| Assurance Map |
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| **Operations and Protective Services** |

**Cluster Risk Register Risks:**

1. **Climate change – Tree Disease** - Risk to public safety, increased service demand, and staff H&S operational risks within Operations & Protective Services due to tree pest and diseases such as Ash Dieback and Dutch Elm.
2. **Loss of Operator's Licence** - Effect of services inability to use goods vehicles through loss of operator's licence.
3. **Loss of UKAS Accreditation** - The Laboratory losing, temporarily, its external UKAS accreditation following findings raised at either an annual, or unannounced UKAS visit.
4. **Sea Defence Failure** -Failure of Sea Defences
5. **Waste Disposal Failure** - Risk of waste disposal failure - loss of markets for materials or waste management contract failure

| First Line of Defence<br>(Do-ers) | Second Line of Defence<br>(Helpers) | Third Line of Defence<br>(Checkers) |
|---|---|---|
| • Trained and qualified staff<br>• Operational plans and guidance including surveys, monitoring of existing infrastructure, committee reporting and guidance<br>• Contract Management Guidance and Procurement Regulations<br>• Procedures to implement contract management policies<br>• Operational procedures<br>• Climate risk Assessments & Guidance<br>• Environmental risks (including climate risks) incorporated in business cases, committee reporting and guidance<br>• Weather impact Assessments<br>• Regular monitoring and Infrastructure Assessments<br>• Budget planning for anticipated impacts/ budget requirements<br>• Emergency plans, Operational response procedures<br>• Investigation with other LA's / SCOTS and our Legal teams whether we can refuse to sign up to the legal agreement | • CMT Boards<br>• Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register<br>• Corporate Policy Documentation<br>• Council Committees<br>• Contract review by Demand Management Board<br>• Strategic plans including North East Flood Risk Management Plan and Strategy; and development of Climate Adaptation Framework (Aberdeen Adapts)<br>• -Finance & Resources Committee / Full Council<br>• Inclusion in plans, programmes, strategies including those for planning, transport & housing<br>• Local Resilience Partnership undertaking resilience planning and preparedness across all partners<br>• Public protection committee oversight of resilience arrangements<br>• Local Outcome Improvement Plan (LOIP)<br>• APSE benchmarking<br>• Aberdeen Open Space Strategy<br>• Aberdeen Food Growing Strategy | • Internal Audit – Vehicle Usage<br>• Internal Audit -Vehicle Replacement Policy and Procurement<br>• Internal Audit - H&S in Operations and Protective Services<br>• Annual Climate Change report (Public Bodies Climate Change Duties) submitted to Scottish Government<br>• Regional and National reports from Scottish Government, UK Government and SEPA<br>• North Regional Resilience Partnership<br>• Grampian Local Resilience Partnership<br>• Scottish Government performance review and reports<br>• Testing of emergency plans at partner level<br>• Adaptation Capability Framework Benchmarking Tool<br>• North Regional Resilience Partnership<br>• Community Planning Aberdeen Board (CPA Board) |

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| • Roads Winter Maintenance Plans<br>• Flood Risk Management Plans<br>• Community involvement<br>• Cross Service training events<br>• Joint working with internal/external resources and Environmental Services<br>• Park Management Plans<br>•<br>• Internal / external communication and networking<br>• Committee reporting<br>• LOIP Improvement projects 11.3, 13.2<br>• Maintaining an awareness of current accreditation requirements through receiving regular updates from UKAS • UKAS included as a main topic in team meetings and as an objective in PR&Ds<br>• Fleet Service Users<br>• Drivers / Operators<br>• Fleet Workshop Managers and Operatives<br>• Waste Service Policies | • Partnership working through Northern Roads Collaboration Group / Committee<br>• Comprehensive in-house quality system audit programme to cover all aspects of current quality systems.<br>• Union partnership (safety representatives)<br>• Planning works as per CDM regulations 2015<br>• Risk assessment Method Statements and procedures established and reviewed<br>• Coordination of works by team leaders<br>• Team Leader supervision<br>• Internal inspection regimes<br>• Fleet Management / Compliance Team<br>• Procurement Team<br>• Operational management team, Contract managers, Team leaders, Risk control team<br>• Customer feedback management system<br>• KPI's management systems established<br>• Service User's | • Local Outcome Improvement Plan (LOIP) Residual<br>• Participation in external quality system audit programme to cover all aspects of current quality system<br>• Participation in external quality system inspection programme to cover all aspects of current quality system<br>• External Audit provider UK Logistics (FTA)<br>• DVSA<br>• Police Scotland<br>• Catering Service Quality Management System, BSI 9001<br>• CITB (Industrial Training Board) inspection/ audit<br>• Skills development Scotland (Managing agency Tullos Training) Inspection/ audit<br>• Gas Safe Register risk-based audit<br>• Scottish Electrical Charitable Training Trust (Managing agency NICEIC) periodic audit<br>• External fuel providers (contingency plan)<br>• Scottish Road Works Commissioner – Annual Performance Review Report<br>• Waste Data Flow Report to SEPA |