

## Assurance Map

### 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 (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
<ul style="list-style-type: none"> <li>• Trained and qualified staff</li> <li>• Operational plans and guidance including surveys, monitoring of existing infrastructure, committee reporting and guidance</li> <li>• Contract Management Guidance and Procurement Regulations</li> <li>• Procedures to implement contract management policies</li> <li>• Operational procedures</li> <li>• Climate risk Assessments &amp; Guidance</li> <li>• Environmental risks (including climate risks) incorporated in business cases, committee reporting and guidance</li> <li>• Weather impact Assessments</li> <li>• Regular monitoring and Infrastructure Assessments</li> <li>• Budget planning for anticipated impacts/ budget requirements</li> <li>• Emergency plans, Operational response procedures</li> <li>• Investigation with other LA's / SCOTS and our Legal teams whether we can refuse to sign up to the legal agreement</li> </ul>	<ul style="list-style-type: none"> <li>• CMT Boards</li> <li>• Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register</li> <li>• Corporate Policy Documentation</li> <li>• Council Committees</li> <li>• Contract review by Demand Management Board</li> <li>• Strategic plans including North East Flood Risk Management Plan and Strategy; and development of Climate Adaptation Framework (Aberdeen Adapts)</li> <li>• Strategic Commissioning Committee</li> <li>• Inclusion in plans, programmes, strategies including those for planning, transport &amp; housing</li> <li>• Local Resilience Partnership undertaking resilience planning and preparedness across all partners</li> <li>• Public protection committee oversight of resilience arrangements</li> <li>• Local Outcome Improvement Plan (LOIP)</li> <li>• APSE benchmarking</li> <li>• Aberdeen Open Space Strategy</li> <li>• Aberdeen Food Growing Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Internal Audit – <a href="#">Vehicle Usage</a></li> <li>• Internal Audit - <a href="#">Vehicle Replacement Policy and Procurement</a></li> <li>• Internal Audit - <a href="#">H&amp;S in Operations and Protective Services</a></li> <li>• Annual Climate Change report (Public Bodies Climate Change Duties) submitted to Scottish Government</li> <li>• Regional and National reports from Scottish Government, UK Government and SEPA</li> <li>• North Regional Resilience Partnership</li> <li>• Grampian Local Resilience Partnership</li> <li>• Scottish Government performance review and reports</li> <li>• Testing of emergency plans at partner level</li> <li>• Adaptation Capability Framework Benchmarking Tool</li> <li>• North Regional Resilience Partnership</li> <li>• Community Planning Aberdeen Board (CPA Board)</li> </ul>

<ul style="list-style-type: none"> <li>• Service Business Continuity Plans</li> <li>• Roads Winter Maintenance Plans</li> <li>• Flood Risk Management Plans</li> <li>• Community involvement</li> <li>• Cross Service training events</li> <li>• Joint working with internal/external resources and Environmental Services</li> <li>• Park Management Plans</li> <li>• Internal / external communication and networking</li> <li>• Committee reporting</li> <li>• LOIP Improvement projects 11.3, 13.2</li> <li>• 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&amp;Ds</li> <li>• Fleet Service Users</li> <li>• Drivers / Operators</li> <li>• Fleet Workshop Managers and Operatives</li> <li>• Waste Service Policies</li> </ul>	<ul style="list-style-type: none"> <li>• Partnership working through Northern Roads Collaboration Group / Committee</li> <li>• Comprehensive in-house quality system audit programme to cover all aspects of current quality systems.</li> <li>• Union partnership (safety representatives)</li> <li>• Planning works as per CDM regulations 2015</li> <li>• Risk assessment Method Statements and procedures established and reviewed</li> <li>• Coordination of works by team leaders</li> <li>• Team Leader supervision</li> <li>• Internal inspection regimes</li> <li>• Fleet Management / Compliance Team</li> <li>• Procurement Team</li> <li>• Operational management team, Contract managers, Team leaders, Risk control team</li> <li>• Customer feedback management system</li> <li>• KPI's management systems established</li> <li>• Service User's</li> </ul>	<ul style="list-style-type: none"> <li>• Local Outcome Improvement Plan (LOIP) Residual</li> <li>• Participation in external quality system audit programme to cover all aspects of current quality system</li> <li>• Participation in external quality system inspection programme to cover all aspects of current quality system</li> <li>• External Audit provider UK Logistics (FTA)</li> <li>• DVSA</li> <li>• Police Scotland</li> <li>• Catering Service Quality Management System, BSI 9001</li> <li>• CITB (Industrial Training Board) inspection/ audit</li> <li>• Skills development Scotland (Managing agency Tullos Training) Inspection/ audit</li> <li>• Gas Safe Register risk-based audit</li> <li>• Scottish Electrical Charitable Training Trust (Managing agency NICEIC) periodic audit</li> <li>• External fuel providers (contingency plan)</li> <li>• Scottish Road Works Commissioner – Annual Performance Review Report</li> <li>• Waste Data Flow Report to SEPA</li> </ul>
---	--	---