

Appendix 4 – COVID-19 Risks Relevant to CHL (Keats House)

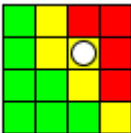
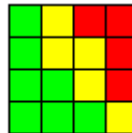
OSD COVID-19 Risks Relevant to CHL (Keats House)

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Rows are sorted by Risk Score

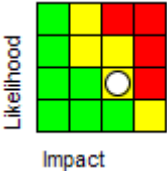
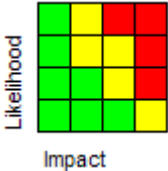

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
CVD19 SGPS 30 Health and Safety of Visitors and Staff (OSD) 29-Apr-2020 Colin Buttery	Cause: Open Spaces have become essential services during the pandemic as they have been asked to remain open by the government. In the absence of other forms of recreation, public pressure on open spaces has increased significantly, and with staff numbers impacted by the virus, BAU health & safety works become more difficult to deliver and more important than ever.	Likelihood  Impact	12	This is a blanket health and safety risk intended to cover the threat COVID-19 poses to health & safety related work which takes place at our sites; for further information on the specifics of this work, please see local Open Spaces risk registers. At present this work is being delivered at a steady state despite increased pressure on sites and staff. 21 Jun 2021	Likelihood  Impact			
	Event: Significant health and safety event at one of our sites (including but not limited to: flood, fire, tree disease leading to collapse, and drowning in open water bodies). Alternatively, the closure or cessation of critical services due to H&S concerns which cannot be properly addressed due to pressure on staff.						Accept	Constant
	Impact: Personal injury or death of a member of the public or staff; reputational impact; legal repercussions; cessation of critical service; site closures.							

Action no	Action description	Latest Note			Action	Latest Note	Due Date
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			owner	Date	
CVD19 SGPS 30 004	Actions undertaken at North London to maintain key H&S works.	Public H&S works continue as usual, with appropriate mitigation in place against COVID-related H&S issues. Further details of H&S-related work is held in the primary OSD Risk Register.	Bob Warnock	21-Jun- 2021	30-Sep- 2021

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CVD19 SGPS 32 Income Generation and Financial Management (OSD) 29-Apr-2020 Colin Buttery	Cause: COVID-19 has led to closure or deferral of many of the income-generating aspects of our business, as well as the incursion of significant additional costs. In combination with existing financial pressures, we are likely to run significantly overbudget. Event: Significant overspend due to underachievement of expected income. Impact: Financial impact, potentially leading to permanent cessation of services. High likelihood of requiring additional financial support from the corporate centre.		8	Third lockdown has now concluded. Year end budgets showed an underspend across all funds due to significant restriction on expenditure. Income generation remains an area of concern, as heritage attractions are not yet fully open, and social distancing requirements will limit visitor numbers. Likelihood level has been dropped to reflect successful management of this risk, and due to reduced chance of further lockdowns due to vaccination / testing rollout. Any further restrictions will cause this risk to escalate again, however. 21 Jun 2021				
							Accept	Constant

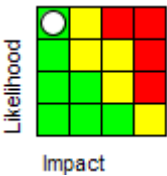
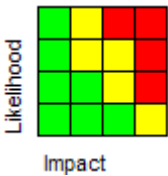

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CVD19 SGPS 32 001	Departmental overview of actions taken to help mitigate this risk.	Continuing to engage with Chamberlains and monitor income losses due to COVID-19.	Colin Buttery	21-Jun-2021	31-Aug-2021

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CVD19 SGPS 37 Open Spaces Workforce Wellbeing (OSD) 01-Dec-2020 Colin Buttery	<i>Cause:</i> Greatly increased pressure on staff across all sites, who have continued throughout the pandemic, often with an increased workload. This risk incorporates both the pressures on frontline staff (more incidents of verbal abuse, confrontation with members of the public, and antisocial behaviour on site) and WFH staff (isolation, depression, anxiety and work related abuse coming into the home). <i>Event:</i> Increased staff sickness levels and worsening wellbeing outcomes for staff across sites. <i>Impact:</i> Cessation of services; damage to sites; loss of vital expertise from staff turnover; serious injury or death of employee in service due to exhaustion or suicide.	 Likelihood Impact	8	Risk remains high to reflect the very difficult situation across all sites. Cemetery in particular was heavily impacted throughout third lockdown but is now returning to BAU, although all sites have seen increased visitor numbers, antisocial behaviour, and commensurate damage to natural asset, impacting staff morale. We expect extremely high visitor numbers over summer. This is in combination with other mitigating staff morale and wellbeing factors outside of COVID. Risk to be considered regularly at Bronze for possible mitigations. 21 Jun 2021	 Likelihood Impact	4	31-Aug-2021	 Constant
							Reduce	

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
CVD19 SGPS 37 001	Departmental actions taken to help mitigate this risk.	Target date has been pushed to end of summer to reflect expected visitor pressure in this period.			Colin Buttery	21-Jun-2021	31-Aug-2021

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CVD19 SGPS 35 Reopening Services (OSD) 30-Jun-2020 Colin Buttery	This risk is separated into two possible scenarios, denoted below. <i>Cause:</i> 1) Re-opening services where social distancing is difficult or impossible to enforce, such as (but not limited to) public toilets, the Parliament Hill Lido, and the Hampstead Heath swimming ponds. 2) Government guidance advises the re-opening of facilities which are not yet considered COVID-19 safe by our local risk assessors. <i>Event:</i> 1) Social distancing is not observed, in contravention of government guidance; social distancing measures are actively disobeyed, resulting in antisocial behaviour and the need for enforcement actions. 2) Facility opening is delayed past the date at which government guidance changes. <i>Impact:</i> 1) Staff members become sick; reputational damage; damage to properties; cessation of services that cannot be safely operated. 2) Reputational impact; antisocial behaviour & break-ins, and the requisite health & safety impact of this behaviour.		4	Risk to remain at green at present despite current lockdown due to previous experience with re-opening services. Changes to the tier system or sudden increase in demand will be monitored for impact on this risk. 21 Jun 2021				 Constant
							Accept	

Action no	Action description	Latest Note			Action owner	Latest Note Date	Due Date
CVD19 SGPS 35 001	Actions managed by the Directorate to mitigate this risk.	Regular OSD Bronze Group meetings are being convened to monitor this risk in case it further escalates, but at present it remains at Green.			Colin Buttery	21-Jun-2021	31-Aug-2021