

Appendix 4a – C&C Risk Register

OSD Cemetery & Crematorium Detailed Risk Register

Report Author: Martin Falder

Generated on: 08 September 2021



Rows are sorted by Risk Score

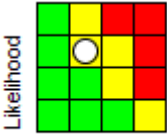
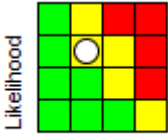

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
OSD CC 003 Deterioration of buildings, plant and machinery 19-Aug-2015 Gary Burks	Causes: Inadequate proactive and reactive maintenance; failure to identify and communicate maintenance issues Event: Operational or public buildings become unusable. Plants and trees die due to reduced maintenance capacity. Impact: Service capability disrupted; ineffective use of staff resources; damage to corporate reputation; increased costs for reactive maintenance	 Likelihood Impact	8	There are projects in the CWP which are going ahead (central heating at crematorium, roofing at Haywood Centre near main gate). Although this is positive, there remains a huge bow wave of maintenance to be tackled. City Surveyor is focusing on H&S risks only at present. Risk remains at amber due to bow wave. 08 Sep 2021	 Likelihood Impact	8	31-Mar-2022	 Constant
							Accept	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date

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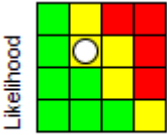
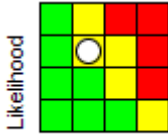

OSD CC 003 b	Continue to develop relationship with City Surveyors and ways of working to ensure CWP works are delivered Regular meetings with CS's Property Facilities Managers The Superintendent was engaged in the development of the 2017 R&M specification and tender documents	Two projects are proceeding, as per main update. Liaison work with City Surveyors remains in place to establish timelines for future works.	Gary Burks	08-Sep-2021	31-Mar-2022
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OSD CC 009 Systems Failure 01-Jun-2016 Gary Burks	Cause: IT systems including telephony fail Effect: Unable to operate as per normal. Unable to access Gower system. Unable to speak to funeral directors, doctors and internally across the site Impact: Burials and cremations may have to be cancelled/no bookings can be taken. Burials in the wrong graves. Loss of income. Reputational damage	 Likelihood	6	Mitigation is in place for GOWER being temporarily offline, but longer-term issues with the system would have a significant impact on work. This risk therefore remains at Amber. We are unable to mitigate or reduce this risk further at present. 08 Sep 2021	 Likelihood	6	31-Mar-2022	 Constant
							Accept	

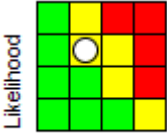
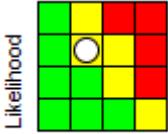
Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
OSD CC 009 a	Review continuity plans on a regular basis and following significant systems failures Ensure staff are familiar with 'alternate operations' as detailed in the continuity plans IS partners aware that C&C is recognised as a 'critical' service and failures are treated as a priority.	Systems are in place to account for business continuity. Manual diaries and standalone PCs are available in case GOWER system is unavailable. Mobile phone backups are also in place in case of landline issues. Small printers are also available for vital daily print runs. Ongoing action.	Gary Burks	08-Sep-2021	31-Mar-2022

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OSD CC 010 Extreme weather 21-Jun-2016 Gary Burks	Cause: Strong winds causing significant tree damage within the cemetery and crematorium landscape Effect: Roads closed, exclusion of the public, disruption to funerals Impact: Significant cost to division and possible loss of income/ negative publicity	 Likelihood	6	Current and target score remain the same. This risk will remain reportable. There is an ongoing risk of high winds and drought conditions to tree stock at the cemetery. Some localised flooding due to heavy rains over the summer, including some flooding to buildings; this is being monitored. 08 Sep 2021	 Likelihood	6	31-Jul-2022	 Constant
							Accept	

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OSD CC 010 a	A significant storm could (and has in the past) cause significant damage to tree stocks and buildings meaning that for a short period of time the cemetery roads could be closed and block, and one or more buildings could be out of action. This is managed through: <ul style="list-style-type: none"> • Tree inspections • Maintain staff with chainsaw qualifications 	Ongoing monitoring action. As previously: <ul style="list-style-type: none"> • Trees are surveyed and inspected with advisory works carried out. A group of staff within the cemetery team are trained in the operation of chainsaws for clearing fallen trees. • It is unlikely that storm damage would close the modern crematorium building but could damage other service chapels and block roads. The cemetery and crematorium service has 6 service chapels. No change, with 3,500 trees around the site, the risks associated with high winds remain.	Gary Burks	08-Sep-2021	31-Jul-2022

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OSD CC 011 Tree and plant diseases 21-Jun-2016 Gary Burks	Cause: Tree Disease or infestation Effect: Loss of tree stock or exclusion of the public from certain areas of the cemetery Impact: Partial closure of site or loss of mature trees and the affect that this would have on the landscape	 Likelihood	6	Risk and target score remain unchanged. OPM infection rate is accelerating. Spraying was completed in April/May. Nest removal being carried out at present. On-site inspections take place twice a year for Massaria at high level. These are conducted by Cemetery & Crematorium staff. Ongoing issue with 650+ plane trees.	 Likelihood	6	30-Apr-2022	Constant
							Accept	

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OSD CC 011 a	This tracks tree and plant disease monitoring actions at the Cemetery and Crematorium which fall outside of BAU.	Ongoing action. OPM treatment works are in place, and inspections for Massaria are taking place. While works were affected by pandemic last year, they are now back on target and currently at BAU.	Gary Burks	08-Sep-2021	30-Apr-2022