

## **1. PURPOSE/BACKGROUND**

The purpose of the project is to collate feedback from businesses, residents and visitors to the borough on the proposed Parking and Enforcement Plan (PEP).

Last year the council consulted on the proposed Parking and Enforcement Plan 2022-27 over a 13 week period between 16 August and 15 November 2021.

The public consultation took place during this period which allowed the public an opportunity to provide their feedback on the draft PEP. An additional three week period from 15 June to 6 July 2022 was also allocated. However, the exercise was limited to feedback about the revised permit prices only. This allowed us to consider all feedback we received on this proposal before making any recommendations.

The PEP also proposed a greater focus on air quality and sustainability.

## **2. REPORT SCOPE**

The scope of the risk analysis report is to calculate and present the cost and schedule contingencies at an appropriate level.

### **2.2 Project scope**

- Carry out a 13-week consultation with Hackney Council residents, business owners and visitors.
- Carry out a 3-week consultation with Hackney Council residents, business owners.

## **3. RISK ANALYSIS RESULTS**

A number of risks were identified throughout the PEP project which took place for a combined total period of 16 weeks.

### **3.1 Risk and issue log**

A log of risks and issues were created and a number of risks and issues were identified throughout the project which were mitigated accordingly. Please see appendix one.

A summary of the main risks identified are as follows:

- Several proposals within the PEP which could be deemed controversial such as emission- based charging, estate permits, and visitor vouchers, and could create buzz in media, social media and interest groups.
- Print schedules delayed due to problems relating to COVID-19 restrictions
- Design schedules delayed due to problems relating to COVID-19 restrictions
- Launching with a letter/leaflet to permit holders that use post instead of booklet/questionnaire may not be seen as enough
- Risk of two-week lockdown around October half-term.
- Risk of physical threat from the public
- Risk of staff or public contracting COVID-19 from face to face event

All the risks mentioned above had an impact on the time taken to complete the project and the cost of the project.

### **3.3 Schedule risk analysis**

Online stakeholder engagement methods were found to have been extremely useful and effective in the face of government restrictions.

Due to the risk of sudden and further changes to government guidelines on social gatherings, It was also decided to make use of online drop-in sessions for nearly all activities regardless of the legal limits on numbers applied to social gatherings having been lifted on 19 July 2021.

An online drop-in session was conducted on 29 June 2022 as part of the additional three week period allocated to stakeholders to give their views on proposed changes to parking permit prices and the emission based charging structure.

## **4. SUMMARY**

Overall, the project was a success and although the lockdown measures posed a threat, neither it nor the other risks and issues identified had an adverse effect on the project.

## APPENDIX 1

### GENERAL RISK LOG

ID	Date raised	Raised by	Area	Risk type	Risk description	Risk owner(s)	Probability of risk	Impact if the risk occurs	Severity (rating based on impact and probability)	Stage of consultation likely to occur	Chosen response	Residual risk (severity after mitigation)	Risk checked by sponsor?
1	01/03/21	ES	Consultation engagement	performance	Technical failure in online engagement sessions	SS/ES	41-60 %	3	Moderate risk	During consultation period	Having 2 hosts that can control the meeting so if one has technical issues the other can take over	Low risk	No
2	01/03/21	ES	Political	schedule	Lead councillor changing the policy in the parking and enforcement plan requiring rewrites of the policy	SS/ES	41-60 %	5	High risk	Pre consultation period	Having contingency within the schedule for review and updates. Making sure that deadlines are made clear and that as much time as possible is given.	High risk	No
3	01/03/21	ES	Consultation engagement	performance	Lack of uptake in the engagement sessions	SS/ES	41-60 %	3	Moderate risk	During consultation period	All communication streams utilised to promote sessions.	Low risk	No

											Consolidating the sessions if uptake is too low. Separate sessions with estate residents and healthcare workers.		
4	01/03/21	ES	External	schedule/performance	Natural disaster/emergency in London - prevents access to the questionnaire	SS/ES	1-20%	5	Moderate risk	Through out	Tolerate risk as it is out of our control. Alternative timelines have been assessed.	Moderate risk	No
5	01/03/21	ES	External	schedule/performance	Pandemic - prevents access to the questionnaire	SS/ES	1-20%	5	Moderate risk	Through out	Tolerate risk as it is out of our control. Alternative timelines have been assessed.	Moderate risk	No
6	01/03/21	ES	Staff	Schedule	Lack of staff due to holidays or illness	SS/ES	41-60%	3	Moderate risk	Through out	Check staff and team members availability in advance of scheduling. Seek resources from other departments if required.	Low risk	No

7	01/03/21	ES	Political/ management	Schedule	Sign off period delaying project progress/ start date	SS/ES	41-60 %	5	High risk	Pre consultation period	Make sponsor and senior management team aware of timelines and give deadlines for review where possible.	High risk	No
8	01/03/21	ES	I.T	Performance	Security - nefarious sources getting access to consultation data	SS/ES	1-20%	5	Moderate risk	Throughout	Tolerate risk as it is out of our control. Usual BAU security is in place.	Moderate risk	No

### ISSUE REGISTER LOG

ID	Date raised	Raised by	Issue description	Issue owner	Describe impact of issue	Response options	Escalated to sponsor Y/N?	Response decision	Timeline of issue to end (date of any updates )	Issue end date and initials
1	01/03/21	SS	Ongoing government restrictions from COVID-19	SS	Restrictions on social gatherings, most shops and public venues closed. Social distancing measures in place. Working from home for the time being. Public engagement sessions should be virtual	Monitor and adapt project to adhere to government restrictions Plan to hold engagement online work from home	Y	Monitor and adapt project to adhere to government restrictions Plan to hold engagement online work from home	05/01/21 - 07/03/21 National lockdown 08/03/21- Stage 1 lifting of restrictions. Schools reopen. You can meet one other person outside	
2	23/04/21	SS	Contingency needs to be	MC	Budget and campaign	Budget and campaign	Y	To update budget and	23/04/21 - MC has made updates	23/04/21 - SS

			increased		brief are not correct. Could lead to shortage if costs overrun	brief needs to be updated with new overall cost including 20% contingency		campaign brief		
3	27/04/21	SS	Consultation start date put back to July	SS/ES	Schedule and plans need to be updated. Engagement sessions will need to be rescheduled. Cabinet needs to be re-booked for permission to consult. Overall project duration will now likely end after the original planned end date of December 2021.	Update all plans and schedules. Make the team aware of change. Get confirmation from the sponsor that they are happy to proceed with the known impacts to the project outcomes due to this change.	Y	To update all project plans with the new consultation dates	28/04/21 - GA has confirmed that we will aim to launch in July 28/04/21 - ES/SS to update all plans by 30/04/21	30/04/21 - SS
4	25/06/21	SS	Consultation start date put back to 16th August 2021.	SS/ES	Schedule and plans need to be updated. Engagement sessions will need to be rescheduled. Overall project duration will now end in spring 2022.	Update all plans and schedules. Make the team aware of change. Get confirmation from the sponsor that they are happy to proceed with the known impacts to the project outcomes due to this change.	Y	To update all project plans and go ahead with the new consultation dates	25/06/21 - GA has confirmed the new consultation launch date of August 16th 2021 25/06/21 - Engagement plans have been updated with the new session dates	16/08/21 - SS

5	08/09/21	SS	Email complaints received from some members of estate groups that were unhappy with the notice and timings of the planned engagement sessions	SS/ES	Complaints could be escalated which could result in a review	Respond to complainants. Offer other engagement options and add additional face to face engagement sessions in the evening.	Y		07/09/21 - Email received through Sara Kulay (head of resident participation and TMOs)	
6	5/11/21	SS	Printed consultation questionnaires and estate inserts have a typo. This has been given to around 200 people. 40 responses have been received back. No issues have been identified by the public.	SS/ES	Possible that the questionnaire answers were unclear to those responding	Communicate to all those that may have received a paper questionnaire (where possible) Remove incorrect documents from the website and replace with corrected ones	Y	Spoke with MJ and impacts on the consultation discussed. It was decided to change the documents on citizen space and use the amended version to send out to any future requesters. The online version of the consultation documents were not affected by this typo and so this is not thought to have a major impact on responses.	5/11/21 - Discussed with MJ 10/11/21 - Response agreed with GA	15/11/21-SS

The end