

**SCRUTINY COMMITTEE  
8 DECEMBER 2014:**

**PERFORMANCE AND RISK FOR THE FIRST TWO 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 has improved this quarter but some of the improvement, to recycling for example, is to do with the time of year. The missed collections logged are markedly better now the new rounds have become established.
- 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 are either at or above target meaning that performance continues to be good with void times coming down significantly from 17 days for 2013-14 to 14 days for the first 6 months of 2014-15.
- 2.4 Rent Collection performance is very good with both PIs above target.

### Community Well Being Portfolio - Appendix 3

- 2.5 The number of empty shops in quarter 2 has gone down for Crediton which is now on target; however both Tiverton and Cullompton have 1 more empty shop this quarter compared to quarter 1.
- 2.6 The Leisure performance is slightly below target.

### 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 high volume of complaints in the first quarter due to the waste round changes have had an impact on quarter 2 as well as some were still due to a delay in updating the system.

### 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 8)
- 3.2 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.

3.3 The profile of these risks for this quarter is:

<b>Impact</b>	<b>5</b>	<b>14</b>	<b>2</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 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

## 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
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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 below target	2014-2015 No Data Available	<b><u>Increase Dry Recycling Rate to 20% by 2015</u></b>	14.89%	20.00%	20.00% (2/4)	13.46%	14.13%		

**Management Notes:**  
(Quarter 2)  
Dry recycling continues to be around the 14% rate. The collection of cardboard and mixed plastics in the future will increase this rate .  
  
(SN)

Above target	2012-2013 Best Performing District Councils	<b><u>Residual household waste per head</u></b>	482.3	455.0	227.5 (2/4)	115.8	223.7		
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**Management Notes:**  
(Quarter 1 - 2)  
  
Residual waste down slightly against same period last year. Possible that this relates to disruptions with service and householders finding alternative disposal routes.  
  
(SN)

Above target	2012-2013 Above Median District Councils	<b><u>% of Household Waste Reuse, Recycled and Composted</u></b>	46.7%	50.0%	50.0% (2/4)	50.5%	51.6%		
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**Management Notes:**  
(Quarter 2)  
  
A 1% increase on the same 1/4 last year. This will relate to a reduction in waste arisings during the first half of the year. The recycling rate will also be higher in the 1st half of the year due to high levels of garden waste collected.  
  
(SN)

No Target	2014-2015 No Data Available	<b><u>Number of Missed Collections logged per Quarter (refuse and organic waste)</u></b>	661			1,190	1,542		
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**Management Notes:**  
(Quarter 2)  
  
The number of reported missed collections for this 1/4 (Jul- 171, Aug - 97, Sept - 84) have continued to fall as rounds have been become established. Approx. 151,000 collections made per month.  
  
(SN)

No Target	2014-2015	<b><u>Number of Missed Collections logged per</u></b>	652			719	976		
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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
	No Data Available	<u>Quarter (Recycling)</u>							
<p><b>Management Notes:</b>            (Quarter 2)</p> <p>The number of reported missed collections for this 1/4 (Jul- 121, Aug - 79, Sept - 51) have continued to fall as rounds have been become established. The service has moved onto task and finish which has allowed for routes to be completed every day since Sept. Most missed collections now relate to late put outs or access problems due to parked cars. Approx. 75,500 collections made per month.</p> <p>(SN)</p>									

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## 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	8 (2/4)	2	6		
<b>Management Notes:</b> (Quarter 2)								
Resources for delivery of this target need to be re-examined. Limited work is carried out by the PSH Lead officer as the Empty Homes delivery role has been stripped out of the PSH resource following various restructuring. This will need to be considered during the review of the current Empty Homes Strategy and Action Plan which runs out in March 2015								
(HS)								
Well below target	<u>Number of affordable homes delivered (gross)</u>	68	80	40 (2/4)	0	4		
<b>Management Notes:</b>								
On target	<u>% Emergency Repairs Completed on Time</u>	99.74%	100.00%	100.00% (6/12)	100.00%	100.00%		
<b>Management Notes:</b>								
On target	<u>% Urgent Repairs Completed on Time</u>	100.00%	100.00%	100.00% (6/12)	100.00%	100.00%		
<b>Management Notes:</b>								
On target	<u>% Routine Repairs Completed on Time</u>	99.96%	100.00%	100.00% (6/12)	100.00%	100.00%		
<b>Management Notes:</b>								
Above target	<u>% Repairs Completed at First Visit</u>	99.86%	99.90%	99.90% (6/12)	100.00%	100.00%		
<b>Management Notes:</b>								
Well above target	<u>Ratio of expenditure between planned and responsive repairs</u>	76.24	70.30	70.30 (2/4)	81.19	82.18		
<b>Management Notes:</b>								
Above target	<u>Rent Collected as a Proportion of Rent Owed</u>	100.66%	100.50%	100.50% (6/12)	98.09%	100.82%		
<b>Management Notes:</b>								
Well above	<u>Rent Arrears as a Proportion of Annual</u>	0.72%	1.00%	1.00% (6/12)	1.11%	0.47%		

## 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
target	<u>Rent Debit</u>							
<b>Management Notes:</b>								
Well below target	<u>% Decent Council Homes</u>	83.45%	100.00%	100.00% (6/12)	81.55%	89.20%		
<b>Management Notes:</b> (October)								
As at the end of September 147 properties had been completed with £400k of the back log funding.								
(NS)								
Below target	<u>% Properties With a Valid Gas Safety Certificate</u>	100.00%	100.00%	100.00% (6/12)	99.91%	99.72%		
<b>Management Notes:</b> (October)								
A bad month for instances of non-compliance, caused by a combination of poor administration in the main offices that issue the appointment letters and MDDC tenants not keeping appointments. All are now in the process of enhanced efforts to gain access. 2 are at the Administrator stage (Stage 3) the remainder require additional input from the contractor and MDDC before we can safely progress them to a higher level of intervention. The hope is to gain access before the need to take further (Legal) action.								
(WD)								
Well below target	<u>Average Days to Re-Let Local Authority Housing</u>	19.9days	17.0days	17.0days (6/12)	20.0days	22.6days		
<b>Management Notes:</b> (October)								
We have now divided the time spent in Housing Needs into lettable and un-lettable days. The un-lettable days relate to the period between when the keys are returned from Repairs and the following Monday, as Monday is the first day a property can be let. In September there were 2 days "un-lettable "time with Housing Needs.								
(MP)								

## 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	<b><u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (TIVERTON)</u></b>	18	20	20 (2/4)	15	16		
<b>Management Notes:</b> (Quarter 2)  July 2014 no. empty units = 16 / 244 (September 2009 = 30 / 245)  (ZL)								
On target	<b><u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (CREDITON)</u></b>	7	10	10 (2/4)	12	10		
<b>Management Notes:</b> (Quarter 2)  July 2014 no. empty shop units = 10 / 119 (September 2009 = 17 / 114)  (ZL)								
Above target	<b><u>Target is a maximum of 15.00% empty shop units out of total shop units (as per Planning Use Classes). (CULLOMPTON)</u></b>	12	14	14 (2/4)	12	13		
<b>Management Notes:</b> (Quarter 2)  July 2014 no. empty shop units = 13 / 94 (September 2009 = 17 / 91)  (ZL)								
Below target	<b><u>The percentage of Leisure's operational expenditure recovered through customer receipts</u></b>	88.18%	87.50%	87.50% (2/4)	86.51%	86.08%		
<b>Management Notes:</b> (Quarter 2)  Expenditure is over budget mainly due to increased pension costs and some equipment at Culm Valley however income at Culm Valley is over budget as well.  (SB)								
Below target	<b><u>% of Leisure members retained from month</u></b>	95.2%	95.50%	95.50% (2/4)	94.30%	94.90%		



**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
	<u>beginning to month end.</u>							

**Management Notes:**

(Quarter 2)

Although the retention rate is slightly below target the core membership base has grown from 3,173 to 3,675 over the last year which is pleasing.

(SB)

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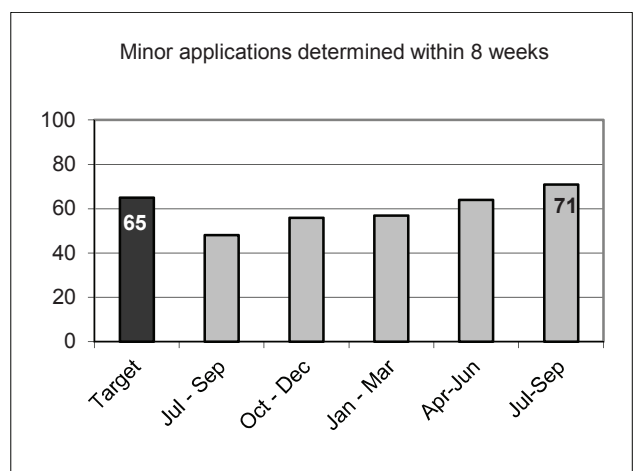
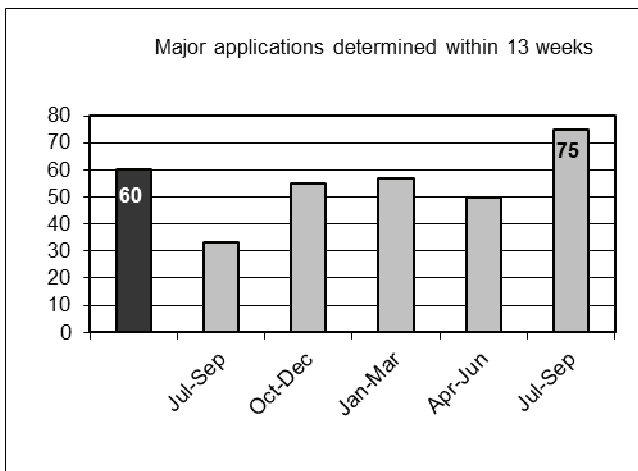
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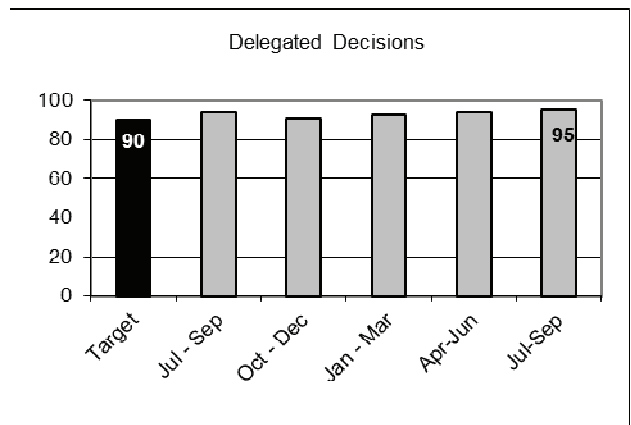
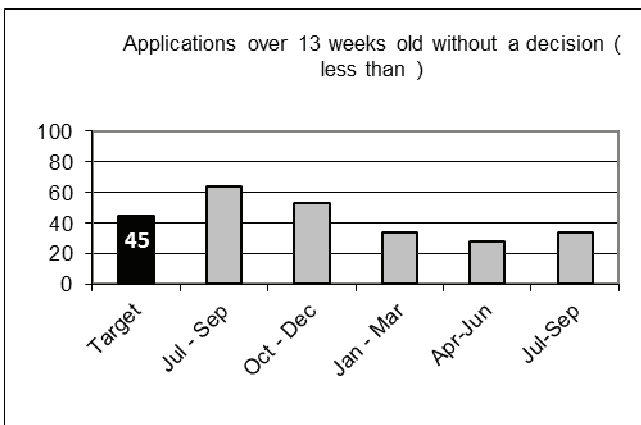
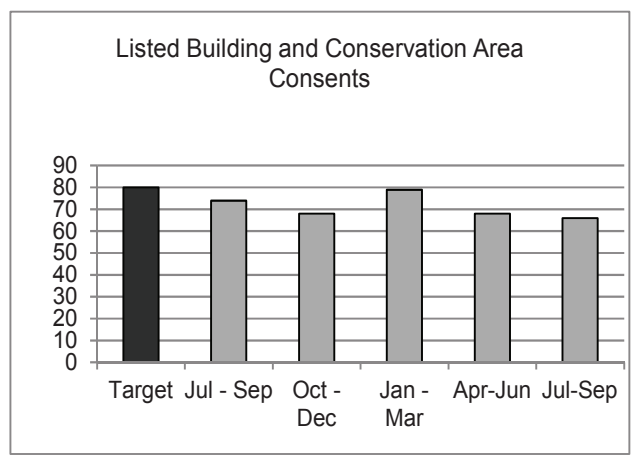
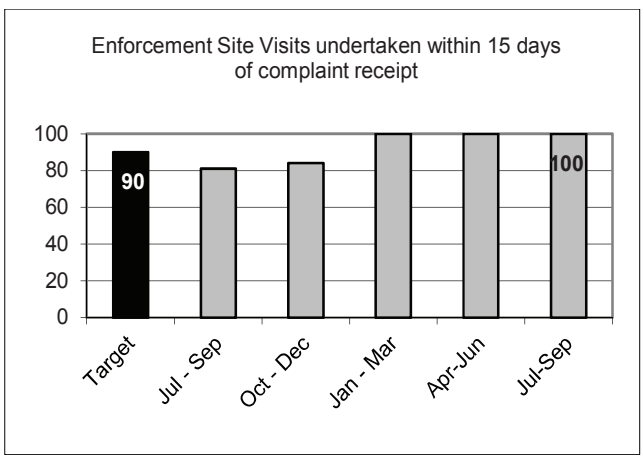
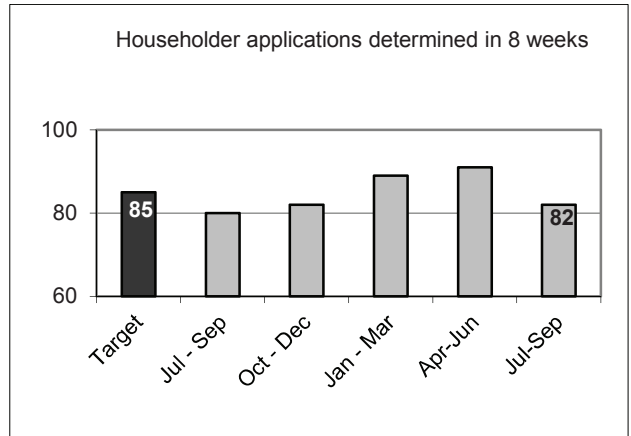
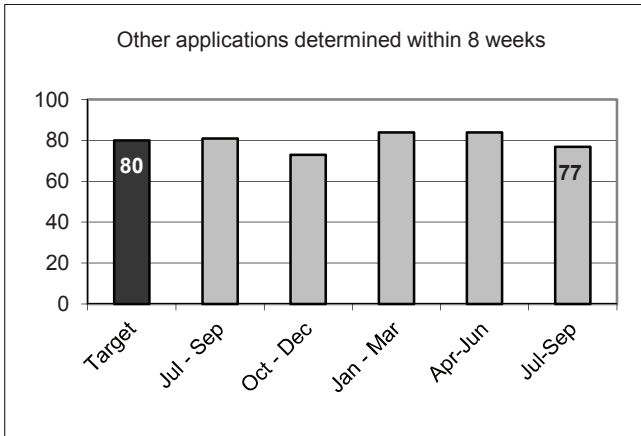
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<http://www.middevon.gov.uk/index.aspx?articleid=4026>. The performance over the last twelve months is set out below.

Planning Service Performance 2011/12	Target	2013/14			2014/15	
		Q2	Q3	Q4	Q1	Q2
		Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep
Major applications determined within 13 weeks	60	33	55	57	50	<b>75</b>
Minor applications determined within 8 weeks	65	48	56	57	64	<b>71</b>
Other applications determined within 8 weeks	80	81	73	84	84	<b>77</b>
Householder applications determined in 8 weeks	85	80	82	89	91	<b>82</b>
Listed Building and Conservation Area Consents	80	74	68	79	68	<b>66</b>
Enforcement Site Visits undertaken within 15 days of complaint receipt	90	81	84	100	100	<b>100</b>
Delegated Decisions	90	94	91	93	94	95
Applications over 13 weeks old without a decision ( less than )	45	64	53	34	28	<b>34</b>
Major applications determined within 13 weeks (over last 2 years)	>40%	N/A	55	55	57	<b>53</b>
Determine all applications within 26 weeks (per annum – Government Guarantee)	100	94	97	95	94	<b>95</b>
Customers rating the service good	80	100	88	94	83	<b>75</b>
Building Regulation Applications examined within 3 weeks	95	80	90	85	70	<b>92</b>
Building Regulation Full Plan applications determined in 2 months	95	98	100	100	100	<b>99</b>

Figures up to 26 SEP 14. Update to 30 SEP 14 will be given at Committee





## 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		
<b>Management Notes:</b>								
Above target	<u>Number of visitors per month &lt; 4,500</u>	4,257	4,500	4,500 (7/12)	4,480	4,397		
<b>Management Notes:</b>								
Below target	<u>Satisfaction with front-line services</u>	80.33%	80.00%	80.00% (2/4)	77.00%	79.50%		
<b>Management Notes:</b>								
Not calculable	<u>% complaints acknowledged w/in 3 days</u>	71%	80%	80% (2/4)	43%	44%		
<b>Management Notes:</b> (Quarter 2)  CRM is currently being re written and complaints that have been acknowledged by email have not been recorded, the percentage acknowledged within the timescale would still be below target.  (LR)								
Well below target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	73%	90%	90% (2/4)	81%	69%		
<b>Management Notes:</b> (Quarter 2)  High number of complaints open at the beginning of the quarter remained open from the waste round changes during quarter 1, complaints were responded to but there was a delay in updating the system.  (LC)								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	99.3%	95.0%	95.0% (2/4)	99.0%	99.0%		
<b>Management Notes:</b>								
Not calculable	<u>Number of Complaints</u>	n/a	For information only	For information only	193	122		
<b>Management Notes:</b>								
Not calculable	<u>Number of Digital Contacts</u>	n/a	For information only	For information only	9,172	9,928		
<b>Management Notes:</b> (Quarter 2)								

**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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Data for this PI is currently on payments only, digital transactions for payments are increasing. Data on other digital transactions will be developed to monitor channel shift.

(LR)

Well below target	<u>Working Days Lost Due to Sickness Absence</u>	8.64days	7.00days	3.50days (2/4)	2.38days	4.63days		
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**Management Notes:**

(Quarter 2)

Includes long-term sickness absence.

(JC)

## 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
Well above target	<u>% total Council tax collected - monthly</u>	97.56%	98.00%	49.00% (6/12)	29.31%	56.58%		

**Management Notes:**

Well above target	<u>% total NNDR collected - monthly</u>	98.40%	98.00%	49.00% (6/12)	29.70%	57.74%		
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**Management Notes:**

Above target	<u>Percentage of Invoices Paid on Time</u>	94.13%	97.50%	97.50% (1/2)	n/a	99.34%	n/a	
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**Management Notes:**  
 (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 (2/4)	9days	9days		
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**Management Notes:**

## 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**

<b>Current Status:</b> Medium (10)	<b>Current Risk Severity: 5 - Very High</b>	<b>Current Risk Likelihood: 2 - Low</b>
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**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**

<b>Current Status:</b> Medium (5)	<b>Current Risk Severity: 5 - Very High</b>	<b>Current Risk Likelihood: 1 - Very Low</b>
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**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**

<b>Current Status:</b> Medium (5)	<b>Current Risk Severity: 5 - Very High</b>	<b>Current Risk Likelihood: 1 - Very Low</b>
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**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: Michael Lowe

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: Michael Lowe

Review Note:

Printed by: Catherine  
Yandle

SPAR.net

Print Date: Tuesday,  
November 18, 2014 15:31