growth of existing businesses

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>Number of Apprentices at MDDC</u>		13	9	14				14 (1/4)	Jill May	(Quarter 1) Government target proposed is 2.3% of FTEs (JM)

Aims: Improve and regenerate our town centres

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>Increase in Car Parking Vends</u>	n/a	n/a	No target - for information only.	129,488				129,488 (1/4)	Andrew Jarrett	(Quarter 1) The accountant noticed there was missing data in May and logged this

Corporate Plan Quarterly PI Report Economy										
Priorities: Economy										
Aims: Improve and regenerate our town centres										
Performance Indicators										
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
										with the supplier who confirmed there was a "driver error". (JN)
<u>Tiverton Town Centre Masterplan</u>	n/a	n/a		n/a	n/a	n/a		n/a	Jenny Clifford	
<u>The Number of Empty Shops (TIVERTON)</u>	17 (1/4)	16	20	18				18 (1/4)	John Bodley-Scott	
<u>The Number of Empty Shops (CREDITON)</u>	9 (1/4)	7	10	9				9 (1/4)	John Bodley-Scott	
<u>The Number of Empty Shops (CULLOMPTON)</u>	12 (1/4)	8	14	10				10 (1/4)	John Bodley-Scott	

Aims: Other										
Performance Indicators										
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>Local Plan Review</u>	n/a	n/a		n/a	n/a	n/a		n/a	Jenny Clifford	
<u>Funding awarded to support economic projects</u>	n/a	n/a	No target - for information only	£56,842				£56,842 (1/4)	Amy Tregellas	

Corporate Plan Quarterly PI Report Community

Quarterly report for 2016-2017
 Arranged by Aims
 Filtered by Aim: Priorities Community
 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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Corporate Plan Quarterly PI Report Community

Priorities: Community

Aims: Work with local communities to encourage them to support themselves

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>£ Council Grants / Head of Population</u>	n/a	n/a							John Bodley-Scott	

Aims: Promote physical activity, health and wellbeing

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>Introduce Trimtrails across the District</u>	n/a	n/a	1	n/a	n/a	n/a		n/a	Jill May, Simon Newcombe	
<u>Total number of users is at least 900,000</u>	208,965 (1/4)	824,612	900,000	236,000				236,000 (1/4)	Jill May	
<u>Operational Recovery Rate</u>	(1/4)	85.15%	88%						Lee Chester	

Aims: Other

Corporate Plan Quarterly PI Report Community

Priorities: Community

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>Local Plan Review</u>	n/a	n/a		n/a	n/a	n/a		n/a	Jenny Clifford	
<u>Number of web hits per month</u>	0 (1/4)	0	For information only	27,980				27,980 (1/4)	Liz Reeves	
<u>Compliance with food safety law</u>	n/a	n/a	90%	91%				91% (1/4)	Simon Newcombe	

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Corporate Plan Quarterly PI Report Corporate

Quarterly report for 2016-2017
 Arranged by Aims
 Filtered by Aim: Priorities Delivering a Well-Managed Council
 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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* Indicates that an entity is linked to the Aim by its parent Service

Corporate Plan Quarterly PI Report Corporate										
Priorities: Delivering a Well-Managed Council										
Aims: Put customers first										
Performance Indicators										
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>New Performance Planning Guarantee determine within 26 weeks</u>	97% (1/4)	97%	100%	93%				93% (1/4)	Jenny Clifford	
<u>Working Days Lost Due to Sickness Absence</u>	1.64days (1/4)	8.12days	8.00days	1.71days				1.71days (1/4)	Jill May	
<u>Planning Applications: over 13 weeks old</u>	25 (1/4)	32	45	37				37 (1/4)	Jenny Clifford	
<u>% total NNDR collected - monthly</u>	48.30% (5/12)	99.10%	99.20%	33.96%				49.64% (5/12)	John Chumbley	
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	93% (1/4)	93%	90%	94%				94% (1/4)	Liz Reeves	(Quarter 1) 94% resolved in time (LR)
<u>Number of Complaints</u>	61 (1/4)	95	For information only	106				106 (1/4)	Liz Reeves	(Quarter 1) 106 complaints logged in this period (LR)
<u>Response to FOI Requests</u>	70% (1/4)	87%	90%	95%				95% (1/4)	Lynsey Chilcott, Liz	

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Corporate Plan Quarterly PI Report Corporate										
Priorities: Delivering a Well-Managed Council										
Aims: Put customers first										
Performance Indicators										
Title	Prev Year (Period)	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Actual to Date	Head of Service / Manager	Officer Notes
<u>(within 20 working days)</u>									Reeves	

Risk Report Appendix 6

Report for 2016-2017
 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 6

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: Risks largely restricted to trained/professional EH or PSH officers therefore overall status remains low

Risk Report Appendix 6

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

Causes (Likelihood):

Service: Human Resources

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Jill May

Review Note: The council employs four Chartered Ins of Personnel and Development (CIPD) staff who undertake regular employment law updates. All policies are reviewed on an three year programme which has slipped lately due to pressure of work (reorganisations, consultations and redundancies) however we always prioritise legislative change. Therefore whilst this is a huge risk it is a risk which is managed.

Risk: Car Park Car Park Overcrowding

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: High
(20)

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 4 -
High

Head of Service: Jill May

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: Lee Chester

Review Note:

Risk Report Appendix 6

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: Cabinet have recently agreed to invest in CCLA

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: Strategy is approved by Cabinet annually.
2015 Audit found no issue with this

Risk Report Appendix 6

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
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Head of Service: Liz Reeves

Review Note:

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: Medium (5)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
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Head of Service: Liz Reeves

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: Liz Reeves

Review Note:

Risk Report Appendix 6

Risk: H&S RA - Recycling Depot Operatives Role risk assessment - Highest Risk scored

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status:
Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Stuart Noyce

Review Note: RA Review

Risk: H&S RA - Refuse Driver/Loader Risk Assessment for Role - Highest risk from role RA. - Risk of RTA from sever weather conditions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status:
Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Stuart Noyce

Review Note: Annual Review of Risk Assesment

Risk: Homelessness Insufficient resources to support an increased homeless population could result in failure to meet statutory duty to provide advice and assistance to anyone who is homeless.

Effects (Impact/Severity): • Dissatisfied customers and increase in complaints
• An investigation by DCLG
• Legal costs

Causes (Likelihood): • Social and economic factors like the recession and mortgage repossessions increase the number of homeless.

Service: Housing Services

Current Status: High (16)

Current Risk Severity: 4 - High

Current Risk Likelihood: 4 - High

Head of Service: Nick Sanderson

Review Note:

Risk Report Appendix 6

Risk: Impact of Welfare Reform and other emerging National Housing Policy Changes to benefits available to tenants could impact upon their ability to pay. Other initiatives could impact upon our ability to deliver our 30 year Business Plan.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Head of Service: Nick Sanderson

Review Note:

Risk: Information Security Inadequate Information Security could lead to breaches of confidential information, damaged or corrupted data and ultimately Denial of Service. If 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: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Head of Service: Liz Reeves

Review Note: this should be reviewed 6 monthly, corporate risk is high.

Constant checks are in place and firewall etc. but risk of cyber attack constant

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: Jill May

Review Note:

Risk Report Appendix 6

Risk: Lone Working Lone Working of centre employees

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 May

Review Note:

Risk: Noise Risk of hearing damage and headaches from high noise levels above 85 decibels and nuisance noise eg Printers, fans.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status:
Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Stuart Noyce

Review Note: No change

Risk: Pannier market general risk assessment General risk assessment for the market's day to day operation

Effects (Impact/Severity): Score of 5 as their appears to be a movement in the structure causing the glass doors to bow

Causes (Likelihood): Unclear structural survey required

Service: Pannier Market

Current Status: High
(15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Head of Service: Amy Tregellas

Review Note: A structural survey is required to identify the cause of the bow in some of the glass doors

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: Jill May

Review Note:

Risk Report Appendix 6

Risk: Pool Activities Pool Activities

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: Lee Chester

Review Note:

Risk: St Andrew Street A staircase in the new development does not meet current building regulations due to conservation requirements.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Property Services

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Head of Service: Nick Sanderson

Review Note: The staircase has to remain in position, no further issues reported from the housing team. We will continue to monitor and will take action where possible and permitted.

Risk: Vehicles, Transport, Driving Risk of collisions with other moving or stationary vehicles, cycles and/or pedestrians.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status:
Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Stuart Noyce

Review Note: No change

Risk Report Appendix 6

Risk: Waste Management Project 2015 Risks associated with the roll out of the new waste and recycling collection scheme to all households

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status:
Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Stuart Noyce

Review Note: -Monthly monitoring of budgets and project

- project group set up and meeting monthly

- project plan written and updated

-1/4 reporting to PDG

Risk: Welfare Reform Act - Benefits Failure to implement and communicate the new benefits framework effectively could result in applications not being completed in time

Effects (Impact/Severity): Impact on number of officers required in service

Causes (Likelihood): If the changes from current benefits system to Universal Credit go ahead, the system will require greater staff resource

Service: Revenues - Benefits

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Head of Service: Andrew Jarrett

Review Note:

Risk: Widespread fire in block of flats Failure to carry out adequate fire risk assessments on our multiple occupancy properties, could result in widespread fire and death

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Nick Sanderson

Review Note:

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