

Committee(s): Port Health & Environmental Services Committee	Dated: 18 January 2022
Subject: Risk Management – Periodic Update Report	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	All
Does this proposal require extra revenue and/or capital spending?	N
Report of: Executive Director Environment	For Information
Report authors: Elisabeth Hannah Joanne Hill Gerry Kiefer	

Summary

This report has been produced to provide the Port Health & Environmental Services Committee with assurance that risk management procedures in place within the Environment Department are satisfactory and that they meet the requirements of the corporate Risk Management Framework.

This report only considers risks managed by the following service areas which fall within the remit of your Committee:

- Public Conveniences, Waste Collection, Street Cleansing, Waste Disposal and Transport Services
- Port Health and Public Protection
- Cemetery and Crematorium

Risk is reviewed regularly within each service area as part of the ongoing management of operations. In addition to the flexibility for emerging risks to be raised as they are identified, a process exists for in-depth periodic review of the risk register.

Recommendation

Members are asked to:

- Note the report and the actions taken by each service area to monitor, mitigate and manage effectively risks arising from their operations.

Main Report

Background

1. The Risk Management Framework of the City of London Corporation requires each Chief Officer to report regularly to Committee on the key risks faced by their department.
2. Appendices 2, 3 and 4 present the current Risk Register Summaries of the following service areas which fall within the remit of your Committee:
 - Public Conveniences, Waste Collection, Street Cleansing, Waste Disposal and Transport Services
 - Port Health and Public Protection
 - Cemetery and Crematorium

Current Position

3. This report provides an update on the key risks that exist in relation to the operations of services areas within the Environment Department which fall within the remit of the Port Health and Environmental Services Committee.

Risk Management Process

4. Risk Management is a standing agenda item at the regular meetings of each service area's Senior Management Team.
5. Between Management Team meetings, risks are reviewed in consultation with risk and control owners, and updates are recorded in the corporate risk management system (Pentana).
6. Regular risk management update reports are provided to this Committee in accordance with the City's Risk Management Framework.

Identification of New Risks

7. New and emerging risks are identified through a number of channels, the main being:
 - Directly by Senior Management Teams as part of the regular review process.
 - In response to ongoing review of progress made against Business Plan objectives and performance measures, e.g., slippage of target dates or changes to expected performance levels.
 - In response to emerging events and changing circumstances which have the potential to impact on the delivery of services, such as Brexit and the COVID-19 pandemic.

The risk register may be refreshed over and above the stated process for review and oversight, in response to emerging issues or changing circumstances.

Covid-19 Risks

8. As part of the City Corporation's response to the threat of the Covid-19 virus affecting the operation of services and support for its stakeholders, a command and control structure was implemented with Gold, Silver and Bronze levels to manage the ongoing situation.
9. During Period Two, the 'Gold Recovery From' Group agreed to de-escalate the Corporate Covid-19 risk to the Town Clerk's departmental register (the risk may be re-escalated should circumstances change).
10. The Group also agreed that thematic group Covid-19 risks should either:
 - if they are still continuing risks, be removed from the Thematic Group register and relocated to the respective departmental risk register (at departmental level), or
 - if the risk is no longer a risk, be deactivated.
11. As a result, where specific Covid-19 risks have been retained at a departmental level, they are now included in the summary of key risks for each service area provided below, and in the risk registers provided in the appendices.
12. The continually evolving Covid-19 situation is being kept under review as are the risks that relate to it. Existing risks are updated, and new risks will be added, as necessary. Should circumstances require it, the Gold Group may re-escalate Corporate Covid-19 risk.

Summary of Key Risks

Public Conveniences, Waste Collection, Street Cleansing, Waste Disposal and Transport Services

13. The Risk Register for the Cleansing and Waste Service, attached as Appendix 2 to this report, includes three Departmental risks of which, one is Red, one Amber and one Green:
 - DBE-TP-01** Road Traffic Collision caused by City of London staff or contractor who is unfit to drive while on City business (Red, 16)
 - CVD19 SGPS 24** Failure by BRONZE to deliver the Waste and Litter service (Amber, 12)
 - DBE-TP-07** A major incident, such as flooding or fire, makes Walbrook Wharf unusable as a depot (Green 4)

Port Health and Public Protection

14. The Risk Register for Port Health & Public Protection (PH&PP), attached as Appendix 3 to this report, includes one Amber Corporate risk and one Red Departmental risk:
 - CR21** Air Quality (Amber, 12)
 - MCP-PHPP 001** Brexit (Red, 24)

15. The PH&PP Service has an additional departmental risk which is exempt from public disclosure by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972. Appendix 5 to this report contains the details of the risk for consideration by Members in closed session.

Cemetery and Crematorium

16. The Cemetery and Crematorium Risk Register is attached to this report as Appendix 4. All four risks remain amber and at the same level as previously reported. Their target score is at the same level as their current score, and we 'accept' these risks.

17. The Cemetery and Crematorium risks are as follows:

- OSD CC 003 – Deterioration of buildings, plant and machinery (Amber, 8)
- OSD CC 009 – Systems Failure (Amber, 6)
- OSD CC 010 – Extreme Weather (Amber, 6)
- OSD CC 011 – Tree and plant diseases (Amber, 6)

Corporate & Strategic Implications

18. **Strategic implications:** Effective management of risk is at the heart of the City Corporation's approach to delivering cost effective and valued services to the public as well as being an important element within the corporate governance of the organisation.

19. **Financial implications:** None

20. **Resource implications:** None

21. **Legal implications:** None

22. **Risk implications:** The proactive management of risk, including the reporting process to Members, demonstrates that each service area is adhering to the requirements of the City of London Corporation's Risk Management Policy and Strategy.

23. **Equalities implications:** There are no proposals in this report that would have an impact on people protected by existing equality legislation.

24. **Climate implications:** None

25. **Security implications:** None

Conclusion

26. Members are asked to note that risk management processes within each service area adhere to the requirements of the City Corporation's Risk Management Framework. Risks identified within the operational and strategic responsibilities of each area are proactively managed.

Appendices

- Appendix 1 – City of London Corporation Risk Matrix
- Appendix 2 - Department of the Built Environment Risk Register
- Appendix 3 - Port Health and Public Protection Risk Register
- Appendix 4 - Cemetery and Crematorium Risk Register
- Appendix 5 **(for consideration in Closed Session only)** - Port Health & Public Protection **Non-Public** Risk Register

Contacts

Public Conveniences, Waste Collection, Street Cleansing, Waste Disposal and Transport Services

Elisabeth Hannah, Business Manager, Environment Department

T: 07795 290 028

E: Elisabeth.Hannah@cityoflondon.gov.uk

Port Health & Public Protection

Joanne Hill, Performance Management Officer, Environment Department

T: 020 7332 1301

E: Joanne.Hill@cityoflondon.gov.uk

Cemetery & Crematorium

Gerry Kiefer, Business Manager, Environment Department

T: 020 7332 3517

E: Gerry.Kiefer@cityoflondon.gov.uk