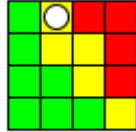
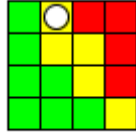
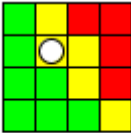

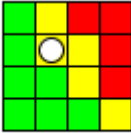
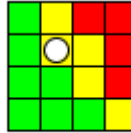



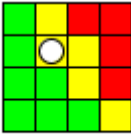
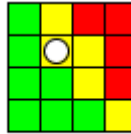

Appendix 4 - Cemetery & Crematorium Risk Register

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	<p>The Crem Boiler and Haywood Centre Roof works have been completed. Although this is positive, there remains a huge bow wave of maintenance to be tackled and the allocation of CWP works and resource for 2022/23 has not been advised to officers yet.</p> <p>City Surveyor is focusing on H&S risks only at present.</p> <p>Risk remains at amber due to bow wave.</p> <p>04 January 2021</p>	 Likelihood Impact	8	31-Mar-2023	Constant
							Accept	
Action no	Action description	Latest Note				Action owner	Latest Note Date	Due Date
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	Awaiting details of proposed CWP allocation for 2022/23. Several key officers within CS are leaving / have left.				Gary Burks	04-Jan-2022	31-Mar-2023

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 009 Systems Failure 01-Jun-2016 Gary Burks	<p>Cause: IT systems including telephony fail</p> <p>Effect: Unable to operate as per normal. Unable to access Gower system. Unable to speak to funeral directors, doctors and internally across the site</p> <p>Impact: Burials and cremations may have to be cancelled/no bookings can be taken. Burials in the wrong graves. Loss of income. Reputational damage</p>	 <p>Likelihood</p> <p>Impact</p>	6	<p>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.</p> <p>04 January 2022</p>	 <p>Likelihood</p> <p>Impact</p>	6	31-Mar-2023	Constant
							Accept	
Action no	Action description	Latest Note				Action owner	Latest Note Date	Due Date
OSD CC 009 a	<p>Review continuity plans on a regular basis and following significant systems failures</p> <p>Ensure staff are familiar with 'alternate operations' as detailed in the continuity plans</p> <p>IS partners aware that C&C is recognised as a 'critical' service and failures are treated as a priority.</p>	<p>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.</p> <p>Ongoing action.</p>				Gary Burks	04-Jan-2022	31-Mar-2023

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 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 Impact	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. 04 January 2022	 Likelihood Impact	6	31-Mar-2023	 Constant
							Accept	
Action no	Action description	Latest Note				Action owner	Latest Note Date	Due Date
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	04-Jan-2022	31-Mar-2023

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 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 Impact	6	Risk and target score remain unchanged. OPM infection rate is being monitored accelerating. S 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. 04 January 2022	 Likelihood Impact	6	31-Mar-2023	 Constant	
Action no	Action description	Latest Note					Action owner	Latest Note Date	Due Date
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 programme of inspection and treatment works, where identified are in place, and inspection programme for Massaria in place.					Gary Burks	04-Jan-2022	31-Mar-2023