

TOWN HALL PROJECT
RISK REGISTER

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|--------------|---|---------------|---------------|---------------|----|
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|--------------------|------------------|
| Likelihood | Impact |
| 5 = Almost Certain | 5 = Catastrophic |
| 4 = Likely | 4 = Major |
| 3 = Possible | 3 = Moderate |
| 2 = Unlikely | 2 = Minor |
| 1 = Rare | 1 = Negligible |

Risk Score = Likelihood x Impact

All risks with a score of 10 or more are considered significant

Responsibility – Project Board

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|---------|---|---------------|-------------|--------------|---|---|
| PB1 | Planning conditions requires amending which impacts on financial viability of the scheme. | 2 4 8 | 1 1 1 | 2 3 6 | <ul style="list-style-type: none"> Pre app meetings held between Westrock and planning officers Conditions for the scheme have been identified and so that ownership and dates can be agreed. Planning conditions project tracker created for WR. | Risk still active due to Planning conditions on the construction of the New Town Hall |
| PB2 | Impact of construction Phase 1 and Phase 2 to residents and commercial tenants | 3 3 9 | 2 3 6 | 3 3 9 | <ul style="list-style-type: none"> Project agreement includes timescale to build phase 2 Initial rental income projection incorporates phase 2 development impact | |
| PB3 | Errors or omissions in legal or contractual documentation | 2 3 6 | 1 2 2 | 2 3 6 | <ul style="list-style-type: none"> Internal/External procurement and legal advice taken on all aspects of the contractual arrangements. Legal agreements signed 18 Oct 2019 having sought external advice throughout negotiations. We are now in a fixed price contract with Kier. | |
| PB4 | Decision gateways and need for CBC authority result in delays making key decisions | 2 4 8 | 1 4 4 | 1 4 4 | <ul style="list-style-type: none"> Clear decision making leads identified at member and officer level agreed by Cabinet | |

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|---------|---|---------------|-------------|--------------|--|-------------------------------------|
| | | | | | <ul style="list-style-type: none"> • Robust project management and Governance structure established • Continued working with consultants to ensure work to timeline. • Management structure regarding the relationship with the contractor, the Council and the Development manager is in place. • Steering group set up between key officers from CBC and Westrock to Discuss issues. | |
| PB5 | Westrock unable to obtain development funding for project Phase 2 (market housing) | 2 4 8 | 1 2 2 | 1 4 4 | <ul style="list-style-type: none"> • Project agreement will stipulate time period, with CBC having the option to buy back. | |
| PB6 | Impact of changes to values of offices/housing | 2 3 6 | 1 2 2 | 2 3 6 | <ul style="list-style-type: none"> • Valuations obtained, these will be refreshed during the project. • Proposed rents still in line with previous estimates • Flats are not as saleable post pandemic but option to consider the buy to rent market. | |
| PB7 | Project exceeds budget | 2 4 8 | 1 4 4 | 2 4 8 | <ul style="list-style-type: none"> • Budget agreed and clearly communicated in Final design brief • Regular Project Board and Steering Group meetings to review and keep cost projections up to date • Contingencies sums identified covering 10% of project costs. 2.4% remaining • Value engineering opportunities being explored at Stage 5 • Monthly reports and Client meetings to ensure works are agreed and information provided to design team. • Regular budget review meetings between Westrock and CBC • Cat A and Cat B are now fixed price. | |
| PB8 | Contractor is declared bankrupt and is unable to complete the construction contract | 2 2 4 | 2 2 4 | 2 3 6 | <ul style="list-style-type: none"> • Contract retention of 8% of the contract value has been agreed in lieu of a performance bond as part of Due Diligence process. The mechanism agreed is a 5% retention of construction costs until practical completion of the project. This is in addition to a further 3% retention previously negotiated for quality purposes. The latest results from the contractor see | Ongoing |

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|---------|------------------|---------------|-------------|--------------|---|-------------------------------------|
| | | | | | <p>Improvements.</p> <ul style="list-style-type: none"> • Kier half year results issued on 21 April 21 show improved results despite the impact of the pandemic with significant progress on operational and financial turnaround strategy. • There is the potential of releasing part of the 5% bond in December 2021 based on Progress. | |

Responsibility – Group 1 – New Town Hall Design and Build

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|-------------|---|---------------|-------------|--------------|--|-------------------------------------|
| G1-1 | Errors in detailed design specification – New Town Hall | 2 4 8 | 1 4 4 | 2 4 8 | <ul style="list-style-type: none"> • Consultant Architects appointed as our client to oversee design brief. • Board to monitor mitigation actions to reduce costs, use of value engineering and errors • Regular design team meetings held to ensure variations are discussed before change requested. Consultant procured to provide advice and support to ensure Employers Requirements (ER's) are met and where necessary any changes are in line with original ER's. • Expert advice was given when designing the commercial space and canopy. • Cat B Commercial Office fit out design and fixed cost has been agreed. | |
| G1-1 DHN | Errors in detailed design specification - DHN | 2 4 8 | 1 4 4 | 2 4 8 | <ul style="list-style-type: none"> • Consultant Architects appointed as our client to oversee design brief. • Board to monitor mitigation actions to reduce costs, use of value engineering and errors • Regular design team meetings held to ensure variations are discussed before change requested. Consultant procured (Ramboll) to provide advice and support to ensure Employers Requirements (ER's) are met and where necessary any changes are in line with original ER's • July 21 Review meeting with RPS/Kier, awaiting issue of complete design review pack, schedule of changes from ER's and commissioning information to undertake review of risk | |

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|-------------|---|---------------|-------------|--------------|--|---|
| G1-2 | New Town Hall not delivered on time | 2 3 6 | 1 2 2 | 3 2 6 | <ul style="list-style-type: none"> Robust monitoring governance agreed with all parties. Monthly meetings with Contractor and Design Team to ensure programme is monitored and changes communicated. Covid-19; Kier and the CMT (Construction Management team) are monitoring the situation. Kier are indicating continued problems with supply chain and design changes. The potential programme impacts are currently being discussed with Kier and Westrock. | Provision for financial penalties built into the contract however the impact of Brexit and the Coronavirus could impact |
| G1-2 DHN | DHN not delivered on time | 2 3 6 | 1 2 2 | 3 3 9 | <ul style="list-style-type: none"> Provision of temporary heating boilers are included in the Town Hall Contract Connection of DHN to New Town Hall will take place before PC of new Town Hall. | |
| G1-3 | Members facilities do not meet their requirements | 2 3 6 | 1 2 2 | 2 3 6 | <ul style="list-style-type: none"> Regular consultation with Members and Member Working Group, they are aware of decisions that need to be made Member sign-off to this element of the final design brief of these elements Procurement programme has been aligned with Member engagement to ensure sufficient input from members | |
| G1-4 | Staff facilities / infrastructure do not meet their requirements. | 2 3 6 | 1 2 2 | 2 3 6 | <ul style="list-style-type: none"> Regular consultation with staff via a number of formats, new ways of working stream within Transformation Plan is picking this up this area of work Desk ratio demonstrates meeting needs and will work with staff to co-ordinate remaining elements. Will be delivering office etiquette guidelines and trails for new ways of working Links with the transformation plan Regular updates at Managers Conference on key issues, activities and timeline People Board created to consider policies and processes to support staff working in the new agile way. Workshop to look at requirement for IT build room and post/print rooms Storage request exceed suggested level in the design which will be targeted as part of the transformation board. | |
| G1-5 | Customer facilities do not meet their requirements | 2 3 6 | 1 2 2 | 2 2 4 | <ul style="list-style-type: none"> Crawley Homes Tenants Panel have been consulted. Will undertake a consultation with customers Trial for customer appointment booking system is underway in the current building. | |

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| | | | | | <ul style="list-style-type: none"> Will offer significant improvements to current arrangements. Sufficient time to trail new arrangements for customers. TAG (Town Access Group) are being consulted as part of the process, they have Inputted into changes in detailed design. Plans will reflect safe working environments and COVID restrictions where feasible Plans around engagement have been more restricted due to the pandemic, however there will be opportunities to engage. Payment Kiosks to be delivered after PC in line with income management tender. | |
| G1-7 | New Town Hall building as completed not to required quality/specification | 2 4 8 | 1 2 2 | 3 2 6 | <ul style="list-style-type: none"> Establish robust project management structure Maintain regular contact between CBC/developers to monitor construction against design specification Regular design team meetings held with Ramboll to ensure Stage 4 designs meet requirements. Developers appoint Clerk of Works/Site Agent to oversee construction Within the contract there is a requirement for Kier to provide warranties. Building control are regularly going to the Town Hall site to assess progress Regular contact with planning to ensure design and planning conditions are signed off. Kier reviewing BREEAM assessment score during construction to ensure excellence is achieved during construction. WR have appointed WSI (West Sussex Inspections) as Clerk of Works from end of November 2021. | |
| G1-7 DHN | DHN building as completed not to required quality/specification | 2 4 8 | 1 2 2 | 2 3 6 | <ul style="list-style-type: none"> Establish robust project management structure Maintain regular contact between CBC/developers to monitor construction against design specification Regular design team meetings held with Ramboll to ensure Stage 4 designs meet requirements. Developers appoint Clerk of Works/Site Agent to oversee construction Within the contract there is a requirement for Kier to provide warranties. Building control are regularly going to the site to assess progress | |

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|---------|--|---------------|-------------|--------------|--|-------------------------------------|
| | | | | | <ul style="list-style-type: none"> Regular contact with planning to ensure design and planning conditions are signed off. | |
| G1-9 | Health & Safety – ensure compliance during and after the construction period and for the future. | 2 3 6 | 1 2 2 | 2 3 6 | <ul style="list-style-type: none"> Robust project management from construction contractor(s) Consultation programme to include all relevant authorities with regard to health & safety matters Covid-19; Kier CMT (Construction Management Team) to monitor the situation. Kier have implemented their "COVID19-STAYING SAFE" procedures Discussions have been taking place with the contractor they have reviewed site safety and they are implementing further health and safety measures. | |
| G1-10 | Unforeseen circumstances with the development delay the project; Examples: Problems with any of the utilities, adverse weather; industrial disputes Links to group 2 | 2 2 4 | 2 1 2 | 2 2 4 | <ul style="list-style-type: none"> Covered by the contract Early warning of any problems so that the impact of the risk could be prepared for; Impact of Covid is being managed well, early warning notifications will be issues by the contractor, no big issues at the moment. | Ongoing risk |
| G1-11 | The commercial entrance for the building is delayed Links to group 3 | 2 2 4 | 2 2 4 | 2 2 4 | <ul style="list-style-type: none"> Possible for commercial tenants to use the Council staff entrance until the commercial entrance is complete. Included in the Kier delivery programme. | Ongoing risk |
| G1-12 | Delivery of improved car park facilities, allocated spaces and management plan. Consider risk of staff morale by using the Orchard St car park instead of Exchange Road. Links to group 2 and 3 | 1 1 1 | 1 1 1 | 2 2 4 | <ul style="list-style-type: none"> Car Park improvements part of development plan Need to review spaces allocations and control systems Car Park management plan to be submitted to planning. Shorter and longer term risks of spaces to meet all the demand there will be sufficient in phase 1 but will be a bigger risk in phase 2. Communications have been sent to staff with regards to parking arrangements. | |
| G1-13 | WSCC Eastern Gateway project impact on infrastructure | 1 3 3 | 2 2 4 | 3 3 9 | <ul style="list-style-type: none"> Early coordination with WSCC on programme dates. Discussions taking place with WSCC on the risk to delivery to the scheme. | |

Responsibility – Group 2 – Cat C Design and procurement, mobilisation and decant

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|---------|--|---------------|-------------|--------------|--|-------------------------------------|
| G2-1 | Unable to deliver new ways of working to support reduced council operating space | 3 3 9 | 1 2 2 | 3 2 6 | <ul style="list-style-type: none"> • Structured approach through Digital & IT Strategy to deliver key projects • The transformation plan is a working document which looks to work in new ways • Information Gov project will support digitalisation of historic documents and reduce storage requirements. • Changes to customer behaviour has resulted in less cash payments and appointments which is likely to continue going forward. • Channel shift group looking at range of operational efficiencies for council processes as well as new ways of providing services. | |
| G2-2 | Delays in mobilisation to new building impacting on services to customers | 2 3 6 | 1 2 2 | 2 3 6 | <ul style="list-style-type: none"> • Current plans allow for six month mobilisation, there would be financial penalties if we exceed the six months • Will look at additional resources and expertise to manage the mobilisation planning and decant of current building. • Delays in procurement & delivery of key furniture can be mitigated by reuse of existing desks and other items if required. • Discussions underway with contractors to support disposal of furniture and mobilisation to new building. • Existing furniture being offered initially to the voluntary sector. | |

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| G2-3 | <p>The Council and its staff are unprepared to move into the New Town Hall</p> <p>There is a lack of succession planning for key staff involved in the New Town Hall Project</p> <p>Managers are unprepared to manage their staff in the changed environment</p> <p>Links to group 4</p> | 3 3 9 | 2 3 6 | 2 3 6 | <ul style="list-style-type: none"> Facilities will ensure that all of the infrastructure including IT is ready for the New Town Hall to be ready for occupation with all statutory permits and insurances in place; Staff and managers will plan and prepare for the new building by visiting the new office accommodation to confirm where they will be located and when they will move; Phased transfer of staff to the new Town Hall so not to disrupt operations; Managers will plan contingency measures if key staff were to leave before the New Town Hall is completed; The transformation programme looks at digital transformation and new ways of working and changing the culture around agreed values and behaviours A staff guide to the New Town Hall has been created. | Ongoing risk |
| G2-4 | Scanning solution isn't ready in time to avoid double handling of scanning for teams. | 3 3 9 | 3 2 6 | 3 3 9 | <ul style="list-style-type: none"> Information Management Board closely monitoring Tender for contract due to close 22 Nov with contract starting in January. Will look to prioritise scanning according to volumes or access requirements. Aligning scanning with the implementation of new folder structure. | |
| G2-5 | Purchase of furniture, fixtures and equipment exceeds budget | 2 4 8 | 2 3 6 | 3 2 6 | <ul style="list-style-type: none"> Furniture tender evaluated with estimated costs within budget. AV tender due to close 22 Nov Both will have options for VE products if required. Additional furniture for the 3rd floor could be achieved within budget. Still further items including glass manifestation etc to be costed. | |

Responsibility – Group 3 – Commercial Space

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|---------|---|---------------|-------------|--------------|--|-------------------------------------|
| G3-1 | Impact of demolition of phase 2 and the public square may discourage occupiers of commercial space over first few years | 3 3 9 | 2 2 4 | 3 3 9 | <ul style="list-style-type: none"> Financial projections are cautious for letting, work will take place with Westrock to minimise the impact A robust communications plan will be put into place | |

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|---------|--|---------------|-------------|--------------|---|---------------------------------------|
| G3-2 | Commercial office space including car park specification/design not attractive to potential occupiers. | 2 4 8 | 1 2 2 | 2 4 8 | <ul style="list-style-type: none"> Design set at required level to attract commercial occupiers Use of consultant architect to provide advice. Market changed due to the pandemic due to more hybrid working. Design cannot be split further than half floors and support External advisors state that the quality of the car park is not material to commercial customers Consultant letting agents who will provide advice appointed in June 2020. Professional advice received from the Commercial Agents will help to decrease the impact of the risk. Regular meetings with Commercial Agents on and changes to the design. Marketing has commenced, stating first new Grade A office space in Town Centre for 7 years. | |
| G3-3 | Letting the top floors commercial office space may be difficult in the new business environment due to: <ul style="list-style-type: none"> An oversupply of available office space in the Borough and with neighbouring Councils The impact of home working on the need for organisations to require new office space to accommodate their staff. <p>This risk could be reduced by the potential for London based organisations to move to Crawley where the costs will be cheaper.</p> | 2 4 8 | 1 1 2 | 2 5 10 | <ul style="list-style-type: none"> Consultant letting agent appointed to market and promote the letting of the office space. Consultant letting agents consider that there is not an oversupply of new, Grade A office space. The ability to let half floors will enable a flexible letting strategy thus marketing the building to those occupiers requiring smaller floor sizes. Looking at expanding the search to a London letting agent as a mitigation. | 19/11/20 Risk G-3 and G-4 amalgamated |

Responsibility – Group 4 – Facilities Management (FM)

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|---------|--|---------------|-------------|--------------|---|-------------------------------------|
| G4-1 | Facilities management services provided do not meet expectation of commercial tenants / building not kept at a level satisfactory to the commercial tenant | 2 5 10 | 1 3 3 | 2 4 8 | <ul style="list-style-type: none"> Work with commercial letting agent to clearly define requirements. Ensure FM provisions are flexible and adaptable to meet various tenants needs Visiting other providers to see how they operate both public and private sector FM Will need to operate two buildings during the mobilisation period. | |

Responsibility – Group 5 – Heat Network

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|---------|--|---------------|-------------|--------------|---|-------------------------------------|
| G5-1 | District Heat Network not being progressed impacts detrimentally on overall scheme | 2 2 4 | 1 2 2 | 1 3 3 | <ul style="list-style-type: none"> See comments in Group 1. | |
| G5-2 | Operational efficiencies DHN costs more to maintain as the O&M contractor does not have the direct relationship with the design and build | | 1 2 2 | 2 4 8 | <ul style="list-style-type: none"> Ongoing meetings with O&M contractor to update on design Robust commissioning schedule to be implemented | |
| G5-3 | <p>Commercial risks</p> <ul style="list-style-type: none"> -DHN performance does not meet design criteria so costs more to run -Completed scheme does not meet HNIP funding requirements - gas prices are high and will impact on the revenue model | | 1 2 2 | 2 4 8 | <ul style="list-style-type: none"> Confirm gas and electricity with LASER / 12 month price Obtain confirmation that final designs meet ERs and funding requirements | |

Responsibility – Group 6 – Benefits Realisation

| Risk ID | Risk Description | Original Risk | Target Risk | Current Risk | Mitigating Actions | Review Date/ Comments 02/12/2021 |
|---------|-------------------------------|---------------|-------------|--------------|---|-------------------------------------|
| G6-1 | Project benefits not realised | 3 2 6 | 3 2 6 | 3 3 9 | <ul style="list-style-type: none"> Monthly monitoring of anticipated project benefits from other groups, to track progress. Monthly E&S Plan updates from Kier and bi-monthly meetings to track progress. | |

Risk Scoring = impact x likelihood (I x L)

| Impact/ Consequence | Likelihood | | | | |
|------------------------|------------|----------|----------|--------|----------------|
| | 1 | 2 | 3 | 4 | 5 |
| | Rare | Unlikely | Possible | Likely | Almost certain |
| 5 Catastrophic | 5 | 10 | 15 | 20 | 25 |
| 4 Major | 4 | 8 | 12 | 16 | 20 |
| 3 Moderate | 3 | 6 | 9 | 12 | 15 |
| 2 Minor | 2 | 4 | 6 | 8 | 10 |
| 1 Negligible | 1 | 2 | 3 | 4 | 5 |
| | | | | | |