

## "Very High' Risks @ 31 August 2007

## Annex B

Risk Ref	Risk Title	Cause & Effect	Inherent Risk: Impact x Likelihood	Existing Controls	Residual Risk: Impact x Likelihood
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1	The Council is not accurate in its assessment of the Government's Council Tax/budget requirement capping level resulting in the Council being capped or setting its Council Tax at a figure significantly below the capping level resulting in the need for temporary or permanent service reductions.	Capping: Unplanned withdrawal of all or part of a service, reputation damage, additional costs of re-billing and possible cash flow impact. Too low a Tax: Unnecessary cuts in services, reputation damage.	5      4 Very High	When the Council makes its decision on the Council Tax and Budget Requirement Level each February it is provided with all the relevant information that is available including Government comments on capping.	5      2 Very High
6	Service recovery and/or business continuity plans are inadequate resulting, over both the short and medium term, in the Council's inability to provide an appropriate service.	Effect: Service objectives/targets not achievable Inability to fulfil statutory obligations. Reputation damage Loss of income Payments not made Lack of leadership & affect on staff morale Loss of utilities / power for substantial amount of time	5      4 Very High	Corporate Service Recovery Plan. IT & telecoms recovery agreement in place; data backed up and stored off site; air conditioning; UPS allows 10 minutes closing down time.	4      4 Very High
9	A civil emergency occurs that affects more than 2000 people leading to the Council's rest centre provision and support proving inadequate.	Effect: No provision to receive, feed and provide sleeping arrangements for people Staff are not aware of their roles and responsibilities No support from other agencies / internal and external contacts Poor communications Inappropriate venues Adverse publicity	5      5 Very High	Staff training; Venues identified and agreed : St Ivo Leisure Centre able to deal with a maximum of 2290 people; Out of hours contact maintained and up to date; Liaison with voluntary organisations, local PCTs, Social Services etc; Pet plan - arrangements with shelters and vets etc; Food plan (exercises carried out (desk top) but not formally tested); An annual agreement with the WRVS voluntary service to provide additional trained staff and support in the event of an emergency.	5      3 Very High

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## Head of Administration

17	A member of the public is seriously injured or killed whilst visiting or using Leisure Centre facilities due to Council not providing a safe environment, or its staff with sufficient and adequate training.	Effect: Adverse publicity following an incident resulting in death/injury to member of the public. Leisure Centre forced to close pending HSE investigations.	5      3 Very High	<p>Warning signs displayed</p> <p>Monitoring by staff of usage by customers</p> <p>Customers required to undergo induction.</p> <p>Health &amp; Safety Co-ordinator monitors actions taken.</p> <p>Appropriate number of staff on duty. Customers assessed for skin type (sunbeds) and undergo induction Sunbed equipment to British Standards Use of sunbed limited by length of session and number of sessions Regular monitoring of tanning equipment</p> <p>Bather capacities not exceeded.</p> <p>Defibrillators on site &amp; staff are trained in their use.</p> <p>Regular breaks for lifeguards to maintain alertness</p> <p>Assessment of customer abilities when joining fitness centres.</p> <p>Trained first aiders on site. Trained, qualified and experienced fitness staff &amp; lifeguards. Appropriate number of lifeguards on duty</p>	5      2 Very High
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Risk Ref	Risk Title	Cause & Effect	Inherent Risk: Impact x Likelihood	Existing Controls	Residual Risk: Impact x Likelihood
22	Users of the Leisure Centres are put at risk due to the employment of staff who are unsuitable to work with vulnerable people.	Effect: Accusation of inappropriate behaviour relating to members of the public and in particular young persons; adverse publicity; legal implications; adverse impact on service provision if all CRB checks are carried out before employment commences.	5 4 Very High	Each Lesiure Centre Manager is a Designated Child Protection Officer  Staff guidance issued;  1 member of recruitment panel trained in 'safeguarding' issues.  HDC Policy and Procedures on Safeguarding Children, Young People and Vulnerable Adults in place. Structure in place to implement action plan arising from Policy.  Staff shadowing in place until CRB checks returned  CRB checks are carried out & references (not for Variable Hours staff) taken up;	5 2 Very High

## Head of HR and Payroll Services

16	A member of the public or an employee of the Council is seriously injured or killed due to the Council not providing its employees with either a safe working environment or sufficient and adequate training with regard to the tasks that it requires to be carried out.	Adverse publicity following an incident / injury from an RTA involving HDC staff who are driving on Council business; employee driving on Council business without cover; vehicle not roadworthy death / injury to member of staff, public, customer whilst using Council services / facilities, Fire in Council premises / facilities resulting in death / injury to stakeholders, lone working.	5 3 Very High	All staff who drive on Council business self-certify that they have valid driving licences, appropriate insurance and that their vehicle has an MOT (if required). Driving licence check, initial and annual. Driver training.  Health and Safety issues are discussed annually. Activity Managers are all trained in Health and Safety Management. Health and Safety inspections. Health and Safety Officer and Committee.  Quarterly review of all Health and Safety risk assessments and incidents - related action plans are implemented and recorded.  Induction training in Health and Safety. Different training courses available, risk assessments.	5 2 Very High
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### Head of IMD and Customer First Programme Manager

15	ICT Security is breached causing both the loss of data and a loss of trust in the reliability of the data being held.	Effect: Loss / damage to equipment Adverse impacts on service delivery Deadline slippage Targets not achieved Replacement costs Lead in times for replacement.	5 3 Very High	Access controls Security marking of assets Locks on notebook computers Equipment postcoded Email filtering greatly reducing viruses, trojan software & spam Booking procedures for use of laptops away from the office CCTV unit Back up tapes Caretaker protocols Fire / security protection	5 2 Very High
21	Information or data is lost leading to an inability to provide an appropriate service or respond to requests for information.	Effect: Unauthorised access to records and information Breaches in confidentiality Loss of information and data Bad reputation / adverse press Data / software not removed before IT equipment is disposed of Leak of rehousing info - domestic violence case may result in death	5 3 Very High	Documents held in metal filing cabinets in most cases Staff aware of arrangements for disposal of confidential waste - including use of shredding equipment All incendiary sources away from cabinets, only destruction of building should cause such loss Office access controls Non - active case files routinely stored Staff training, policies and management processes regarding the need for confidentiality Corporate Policy for Records Management & Document Retention" The Council operates a no smoking policy in it's buildings All software is removed and hard disks wiped clean by IMD before disposal Staff are encouraged to challenge strangers in secure areas All confidential documents stored in a semi-secure environment Many records held electronically and servers not located on the same floors.	5 2 Very High