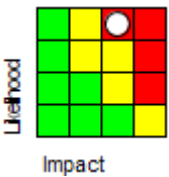
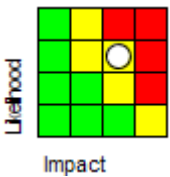



West Ham Park Risk Register

Generated on: 25 April 2024



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-NE-WH 011 Decline in condition of assets	<p>Cause: Inadequate proactive and reactive maintenance related to insufficient budget for maintenance, repairs and Cyclical Works Programme, and limited capital works programme. Delays in works being carried out once faults are reported. Lack of staff resources. Lack of clarity (cross-departmentally) around roles and responsibilities for facilities maintenance.</p> <p>Event: Operational and public buildings further decline, becoming unusable and/or unsafe.</p> <p>Effect: Serious injury to a member of the public or member of staff. Service capability disrupted/operational impact. Continuation of decline in condition of assets. Ineffective use of staff resources. Damage to corporate reputation. Increased costs for reactive maintenance. Overrun of additional works programme.</p>		<p>16</p>	<p>Surveys of condition of high priority assets has been undertaken. This will inform further agreements and working with City Surveyor's Department to maximise investment in neglected assets, particularly housing in need of improvement and buildings that have income generation potential.</p> <p>The Natural Environment Charity Review is considering alternative funding options, including the use of reserve funds in order for charities to have greater influence over management and investment in their assets.</p> <p>City Surveyor's Department has recently been awarded £130m to address the growing bow-wave of previously unfunded maintenance, a</p>		<p>12</p>	<p>31-Dec-2025</p>	

Appendix 1

24-Feb-2022				significant proportion of which is calculated against Natural Environment assets. We are working closely with City Surveyor's to formally assess, allocate and prioritise the funding within the department to areas of most need.				
Bill LoSasso			25 Apr 2024				Reduce	Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 011a	Review condition of assets in conjunction with City Surveyor's Department.	Review is cyclical and ongoing. This is coordinated between the City Surveyor's Department (CSD) and local teams. City Surveyor's Department owns, and makes decisions on, the budget for works. This is an ongoing action and is kept under review.	Bill LoSasso; Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Dec-2024
ENV-NE-WH 011b	Annual inspections of all buildings, including residential, carried out jointly by local teams and City Surveyor's Department to capture maintenance needs.	Annual inspections of built assets are undertaken in conjunction with the City Surveyor's Department and are contingent upon there being sufficient capacity and resource. There is currently insufficient resource within the local team to complete all inspections but officers continue to liaise with colleagues in the City Surveyor's Department to progress this. A light-touch condition survey of staff accommodation has been carried out but identification and allocation of resources to carry out necessary works has yet to be confirmed. In the meantime, all defects notified by tenants continue to be reported to City Surveyor's Department for action. This is an ongoing action and is kept under review.	Bill LoSasso; Jonathan Meares; Charlotte Williams	25-Apr-2024	31-Dec-2024
ENV-NE-WH 011g	Asset management review	A full review of Natural Environment assets is underway. The outcome will include a comprehensive asset register for West Ham Park which will enable the investigation of potential options to tackle the backlog of repair and maintenance works.	Bill LoSasso; Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Dec-2024

Appendix 1

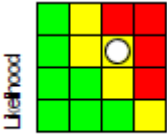
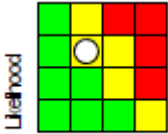

ENV-NE-WH 011h	Hold regular Client Liaison meetings with City Surveyor's Department to discuss issues and raise concerns about Building Repairs and Maintenance and Projects.	<p>The Assistant Property Facilities Manager (APFM) is in regular contact with Natural Environment Division stakeholders, but there have been delays in liaison between the client and City Surveyor's Department (CSD). Officers are continuing to work with CSD to resolve service delivery issues.</p> <p>This is an ongoing action and is kept under review.</p>	Bill LoSasso; Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Jul-2024
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Appendix 1

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-NE-WH 004 Budget pressures 25-Nov-2015 Bill LoSasso	<p>Cause: Reduced budgets, insufficient income generation, expanding demand on services, and aging assets requiring investment.</p> <p>Event: Adequate funds are not available to maintain sufficient staffing levels, provide services and maintain the built assets.</p> <p>Effect: Failure to deliver statutory duties. Failure to meet strategic objectives. Decline in range, and quality, of services. Closure of facilities. Decline of the built environment. Reputational damage to the City of London.</p>		12	<p>The new operational structure devotes staff resource to develop income generation - recruitment to this post (Head of Development and Partnerships) is underway.</p> <p>The date by which we aim to reduce this risk to the target score has been moved to the end of the financial year. This reflects the time needed for the new post holder to be recruited and for the effect of their work to begin to be realised.</p> <p>25 Apr 2024</p>		8	31-Mar-2025	Constant
							Reduce	

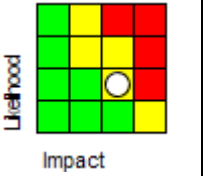
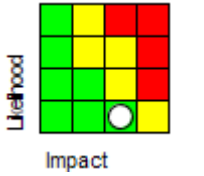

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 004a	Monitor budgets monthly and consider income generation opportunities.	<p>Regular review and forecasting of the budget position is undertaken with the Chamberlain's Department.</p> <p>Once in post, the Head of Development and Partnerships will focus on developing income generation opportunities.</p>	Bill LoSasso; Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Aug-2024
ENV-NE-WH 004b	Appoint Head of Development and Partnerships	The new operational structure includes the role of 'Head of Development and Partnerships' for North London Open Spaces. Recruitment to this currently vacant post is underway. Once on board, the post holder will focus on income generation.	Bill LoSasso; Jonathan Meares; Charlotte Williams	25-Apr-2024	31-Aug-2024

Appendix 1

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-NE-WH 006 Adverse impacts of extreme weather and climate change 25-Nov-2015 Jonathan Meares; Charlotte Williams	Cause: Climate change: more frequent and severe storms, wind, rainfall, snow or drought. Event: More frequent and severe storm damage, flooding, and fires. Effect: Injury or death to staff, visitors, contractors and volunteers. Damage to flora and fauna. Damage to property (City of London owned property and that of neighbours and service users). Disruptions to service delivery. Temporary site/area closures. Increased demand for staff resources to respond to incidents and maintain site safety. Increased costs for reactive management and insurance claims.	 Liveliness Impact	12	The current risk score remains Amber 12 (possible / major) due to the increased frequency of extreme weather events. An Extreme Weather Protocol is in place and has been successfully implemented several times due to recent storms. This improves our ability to reduce the risk by closing the site before extreme weather events occur. Increased watering is carried out during drought conditions.	 Liveliness Impact	6	31-Dec-2024	 Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 006a	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.	This is captured in strategic documents, e.g. the City of London Tree Strategy SPD. This is an ongoing action.	Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Dec-2024
ENV-NE-WH 006c	Monitor weather warnings: fire severity index, hydrological outlook and water situation reports. Use staff email to advise on reactive reporting of weather warnings.	Our Extreme Weather Protocol is in place, it has recently been reviewed and updated as necessary. The Protocol includes procedures to close the park in high winds. An action log of these decisions is held to monitor patterns. New signage to alert visitors of fire risk has been developed. This is an ongoing action.	Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Dec-2024

Appendix 1

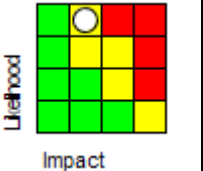
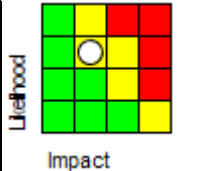

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
ENV-NE-WH 003 Risk to health and safety 25-Nov-2015 Jonathan Meares; Charlotte Williams	<p>Cause: The operation of a large public green space, such as West Ham Park, carries a range of potential health and safety implications for members of the public, staff, volunteers and contractors.</p> <p>Event: Incident or accident with health and safety implications.</p> <p>Effect: Injury or death of a member of the public, volunteer, staff or contractor. Financial penalty as a result of insurance claims, or non-compliance with health and safety legislation. Reputational damage.</p>		8	<p>Health and safety management was negatively impacted during the Covid pandemic and then by the organisational restructure and lack of staff resource. It is now being reinstated, but it has taken some time to get this back on track.</p> <p>The current risk score remains unchanged, but we aim to reduce it the over coming months by further increasing proactive Health and Safety management, including audits, inspections, communications and staffing. Work is ongoing to clearly define roles and responsibilities pertaining to health and safety management across the North London Open Spaces.</p> <p>05 Apr 2024</p>		4	31-Dec-2024	
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 003a	Continue to develop a culture of proactively reporting accidents, incidents and near misses.	Officers continue to report accidents and near misses. Accidents are subject to investigation and reviewed by the site supervisor and the Departmental Health and Safety Improvement Group.	Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Dec-2024
ENV-NE-WH 003g	Continue to undertake regular health and safety audits.	This is an ongoing action which is reviewed regularly.	Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Dec-2024

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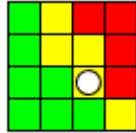
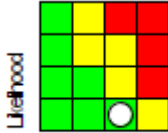

ENV-NE-WH 003h	<p>Relevant officers to participate in Departmental Health and Safety Improvement Group meetings.</p> <p>Hold regular Divisional and Sub-Divisional Health and Safety meetings.</p> <p>Keep staff informed, consulted and updated on health and safety matters.</p>	<p>Departmental, Divisional and Sub-Divisional Health and Safety meetings are held regularly.</p> <p>Relevant officers attend and participate in these meetings.</p> <p>This is an ongoing action.</p>	Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Dec-2024
ENV-NE-WH 003i	Annual RoSPA inspections of playgrounds.	<p>Annual RoSPA inspections of all playgrounds are carried out.</p> <p>Training has been provided to all staff who carry out weekly and monthly inspections of playgrounds. A Playground Working Group has been established to discuss ongoing maintenance of playgrounds.</p> <p>A best practice guide for the design, creation, installation and maintenance of playgrounds is being developed.</p>	Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Jul-2024

Appendix 1

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-NE-WH 009 Impacts of anti-social behaviour on staff and site 25-Nov-2015 Bill LoSasso	<p>Cause: Crime, irresponsible dog owners, rough sleepers, user conflict, trespass, alcohol. External societal environment, gang conflict.</p> <p>Event: (Knife) crime; anti-social behaviour including litter, dog fouling, dog attacks, public incursions.</p> <p>Effect: Reputational damage; injury to visitors and staff; negative impact on mental health and wellbeing of staff; insurance claims; increased costs to manage effects of damaging public behaviour.</p>		8	<p>Poor public behaviour is an ongoing issue at the Park and, as a result, the current risk score remains Amber 8 (likely/serious).</p> <p>Targeted support from ParkGuard is being used to tackle specific antisocial behaviour incidents such as loud music.</p> <p>We continue to work with the London Borough of Newham's Community Safety Team as necessary.</p> <p>20 Apr 2024</p>		6	31-Dec-2024	
							Reduce	

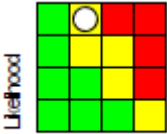
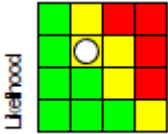
Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 009b	Develop stronger links and become a trusted partner with London Borough of Newham. Develop relationships with officers in other local authorities.	<p>We continue to work with Met Police, schools liaison and SNT's. West Ham Park is very busy, increasing so in periods of good weather and following the opening of the new playground.</p> <p>We are working with the London Borough of Newham's Community Safety Team where required. We also work in partnership with ParkGuard as necessary.</p> <p>This is an ongoing action.</p>	Ricky O'Garro	20-Apr-2024	31-Mar-2025
ENV-NE-WH 009c	Develop Departmental 'Abuse of Staff Policy'.	An Environment Department reporting system is being trialled, following which a decision will be taken as to a permanent arrangement and departmental policy. Methods are being developed to ensure incidents are reported and actions taken as necessary.	Bill LoSasso	20-Apr-2024	30-Jun-2024
ENV-NE-WH 009d	Provide training for staff on conflict management.	First-time or refresher training for staff on conflict management is being organised as part of a departmental arrangement.	Bill LoSasso; Charlotte Williams	20-Apr-2024	31-Dec-2024

Appendix 1

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-NE-WH 012 Recruitment of suitable staff 25-Jun-2022 Bill LoSasso; Jonathan Meares; Charlotte Williams	Cause: Difficulties in recruiting and retaining suitable individuals. Reduced affordability of living in or near London. Event: Lack of appropriately skilled and capable staff retained to deliver ongoing management and maintenance of the spaces. Effect: Inability to maintain West Ham Park to an acceptable standard. Increased number of complaints regarding the services. Pressure on existing staff to cover vacancies and absences. Decline of natural and built environment. Decline in quality of assets. Closure of facilities. Reputational damage to the Corporation.	 Likelihood Impact	8	The current risk score remains as Amber 8. We aim to reduce this risk further once the new organisational structure is embedded. 05 Apr 2024	 Likelihood Impact	4	30-Sep-2024 Reduce	 Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 012c	Embed new operational structure.	Support and training is being provided to existing and new staff to enable the creation of strong, supportive teams with consistent management support and good development opportunities.	Bill LoSasso; Jonathan Meares; Charlotte Williams	05-Apr-2024	30-Sep-2024

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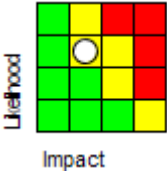
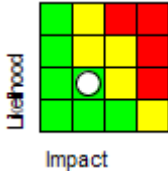

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
ENV-NE-WH 014 Tree failure 02-Feb-2023 Jonathan Meares	<p>Cause: Large numbers of older, more vulnerable trees which require regular inspection and works to prevent failure. Extreme weather conditions, particularly high winds, heavy/prolonged rain and snow, exacerbate the risk, as does soil compaction.</p> <p>Event: More frequent tree failures. Greater risk during high winds, particularly when accompanied by heavy rainfall, and when trees are in leaf. High levels of soil compaction leading to tree health issues.</p> <p>Effect: Public safety - people (serious injury/death) and property; loss of trees; loss of habitat; insurance claims; reputational damage; increased expense for the City of London.</p>	 <p>Life/hood</p> <p>Impact</p>	8	<p>Robust tree management systems are in place to address this risk. These include regular inspections of trees to identify any which are more likely to fail due to structural or health issues. Works are prioritised to ensure the most urgent issues are addressed quickly.</p> <p>The Extreme Weather Protocol contains criteria for closing West Ham Park in extreme weather conditions.</p> <p>We are allocating additional resources where needed to manage the tree maintenance programme.</p> <p>20 Apr 2024</p>	 <p>Life/hood</p> <p>Impact</p>	6	31-Dec-2024	Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 014a	Continue to comply with established tree management systems.	<p>A tree management system is in place which includes regular inspections. Trees with issues/features that require action are identified and works are prescribed based in order of priority (high, medium and low) with all urgent works undertaken straight away.</p> <p>Expert staff are resident at the site and are, therefore, able to monitor tree condition on a continuous basis.</p>	David Humphries; Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Dec-2024
ENV-NE-WH 014b	Continue to enforce Extreme Weather Protocol and site closures as appropriate (see also ENV-NE-WH 006: Climate and Weather)	An Extreme Weather Policy is in place which requires relevant sites/parts of sites to be closed during extreme weather events, such as high winds, lightening/storms or flooding. The Protocol has recently been reviewed and it was determined that the criteria for closure are still appropriate.	David Humphries; Jonathan Meares;	20-Apr-2024	31-Dec-2024

Appendix 1

			Charlotte Williams		
ENV-NE-WH 014c	Review Divisional Tree Safety Policy	<p>The Natural Environment Division Tree Safety Policy sets out the requirements and processes that must be in place at all sites for proactive tree inspection programmes, based upon prioritisation criteria, and reactive inspections following incidents such as severe weather events. The Policy is based upon guidance issued by the National Tree Safety Group (NTSG) and has proven effective when tested following previous incidents.</p> <p>The Natural Environment Division’s Tree Safety Group will review the Policy to check that it is being implemented fully across the Division and amend the content as necessary to reflect any changes. This will be completed by the end of July.</p> <p>When the NTSG releases its revised guidance (date to be confirmed but expected later this year), the Divisional Group will further review the Policy to ensure it aligns with the National Guidance.</p>	David Humphries; Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Jul-2024
ENV-NE-WH 014e	Annual tree management audit undertaken by external consultant.	An annual review of systems and inspections is undertaken by an independent external consultant.	David Humphries; Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Mar-2025

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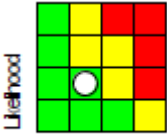
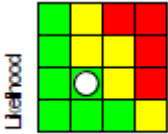
Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
ENV-NE-WH 005 Negative impacts of pests and diseases	<p>Cause: Inadequate biosecurity, buying of infected trees, plants or animals. Oak Processionary Moth (OPM) is endemic across England.</p> <p>Event: Sites become infected by plant or tree diseases.</p> <p>Effect: Threat to human health, either directly or indirectly. Service capability disrupted; ineffective use of staff resources; damage to corporate reputation; loss of species; temporary site closures and associated access; increased costs for reactive maintenance.</p>		<p>6</p>	<p>Environmental factors, specifically drought and hotter summers will increase vulnerability of trees to pests and diseases. However, we aim to reduce the risk to a score of 4 (serious/unlikely) through effective monitoring and actions.</p> <p>The threat of OPM across the North London Division (NLOS) is reducing but we continue with the Forestry Commission led management on a targeted caterpillar spray in specific areas and nest removal in others.</p> <p>Staff continue to manage Massaria and Horse chestnut bleeding canker. Ground compaction is a particular issue, exacerbated by climate change, which in turn exacerbates Massaria risk.</p> <p>The Tree Team works with the Forestry Commission in conjunction with the London Tree Officers Association on an annual inspection program looking at 53 plots around London for the presence of Canker Stain of Plane (<i>Ceratocystis platani</i>) and <i>Xylella fastidiosa</i>.</p> <p>Sooty Bark Disease is becoming more common, due to warmer, drier summers.</p> <p>Staff continue to be vigilant and inspect for all these and all the other</p>		<p>4</p>	<p>31-Oct-2024</p>	

Appendix 1

25-Nov-2015 Jonathan Meares			tree pest and diseases on the list. We have Chalara dieback of ash at NLOS which currently is not a major concern. The Division has a Severe Weather Protocol which requires staff to actively review tree canopies for storm damage. The park may be closed in high winds to reduce incidents with tree damage (which may be associated with pests/disease). 20 Apr 2024			Reduce	Constant
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Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 005b	Annual tree inspections undertaken by qualified personnel through framework contract.	Tree inspections for Spring and Summer 2024 will be undertaken and resultant works carried out. An annual programme is in place for cyclical inspections and is being met.	Jonathan Meares	20-Apr-2024	31-Oct-2024
ENV-NE-WH 005d	Maintain relationships with industry bodies and neighbouring local authorities to ensure free flow of information.	Relationships with industry bodies and neighbouring local authorities continue to be maintained.	Jonathan Meares	20-Apr-2024	31-Oct-2024

Appendix 1

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-NE-WH 010 Negative impacts of development and encroachment 25-Nov-2015 Jonathan Meares	<p>Cause: Population growth in London Borough of Newham. Planning Authorities obligation to meeting housing demand. Fail to monitor and challenge planning applications. Lack of resource to employ specialist support or carry out monitoring/research. Lack of partnership working with relevant Planning Authorities.</p> <p>Event: Houses, buildings or other developments on land affecting West Ham Park. Local population growth puts more pressure on the park and its facilities.</p> <p>Effect: Additional pollution, ground compaction and resulting associated effects on tree and plant health. Wear and tear to sports pitches. Lack of budget to facilitate repairs.</p>	 <p>Lifehood Impact</p>	4	<p>The current and target risk scores remain Green 4 (unlikely/serious). This is because our ongoing actions, including collaboration with local stakeholder groups in opposition of potentially damaging developments, have been effective in reducing the risk. We accept the risk at a score of 4 as we are unable to reduce it any further at the present time.</p> <p>We continue to liaise with relevant partners and stakeholders as necessary.</p> <p>20 Apr 2024</p>	 <p>Lifehood Impact</p>	4	Accept	Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-WH 010a	Attendance at meetings and respond to consultation on the local plans to help influence the content of the document.	<p>Communication with London Borough of Newham is undertaken as necessary.</p> <p>Stakeholders, including the West Ham Park Committee and the Friends of West Ham Park, are consulted and updated as appropriate.</p>	Jonathan Meares	20-Apr-2024	31-Mar-2025
ENV-NE-WH 010b	Maintain a close partnership with local planning authorities.	<p>Ongoing. Officers respond to planning issues as necessary.</p> <p>Stakeholders, e.g. West Ham Park Committee and the Friends of West Ham Park, are updated as appropriate.</p>	Jonathan Meares	20-Apr-2024	31-Mar-2025