

<b>Committee(s):</b> Property Investment Board – For information Corporate Asset Sub (Finance) Committee – For information	<b>Date(s):</b> 22 July 2020 22 July 2020
<b>Subject:</b> City Surveyor’s Departmental Risk Register – June Update	<b>Public</b>
<b>Report of:</b> The City Surveyor (CS 202/20)	<b>For Information</b>
<b>Report author:</b> Faith Bowman / John Galvin City Surveyor Department	

### **Summary**

This report has been produced to provide your Committee with a quarterly update on the management of risks within the City Surveyor’s Department.

The City Surveyor department currently has six amber risks on its Departmental Risk Register (Appendix 1). Furthermore, the department is managing four additional risks – two red, one amber and one green – in response to Covid-19 (Appendix 2).

The City Surveyor Department also manages the repairs and maintenance risks associated with the City Bridges (Appendix 3), which currently notes three red risks.

Finally, the department is managing one additional red risk which is non-public (Appendix 4).

The red risks currently being managed by the department in response to Covid-19 are:

- CVD19 SG PROP 01 – Impact on investment portfolio  
Current risk score 16 (Red)
- CVD19 SG PROP 02 – Property projects  
Current risk score 16 (Red)

The red risks pertaining to the City Bridges are the following:

- SUR CB 003 – City Bridges: Substantial vessel strike  
Current risk score 16 (Red)
- SUR CB 006 – City Bridges: Wanton damage / terrorism  
Current risk score 16 (Red)
- SUR CB 007 – City Bridges: Tunnelling for the Thames Tideway Tunnel  
Current risk score 16 (Red)

### **Recommendation(s)**

Members are asked to:

- Note the report, and the actions taken within the City Surveyor Department to effectively monitor and manage risks arising from our operations.

## **Main Report**

### **Background**

1. The Risk Management Strategy of the City of London Corporation requires each Chief Officer to report regularly to Committee the key risks faced in their department. The Property Investment Board (PIB) and Corporate Asset Sub (Finance) Committee (CAsC) has determined that they will receive the City Surveyor risk register on a quarterly basis.
2. This report separates the overall departmental risk register (Appendix 1), the departmental responsibilities in relation to Covid-19 (Appendix 2), and the repairs and maintenance items in relation to the City Bridges (Appendix 3). There is a further risk which has been included separately due to being non-public (Appendix 4).
3. Risks are reviewed regularly by the department's Senior Management Team (SMT) in line with the organisation's Risk Management Framework (RMF). Risks are assessed on a likelihood-impact basis, and the resultant score is associated with a traffic light colour.

### **Current Position**

4. The City Surveyor departmental risk register currently contains six amber risks. The details of each of these are included in Appendix 1.
5. Coronavirus clearly has had a significant impact on the operation of the department and the organisation. In response the City of London Corporation has instituted a number of thematic governance groups to co-ordinate the organisation's response. Risks associated with Covid-19 for which the department is contributing are being updated frequently. The information presented in Appendix 2 is that following the updates of 09 July. This includes two red risks, one amber risk and one green risk. These risks are also being reported through to Audit and Risk Management Committee on a regular basis.
6. The department also manages the repairs and maintenance risks associated with the City Bridges, of which there are currently three red risks. The details for these risks are included in Appendix 3.

### **Changes since last review**

7. The principal change since the most recent report (March) relates to the inclusion of the thematic Covid-19 risks (Appendix 2). These are dynamic in nature and are consequently being assessed frequently to account for new information and guidance. The four risks that are currently being managed by the City Surveyor's Department are:

- A. CVD19 SG PROP 01 – Impact on investment portfolio  
Current risk score 16 (Red)

This risk is looking at the impact of coronavirus on our property investment estates, particularly in relation to rental income.

B. CVD 19 SG PROP 02 – Property projects

Current risk score 16 (Red)

This risk considers how our property projects will be impacted, through the potential for increased time or cost, as a result of Covid-19.

C. CVD 19 SG PROP 03 – Property projects – Site closures

Current risk score 8 (Amber)

In certain circumstances it may no longer be possible to continue at a site due to an inability to comply with PHE/HSE guidance.

D. CVD 19 SG PROP 04 – Team and contractor resilience

Current risk score 4 (Green)

This risk relates to the delivery of facilities management (FM) services to City of London buildings by both internal FM teams and their service contractors.

8. In relation to the departmental risks (Appendix 1), the key changes since the last review was presented to Committee are:

A. SUR SMT 012 – Management of City Bridge and River Walls

Current risk score 4 (Green)

A Service Agreement has been agreed and implemented between City Surveyor's Department and Department of the Built Environment. This codifies responsibilities relating to the management of these assets. Regular meetings are now being held, key issues discussed, and information communicated. Due to this improved relationship it is appropriate that this risk is de-escalated from the departmental risk register. It will continue to be monitored on the City Bridges risk register.

B. SUR SMT 016 Health and Wellbeing of Staff

Current risk score 6 (Amber)

This is a new emerging risk for the department that has escalated up from all Groups. It gives attention to the health and wellbeing of staff during the Covid-19 pandemic.

The City Surveyor has led mitigating actions against this risk by organising regular all staff sessions using the collaborative application Microsoft Teams. Regular interaction is being encouraged at all levels throughout the department such that issues can be identified and escalated as appropriate, and signposting undertaken. The department has also instituted a regular newsletter communication, the most recent of which was distributed in early June.

## Heatmap

9. Through the performance dashboard tool, Power BI, it is possible to create heatmaps of the department's risks. This is a graphical summary of the current public departmental risks (right). This relates to the information presented in Appendix 1 (departmental), Appendix 2 (Covid-19) and Appendix 3 (City Bridge)

risks. A comparison with the those presented at the last report (March) is included as the table on the left. Note that this is not tracking individual risks over time, rather it is a snapshot comparison of our overall risk profile.

10. Members will note the increase in the total number of risks from early March (9) to June (13). This reflects the impact of Covid-19 and the four risks that the department is managing in response to this item.

	Minor	Serious	Major	Extreme
Likely			2	
Possible		2	3	
Unlikely			1	1
Rare				

Table 1: March 2020 Risk Heatmap

	Minor	Serious	Major	Extreme
Likely			4	
Possible		2	3	
Unlikely		1	2	1
Rare				

Table 2: June 2020 Risk Heatmap

## Conclusion

11. Members are asked to note the recent changes to the departmental risk register. The department continues to ensure that it manages its risks in line with best practice and the organisation's RMF.

## Appendices

- Appendix 1 – Departmental risk register
- Appendix 2 – Covid-19 thematic risk register
- Appendix 2 – City Bridge top risks
- Appendix 3 – Non-public risk

## Background Papers

- The City Surveyor \_ Risk update – March 2020 (CS 060/20)
- The City Surveyor – Risk update – December 2019 (CS 500/19)
- The City Surveyor – Risk update – September 2019 (CS 372/19)

**John Galvin**

**Faith Bowman**

Business Performance and Improvement

T: 020 7332 3269

E: [john.galvin@cityoflondon.gov.uk](mailto:john.galvin@cityoflondon.gov.uk)