

Committee(s)	Dated:
Hospitality Working Party Policy and Resources	16/03/2016 17/03/2016
Subject: Remembrancer's Office Risk Review	Public
Report of: City Remembrancer	For Information
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Summary

1. This report provides the Hospitality Working Party and the Policy and Resources Committee with an update on the management of risks by the Remembrancer's Office.
2. Risk is reviewed regularly by the departmental Management Team as part of the management of the operations of the Remembrancer's Office. In addition to maintaining flexibility for emerging risks to be raised as they are identified, the risk register is subject to regular in-depth review.
3. The following key risks are managed by the Remembrancer's Office:
 - CR10 – Adverse political developments undermining the effectiveness of the City of London Corporation (Current Risk: **AMBER**)
 - REM PCE 01 – Failure to deliver events in a safe and satisfactory manner (Current Risk: **AMBER**)
 - REM PRE 01 – Failure to generate sufficient income from Guildhall lettings (Current Risk: **GREEN**)
 - REM PCE 02 – Loss of guest information for events (Current Risk: **AMBER**)

Recommendation

4. Members are asked to note the contents of the report and the actions taken to monitor and manage effectively the risks arising from our operations.

Main Report

Background

5. The City's Risk Management Strategy requires each Chief Officer to report their most significant risks to Committee and this report provides an update of the key risks managed by the Remembrancer's Office. A summary departmental risk register for the Remembrancer's Office is attached as the Appendix to this report.

Current Position

6. Risk management is a standing agenda item at the monthly Management Team meetings and is also a part of the Business Planning process. Risk is also considered during team meetings and escalated to the Management Team for further consideration. The Management Team reviews and updates the risk register on a quarterly basis and considers if there are any emerging risks for inclusion in the risk register.

Summary of Key Risks

7. The Remembrancer is the Chief Officer responsible for Corporate Risk 10 (CR10 – Adverse political developments). This is reviewed and reported to the Audit and Risk Management Committee. The current risk rating is Amber.
8. The impact of the risk is mitigated by the activity of the Office in promoting the wider work of the City Corporation in relation to its support for business and professional services and its relevance to many different interests - for example, commercial diplomacy, culture, open spaces, health and education, as well as in looking after its residents. This activity generates widespread support and helps give rise to a positive view of the Corporation. Regular contact is maintained with those who advise on and influence policy both at a national and at a local level, designed to ensure that the City's perspective is understood and acknowledged as early as possible in the policy development process. The Office also provides advice on the City Corporation's approach to important political developments including the EU Referendum and the London Mayoral Election.
9. In addition to CR10, the Remembrancer's Office Risk Register includes three departmental risks:
 - REM PCE 01 – Failure to deliver events in a safe and satisfactory manner (Current Risk: **AMBER**):

Actions to mitigate this risk are robust but require regular monitoring to safeguard against injury or damage to clients, guests and event staff, and to avoid any adverse reputational impact.

Staff have been involved in a number of training exercises including evacuation and invacuation drills and Project Argus, an initiative organised by the CoL Police, to provide advice on what to do should there be an act of terrorism.

A close working relationship exists with the City Surveyor's Health and Safety Adviser who advises on risks associated with events. Issues relating to the effective maintenance of the building and contents, including the kitchens, are referred to the City Surveyor's Facilities Management team and appropriate actions discussed and reviewed with them.
 - REM PRE 01 – Failure to generate sufficient income from Guildhall lettings (Current Risk: **GREEN**):

One of the objectives of the Office is to maintain and increase income from private lettings. Current income projections for 2015/16 have exceeded the

target for the year. The private events team is actively pursuing marketing initiatives. Activities include the production of a new Guildhall brochure, the design of a new Guildhall events web-site, attendance at event marketing trade shows and working with other City venues, in particular the Barbican, to strengthen joint marketing of City Corporation venues. Further initiatives may arise from the recommendations of the service based review on income generation.

Regular liaison takes place with the City Surveyor and the Culture, Heritage and Libraries department to ensure that the repairs and maintenance programme, so far as possible, does not have an adverse impact on the generation of income through private lettings of Guildhall. Work has begun with the City Surveyor on plans to refurbish the West Wing cloakroom and lavatory facilities which will enable increased use of the venue spaces.

- REM PCE 02 – Loss of guest information (AMBER):

The corporate CRM system will lose standard support after July 2016. A properly functioning events management system is essential to the successful organisation of City events and any impairment of the database could have an adverse operational impact and give rise to significant reputational damage. Work is under way to identify a suitable events management system which can be implemented on a temporary basis until a new CRM system is adopted.

Conclusion

10. Members are asked to note the actions taken to manage these corporate and departmental risks in relation to the operations of the Remembrancer's Office and their current status.

Appendix

11. Remembrancer's Office Risk Register Summary.

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