

City Gardens Risk Register

Generated on: 28 September 2023



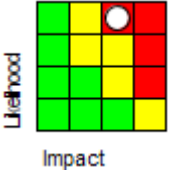
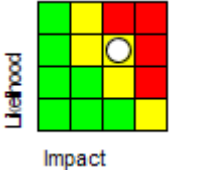

Rows are sorted by Risk Score

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
ENV-CO-GC 016 Staff resources 04-Aug-2022 Jake Tibbetts	Cause: Aging workforce combined with difficulties in recruitment and retention of younger workforce due to remuneration and benefits package becoming increasingly uncompetitive for the market sector. Event: Reduction in skill and human resources within the service. Effect: Increased staff absence due to sickness; inability to deliver the necessary level of service or meet business objectives; increased number of complaints from the public; negative publicity/reputational damage.		16	Difficulties in the recruitment and retention of skilled staff are ongoing. Service provision is likely to suffer as a result. Once the new Corporate People Strategy has been published (in April 2024) we will re-evaluate the situation and determine further actions to address the risk. 28 Sep 2023		12	30-Jun-2024	
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENC-CO-GC 016a	Review the overall work package and consider how the offer can be developed to increase desirability of roles.	Once the new Corporate People Strategy has been published (in April 2024) we will re-evaluate the situation and determine further actions to address the risk.	Jake Tibbetts	28-Sep-2023	30-Jun-2024

Appendix 2

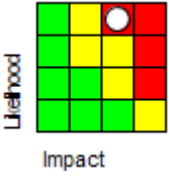
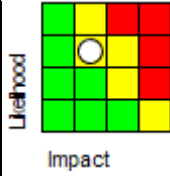
ENV-CO-GC 016c	Work towards securing a rolling apprentice programme to ensure continuous apprentices in City Gardens.	We have received approval for three levy-funded apprentices and are currently going through the recruitment process.	Jake Tibbetts	28-Sep- 2023	31-Jan- 2024
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Risk 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
ENV-CO-GC 017 Decline in condition of assets 04-Aug-2022 Jake Tibbetts	<p>Cause: Poor maintenance of assets; failure to implement recommendations.</p> <p>Event: Failure to meet statutory regulations and checks. Built assets deteriorate to unusable/unsafe condition.</p> <p>Effect: Poor condition of assets; service failures; loss of value; cost of repair; potential fines from statutory bodies and insurance claims.</p>		16	<p>Lack of investment in building and infrastructure maintenance over the past few years has greatly increased leading to the potential for major failures in the future. We continue to liaise with City Surveyor's Department (CSD) to make them aware of issues and to compile an accurate, comprehensive, asset register for City Gardens.</p> <p>Current priority concerns which we are seeking to resolve with the assistance of CSD are the lighting columns around the Ball Court at St Botolph's Bishopsgate, and the north-western boundary wall at Bunhill Fields.</p> <p>28 Sep 2023</p>		12	31-Mar-2024	 Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-CO-GC 017a	Undertake an annual review of the 20 year programme of investment and maintenance of all built assets.	The 20-year works programme is reviewed on an annual basis.	Jake Tibbetts	28-Sep-2023	31-Mar-2024
ENV-CO-GC 017b	Carry out inspections and report defects as they arise. Ensure that unresolved actions are highlighted to City Surveyor's Department.	This is an ongoing action. All necessary inspections are carried out and any defects are reported to City Surveyor's Department.	Jake Tibbetts	28-Sep-2023	31-Mar-2024
ENV-CO-GC 017c	Undertake regular internal review and monitoring of condition and safety of assets.	Internal checks are carried out on an ongoing basis. These are monitored every quarter to ensure they have been completed.	Jake Tibbetts	28-Sep-2023	31-Mar-2024

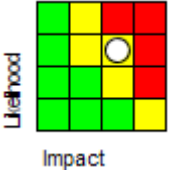
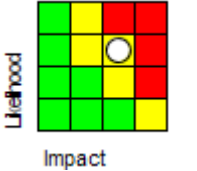
Appendix 2

ENV-CO-GC 017d	Re-establish regular liaison meetings with City Surveyor's Department (CSD).	Due to the complexity of City Gardens' sites, several teams from the City Surveyor's Department are involved in the repair and maintenance of our assets. We are working to re-establish quarterly meetings with all relevant CSD contacts in order to improve communication and awareness of our requirements.	Jake Tibbetts	28-Sep- 2023	31-Dec- 2023
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ENV-CO-GC 018 Anti-social behaviour 04-Aug-2022 Jake Tibbetts	<p>Cause: Anti-social and criminal behaviour.</p> <p>Event: Litter; public urination and defecation (human and dog); dog fouling, dog attacks, street drinking; drug use; vandalism; wanton damage and theft.</p> <p>Effect: Damage and loss of assets; reduction in user experience and satisfaction; increased costs of cleaning and repairing damage; reputational harm.</p>		16	<p>Irresponsible public behaviour continues to be an issue in and around our sites. Actions are in place to address anti-social, criminal and other problematic behaviours. We are exploring options to increase the enforcement of byelaws within City Gardens.</p> <p>Due to changes in the Corporate contract with ParkGuard, with whom we work in partnership, our ability to address ASB through this contract has reduced. We are working to find solutions and improve the situation.</p> <p>28 Sep 2023</p>		6	31-Mar-2025	Constant
							Reduce	

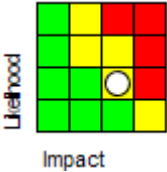
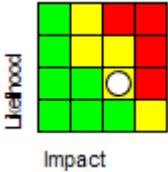
Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-CO-GC 018a	Continue to use Park Guard to engage with ASB offenders, and the Outreach Team in regard to rough sleepers. Maintain and develop relationship with City Police.	We continue to work in partnership with ParkGuard to engage with ASB offenders, and with the City's Outreach Team to engage with rough sleepers. However, due to changes in the Corporate contract with ParkGuard, our ability to address ASB through this contract has reduced. We are working to identify a solution and improve the situation.	Jake Tibbetts	28-Sep-2023	31-Mar-2024
ENV-CO-GC 018b	Explore the possibility of using Street Enforcement Officers to enforce byelaws within City Gardens.	We have been investigating options for working with the Department's Street Enforcement Officers (SEOs) to enforce byelaws within the gardens. This was trialled over the summer at St Dunstan's in-the-East, using ParkGuard rather than SEOs. The results of the trial will be analysed and an action plan drafted as appropriate.	Jake Tibbetts	28-Sep-2023	31-Mar-2024

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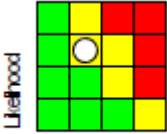
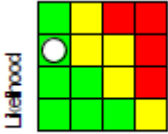
Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
ENV-CO-GC 011 Tree and plant diseases and other pests 24-Feb-2022 Nicola Smith; Jake Tibbetts	Cause: Inadequate biosecurity, purchase or transfer of infected plants and soil. Invasion of pests and diseases from neighbouring areas e.g. Oak Processionary Moth, Massaria, Xyella. Event: Sites become infected by plant or tree diseases. Effect: Threat to human health, either directly or indirectly; service capability disrupted; ineffective use of staff resources; damage to corporate reputation; loss of species; site closures (temporary) and associated access; increased costs for reactive maintenance.		12	This risk includes plant diseases such as Xyella which, while not known to be present in the UK, has spread in Europe, including France. 28 Sep 2023		12	Accept	Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-CO-GC 011a	Ongoing action: Ensure staff training is kept updated to enable timely identification of pests and knowledge of correct treatment/ prevention.	Provision of staff training is continuing. Information on training is shared through the Departmental Health & Safety Group, Equalities Board, SLT, and other avenues.	Nicola Smith	28-Sep-2023	31-Mar-2024
ENV-CO-GC 011b	Ongoing action: Annual tree inspections undertaken by qualified personnel through framework contract.	An annual programme is in place for cyclical inspections and targets are being met.	Jake Tibbetts	28-Sep-2023	31-Mar-2024
ENV-CO-GC 011c	Ongoing action: Maintain relationships with industry bodies, internal CoL departments, and neighbouring local authorities to ensure free flow of information.	Relationships with industry bodies, internal partners and neighbouring local authorities continue to be maintained.	Jake Tibbetts	28-Sep-2023	31-Mar-2024

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ENV-CO-GC 009 Health and Safety incidents/Catastrophic Health and Safety failure 24-Feb-2022 Nicola Smith; Jake Tibbetts	<p>Cause: Failure to adhere to Health and Safety policies and procedures. Failure to link work activity with adequate procedures; risk assessments and safe systems of work not complied with; inadequate appropriate training; failure to implement the results of audits.</p> <p>Event: Staff, volunteers, contractors or licensees undertake unsafe working practices, notably working at roadside or at height in City.</p> <p>Effect: Injury to staff, volunteers, contractors or member of the public; prosecution and fine by HSE and/or Police; increased insurance premiums; reputational damage.</p>		8	<p>While we cannot remove this risk, we continue to take actions to mitigate it as far as possible and maintain the score at the current level.</p> <p>Health and safety procedures are kept under regular review and the Emergency Plan will be reviewed and updated during the coming months.</p> <p>28 Sep 2023</p>		8	Accept	Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-CO-GC 009a	Ongoing action: Continue to develop a good culture of reporting accidents, incidents and near misses.	Officers continue to report accidents, incidents and near misses. Accidents are subject to investigation and review by the Departmental Health & Safety Group.	Jake Tibbetts	28-Sep-2023	31-Mar-2024
ENV-CO-GC 009b	Ongoing action: Monitor compliance by contractors (City Surveyor's and external) with the Contractor Protocol. Regularly review documentation and processes in light of investigation findings and changes in legislation.	The Contractor Protocol covers works undertaken by City Surveyor's Department and external contractors. All contractors are required to sign up to, and comply with, the Protocol: it has been implemented with existing contractors and is rolled out to new contractors as required. Regular progress meetings are held with City Surveyor's Department and contractors working on larger projects.	Jake Tibbetts	28-Sep-2023	31-Mar-2024
ENV-CO-GC 009d	Ongoing action: Essential and desirable training needs are identified for each staff role. All staff are required to undertake security and terrorism training, e.g. Project Griffin, Argus and Prevent. Completion of appropriate training is kept under review.	<p>The staff training programme is regularly reviewed and individual training is monitored.</p> <p>City Gardens staff have attended counter-terrorism training. Mandatory corporate e-learning on ACT ('Action Counters Terrorism') has been rolled out to all staff. The 'Protect UK' App has been downloaded to the mobile phones of all staff.</p> <p>First Aid training is currently a focus for the City Gardens Team.</p>	Jake Tibbetts	28-Sep-2023	31-Mar-2024
ENV-CO-GC 009f	Review and update the Emergency Plan.	The Emergency Plan is to be updated and reviewed, taking into consideration the revised departmental and divisional structure.	Jake Tibbetts	28-Sep-2023	31-Mar-2024

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
ENV-CO-GC 012 Climate and weather 24-Feb-2022 Nicola Smith; Jake Tibbetts	<p>Cause: Severe wind events; prolonged drought conditions; extreme temperatures; prolonged precipitation or restricted precipitation. May be climate change influenced.</p> <p>Event: Severe weather/climate at one or more sites.</p> <p>Effect: Service capability disrupted; fire, flood and storm events (potentially increasing in frequency); increased demand for staff resources to respond to incidents and maintain site safety; damage/loss of habitats and species; temporary site closures and associated access; increased costs for reactive management; injury or death to staff, visitors, contractors and volunteers; in the case of extreme temperatures, direct negative impact on the health of members of staff.</p>	 <p>Likelihood</p> <p>Impact</p>	6	<p>The Extreme Weather Policy is in place and improves our ability to reduce risk by closing sites before extreme weather events occur.</p> <p>The ‘working in heat’ risk assessment incorporates current guidance from the HSE regarding working in heat. The staff ‘Working Safely’ manual has been updated to reflect the changes in the risk assessment.</p> <p>Completion of these actions has reduced the risk score to the target of 6 (possible/serious). We now aim to reduce the score to 3 (possible/minor) by completing the action to develop a plant species list.</p> <p>28 Sep 2023</p>	 <p>Likelihood</p> <p>Impact</p>	3	30-Jun-2024	↓
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-CO-GC 012a	Increased variety of species planted in order to ‘spread the risk’, e.g. more drought tolerant species and those better able to cope with a range of temperatures/ rainfall levels. Captured in strategic documents e.g. CoL Tree Strategy SPD.	City Gardens are actively working with the Climate Action Strategy Group to research and develop a plant species list.	Jake Tibbetts	28-Sep-2023	30-Jun-2024
ENV-CO-GC 012b	Ongoing action: Regular review of working practices and contracts to ensure that they are robust for extreme weather conditions.	Working practices and contracts are kept under regular review. to ensure they adequately cover working in extreme weather conditions. Changes to working practices will be considered and implemented in the future as appropriate.	Jake Tibbetts	28-Sep-2023	30-Jun-2024

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ENV-CO-GC 012c	Ongoing action: Monitor weather warnings: fire severity index, hydrological outlook and water situation reports. Use staff email to advise on reactive reporting of weather warnings received through MET office and Resilience Forum.	An Extreme Weather Policy is in place to monitor extreme weather conditions, and take appropriate actions. The Policy includes procedures to close sites with trees, where it is possible to do so, when there are severe alerts of amber and red with gusts of 45mph or more. An action log of these decisions is maintained in order to monitor patterns.	Jake Tibbetts	28-Sep- 2023	30-Jun- 2024
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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
ENV-CO-GC 015 Electric vehicles 04-Aug-2022 Jake Tibbetts	<p>Cause: Replacement of the entire fleet is required in order to meet the corporate requirement to operate an entirely electric fleet. There is a lack of electric vehicle options for the type of fleet we run, and lead-in periods are longer than the current contract runs for. The existing contract has been extended to the maximum permitted spend.</p> <p>Event: Existing contract expires before we are able to receive new vehicles, leaving us without a fleet.</p> <p>Effect: Service failure due to lack of vehicles, or significantly increased costs from procurement of a new temporary fleet.</p>		4	<p>We have awarded a contract for the lease hire arrangement of the new vehicles which will be delivered in Q1 of 2024/25. We now have a contract in place which runs to the end of 2023/24 and bridges the gap between the old and new contracts.</p> <p>In addition, funding has been approved to enable the purchase of one vehicle which has now been purchased and is in use.</p> <p>28 Sep 2023</p>		1	31-Mar-2024	Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-CO-GC 015a	Negotiate a contract with a supplier who can provide replacement vehicles but also temporary vehicles to bridge the period between the end of the existing contract and delivery of the new vehicles.	We have awarded a contract for the lease hire arrangement of the new vehicles which will be delivered in Q1 of 2024/25. We now have a contract in place which runs to the end of 2023/24 and bridges the gap between the old and new contracts.	Jake Tibbetts	28-Sep-2023	31-Mar-2024