

## Appendix 2 - Risk Assessment: Corporate by Risk Ranking

Department	Function (s)	Section	Increase in River Flooding			Increased risk of groundwater flooding			Increased risk of winter storm damage			Increased risk of subsidence (in areas prone to subsidence)			Increased risk of very high summer temperatures			Increased risk of water shortages			Total Score	Ranking	Grouping
			Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score			
CCD	Parks and Green Spaces	Parking Services	4	2	8	4	2	8	3	4	12	2	1	2	5	4	20	5	4	20	70	1	Natural Environment
Planning & Building Control	Dangerous Structures	Building Control	4	3	12	4	3	12	3	4	12	2	4	8	5	4	20	5	1	5	69	2	Built Environment
E&RS	Waste Collection: Domestic Refuse	Waste Management	4	3	12	4	3	12	3	4	12	2	2	4	5	4	20	5	1	5	65	3	Waste Management
CCD	Sports and Leisure Centres	Sports and Leisure	4	2	8	4	2	8	3	3	9	2	2	4	5	4	20	5	3	15	64	4	Built Environment
E&RS	Animal Warden Service	Animal Warden Service	4	2	8	4	2	8	3	3	9	2	1	2	5	4	20	5	3	15	62	5	Environment

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E&R S	Transportation and liaison with Hertfordshire Highways	Engineering	4	3	12	4	3	12	3	3	9	2	2	4	5	4	20	5	1	5	62	5	Environment
E&R S	Engineering Services - Flooding	Engineering	4	3	12	4	3	12	3	2	6	2	3	6	5	4	20	5	1	5	61	7	Civil Contingency
Planning & Building Control	Dangerous Trees - (N to both, but contractor operates the service)	Trees & Woodlands	4	1	4	4	1	4	3	4	12	2	3	6	5	4	20	5	3	15	61	7	Natural Environment
Planning & Building Control	Dangerous Trees - (Out of hours – Police contact HCC)	Trees & Woodlands	4	1	4	4	1	4	3	4	12	2	3	6	5	4	20	5	3	15	61	7	Natural Environment
Internal Audit	Civil Emergencies	EPO	4	3	12	4	3	12	3	1	3	2	3	6	5	4	20	5	1	5	58	10	Civil Contingency
E&R S	Engineering Services	Engineering	4	3	12	4	3	12	3	2	6	2	1	2	5	4	20	5	1	5	57	11	Environment
Planning	Building regulations	Building	4	2	8	4	2	8	3	3	9	2	3	6	5	3	15	5	2	10	56	12	Planning

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& Building Control	applications	Control																						
E&R S	Market Management	Markets	4	1	4	4	1	4	3	3	9	2	4	8	5	4	20	5	2	10	55	13	Waste Management	
HR	HR General	Safety of staff	4	3	12	4	3	12	3	3	9	2	1	2	5	2	10	5	2	10	55	13	Health and Safety	
Legal	Responsive repairs to Corporate Property: Refurbishment/Construction ; Asbestos removal; Emergency Standby - out of hours	Technical and Facilities	4	1	4	4	1	4	3	4	12	2	4	8	5	4	20	5	1	5	53	15	Built Environment	
E&R S	EH - Health and Safety Advice and Enforcement	Environmental Health	4	3	12	4	3	12	3	3	9	2	2	4	5	2	10	5	1	5	52	16	Environment	

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Planning & Building Control	Dangerous Trees (Comes in through the call centre)	Building Control	4	1	4	4	1	4	3	1	3	2	3	6	5	4	20	5	3	15	52	16	Natural Environment
Planning & Building Control	Planning enforcement	Enforcement	4	3	12	4	3	12	3	2	6	2	1	2	5	2	10	5	2	10	52	16	Planning
Housing	Repair requests	Housing	4	1	4	4	1	4	3	4	12	2	3	6	5	4	20	5	1	5	51	19	Built Environment
Housing	Response to Emergency calls	Housing	4	1	4	4	1	4	3	4	12	2	3	6	5	4	20	5	1	5	51	19	Built Environment
Planning & Building Control	Planning Policy	Planning Policy	4	3	12	4	3	12	3	1	3	2	2	4	5	2	10	5	2	10	51	19	Planning
P&P	Media Management	Communication	4	3	12	4	3	12	3	3	9	2	1	2	5	2	10	5	1	5	50	22	Civil Contin

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		n with IT support																						gency
Housing	Life-line service	Housing	4	1	4	4	2	8	3	2	6	2	1	2	5	3	15	5	3	15	50	22	Social Care	
Legal	Support (Facilities)	Technical and Facilities	4	1	4	4	2	8	3	1	3	2	2	4	5	4	20	5	2	10	49	24	Built Environment	
CCD	Tree Inspection	Arboreal	4	1	4	4	1	4	3	3	9	2	3	6	5	4	20	5	1	5	48	25	Natural Environment	
Legal	Support (Facilities)	Technical and Facilities	4	1	4	4	2	8	3	4	12	2	2	4	5	3	15	5	1	5	48	25	Built Environment	
Legal	Corporate Property Admin	Technical and Facilities	4	1	4	4	1	4	3	4	12	2	1	2	5	4	20	5	1	5	47	27	Built Environment	
E&R S	Infectious Diseases	Environmental Health	4	2	8	4	2	8	3	1	3	2	1	2	5	4	20	5	1	5	46	28	Environment	
CCD	Meals on wheels	Meals on Wheels	4	1	4	4	1	4	3	3	9	2	1	2	5	3	15	5	2	10	44	29	HCC	
E&R S	Waste Collection -	Waste Manag	4	1	4	4	1	4	3	3	9	2	1	2	5	4	20	5	1	5	44	29	Waste Mana	

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	Clinical	ement																						
E&R S	Waste Collection:- Domestic Recycling	Waste Management	4	1	4	4	1	4	3	3	9	2	1	2	5	4	20	5	1	5	44	29	Waste Management	
E&R S	Waste Collection:- Trade	Waste Management	4	1	4	4	1	4	3	3	9	2	1	2	5	4	20	5	1	5	44	29	Waste Management	
E&R S	Waste Collection:- Market	Waste Management	4	1	4	4	1	4	3	3	9	2	1	2	5	4	20	5	1	5	44	29	Waste Management	
HR	HR General	Staff External	4	2	8	4	2	8	3	2	6	2	1	2	5	3	15	5	1	5	44	29	Health and Safety	
Planning & Building Control	Landscaping, trees and woodlands	Trees & Woodlands	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	2	10	43	35	Natural Environment	
E&R S	Contaminated land	Environmental Health	4	2	8	4	2	8	3	1	3	2	1	2	5	3	15	5	1	5	41	36	Environment	

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Planning & Building Control	Landscaping, trees and woodlands	Landscape & Countryside /	4	1	4	4	1	4	3	2	6	2	1	2	5	3	15	5	2	10	41	36	Natural Environment
Housing	Sheltered housing	Housing	4	1	4	4	1	4	3	2	6	2	1	2	5	4	20	5	1	5	41	36	Social Care
Housing	Vulnerable tenants	Housing	4	1	4	4	1	4	3	2	6	2	1	2	5	4	20	5	1	5	41	36	Social Care
Planning & Building Control	Planning appeals	Development Control	4	2	8	4	2	8	3	1	3	2	1	2	5	2	10	5	2	10	41	36	Planning
Planning & Building Control	Conservation and design	Conservation & Design	4	2	8	4	2	8	3	2	6	2	2	4	5	2	10	5	1	5	41	36	Planning
E&R S	EH Support for multi-agency response	Environmental Health	4	2	8	4	2	8	3	1	3	2	3	6	5	2	10	5	1	5	40	42	Civil Contingency

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Finance	Insurance Services	Financial Services	4	1	4	4	1	4	3	2	6	2	3	6	5	3	15	5	1	5	40	42	Insurance
Housing	Homelessness – out of hours	Housing	4	3	12	4	3	12	3	1	3	2	1	2	5	1	5	5	1	5	39	44	Homeless
E&RS	Flooding Contaminated Waste	Flooding Contaminated Waste	4	3	12	4	3	12	3	1	3	2	1	2	5	1	5	5	1	5	39	44	Waste Management
CCD	Museums and Heritage	Museums and Heritage	4	1	4	4	1	4	3	2	6	2	2	4	5	3	15	5	1	5	38	46	Built Environment
ICT	IT support	IT support	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	1	5	38	46	ICT
ICT	Telecommunication Support	IT Support	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	1	5	38	46	ICT
Legal	Manage the Council's let properties	Estates	4	1	4	4	1	4	3	2	6	2	2	4	5	3	15	5	1	5	38	46	Built Environment
E&RS	Food Safety – Advice and Enforcement	Environmental Health	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	2	10	38	46	Environment
E&R	Licensing	Licensing	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	1	5	38	46	Environment

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S	Applications	ng																							
E&R S	Parking Services	Parking Services	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	1	5	38	46	Environment		
E&R S	Pest Control	Environmental Health	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	1	5	38	46	Environment		
E&R S	Part 2 Pollution Permits	Environmental Health	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	1	5	38	46	Environment		
CCD	Community cohesion	Community Safety	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	2	10	38	46	Environment		
CCD	Tourist Information Centre	Tourist Information Centre	4	1	4	4	1	4	3	1	3	2	1	2	5	4	20	5	1	5	38	46	Environment		
Planning & Building Control	Planning applications	Development Control	4	2	8	4	2	8	3	1	3	2	1	2	5	2	10	5	1	5	36	57	Planning		
E&R S	Environmental Protection investigations	Environmental Health	4	2	8	4	2	8	3	1	3	2	1	2	5	1	5	5	2	10	36	57	Environment		
HR	Health and Safety advice	Safety Officer	4	1	4	4	1	4	3	2	6	2	1	2	5	3	15	5	1	5	36	57	Health and		

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	and support (Internal)																							Safety
CCD	Burials	Cemeteries	4	1	4	4	1	4	3	2	6	2	1	2	5	3	15	5	1	5	36	57	Natural Environment	
Legal	Corporate Property Admin	Technical and Facilities	4	1	4	4	1	4	3	1	3	2	2	4	5	3	15	5	1	5	35	61	Built Environment	
HR	HR General	Safety of contractors	4	3	12	4	3	12	3	3	9	2	1	2	5		0	5		0	35	61	Health and Safety	
Housing	Temporary Accommodation	Housing	4	2	8	4	2	8	3	2	6	2	1	2	5	1	5	5	1	5	34	63	Homeless	
Legal	Elections	Electoral Services	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	1	5	33	64	Democratic	
E&RS	EH - Health promotion and advice	Health Promotion	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	2	10	33	64	Environment	
CCD	Economic Development	Economic Development	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	1	5	33	64	Environment	
CCD	Day Centres	Day	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	1	5	33	64	HCC	

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		Centres																						
CCD	Lunch clubs	Lunch clubs	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	1	5	33	64	HCC	
CCD	Meal preparation	TBD	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	1	5	33	64	HCC	
E&RS	Exhumations and Burials	Environmental Admin	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	1	5	33	64	Natural Environment	
E&RS	Waste Collection - Recycling Organic	Waste Collection - Recycling Organic	4	1	4	4	1	4	3	1	3	2	1	2	5	3	15	5	1	5	33	64	Waste Management	
Legal	Member Liaison	Corporate Admin	4	2	8	4	2	8	3	1	3	2	1	2	5	1	5	5	1	5	31	72	Democratic	
Housing	Homelessness Application	Housing	4	2	8	4	2	8	3	1	3	2	1	2	5	1	5	5	1	5	31	72	Homeless	
Housing	Specialist maintenance, e.g. gas	Housing	4	1	4	4	1	4	3	1	3	2	2	4	5	2	10	5	1	5	30	74	Built Environment	
Planning & Buildi	Planning applications	Technical Admin &	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Planning	

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ng Contr ol																								
E&R S	Disabled adaptations to properties	Environmental Health	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Built Environment	
Hous ing	Commissioning works	Housing	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Built Environment	
P&P	Internal Communication	Communication with IT support	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Civil Contingency	
Legal	Democratic Processes – Council Meetings	Corporate Admin	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Democratic	
E&R S	EH Sampling and analysis	Environmental Health	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Environment	
E&R S	EH Taking direct action/work in default	Environmental Health	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Environment	
E&R S	HMO inspections	Environmental Health	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Environment	
HR	HR General	Staff	4	1	4	4	1	4	3	1	3	2	1	2	5	2	10	5	1	5	28	75	Health	



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Finance	Automated Telephone Payment Line	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Benefit Payment – BACS	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Benefits Management – New Applications	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Benefits Management – Variations	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Cash Management (income recording)	Financial Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	CT and BR Management	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	DD Schedule submission	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance

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Finance	Direct Debit payment set up	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	General Ledger	Financial Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Internet Payments	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Invoice Payment (Creditors)	Financial Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Payment Card management – New Cards	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Payroll Management	Financial Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Recovery CT and BR	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance

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Finance	Standing Order management	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Sundry Debtors (income recovery)	Financial Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
Finance	Treasury Management	Financial Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
HR CS	Personal Payment – Cheque and Debit Card	Revenue and Benefits	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Finance
HR	Document Centre	Customer Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	HR Customer Services
HR	Help Desk	Customer Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	HR Customer Services
HR	Payroll	HR	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	HR Customer

Department	Function (s)	Section	Increase in River Flooding			Increased risk of groundwater flooding			Increased risk of winter storm damage			Increased risk of subsidence (in areas prone to subsidence)			Increased risk of very high summer temperatures			Increased risk of water shortages			Total Score	Ranking	Grouping
			Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score			

HR	Post Room	Customer Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Services
HR	Switchboard	Customer Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Services
HR	Contact Centre	Customer Services	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Services
Housing	Communications	Housing	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Housing
Housing	Nomination to temporary accommodation providers	Housing	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Housing
Housing	Orchard rent collection system	Orchard rent collection system	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Housing
ICT	GIS Support	GIS	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	ICT

Department	Function (s)	Section	Increase in River Flooding			Increased risk of groundwater flooding			Increased risk of winter storm damage			Increased risk of subsidence (in areas prone to subsidence)			Increased risk of very high summer temperatures			Increased risk of water shortages			Total Score	Ranking	Grouping
			Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score			

		Development																						
Legal	Legal Support for critical processes	Legal	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Legal	
Legal	Maintenance of the Land Charges Register	Land Charges	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Legal	
Legal	Processing and completing property/land Searches	Land Charges	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Legal	
Legal	provide property and valuation advice to other departments	Estates	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Legal	
Legal	Valuation of Council's corporate assets	Estates	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Legal	
Legal	Keep the Council's property ownership records &	Estates	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Legal	

Department	Function (s)	Section	Increase in River Flooding			Increased risk of groundwater flooding			Increased risk of winter storm damage			Increased risk of subsidence (in areas prone to subsidence)			Increased risk of very high summer temperatures			Increased risk of water shortages			Total Score	Ranking	Grouping
			Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score			

	prepare Asset Management Plan																							
Planning & Building Control	Unauthorised work to trees	Trees & Woodlands	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Natural Environment	
Planning & Building Control	Unauthorised work to trees (Out of hours – no service)	Trees & Woodlands	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Natural Environment	
P&P	Critical Services Performance Monitoring	Performance	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Policy and Partnership	
P&P	Emergency Procurement	Purchasing	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Policy and Partnership	

Department	Function (s)	Section	Increase in River Flooding			Increased risk of groundwater flooding			Increased risk of winter storm damage			Increased risk of subsidence (in areas prone to subsidence)			Increased risk of very high summer temperatures			Increased risk of water shortages			Total Score	Ranking	Grouping
			Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score	Likelihood	Impact	Risk Score			
E&R S	Waste Collection - Recycling Non-Organic	Waste Collection - Recycling Non-Organic	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	Waste Management
HR	HR General	HR General	4	1	4	4	1	4	3	1	3	2	1	2	5	1	5	5	1	5	23	84	HR Customer Services