



Hampstead Heath Risk Register

Rows are sorted by Risk Score

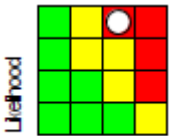
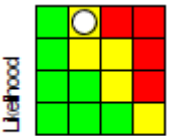
Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Flight path
ENV-NE-HH 007 Decline in condition of assets	<p>Cause: Inadequate proactive and reactive maintenance 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.</p>	<p>Lifehood</p> <p>Impact</p>	16	<p>Surveys of condition of high priority assets have been undertaken. These will inform further agreements and working with City Surveyor's Department (CSD) to maximise investment in neglected assets, particularly housing in need of improvement and buildings that have income generation potential.</p> <p>Recent approval of maintenance backlog funding is welcome, and work is underway with CSD and other corporate departments to assess, allocate and prioritise the funding to areas of most need.</p> <p>Asset registers for built assets are undergoing review and being transferred into a new system with additional information. The Assistant Director Charity Development is taking forward recommendations for changes to ways of working with CSD and other corporate departments.</p> <p>The Natural Environment Charity Review</p>	<p>Lifehood</p> <p>Impact</p>	12	31-Dec-2025	

Appendix 1

10-Aug-2015 Bill LoSasso	Overrun of additional works programme.			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. 13 Sep 2024				Reduce

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 007a Review of property assets	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	13-Sep-2024	31-Dec-2024
ENV-NE-HH 007b Liaison with City Surveyor's Dept.	Hold regular Client Liaison meetings with City Surveyor's Department to discuss issues and raise concerns about Building Repairs and Maintenance and Projects.	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. This is an ongoing action and is kept under review.	Bill LoSasso; Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Dec-2024
ENV-NE-HH 007d Annual building inspections	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	13-Sep-2024	31-Dec-2024
ENV-NE-HH 007e Asset review	Asset management review.	A full review of Natural Environment assets is underway. The outcome will include a comprehensive asset register for Hampstead Heath which will enable the investigation of potential options to tackle the backlog of repair and maintenance works.	Bill LoSasso; Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Dec-2024

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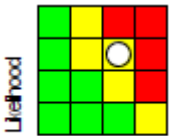
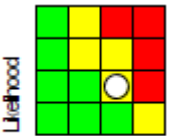
Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Flight path
ENV-NE-HH 014 Impacts of anti-social behaviour on staff and site 16-Jan-2024 Bill LoSasso	<p>Cause: Anti-social behaviour of members of the public.</p> <p>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.</p> <p>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.</p>	 <p>Likelihood</p> <p>Impact</p>	16	<p>A departmental approach is being developed to tackle abuse of staff, including rapid reporting. A local process has also been implemented to ensure recording of all incidents. Relevant training is being organised.</p> <p>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. Officers will continue to hire in supplemental security resource where necessary.</p>	 <p>Likelihood</p> <p>Impact</p>	8	31-Dec-2024	
							Reduce	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 014a Departmental 'Abuse of Staff Policy'	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	13-Sep-2024	31-Dec-2024
ENV-NE-HH 014b Training for staff	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	13-Sep-2024	31-Dec-2024
ENV-NE-HH 014c Enforcement partnerships	Build enforcement partnerships.	This is ongoing with relevant local agencies and partners.	Bill LoSasso	13-Sep-2024	31-Dec-2024

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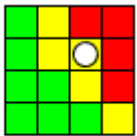
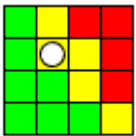

ENV-NE-HH 014d Educate visitors	Educate visitors to use the Heath responsibly.	The use of social media messaging, press releases, signage and face to face engagement with members of the public to encourage responsible behaviours is ongoing as appropriate.	Bill LoSasso	13-Sep-2024	31-Dec-2024
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Risk 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	Flight path
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>	 <p>Lifehood</p> <p>Impact</p>	12	<p>The new operational structure devotes staff resource to develop income generation: we are liaising with HR colleagues on recruitment to the post of Head of Development and Partnerships.</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>13 Sep 2024</p>	 <p>Lifehood</p> <p>Impact</p>	8	31-Mar-2025	
							Reduce	

Action no, Title,	Action description	Latest Note			Action owner	Latest Note Date	Due Date
ENV-NE-HH 001a Budget monitoring	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	13-Sep-2024	31-Mar-2025
ENV-NE-HH 001c Appoint Head of Development and Partnerships	Appoint Head of Development and Partnerships	The new operational structure includes the role of 'Head of Development and Partnerships' for North London Open Spaces. We are liaising with HR colleagues on recruitment to this post. Once on board, the post holder will focus on income generation			Bill LoSasso; Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Mar-2025


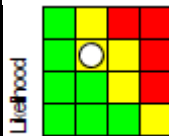
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<p>ENV-NE-HH 004 Adverse impacts of extreme weather and climate change</p> <p>24-Feb-2022</p> <p>Jonathan Meares; Charlotte Williams</p>	<p>Cause: Climate change: more frequent and severe storms, wind, rainfall, snow or drought.</p> <p>Event: More frequent and severe storm damage, flooding, and fires.</p> <p>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 style="writing-mode: vertical-rl; transform: rotate(180deg);">Likelihood</p>  <p>Impact</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>13 Sep 2024</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Likelihood</p>  <p>Impact</p>	<p>6</p>	<p>31-Dec-2024</p> <p>Reduce</p>	

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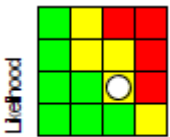


Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 004a Review Met Office information	Monitor MET Office weather warnings.	MET Office Data is reviewed weekly and responded to accordingly by the Duty Manager and Duty Supervisor. This is an ongoing action: the 'Due Date' shown is the date of the next review.	Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Dec-2024
ENV-NE-HH 004b Review of site emergency plans	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 regularly by the District Surveyor's Engineering Team and/or after an emergency incident. The 2024 review has been completed. The statutory inspection of Hampstead Heath's reservoirs is conducted every six months. This is an ongoing action.	Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Dec-2024
ENV-NE-HH 004c Extreme Weather Protocol	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. We are working with LB Camden and LB Barnet Climate Resilience Teams to reduce the impact of localised flooding around the Heath. This is an ongoing action: the 'Due Date' shown is the date of the next review.	Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Dec-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	Flight path
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</p> <p>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>An increased security presence has reduced property damage around the Lido facility.</p> <p>Achievement of target score is contingent upon funding and support for restoration works.</p> <p>13 Sep 2024</p>	 <p>Lifehood</p> <p>Impact</p>	6	31-Mar-2025	
							Reduce	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 002a Mitigation Actions	Ongoing actions to mitigate this risk.	<ul style="list-style-type: none"> • Additional monitoring and ecological assessments required. • Surveys to monitor visitor numbers and evaluate environmental impacts on the Heath • 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	13-Sep-2024	31-Mar-2025

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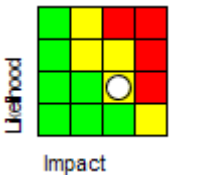
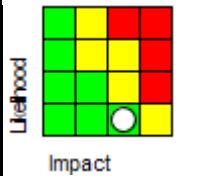
Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score	Risk Update and date of update	Target Risk Rating & Score	Target Date/Risk Approach	Flight path
ENV-NE-HH 003 Outbreak of Fire in Woodland / Heathland 10-Aug-2015 Bill LoSasso; Jonathan Meares; Charlotte Williams	<p>Cause: Extreme hot weather and a lack of rain leads to dry grass and woodland. Visitors improperly using site for barbecues, 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>Lifehood</p> <p>Impact</p>	<p>8</p> <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>13 Sep 2024</p>	 <p>Lifehood</p> <p>Impact</p>	<p>6</p> <p>31-Mar-2025</p> <p>Reduce</p>	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 003a Improve Fire Awareness	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 2025.</p> <p>There has been a recent site visit to Hampstead Heath by London Fire Brigade representatives who offered advice on fire prevention.</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	13-Sep-2024	31-Jul-2025
ENV-NE-HH 003b Emergency	Review Emergency Action Plan. Review carried out annually or following incident if appropriate.	The Emergency Action Plan continues to be reviewed and updated annually, and/or after an emergency event.	Bill LoSasso; Jonathan	13-Sep-2024	31-Mar-2025

Appendix 1

Action Plan		Signage is displayed at key locations reminding visitors not to light fires or barbeques. Social media messaging has also been used to deliver this message.	Meares; Charlotte Williams		
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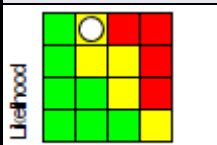
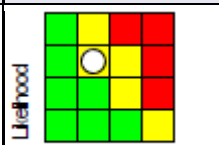
Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Flight path
ENV-NE-HH 006 Risk to health and safety 10-Aug-2015 Jonathan Meares; Charlotte Williams	Cause: The 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. Event: Incident or accident with health and safety implications. 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.		8	The current risk score remains unchanged, but we aim to reduce it the over coming months by further increasing proactive Health and Safety (H&S) management, including audits, inspections, communications and staffing. Officers are proactively addressing H&S issues and working closely with the departmental and corporate H&S teams. Work is ongoing to clearly define roles and responsibilities pertaining to H&S management across the North London Open Spaces. 13 Sep 2024		4	31-Mar-2025	
							Reduce	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 006a Annual health and safety site audits	Continue to undertake regular health and safety audits.	Fire Risk Assessments; water safety assessments; and a full review of Safe Systems of Work (SSoW) have been, and continue to be, undertaken. This is an ongoing action which is reviewed regularly.	Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Mar-2025
ENV-NE-HH 006b Health & Safety meetings	Relevant officers to participate in Departmental Health and Safety Improvement Group meetings. Hold regular Divisional and Sub-Divisional Health and Safety meetings. Keep staff informed, consulted and updated on health and safety matters.	Departmental, Divisional and Sub-Divisional Health and Safety meetings are held regularly. Relevant officers attend and participate in these meetings. This is an ongoing action: the 'Due Date' is the date of the next review.	Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Mar-2025

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ENV-NE-HH 006d Risk management culture	Continue to develop a culture of proactively reporting accidents, incidents and near misses.	<p>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.</p> <p>A local process has also been implemented to ensure recording of all incidents. Relevant training is being organised for staff.</p>	Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Mar-2025
ENV-NE-HH 006e Playground inspections	Annual RoSPA inspections of all playgrounds.	<p>Annual RoSPA inspections of all playgrounds are carried out.</p> <p>Training has been provided to relevant staff to enable them to 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	13-Sep-2024	31-Mar-2025

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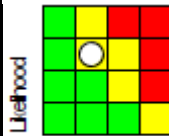
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ENV-NE-HH 009 Water facilities	<p>Cause: Improper use of water facilities: members of the public swimming in unauthorised areas; swimming outside of designated zones/times; fail to pay attention to acclimatisation requirements. Insufficient signage; poor maintenance of banks.</p> <p>Event: Unable to effect safe rescue of swimmer/person in pond.</p> <p>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>Impact</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 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, 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</p>	 <p>Impact</p>	<p>6</p>	<p>31-Mar-2025</p>	

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10-Aug-2015 Charlotte Williams				regular patrols, subject to staff capacity. 13 Sep 2024			
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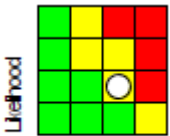
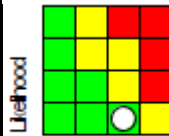

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 009a Staff training	Training for lifeguards, swimming stewards and operational / maintenance staff to ensure the safety of water bodies and swimmers.	Ongoing training needs and requirements are identified in staff performance reviews and 1:1 meetings throughout the year.	Paul Jeal; Charlotte Williams	13-Sep-2024	31-Mar-2025
ENV-NE-HH 009b Signage	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	13-Sep-2024	31-Mar-2025
ENV-NE-HH 009c Safety equipment	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	13-Sep-2024	31-Mar-2025
ENV-NE-HH 009e Ponds and lido management	Manage the ponds and lido to reduce the likelihood of unauthorised access and health and safety incidents.	<p>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.</p> <p>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.</p> <p>Supplemental security resource is employed during peak periods to help ensure the health and safety of staff and members of the public.</p>	Jonathan Meares; Charlotte Williams	13-Sep-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	Flight path
ENV-NE-HH 010 Deterioration of water bodies 25-Jun-2022 Jonathan Meares	<p>Cause: Climate change</p> <p>Event: Deterioration in water quality of the ponds and wetlands on the Heath, and increased likelihood of flooding.</p> <p>Effect: Decrease in ecological conditions, habitat diversity and species diversity. Damage from flooding.</p>	 <p>Lifehood</p> <p>Impact</p>	8	<p>Ponds are dynamic landscape features which require ongoing management to allow conservation for the future. 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>A new diffuser system will be installed in the Ladies Pond to improve water quality. We are working with the District Surveyor's Engineering Team and Resilience Team on Emergency Planning and mitigation actions.</p> <p>13 Sep 2024</p>	 <p>Lifehood</p> <p>Impact</p>	6	31-Mar-2025	
							Reduce	

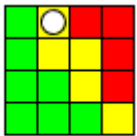
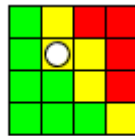
Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 010a Ponds and Wetlands Plan	Implement the recommendations in the Ponds and Wetlands Plan as appropriate.	The Ponds and Wetlands Plan makes a series of recommendations for future management. Officers, in consultation with stakeholders, will discuss and, where appropriate, implement recommendations.	Jonathan Meares	13-Sep-2024	31-Mar-2025
ENV-NE-HH 010b Install aeration equipment	Install aeration equipment	A new diffuser system will be installed in the Ladies Pond to improve water quality.	Jonathan Meares	13-Sep-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	Flight path
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: Inability to maintain Hampstead Heath to an acceptable standard. Increased number of complaints regarding the services. Decline of natural and built environment. Decline in quality of assets. Closure of facilities. Reputational damage to the Corporation. Pressure on existing staff to cover vacancies and absences.</p>	 <p>Lifehood</p> <p>Impact</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>13 Sep 2024</p>	 <p>Lifehood</p> <p>Impact</p>	4	31-Mar-2025	
						Reduce		

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 011b Recruit to vacant posts	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 financial year.	Bill LoSasso; Jonathan Meares; Charlotte Williams	13-Sep-2024	31-Mar-2025
ENV-NE-HH 011c Embed new structure	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	13-Sep-2024	31-Mar-2025

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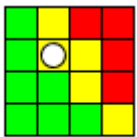
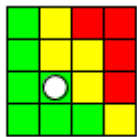

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Flight path
ENV-NE-HH 013 Tree event or failure 01-Feb-2023 Jonathan Meares	<p>Cause: Large numbers of older, 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>	 <p>Lifehood</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 relevant parts of the Heath or Golders Hill Park in extreme weather conditions.</p> <p>13 Sep 2024</p>	 <p>Lifehood</p> <p>Impact</p>	6	31-Mar-2025	
							Reduce	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 013a Tree management systems	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>	Tree Management Officer; Jonathan Meares	13-Sep-2024	31-Mar-2025
ENV-NE-HH 013b Extreme Weather Protocol	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.	Tree Management Officer; Jonathan Meares	13-Sep-2024	31-Mar-2025
ENV-NE-HH 013c Annual	Annual tree management audit carried out by external consultant.	An annual review of systems and inspections is undertaken by an independent external consultant.	Tree Management	13-Sep-2024	31-Mar-2025

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tree management audit			ent Officer; Jonathan Meares		
ENV-NE-HH 013d Tree Safety Policy	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.</p> <p>The NTSG has now released revised guidance. The Divisional Group will further review the Policy to ensure it aligns with the National Guidance.</p>	Tree Management Officer; Jonathan Meares	13-Sep-2024	31-Mar-2025

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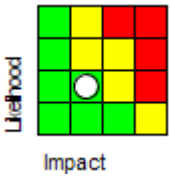
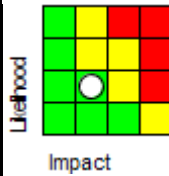
Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date/Risk Approach	Flight path
ENV-NE-HH 005 Negative impacts of pests and diseases	<p>Cause: Inadequate biosecurity, buying of infected trees, plants or animals. Oak Processionary Moth (OPM) is endemic across England.</p> <p>Event: Tree disease including Massaria, Ash Dieback, OPM. Sites become infected by animal, plant or tree diseases.</p> <p>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 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).</p>	 <p>Lifehood</p> <p>Impact</p>	<p>4</p>	<p>31-Mar-2025</p>	

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10-Aug-2015 Jonathan Meares				Staff monitor reports of dead or injured birds across Hampstead Heath and, where appropriate, birds are tested for Avian Influenza. 13 Sep 2024				
								Reduce

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 005a Tree and Plant Procurement	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	13-Sep-2024	31-Mar-2025
ENV-NE-HH 005b Monitor OPM and tree diseases	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	13-Sep-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	Flight path
ENV-NE-HH 008 Negative impacts of development and encroachment 23-Jun-2016 Jonathan Meares	<p>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.</p> <p>Event: New houses, buildings or other developments on land affecting Hampstead Heath.</p> <p>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.</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 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.</p> <p>We continue to liaise with partners and stakeholders regarding planning applications which may impact upon Hampstead Heath and the wider Division.</p> <p>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.</p> <p>13 Sep 2024</p>		4	Accept	

Action no, Title,	Action description	Latest Note	Action owner	Latest Note Date	Due Date
ENV-NE-HH 008a Local Authority relationships	Maintain a close partnership with Planning Authorities. Assistant Director and Officers are in contact with neighbouring local authorities in regard to planning issues which may impact Hampstead Heath. Work collaboratively with local community and civic societies.	<p>This is an ongoing action, the NLOS Division makes representations as necessary.</p> <p>Stakeholders, e.g. Consultative Committee and Hampstead Heath, Highgate Wood and Queen's Park Committee, are updated as necessary.</p>	Jonathan Meares	13-Sep-2024	31-Mar-2025

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ENV-NE-HH 008b Local planning documents	Respond to consultation on the local plans to help influence the content of the documents.	his 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	13-Sep-2024	31-Mar-2025
ENV-NE-HH 008c Planning applications	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	13-Sep-2024	31-Mar-2025