



**COMMUNITY SERVICES SERVICE PLAN
(ENVIRONMENTAL PROTECTION AND
ENVIRONMENTAL HEALTH RESIDENTIAL
STANDARDS)**

2016 - 2019

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INTRODUCTION

The progress of this service plan will be monitored in the following ways:

- Through regular discussion at departmental management team (DMT) and Section Heads meetings and logged in the version control section of this document
- Performance indicator monitoring by the Council's Management Board on a quarterly basis
- By Committee reports twice a year (at the end of quarters two and four)

Service Plans will be formally updated on an annual basis, taking into account internal and external influences arising from monitoring arrangements throughout the year.

SECTION 1: INPUTS

1.1 Budgets

| | 2016/17 | 2017/18 | 2018/19 |
|---|-----------|-----------|---------|
| | Latest | Latest | Latest |
| | £ | £ | £ |
| Net Cost of Service (Direct cost / Income Only) | | | |
| Environmental Health | 313,030 | 319,170 | 325,300 |
| Environmental Protection | 2,896,385 | 2,917,855 | |

SECTION 2: OUTPUTS AND OUTCOMES

2.1 Performance management

2.1.1 Contribution to the Councils' Strategic Aims and Objectives

| Strategic Plan Priority theme | Strategic Plan objective (inc. ref) | Measure (including the reference) | Target |
|-------------------------------|---|--|--|
| Safety and Wellbeing | 1.3.1 Improve and facilitate access to leisure and recreational activities for adults | CP02 – Satisfaction with quality/provision of parks and open spaces | 93% |
| Clean and Green | 2.1.1 Maintain the number of accredited open spaces, parks and woodland areas. 2.1.2 Minimise waste and optimise recycling. 2.1.4 Maintain clean streets. | LL34 – Maintain Green Flag Accreditation EP10 – Increase the percentage of household waste sent for reuse, recycling and composting. EP06 – Decrease the tonnage of household waste collected and sent to landfill CP03 – The percentage of respondents who are satisfied with refuse collection CP04 – The percentage of respondents who are satisfied with doorstep recycling CP01 – Satisfaction with 'keeping public land clear of litter and refuse' | 3 63% <15,000 tonnes 82% 86% 78% |
| Economic opportunities | 3.2.1 Improve or facilitate access to housing . | To maximise available budgets and resources to ensure that vulnerable disabled residents are provided with the support and amenities necessary for them to remain independent within their own homes and communities | To fully spend grant budgets allocated to the private sector |
| Customer Service | 4.1.1 We will strive to improve and maintain service standards for all services | EH06 Respond to all requests for service within 14 days (animal control). EH07 – Respond to all requests for service within 14 days (pest control) | 98% 98% |

Appendix 2

| | | | |
|--|--|---|-----|
| | | EP07 – number of household waste collections missed per 100,000 collections | 100 |
|--|--|---|-----|

2.1.2 Performance indicators

Performance indicators are used to aid the decision making process as well as assess the efficiency and effectiveness of service delivery. The data that we use must be accurate, reliable and timely. To meet these requirements we have adopted the Audit Commission's Standards for Better Data Quality. Further details of the Council's commitment to data quality can be found in the Strategic Plan.

| Ref | Description | 2014/15 Actual | 2015/16 Target (Current year) | 2016/17 Target (Next year) | 2017/18 Target | 2018/19 Target |
|----------------|--|----------------|-------------------------------|----------------------------|----------------|----------------|
| EH01 | Respond to all requests for service within 24 hours (no.) – Residential & Commercial Pollution | 98% | 98% | 98% | 98% | 98% |
| EH06 | Respond to all requests for service within 24 hours (animal control) | 98% | 98% | 98% | 98% | 98% |
| EH07 | Respond to all requests for service within 14 days (pest control) | 98% | 98% | 98% | 98% | 98% |
| EP01 | Percentage household waste recycled | 34.53% | 21% | 34% | 34% | 34% |
| EP02 | Percentage household waste composted | 26.97% | 42% | 26% | 26% | 26% |
| EP03 | The kg of household waste collected per head per annum | 325.79 | 390 kgs | 390kgs | 390kgs | 390kgs |
| EP04 | The Percentage change in Kg per head from the previous year | 0.1% | 0 | 0 | 0 | 0 |
| | Tonnes of Household waste collected and sent to landfill | 12,648 tonnes | 15,000 tonnes | 15,000 tonnes | 15,000 tonnes | 15,000 tonnes |
| EP07 | Number of household waste collections missed per 100,000 collections | 81 | 100 | 100 | 100 | 100 |
| EP08 | Cost of Waste collection per household | £58.74 | £58.00 | £60.00 | £60.00 | £60.00 |
| EP 09 (NI 191) | Residual household waste per household | 364 kg | 420kg | 400kg | 400kg | 400kg |
| EP 10 (NI 192) | Percentage of household waste sent for reuse, recycling and composting | 61.73% | 63% | 60% | 60% | 60% |
| CP01 | Satisfaction with 'keeping public land clear of litter and refuse' | 77% | 78% | 78% | 78% | 78% |
| CP02 | Satisfaction with parks and open spaces | 93% | 93% | 93% | 93% | 93% |
| CP03 | Satisfaction with refuse collection | 82% | 82% | 82% | 82% | 82% |
| CP04 | The percentage of respondents who are satisfied with doorstep recycling | 85% | 82% | 82% | 82% | 82% |

The Residential Standards Manager in relation to EH indicators; The Environmental Projects Officer in relation to Environmental Protection are

responsible for the source data, data entry and checking the data. The purpose of collating this data is to ensure that our services improve.

| | |
|------------|-----------------|
| 2.2 | Projects |
| | |

| Project details | | Project timescales | | |
|---|--|---------------------------|----------------|----------------|
| Project title | Proposed outcome | 2016/17 | 2017/18 | 2018/19 |
| Retender Co-mingled recycle Contract | Procure new Contract, ensuring value for money | February 2017 | | |
| Subject to Member approval, introduce charging for garden waste | Introduce a charging for garden waste scheme | | April 2017 | |
| Reduction of Residual waste | Gain Member approval to introduce a scheme to further reduce residual waste. | | September 2017 | |
| | | | | |

2.3 Risk Management

RISK REGISTER

| Service Plan: Environmental Protection and Environmental Health Residential Standards 2015-18 | | | | | | | |
|---|--|-------------------------|-------------------------|-----------------------------|---|---------------------|----------|
| Risk Ref | Risk | Impact | Impact Classification | Likelihood Classification | Reason for Assessment | | |
| | <i>Brief Description – Title of Risk</i> | <i>See Impact Table</i> | <i>See Impact Table</i> | <i>See Likelihood Table</i> | <i>Use this box to describe how the score has been derived</i> | | |
| 1 | Insufficient staff | Service Disruption | II | E | If several key frontline staff were ill / injured for a period of time, the Council's agency costs could rise substantially | Requires Treatment | No |
| | | Financial Loss | III | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 2 | Total failure of ICT systems | Service Disruption | II | E | Would effect office staff and missed bins etc, but operational staff could continue with work | Requires Treatment | No |
| | | Financial Loss | I | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 3 | Loss of accommodation | Service Disruption | II | E | Although it would be difficult for office based staff, the frontline service could still continue. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |

Appendix 2

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|---|---|--------------------|-----|---|---|---------------------|----------|
| | | | | | | | |
| 4 | Fraudulent activity | Service Disruption | I | E | Any fraudulent activity, such as the taking of money, to perform functions is kept to a minimum by training and monitoring | Requires Treatment | No |
| | | Financial Loss | I | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| | | | | | | | |
| 5 | One vehicle lost (accident / fire / theft) | Service Disruption | I | E | Loss of one vehicle is fairly likely to happen due to accident, however Service not disrupted, as spares and hire available | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | I | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| | | | | | | | |
| 6 | Whole fleet lost (accident / fire / theft). | Service Disruption | III | F | Cost of replacing fleet even if insured high, also hire charge for prolonged time, however very unlikely for whole fleet to be lost | Requires Treatment | Yes |
| | | Financial Loss | IV | | | Last Review Date | 01/04/15 |
| | | Reputation | III | | | Next Milestone Date | dd/mm/yy |
| | | Legal Implications | II | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | dd/mm/yy |
| | | | | | | | |
| 7 | Long period of Extreme weather / snow | Service Disruption | III | E | If Extreme weather prolonged service could be disrupted for long period of time, as vehicles very dangerous to drive on ice | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/12/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/12/16 |
| | | People | II | | | Date Closed | |
| | | | | | | | |
| 8 | Increase in parking problems | Service Disruption | II | C | High levels of parking restrict access and can prevent refuse / recycling being collected on a regular basis. | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| | | | | | | | |

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|----------|--|--------------------|-----------------------|---------------------------|--|---------------------|----------|
| 9 | Fuel shortage | Service Disruption | III | E | If there was a prolonged fuel shortage the Service continuity plan would be invoked, which would involve the dropping of some services | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |
| Risk Ref | Risk | Impact | Impact Classification | Likelihood Classification | Reason for Assessment | | |
| 10 | H&S or DTP action | Service Disruption | III | F | H&S or DTP action could prevent services operating. Good training and procedures minimise the likelihood of this happening | Requires Treatment | Yes |
| | | Financial Loss | III | | | Last Review Date | 01/04/15 |
| | | Reputation | IV | | | Next Milestone Date | |
| | | Legal Implications | IV | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 11 | Decrease in recycling rate | Service Disruption | I | E | The Council is hoping to maximise recycling, but tonnages have reduced within the current financial climate. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |
| 12 | Serious accident occurs due to vehicle movements at Batchworth Depot | Service Disruption | II | F | Stringent H&S procedures have minimised the likelihood of this occurring, however if it were to the impact could be catastrophic | Requires Treatment | Yes |
| | | Financial Loss | III | | | Last Review Date | 01/10/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | IV | | | Next Review Date | 01/04/16 |
| | | People | IV | | | Date Closed | |
| 13 | Collection staff become ill due to heat – increased sickness - costs | Service Disruption | II | E | The likelihood of this occurring has been mitigated by allowing collection crews to start early in extreme heat. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/08/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/05/16 |
| | | People | II | | | Date Closed | |
| 14 | Serious accident due to staff operating machinery incorrectly | Service Disruption | II | F | The likelihood of this occurring has been mitigated by providing training and PPE. | Requires Treatment | No |
| | | Financial Loss | I | | | Last Review Date | 01/10/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/04/16 |
| | | People | III | | | Date Closed | |

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| Risk Ref | Risk | Impact | Impact Classification | Likelihood Classification | Reason for Assessment | | |
|----------|---|--------------------|-----------------------|---------------------------|--|---------------------|----------|
| 15 | Increased complaints | Service Disruption | II | E | The complaint monitoring procedures highlights repetitive complaints and enables officers to address the problem | Requires Treatment | No |
| | | Financial Loss | I | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 16 | Increased charges result in decreased uptake of services and lower overall income | Service Disruption | I | E | Zero price increase for last 2 years in an effort to retain customers | Requires Treatment | Yes |
| | | Financial Loss | III | | | Last Review Date | 01/10/15 |
| | | Reputation | I | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |
| 17 | Charges do not rise adequately to cover costs | Service Disruption | I | B | Officers make every effort to calculate the correct charges to cover service costs, however it is difficult to anticipate whether the increase will cause a loss of business | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/10/15 |
| | | Reputation | I | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |
| 18 | Customers contaminate recycling bins in attempt to dispose of more general waste | Service Disruption | III | B | Officers try to prevent this by enforcing through the issuing of Fixed Penalty Notices | Requires Treatment | Yes |
| | | Financial Loss | III | | | Last Review Date | 01/10/15 |
| | | Reputation | III | | | Next Milestone Date | 01/12/15 |
| | | Legal Implications | II | | | Next Review Date | 01/12/15 |
| | | People | I | | | Date Closed | dd/mm/yy |
| 19 | Increased flytipping | Service Disruption | I | E | Effective enforcement should keep flytipping to a minimum. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 20 | Commuted sum insufficient to cover future maintenance costs | Service Disruption | I | D | Officers make every effort to calculate correct commuted sum. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | I | | | Next Milestone Date | dd/mm/yy |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |

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| Risk Ref | Risk | Impact | Impact Classification | Likelihood Classification | Reason for Assessment | | |
|----------|--|--------------------|-----------------------|---------------------------|---|---------------------|----------|
| 21 | TRDC compelled not to act in its own interests by majority of Partnership. | Service Disruption | I | E | TRDC would always consider its own interests at any HWP meeting. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/10/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | dd/mm/yy |
| 22 | Costs increase above budgets | Service Disruption | I | E | Careful budget monitoring should stop this from occurring. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/07/15 |
| | | Reputation | II | | | Next Milestone Date | 01/12/15 |
| | | Legal Implications | I | | | Next Review Date | 01/12/15 |
| | | People | I | | | Date Closed | dd/mm/yy |
| 23 | Member of the public injured | Service Disruption | II | F | Stringent H&S checks minimise the likelihood of this happening | Requires Treatment | No |
| | | Financial Loss | III | | | Last Review Date | 01/10/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | III | | | Next Review Date | 01/04/16 |
| | | People | III | | | Date Closed | |
| 24 | Current price structure inhibits incentives to recycle | Service Disruption | I | D | Prices are managed to encourage recycling. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/10/15 |
| | | Reputation | I | | | Next Milestone Date | 01/10/16 |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |
| 25 | Service does not become popular and does not divert enough waste from landfill | Service Disruption | I | E | Officers will always try to maximise participation in any Scheme. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/10/15 |
| | | Reputation | I | | | Next Milestone Date | 01/10/16 |
| | | Legal Implications | I | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |
| 26 | Maintenance falls below required standard | Service Disruption | I | E | Effective contract monitoring minimises the likelihood of this happening. | Requires Treatment | Yes |
| | | Financial Loss | I | | | Last Review Date | 01/04/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| | Risk | Impact | Impact | Likelihood | Reason for Assessment | | |

Appendix 2

| Risk Ref | | | Classification | Classification | | | |
|----------|--|--------------------|----------------|----------------|--|---------------------|----------|
| 27 | AFM withdrawn by HCC | Service Disruption | I | F | Linked into partnership agreement | Requires Treatment | No |
| | | Financial Loss | III | | | Last Review Date | 01/04/15 |
| | | Reputation | I | | | Next Milestone Date | dd/mm/yy |
| | | Legal Implications | I | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 28 | Numbers of brown bins underestimated and therefore savings not achieved. | Service Disruption | I | B | TRDC is looking for additional savings from 2013/14 onwards. | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/04/14 |
| | | Reputation | II | | | Next Milestone Date | dd/mm/yy |
| | | Legal Implications | I | | | Next Review Date | |
| | | People | I | | | Date Closed | 02/02/15 |
| 29 | Equality challenge of behalf of low income families | Service Disruption | I | E | This situation is being monitored.. | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/10/15 |
| | | Reputation | II | | | Next Milestone Date | 01/10/16 |
| | | Legal Implications | II | | | Next Review Date | |
| | | People | I | | | Date Closed | |
| 30 | Crews unable to complete Work | Service Disruption | II | E | This is mitigated by running spare vehicles to shuttle when crews are working longer hours | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | I | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 31 | Crew member has accident carrying out HCCs work | Service Disruption | I | D | Training and the provision of PPE and snow shows minimise the likelihood of this | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/12/15 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | 01/12/16 |
| | | People | I | | | Date Closed | |

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| Risk Ref | Risk | Impact | Impact Classification | Likelihood Classification | Reason for Assessment | | |
|----------|--|--------------------|-----------------------|---------------------------|---|---------------------|----------|
| 32 | HCC Devolve complaints to TRDC | Service Disruption | I | C | TRDC will make it clear that the responsibility for road gritting lies with HCC | Requires Treatment | Yes |
| | | Financial Loss | I | | | Last Review Date | 01/04/14 |
| | | Reputation | II | | | Next Milestone Date | |
| | | Legal Implications | I | | | Next Review Date | |
| | | People | I | | | Date Closed | 01/12/14 |
| 33 | Council runs out of cemetery land in traditional section. | Service Disruption | III | C | Officers are actively pursuing other cemetery sites. Recommending large increase to cemetery fees & charges to reflect premium land value | Requires Treatment | no |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | |
| | | People | I | | | Date Closed | 01/10/15 |
| 34 | Revenue for sale of materials decreases thereby not covering costs | Service Disruption | III | D | Long-term Contracts and HWP procurement ensuring economies of scale | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/07/15 |
| | | Reputation | III | | | Next Milestone Date | 10/02/17 |
| | | Legal Implications | II | | | Next Review Date | 01/05/16 |
| | | People | I | | | Date Closed | |
| 35 | Precedent is set additional causing budget growth. | Service Disruption | III | C | Officers have put fair pricing structure in place | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 08/10/13 |
| | | Reputation | III | | | Next Milestone Date | dd/mm/yy |
| | | Legal Implications | II | | | Next Review Date | |
| | | People | I | | | Date Closed | 22/10/12 |
| 36 | Complaints about lack of facilities. | Service Disruption | III | E | Officers have ensure that facilities are in place across the District | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/04/14 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/04/15 |
| | | People | I | | | Date Closed | 01/10/16 |
| 37 | TRDC unable to remove cardboard from composting stream | Service Disruption | III | C | Officers working in partnership with HWP to find optimum solution | Requires Treatment | No |
| | | Financial Loss | II | | | Last Review Date | 01/10/14 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | |
| | | People | I | | | Date Closed | 01/10/14 |

Appendix 2

| Risk Ref | Risk | Impact | Impact Classification | Likelihood Classification | Reason for Assessment | | |
|----------|---|--------------------|-----------------------|---------------------------|---|---------------------|-----------|
| 38 | Public satisfaction decreases | Service Disruption | III | D | Officers working in partnership with HWP to find optimum solution | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/10/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/10/16 |
| | | People | I | | | Date Closed | |
| 39 | Crews unable to complete work | Service Disruption | III | E | Spare vehicles and staff are being supplied | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/04/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/04/16 |
| | | People | I | | | Date Closed | |
| 40 | Insufficient grit for prolonged period of time | Service Disruption | III | C | TRDC have entered into arrangement with HCC | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/12/14 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/12/15 |
| | | People | I | | | Date Closed | |
| 41 | Crew Member has accident carrying out HCCS work | Service Disruption | III | E | Crew to be supplied with spikes and other protective clothing / equipment | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01/12/14 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/12/15 |
| | | People | I | | | Date Closed | |
| 42 | Routine inspections of play equipment | Service Disruption | III | E | Failure to assess adequately could result in injury and | Requires Treatment | Yes |
| | | Financial Loss | II | | | Last Review Date | 01//07/15 |
| | | Reputation | III | | | Next Milestone Date | |
| | | Legal Implications | II | | | Next Review Date | 01/01/16 |
| | | People | I | | | Date Closed | |

| | | | | | | | | |
|-------------------|---|-----------|--|---------------------------|-----|----|--|---|
| Likelihood | A | | | | | | Impact V = Catastrophic IV = Critical III = Significant II = Marginal I = Negligible | Likelihood A = ≥98% B = 75% - 97% C = 50% - 74% D = 25% - 49% E = 3% - 24% F = ≤2% |
| | B | | | | | | | |
| | C | 40 | 4,7,15 | 33, 37 | | | | |
| | D | 38 | 10,34, | | | | | |
| | E | 36, 39 | 3,12,13 14,16, 17,18, 19,20, 21,24 | 35, 2, 6,8, 41, 42, | | | | |
| | F | 1 | 23, | 22, 25, 26 | 5,9 | 11 | | |
| | | I | II | III | IV | V | | |
| Impact | | | | | | → | | |