

RISKS FOR HEATSEEKERS PROJECT
DEPARTMENT Environment

	Financial	Equalities / Social Exclusion	Equalities / Social Exclusion	Equalities / Social Exclusion	Governance	Partnership	Reputational	Reputational	Reputational
KEY FIELDS	FIN	ESE	ESE	ESE	GOV	PRT	REP	REP	REP
Date Risk Identified (or none identified)									
Risk	Loss of CERT Funding	Scheme unable to reach fuel poor	Fuel poor residents are being found with poor thermal images but no action taken	Scheme not reaching all ethnic groups especially those whose first language may not be English	Personal data being wrongly used or concern about personal data being wrongly used	Information discovered about illegal practices within property. Such as growing drugs	Hard selling on behalf of surveyors alienating residents to the Council	City Council may be seen as less than impartial in that we would work with one company	Residents concerns over photographic intrusion, infrared images
Cause	The funding is stopped by Government through overspend or scheme being cancelled.	Vulnerable residents inadequately targeted or do not take up the scheme.	Image is taken which appears to show a well insulated property . Image may be due to no heating of the property	Language issues not addressed as part of the scheme	HeatSeekers will be recording addresses and thermal images linking the data to addresses. Financial information and house construction information will be held for those that accept surveyors visits	Thermal images could potentially identify high energy loss due to high temperatures in houses used to grow drugs.	No clear guidelines from Council on expectations	Partnership with single private company	Residents uninformed of how the scheme works and the reasons we are promoting it. Concerns about privacy
Consequence	Insulation grants no longer on offer, scheme take up minimal	Scheme does not help the groups that need it most. Fuel poor residents continue to pay higher bills than needed	Fuel poor may get missed from surveyor visit and help.	Non English speakers could loose out. Plus reputational damage	Residents could be put at risk regarding data protection	Clear procedures would need to be established as to how and when it would be appropriate to liaise with the police	Reputation of City Council and scheme could be affected, bad publicity	Reputation and confidence of City Council could be affected	Scepticism in the scheme by residents and concerns over intrusion into personal space
Control Descriptions	Government has said scheme will run until Dec 2012 and currently installers do not see this funding running out. However control is outside the Council	Council held data on deprivation to be supplied to HeatSeekers so they visit areas with high likelihood of vulnerable residents first.	A visit offer letter is sent out to households where a property appears to be well insulated. The letter explains that further insulation work may be required and encourages further contact	All of the city will be offered the service with no exclusion. Letters to include standard phrases that offer translation of letter in a number of languages.	Thermal image data will only be shared between CCC and HeatSeekers. Any financial information will be held in confidence between HeatSeekers and the resident. Building information will only be shared with the Council with the consent of resident.	To comply with data protection the information is kept only between CCC and HeatSeekers. However may need to liaise with the Police in extreme case.	Agreement in place on operation of survey and surveyors including complaint resolution procedures	Clear marketing to promote; the scheme, the relationship between the two organisations, and availability of other installers to be specified in correspondence	Clear marketing to promote scheme and process. FAQ's on website. Residents able to meet HeatSeekers and see equipment.
Head of Service	Jas Lally	Jas Lally	Jas Lally	Jas Lally	Jas Lally	Jas Lally	Jas Lally	Jas Lally	Jas Lally
Risk Owner	Justin Smith	Justin Smith	Justin Smith	Justin Smith	Justin Smith	Justin Smith	Justin Smith	Justin Smith	Justin Smith
Likelihood	1. Little Chance	2. Some Possibility	2. Some Possibility	1. Little Chance	1. Little Chance	1. Little Chance	1. Little Chance	1. Little Chance	2. Some Possibility
Impact	3. Noticeable Effect	1. Virtually No Impact	2. Some Limited Disruption	1. Virtually No Impact	3. Noticeable Effect	1. Virtually No Impact	2. Some Limited Disruption	3. Noticeable Effect	2. Some Limited Disruption
Likelihood Score	1	2	2	1	1	1	1	1	2
Impact Score	3	1	2	1	3	1	2	3	2
Risk Residual Score	3	2	4	1	3	1	2	3	4
Risk Clasification	Low	Low	Low	Low	Low	Low	Low	Low	Low

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DEPARTMENT**

	Reputational	Reputational	Reputational	Reputational	Reputational	Reputational
KEY FIELDS	REP	REP	REP	REP	REP	REP
Date Risk Identified (or none identified)						
Risk	Residents feel they are being pushed into the scheme against their will.	Fear that images could identify residents	Damage to householders person/property when surveying/installing	Long term damage appearing to property some time after installation	Risk if residents paid for work in advance and would see a loss	Cambridge City Council could be liable for outstanding work/damages
Cause	Images are taken automatically. Visits are then offered to the resident through a letter.	Thermal images are taken of property	Poorly trained surveyors/installers damaging property when surveying/installing insulation. Inadequate HSW risk assessments	Faults occur in property as a result, or believed to be as a result of measures being installed	Company may cease trading with outstanding work or money owed.	HeatSeekers may cease trading or memorandum of understanding makes CCC liable
Consequence	Lack of uptake in scheme and reputation of Council affected. Could lead to complaints to Councillors, Ombudsman and lack of confidence in the Council	Fear of personal intrusion into private life	Damage would mean work would need to be rectified. Potential bad publicity	Claim for damage and or repairs work. Potential bad publicity and loss of reputation.	Residents left with part finished or unfinished work. Financial loss if they pay in advance	CCC could potentially incur additional costs. Reputational damage being associated with a failed company/scheme
Control Descriptions	Clear marketing from the start. Residents will receive letter before visit to allow them to opt out of a visit at any point.	Thermal images are taken which will show heat loss only, no photographic images are taken. The image is linked to GPS position/location.	All work is covered by installers insurance. Installer has experience in dealing with past issues. Trained staff up to various accredited standards. CCC could offer to mediate in appropriate cases	Installer member of trade associations covered by guarantees which provides financial cover and arbitration schemes	If insulation work has not been carried out this can be referred to another installer. Payments are made after insulation work is completed so residents should not be left with money paid and work outstanding.	Any outstanding work could be referred to another installer, plus work is covered by CIGA guarantee. Agreement between CCC and HeatSeekers must state CCC are not liable for any associated work or issues.
Head of Service	Jas Lally	Jas Lally	Jas Lally	Jas Lally	Jas Lally	Jas Lally
Risk Owner	Justin Smith	Justin Smith	Justin Smith	Justin Smith	Justin Smith	Justin Smith
Likelihood	1. Little Chance	1. Little Chance	1. Little Chance	1. Little Chance	2. Some Possibility	2. Some Possibility
Impact	2. Some Limited Disruption	1. Virtually No Impact	2. Some Limited Disruption	2. Some Limited Disruption	1. Virtually No Impact	2. Some Limited Disruption
Likelihood Score	1	1	1	1	2	2
Impact Score	2	1	2	2	1	2
Risk Residual Score	2	1	2	2	2	4
Risk Classification	Low	Low	Low	Low	Low	Low