Corporate risks - detailed report EXCLUDING COMPLETED ACTIONS

Report Author: Paul Dudley **Generated on:** 14 September 2018



Rows are sorted by Risk Score

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating &	Score	Risk Update and date of update	Target Risk Rating & S	Score	Target Date	Current Risk score change indicator
CR24 Operational Security	Cause: Inadequate, poorly maintained or time expired security infrastructure; lack of security culture within the organisation; poor training or organisation of staff; insufficient staff. Event: Security of an operational property is breached. Effect: Unauthorised access to building by criminals/protestors/terrorists; disruption of business/ high profile events; reputational damage; injury or potential loss of life amongst staff or members of the general public		24	The Security Board is now mature and in place with all works teams beneath now in place. Public Realm, People Board, Cross Cutting and Security Advisory Board. Good strategic and tactical grip now with Police and key stakeholders. HVM work now started at Barbican and St Pauls in phase one of mitigation to the public from a vehicle borne Terrorist attack. There is phased works in place for the rest of this calendar year. The Corporation threat and risk mitigation plan is being adopted by others.	Likelihood	16	30-Apr- 2019	

			Corporation Estate, ASF and BBM starts next month.		
]	HVM at Guildhall is aspired to be in place pre Lord Mayors Show this year.		
07-Jun-2017		; ((A new post has been created by City Surveyor Head of Security for Guildhall Complex, this is to provide grip and consistency across the complex and then support across the Estate This post has now been filled 03 Aug 2018		Constant
Peter Lisley					

Action no	Description	Latest Note		Latest Note Date	Due Date
CR24a	Deliver a programme of security infrastructure enhancements			21-Aug- 2018	30-Apr- 2019
CR24b			Carolyn Dwyer; Paul Wilkinson	21-Aug- 2018	30-Apr- 2019
CR24c	Threat and risk mitigation plan.	The Corporation threat and risk mitigation plan is being adopted by Corporation departments.		21-Aug- 2018	30-Apr- 2019
CR24d	Completing the cross-cutting security projects to protect Corporation infrastructure.	Anti-shatter film and Bomb Blast Mitigation start in August 2018.		21-Aug- 2018	30-Mar- 2019

CR24e	Protecting Guildhall for major events by installing HVM.	HVM at Guildhall is aspired to be in place pre Lord Mayors Show this year.			01-Nov- 2018
			Paul Wilkinson	2018	2018

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating &	z Score	Risk Update and date of update	Target Risk Rating & S	Score	Target Date	Current Risk score change indicator
CR16 Information Security 22-Sep-2014 Peter Kane	Cause: Breach of IT Systems resulting in unauthorised access to data by internal or external sources. Officer/ Member mishandling of information. Event: Cybersecurity attack - unauthorised access to COL IT systems. Loss or mishandling of personal or commercial information. Effect: Failure of all or part of the IT Infrastructure, with associated business systems failures. Harm to individuals, a breach of legislation such as the Data Protection Act 1988. Incur a monetary penalty of up to £500,000. Compliance enforcement action. Corruption of data. Reputational damage to Corporation as effective body.	Impact		This risk will be mitigated from the implementation of projects under the scope of an IT Security Programme. Due to some data breaches the IT Sub-Committee determined that this risk should remain at red until the next Committee meeting in November 2018 20 Aug 2018	Likelihood	8	31-Dec- 2018	Constant

Action no	Description	Latest Note		Latest Note Date	Due Date
CR16j	GDPR Data Breaches lessons learned being reviewed by the IT Security team, with mitigations agreed and implemented to reduce the likelihood of similar data breaches in the future. To be reported to the IT Sub-Committee November 2018 meeting	Lessons learned and mitigations still be completed and implemented.	Gary Brailsford- Hart	1	30-Nov- 2018

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CR21 Air Quality	Cause: Small particulate pollution has chronic health impacts from long term exposure at very low concentrations and is in evidence within the City and central London. There is also a health impact associated with long term and short term exposure to nitrogen	Likelihood		Risk unchanged. levels of air pollution are reducing in the City but still some way to go before concentrations meet health based targets	Likelihood	6	31-Dec- 2020	•
07-Oct-2015 Jon Averns	dioxide. Event: Under certain atmospheric conditions there is a higher probability of poor air quality within the City and it is more likely that residents, workers and visitors would suffer the acute consequences. Effect: The consequences both acute and chronic may include: An increase in hospital referrals placed upon both emergency services and the NHS for those already suffering from respiratory or cardiovascular conditions (it may also place a strain on City social services). An increase in deaths, particularly of those already suffering from respiratory or cardiovascular conditions (both residents and workers). Economic costs such as acting as a deterrent of businesses coming to London or staying and financial penalties for non-compliance with air quality limits. Persistent poor air quality may affect the longer term health of the City population. Persistent poor air quality may attract adverse media coverage making the City seem a less attractive place to live and work.	Impact		04 Sep 2018	Impact			Constant

Action no	Description	Latest Note		Latest Note Date	Due Date
CR21 001e	Develop and implement a plan for reducing the impact of diesel vehicles on air pollution in the Square Mile. This is to complement the work being undertaken by the Mayor of London to reduce air pollution in the central zone through the implementation of the Ultra Low Emission Zone.		Jon Averns		31-Dec- 2019

CR21 001f	Investigate options to reduce emissions from combustion plant in the City using local legislation.	Local legislation will be utilised to investigate options for the reduction of emissions from combustion plant in the City.	Jon Averns	I	31-Dec- 2018
CR21 001g	Renew the City of London Air Quality Strategy	Officers are to renew the City of London Air Quality Strategy by March 2019'	Jon Averns		29-Mar- 2019
CR21 001h	Update the City Air Quality Supplementary Planning Document in line with the London Plan.	The City Air Quality Supplementary Planning Document is being updated in line with the London Plan.	Jon Averns	I	28-Dec- 2018
CR21 001i	Pilot an ultra-low emission street in the City of London.	Officer are planning to pilot an ultra-low emission street within the City of London.	Jon Averns	I	31-Dec- 2019

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CR23 Police Funding	Cause: Reduction in government funding and growing demand in Policing services leading to pressures for the City Fund -Police. Event: Reduction in government funding. Failure to deliver VfM savings. Budget deficit forecast for next 5 years requiring action to balance the budget Effect: Potential impact on security and safety in the City as need to make savings, prioritise activity, review funding City of London Police will be unable to maintain a balanced budget and current service levels as reflected in their Medium Term Financial Plan.	Impact 16	The current financial outlook is more challenging for the City of London Police than previously anticipated. The 2017/18 year-end "underspend" of £3.5m was not actually an underspend, but rather a committed amount not yet spent. This means that the reserve balance of £7m will reduce to £3.5m, leaving a larger financial deficit than had previously been forecast for 2019/20. The focus for CoLP and CoLC is both on identifying the steps needed to close the future funding gap and on strengthening the financial management capability and oversight. Despite savings target of £1.2m in 2018/19, the current medium term financial plan shows an ongoing gap of £4-5m per annum. This has not yet been resolved and the risk has become an issue. The Transformation Programme is expected to reduce the financial gap, but few further savings have been identified to date leaving what is likely to be a significant shortfall in the 2019/20 budget. Further pressure on CT grant funded posts and allocation of grant from Government in 2018/19 may add pressure to the MTFP.	Impact	31-Mar- 2019	

	The Commissioner i on the position with 6 Funding to Septembe Committee.	CoLP Police	
	A CoLP Commercial Strategy is being dev will generate further to contribute to bridg	eloped which modest income	
21-Nov-2016	14 Sep 2018		Constant
Ian Dyson; Peter Kane			

Action no	Description	Latest Note	Action owner	Latest Note Date	Due Date
CR23a	Deliver the savings programme for currently identified savings in 2018/19.	COLP has a plan in place to deliver on £1.2m savings for 2018/19 and continues to explore opportunities for continual improvement, both internally and through wider collaboration with the City Corporation. The details of the planned savings were reported to Efficiency and Performance Sub Committee in March. Further work is being done to explore the profile of the achievement of the savings and quantify to extent of ongoing savings in future years.		03-Sep- 2018	31-Mar- 2019
CR23b	Medium Term Financial Plan	The assumptions in the Medium Term Financial Plan were revisited in July, but a broader piece of work has begun initiated by Chamberlains and Police. The broader piece of work will be informed by early outputs from the costing of services from the Transformation Board as it builds the new operating model. We will also be reviewing in detail the income assumptions, especially around the Economic Crime Academy and the Domestic/International Training agenda. We expect to report back in the autumn in time for 2019/20 budget setting.		21-Aug- 2018	31-Mar- 2019
CR23c	A Transformation Programme is underway to develop a revised Target Operating Model for CoLP to deliver greater effectiveness and financial stability. The Programme comprises eight work strands.	The Deloitte short term recommendations or 'quick wins' have been realised and are funding the core transformation project team. City of London Police 'As is' Services listed/catalogued to identify duplication Prioritisation of key areas for Design efficiency Community Policing Financial Investigation Performance + Data Management Resolution Centre linked to Demand Reduction + Management	Jane Gyford	14-Sep- 2018	31-Mar- 2019

		 Protective Security Immediate savings Transform savings contributions towards £1.2m identified so far. 			
CR23d	periods		Caroline Al-Beyerty	23-Aug- 2018	31-Mar- 2019

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CR01 Resilience Risk 20-Mar-2015 John Barradell	Cause - Lack of appropriate planning, leadership and coordination Event - Emergency situation related to terrorism or other serious event/major incident is not managed effectively Effect - Major disruption to City business, failure to support the community, assist in business recovery. Reputational damage to the City as a place to do business.	Impact		IT are still undergoing work to relocate servers from GJR to another location. Network upgrade work and upgrading bandwidth is progressing across the corporation. Once this has been complete we will be able to carry our resilience tests. This is currently with IT services Matt Gosden. Progress is continuing with a list of critical software applications that the IT team are looking to benchmark against RTO as well as migrating telephony systems and other IT systems 03 Sep 2018	Impact	12	31-Dec- 2018	Constant

Action no	Description	Latest Note	Action owner	Latest Note Date	Due Date
CR01D	Working with the IS division, remove potential single points of failure from business continuity processes.	IT are still undergoing work to re-locate servers from GJR to another location. Network upgrade work and upgrading bandwidth is progressing across the corporation. Once this has been complete we will be able to carry our resilience tests. This is currently with IT services Matt Gosden. Progress is continuing with a list of critical software applications that the IT team are looking to benchmark against RTO as well as migrating telephony systems and other IT systems	Gary Locker	03-Sep- 2018	31-Oct- 2018
CR01H	To provide a larger Capability of Chief Officers & Senior Managers to strategically & tactically lead during a Major Incident impacting the City		Gary Locker	03-Sep- 2018	31-Oct- 2018
		Further delivery of training at Gold and Silver, Tactical level Planned for delivery October 2018			
CR01L	Assurance process with Cabinet Office College	8	Gary Locker	03-Sep- 2018	31-Oct- 2018

	Provide refresher and initial training for Col staff, this training intended to increase knowledge to ensure BC plans are able to support the Col maintain its business during a major incident, provide an in depth independent oversight of the Col business impact analysis, identifying its most critical business areas	meeting on 26th June where this assurance process was discussed, further BC leads meeting to be arranged prior to the process to brief and Peter Lisley to be briefed			
CR01M	process, training, call out process to strengthen the City capability and resilience in responding to major incident and complying with the wider London boroughs standardisation programme		Gary Locker	03-Sep- 2018	31-Dec- 2018
CR01N	to increase City capability and resilience in also supporting wider London boroughs during major incident response, Local Emergency Control Centres, Emergency centres as part of a wider humanitarian	Refers to Emergency Centres to cater for humanitarian needs and support to ensure local City blans meet the standard requirements, currently all centres and appropriate staff training in blace. work ongoing to continue to increase capability of City staff resource. All boroughs currently await standard training packages from London Resilience Group		03-Sep- 2018	30-Sep- 2018
CR01P	delivering a strategic based exercise to include command and control of managing events and incidents potentially impacting the show	Meeting with City Police taking place on 5th July to discuss format for 2018 pre LM show exercise and further meeting to be arranged to gauge thoughts of the Colc and Colp Gold strategic leads for the show. LM show exercise 17th October Basinghall Suite	Gary Locker	03-Sep- 2018	31-Oct- 2018

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CR02 Loss of Business Support for the City 22-Sep-2014 Damian Nussbaum	Cause - The City Corporation's actions to promote and support the competitiveness of the business City do not succeed. Event - The City's position as the world leader in international financial services is adversely affected Effect - The City loses its ability to attract and retain high value global business activity, both as a physical location and in mediating financial and trade flows; the City Corporation's business remit is damaged and its perceived relevance is diminished. Reputational damage to the City as a place to do business and to Corporation ability to govern effectively	Impact	Reduced the risk level: The reason is that more mitigating action is being taken by CoLC, businesses and Government to ensure continued service provision. 13 Sep 2018	Impact	30-Apr- 2019	Constant

Action no	Description	Latest Note		Latest Note Date	Due Date
CR02C	City Corporation providing opportunities for informing the debate on the terms of Brexit, and representing the views of the financial and professional services sector	Given the Government's preferred model for financial services access to the EU27 is the Equivalence regime, we are working with the sector to establish the impact on market access, and what improvements can be made to the regime. This will include both the regime's processes and scope. Whilst Equivalence is not our preferred model, we will make the case for improved Equivalence. Businesses are preparing for future access on the basis of Equivalence or No Deal.	Nussbaum		31-Dec- 2018
CR02H	Work on initiatives which ensure London is at the forefront of innovation in financial and professional services	We have actively contributed to UK Government led initiatives with other markets on FinTech. A new Green Finance Institute will be established by the City Corporation in partnership with UK Government. A new Cyber strategy has been agreed with the City Police, and new work programmes on infrastructure and development finance are underway.	Nussbaum		21-Mar- 2019

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CR09 Health and Safety Risk 22-Sep-2014 Chrissie Morgan	Cause - Safety is treated as a low priority by the organisation, lack of training of staff and managers, management complacency, poor supervision and management Event - Statutory regulations and internal procedures relating to Health and Safety breached and/or not complied with. Effect - Possible enforcement action/ fine/prosecution by HSE, Employees/visitors/contractors may be harmed/injured, Possible civil insurance claim, Costs to the Corporation, Adverse publicity /damage to reputation, Rectification costs	Impact	The Corporate work at height Policy was agreed and signed off by Summit. The overarching Corporate Health Safety and Wellbeing Policy is currently been reviewed and refreshed. 08 Aug 2018	Impact 12	31-Dec- 2018	Constant

Action no	Description	Latest Note		Latest Note Date	Due Date
CR09F	Deliver a series of health and safety audits and compliance checks to provide corporate assurance that the organisation is being managed safely	Inspections continuing	Justin Tyas	21-Aug- 2018	31-Dec- 2018
CR09G	To deliver a programme of training sessions for Chief Officers and their reports	The programme of training is currently being delivered	Justin Tyas	21-Aug- 2018	31-Dec- 2018
CR09H	To implement and deliver a Workplace Wellbeing Action Plan	Plan is being scoped for stakeholder consultation.	Justin Tyas	21-Aug- 2018	31-Mar- 2019
CR09I	Working on a draft Lone Working and Preventing Violence Policy	working on a draft Lone Working and Preventing Violence Policy	Justin Tyas		31-Dec- 2018

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CR20 Road Safety	Cause: Limited space on the City's medieval road network to cope with the increased use of the highway by vehicles and pedestrians / cyclists within the City of London. Interventions & legal processes take time to deliver Event: The number of casualties occurring in the City rises instead of reducing. Effect: The City's reputation and credibility is adversely impacted with businesses and/or the public considering that the Corporation is not taking sufficient action to protect vulnerable road users; adverse coverage on national and local media	Impact 12	The risk remains unchanged. The permanent Bank Junction long term scheme is still on hold. The experimental safety scheme conclusion report was presented to Project Sub Committee on 18 June, Streets and Walkways Sub Committee on 3 July, Planning and Transportation Committee on 10 July & Policy and Resources Committee on 6 September. The final decision whether or not to make the experimental traffic orders at Bank Junction (to restrict traffic to bus and cycle only, Monday to Friday 0700-1900) permanent will be made at the Court of Common Council on 13 September. The public consultation on the Road Danger Reduction and Active Travel Plan closed on August 5th. 511 responses were received. These are now being analysed and a report will be presented to Streets and Walkways and Planning and Transportation Committee in the Autumn. The Be Brake Ready campaign in July and August is focusing on the behaviour and speed of cyclists. Popup events were held at Ludgate Circus, the Eastern City Cluster and Queen Street. As at 17th August there are 50 Live construction sites in the City, of which only 17 are not CLOCS champions, however this is as they are either fit outs only and therefore too small (2 sites), are nearing completion		31-Oct- 2018	

23-Oct-2015 Carolyn Dwyer			(6 sites), new start sites (5 sites) or are run by Irish based companies which don't currently register with the UK CLOCS scheme (4 sites). City Mark will now become business as usual. 11 Sep 2018			Constant
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Action no	Description	Latest Note	Action owner	Latest Note Date	Due Date
CR20b		The permanent long term scheme is still on hold. The experimental safety scheme conclusion report was presented to Project Sub Committee on 18 June, Streets and Walkways Sub Committee on 3 July, Planning and Transportation Committee on 10 July & Policy and Resources Committee on 6 September. The final decision whether or not to make the experimental traffic orders at Bank Junction (to restrict traffic to bus and cycle only, Monday to Friday 0700-1900) permanent will be made at the Court of Common Council on 13 September.	Steve Presland	11-Sep- 2018	30-Nov- 2018
CR20f	In accordance with the agreed workplan the Road Danger Reduction & Active Travel Strategy is being prepared. Indicative milestones (1) draft to Planning & Transportation Committee in early 2018; (2) Public Consultation in Q2 of 2018; & (3) revised strategy to be presented to Planning & Transportation committee with recommendation for adoption Summer 2018.	The public consultation on the Road Danger Reduction and Active Travel Plan closed on August 5th. 511 responses were received. These are now being analysed and a report will be presented to Streets and Walkways and Planning and Transportation Committee in the Autumn.	Steve Presland	17-Aug- 2018	01-Oct- 2018
CR20g	(2) conduct attitudinal survey of road users; (3) prepare campaign delivery plan; (4) deliver campaign; (5) evaluate	Street.	Steve Presland	17-Aug- 2018	31-Mar- 2019

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CR25 General Data Protection Regulation Project phase 2 01-Dec-2017 Michael Cogher	Cause: Inadequate departmental systems and procedures are in place which meet the additional requirements of GDPR legislation. Event: CoL is unable to comply with GDPR requirements - poor, non-secure and non-compliant processing of personal data. Effect: CoL exposed to adverse publicity, reputational damage, financial penalties imposed by the Information Commissioners Office. Increased volume of Subject Access Requests.	Impact	12	Significant progress has been made toward facilitating departmental compliance with GDPR requirements - see actions and update note - which was identified as a key risk by the Mazars GDPR audit in May 2018. The management of unstructured data constitutes a significant GDPR compliance risk. This will be mitigated to some extent by the proposed deletion of W drive data. The GDPR compliant management of unstructured personal data held on CoLC systems remains a corporate risk issue that requires remedial action. The funding for and procurement of an IT tool to identify unstructured data is critical in order to mitigate this corporate risk. 21 Aug 2018	Impact	4	31-Dec- 2018	Constant

Action no	Description	Latest Note	1	Latest Note Date	Due Date
CR25g	 report to Audit & Risk Committee Report to IT sub-committee GDPR Project Team meetings 	 Project meetings held bi-weekly are effectively monitoring project outputs Report to Summit October 2018 Report to Audit & Risk Committee scheduled for 15.11.18 Report to IT sub-committee 02.11.18 			31-Dec- 2018
CR25h	• Departments to supply existing records retention schedules to supplement the CoLC corporate retention schedule.	 Data retention schedules have been supplied by most departments. Analysis and collation of data retention schedules underway 	1	21-Aug- 2018	30-Sep- 2018

	GDPR compliance team to advise and review departmental retention schedules and liaise with departmental AIN representatives on required improvements.				
CR25i	 Investigation of use of meta compliance tool If 1 unsuccessful create audit template for departments to complete GDPR compliance Team review returns and advise departments on non-compliance issues 	Suitable meta-compliance software to meet ColC requirements not available. Manual audit template for departmental self audits finalised. Will be sent to Chief Officers w/c 20.08.18 and Departmental Access to Information Reps with a completion deadline of 14.09.18.	Michael Cogher; Nick Senior	21-Aug- 2018	30-Nov- 2018
CR25j	 Refine existing draft DPIA template Road test Incorporate into CoLC projects and procurement processes 	 Data Privacy Impact assessment (DPIA) template finalised. DPIA incorporated into corporate projects procedure. DPIA incorporated into procurement procedures some further work required. 	Michael Cogher	21-Aug- 2018	30-Sep- 2018
CR25k	Standard contract clauses developed and applied to all new contracts Template for departmental use to record and monitor compliance Will be tested by GDPR compliance Team as part of departmental GDPR audits	 Standard GDPR contract clauses in place. Of the 8 major contracts for which Procurement are responsible all have declared that they are GDPR compliant. DCCS have developed a log of all contractors and contractor compliance which will be developed as a template for all departments to use to measure contractor compliance. An assessment of contractor compliance central to CR25i departmental compliance audit. 	Michael Cogher; Nick Senior	21-Aug- 2018	31-Dec- 2018
CR251	 Paper to summit group on deletion of W drive data. Data discovery tool procurement 	Proposal for deletion of W drive unstructured data finalised and signed off by Michael Cogher to go to next Strategic Resources Group meeting in 14.09.2018 2.Funding required for the procurement of an IT unstructured data discovery tool.	Michael Cogher; Nick Senior	21-Aug- 2018	31-Dec- 2018

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CR10 Adverse Political Developments 22-Sep-2014 Paul Double	Cause: Policy issues that may compromise the City's operation as an international financial marketplace to which the City Corporation's functions are aligned; other financial services issues that make the City Corporation vulnerable to political criticism; local government proposals that call into question the justification for the separate administration of the Square Mile; overarching political hostility. Event: Changes in international relationships particularly those with the EU; reputational questions related to financial institutions; local government changes in London; political hostility to the Corporation. Impact: Damage to the City's ability to put its case nationally and internationally and to the City's standing as a dedicated international financial marketplace. The City of London Corporation would be compromised if the City's position as a world leading financial and professional services centre were undermined.	Impact	8	Constant attention is given to the form of legalisation affecting the City Corporation and the broader City, and any remedial action pursued. Making known the work of the City Corporation in the financial sphere among opinion formers, particularly in Parliament and central Government, is also part of the apparatus by which the City's voice is heard and by which the Corporation is seen to be "doing a good job" for London and the nation for a crucial sector of the economy; the Brexit issue is the foremost consideration at present time. The same approach is replicated in respect of the Corporation's other activities. 03 Sep 2018	Impact	8	31-Dec- 2018	Constant

Action no	Description			Latest Note Date	Due Date
CR10a	regulatory changes.		Double	I	31-Dec- 2018
CR10b		- 8		I	31-Dec- 2018

CR10c	Engagement with key opinion informers in Parliament and	Liaison with the City's MP and other MPs, Peers and Select Committee of both Houses on	Paul	03-Sep-	31-Dec-
	elsewhere. Programme of work to monitor and respond to	matters of importance to the City, including increased engagement on Brexit-related issues.	Double	2018	2018
	issues affecting the reputation of the City Corporation.	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.			

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CR17 Safeguarding 22-Sep-2014 Andrew Carter	Cause: Not providing appropriate training to staff, not providing effective management and supervision, poor case management Event: Failure to deliver actions under the City of London' safeguarding policy. Social workers and other staff not taking appropriate action if notified of a safeguarding issue Effect: Physical or mental harm suffered by a child or adult at risk, damage to the City of London's reputation, possible legal action, investigation by CQC and or Ofsted	Likelihood		Options for commissioning a revised Corporate Safeguarding audit are being considered by the Director, the Assistant Director, People and the Strategic Director of Education, Culture and Skills. 31 Aug 2018	Likelihood	8	31-Mar- 2019	Constant

Action no	Description	Latest Note	Action owner	Latest Note Date	Due Date
CR17o	A review is being conducted into the safeguarding arrangements within the independent schools within the City of London. It is anticipated that the report will be available at the start of December. If the report makes recommendations these will be implemented within agreed timescales.	Visits to all GSMD sites have been completed and action plans have been completed. Findings from the visits will be reported to the GSMD Board in the first term of the new academic year 2018/19.		31-Aug- 2018	31-Dec- 2018
CR17p	The new Ofsted Safeguarding framework will be launched in 2018. This replaces the previous Safeguarding Inspection Framework (SIF) which the CoL received a judgement of Good. The CoL CCS will need to respond to the new framework arrangements in readiness for future safeguarding inspection of Children and Families Early help and Social Care.	A self assessment has been completed and presented to Ofsted who will make arrangements to visit.	Chris Pelham	31-Aug- 2018	31-Mar- 2019
CR17q	A review is being carried out into the business continuity arrangements for the staff providing the out of hours social care service. Following the review, a detailed and clear protocol for addressing issues regarding connectivity to the City of London Social Care system issues will be developed.	There have been some issues with the Out of Hours Social Care service being able to connect to the City of London Social Care System and work is being undertaken to address the issue. A temporary solution has been put in place and the IT team at the providers is working towards a permanent resolution. A review is being undertaken and a protocol for addressing connectivity issues will be developed.	Sharon McLaughli n	31-Aug- 2018	31-Oct- 2018