Committee:	Date:
Culture, Heritage and Libraries Committee	25 November 2015
Subject: Departmental Risk Report – Q1/Q2	**Public**
Report of: Director of Culture, Heritage and Libraries	**For Information**

Summary

- This report has been produced to provide your committee with assurance that risk management procedures in place within the Culture Heritage & Libraries Department are satisfactory and that they meet the requirements of the Corporate Risk Management Framework.

- Departmental risks are reviewed quarterly by the Senior Management Team as part of the on-going management of the department.

- The Culture Heritage & Libraries Department is responsible for five departmental risks which have previously been reported to this committee as part of the main business plan documentation.

Recommendation

- Members are asked to note the contents of the report and the actions taken in the Culture Heritage & Libraries Department to monitor and manage effectively risks arising from our operations.

Main Report

Background

1. The Risk Management Framework of the City of London Corporation requires each Chief Officer to report regularly to Committee the key risks faced in their department. The Audit and Risk Management Committee has requested that such risks should be reported at a Committee level. Summit Group, at its meeting on 23 February 2015, agreed that a risk update report will be presented to "Grand" Committees on a quarterly basis. The report must include any corporate risks and all departmental level risks.

Current Position

2. This report provides an update of the key risks that exist in relation to the operations of the Culture Heritage & Libraries Department. The Department has adopted the Corporate Risk Management Framework for its corporate and

departmental risks. The report also outlines the processes adopted for the on-going review of risk and mitigating actions.

Risk Management Process

3. The Culture Heritage & Libraries' risks are managed through a hierarchy of three levels these are group risks, departmental risks and corporate risks. As part of the business planning process service level risks are considered, reviewed, recorded and significant risks escalated systematically to the Senior Management Team for consideration and inclusion in the Departmental Risk Register.

4. The departmental risks and corporate risks are recorded on the Corporate Risk Management System, Covalent. Service risks are currently being recorded on individual site spread sheets but the department is looking into the transfer of these to Covalent on a phased basis by the end of 2016.

5. Risk owners review the progress of mitigation actions and update the risks that they are responsible for on at least a quarterly basis. The updated register is subsequently presented for review and approval to the Service level Management Team. Risks with high scores are escalated to the next management level (Senior Management Team) in accordance with the Corporate Risk Management Framework.

6. The summary risk register is included in the business plan presented each year to the Culture Heritage & Libraries Committee.

7. Additionally the department's quarterly business plan progress report includes a section outlining new risks or changes to current risks that might have an impact on the department achieving its strategic aims and objectives.

Identification of New Risks

8. Emerging risks are identified through a number of channels:

    i.   Service team meetings
    ii. Directly by the Senior Management Team as part of the departmental review process
    iii. In response to regular reviews of delivery of the departmental business plan objectives and Service Based Review (SBR) income targets.

9. The risk register may be refreshed more frequently in response to emerging issues or changing circumstances.

Changes to the Departmental Risk Register since April 2015

10. No risks have been removed from the departmental risk register since the implementation of this year's business plan.

11. The following risk has been added to the risk register in Quarter 1:

    a) **CHL CVD 001 – City Information Centre temperature control**

This risk identifies the continuing problems with the air conditioning/heating system at the City Information Centre and its detrimental effect on staff and international visitors.

12. Ongoing water leak problems in the Whittington Room on the Lower Ground Floor of the libraries at Guildhall have been addressed by the City Surveyor's Department by the installation of a temporary system to remove any water ingress. This has enabled the reinstatement of the ceiling and continued use of the room with little visible evidence of the water leak. An initial phase of work undertaken by Highways and their contractor did not cure the problem. Further works are due to complete in October 2015 and their success will be monitored. The current temporary solution ensures that the room can continue to be used until the cause of the water ingress has been repaired.

13. The initial teething problems with the public library WiFi system have been resolved. The department continues to work closely with the IT Section of Chamberlain's Department to minimise IT/telephony failures across our services including the library/archive public network.

Summary of Key Risks

14. The Culture Heritage & Libraries Departmental Risk Register includes five AMBER risks which are listed below. The details of these risks are attached at Appendix 1.

Risk Number	Risk Title	Current RAG Status
CHL GL 001	Flooding in lower ground levels high value storage areas at Guildhall Libraries.	AMBER
CHL TBM 001	The effect of terrorism on the tourism business at Tower Bridge and Monument.	AMBER
CHL GAG 001	Partial insurance of collections held within the department's Art Gallery premises.	AMBER
CHL PP 001	Loss of IT at multiple public facing sites across the department.	AMBER
CHL CVD 001	City Information Centre temperature control.	AMBER

Conclusion

15. Members are asked to note the changes to the departmental risk register and the risk management processes within the Culture Heritage & Libraries Department adhere to the requirements of the City Corporation's Risk Management Framework. Risks identified within the operational and strategic responsibilities of the Department are proactively managed.

Consultees

16. The Chamberlain's Department has been consulted in the preparation of this report.

Appendices
Appendix 1 – Summary CHL Departmental Risk Report

Background Papers:
Culture Heritage & Libraries Department's Business Plan, 2015–2018

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