

Operational Risks Summary Sheet

Update on High Level Risks

Risk Ref	Risk Description	Existing Controls	Current Risk Rating			Movement	Risk Response/Update on action required
			Dec-19				
			*L	*I			
SC7 Street Care	Risk of unmaintained trees wholly or partly falling on persons/property and other infrastructure resulting in an increase in the likelihood of prosecution by HSE or claims against the Council, as well as reputational risk.	Woodland management plans that have been negotiated over the last 4 years have now been approved and are beginning to be implemented to manage woodland edge trees over a 10-year period. However, a risk remains for non-woodland trees such as all parks, country parks, Housing properties allotments, and commercial properties where we are landlord, for which there is no proactive system All tree works at present carried out are on a reactive basis.	3	5	15	↓	COMMENT DEC 2019: Senior Leadership Team (SLT) have reviewed the risk and have subsequently reduced the rating from L5 x I5 = 25. SLT have agreed in principle to provide resource to this service area to manage the high risk. A detailed business case will be reviewed in due course.

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<p>EH1 Env. Health</p>	<p>Breach of Health & Safety Regulations from council activities caused by insufficient management of risk or activity controls to enable safe service delivery</p>	<ul style="list-style-type: none"> • Review of current data systems for H&S compliance and Director level (GC) support requested to facilitate robust software systems to maintain compliance for Corporate and Housing. • All service areas have received training in risk assessment and health and safety management • New activities and events are supported and overseen to enable proportionate controls and measures to be put in place to reduce or eliminate the Council's exposure to the risks of service delivery. <p>New Housing Repair and Maintenance (R&M) contract has been put in place.</p> <ul style="list-style-type: none"> • Mobilisation group for Housing R&M contract established and being supported and monitored to enable success. • Housing Compliance Manager appointed. • Housing Contracts Manager appointed. • Development of improved water Hygiene Management systems. • Monitoring of Water Hygiene systems being undertaken. • Purchase of Keystone Data system to improve data collection and compliance of service. This is currently being developed and set up. • H&S monitoring of Streetscene service delivery activities through new DASH module. • The council's H&S micro site provides information and respective forms for risk assessments and Safe Systems of Work 	<p>3</p>	<p>5</p>	<p>15</p>	<p>↔</p>	<p>COMMENT DEC 2019: Good progress is being made with Housing Compliance and addressing risk factors. Regular meetings for compliance and Fire Management, Asbestos and Water Hygiene, with review of current status and produce actions to improve compliance and system arrangements is being undertaken. Significant Fire Management projects are being planned as well as Water Hygiene to improve compliance, but these will not be realised until 2020/21. New Asbestos contractors have been procured for the surveying and removal of asbestos in Housing properties from 2020 onwards. The Keystone Database continues to be developed but is not currently operational until March 2020.</p>
<p>PL6 Planning</p>	<p>Increased workload due to: - Increase in applications - Changes in legislation - Failure to have files sorted and uploaded - Loss of key staff - Difficulty recruiting to vacant positions</p>	<p>Keep up to date with legislation proposals and changes. Contribute to development of corporate staff retention programme. Ensure temporary staff resource is in place in case of loss of staff and advertise for permanent replacement of vacant post</p>	<p>3</p>	<p>4</p>	<p>12</p>	<p>↑</p>	<p>COMMENT DEC 2019: Have recruited to some of the vacant positions internally, so have therefore created other vacancies. In the interim resources are being obtained to cover the service area.</p>

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EH4 Env. Health	Capacity of Environmental Health Pollution and Private Sector Housing Team insufficient to maintain adequate response to service requests.	Recruitment of staff to replace leavers within a reasonable time frame - currently post vacant since January 2019. Remaining staff have to cover workload until recruitment completed.	3	4	12	↓	COMMENT DEC 2019: No successful candidates from recruitment exercise (only one qualified applicant) In the interim, resources are being obtained to cover the service area. Reduced from L5 x I4 = 20
SC6 Street Care	Risk of subsidence to private, commercial and borough owned properties due to water abstraction by Council owned trees, resulting in an increase in claims against the Council	All tree works at present carried out are on a reactive basis.	3	4	12	↓	COMMENT DEC 2019: Senior Leadership Team (SLT) have reviewed the risk and have subsequently reduced the rating from L5 x I4 = 20. SLT have agreed in principle to provide resource to this service area to manage the high risk. A detailed business case will be reviewed in due course.
COMS4 Community Services	Failure to deliver a clear Leisure Strategy for the future of leisure facilities in Brentwood. Unable to Identify risk and liabilities for Brentwood Centre, Community Halls and Hartswood Golf Course, Play Areas and recommend options for the future	Leisure Strategy has been agreed by Members Feasibility/business plan in progress for King George's Playing Fields. Agreement to extend the current agreement with BLT with break clause from June 2019 onwards. Budget agreed for KGPF and 5year Play Area Improvement programme	3	4	12	↔	COMMENT DEC 2019: Planning application was deferred until 30 January Planning Committee. Cost certainty is running parallel with planning so that mobilisation works should commence end of January early February 2020. Legal currently looking at Fields in Trust Deed to reallocate land to Warley Playing Fields, and in negotiation with Golf Club lease.

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<p>H9 Housing</p>	<p>Failure to manage new build schemes and the supply of new housing resulting in resident dissatisfaction and financial loss. Potential causes are: - contractor delays on site - escalating costs - late delivery of schemes - schemes not meeting quality standards - schemes not meeting needs</p>	<p>Contract Management meetings in place. Resident liaison in place.</p>	<p>3</p>	<p>4</p>	<p>12</p>	<p>↔</p>	<p>COMMENT DEC 2019: The Strategic Housing Development Team is progressing multiple workstreams, having appointed external advisory consultants to progress build sites through frameworks. A Project Manager has been appointed for the principle current site. Risk remains the same at the present time.</p>
<p>H2 Housing</p>	<p>Failure to comply with asbestos regulations resulting in possible death or serious illness from asbestosis, due to: - works undertaken without proper protection - incidental damage to structures where asbestos is present - incomplete asbestos register</p>	<p>Asbestos Management Surveys being undertaken in all void properties and Major works properties. All communal area Management surveys completed. Incidents notified as per regulations H&S asbestos Steering Group considers asbestos risk, management and reporting of incidents. Licensed asbestos removal company contracted. CUBE appointed to complete all surveys. All staff receive asbestos awareness training annually.</p>	<p>2</p>	<p>5</p>	<p>10</p>	<p>↔</p>	<p>COMMENT DEC 2019: There have been some delays with gaining surveys due to an imminent change of contractors. Axis have taken on a number of these to reduce the risk. No change to risk rating.</p>

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H1 Housing	Failure to comply with gas regulations resulting in Gas/CO leaks, explosions leading to injury/illness and/or death due to: - failure to carry out repairs or annual servicing - delayed response to boiler breakdown	Gas warrant procedure in place and regularly reviewed. Comprehensive 10-month gas servicing program implemented. Increased number of HO's that can apply for warrants. Battery CO detectors fitted on void properties.	2	5	10	↑	COMMENT DEC 2019: New procedures with Axis have lead to delays in services. Officers now hold weekly meetings and measures to inerrupt heating levels and prompt appointments has been approved. Gas contract Services now audit a percentage of LGSR's for quality purposes. Due to delays and shortfalls risk increased from L2 x I4 = 8
EH3 Env. Health	Illegal Encampments on Council owned land resulting in loss of amenity and cost to council of clearing up site	Measures have been put in place at various sites, including bollards and height barriers to restrict access. During bank holidays an Out of Hours response is provided.	3	3	9	↓	COMMENT DEC 2019: Risk assessment adjusted downwards following experience with ECTU dealing with unauthorised incursions. Reduced from L4 x I3 = 12.

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NEW RISK

Risk Description	Existing Controls	L	I		Owner
Failure to manage Drake House Fire Risk	Gerda box has been installed and all relevant documents to support the fire service placed in there. All communal areas have been cleared of bulky items Dedicated project manager in place to ensure remedial works conducted	3	4	12	Housing Manager
The lack of or delay in completing Data Processing Impact Assessments (DPIA) could lead to systems or processes being implemented without adequate security measures leading to data breaches, loss of reputation, potential fines	DP Team to add to next IG Group Meeting. IG Leads to ensure that DPIAs are completed and approved. IG Leads are required to complete a DPIA for new information assets.	2	2	4	Head of Legal Services
It is unclear as to whether new (and some existing) staff have completed the mandatory Level 2 Information Governance training and access to systems and information terminated if not. This could lead to inappropriate access to or disclosure of personal, sensitive or confidential information leading to potential fines from the ICO and a loss of organizational reputation.	DP Team to add to next IG Group. IG Leads to bring existing notices up to date and ensure any missing notices are published. IG Leads to ensure that their Fair Processing / Privacy Notices are completed, up to date and published.	2	2	4	Head of Legal Services
Lack of up to date mid-tier or service level Fair Processing / Privacy notices could contravene the transparency requirements of the DPA 2018 and the overarching legal obligations of the Act for how the Council collects and uses people's personal data.	DP Team to monitor new starter reports and inform IT for those that haven't completed training. IT to ensure that access is terminated until such time that training is completed	2	1	2	Head of Legal Services