

RISK ASSESSMENT FORM

Organisation / department / function / project; High Rise Lift Refurbishment Programme 2017 - 2019

Business Objective: To deliver a High Rise Refurbishment programme between 2017 – 2019

Completed by: Leanne Lea

Date completed: October 2017

No	Risk & Impact (Threat/Opportunity to achievement of business objective)	Assessment of Gross Risk			Risk Treatment Measures Implemented	Assessment of Current Risk [With control measures implemented]			Action Plans for Additional Treatment Measures	Timescale
		Impact (Severity) [I]	Likelihood (Probability) [L]	Risk Score [IxL]		Impact (Severity) [I]	Likelihood (Probability) [L]	Residual Risk Score [IxL]		
1	Residents housebound	3	3	9	<p>Decant properties identified to include sheltered housing guest rooms (for older tenants only who are able to live independently) *****</p> <p>Pre planning & information gathering - vulnerabilities to be identified following survey/door knocking exercise and one to one discussions week commencing *****</p> <p>Arrangements in place with Co-op - Invoice TBC direct for delivery charges at the end of the 12 week period - £4 to be paid by TBC for the 12 weeks – LH/DF to arrange and email co-op address details as per previous arrangements</p> <p>FAQ to include details of other supermarket online shopping & deliveries, refuse collection arrangements, contact details with regards to temporary moves etc.</p>	2	3	6		<p>Oct 2017/ Start of every new block where lift works are commencing</p> <p>Oct 2017/ Start of every new block where lift works are commencing</p> <p>Oct 2017/ Start of every new block where lift works are commencing</p>

2	Resident dissatisfaction	2	2	<p data-bbox="683 97 1288 177">4 Initial communication week commencing *****</p> <p data-bbox="801 213 1263 411">Weekly newsletter/update to residents for the 12 week period. Door knock exercise to be carried out by Tenant Regulatory & Involvement Team at the end of every month for the 12 week period</p> <p data-bbox="801 448 1234 683">In addition to the above, specific tailored communication with vulnerable residents with specific needs – telephone/face to face contact delivered through TRIM. One to one discussions week commencing *****</p> <p data-bbox="801 719 1263 815">Regular visits/calls to be offered via Independent Living Manager (Sunset)/TRIM</p> <p data-bbox="801 852 1270 1118">Vulnerable residents to be assigned to staff member for additional support – provided with a contact sheet for their officer detailing all contact telephone number and day/time of availability – this to include out-of-hours contact numbers / emergency numbers</p> <p data-bbox="801 1155 1252 1187">Scheduled drop-ins as appropriate</p> <p data-bbox="801 1224 1279 1385">Information/courtesy email to housing/customer services/CCTV/Communications/Ward Councillors/Jo Sands/Larry Philips/Property Services/Wates</p>	1	1	1		<p data-bbox="2004 129 2186 327">Weekly/ Monthly from the beginning of the 12 week works period</p> <p data-bbox="2004 363 2179 561">Oct 2017/ Start of every new block where lift works are commencing</p> <p data-bbox="2004 703 2145 799">As agreed with residents</p> <p data-bbox="2004 975 2114 1007">Monthly</p> <p data-bbox="2004 1043 2179 1241">Oct 2017/ Start of every new block where lift works are commencing</p>
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3	Political concern	3	3	9	<p>Tina/Paul to meet with ward members and update accordingly – Thursday 28 September 2017 and update via progress accordingly</p> <p>Weekly fact sheet/update/regular communication to be forward to ward members for the duration of the works</p>	2	1	2		<p>Oct 2017</p> <p>Weekly for the 12 week works period</p>
4	Fire/increased hazard by construction works	3	2	6	<p>FARS notified – specific vulnerable residents/PW</p> <p>All notification to blue light services via contractor/s</p> <p>Daily inspections carried out by staff (if Tina agrees to this we need to identify a member of staff responsible for this role and what is expected from them)</p>	3	1	3		<p>Oct 2017/ Start of every new block where lift works are commencing</p>
5	Health & Safety of residents during works	2	2	4	<p>Contractor H&S statement</p> <p>Enclosed working areas/lockable enclosed containers on site for components and tools</p> <p>Daily inspections of working areas by contractor</p> <p>Daily collection of refuse for those directly affected and unable to use stairs on the ground floor. Rubbish to be left outside property before 10am and will be collected by the Caretaking Team/Cleaner daily – TW</p>	1	1	1		<p>Oct 2017/ Start of every new block where lift works are commencing</p> <p>Daily</p> <p>Daily</p>

6	Obstruction of scooters	3	2	6	<p>For the 12 week period, residents with mobility scooter/electric wheelchair, directly affected by works, will be given access to electrical points in the basement area to charge equipment – residents to sign disclaimer</p> <p>Residents to be advised, via FAQ, that electrical equipment will need to be moved to the basement area by *****at the latest. After this time equipment cannot be moved</p> <p>Caretakers/Cleaners to monitor landings during the period of works on a daily basis – TW</p>	2	1	2		<p>Oct 2017/ Start of every new block where lift works are commencing</p> <p>Oct 2017/ Start of every new block where lift works are commencing</p> <p>Daily</p>
7	Support Needs increased	3	3	9	<p>Pre planning & information gathering - Survey/door knocking exercise to identify support needs/text tools/telephone communication/one-to-one discussions</p> <p>Increased communication/contact from contractor</p> <p>Welbeing to be notified to contact vulnerable residents that do not currently receive Welbeing service – via LB</p> <p>Regular visit via Independent Living Manager if requested – via LB</p> <p>Arrangements in place with Co-op regarding delivery charge. £4 to be paid by TBC for the 12 week period</p>	2	2	4		<p>Oct 2017/ Start of every new block where lift works are commencing</p> <p>As agreed with tenants</p>

8	Failure of alternative lift during works	3	3	9	<p>Classic on site as per programme of works</p> <p>Stannah to offer Premium service throughout works programme</p> <p>Breakdown of 3 hours or less – Residents to be offered use of High Rise Social Club – refreshments/shelter/bathroom facilities</p> <p>Breakdown of 3 hours or more – Business continuity contingency planning</p> <p>Contingency planning meeting 04.10.2017</p>	2	3	6		
9	Lack of Communication	2	2	4	<p>All emergency services to be advised accordingly</p> <p>WEL/Customer Services (Marmion House), Landlord Services to be notified</p> <p>Weekly updates to residents and specific tailored communication to vulnerable residents</p> <p>Updates via website/Communications Team – advertise Freephone number via all communication</p> <p>Initial contacts for enquiries to be included within all communication/s</p>	1	1	1		<p>Oct 2017/ Start of every new block where lift works are commencing</p> <p>Weekly</p> <p>Weekly</p>

10	Out of hours activity	2	1	2	Larry (CCTV) to be notified. To include commencement/completion dates and complimentary FAQ with contact details – LH	1	1	1		Oct 2017/ Start of every new block where lift works are commencing
11	Increased Parking	2	2	4	TM/PW - relax civil parking – passed to Jo Sands? Wates will create their own temporary car parking space causing minimal disruption to residents Information of refurbishment works and FAQ to be updated to Jo Sands for consideration	1	1	1		Oct 2017/ Start of every new block where lift works are commencing
12	Conflict with other projects	2	3	6	Diarise monthly High Rise Refurbishment Project Team meetings to update as appropriate Continued internal communication with other project leaders	1	2	2		2017-2019
13	Lack of Staffing, resources to deliver the project	2	3	6	Internal support in place to assist in delivery the project JD/Person Spec (JE) to provide external support if appropriate Tenant Regulation & Involvement Team to support for the duration of the works – Communication/consultation as per previous lift refurbishment works	2	1	2		2017-2019

	Negative PR/reputational damage	3	2	6	<p>Clear work streams action plan with designated leads/actions</p> <p>Monthly High Rise Refurbishment Project Team meetings to ensure effective, continued and updated communication/information</p> <p>High Rise Project Plan timeline to be advertised with staff/Wates/Contractors/Residents/Members</p> <p>Effective and continued member/Comms Team updates - weekly</p>	2	1	2		Oct 2017/ Start of every new block where lift works are commencing
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Score	Likelihood (Probability) - Definition
1	Highly Unlikely
2	Possible
3	Highly Likely

Score	Impact (Severity) - Definition
1	No Injury/Impact
2	Major Injury/Impact
3	Multiple Injury/Fatality/Major Impact

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