



**CITY REMEMBRANCER'S OFFICE
BUSINESS PLAN 2017-20**

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1 Introduction

1.1 This plan provides further information to support the Remembrancer's Office high level business plan. It identifies how the Office will achieve its aims and in doing so support the Corporate Plan.

1.2 The plan includes as appendices:

Appendix A	A brief overview of the work of the Office
Appendix B	Key achievements during 2016-17
Appendix C	An organisation chart for the Office
Appendix D	The Office's financial information
Appendix E	Risk Register summary

1.3 Our mission is to safeguard the constitutional position of the City of London Corporation and promote the City as the world's leading financial centre. In doing this, the Office supports the City Corporation's three strategic objectives set out in the 2015-2019 Corporate Plan, which are:

- To support and promote the City as the world leader in international finance and business services.
- To provide modern, efficient and high quality local services, including policing, within the Square Mile for workers, residents and visitors.
- To provide valued services, such as education, employment, culture and leisure, to London and the nation.

1.4 Our key challenges for 2017/18 are:

- a) To enhance Parliamentary engagement following the General Election, particularly on matters arising in connection with Brexit across the spectrum of the Corporation's interests.
- b) To respond to the new legislative programme for 2017/18. The team will scrutinise the effects of legislative proposals and respond as appropriate, including reporting to Members. The legislation introduced to implement Brexit will be a particular focus and the team will seek to facilitate debate and, where appropriate, propose amendments.
- c) To engage with Select Committee inquiries, brief for debates on matters of relevance to the City Corporation and liaise with relevant All-Party Parliamentary Groups.
- d) To promote the City of London Corporation (Open Spaces) Bill. The Bill would provide additional powers to enable the City Corporation's open spaces to be managed in a more effective manner and for the City Corporation to take enforcement action against those who commit offences.
- e) To deliver a varied schedule of City events in 2017/18, including State Banquets for visiting Heads of State and the Lord Mayor's Banquet in November. Other events include the annual Parliamentary Terrace reception in the House of Commons; a dinner in conjunction with the Group of 30 meeting in London (a group of senior representatives of leading public and private bodies involved in economic and monetary affairs); the launch of an exhibition to mark the centenary

of the United States entry into the First World War; and a panel discussion to mark the display of the King William Charter display.

- f) To continue to implement the cross-cutting review of the effectiveness of hospitality in order to maximise the strategic value of City hospitality, working with other City Corporation departments including in particular the Economic Development Office, the Communications Office and Mansion House.
- g) To increase income by letting Guildhall to more commercial clients and for more events, so far as consistent with the City Corporation's own use of Guildhall.

2 Aims and performance measures

Our mission	To safeguard the constitutional position of the City of London Corporation and promote the City as the world's leading financial centre.
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Our Ambitions are to:	<ol style="list-style-type: none">1. Safeguard the constitutional position of the City of London Corporation.2. Support the City in continuing to be a leader in financial and professional services and in other areas of national life including state and national occasions, education, culture and charitable-giving.3. Maintain and enhance the City's customs and heritage consistent with the times we live in, for the benefit of London and the nation.4. Ensure that the Guildhall continues to develop as a leading venue for important commercial events.
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What we do:	<ol style="list-style-type: none">1. Promote the City's interests among opinion formers in Parliament and Whitehall and other significant bodies, including the Greater London Authority.2. Act as Parliamentary Agents for the City Corporation and promote the City's private legislation.3. Scrutinise all government legislation to safeguard and promote the City's interests.4. Provide evidence to Parliamentary and GLA committees on matters of concern to the City.5. Deliver events that support the interests of the City and the UK, including the State Visits Programme and the Lord Mayor's Banquet.6. Liaise with the Royal Households and the London Diplomatic Corps.7. Provide a service for the City's elected Members including arrangements for Committee events and Common Hall.8. Generate income from private use of the Guildhall.
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Our top line objectives are to:	<ol style="list-style-type: none">1. Secure the passage through Parliament of City of London Bills.2. Obtain amendments to draft legislation where necessary in the interests of the City and make submissions to Parliamentary committees on all relevant issues.3. Respond to any issues or concerns raised in Parliament or the GLA, whether in debates, committee hearings or during the passage of Bills.4. Engage with Ambassadors and High Commissioners in London to collaborate on matters of common interest and enhance the City's profile with them.5. Deliver the City's programme of events for 2017/18 and develop a programme of events for 2018/19 and future years.6. Optimise income from the use of Guildhall for commercial events so far as consistent with the City Corporation's own use of Guildhall.7. Maximise the effectiveness of Committee events and other City hospitality.
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What we will measure:

- Completion of Parliamentary stages of the City of London Corporation (Open Spaces) Bill
- Number of legislative amendments or undertakings in response to representations.
- Number of references made to evidence submitted to Select Committee inquiries.
- Feedback from internal and external guests at City hosted events and from clients for private events.
- Income generated through hire of Guildhall.
- New business – major commercial clients using Guildhall.
- Service response standard – private event enquiries.

We also measure our performance against the corporate service response standards, including telephone answering and payment of invoices.

3 Resources

- 3.1 The Office has 29 full-time members of staff. An organisation chart is attached at Appendix C. New staff have been recruited, including a new post of Parliamentary Engagement Officer, and to fill vacancies in the events teams. An apprentice post has been created in the private events team.
- 3.2 The Office will continue with its learning and development activity which includes activities such as bi-monthly meetings on a work related topic, 15 minute stand-up sessions when staff give a brief update on their current priorities, and specific learning such as marketing and sales to support income generation, fire evacuation, team development, networking, and report writing.
- 3.3 Full details of the Office's financial resources are set out in Appendix D. The Office is focused on developing new systems to enhance efficiency and will be looking at new venue booking systems in the coming year. It is essential that the planned new City Corporation CRM system is capable of being used for events management purposes.

4 Corporate requirements

- 4.1 The Office participates in a number of corporate requirements including:

Risk Management

- 4.2 The Remembrancer is the risk owner for Corporate Risk 10 (adverse political developments undermining the effectiveness of the City Corporation). The Office itself has three key risks: failure to generate sufficient income from Guildhall lettings, failure to deliver events in a safe and satisfactory manner, and loss of standard support for the CRM database leading to a lack of, or incorrect, guest data. The risks are reported to the Hospitality Working Party and the Policy and Resources Committee. In July this year, the Remembrancer will present the risk register to the Audit and Risk Management Committee as part of the City's procedure to oversee and manage risks.

Health and Safety

- 4.3 The Office's main health and safety risks relate to event management. Procedures are overseen by the City Surveyor's Health and Safety Officer. The client and supplier manual has recently been updated and is sent out to clients hiring Guildhall and their contractors.

Corporate social responsibility

- 4.4 The Office continues its relationship with Fareshare which provides food to more than 1,290 local charities and community organisations across the UK. The Office promotes Fareshare to all caterers on the City's eligible list so that if possible surplus food following an event can be collected and distributed by the charity.
- 4.5 The Office stipulates that, wherever possible, all caterers procure responsibly, supporting local suppliers, using fish from sustainable sources and designing menus to reflect the natural growing or production period in the UK. The Office regularly reviews eligible caterer Corporate Social Responsibility policies and has regard to CSR activity in the caterer tendering process.
- 4.6 The Office actively encourages its staff to engage in the City's volunteering activities.
- 4.7 Work is underway to recruit an apprentice in the first phase of the City's initiative to recruit 100 apprentices in 2017/18.
- 4.8 Working with the Economic Development Office, the Office continues to facilitate a market in Guildhall Yard for a number of Social Enterprise organisations. The aim of this initiative is to raise awareness and generate support for such businesses.

Equalities and Diversity

- 4.9 The Office adheres to the City Corporation's recruitment policy in relation to equalities and diversity. The Office responds to customer needs in relation to catering and access requirements at events wherever possible. Event staff have recently undergone training with the City's Access team and are assessing arrangements for disabled guests at other venues used by the City Corporation for Committee events.

- 4.10 The Office supports events such as Land Aid (a charity that seeks to end UK youth homelessness) and offers reduced rates for hiring Guildhall to charities.

Data Quality

- 4.11 For the financial year 2017/18 I give assurance to Members that my department complies with the corporate Data Quality Policy and Protocol in producing its service and performance data. I confirm that my department has effective systems and procedures in place that produce relevant and reliable information to support management decision-making and to manage performance.

Property Assets

- 4.12 I confirm that the Remembrancer's Office is utilising its assets efficiently and effectively and that I have considered current and future requirements for service provision. Any assets that have been identified as surplus to the Office's requirements have been or will be reported as required to the Corporate Asset Sub-Committee and the schedule of occupied areas will be annually reviewed to ensure that the use of assets by the Remembrancer's Office continues to be challenged appropriately.

Signed:



Paul Double
City Remembrancer

Date: 25 April 2017

Remembrancer's Office Business Plan 2017/20: Key Deliverables

Deliverable:	To represent City Corporation interests in respect of the legislative programme as announced in the Queen's Speech and enhance Parliamentary engagement, in particular in respect of matters arising in connection with Brexit.			
Priority and rationale	To protect the City Corporation's interests in Parliament and elsewhere, in respect of its local authority and private functions and the promotion of financial and professional services in the City, and its provision of services to London and the nation.			
Actions / Milestones	Target Date	Measure of Success	Responsibility	Resources
Analyse the Government's legislative programme following the General Election, and assess the impact of the proposals on the City Corporation.	Within a week of publication of the programme.	Briefings produced and distributed.	Parliamentary team	
Enhance Parliamentary engagement in respect of newly-elected and existing MPs in particular on matters relating to Brexit.	On-going.	Opportunities for engagement with newly elected MPs identified and pursued. General engagement programme arranged.	Parliamentary team	
Engage with relevant Select Committees and All-Party Parliamentary Groups and produce analysis and briefings of Parliamentary business. Distribute these briefings to Members, Officers and those in the City's wider constituency.	Within a week of Parliamentary debates.	Briefing notes circulated.	Parliamentary team	
Provide advice as required on proposed Brexit related legislation and Parliamentary procedures.	Within a day of request for advice	Advice provided on matters of concern.	Parliamentary team	
Work closely with the Mayor of London's Office and GLA and make submissions to and provide briefings for Committees at City Hall on relevant issues.	On-going.	City's interests represented.	Parliamentary team	
Passage of the City of London Corporation (Open Spaces) Bill through Parliament.	On-going.	Progression through Parliamentary stages of both Houses.	Parliamentary team	
Assess Government, Law Commission, Parliamentary and other consultations and provide a response in line with City's interests.	On-going.	City's interests represented.	Parliamentary team	

Deliverable		To Implement the 'effectiveness of hospitality' cross-cutting review relating to strategic objectives and compilation of guest lists to meet them.		
Priority and rationale		To provide a co-ordinated and cost-effective approach to events-related hospitality across the organisation.		
Actions / Milestones	Target Date	Measure of Success	Responsibility	Resources
Identify a programme of events for future years reflecting the purposes of City hospitality.	On-going.	Event proposals submitted for hospitality approval as required.	Remembrancer	MH, EDO, Com, Town Clerk's
Consider and make recommendations in respect of the guest selection process, taking account of the objectives of each event and the importance of diversity.	30.9.17	Proposals submitted to the City Events Management Group, reported to HWP and the General Purposes Committee of Aldermen, and agreed conclusions implemented.	Remembrancer	MH, EDO, Com, Town Clerk's
Consider and make recommendations in respect of the event evaluation process, taking account of the objectives of each event.	30.9.17	Proposals submitted to the City Events Management Group, reported to HWP and the General Purposes Committee of Aldermen, and agreed conclusions implemented.	Remembrancer	MH, EDO, Com, Town Clerk's
Work with Committee Chairmen to enhance the strategic value of Committee dinners and other hospitality.	Date of each Committee dinner.	Committee dinners organised most effectively to achieve objectives, as assessed by evaluation process.	Remembrancer	Service departments.

Deliverable	To increase income generation from private use of Guildhall consistent with the Corporation's own use of Guildhall.			
Priority and rationale	To contribute to the implementation of the cross-cutting income generation review.			
Actions / Milestones	Target Date	Measure of Success	Responsibility	Resources
Research and implement new ways of promoting Guildhall including through innovative marketing at trade fairs and supplier showcases, use of social media and participation in trade organisations.	Continuously to 31.3.18	The income generated by each project exceeds its cost and represents value for money. The maximum additional income that can be generated by these initiatives is obtained.	Private events team	
Undertake and implement a review of companies eligible to provide catering services at Guildhall.	1.1.18	A list of eligible caterers is compiled following an efficient and fair process, is approved and implemented.	Private events team	
Work with the IS division to deliver a high quality WIFI service to clients using Guildhall.	1.6.17	That the WIFI service meets clients' needs including for large scale events and is recognised by clients as first class.	Private events team	IS
Work with City Surveyor's FM team to ensure that the FM team is fully aware of cleaning, maintenance and repairs requirements for the Guildhall function areas.	Continuously to 31.3.18	Production of a cleaning and maintenance schedule that provides a high standard of repair for Guildhall function areas with minimal disruption to events.	Private events team	City Surveyor's
Provide detailed requirements for the project to refurbish the West Wing Cloakrooms and monitor progress of project.	Project deadlines.	West Wing Cloakrooms Project is managed efficiently and results in additional required cloakroom and lavatory facilities, enabling more events to be held simultaneously at Guildhall and the venue to be used more flexibly.	Private events team	City Surveyor's

The Remembrancer's Office

The Office was created in 1570. In its early years it was closely allied to the Monarch and the Court, and this is reflected in some of its functions today. These range from diplomatic and protocol advice and liaison with the London Diplomatic Corps to responsibility for the City element of State Visits and other major events. The Remembrancer is one of the City's four Law Officers and the Office is responsible for the maintenance and protection of the City's constitution.

The Office acts as a channel of communication between Parliament and the City. In the contemporary context, this means day to day examination of Parliamentary business and contact with Westminster, including examination of and briefing on proposed legislation and amendments to it, regular liaison with the Select Committees of both Houses and contact with officials in Government departments dealing with Parliamentary Bills. Liaison is also maintained with the City Office in Brussels on proposed EU laws before they receive Parliamentary consideration in the UK. The Remembrancer is the City's Parliamentary Agent and the Parliamentary Agent for the Honourable the Irish Society.

The work of the Mayor and London Assembly, and the GLA's associated bodies are monitored and briefing provided on matters of relevance to the City.

Events and hospitality organised on behalf of the City Corporation, and the Lord Mayor's Banquet, are run through the Office. In addition to City Corporation use, the Guildhall is made available on a permissive basis for external events. These are arranged through the Office in addition to City Corporation events and hospitality. There are nearly 500 events each year for leading British and international companies and institutions ranging from dinners and graduations to concerts, lunches and receptions. The Office has responsibility for a variety of domestic ceremonial events such as the Silent Ceremony, Common Hall and Church Services, and the organisation of functions and dinners hosted by Chairmen of Committees. Additional responsibilities include servicing the suite of Committee Rooms and Member areas and the maintenance and safe-keeping of gowns, maces and chains.

Achievements during 2016/17

Parliamentary

1. The 2016/17 Parliamentary session was dominated by the EU Referendum and its outcome. In the pre-referendum period, the Parliamentary Team scrutinised the arguments put forward on both sides and, since the Referendum result, has briefed on the extensive scrutiny of European matters across both Houses of Parliament and the GLA. This has included over a dozen select committee inquiries. The European Union (Notification of Withdrawal) Bill was passed onto the Statute Book in time for the Government to trigger Article 50 ahead of their self-imposed deadline of the end of March. The timing should mean that the UK is no longer a Member state of the EU by the next elections to the European Parliament in 2019.
2. In addition to providing analysis on the European Union (Notification of Withdrawal) Bill, the Remembrancer's Office's legislative activity over the previous 12 months has included:
 - a. Analysing and reporting on the Local Government Finance Bill and associated issues with respect to London devolution, including working on responses to related Government consultations;
 - b. Briefing MPs, Peers and policy-makers on the Digital Economy Bill which is closely linked to the City's own work on digital connectivity;
 - c. Reporting on the Policing and Crime Bill;
 - d. Responding to the Higher Education and Research Bill, through discussions with officials and the tabling of an amendment in the House of Lords, to ensure that the special governance arrangements of the Guildhall School of Music & Drama are not disturbed;
 - e. Reporting on the Neighbourhood Planning Bill;
 - f. Making representations on the draft Homeless Reduction Bill, and reporting on the Bill as introduced;
 - g. Reporting on the outcome of the Housing and Planning Act and continuing to liaise with officials about the application of measures with respect to public sector land and self-build housing;
 - h. Reporting on the outcome of the Trade Union Act so far as concerned union subscriptions in the public sector;
 - i. Working with Livery Companies on provisions in the Technical and Further Education Bill which might affect the provision of technical education by companies, liaising with officials and reporting to the Livery Skills Committee.
3. The Office has continued to steer the City of London Corporation (Open Spaces) Bill through Parliament. Two petitions, concerning relatively narrow issues, necessitated hearings before the Court of Examiners and an Opposed Bill Committee. The Office has continued to advise the Open Spaces Department on matters of political interest in order to secure the best possible climate for the smooth progression of the Bill.
4. At Westminster, evidence has been submitted to a number of select committee inquiries including:
 - a. the Home Affairs Select Committee's inquiries into the future of policing and into immigration;
 - b. a Transport Select Committee inquiry into the Maritime Growth Study;
 - c. a Business, Innovation and Skills Committee inquiry into the views of business on the EU referendum;
 - d. a Lords Committee conducting a post-legislative review of the Licensing Act 2003;
 - e. Culture, Media and Sport Select Committee inquiries into regional cultural activity, and the impact of Brexit on the creative industries;
 - f. an Education Select Committee inquiry into the impact of Brexit on Higher Education;
 - g. a Lords Economic Affairs Committee inquiry into the impact of Brexit on the Labour Market;

- h. a Work and Pensions Select Committee inquiry into employment opportunities for Young People; and
 - i. Communities and Local Government Committee inquiries into local parks, and into the local plan-making process.
- 5. In liaison with the Corporate Affairs team, and working closely with Departments across the Corporation, the Office has maintained an active programme of engagement with MPs and peers through briefings on matters of interest to the City, including education, air quality, Commonwealth Trade, intellectual property crime, arts funding, support for the creative arts, corporate social responsibility, housing supply, importance of aviation, and social enterprise.
- 6. The Office has facilitated contact with Whitehall on policy matters other than those related to current Bills. Examples include the business rates revaluation and a relaxation of the approach to granting listed status to modern buildings.
- 7. The Office has led the Corporation's work in response to the review of parliamentary constituency boundaries, including the compilation of a detailed submission in support of the constituency link with Westminster.
- 8. Since the Mayoral elections in May 2016, the Office has briefed officers and Members of the London Assembly on matters of interest to the City, including on air quality, Brexit, affordable office space, regional visas, and the City's proposals for Bank Junction. Evidence has been submitted to several Mayoral and Committee consultations, including:
 - a. The Mayor's cross-subject 'City for all Londoners' consultation;
 - b. Two inquiries into air quality;
 - c. An inquiry into Green Spaces and Public Parks;
 - d. The Economy Committee regarding regional visas;
 - e. The GLA's Brexit Working Group, including facilitating a witness to the inquiry.
- 9. The Office also arranged for a site visit of the Regeneration Committee as part of its inquiry into broadband provision and led the drafting of the City Corporation's response to the reconvened London Finance Commission which explored options for fiscal devolution to London.
- 10. A long running project to reinstate funding from the City Bridge Trust for the City of London Police reached a successful conclusion this year. The funding is a requirement of the legislation that provided for some of the City's Bridges to be built but which lapsed some 10 years ago.
- 11. The Parliamentary team continued to produce background briefings for Members ahead of significant Corporation events.
- 12. In the past year, two new members of staff have joined the Team; one is a new role and the other filled a vacancy. Both have integrated well with the Team and are making a strong contribution to the Corporation's parliamentary affairs function.

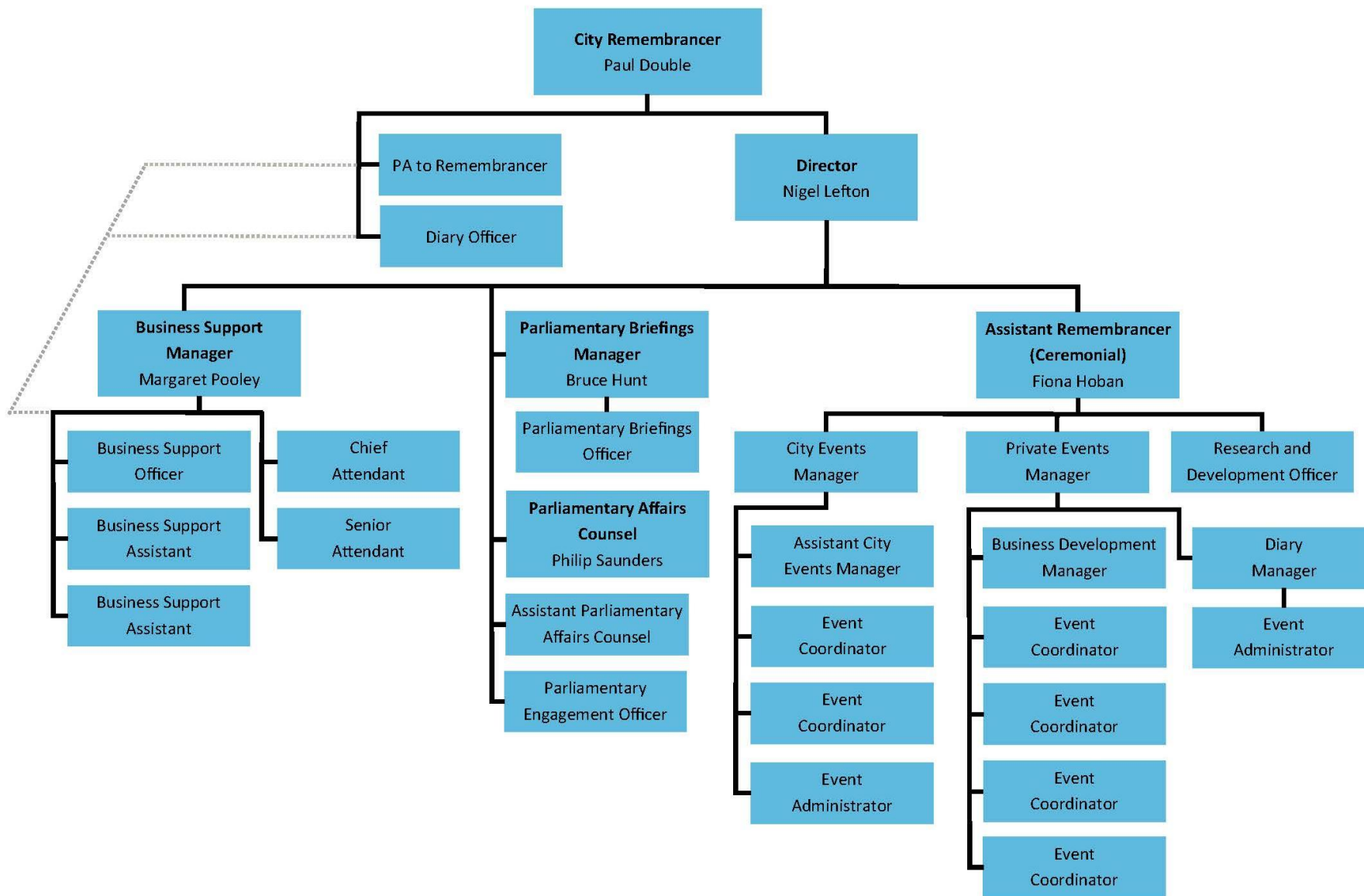
City events

- 13. The City Events team supported key elements of the Civic and Mayoral programme, in particular, the Lord Mayor's Banquet and associated events. The team facilitated a State Banquet for the President of Colombia in November 2016.
- 14. The team arranged receptions and other high profile events throughout the year. These have included the Honorary Freedom to Professor Stephen Hawking in recognition of his contribution to theoretical physics and cosmology; a keynote speech by the Irish Finance Minister; a dinner for the Financial Markets Law Committee; and a lecture and reception to mark the Great Fire of London anniversary.

15. The Office has furthered the City's links with the Commonwealth through events such as the Commonwealth Speakers Dinner, the High Commissioners' Banquet and the annual celebration of Commonwealth Day. Support for the armed forces has continued through events including the Household Cavalry 350th Anniversary Parade and reception, the 75th anniversary of the Air Cadets, the annual Armed Forces Flag Day, and the Band concerts in Guildhall Yard.
16. Other events have included a reception for the London Road Safety Council, a dinner to mark the retirement of the Bishop of London, the Rt Rev and Rt Hon Dr Richard Chartres, and the annual United Gilds and Remembrance Sunday services.

Private Events

17. For the year ending 31 March 2017, income from private lettings of Guildhall is estimated to total £2,347,173, a 22% increase from 2015/16. 506 events took place in 2016/17 compared to 480 in 2015/16. While repeat business continues to be strong, the 2016/17 target of securing 10 new commercial clients was more than doubled. The 24 new clients included Chanel, Silverstone Circuits Ltd, British Asian Trust, Story Events and Bacchus. The Private Events team seeks opportunities for maximising usage and income while continuing to support the City's other key policy priorities.
18. The Private Events team, working with the City Surveyor's Guildhall Manager, has monitored the new corporate cleaning contract in relation to Guildhall's event spaces. The team have also identified, and made suggestions for, improvements to ensure the venue is properly maintained. In addition, new projects to ensure Guildhall remains competitive with rival venues, have also been identified including the refurbishment of the West Wing Cloakrooms, enhanced lighting and a new PA system.
19. A new WIFI service has been installed in the venue areas but further enhancements to meet the needs of commercial clients and to ensure that the Guildhall remains an attractive venue are required.
20. Marketing initiatives have generated significant additional business. The new Guildhall website was launched in November 2016. Feedback has been positive and there is an increase in enquiries via the new web-site.
21. Client feedback continues to be positive. Follow-up procedures have been systematised and information received is carefully scrutinised to ensure improvements are made as needed.
22. The Office's event diary system Artifax was upgraded last year. Although the system is more accessible, e.g. off-site at tradeshows, further enhancements are required. The team are currently seeking an alternative and continue to review other on-line event diary systems.
23. Following the charging review agreed in November 2016, charges for hiring Guildhall have been set for the next three years. The introduction of fixed charges has been welcomed by clients.
24. The regular catering tender process started in Spring this year. The team have received over 40 tenders from caterers applying to join the Guildhall's eligible list of caterers. The review will be completed in summer 2017 and the new list will be effective from 1 January 2018.



Remembrancer's Office Financial Information

	2015/16	2016/17	2016/17	2016/17 Forecast		2017/18	
	Actual	Original Budget	Revised Budget	Outturn (latest)		Original Budget	
	£000	£000	£000	£000	%	£000	
Employees	1,656	1,768	1,833	1,881	103	1,905	1
Premises	(4)	0	0	0	0	0	
Transport	39	46	46	44	96	44	
Supplies & Services	265	241	271	222	82	282	2
Total Expenditure	1,956	2,055	2,150	2,147	99	2,231	
Total Income	(1,737)	(1,370)	(1,370)	(2,168)	158	(1,465)	
Total Local Risk	219	685	780	(21)	103	766	
Central Risk	972	1,099	1,097	860	78	1,097	3
Total Local and Central	1,191	1,784	1,877	839	45	1,863	
Recharges	4,500	4,558	4,196	4,945	118	4,926	
Total Net Expenditure	5,691	6,342	6,073	5,784	95	6,789	

Notes on Financial Information:

1. Employee costs for 2017/18 have increased as a result of the appointment of a parliamentary engagement officer to assist with the City's monitoring of Brexit, and increased security costs.
2. Supplies and Services includes corporate hospitality (delegated authority budget).
3. Central Risk includes corporate hospitality budget and some income generated from Guildhall lettings. Figures compiled from budgets included within Guildhall Admin and Policy and Resources Committee estimates.

REM Detailed risk register

Report Author: Margaret Pooley

Generated on: 30 March 2017

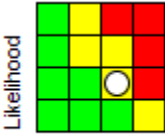
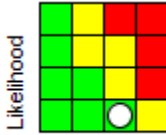



Rows are sorted by Risk Score

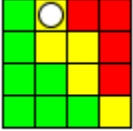
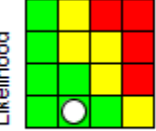

Code & Title: CR Corporate Risk Register 1 REM PCE Protocol & City Events 2 REM PRE Private Events 1

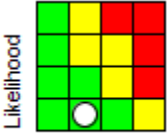
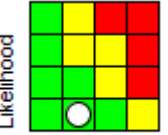

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
CR10 Adverse Political Developments 22-Sep-2014 Paul Double	<p>Cause: Financial services issues that make the City Corporation vulnerable to political criticism; local government devolution proposals that call into question the justification for the separate administration of the Square Mile; overarching political hostility.</p> <p>Event: Functions of City Corporation and boundaries of the City adversely affected.</p> <p>Impact: Damage to the City's reputation as a place to do business. The City of London Corporation could be compromised if the City's position as a world leading business and professional services centre were undermined.</p>	<p>Likelihood</p> <p>Impact</p>	8	<p>There has been close engagement with those responsible for formulating proposals to enable the devolution of responsibilities while safeguarding the City. Constant attention is given to the form of legislation affecting the City. Making known the work of the City Corporation among opinion formers, particularly in Parliament and Central Government, is necessary so that the City Corporation is seen to remain relevant and "doing a good job" for London and the nation and this is seen to be an objective assessment. The Office also provides advice on the City Corporation's approach to important political developments, in particular, the outcome of the decision to leave the EU, and the general parliamentary mood.</p> <p>25 April 2017</p>	<p>Likelihood</p> <p>Impact</p>	8	31-Dec-2017	↔ No change

Action no, Title,	Description	Latest Note	Managed By	Latest Note Date	Due Date
CR10a monitoring legislation	Monitoring of Government legislation and proposed regulatory changes.	Relevant Bills in the Government's legislative programme will be identified and City Corporation departments alerted to issues of potential significance as the measures are introduced in the new Session. Action taken through negotiation with departmental officials or amendments tabled in Parliament as required. The legislative consequences of Britain leaving the EU as they may affect the Corporation and the City more generally as an international financial centre are a particular focus.	Paul Double	25-April-2017	31-Dec-2017
CR10b Provision of information	Provision of information to Parliament and Government on issues of importance to the City.	Briefing provided for parliamentary debates including on air quality, immigration, housing, planning, the creative industry, trade and investment, apprenticeships, economic crime, Fintech and broadband.	Paul Double	25-April-2017	31-Dec-2017
CR10c Stakeholder engagement	Engagement with key opinion informers in Parliament and elsewhere. Programme of work to monitor and respond to issues affecting the reputation of the City Corporation.	Liaison with the City's MP and other MPs, Peers and Select Committee of both Houses on matters of importance to the City, including increased engagement on Brexit-related issues. Working with other organisations, including the Financial Markets Law Committee, to analyse the legal framework following exit from the EU. Continuing engagement on devolution in London and liaison with London Councils and Central London Forward on the application of devolution to the London boroughs and the City, either directly from Central Government or the Mayor.	Paul Double	17-Mar-2017	31-Dec-2017

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
REM PCE 001 Safe event management 06-Mar-2015 Paul Double	<p>Cause: Inadequate processes or lack of staff knowledge and training.</p> <p>Event: Failure to follow established security and other guidelines or to provide adequate catering or other facilities resulting in a breach of security, power failure or food poisoning outbreak.</p> <p>Impact: Events are not delivered in a safe and satisfactory manner resulting in injury or illness caused to guests or staff. Financial and reputational loss.</p>	 <p>Likelihood</p> <p>Impact</p>	8	Procedures and training programmes are in place. 30 March 2017	 <p>Likelihood</p> <p>Impact</p>	4	31-Mar-2018	 No change

Action no, Title,	Description	Latest Note	Managed By	Latest Note Date	Due Date
REM PCE H&S 001B Staff training	Implement agreed staff and contractor training programme.	Training completed.	Gillian Gutteridge	30-Mar-2017	31-Mar-2018
REM PCE H&S 001C Evacuation and other emergency procedures.	Review and revise existing procedures on an annual basis. Document and implement new procedures as necessary.	A fire safety manual has been produced by the City Surveyor's Health and Safety Officer which will be reviewed by the Remembrancer's Office.	Gillian Gutteridge	30-Mar-2017	31-Mar-2018
REM PCE H&S 001D Cleaning and maintenance	Maintenance and cleaning schedules agreed with City Surveyor's Guildhall Manager including a monthly walkaround to inspect the lettable areas.	New processes are in place and are being monitored.	Gillian Gutteridge	30-Mar-2017	31-Mar-2018

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
REM PCE 003 Lack of guest data 30-Mar-2017 Nigel Lefton	Cause: City Corporation database (CRM) without adequate support. Event: Loss of guest information and reduced ability to keep information properly updated. Impact: Adverse impact on operational efficiency and consequential reputational damage.	 Likelihood Impact	8	IT department have proposed a process to identify a new system to replace the current CRM. 25 April 2017	 Likelihood Impact	2	31-Mar-2018	 No change

Risk no, Title, Creation date, Owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
REM PRE 001 Income generation 07-Apr-2015 Nigel Lefton	Cause: Reduced demand for Guildhall for private events Event: Fewer commercial bookings Impact: The income target for the department is not met, resulting in compensatory savings elsewhere in the organisation.	 Likelihood	2	Income has exceeded the target for 2016/17. A review of the current charges will take place at the end of 2017. 25 April 2017	 Likelihood	2	31-Dec-2017	 No change

Action no, Title,	Description	Latest Note	Managed By	Latest Note Date	Due Date
PRE 001 Working with Barbican Centre to promote both venues	Cross-referral of bookings and regular liaison with Barbican Centre.	The team continues to meet with Barbican staff regularly to exchange information and promote joint marketing. Cross referral of enquiries continues.	Gillian Gutteridge	25-April-2016	31-Mar-2018
PRE 001a Joint working with other departments	Continue to work with the City Venues Group to share best practice.	The City Venues Group meet regularly to share information and best practice.	Gillian Gutteridge	12-Dec-2016	31-Mar-2018
PRE 001b General marketing initiatives	To develop a number of marketing initiatives to promote the Guildhall as a venue to hire.	Initiatives include attendance at trade shows and showcases (promoting Guildhall to a number of potential new clients). The Guildhall's web-site has been refreshed and is now live. Use of Social Media to promote Guildhall has increased significantly	Gillian Gutteridge	25-April-2017	31-Mar-2018