

**SCRUTINY COMMITTEE**  
**13 APRIL 2015:**

**PERFORMANCE AND RISK FOR THE FIRST THREE QUARTERS OF 2014-15**

**Cabinet Member** Cllr Clive Eginton  
**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 2014/15 as well as providing an update on any 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 1-6 provide Members with details of performance against the Corporate Plan and local service targets for the 2014/15 financial year.

1.2 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

## **2.0 Performance**

### Managing the Environment Portfolio - Appendix 1

2.1 Performance is below target this quarter. The missed collections logged are now restored to normal low levels.

2.2 Where benchmarking information is available for the previous year it is included.

### Decent and affordable Homes Portfolio - Appendix 2

- 2.3 All Repairs PIs remain either at or above target for the year meaning that performance continues to be good. There were 4 properties without a valid gas certificate at the end of December; all had appointments for the service to be carried out.
- 2.4 Rent Collection performance is also very good with both PIs above target.
- 2.5 141 homes were non- decent at the end of December, a third without access. (As at end of February all are decent except 82 without access.)

### Community Well Being Portfolio - Appendix 3

- 2.6 In quarter 3 the number of empty shops for Crediton has stayed on target, Tiverton has 1 less empty shop this quarter and is above target but Cullompton has 2 more and is below target.
- 2.7 The Leisure performance is slightly below target but has improved over the course of the year.

### Planning and Regeneration Portfolio - Appendix 4

- 2.8 The Planning performance is taken from the last report to Planning Committee.

### Working Environment Portfolio - Appendix 5

- 2.9 The performance regarding complaints is below target; the CRM upgrade will improve the monitoring process and be accompanied by refresher training for staff. Other PIs are above target except working days lost due to sickness. The Health & Safety Committee continues to monitor the statistics for any trends which need attention.

### Finance Portfolio - Appendix 6

- 2.10 All PIs are above target.

## **3.0 Risk**

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated quarterly. Risk reports to Audit Committee, Cabinet and Scrutiny continue to include risks with a total score of 15 or more and all those with an impact score of 5. (Appendix 7)
- 3.2 The Waste and Transport Manager is in the process of reviewing all the risk assessments for his entire area of responsibility. Operational risk assessments will be job specific and flow through to safe systems of work. These are not yet completed.

3.3 The profile of these risks for this quarter is:

<b>Impact</b>	<b>5</b>	<b>14</b>	<b>3</b>			
	<b>4</b>					
	<b>3</b>					
	<b>2</b>					
	<b>1</b>					
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
		<b>Likelihood</b>				

**4.0 Conclusion and Recommendation**

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

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

**Circulation of the Report:** Management Team and Cabinet Member

## MTE PDG Performance Report - Appendix 1

Quarterly report for 2014-2015

No headings

For Environment - Cllr Neal Davey 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

### 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 below target	2014-2015 No Data Available	<u>Increase Dry Recycling Rate to 20% by 2015</u>	14.89%	20.00%	20.00% (3/4)	13.46%	14.13%	14.71%	
<b>Management Notes:</b>									
Below target	2012-2013 Best Performing District Councils	<u>Residual household waste per head</u>	482.3	455.0	341.3 (3/4)	115.8	223.7	348.8	
<b>Management Notes:</b> (Quarter 1 - 3)  Currently waiting for figures to be verified by Waste Data Flow at DCC.  (AW)									
Below target	2012-2013 Above Median District Councils	<u>% of Household Waste Reuse, Recycled and Composted</u>	46.7%	50.0%	50.0% (3/4)	50.5%	51.6%	49.2%	
<b>Management Notes:</b> (Quarter 3)  Currently waiting for figures to be verified by Waste Data Flow at DCC.  (AW)									
No Target	2014-2015 No Data Available	<u>Number of Missed Collections logged per Quarter (refuse and organic waste)</u>	661			1,190	1,542	1,682	
<b>Management Notes:</b>									
No Target	2014-2015 No Data Available	<u>Number of Missed Collections logged per Quarter (Recycling)</u>	652			719	976	1,056	
<b>Management Notes:</b>									

## DAH PDG Performance Report - Appendix 2

Quarterly report for 2014-2015

No headings

For Decent and Affordable Homes - Cllr 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
Well below target	<u>Deliver 15 homes per year by bringing Empty Houses into use</u>	16	15	11 (3/4)	2	6	8	
<b>Management Notes:</b>								
Well below target	<u>Number of affordable homes delivered (gross)</u>	68	80	60 (3/4)	1	5	21	
<b>Management Notes:</b>								
On target	<u>% Emergency Repairs Completed on Time</u>	99.74%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
<b>Management Notes:</b>								
On target	<u>% Urgent Repairs Completed on Time</u>	100.00%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
<b>Management Notes:</b>								
On target	<u>% Routine Repairs Completed on Time</u>	99.96%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
<b>Management Notes:</b>								
Above target	<u>% Repairs Completed at First Visit</u>	99.86%	99.90%	99.90% (9/12)	100.00%	100.00%	99.93%	
<b>Management Notes:</b>								
Above target	<u>Ratio of expenditure between planned and responsive repairs</u>	76.24	70.30	70.30 (3/4)	53.46	57.43	71.29	
<b>Management Notes:</b>								
Above target	<u>Rent Collected as a Proportion of Rent Owed</u>	100.66%	100.50%	100.50% (9/12)	98.09%	100.62%	100.83%	
<b>Management Notes:</b>								
Well above target	<u>Rent Arrears as a Proportion of Annual Rent Debit</u>	0.72%	1.00%	1.00% (9/12)	1.11%	1.00%	0.83%	
<b>Management Notes:</b>								
Below target	<u>% Decent Council Homes</u>	83.45%	100.00%	100.00% (9/12)	81.55%	89.20%	95.39%	
<b>Management Notes:</b>								
Below target	<u>% Properties With a Valid Gas Safety</u>	100.00%	100.00%	100.00% (9/12)	99.91%	99.72%	99.81%	



## CWB PDG Performance Report - Appendix 3

Quarterly report for 2014-2015

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
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### CWB PDG Performance Report - Appendix 3

Performance Indicators								
Status	Definition	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	<u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (TIVERTON)</u>	18	20	20 (3/4)	15	16	15	
<b>Management Notes:</b> (Quarter 3)  October 2014 no. empty units = 15 / 244 (September 2009 = 30 / 245)  (ZL)								
On target	<u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (CREDITON)</u>	7	10	10 (3/4)	12	10	10	
<b>Management Notes:</b> (Quarter 3)  October 2014 no. empty shop units = 10 / 118 (September 2009 = 17 / 114)  (ZL)								
Below target	<u>Target is a maximum of 15.00% empty shop units out of total shop units (as per Planning Use Classes). (CULLOMPTON)</u>	12	14	14 (3/4)	12	13	15	
<b>Management Notes:</b> (Quarter 3)  October 2014 no. empty shop units = 15 / 94 (September 2009 = 17 / 91)  (ZL)								
Below target	<u>The percentage of Leisure's operational expenditure recovered through customer receipts</u>	88.18%	87.50%	87.50% (3/4)	86.51%	86.08%	86.57%	
<b>Management Notes:</b>								
Below target	<u>% of Leisure members retained from month beginning to month end.</u>	95.2%	95.50%	95.50% (3/4)	94.30%	94.90%	95.07%	
<b>Management Notes:</b>								

## PLANNING PERFORMANCE 2014-15 QUARTER THREE

### 1.0 PLANNING PERFORMANCE

Set out below are the Planning Service performance figures for quarter three 1<sup>st</sup> October to 31<sup>st</sup> December 2014 of the current financial year together with previous quarters for comparison and the year 13/14. The performance data is published quarterly on the Councils web site at <http://www.middevon.gov.uk/index.aspx?articleid=4026>. The performance over the last twelve months is set out below. The last three quarters have seen a significant increase in performance in processing Major, Minor and Other applications and all are currently above central Government targets.

Planning Service Performance	Target	2013/ 14	2014/15			2014 /15 <sup>¾</sup> year to date
			Q1	Q2	Q3	
			Apr- Jun	Jul- Sep	Oct- Dec	
Major applications determined within 13 weeks	60	37	50	75	57	61
Minor applications determined within 8 weeks	65	54	64	71	68	68
Other applications determined within 8 weeks	80	76	84	77	83	81
Householder applications determined in 8 weeks	85	83	91	82	89	88
Listed Building and Conservation Area Consents	80	71	68	66	77	71
Enforcement Site Visits undertaken within 15 days of complaint receipt	87	89	100	100	80	93
Delegated Decisions	90	93	94	95	96	95
Applications over 13 weeks old without a decision ( less than )	<45	53	28	34	30	31
Major applications determined within 13 weeks (over last 2 years)	>40 %	67	57	53	50	64
Determine all applications within 26 weeks (per annum – Government Guarantee)	100	94	94	95	96	97
Building Regulation Applications examined within 3 weeks	95	87	70	<b>92</b>	88	83
Building Regulation Full Plan applications determined in 2 months	95	99	100	<b>99</b>	93	97



## Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2014-2015

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

**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
No Target	<u>Number of phone calls to CF per month</u>	11,929	For Information Only	For Information Only	14,160	13,843	12,877	
<b>Management Notes:</b>								
Above target	<u>Number of visitors per month &lt; 4,500</u>	4,257	4,500	4,500 (9/12)	4,480	4,397	4,228	
<b>Management Notes:</b>								
Above target	<u>Satisfaction with front-line services</u>	80.33%	80.00%	80.00% (3/4)	77.00%	79.50%	81.67%	
<b>Management Notes:</b>								
Not calculable	<u>% complaints acknowledged w/in 3 days</u>	71%	80%	80% (3/4)	43%	44%	45%	
<b>Management Notes:</b> (Quarter 3)  the upgrade to the crm, makes acknowledgement of complaints mandatory when the complaint is logged.  (LR)								
Well below target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	73%	90%	90% (3/4)	81%	69%	74%	
<b>Management Notes:</b> (Quarter 3)  the upgrade of the CRM will verify data for the report is correct and includes as within timescale those claims that have required additional time to complete inline with the complaints policy.  (LR)								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	99.3%	95.0%	95.0% (3/4)	99.0%	99.0%	98.0%	
<b>Management Notes:</b>								
Not calculable	<u>Number of Complaints</u>	n/a	For information only	For information only	193	122	69	
<b>Management Notes:</b>								
Not calculable	<u>Number of Digital Contacts</u>	n/a	For information only	For information only	9,172	9,928	8,515	
<b>Management Notes:</b>								
Well	<u>Working Days Lost Due</u>	8.64days	7.00days	5.25days (3/4)	2.38days	4.63days	7.17days	



## Finance Portfolio Performance - Appendix 6

Quarterly report for 2014-2015  
No headings  
For Finance - Cllr Peter Hare-Scott 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
Data not due	<u>Percentage of Council Tax collected (BVPI 009)</u>	97.56%	98.00%	98.00%	n/a	n/a	n/a	
<b>Management Notes:</b>								
Data not due	<u>Percentage of NNDR collected (BVPI 010)</u>	98.40%	98.00%	98.00%	n/a	n/a	n/a	
<b>Management Notes:</b>								
Well above target	<u>% total Council tax collected - monthly</u>	97.56%	98.00%	73.50% (9/12)	29.31%	56.58%	88.95%	
<b>Management Notes:</b>								
Well above target	<u>% total NNDR collected - monthly</u>	98.40%	98.00%	73.50% (9/12)	29.70%	57.74%	85.02%	
<b>Management Notes:</b>								
Above target	<u>Percentage of Invoices Paid on Time</u>	94.13%	97.50%	97.50% (1/2)	n/a	99.34%	n/a	
<b>Management Notes:</b> (April - September)  Six- monthly  (CY)								
Well above target	<u>Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</u>	8days	14days	14days (3/4)	9days	9days	9days	
<b>Management Notes:</b>								

## Risk Report Appendix 7

Report for 2014-2015

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:** Following recent events procedures have been scrutinised and recommendations from the HSE are in the process of being implemented.

## Risk Report Appendix 7

**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: 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 May**

**Review Note:**

## Risk Report Appendix 7

**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 Cawdron, 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 Cawdron, Andrew Jarrett

**Review Note:**

**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 Cawdron, Andrew Jarrett

**Review Note:**

## Risk Report Appendix 7

**Risk: Digital transformation - Local Plan** Jeopardisation of the Local plan consultation timetable due to problems with the website

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Management Team**

**Current Status:**  
Medium (10)

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

**Current Risk Likelihood: 2 - Low**

**Head of Service: Jonathan Guscott, Liz Reeves**

**Review Note:**

**Risk: Digital Transformation - No Website** The complete failure of the Council website

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Management Team**

**Current Status:**  
Medium (5)

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

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

**Head of Service: Christina Cross, Liz Reeves**

**Review Note:** the security patch has been successfully applied to Goss.

**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:** no change to policy

## 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:**  
**Medium (5)**

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

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

**Head of Service: Christina Cross**

**Review Note:** Policy now in place

**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**

**Head of Service: Christina Cross**

**Review Note:** we had an incident 7 pm Tuesday evening and our heat sensors and recovery team worked all as it should and problem averted

**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:** no changes since last risk review. Users are aware and regularly reminded



## Risk Report Appendix 7

### **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: 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 May**

**Review Note:**

### **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: None**

**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: Street Scene Services**

**Current Status:**  
Medium (10)

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

**Current Risk Likelihood: 2 -**  
Low

**Head of Service: None**

**Review Note:**