

RISK MANAGEMENT - COMMUNITY SERVICES DEPARTMENT

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RISK MANAGEMENT

DEPARTMENT: COMMUNITY SERVICES

	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
<p>1. Health and Safety of customers, employees and contractors</p> <p>Failure to comply may result in injury, death, damage to property and equipment. Also possibility of civil or criminal proceedings.</p>	3	3	9	<p>Risk assessment, information, instruction and training. Documented procedures to control various aspects. Audit of procedures. Clear guidance to public.</p>	<p>Corporate Health and Safety document schedule of annual risk assessment. Reinstatement of Safety Representatives Committee. All staff fully trained and annual plan in place. Integrated management system developed. CRB discloses at selection stage. Information collected on accidents for statistical purposes and accident reduction and to defend liability claims. Appointment of competent persons. Supervisory awareness training.</p>
<p>2. Security - premises, equipment and employees</p> <p>Failure to address issues may result in physical damage, theft, violence to staff, fraud and corruption. Loss of income where there are poor customer controls. Overall effect on insurance premiums.</p>	3	3	9	<p>Done risk assessments - number of front line staff have been trained. Inventories need updating. Audits and checks of equipment and stock. Procedure for "writing off" catering produce. Professional security cash collection.</p>	<p>Improve access controls for leisure facilities. More staff training. Update inventories. Security measures in place for (PCs). CCTV</p>

	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
<p>3. Income Generation</p> <p>Failure to manage leisure contract effectively can lead to under-achievement of income targets and therefore liability on the Council.</p>	2	3	6	<p>Annual business plans in place with declared income targets.</p> <p>Monthly monitoring of performance.</p> <p>High levels of customer service via staff training and Quest award.</p> <p>Marketing Plan to assist income generation.</p> <p>Budgetary controls in place to reconcile income.</p>	<p>More innovative thinking from facilities through greater employee participation.</p> <p>Raise staff awareness via training and meetings.</p> <p>Improve quality of buildings and equipment.</p> <p>Keep up with IT skills.</p> <p>Collaborative approaches.</p>
<p>4. Budgetary Control</p> <p>Lack of effective budgetary control leading to poor allocation and control of resources.</p>	2	2	4	<p>Purchase order system in place.</p> <p>Authorised signatories.</p> <p>Audited internally.</p>	
<p>5. Property/Facilities Management</p> <p>Failure to maintain premises, comply with legislation and efficiently consume resources leads to high future costs and potential closure/loss of revenue to the Council.</p>	3	3	9	<p>Preventative and reactive maintenance programme in place.</p> <p>Control of sub-contractors.</p> <p>Awareness of future legislation.</p>	<p>Strategy to deal with DDA, energy management.</p> <p>Asset management plan needs communicating.</p> <p>PIs developed in relation to energy management.</p> <p>Investment in premises required to be incorporated into future budgets.</p>
<p>6. Recruitment and Selection Processes</p> <p>Failure to adopt or implement can result in ineffective advertising inadequate interviewing, wrongful appointments, delays in filling posts/ staff shortages, loss of credibility.</p>	2	2	4	<p>Documented policy and procedures.</p> <p>Information, instruction and training.</p> <p>Audit of policy/procedures.</p> <p>Equal Opportunities Policy.</p> <p>Race Equality Policy.</p> <p>Monitoring of whole process.</p>	<p>Training in procedures.</p> <p>Auditing takes place.</p>

	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
<p>7. IIP</p> <p>Failure to achieve IIP ideals can result in poor productivity, resistance to cultural and organisational change from employees, reduction in speed in organisational development, low employee retention rates, loss of employee knowledge, increase in recruitment costs, poor corporate image and failure to recruit quality employees</p>	3	3	9	<p>Appraisals. Training for appraisers. Some training plans. NVQs and assessments. 2 month and 6 month reviews. Commitment at senior level.</p>	<p>Annual. Ongoing. Needs improving upon. Needs expanding. Ongoing. Corporate push needed. Corporate training strategy needed. Minimum standards of training required for each post. More resources. Innovative scheme - mentoring and coaching.</p>
<p>8. Personnel Procedures</p> <p>Failure to have and to follow adequate procedures can lead to poor performance which is not addressed. High levels of sickness/absence. Possible legal action of employment law is breached including Health and Safety at Work Act, etc. Misappropriation of resources, e.g., timesheets, salaries and wages, flexi time, car mileage, holidays.</p>	1	3	3	<p>Number of procedures in place: Sickness absence Discipline and grievance Recruitment and selection Appraisal. Compliance with law such as working time regulations and Health and Safety at Work Act. Processes in place for verification of claims.</p>	<p>Mechanisms for continuous improvement of systems. Audit Training Benchmarking Performance statistics.</p>

REFUSE CONTRACT	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Missed Bin	3	1	3	On occasions collection contractors miss bins which can cause the authority embarrassment.	On report of a missed bin this is then picked up.
2. Non collection for a short period, i.e., weather conditions, strike, shortage of staff.	1	2	2	Unlikely this would happen but if it was for only a short period of time, limited impact on Council.	Contract has in place ability to employ agency staff. Would be greater understanding around weather conditions.
3. Equipment and plant failure.	2	2	4	Equipment does fail at times, in particular the current fleet is reaching the end of its natural life.	New refuse contract about to be procured which will include new fleet and appropriate maintenance regimes. Also contract has ability to hire in or move fleet from other contracts.
4. Contract or Wear Valley District Council ceases service.	1	3	3	Due to contract failure, contract is ceased. This would have significant impact in the District although highly unlikely.	Penalty clauses built into contracts.
5. Health and Safety	1	3	3	Contractor has appropriate health and safety policies in place.	As part of procurement and ongoing contract monitoring, health and safety policies are monitored.
6. Contractor accident resulting in injury or fatality to public/employee	1	3	3	Only appropriately trained and competent staff operate plant and equipment.	Continue to implement training programmes and employ competent individuals.

GROUPS MAINTENANCE	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Contractor misses part of service during normal cycle.	1	1	1	On rare occasions part of grass cutting service, etc., may be missed although the impact is minimal.	Where parts of the service are missed they are rectified at the earliest opportunity.
2. Equipment/plant failure	1	2	2	New contract operating with new equipment and there is always the opportunity to hire in if required.	Appropriate maintenance regimes are in place around current equipment.
3. Contractor/Wear Valley District Council ceases service.	1	3	3	Due to contract failure, contract is ceased. This would have significant impact in the District although highly unlikely.	Penalty clauses built into contracts
4. Contractor accident resulting in injury or fatality to public/employee	1	3	3	Only appropriately trained and competent staff operate plant and equipment	Continue to implement training programmes and employ competent individuals.
5. Health and Safety	1	3	3	Contractor has appropriate health and safety policies in place.	As part of procurement and ongoing contract monitoring, health and safety policies are monitored.

SPORTS DEVELOPMENT	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Working with (sometimes) large groups of young people engaged in physical activity - often in outdoor environments. Risk of injury/accident. Sometimes "lone worker" situations.	2	3	6	Detailed risk assessments Adherence to staff/children ratio best practice. Mobile phones. First aid kits. First aid training.	Review, revise and improve (if appropriate) current arrangements. Ensure up to date with industry accepted best practice.
ARTS DEVELOPMENT					
2. Groups of people (of all ages) working together indoors and outdoors - sometimes using potentially dangerous (e.g., inflammable) materials and tools. Sometimes officers/workers in "lone worker" situation.	2	2	4	Detailed risk assessments Adherence to staff/children ratio best practice. Mobile phones. First aid kits. First aid training.	Review, revise and improve (if appropriate) current arrangements. Ensure up to date with industry accepted best practice.
SPECIAL EVENTS					
3. Large numbers of members of the public congregating in (usually) open air situations. Close proximity to traffic. Potential for accidents (e.g., falling off bike in triathlon, trips in walks, runs, etc.). Possible problems through physical exertions. Need to establish safe routes/venues.	3	3	9	Detailed risk assessments Adherence to staff/children ratio best practice. Mobile phones. First aid kits. First aid training. Safety Advisory Groups for appropriate events made up of (typically) - Police, highway authority, bus operators, WVDC, DCC Engineers Dept, traffic management company, host venue representatives. Written operational procedures/timelines.	Continually review procedures. comprehensive debrief post events (involving SAG).

HEALTH PROMOTION					
<p>4. Clients recovering from sometimes serious illness/intervention (e.g., cardiac patients) on recovery programme. Potential for relapse/illness through over exertion. Working in potentially hazardous environment (swimming pool, fitness room with equipment, etc)</p>	3	3	9	<p>Adherence to nationally accepted guidelines specific to the activity (e.g., cardiac rehabilitation). All supervising personnel trained to appropriate standards. Detailed knowledge of individual clients' condition/exercise limits. Very close supervision of clients whilst exercising - which requires suitable supervisor/client group staffing ratios.</p>	<p>Review, revise and improve (if appropriate) current arrangements. Ensure up to date with industry accepted best practice.</p>

STREET CLEANSING	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Fly Tipping	3	1	3	Problems are experience with fly tipping throughout the District on a regular basis. This creates an image problem for the authority.	Where fly tipping is reported, dealt with at the earliest opportunity, wherever possible within the same working day.
2. Equipment failure	1	2	2	Equipment well maintained therefore reducing the probability of equipment failure. There is always the option to hire in if required.	Continue with appropriate maintenance regimes for equipment.
3. Accident resulting in injury or fatality to public/employee	1	3	3	Only appropriately trained and competent staff operate plant and equipment.	Continue to implement training programmes and employ competent individuals
4. Health and Safety	1	3	3	Contractor has appropriate health and safety policies in place.	As part of procurement and ongoing contract monitoring, health and safety policies are monitored.
5. Failure to deliver service	1	2	2	Street cleansing is carried out by in-house staff. There could potentially be short breaks in the delivery of service with regard to strike action, shortage of labour, although resources can be brought in from agencies if required.	Continue to have arrangements in place to deliver the service and review cover arrangements for sickness and holidays.

CATERING	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Food poisoning	2	2	4	Staff are appropriately trained with regard to food and hygiene requirements, although there is always a possibility of food poisoning taking place. The impact to the Council if on a wide scale within the Civic Centre could be significant, or if in other public buildings would create bad PR.	Staff are trained and regular monitoring inspection takes place.
2. Cessation of service either contract or WVDC	1	2	2	Highly unlikely that the service will be stopped although if this did happen the main concern would be the authority's image.	Penalties are built into existing contract.
3. Accident resulting in injury/fatality to public/employee	1	3	3	Only appropriately trained and competent staff operate plant and equipment.	Continue to implement training programmes and employ competent individuals.
4. Health and Safety	1	3	3	Contractor has appropriate health and safety policies in place.	As part of procurement and ongoing contract monitoring, health and safety policies are monitored.

RECREATION GROUNDS/OPEN SPACES	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Play areas	3	3	9	There are currently some play areas with hard surfaces which potentially have significant risks associated with them. This is currently being reviewed.	Review current level of play provision and remove any area on hard standing to minimise risk.
2. Buildings	1	2	2	The number of buildings within recreation grounds that are maintained to a basic standard.	Continue to carry out building inspections ensuring that structurally they are safe.
3. Administration	1	1	1	Public image issue if bookings are taken incorrectly.	Staff are trained and competent.
4. Grounds maintenance	1	2	2	See specific risk management on grounds maintenance service.	
5. Health and Safety	1	3	3	Areas within recreation grounds are inspected on a regular basis, although detailed risk assessments need to be carried out.	Carry out risk assessments.
6. Wayside seats	1	2	2	Potential of injury from a wayside seat.	Put in place inspection and maintenance programme.
7. War memorials	1	3	3	Potentially someone could be injured or killed should a war memorial collapse.	War memorials inspected regularly.
8. Bus shelters	1	3	3	Subject to structural failure there could be an injury or fatality.	Inspection programme in place.

FLOOD PREVENTION/LAND DRAINAGE	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Failure to maintain ordinary water courses that are the responsibility of Wear Valley District Council	1	3	3	Should water courses not be maintained potential flooding.	Maintain on a regular basis.
2. Minor flooding	3	2	6	At times there is localised flooding due to blocked drains, gullies, etc.	Keep gullies maintained and cleaned.
3. Major flooding	3	3	9	Historically there have been a number of occasions where a significant properties have been flooded.	New flood defences have recently been installed throughout the authority although some areas are still vulnerable. Emergency response to be reviewed and improved in coming months. Work continues to take place with the Environment Agency on improving flood defences.

PUBLIC CONVENIENCES	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Closure	1	3	3	If no public conveniences were provided this would create a poor public image for the authority.	Maintain public conveniences within the District.
2. Quality of provision	3	2	6	Quality of provision throughout the District is poor therefore public image of toilet provision is poor.	Carry out review of toilet provision and implement an improvement programme.
3. Accident resulting in injury/fatality to public/employee	1	3	3	Unlikely although buildings need to be maintained.	Put in place building inspection programme.
4. Failure to meet the Disability Discrimination Act	3	2	6	Authority could be challenged if public toilet provision does not meet the requirements of the Disability Discrimination Act.	As part of the review of toilet provision, highlight the need to address this issue.

ALLOTMENTS	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
Professional Insufficient plots to meet demand	1	3	3	Regular review of waiting lists and vacant plots in each area.	Improve monitoring and reporting procedures
Financial Reduction in demand leading to fall in rental income	1	2	2	Promotion of service and availability where applicable; improvement in sites	
Financial Increase in arrears	2	2	4	Effective monitoring of rent invoices	System in place to report arrears and terminate tenancies where necessary.
Legal Statutory service - could lead to litigation if not provided	2	3	6	Ensure supply meets demand.	Regular review of waiting lists and ensure alternative sites are offered.
Physical Fire risk to buildings	1	3	3	Tenants erect own buildings	Publicise need to consider insurance.
Physical Security of sites	3	1	3	Tenants are aware of the risk of damage and theft.	Publicise need to consider insurance and advise not to leave equipment on site. Improve external fences.
Physical Safety of tenants	1	3	3	Survey carried out to all sites identifying where repairs are needed to fences and roads.	Implement rolling programme of improvements.

CAR PARKING	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
Professional Ensure sufficient short term and long term parking places are available to encourage town centre policies. Failure could lead to migration to other areas.	2	2	4	Car Parking Strategy to be implemented increasing number of pay and display spaces.	Effective management procedures to be developed.
Financial Resistance by residents and visitors leading to reduction in revenue.	3	2	6	Implement second phase re. on-street parking meters.	System in place to monitor numbers of users.
Financial Theft from machines	2	3	6	Regular emptying and maintenance.	Review collection and maintenance procedures.
Legal Breach of parking order conditions leading to litigation.	1	2	2	Ensure Legal Section is involved in drafting and implementation.	
Physical Violence to collectors and parking attendants.	2	3	6	Lone Workers Policy; attack alarms.	Continually review policy and procedures.
Technological Breakdown of pay and display machines	2	3	6	Maintenance procedures and response measures.	Continually review policy and procedures.

CEMETERIES	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
Professional Ensure sufficient burial plots to meet anticipated demand	2	3	6	All sites reviewed with projected timespan. Additional land purchased at West Auckland and Bishop Auckland.	Ensure procedures in place to monitor and trigger land purchase if necessary.
Financial Reduction in burials leading to fall in income.	2	3	6	Personal choice - unable to influence. Reduction in expenditure.	
Financial Non-payment of fees	1	3	3	Procedure in place to ensure fees are paid.	
Legal Statutory service - could lead to litigation and severe criticism if not provided.	1	3	3	Review taken place and action taken were necessary	Continue to monitor
Physical Health and safety issues re. injuries to staff and visitors.	2	3	6	Regular checks made to headstones. Maximum sizes stipulated to reduce severity if accident occurs.	
Contractual Failure of contractor to provide service	1	3	3	Regular meetings with contractor to resolve matters.	

BUDGETARY CONTROL	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
Professional and Financial Failure to carry out could lead to overspends/underspends or under achievement of income targets leading to pressures on finances of the authority and criticism from Members and residents.	3	3	9	Effective measures in place to report to budget holder, Management Team and Members. Budget holders aware of their responsibilities.	Continue to review and update procedures.
Legal Breach of statutory procedures leading to government intervention, litigation or disciplinary action.	3	3	9	Effective measures in place to report to budget holder, Management Team and Members. Budget holders aware of their responsibilities.	
Technological Failure of computer systems leading to severe disruption of service.	1	3	3	Procedures in place to back up system.	

POLLUTION CONTROL	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Atmospheric Pollution Ill health within local community	2	2	4	Respond to complaints in timely fashion. Inspection of District.	Improve links and partnership working with NHS and local GPs.
2. Income from Part B Prescribed Processes Failure to obtain income from unauthorised prescribed processes.	2	1	2	Inspection of District	Increased/enhanced inspection regime.
3. Incorrect or lack of planning consultation Investigation and associated work following development to identify/assess/control pollution.	2	1	2	Respond to all planning applications. Check list of new/proposed developments. Inspection of District.	Improved communications with planning/development control.
4. Unsuccessful court action/legal action Court costs, litigation, compensation claims.	2	2	4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
5. Breach of legislation, e.g., PACE, RIPA, etc. Failure to succeed in legal action. Continued breach of authorisation/legislation, etc. Continued ill health. Litigation/Ombudsman investigation → fines/compensation and financial loss.	2 2	1 2	2 4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
6. Violence to staff Injury to staff.	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.
7. Accidental injury/ill health (Health & Safety) Injury to staff and ill health following exposure to pollutants.	2	2	4	Risk assessment, Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
8. Security Intimidation and threats to staff and family.	2	2	4	Risk Assessment Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.

POLLUTION CONTROL (Continued)	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
9. Loss and damage to property, equipment, vehicles, clothing Loss of and damage to property, equipment, vehicles and clothing.	2	2	4	Training Policies/procedures Risk assessments	Review
10. Sub-contractor failures Threat to service quality. Ill health within local community.	1 1	2 2	2 2	Close liaison with contractors and sub-contractors.	Legal clause protection.
11. Monitoring systems, equipment, machinery failures Service disruption, inaccurate assessment of pollution levels, inability to gather evidence, failure to take enforcement action, continued threat of ill health and pollution within the community.	2	2	4	Regular maintenance and testing. Calibration checks. Battery checks.	Review.
12. Failure to investigate pollution incident Failure to take appropriate enforcement action Pollution to air. Ill health in community Damage to environment	1 1 1	2 2 2	2 2 2	Meeting response times. Regular review of cases and case load. Training. Inspection regime.	Review

HEALTH AND SAFETY ENFORCEMENT	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
<p>1. Unsafe and unhealthy work places, procedures, processes, equipment, etc.</p> <p>Work related accidental injury, ill health or even death affecting workers and public.</p>	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.
<p>2. Unsuccessful court/legal action</p> <p>Court costs, litigation, compensation claims.</p>	2	2	4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
<p>3. Breach of legislation, e.g., PACE, RIPA, etc.</p> <p>Failure to succeed in legal action. Continued breach of legislation by duty holder. Threat to health and safety of workers and public. Litigation/Ombudsman investigation → fines, compensation and financial loss.</p>	2 2 2 2	2 2 2 2	4 4 4 4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
<p>4. Violence to staff</p> <p>Injury to staff</p>	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.
<p>5. Accidental injury/ill health (health and safety)</p> <p>Injury and ill health following exposure to work place hazards.</p>	2	2	4	Risk assessment, Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
<p>6. Security issues</p> <p>Intimidation and threats to staff and family.</p>	2	2	4	Risk Assessment Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
<p>7. Loss/damage to property, equipment, clothing, vehicles, etc.</p> <p>Loss/damage to property, equipment, clothing, etc.</p>	2	2	4	Training Policies/procedures Risk assessments	Review

HEALTH AND SAFETY (Continued)	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
8. Monitoring/testing equipment, machinery system failures				Regular maintenance and testing.	Review.
Service disruption	2	2	4	Calibration checks.	
Inaccurate identification and assessment of risk levels.	2	2	4	Battery checks.	
Inability to gather evidence.	2	2	4		
Failure to take enforcement action.	2	2	4		
Continued threat of accidental injury/ill health to workers and public	2	2	4		

GYPSY SITE MANAGEMENT	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Disputes amongst travellers and wardens Threat to welfare of occupants and community safety.	3	2	6	Regular site visits and monitoring of site conditions.	Review procedures.
2. Condition and availability of on-site services and facilities Threat to health, safety and wellbeing of residents and others visiting the sites.	3	2	6	Regular site visits and monitoring of site conditions.	Review procedures.
3. Fall in rent payments Increase in total rent arrears	3	1	3	Procedures and timely response - notices.	Review procedures.
4. Fall in electricity payments Increase in total electricity account arrears.	3	1	3	Procedures and timely response - notices.	Review procedures.
5. Unsuccessful court actions/legal actions Court costs, litigation, compensation claims.	2	2	4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
6. Breach of legislation, e.g., PACE, Human Rights Litigation	2	2	4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
7. Violence to staff/wardens Injury to staff/wardens	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.
8. Accidental injury - health and safety Injury to staff, wardens and site residents	2	2	4	Risk assessment, Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
9. Security issues Intimidation and threats to staff, wardens, family and site residents	2	2	4	Risk Assessment Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.

GYPSEY SITE MANAGEMENT (Continued)	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
10. Contractor/Sub-Contractor failures				Close liaison with contractors and sub-contractors.	Legal clause protection.
Threat to quality of service.	2	2	4		
Danger to site residents.	2	2	4		
11. Loss/damage to property, equipment, structures, vehicles, etc.	2	2	4	Training Policies/procedures Risk assessments	Review
Litigation and claims for compensation replacement/repairs					
12. System failures (electricity supply, water supply)				Response times.	Review procedures.
Service disruption	2	2	4		
Wellbeing of site residents	2	2	4		
13. Heat loss/insulation issues	1	1	1	Annual review.	Review procedures.
Cost to residents of site and wardens.					
14. Fly tipping	2	1	2	Regular site visits and monitoring of site conditions.	Review procedures.
Pollution of site - removal costs.					
15. Burning	2	1	2	Regular site visits and monitoring of site conditions.	Review procedures.
Pollution of site - damage to site.					

STATUTORY NUISANCE CONTROL	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Neighbourhood disputes Threat to private property, occupiers' welfare and wellbeing and community safety	2	2	4	Liaison with Police.	Review.
2. Unsuccessful court/legal actions Litigation, court costs, compensation claims	2	2	4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
3. Breach of legislation - PACE, RIPA, Human Rights Failure to succeed in legal action Continued/unabated nuisance Continued ill health Litigation costs Ombudsman investigation Fines, compensation claims, financial loss	2 2 2 2 2 2	2 2 2 2 2 2	4 4 4 4 4 4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
4. Violence to staff/local residents Injury and ill health to staff and local residents	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.
5. Health and safety Accidental injury to staff.	2	2	4	Risk assessment, Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
6. Security issues Intimidation and threats to staff and local residents.	2	2	4	Risk Assessment Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
7. Loss/damage to property and equipment Loss/damage claims and replacement costs	2	2	4	Training Policies/procedures Risk assessments	Review

STATUTORY NUISANCE CONTROL (Continued)	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
8. System and equipment failures					
Service disruption	2	2	4	Regular maintenance and testing.	Review.
Inaccurate unreliable gathering of evidence - inability to gather evidence	2	2	4	Calibration checks. Battery checks.	
Failure to take appropriate enforcement action	2	2	4		
Continued unabated nuisance leading to ill health or lack of wellbeing in community.	2	2	4		
9. Failure to bring about abatement of nuisance	2	2	4		Review
Environmental damage				Meeting response times. Regular review of cases and case load. Training. Inspection regime.	

REMOVAL OF UNAUTHORISED ENCAMPMENTS	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Nuisance and environmental pollution arising from encampment if allowed to remain Disruption to local communities Threat to wellbeing of local community Damage to the environment	2 2 2	2 2 2	4 4 4	Meeting response times. Regular review of cases and case load. Training. Inspection regime.	Review
2. Unsuccessful court/legal action Court costs, legal fees, compensation claims	2	2	4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
3. Breach of legislation, PACE, etc., EPA Failure to succeed in legal action Continued nuisance and/or pollution/ environmental damage Litigation Ombudsman investigation → fines/ compensation claims and subsequent financial loss.	2 2 2	2 2 2	4 4 4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
4. Violence to staff Injury to staff	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.
5. Accidental injury (health and safety) Injury to staff	2	2	4	Risk assessment, Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
6. Security Intimidation and threats to staff and family members	2	2	4	Risk Assessment Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.

REMOVAL OF UNAUTHORISED ENCAMPMENTS (Continued)	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
7. Loss and damage to property, equipment, etc.				Training Policies/procedures Risk assessments	Review
Claims for loss, etc.	2	2	4		
Stress	2	2	4		
8. Failure to investigate or remove unauthorised encampment				Meeting response times. Regular review of cases and case load.	Review
Nuisance	2	2	4	Training.	
Environmental damage	2	2	4	Inspection regime.	

PEST CONTROL SERVICES	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Insect and rodent infestations Illness and damage by pests within the community. Increase in pest borne disease and threat to community wellbeing.	2	2	4	Meeting response times. Regular review of cases and case load. Training. Inspection regime.	Review
2. Reduction in use of service for commercial treatments and pests of non-public health significance Reduction in income and revenue from service	2	1	2	Service Plan Review	
3. Loss of contract with Northumbrian Water Reduction in income	2	2	4	Response times. Liaison	Review
4. Breach of legislation. Failure to investigate. Failure to treat Litigation Compensation claims Damages Ombudsman investigation Financial loss	2 2 2 2 2	2 2 2 2 2	4 4 4 4 4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
5. Violence to staff Injury to staff	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.
6. Accident/injury/ill health to staff and/or the public Injury/ill health to staff, the public, children, pet animals following exposure to pesticides.	2	2	4	Risk assessment, Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
7. Security issues Intimidation and threats to staff and family.	2	2	4	Risk Assessment Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.

PEST CONTROL SERVICES (Continued)	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
8. Loss and damage to property, equipment, etc. Replacement/insurance costs	2	2	4	Training Policies/procedures Risk assessments	Review
9. Vehicle/equipment system failures Service disruption, loss of income, continued threat of illness and or damage caused by pests	2	2	4	Regular maintenance and testing. Calibration checks. Battery checks.	Review.
10. Use of pesticides, insecticides, rodenticides Damage to environmental systems, ecosystems and non-pest species including pets.	2	2	4	Training. Work procedures. Manufacturer's guidelines.	Review
11. Stray dogs. Dangerous dogs in public places Vehicle accidents Dog fouling and related ill health Threat to wellbeing of the community Nuisance and attacks on members or the public at their pets	2 2 2 2	2 2 2 2	4 4 4 4	Meeting response times. Regular review of cases and case load. Training. Inspection regime.	Review
12. Failure to pick up dogs Compensation claims resulting from damages, etc.	2	2	4	Meeting response times. Regular review of cases and case load. Training. Inspection regime.	Review
13. Breach of legislation Litigation. Compensation	2	2	4	Applying policies and procedures and knowledge and experience.	Revision of policies and procedures. Training required.
14. Violence to staff Injury to staff	2	2	4	Risk assessment. Joint working arrangements.	Training required. Mobile phones needed. Closer links with Police.

PEST CONTROL SERVICES (Continued)	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
15. Accidental injury to staff (health and safety) Injury to staff	2	2	4	Risk assessment, Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
16. Security Intimidation and threats to staff and family	2	2	4	Risk Assessment Joint working arrangements. Personal protective equipment.	Mobile phones. Training required.
17. Dog attack Injury to staff/public	2	2	4	Meeting response times. Regular review of cases and case load. Training. Inspection regime.	Review
18. Loss and damage to property, equipment, vehicles, etc. Replacement costs and disruption to service	2	2	4	Training Policies/procedures Risk assessments	Review
19. System failures Service disruption	2	2	4	Regular maintenance and testing. Calibration checks. Battery checks.	Review.
20. Equipment failures Loss of dog	2	2	4	Regular maintenance and testing. Calibration checks. Battery checks.	Review.
21. Failure to pick up dogs Environmental affects caused by stray dogs, e.g., dog fouling of land	2	2	4	Meeting response times. Regular review of cases and case load. Training. Inspection regime.	Review

FOOD SAFETY - INSPECTION OF FOOD PREMISES	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Food poisoning outbreak Public develop illness	3	2	6	Inspection of premises in accordance with risk rating/ departmental policy.	
2. Foreign material in food Public suffer physical injury/choking.	3	2	6	Inspection of premises/ practices in accordance with risk rating/departmental policy.	
3. Failure to receive Butchers Licence fees Fall in revenue received.	3	2	6	Inspection of premises in accordance with risk rating/ departmental policy.	
4. Appeal against service of notice Adverse judgement.	2	3	6	Training of inspectors. Follow procedures and practices as laid down in departmental/Council strategies	
5. Incorrect advice or action given by inspector Litigation	2	3	6	Training of inspectors. Follow procedures and practices as laid down in departmental/Council strategies. Indemnify inspectors	
6. Violence and abuse of staff (lone workers) Physical injury and mental stress.	3	3	9	Staff training, stress counselling. Attack element. Mobile phones.	
7. Exposure to **** Injury/illness to staff.	2	2	4	Staff training/departmental policy.	
8. Environmental Health computer system failure Service disruption	2	2	4	Back up systems in place.	
9. Unhygienic premises - accumulation of food waste and general refuse Proliferation of rats, insects and other vermin.	3	2	6	Inspection of premises on regular basis.	

FOOD SAFETY - INVESTIGATION OF COMPLAINTS REGARDING PREMISES/ FACILITIES	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Food poisoning outbreak Public develop illness.	3	2	6	Investigation of complaint in accordance with departmental policy.	
2. Complaint of inaction resulting in possible illness. Litigation.	2	2	4	Inspection of complaints in accordance with policy.	

FOOD SAFETY - INVESTIGATION OF FOOD COMPLAINTS	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Food poisoning outbreak Public develop illness.	3	2	6	Investigation of complaints/ sampling/food hazard warning in accordance with departmental policy.	
2. Foreign material in food Public suffer physical injury	3	2	6	Investigation of complaints/ sampling/food hazard warning in accordance with departmental policy.	
3. Complaint of inaction by Council officer resulting in possible illness Litigation. Censure by Food Standards Agency	2	2	4	Investigation of complaints/ sampling/food hazard warning in accordance with policy.	

INFECTIOUS DISEASE CONTROL - INVESTIGATION OF CASES OF TYPHOID, DYSENTERY, CHOLERA, FOOD POISONING, ETC.	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Outbreak of infectious disease Public develop illness.	3	3	9	Investigation of cases of disease in accordance with departmental policy.	
2. Inaction by Council resulting in possible illness Public become ill	2	2	4	Investigate in accordance with policy.	
3. Neighbouring authorities may request assistance with joint agreement introduced by proper officer (CCDC) Consultant in Communicable Disease Control Staff assigned to assist neighbouring authority.	1	3	3	None	

LICENSING OF HACKNEY CARRIAGES, ETC.	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Unregulated taxi fleet Unlicensed and unregulated vehicles and drivers on streets. Safety of public.	2	2	4	Follow departmental guidelines	
2. Non receipt of taxi vehicles and drivers licenses Reduction in revenue received	1	2	2	Follow departmental guidelines	
3. Unregulated taxis and drivers Danger to public. Litigation	1	2	2	Follow departmental guidelines	

LICENSING OF PUBLIC ENTERTAINMENTS	PROB'Y	SEVERITY	SCORE	RESPONSE	ACTION
1. Unlicensed and unregulated premises Safety of public. Noise and disturbance issues.	2	2	4	Follow departmental procedure	
2. Non receipt of public entertainment applications Reduction in revenue.	1	2	2	Follow departmental guidelines	
3. Unregulated Public Entertainment Danger to health/wellbeing of public. Litigation	1	2	2	Departmental guidelines/ procedures.	