SUR Departmental risks - Detailed Report EXCLUDING COMPLETED ACTIONS for COMMITTEE

Report Author: Faith Bowman **Generated on:** 10 November 2023



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/Risk Approach	Current Risk score change indicator
CR37 Maintenance and Renewal of Corporate Physical Operational Assets (excluding housing assets)	Cause: Poor property condition combined with insufficient budget allocation to maintain assets in line with strategy/ commitments/expectations. Event: Misalignment between funding available and that required by the asset (as defined by the relevant Asset Management Strategy). Impact: Built estate becomes not fit for purpose / functions / occupancy. Cost of maintenance and utility costs increases, placing further pressure on City resources. In extreme circumstances there will be H&S implications, leading to potential enforcement action, legal action by tenants or asset failure in whole or part with detrimental effects leading to impact on occupiers	Impact	16	The main driver of this risk is the adequacy of funding to manage and mitigate asset risks. This risk is corporate wide, so extending to sites where asset accountability sits with the relevant Premises Controller in occupation. This risk includes the Barbican and the Guildhall School of Music and Drama (GSMD). At these sites there is a requirement to ensure an appropriate experience for audiences, performers, students and staff, to sustain their business models. Similarly, sites across the Environment Department, including the City's off-street car parks; the CoL Cemetery and Crematorium; and the Natural Environment Division's green spaces, are open to the public – so adequate		8	31-Mar- 2024	

		funding is critical to manage H&S and reputational impacts
		The risk was discussed in depth at the organisation's Chief Officer Risk Management Group meeting. It was agreed that having a single risk in relation to maintenance and renewal' was correct for the organisation (as opposed to multiple related risks), and the scoring was also considered.
		The Guildhall Renewal Programme was considered by the Senior Leadership Team in November. Delays to the renewal will increase property related risks, and this is highlighted in the actions below.
		Whilst funding remains the overriding mitigation, the City Surveyor is working to ensure that accountability and responsibilities for maintenance is understood across the organisation. Where gaps in expertise or capacity exist, the City Surveyor is looking to develop solutions with the Premises Controllers in line with his role as the
04-Nov-2019		Head of Profession. Reduce 10 Nov 2023 Reduce
Paul Wilkinson		

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
CR37a	Cyclical Works Programme (CWP)	 The Cyclical Works Programme (CWP) is the principal way that the backlog of asset maintenance is delivered to Corporate properties (excluding ring-fenced assets). A paper was presented to Operational Property and Projects Sub Committee (OPPS) in April 2023, and subsequently to Resource Allocation Sub Committee (RASC) in June. This identified a funding requirement of circa £133m. This funding would address the repair backlog over a three-year period (including currently outstanding works plus those due over this time horizon). Colleagues in Chamberlain's Department are exploring funding options for this quantum of works, and the City Surveyor is supporting this work by providing data/intelligence on the works required. The objective is to get a clear steer in January in relation to prioritisation and financing. 	Peter Collinson; Sonia Virdee; Paul Wilkinson	10-Nov- 2023	31-Mar- 2024
CR37b	Ring fenced properties and budgets (CoLP estate, New Spitalfields, Billingsgate and the three private schools	The City Surveyor's Department (CSD) is communicating with ring fenced departments to identify appropriate building maintenance requirements and spend (forward maintenance). These departmental occupiers allocate their own funds for the maintenance of the built assets. Whilst CSD recommends work to be undertaken, it is the occupying department who holds the budget responsibility and thus decides with final control over maintenance activity. This element is being mitigated through the delivery of the recommendations arising from the recent Internal Audit. Whilst there has been progress in some areas, the actions have not been implemented comprehensively across the Corporation.	Paul Wilkinson; Peter Young		31-Mar- 2024
CR37f	Annual Major Capital Bids	The City Surveyor's Department presented bids in relation to works at both the Guildhall and the Central Criminal Court. These were considered by Members in late October and have been recommended for progression. The department provides support to other departments to support their capital bids.	Peter Young	10-Nov- 2023	31-Mar- 2024

CR37g	Operational Property Review	The City Corporation has commenced an Operational Property Review (OPR) to consider the future property requirements to deliver the organisations services. This will align with the Resource Priority Refresh programme. The review is commencing and further details as to milestones and objectives will be available shortly. Environment, and Community & Children Services have completed the outcome of their reviews, and this will be presented to members in the new year. This initial review aims	Peter Young	10-Nov- 2023	31-Mar- 2024
		to establish baseline operational requirements, financial position, and state of repair, with the view that a detailed and costed options can be considered.Rationalisation of the organisation's property estate will help alleviate pressure on maintenance budgets. However, it should be highlighted that rationalisation will only be able to make a small contribution to the overall position			
CR37h	Renewal Programmes	 The Barbican Centre renewal project is a £50-£150m project which will repair the building to it can function long into the future, opening up under-utilised space, improving accessibility, whilst delivering against its sustainability aspirations. Public survey and workshops were completed in December 2022 with further public consultations scheduled for 2023 in advance of an initial business case being submitted to the City Corporation. The Guildhall School of Music and Drama (GSMD) are working closely with corporate colleagues to develop and further the Barbican Renewal Team. Further, it is working with the Department of Community and Children's Service in respect of waterproofing works, and the City Surveyor on Fire Safety. GSMD have also engaged space consultants who are undertaking a wide-ranging review of the site. This is with the view that current and future needs are detailed, and future funding bids align with this requirement. The Guildhall Renewal programme has developed a range of options varying by scope and speed of delivery. These will be presented to Members in the new year. The option progressed will be influenced by the availability of finance. Delays to the programme will exacerbate this risk unless funding can be achieved to mitigate short- and medium-terms issues. 	Claire Spencer; Jonathan Vaughan; Peter Young	10-Nov- 2023	31-Mar- 2024
CR37i	Income Generation in Natural Environment		Bob Roberts	10-Nov- 2023	30-06-2024

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/Risk Approach	Current Risk score change indicator
SUR SMT 005 Construction and Service Contracts Price Inflation 14-Oct-2021 Ola Obadara	Cause: Market conditions have led to input price inflation Event: Project and programme cost escalation Impact: Inability to delivery capital and revenue projects within budget	Impact	16	Material costs and labour availability are combining to raise costs. This item impacts property projects, our facilities management (FM) provision, reactive repairs, and revenue works. Construction inflation is forecast to level out over the coming months, although not reduce. Existing contracts will continue to suffer from costs in excess of those initially anticipated at project commencement. Market conditions remain dynamic and will be kept under review. At this time it is felt appropriate that the risk score remain at its current level 10 Nov 2023	Impact	6	31-Mar- 2024 Reduce	Constant

Action no	Action description	Latest Note		Latest Note Date	Due Date
SUR SMT 005a	Procurement Strategy	The department is working with legal and procurement to identify different buying options, thereby managing the risk to the department / organisation. This exploration included a review of the prior Single Stage tender process (which had been preferred for medium range projects - £2m - £50m). Following the review Two Stage contracts will be used more frequently. This is the current			31-Mar- 2024
		market norm for these projects. The change enables contractors to better transfer their risk and leaves the City with a degree of cost uncertainty, even post Gateway 5. Whilst this transfer is not desired, it offers far better market coverage and reflects the prevailing external conditions. This will be kept under review.			
SUR SMT 005d	Contracts	Chamberlain's procurement and the department have explored the inclusion of fluctuating provisions in our contracts. This action has resulted in attracting a greater number of contractors to bid on projects, however the inflation risk has been transferred to the organisation. The value of this approach will be continually reviewed.	Ola Obadara		31-Mar- 2024
SUR SMT 005e	Contract Engagement	We are looking to engage early with our contractors on a consultancy basis to obtain as much information as possible prior to contract.			31-Mar- 2024
SUR SMT 005f	Specification and Materials	Ensuring materials are readily available before and during the design phase and, if possible, procure in advance of the contract. Further consideration is being given to the origin of source materials to ensure supply.	Ola Obadara		31-Mar- 2024

SUR SMT 006 Construction Consultants Cause: Poor performance by consultants Impact This relates to abortive design / development. Impact Impact <td< th=""><th>Risk no, title, creation date, owner</th><th>Risk Description (Cause, Event, Impact)</th><th>Current Risk Rating o</th><th>& Score</th><th>Risk Update and date of update</th><th>Target Risk Rating &</th><th>Score</th><th>Target Date/Risk Approach</th><th>Current Risk score change indicator</th></td<>	Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating o	& Score	Risk Update and date of update	Target Risk Rating &	Score	Target Date/Risk Approach	Current Risk score change indicator
	Construction Consultancy Management	Event: Abortive work, delays, or non-performance.		16	development. The department continues to suffer the impacts of this risk, with action being taken against consultants when their performance does not meet expectations. Aligned with other departmental risks, the department is stretched for resource. This had led to fewer leads being responsible for a greater number of projects. This reduces scrutiny capacity and can increase the likelihood of errors. There is a link to our internal recruitment and retention risk (SUR SMT 009) as property professionals across the industry are moving companies at a greater rate. This means that the delivery lead often changes throughout the life of the project, and replacements are often not at the same quality as those engaged at earlier stages.	Impact	4	2024	Constant

Action no	Action description	Latest Note		Latest Note Date	Due Date
SUR SMT 006a	Commissioning stage	The department has commenced going to market at RIBA stage 3 rather than RIBA stage 4. This is designed to prevent abortive design and development. This change followed close work with the procurement team in Chamberlain's. The impact of this change will be tracked over the coming months.	Ola Obadara	10-Nov- 2023	31-Mar- 2024
SUR SMT 006b	Legal		Ola Obadara	10-Nov- 2023	31-Mar- 2024
SUR SMT 006c	Procurement	Working with Procurement to increasing due diligence, particularly in regard to the quality of Or contractor appointed (rebalancing the quality/cost equation). This is with the view that we will or get better quality applications and this risk may reduce.		18-Aug- 2023	31-Mar- 2024
SUR SMT 006d	Scope of works		Ola Obadara	18-Aug- 2023	31-Mar- 2024
SUR SMT 006e	Review of appointment documents		Ola Obadara	10-Nov- 2023	31-Mar- 2024

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SUR SMT 009 Recruitment and retention of property professional	Cause: Uncompetitive pay and benefits structures within some professional grades; poor quality work environments; lack of professional progression over recruitment freeze and restructuring period; increased employee focus on work-life balance Event : Increasingly difficult to recruit suitably skilled staff at the correct level for the grade being recruited for. Increasingly difficulty to keep staff who get better reward packages from other organisation (both commercial and public sector) Impact: Increased vacancies, objectives unachieved or delivered late (including project delivery and income generation), reduced customer satisfaction, less real estate activity, reduced employee wellbeing, demotivation of staff. Increased costs born by the organisation though recruitment campaigns and training etc, or to the department through filling vacancies through comparatively expensive temporary contracts.	Inpact	 This risk has been identified within a number of divisions within the City Surveyor's Department. The impacts vary by Group with the risk being particularly acute in Investment Property, Surveying and Project Management. This is aligned to pressures faced in other City departments, and CSD is engaging with corporate colleagues to ensure that the particular pressures felt within this department are understood broadly. This is reflected within the 8 themes identified and communicated by Corporate HR. The City's pay and reward review has recently commenced (January 2023) and the external consultancy Korn Ferry will be assisting in this analysis. The department has also fed back into the Target Operating Model (TOM) report, being authored by Town Clerk's Department. The TOM programme has been seen by many staff as challenging, and ideally lessons can be learned for future change programmes, both in CSD and outside. Whilst these activities are being pursued corporately, the department continues to ensure that it does everything it can do internally to mitigate this risk. 		31-Mar- 2024	

21-Jan-2022		10 Nov 2023		Reduce	Constant
Paul Wilkinson					

Action no	Action description	Latest Note	Action owner	Latest Note Date	Due Date
SUR SMT 009a	Advertising	The department and the HR Business Partner has produced a recruitment best practice document, which includes ensuring that vacant posts are advertised in areas which will generate interest from suitably qualified candidates, including those currently under-represented within our workforce.	Paul Wilkinson	10-Nov- 2023	31-Mar- 2024
SUR SMT 009b	Best Practice	Including delivery of appraisals, regular one-to-ones, team and group meetings. This aims to improve communications at all levels, ensuring that CSD is a positive work environment and that issues/blockers can be raised and addressed. In some areas career graded roles have been instituted, and deployment can be further explored. CSD is supporting the work of Corporate HR in moving towards all on-line appraisal documentation. This will enable greater tracking of compliance.	Paul Wilkinson	10-Nov- 2023	31-Mar- 2024
SUR SMT 009c	Communication	Including delivery of appraisals, regular one-to-ones, team and group meetings. This aims to improve communications at all levels, ensuring that CSD is a positive work environment and that issues/blockers can be raised and addressed. In some areas career graded roles have been instituted, and deployment can be further explored. CSD is supporting the work of Corporate HR in moving towards all on-line appraisal documentation. This will enable greater tracking of compliance.	Paul Wilkinson	10-Nov- 2023	31-Mar- 2024
SUR SMT 009d	Engagement with HR	Some of the items highlighted as the 'causes' of this risk are outside the control of CSD, and engagement with our Corporate partners will be critical to overcoming these items. This departmental risk directly supports the Corporate Risk on "Recruitment and Retention" (CR39). CR39 is subject to a "deep dive" from Audit and Risk Management Committee, and the City Surveyor's Department will review any outcomes from this consideration.	Paul Wilkinson	10-Nov- 2023	31-Mar- 2024
SUR SMT 009e	Equalities, Diversity and Inclusion	The department has an active ED&I network, which regularly engages with the City Surveyor and the Senior Management Team. This is seeking to make the department a more attractive destination for under-represented groups and seek to retain and progress staff from all backgrounds. There is corporate HR representation on this departmentally-led Group.	Ola Obadara	10-Nov- 2023	31-Mar- 2024
SUR SMT 009f	Pay and Review Survey	The Corporation is reviewing pay & reward and the department is feeding into this activity. The department has highlighted that there are specific pressures within this department which may make the issue more acute within CSD roles. It should be noted that the earlier reward scheme (where those on top-of-grading salaries could achieve performance related pay) was withdrawn prior to the review conclusions, and this has made our local offer less competitive than our peers.	Paul Wilkinson	10-Nov- 2023	31-Mar- 2024

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SUR SMT 002 Insufficient budget to meet user and asset demand at Guildhall 10-Feb-2015 Peter Young	Cause: Insufficient funding available for Major Works, Cyclical Works and Reactive Maintenance to manage the repair demands on the Guildhall Complex. Event: Insufficient asset funding. Impact : The standard of the Guildhall Complex will deteriorate, resulting in; poorer working environments leading to increased dissatisfaction and lower employee productivity and potential increase in breakdowns and reactive costs as the basic infrastructure of the Complex becomes beyond economic repair.	Impact		The principal mitigation actions are related to forecasting and monitoring the allocation of financial and human resources. The Guildhall Renewal programme has developed a range of options varying by scope and speed of delivery. These will be presented to Members in the new year. The option progressed will be influenced by the availability of finance. Delays to the programme will exacerbate this risk unless funding can be achieved to mitigate short- and medium-terms issues. This item feeds directly into the Corporate Risk, CR37 - Maintenance and Renewal of Corporate Physical Operational Assets (excluding housing assets). 10 Nov 2023	Impact	4	31-Mar- 2024 Reduce	Constant

Action no	Action description			Latest Note Date	Due Date
	Guildhall	accommodation for Members and Officers is now underway. Options have been further	Paul Wilkinson; Peter Young		31-Mar- 2024
SUR SMT 002f	Team.	Shadow budget now agreed. The business plans of both the Remembrance and the City Surveyor have highlighted the delivery of this activity as a priority for 2023-24.	Remembra ncer; John James; Peter Young		31-Jan- 2024

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SUR SMT 010 Insurance - Investment and Corporate Estates 26-May-2022 Robert Murphy; Peter Young	 Cause: Revaluation of the City Corporation's estates (Investment and Corporate) does not happen in a timescale compliant with insurance policy requirements or the terms of leases. Event: The City fails to meet the provision under its insurance policies that revaluations are undertaken by a RICS surveyor at least every five years (Investment and Corporate). The City is in breach of its legal obligations as a landlord under the terms of its leases to ensure that the full re-instatement value is insured. Impact: The insurance policy does not respond in full (Investment and Corporate). Potential legal action from commercial occupiers in the event of an incident for which there is not appropriate cover. 	Impact	12	This risk identifies the need of re- valuation of the City of London Estates – (Investment and Corporate) to ensure that the City reaches its legal obligations under its insurance policies. The last on-site valuations of the Investment Property Group estate and Corporate buildings (other than special sites) was undertaken in 2015. Funding has recently been identified and a budget is now in place. Instructions are being made to our contractors such that they can proceed with delivery. Once this is in train the risk score should start to reduce towards target. 10 Nov 2023	Impact	1	31-Mar- 2024 Reduce	Constant

Action no	Action description		 Latest Note Date	Due Date
SUR SMT 010a	Register of data	F - F 2	 	31-Jan- 2024
SUR SMT 010b	6	occupiers as appropriate. Funding has been agreed and a budget line identified (Jan 2023). As this is now in place	 	31-Mar- 2024
SUR SMT 010c	5	5 5 5 1 5 5 6	 	31-Mar- 2024

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating &	k Score	Risk Update and date of update	Target Risk Rating &	Score	Target Date/Risk Approach	Current Risk score change indicator
Contractor Failure	Cause: Market conditions Event: Failure of either a main contractor, or a substantial sub contractor Impact: Delayed delivery of projects, or the delivery of projects at a higher cost	Impact		This risk relates to the failure of a main contractor, or a main sub- contractor. Particularly with the second of these elements the City Corporation has not historically had significant influence over who is commissioned to undertake work. 10 Nov 2023	Impact	4	Avoid	Constant
Ola Obadara				101101 2020				Constant

Action no	Action description		Latest Note Date	Due Date
SUR SMT 011a		1 0	 	31-Mar- 2024
SUR SMT 011b		The department is instituting six-monthly reviews of contractor suitability. Historically this only happened at contract commencement. This will better prepare the organisation should the contractor (or significant sub-contractor) begin to experience difficulty.	 	31-Mar- 2024

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Energy Pricing Ev Co Im	cause: Rapid increases in the market cost of energy vent: Increasing price born by the City of London orporation mpact: Money directed to energy payments that could be sed in other endeavours	Impact		This risk scoring associated with this risk has reduced due to two factors: The Power Purchase Agreement (solar farm in Dorset) provides circa 50% of the organisation's energy requirements at a significant discount to the market. Note that the impact will be seasonal. Broader energy market prices have fallen back since the heights seen in 2022. However, these prices remain higher than those seen prior to the invasion of the Ukraine. The risk scoring was again reviewed in November – it was felt that due to on-going volatility this risk has been kept at the same risk score. 10 Nov 2023	Impact	3	31-Mar- 2024 Reduce	Constant

Action no	Action description			Latest Note Date	Due Date
SUR SMT 007a	Managing cost management	Purchase Agreement (PPA), and energy efficiency measures.			31-Mar- 2024
SUR SMT 007b	Managing supplier failure		Collinson;		31-Mar- 2024

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/Risk Approach	Current Risk score change indicator
SUR SMT 012 Adjudication & Disputes	Cause: The impact of COVID-19 on project delivery. Event: Regulations restricted access to sites and resulted in more design work being undertaken remotely. Productivity at sites was adversely impacted. Impact: Increased likelihood that projects were designed correctly, and resulting legal and adjudication issues, reputational harm.	Impact	8	The COVID-19 pandemic resulted in 3 years of impact at project sites. Site productivity was limited (circa 60% productivity) and much design work was undertaken remotely, or with limited site access. This has created a situation where some sites were not designed correctly, or there are issues beyond that which would normally be expected on construction builds. We are now in a situation where we are engaged with legal discussions and adjudications with project suppliers in an effort to iron out issues with final products. The department's risk register has a separate risk relating to 'construction price inflation'. The inflation risk is wider as it also captures cost escalations due to other causes (Ukraine, energy, etc). This risk only focusses on adjudication & disputes.	Impact	4	31-Mar- 2024	
31-Aug-2023				31 Aug 2023				Constant

Action no	Action description		Latest Note Date	Due Date
SUR SMT 012a				31-Mar- 2024

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/Risk Approach	Current Risk score change indicator
SUR SMT 008 Special Structures 20-Oct-2021 Peter Young	Cause: Lack of central register for special structures and/or ambiguity over accountability, responsibility for budget provision Event: Incomplete, or not up-to-date register of special structures and planned maintenance regime Impact: Potential failure of special structure and/or forced closure of asset / space	Impact	6	Special structures relate to those structural elements with an asset which supports other (often public) elements, so captures basements, sub- road spaces, supporting structures etc. There is no current central register of these structures within the portfolio, and therefore no current prescribed or routine inspection regime in place to ensure that these structures remain in a suitable condition. 10 Nov 2023	Impact	2	31-Mar- 2024 Reduce	Constant

Action no	Action description	Latest Note		Latest Note Date	Due Date
SUR SMT 008a	Special Structures register	condition was approved as part of the Cyclical Works Programme (CWP) 22/23 Bid List. The survey programme is now in progress.	Peter Collinson; Robert Murphy; Peter Young		31-Mar- 2024
SUR SMT 008b	Special structures – investment portfolio	Register for the investment estate exists but requires a refreshed survey to ensure on-going accuracy of information.	Peter Collinson; Robert Murphy	10-Nov- 2023	31-Mar- 2024
SUR SMT 008d	Special Structures – other assets	Corporate Property Director and Operations Group Director to engage with other departments to ensure that there is clarity over responsibilities and what actions need to progress to mitigate		10-Nov- 2023	31-Mar- 2024
SUR SMT 008e	Special Structures – works		Peter Young	10-Nov- 2023	31-Mar- 2024