

Hampstead Heath Risk Register (excluding completed actions)

Generated on: 29 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-HH 007 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>Lielihood</p> <p>Impact</p>	16	<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>Lielihood</p> <p>Impact</p>	12	31-Dec-2025	

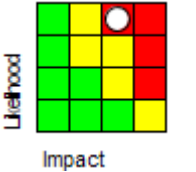
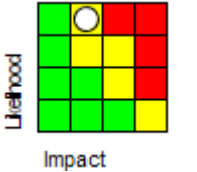

Appendix 1

10-Aug-2015	Bill LoSasso			<p>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.</p> <p>29 Apr 2024</p>				Reduce	Constant
-------------	--------------	--	--	---	--	--	--	--------	----------

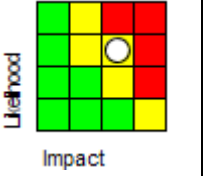
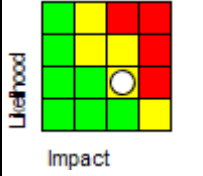
Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 007a	Review condition of assets in conjunction with City Surveyor's Department.	<p>Review is cyclical and ongoing. This is coordinated between the City Surveyor's Department (CSD) and local teams. City Surveyor's Department owns, and makes decisions on, the budget for works.</p> <p>This is an ongoing action and is kept under review.</p>	Bill LoSasso; Jonathan Meares; Charlotte Williams	20-Apr-2024	31-Dec-2024
ENV-NE-HH 007b	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
ENV-NE-HH 007d	Annual inspections of all buildings, including residential, carried out jointly by local teams and City Surveyor's Department to capture maintenance needs.	<p>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.</p> <p>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.</p> <p>This is an ongoing action and is kept under review.</p>	Bill LoSasso; Jonathan Meares; Charlotte Williams	29-Apr-2024	31-Dec-2024
ENV-NE-HH	Asset management review.	A full review of Natural Environment assets is underway. The outcome will include a	Bill	05-Apr-	31-Dec-

Appendix 1

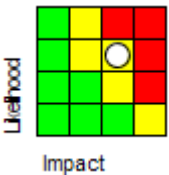
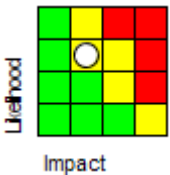

007e		comprehensive asset register for Hampstead Heath which will enable the investigation of potential options to tackle the backlog of repair and maintenance works.	LoSasso; Jonathan Meares; Charlotte Williams	2024	2024
------	--	--	--	------	------

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-NE-HH 014 Impacts of anti-social behaviour on staff and site 16-Jan-2024 Bill LoSasso	Cause: Anti-social behaviour of members of the public. Event: Anti-social, irresponsible or unsafe behaviour; abuse of staff; fly-tipping; litter; dog fouling; dog attacks; vandalism; abandoned/burnt out vehicles; traveller incursions; cycling on non-permitted cycle routes. Effect: Safety of staff and visitors; damage to sites; reputational damage; disruption to operations; cost of repair and increased insurance premiums; loss of staff time.		16	A departmental approach is being developed to tackle abuse of staff, including rapid reporting. Locally, officers encourage responsible behaviour and put preventative measures in place where possible. Collaboration with the police and other enforcement agencies to minimise incidents is ongoing. 19 Apr 2024		8	31-Dec-2024	 Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 014a	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	19-Apr-2024	30-Jun-2024
ENV-NE-HH 014b	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	20-Apr-2024	31-Dec-2024
ENV-NE-HH 014c	Build enforcement partnerships.	This is ongoing with relevant local agencies and partners.	Bill LoSasso	19-Apr-2024	31-Dec-2024
ENV-NE-HH 014d	Educate visitors to use the Heath responsibly.	The use of social media messaging, press releases, signage and face to face engagement with members of the public to encourage responsible behaviours is ongoing as appropriate.	Bill LoSasso	19-Apr-2024	31-Dec-2024

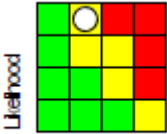
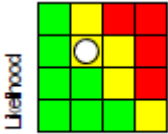
Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
ENV-NE-HH 001 Budget pressures 24-Feb-2022 Bill LoSasso	<p>Cause: Reduced 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>29 Apr 2024</p>		8	31-Mar-2025	Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 001a	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-HH 001c	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	29-Apr-2024	31-Aug-2024

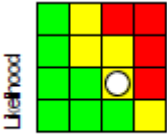
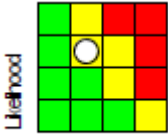

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
<p>ENV-NE-HH 004 Adverse impacts of extreme weather and climate change</p> <p>24-Feb-2022</p> <p>Jonathan Meares; Charlotte Williams</p>	<p>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.</p>	<p>12</p> 		<p>The current risk score remains Amber 12 (possible / major) due to the increased frequency of extreme weather events.</p> <p>There is an increased chance of flash flooding at Golders Hill Park and South End Green due to run-off from the ponds.</p> <p>Extreme weather events continue to be managed.</p> <p>MET office Storm Centre warnings are monitored.</p> <p>MET Office Flood Alerts and Warning are monitored. This includes monitoring for potential flash flooding caused by summer sudden convection storms and heavy rain falling on dry ground. Action is taken to manage pond levels. In a major storm with very high levels of rainfall there would still be flooding downstream, but the risk of dam failure has been reduced significantly as a result of the 2015 Ponds Project.</p> <p>The MET Office Fire Severity Index is monitored.</p> <p>05 Apr 2024</p>	<p>6</p> 	<p>31-Dec-2024</p> <p>Reduce</p>	 <p>Constant</p>	

Appendix 1

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 004a	Monitor MET Office weather warnings.	MET Office Data is reviewed weekly and responded to accordingly by the Duty Manager and Duty Supervisor. A 'Trigger Event' Policy is in place and is embedded into 'Business as Usual' ways of working of all relevant officers. This is an ongoing action: the 'Due Date' shown is the date of the next review.	Jonathan Meares; Charlotte Williams	05-Apr-2024	30-Jun-2024
ENV-NE-HH 004b	Review site plans annually or, if appropriate, following an incident. Reviews usually conducted in September and agreed later in the year.	An Emergency Action Plan is in place. It is reviewed annually and/or after an emergency incident This is an ongoing action: the 'Due Date' shown is the date of the next review.	Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Dec-2024
ENV-NE-HH 004c	Ensure compliance with the Extreme Weather Protocol and keep the protocol under regular review.	In accordance with the Extreme Weather Protocol, sites are closed during extreme weather events, such as high winds, lightning/storms or flooding. The Protocol was reviewed and updated as necessary at the end of 2023. It will be reviewed again at the end of 2024. This is an ongoing action: the 'Due Date' shown is the date of the next review.	Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Dec-2024

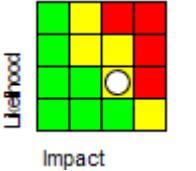
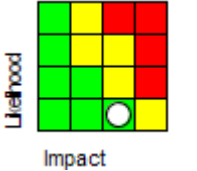
Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
ENV-NE-HH 002 Negative impacts of visitor pressure 24-Feb-2022 Bill LoSasso	<p>Cause: An increase in visitor numbers to Natural Environment sites, with commensurate increases in littering, other antisocial behaviour and general damage to the natural environment.</p> <p>Event: Long-term environmental damage, with a particular focus on protected landscapes which are not designed for such high visitor numbers.</p> <p>Effect: Ecological and environmental damage; negative press coverage; loss of grants related to preservation; increased spend required to maintain sites / mitigate damage.</p>	 <p>Lifehood Impact</p>	8	<p>The current risk remains at the same level.</p> <p>Damage to the natural environment has increased due to higher visitor numbers. The risk score is commensurate to this damage. Nature recovery/ground restoration works continue as part of the Annual Works Programme.</p> <p>Achievement of target score is contingent upon funding and support for restoration works.</p> <p>19 Apr 2024</p>	 <p>Lifehood Impact</p>	6	31-Mar-2025	Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 002a	Ongoing actions to mitigate this risk.	<ul style="list-style-type: none"> • Additional monitoring and ecological assessments required. • Messaging via social media asking visitors to use the site responsibly. • Regular Ranger and Constabulary activity. • Programmed restoration work is ongoing. • Seeking ways to improve visitor infrastructure to encourage visitors to stay on designated routes and minimise damage. • Carrying out educational and messaging campaigns to encourage the public to use the site responsibly. • Very severely affected areas are temporarily fenced off to enable recovery. <p>'Due date' is set for 2025 as we expect this to be a long-term mitigation exercise</p>	Bill LoSasso; Jonathan Meares	19-Apr-2024	31-Mar-2025

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-HH 003 Outbreak of Fire in Woodland / Heathland 10-Aug-2015 Bill LoSasso; Jonathan Meares; Charlotte Williams	<p>Cause: Extreme hot weather and a lack of rain leads to dry grass and woodland. Visitors improperly using site for barbeques, disposing of cigarettes, campfires, arson.</p> <p>Event: Large-scale fire / increased frequency of fires.</p> <p>Effect: Possible loss of life; serious injury to staff, visitors, contractors and volunteers; damage to site; ecological damage caused to environment; service capability is disrupted; increased demand for staff resource to respond to incidents and maintain safety of site and visitors; loss of species; temporary site closure and associated access; increased costs for reactive management; damage/loss of fragile/rare habitats and species.</p>	 <p>Life/hood</p> <p>Impact</p>	8	<p>Due to climate change, hotter, drier summers and increased visitor numbers, the frequency and severity of fires is forecast to increase.</p> <p>The current risk score is Amber 8 (unlikely/major) as the risk is lower during the winter months, although evidence of fires during those months continues to be found by Rangers.</p> <p>A range of preventative and mitigating actions are being undertaken, with the aim of reducing the risk to the target of Amber 6 (possible / serious).</p> <p>19 Apr 2024</p>	 <p>Life/hood</p> <p>Impact</p>	6	31-Mar-2025	 Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 003a	Staff are made aware of extreme weather events and 'Trigger Events.' Managers and Supervisors receive weather warnings and this information is shared with staff.	<p>This is an ongoing action. Fire safety plans cover wildfire/heath fires; they are reviewed annually and will be reviewed again before summer 2024.</p> <p>The Duty Supervisor/Duty Manager monitors weather warnings for high temperatures/major weather events and briefs staff accordingly.</p>	Bill LoSasso; Jonathan Meares; Charlotte Williams	19-Apr-2024	31-Jul-2024
ENV-NE-HH 003b	Review Emergency Action Plan. Review carried out annually or following incident if appropriate.	<p>The Emergency Action Plan continues to be reviewed and updated annually, and/or after an emergency event.</p> <p>Signage is displayed at key locations reminding visitors not to light fires or barbeques. Social</p>	Bill LoSasso; Jonathan Meares;	19-Apr-2024	31-Mar-2025

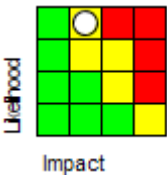
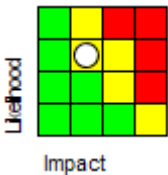

		media messaging has also been used to deliver this message.	Charlotte Williams		
--	--	---	--------------------	--	--

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-HH 006 Risk to health and safety 10-Aug-2015 Jonathan Meares; Charlotte Williams	<p>Cause: The operation of a large public green space, such as Hampstead Heath, 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>20 Apr 2024</p>		4	31-Dec-2024	Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 006a	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
ENV-NE-HH 006b	Relevant officers to participate in Departmental Health and Safety Improvement Group meetings. Hold regular Divisional and Sub-Divisional Health and	Departmental, Divisional and Sub-Divisional Health and Safety meetings are held regularly. Relevant officers attend and participate in these meetings.	Jonathan Meares; Charlotte	05-Apr-2024	31-Dec-2024

Appendix 1

	Safety meetings. Keep staff informed, consulted and updated on health and safety matters.	This is an ongoing action: the 'Due Date' is the date of the next review.	Williams		
ENV-NE-HH 006d	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-HH 006e	Annual RoSPA inspections of all playgrounds.	Annual RoSPA inspections of all playgrounds are carried out. 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. A best practice guide for the design, creation, installation and maintenance of playgrounds is being developed.	Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Jul-2024

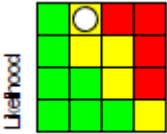
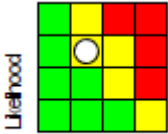

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Current Risk score change indicator
<p>ENV-NE-HH 009 Water facilities</p>	<p>Cause: Improper use of water facilities: members of the public swimming in unauthorised areas; swimming outside of designated zones/times; fail to pay attention to acclimatisation requirements. Insufficient signage; poor maintenance of banks. Event: Unable to effect safe rescue of swimmer/person in pond. Effect: Death or serious injury of member of public, contractor or staff in ponds. Possible legal challenge. Emotional impact on staff. Reputational risk. Financial penalty.</p>		<p>8</p>	<p>The current risk score remains Amber 8 (likely / serious) due to the increased popularity of the facilities and continued incidents of unauthorised access.</p> <p>Supervised water facilities During official opening hours, these facilities are fully staffed with trained lifeguards and swimming stewards. However, members of the public do access these outside of opening hours which increases the risk of drowning, injury and antisocial behaviour. Measures are in place to ensure the health and safety of staff and visitors, but there is additional pressure during peak seasons when attendance increases.</p> <p>This risk is partly mitigated by the continuation of the booking system which controls the number of people who are admitted during the busiest periods. Staffing levels are increased during busier periods.</p> <p>An independent auditor undertakes an annual assessment of health and safety compliance for the lido and ponds. All operational activity is compliant with health and safety requirements.</p> <p>Unsupervised water facilities These are not designated swimming facilities and suitable signage is erected and maintained. However,</p>		<p>6</p>	<p>31-Mar-2025</p>	<p></p>

Appendix 1

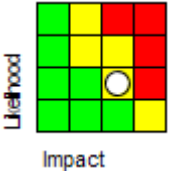
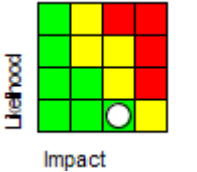
10-Aug-2015 Charlotte Williams				members of the public still enter the water, thereby increasing the risk of drowning and injury. Staff are alert to the issue and carry out regular patrols, subject to staff capacity. 19 Apr 2024			Reduce	Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 009a	Training for lifeguards, swimming stewards and operational / maintenance staff to ensure the safety of water bodies and swimmers.	Ongoing training needs and requirements are identified in staff performance reviews and 1:1 meetings throughout the year.	Paul Jeal; Charlotte Williams	19-Apr-2024	31-Mar-2025
ENV-NE-HH 009b	Appropriate signage at ponds. Rangers check signage weekly. They also check gates are locked and life rings are in place.	This is actively monitored. Signage, specifically at water bodies, is checked by the Ranger Team as part of their weekly patrols and defects are reported for repair or replacement.	Paul Jeal; Jonathan Meares; Charlotte Williams	19-Apr-2024	31-Mar-2025
ENV-NE-HH 009c	Safety equipment accessible at ponds. Weekly checks by lifeguards. Monthly safety equipment checks by Rangers.	This is actively monitored. Safety equipment is checked weekly by lifeguards and monthly by Rangers as part of their patrols. Defects are reported for repair or replacement.	Charlotte Williams	19-Apr-2024	31-Mar-2025
ENV-NE-HH 009e	Manage the ponds and lido to reduce the likelihood of unauthorised access and health and safety incidents.	Front line staff continue to patrol non-lifeguarded ponds, particularly during extreme weather conditions. Stewards are available during operating hours at the ponds and the Lido to promote customer safety. Casual staff are used to bolster the full-time workforce and FTC staff are employed during the busy summer period. The non-lifeguarded facilities are heavily signed; this is done prior to the beginning of the summer season, emphasising that people should not be swimming in these ponds. We also have regular patrols by both Constabulary and Heath Rangers to monitor and to help with compliance.	Jonathan Meares; Charlotte Williams	19-Apr-2024	31-Mar-2025

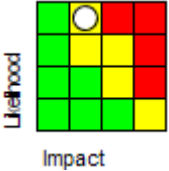
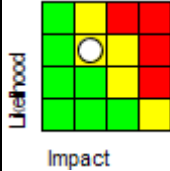
Appendix 1

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-HH 010 Deterioration of water bodies 25-Jun-2022 Jonathan Meares	<p>Cause: Lack of maintenance of established water bodies across the sub-division.</p> <p>Event: Water bodies are not maintained to an acceptable and safe standard.</p> <p>Effect: Decrease in the quality of maintenance of the water bodies. Ponds are dynamic landscape features which require management in order to be conserved into the future: failing to maintain water bodies may result in a decrease in ecological and habitat improvements.</p>	 <p style="text-align: center;">Impact</p>	8	<p>The ponds and wetlands on Hampstead Heath provide a core component to the Heath's overall ecological value in terms of habitat diversity, and consequently species diversity.</p> <p>The 'Ponds and Wetlands Plan' makes a series of recommendations for future management which are implemented as appropriate.</p> <p>Officers are working on installing new aeration equipment by Spring 2024.</p> <p>19 Apr 2024</p>	 <p style="text-align: center;">Impact</p>	6	31-Jul-2024	
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 010a	Implement the recommendations in the Ponds and Wetlands Plan as appropriate.	The Ponds and Wetlands Plan makes a series of recommendations for future management. Officers, in consultation with stakeholders, will discuss and, where appropriate, implement recommendations.	Jonathan Meares	19-Apr-2024	31-Mar-2025
ENV-NE-HH 010b	Install aeration equipment	Officers are working on installing new aeration equipment by Spring 2024.	Jonathan Meares	19-Apr-2024	30-Jul-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-NE-HH 011 Recruitment of suitable staff 25-Jun-2022 Bill LoSasso	<p>Cause: Difficulties in recruiting and retaining suitable individuals. Reduced affordability of living in or near London.</p> <p>Event: Lack of appropriately skilled and capable staff retained to deliver ongoing management and maintenance of the spaces.</p> <p>Effect:</p> <p>Inability to maintain Hampstead Heath to an acceptable standard.</p> <p>Increased number of complaints regarding the services.</p> <p>Decline of natural and built environment.</p> <p>Decline in quality of assets.</p> <p>Closure of facilities.</p> <p>Reputational damage to the Corporation.</p> <p>Pressure on existing staff to cover vacancies and absences.</p>		8	<p>The current risk score remains as Amber 8. The new organisational structure has been confirmed and recruitment is underway. We aim to reduce this risk further once all vacancies are recruited to and the new structure is embedded.</p> <p>05 Apr 2024</p>		4	30-Sep-2024	Constant
							Reduce	




Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 011b	Recruit to vacant posts.	Recruitment to vacant posts across the NLOS is underway. It is hoped that the remaining vacancies will be filled by the end of the summer.	Bill LoSasso; Jonathan Meares; Charlotte Williams	05-Apr-2024	31-Aug-2024
ENV-NE-HH 011c	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

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-HH 013 Tree failure 01-Feb-2023 Jonathan Meares	<p>Cause: Large numbers of older, more vulnerable trees across Hampstead Heath and Golders Hill Park, which require regular inspection and works to prevent failure. Extreme weather conditions, particularly high winds, heavy/prolonged rain and snow, and hot, dry conditions exacerbate the risk.</p> <p>Event: More frequent tree failures. Greater risk during high winds, particularly when accompanied by heavy rainfall, and when trees are in leaf. Additional risk of summer branch drop in hot, dry conditions.</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>		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 relevant parts of the Heath or Golders Hill Park in extreme weather conditions.</p> <p>19 Apr 2024</p>		6	31-Dec-2024	Constant
							Reduce	

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 013a	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>A tree failure database is maintained to record significant tree failures at Hampstead Heath and Golders Hill Park. The database is reviewed throughout the year by Tree Management Group which meets quarterly.</p>	David Humphries; Jonathan Meares	19-Apr-2024	31-Dec-2024
ENV-NE-HH 013b	Continue to enforce Extreme Weather Protocol and site closures as appropriate (see also ENV-NE-HH 004: 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, lightning/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	19-Apr-2024	31-Dec-2024
ENV-NE-HH 013c	Annual tree management audit carried out by external consultant.	An annual review of systems and inspections is undertaken by an independent external consultant.	David Humphries;	19-Apr-2024	31-Mar-2025

Appendix 1

			Jonathan Meares		
ENV-NE-HH 013d	Review Natural Environment Division's 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	19-Apr-2024	31-Jul-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
<p>ENV-NE-HH 005 Negative impacts of pests and diseases</p>	<p>Cause: Inadequate biosecurity, buying of infected trees, plants or animals. Oak Processionary Moth (OPM) is endemic across England. Event: Tree disease including Massaria, Ash Dieback, OPM. Sites become infected by animal, plant or tree diseases. Effect: Service capability disrupted; public access to sites restricted; tree decline; reputational damage; substantial cost of removal of OPM; risk to human health from OPM.</p>	 <p>Lifehood</p> <p>Impact</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 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.</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 these and all the other 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</p>	 <p>Lifehood</p> <p>Impact</p>	<p>4</p>	<p>31-Oct-2024</p>	

Appendix 1

10-Aug-2015 Jonathan Meares				Weather Protocol which requires staff to actively review tree canopies for storm damage. Sites may be closed in high winds to reduce incidents with tree damage (which may be associated with pests/disease). 19 Apr 2024			Reduce	Constant
--------------------------------	--	--	--	---	--	--	--------	----------

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 005a	Use appropriate tree and plant procurement methods.	Tree provenance is considered. Planting stock is sourced and used in accordance with best practice guidance. This is an ongoing action.	Jonathan Meares	20-Apr-2024	31-Oct-2024
ENV-NE-HH 005b	Identification and treatment of Oak Processionary Moth and tree diseases.	The threat of OPM across the North London Division is reducing, but we continue with the Forestry Commission led management on a targeted caterpillar spray in specific areas and nest removal in others. We are also looking at alternative, nature-based, management strategies. Staff remain vigilant for all tree pests and diseases.	Jonathan Meares	19-Apr-2024	31-Oct-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-NE-HH 008 Negative impacts of development and encroachment 23-Jun-2016 Jonathan Meares	Cause: 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. Event: New houses, buildings or other developments on land affecting Hampstead Heath. Effect: Potential increase in visitor numbers and recreational pressure. Increased air, light and noise pollution and consequent potential decline in biodiversity and tranquillity. Further increases in traffic volumes on local road network. Ground compaction and resulting associated effects on tree and plant health. Wear and tear to sports pitches. Lack of budget to facilitate repairs. Negative impact on heritage value; high-rise developments may be detrimental to aesthetics and sightlines.		4	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 to potentially damaging developments, have been effective in reducing the risk to this level. We accept the risk at a score of 4 as we are unable to reduce it any further at the present time. We continue to liaise with partners and stakeholders regarding planning applications which may impact upon Hampstead Heath and the wider Division. Southern borders of Hampstead Heath may see significant development and there is public concern about the impact of this. City Corporation Officers are in discussion with developers, considering mitigating actions to reduce the impact of the development on the green space. 19 Apr 2024		4	Accept	Constant

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 008a	Maintain a close partnership with Planning Authorities. Assistant Director and Officers are in contact with	This is an ongoing action, the NLOS Division makes representations as necessary.	Jonathan Meares	20-Apr-2024	31-Mar-2025

Appendix 1

	neighbouring local authorities in regard to planning issues which may impact Hampstead Heath. Work collaboratively with local community and civic societies.	Stakeholders, e.g. Consultative Committee and Hampstead Heath, Highgate Wood and Queen's Park Committee, are updated as necessary.			
ENV-NE-HH 008b	Respond to consultation on the local plans to help influence the content of the documents.	This is an ongoing action, we respond to planning issues as necessary. The 'Due Date' is the date of the next review. Stakeholders, e.g. Consultative Committee and Hampstead Heath, Highgate Wood and Queen's Park Committee, are updated when necessary.	Jonathan Meares	19-Apr-2024	31-Mar-2025
ENV-NE-HH 008c	The North London division monitors planning activity in order to ensure it does not impact the open spaces.	This is an ongoing action, the 'Due Date' is the date of the next review. Officers respond to planning issues as necessary. Relevant planning applications are monitored. Stakeholders, e.g. Consultative Committee and Hampstead Heath, Highgate Wood and Queen's Park Committee, are updated when necessary.	Jonathan Meares	19-Apr-2024	31-Mar-2025

