

## Risk Report Appendix 6

Report for 2017-2018

Filtered by Flag: Include: \* CRR 5+ / 15+

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records or Mitigating Action records

*Key to Performance Status:*

Risks: No Data (0+) High (15+) Medium (6+) Low (1+)

### Risk Report Appendix 6

**Risk: Affordable and Council Housing Demand** Housing supply does not meet local demand or reflect demographic shifts like increased demand for single occupancy

**Effects (Impact/Severity):**

- Increased costs for paying for private accommodation to house homeless
- Increase in number of homeless people in Mid Devon

**Causes (Likelihood):**

- Impact of economic downturn and reduced funding has reduced number of affordable housing units being built
- Under-occupation in existing stock
- Reduction in number of Right to Buys results in less HRA funding available for new builds

**Service: Housing Services**

<b>Current Status:</b> Medium (12)	<b>Current Risk Severity:</b> 4 - High	<b>Current Risk Likelihood:</b> 3 - Medium
---------------------------------------	--	--

**Head of Service: Nick Sanderson**

**Review Note:** There is still a significant deficit between permissions granted and build-out rates

**Risk: Car Parks** Car Park Overcrowding

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Leisure Services**

<b>Current Status:</b> Medium (12)	<b>Current Risk Severity:</b> 4 - High	<b>Current Risk Likelihood:</b> 3 - Medium
---------------------------------------	--	--

**Head of Service: Jill May**

**Review Note:**

## Risk Report Appendix 6

**Risk: Dangerous Equipment** Risks associated with using powered equipment and machinery or that which has moving parts eg fans, woodworking machines, abrasive wheels. Also risks with using powered portable tools eg electric drill, off-hand grinders as well as manual tools eg knife, guillotine.

There are risks that some equipment may produce electromagnetic interference with pace-makers.

**Effects (Impact/Severity):** High if no PPE worn or risk assessments not followed

**Causes (Likelihood):** medium if procedures followed.

**Service: Property Services**

**Current Status:**  
Medium (12)

**Current Risk Severity:** 4 -  
High

**Current Risk Likelihood:** 3 -  
Medium

**Head of Service: Andrew Busby**

**Review Note:**

**Risk: Decline in National Macro-economics** A decline in national macro-economics could result in level of influence by local government being limited and having little or no impact on local economic activity

**Effects (Impact/Severity):** High - Inability to meet Council objectives, customer requirements or financial commitments

**Causes (Likelihood):** High - no control over macro-economics but Council objectives and action plan currently in process to increase local economic activity

**Service: Community Development**

**Current Status:**  
Medium (12)

**Current Risk Severity:** 4 -  
High

**Current Risk Likelihood:** 3 -  
Medium

**Head of Service: John Bodley-Scott**

**Review Note:**

**Risk: Evictions** Tenants being evicted could become violent.

**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: Claire Fry**

**Review Note:**

## Risk Report Appendix 6

**Risk: Five Year Commercial Land supply** Failure to identify a 5 year land supply will stunt economic growth

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Planning**

**Current Status: High (20)**

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

**Current Risk Likelihood: 4 - High**

**Head of Service: Jenny Clifford**

**Review Note:**

**Risk: Five year housing land Supply** Risk: Housing land supply. Inability to demonstrate the required 5 year housing land supply (+20% ) until Local Plan Review in place

**Effects (Impact/Severity):** Effects (Impact /severity):

- Receipt of speculative housing applications in unplanned locations with less community benefit and less infrastructure / coordination compared with allocated sites.
- Objections
- Pressure on major application appeal performance (Government indicator of quality of decision making). Risk of intervention: loss of fee and less local control over major application decision making.

**Causes (Likelihood):** - Lack of sufficient housing completions, housing market conditions.

**Service: Planning**

**Current Status: High (15)**

**Current Risk Severity: 3 - Medium**

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

**Head of Service: Jenny Clifford**

**Review Note:** Found to not have sufficient housing supply at appeal. Mitigation principally via new Local Plan once adopted. Close monitoring of applications, decisions and associated appeal performance.

**Risk: Green Spaces** Green Spaces

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Grounds Maintenance**

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Head of Service: None**

**Review Note:**

## Risk Report Appendix 6

**Risk: H&S RA - Recycling Depot Operatives** Risk assessment for role - Highest Risk scored - Vehicle Movements inside Depot

**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:** No incidents or further mitigating actions added.

**Risk: H&S RA - Refuse Driver/Loader** Risk Assessment for Role - Highest risk from role RA. - Risk of RTA from severe 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 - No incidents or further mitigating actions added.

**Risk: H&S RA - Street Cleansing Operative** Risk assessment for role - highest risk from role - Risk of RTA from severe 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:** Risk with control measures added

**Risk: Hoarding** Some tenants are known hoarders but we have policies in place and we do regular inspections.

**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: Claire Fry**

**Review Note:**

## Risk Report Appendix 6

**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.  
 - This will involve an increase in officer time in dealing with Homelessness prevention and early intervention.  
 - Possible increase in temporary accommodation usage.

**Causes (Likelihood):** - Social and economic factors like the recession and mortgage repossessions increase the number of homeless.  
 - Lack of private sector housing.

**Service: Housing Services**

**Current Status: High (16)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 4 - High**

**Head of Service: Michael Parker**

**Review Note:** It is likely that the new Homelessness Reduction Act 2017 will place additional responsibilities on the Council.

### **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: Claire Fry**

**Review Note:**

## Risk Report Appendix 6

**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 (20)**

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

**Current Risk Likelihood: 4 - High**

**Head of Service: Liz Reeves**

**Review Note:** Increased awareness training for all staff and members, Information Security training calendar to ensure all year reminders.

Trialling systems to send phishing emails to staff as training tool.

**Risk: Legionella** Legionella

**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: Lone Working** Risks associated with working alone (eg on site visits, call-outs, evening, weekend and emergency work and working from home).

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Property Services**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Head of Service: Andrew Busby**

**Review Note:**

## Risk Report Appendix 6

**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):** Survey done, not weight bearing. Market manager is inspecting regularly.

**Service: Pannier Market**

**Current Status:**  
Medium (10)

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

**Current Risk Likelihood: 2 -**  
Low

**Head of Service: Zoë Lentell**

**Review Note:**

**Risk: Phoenix Lane Car Park** Management of the facility while the Premier Inn is being built

**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: Andrew Busby**

**Review Note:** Enabling meeting with the contractor 24 July 2017

**Risk: Plant Room** Plant Room

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Leisure Services**

**Current Status:**  
Medium (12)

**Current Risk Severity: 4 -**  
High

**Current Risk Likelihood: 3 -**  
Medium

**Head of Service: Jill May**

**Review Note:**

**Risk: Pool Inflatable** 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: Jill May**

**Review Note:**

## Risk Report Appendix 6

### **Risk: Power Take Off (PTO)shaft use** Power Take Off (PTO)shaft use

Effects (Impact/Severity):

Causes (Likelihood):

Service: Grounds Maintenance

**Current Status:  
Medium (10)**

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

**Current Risk Likelihood: 2 -  
Low**

Head of Service: None

Review Note:

### **Risk: Reputational re Council Housing Stock** Handling a disaster/mistake properly would prevent any reputation damage.

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: Claire Fry

Review Note:

### **Risk: School Swimming Sessions** School Swimming Sessions

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: Stress** The physical and mental well-being of Officers could be affected by work environment and pressures caused by work demands and work relationships.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

**Current Status:  
Medium (12)**

**Current Risk Severity: 3 -  
Medium**

**Current Risk Likelihood: 4 -  
High**

Head of Service: Claire Fry

Review Note:



## Risk Report Appendix 6

### **Risk: Swimming Lessons** Swimming Lessons

**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: Swimming Pool** Swimming pool & spectator walkway

**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: Technological** Lack of technological solutions available for service business needs will limit our ability to deliver targets.

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Community Development**

**Current Status:**  
**Medium (12)**

**Current Risk Severity: 3 -**  
**Medium**

**Current Risk Likelihood: 4 -**  
**High**

**Head of Service: Zoë Lentell**

**Review Note:** The team requires specific IT support and solutions in order to deliver the objectives in the business plan. Specifically require support for technological equipment and platforms that enable us to engage with businesses and customers via the appropriate channels. Current IT policies are restricting this area. However, changes to personnel and priorities mean that this is now being looked into.

## Risk Report Appendix 6

**Risk: Tenants with Complex Needs** As our housing stock shrinks, the proportion of such tenants will increase.

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Housing Services**

**Current Status:**  
Medium (12)

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Head of Service: Claire Fry**

**Review Note:**

**Risk: Widespread fire in block of flats** Fire in our multiple occupancy properties, could result in widespread damage, injury or even 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: Mark Baglow**

**Review Note:** The Corporate H & S Officer has now carried out Fire Risk Assessments in the common rooms at Broad Lane and Westfield Road.

Housing Caretakers inspect communal areas on a 5 week cycle, which includes checking fire exit doors and signage.

Any issues are reported to the relevant Neighbourhood Officer.

**Risk: Workplace Welfare** The provision of adequate welfare arrangements is important both in terms of complying with the law and keeping the workforce happy. People tend to perform better and be happier at their work if they are working in a safe and healthy environment.

Workplace welfare includes the working environment (such as ventilation, noise, temperature, lighting, humidity, space, workstations and seating), welfare facilities (provision of drinking water, rest room and sanitary facilities including toilets, wash basins and showers), workplace safety and housekeeping (cleanliness and waste disposal).

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Legal Services**

**Current Status:**  
Medium (12)

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Head of Service: Jill May**

**Review Note:** The risk is not well-related to Legal Services. The risk for Legal Services is from a constant high workload leading to burnout and stress. Some of this will be alleviated through improved systems, but this may prove insufficient mitigation.