



RISK MANAGEMENT SCHEDULE:

OPERATIONAL RISKS

Full update for Full Council February 2022

Reviewed and approved at Full Council

To be reviewed annually

Category	Description	Likelihood 1 – 3 1 = unlikely 2 = possible 3 = highly likely	Impact 1 – 3 1 = negligible 2 = moderate 3 = severe	Risk Rating Green = low Yellow = medium Red = high	Response	Responsibility
General:	All risks				The Council holds a comprehensive insurance policy with Public & Products Liability cover of £10 million and Employers Liability of £10 million. Assets are covered up to £250,000, with a watching brief on current asset value.	Finance committee
	Too many projects adopted with insufficient resources available.	2	2	Medium	The current tranche of projects are coming to an end and new projects are in development. The s106 monies from the adoption of Wherry Gardens in the 2022-3 create opportunity but also add risk. Resources need to be considered as part of this discussion.	BF

<p>Street spaces:</p> <p>Grass cutting & strimming, hedge cutting and tree works</p>	<p>Risk to contractors to injury from machinery etc. Risk to public from works taking place in public spaces</p>	2	2	Medium	<p>Qualified contractors appointed using the Procurement Policy under the jurisdiction of the Finance committee. This process incorporates health & safety considerations. Working with suppliers on a long-term basis to ensure high level of health & safety. Two grass cutting contractors and one tree surgery contractor in place for 3 year contracts with an option to extend a year.</p> <p>For 22/23: The adoption of Wherry Gardens adds a significant amount of grass cutting and a number of large hedges. Although this increases the risk to the Council it also increases the Councils contracting ability thus equalizing the risk.</p>	PM
<p>Litter bins & Church Hall bin (used by litter pickers)</p>	<p>Bins overflowing, catching fire, danger to public health</p>	2	2	Medium	<p>Bin collection contract with BDC, with the option to add additional collections for the peak season at Caen Meadow as required.</p> <p>For 22/23: New bin options need to be tried for Caen Meadow to help control the summer overflows. Additional signage required, this forms part of the outstanding Caen meadow management plan.</p> <p>Church Hall bin used for Parish Council litter collection. Litter picking provision needs to be reviewed.</p>	PM/AI
<p>Litter picking</p>	<p>Safety of contractors.</p>	2	2	Medium	<p>Community Payback appointed to deliver this service FOC. SLA in place. They are responsible for risk assessment, H&S and supervision.</p>	PM/EA

					Action: CP rarely litter picking due to small number of offenders available. To be reviewed.	
Street furniture - benches, bus shelters, noticeboards	Faulty items risk public safety or threat to property.	1	2	Low	Ongoing work to assess condition and maintenance requirements of these items being undertaken by Finance committee. Inspection of assets needs to be included when Councilors inspect their areas. Bimonthly street furniture cleaning contract added in 2021, helping to maintain assets and provide a regular inspection on condition. ACTION: assessment to be completed and maintenance requirements agreed.	Finance
Street Furniture & playground equipment cleaning	Safety of contractors and members of the public. Damage to Council assets	3	1	Medium	Bimonthly street furniture cleaning contract, including playground equipment, added in 2021, helping to maintain assets and provide a regular inspection on condition.	Finance
Footway lighting	Unsafe units cause injury to the general public or damage to property.	1	2	Low	Contract for regular inspections in place with TT Jones. Maintenance work undertaken in 2021 including stabilizing some poles. Replacement values assessed and added to the asset register.	PM

Defibrillator	Doesn't work when used due to fault, lack of maintenance or vandalism.	1	3	Medium	Maintenance programme in place overseen by Cllr Joynson and recorded in the asset register. Light fitted in Church Hall area to ensure safe nighttime usage. Additional signage added in 2021 to make the unit more obvious from the road.	IJ
SAM2	Units have to be removed for charging. This is working at height next to busy roads.	2	3	High	Councilor to seek help when taking down unit. Second SAM2 device has Bluetooth feature for downloading data to reduce risk.	IJ
Recreational spaces: Caen Meadow and Trafford Memorial Ground	Risk of personal injury or damage to craft at boat launching ramp & staithe.	2	2	Medium	Responsibility for staithe and slipway transferred to Broads Authority in 2020. Need to maintain watching brief and alert BA if required.	AI
	Risk of injury to individuals using life rings.	1	3	Medium	BDC are responsible for the life rings and have confirmed they undertake a regular inspection programme. Maintain watching brief and alert BA if required.	AI
	Anti-social behavior leads to damage to the area.	2	2	Medium	Friends of Caen Meadow group of local residents set up to monitor area. Councilors regularly inspect area. Police and BA Rangers also aware of the issues. Signage recently installed by waterside to discourage anti-social behavior.	AI

					Action: consider how to deal with summer litter problem. Volunteer programme suggested.	
	Overflowing litter bins looks unsightly, leads to issue with pests and complaints from neighbours.	3	2	High	Complaints from residents about overflowing rubbish. Large roll top bin trialed in 2021 and solved rubbish problem but residents were unhappy with visual impact of the bin itself. Contract cancelled in response. Additional collections in peak time and use of the Church Hall litter picking wheelie bin do help to cope with the excess, but these are insufficient in peak times. Need to trial other options. BDC have refused to offer additional support as NNDC do in tourist hot spots.	PM/AI
Keys Hill Wood	Safety for the public using the wood and for neighbours of adjoining properties.	2	2	Medium	Full programme of tree surgery works now completed and Wood revitalized. Watching brief, includes Tree Warden and the Broadland Tree Network/	IJ
	Fly tipping of waste causes fungi and rot. One incident leads to copy cat incidents.	1	2	Low	Councilor monitors the wood and notifies the Clerk to clear away waste quickly. Site has been clear for several years now – decrease likelihood for 2022.	IJ
Agnes Gardner King playground	Accident to visitors, contractor or employee	2	3	High	Regular site inspection undertaken by Cllr Joynson. Annual professional inspection undertaken by ROSPA.	IJ

					<p>New fencing, gates, safety matting and a number of other items due in April 2022. Maintenance programme in place for play equipment. Regular cleaning added in 2021.</p> <p>Action: agreed to train additional Councillors and Clerk on playground inspection as WG playarea is adopted in 2022.</p>	
Wherry Gardens playground & recreational spaces	S106 agreement gives the Council a large amount of additional liability and cost.	2	2	Medium	<p>Final settlement agreed between Hopkins Homes, BDC & WPC. Legal transfer work ongoing. Transfer date tbc.</p> <p>Maintenance contracts have been reviewed, costed and budgeted for. Once a transfer date has been agreed these can be procured.</p>	AI
Historic & burial spaces Cemetery	Accident caused by gravestones falling.	1	2	Low	<p>Formal 5 yearly inspections by a qualified inspector (last inspection October 2021)</p> <p>.</p>	PM
	Accident to visitor, contractor or employee, visiting the cemetery.	1	2	Low	<p>Councillors regularly visiting the site. Rules and regulations in place to reduce risk to contractors and the public.</p>	PM

	Mistake in use of burial plot and/or incorrect records.	1	2	Low	Paper burial records kept up to date by Clerk Spreadsheet tracks bookings. Plan is published on the WPC website and is regularly updated. Workload priority given to all burials by Clerk.	PM
War memorial	Safety for visitors Stability of memorial	1	2	Low	Nick Hindle stonemason cleaned and secured the memorial in 2019. Also secured some loose paving around the perimeter. Tree work undertaken in 2019. Now a Listed Building.	AI
Closed Churchyard (St Marys)	Accident to visitor, contractor or employee, visiting the cemetery.	2	2	Medium	This area is reviewed by the Church Warden and Cllr Mantle. ACTION: On the action plan for improvement.	PM
	Accident caused by gravestones falling.	1	2	Low	Formal 5 yearly inspections by a qualified inspector (last inspection October 2021)	PM
	Retaining wall identified in poor condition.	2	2	Medium	Area taped off to prevent personal injury. ACTION: Identified on the Quinquennial report from Diocese. Requires further investigation.	PM

HR Lone working by Clerk & Councillors	Risk of accidents whilst working or out alone. Particular risk when meeting unknown members of the public one to one.	1	3	Medium	Regular review of arrangements by responsible Councillor.	PE
Health & Safety for the Clerk working from home.		1	1	Low	Regular review of arrangements by responsible Councillor.	PE
Staff sickness		2	2	Moderate	Regular review of arrangements by responsible Councillor.	PE
Staff well being		2	2	Moderate	Regular review of arrangements by responsible Councillor.	PE
Councillor conduct		2	2	Moderate	Councillors signed up to the Code of Conduct and Disclosed their interests.	PE
Meetings & administration Invite public to attend meetings and are responsible for their safety.		1	1	Low	The Council uses a new, modern venue with good facilities and access.	PE

Freedom of information & Data Protection		2	1	Low	Council has reviewed the impact and deems the risk to be low. The only records that apply are Exclusive Right of Burial records and general correspondence. Action: Clerk to review and update policy with introduction of the newsletter.	PE
Records management	Risk that important documents and information cannot be located.	2	2	Moderate	Many files are in hard copy only. ACTION: Need to finalize records management policy before archiving can begin.	PE
Electrical equipment	PAT testing not required (confirmed on a H&S course 2019). Virus protection required.	2	1	Low	Virus software kept updated. IT replaced autumn 2020.	PE