

Appendix 4b – Cemetery & Crematorium COVID Risks Relevant to PHES

OSD COVID-19 - Cemetery & Crematorium COVID Risks Relevant to PHES

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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 37 Open Spaces Workforce Wellbeing (OSD) 01-Dec-2020 Colin Buttery	<p><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).</p> <p><i>Event:</i> Increased staff sickness levels and worsening wellbeing outcomes for staff across sites.</p> <p><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.</p>	<p>Likelihood</p> <p>Impact</p>	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 high visitor numbers over summer, although this is stabilising as other venues open. 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.	<p>Likelihood</p> <p>Impact</p>	4	31-Mar-2022	
							Reduce	

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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 financial year to reflect expected visitor pressure in this period, despite reopening of other leisure venues.	Colin Buttery	09-Sep - 2021	31-Mar- 2022

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CVD19 SGPS 18 Failure of Cemetery & Crematorium Services (OSD) 07-Apr-2020 Colin Buttery	Cause: Pandemic significantly increases mortality rate combined with a high impact on staff required to deliver essential services at the Cemetery & Crematorium. Staff from other areas are not able to be reassigned to compensate for this shortfall. Key staff with specialist knowledge are unavailable during a surge in demand. Failure of aging cremators. Event: Cemetery & Crematorium forced to close or severely reduce service. Impact: Failure of critical statutory service; reputational damage; financial damage; legal repercussions; failure to meet the excess death plan; significant impact on other nearby sites, resulting in potential chain of failure points, as C&C is the largest site of its kind in the area.	<p>Likelihood</p> <p>Impact</p>	4	Demand is at normal levels. Cremators are in place. Staffing is adequate to manage the needs of the service. Risk remains at Green. We will continue to report on this risk and consider reviewing / raising if there is a third spike. 08 Sep 2021	<p>Likelihood</p> <p>Impact</p>		Accept	 Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CVD19 SGPS 18 001	Actions undertaken by the Cemetery & Crematorium to preserve statutory responsibilities.	Cremators are in place and pressure on site has significantly dropped. Returning to BAU.	Gary Burks	08-Sep-2021	31-Oct-2021