SUR Departmental risks - DETAILED REPORT EXCLUDING COMPLETED ACTIONS for COMMITTEE

Report Author: Faith Bowman **Generated on:** 20 June 2025



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 |
|---|--|---------------------|---------|---|------------------------|-------|---------------------------------|--|
| SUR SMT 005 Construction and Service Contracts Price Inflation beyond that which was anticipated or planned | 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 | This risk Material cost inflation and constrained labour availability continue to drive costs beyond what was anticipated or planned. This risk impacts the delivery of capital projects, facilities management (FM) services, reactive repairs, and revenue-funded works. Risk Status: Red – Risk remains high due to ongoing market instability and contractor insolvencies. The risk scoring was reviewed by the Department in May following feedback from Members. Whilst the high levels of material inflation seen earlier has abated, the City has yet to see a significant levelling in tender returns. Although construction | Impact | 6 | 31-Mar- 2026 | |

| | | inflation is no longer rising at previous rates, six contractors (main and sub) working on City sites have recently gone into administration, meaning that cost increases are likely across projects. To mitigate greater allowances are made in the Costed Risk Provision (CRP). Further, more detailed contractor credit checks are being undertaken, however there remains a degree of financial risk. Market conditions remain dynamic and will be kept under review. As such the target date should be considered a review point. Additional mitigation: Early market | | |
|-------------|--|--|--------|----------|
| | | engagement, supply chain resilience, project and controls. | | |
| 14-Oct-2021 | | 03 Jun 2025 | Reduce | Constant |
| Ola Obadara | | | | |
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| Action no | Action description | | Latest Note Date | Due Date |
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| SUR SMT 005a | identify different buying options, thereby managing the risk to the department / organisation. | Ola Obadara | | 31-Mar- 2026 |

| SUR SMT 005d | Contracts Exploring the potential to include different clauses into contracts such that work offered by the City remains attractive to suppliers. | The department and the Chamberlain's Procurement team to have explored the inclusion of fluctuating provisions in our contracts. This 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. | | 23-May- 2025 | 31-Mar- 2026 |
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| SUR SMT 005e | Contract Engagement Expanding the amount of information available at an early stage of contract exploration. This will provide greater cost certainty. | The team plan to engage early with our contractors on a consultancy basis to obtain as much information as possible prior to contract. | Ola Obadara | 23-May- 2025 | 31-Mar- 2026 |
| 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. This limits the impact of further price rises in at risk commodities. | | Ola Obadara | 23-May- 2025 | 31-Mar- 2026 |

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| SUR SMT 006 Construction Consultancy Management 14-Oct-2021 Ola Obadara | Cause: Poor performance by consultants Event: Abortive work, delays, or non-performance. Impact: Additional costs, project delays | Impact | 16 | This relates to abortive design / development. The department continues to suffer the impacts of this risk, with action being taken against consultants when their performance does not meet expectations. This issue is particularly pronounced in public sector projects, where budget constraints and procurement complexity often limit access to experienced personnel. In response, the department has initiated a Property Project Group Enhancement Plan to review and update all current consultant scopes of service. 03 Jun 2025 | Impact | 6 | 31-Mar- 2026 | Constant |

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| | | Close work with the Procurement Team in Chamberlain's has resulted in deciding to change the stage at which the City is approaching the market. The impact will be tracked over the coming months. | | 31-Mar- 2026 |
| | The team is working closely with the legal department to | · · · · · · · · · · · · · · · · · · · | | 31-Mar- 2026 |

| SUR SMT 006c | Working with Procurement to increasing due diligence, | PPG has an Enhancement Plan to review and update all current consultant scopes of service. This work is benchmarked against industry best practice to ensure clarity, reduce ambiguity, and improve efficiency. It also incorporates compliance with key legislative changes, including the Building Safety Act, the forthcoming Procurement Act, and future-proofing provisions such as AI clauses. Mitigation measures include clearer scope documentation, tighter performance management, early-stage quality assurance, and exploration of preferred supplier models to improve consistency and accountability across project teams | Ola Obadara | 23-May- 2025 | 31-Mar- 2026 |
|--------------|---|---|----------------|-----------------|-----------------|
| SUR SMT 006d | Scope of works The team is reviewing and tightening up the scope of works specification. This will counter opportunistic interpretations of the scope of works that we were seeing from some consultants | Consultant underperformance and poor scoping continue to present a high risk to project delivery. Errors at early stages largely driven by a shortage of skilled professionals in the industry are causing delays, increased costs, and scope creep. This issue is particularly pronounced in public sector projects, where budget constraints and procurement complexity often limit access to experienced personnel. In response, the department has initiated a PPG Enhancement Plan to review and update all current consultant scopes of service. This work is benchmarked against industry best practice to ensure clarity, reduce ambiguity, and improve efficiency. It also incorporates compliance with key legislative changes, including the Building Safety Act, the forthcoming Procurement Act, and future-proofing provisions such as AI clauses. Mitigation measures include clearer scope documentation, tighter performance management, early-stage quality assurance, and exploration of preferred supplier models to improve consistency and accountability across project teams. | Ola Obadara | 28-May- 2025 | 31-Mar- 2026 |
| SUR SMT 006e | Review of appointment documents The team is working closely with the legal department to ensure that procurement activity aligns with project objectives and the consultants meet quality requirements | Action has been taken against consultants where performance has been poor and end to end timescales have increased. | Ola Obadara | 23-May- 2025 | 31-Mar- 2026 |

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| SUR SMT 011 Contractor Failure 13-Feb-2023 Ola Obadara | 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 | 16 | This risk pertains to the potential failure of a primary contractor or a key sub-contractor. Notably, the City Corporation has traditionally lacked substantial control over the selection of entities assigned to perform work. Process for contractor failure in place and shared with the Construction Category Board. In the event of a failure by a primary contractor or sub-contractor, there could be consequential effects on warranties and our ability to pursue remedies for any design deficiencies. Recent fluctuations in the industry have heightened the probability of this risk with six contractors (main and sub) working on City sites going into administration. This risk which continues to be classified as Red as there remains a financial risk despite mitigations such as regular credit checks. Furthermore, in such cases, identifying a replacement contractor poses inherent risks, along with substantial additional costs and delays in resumption, as well as increased consultant and legal expenses. 03 Jun 2025 | | 6 | 31-Mar- 2026 | Constant |

| Action no | Action description | Latest Note | Latest Note Date | Due Date |
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| SUR SMT 011a | | The department has commenced work with Procurement to ensure that our commissioning takes greater account of contractor and sub-contractor failure into consideration. We may need to have a greater say in who a main contractor identifies as an appropriate sub-Contractor. Further actions to follow this initial engagement. | | 31-Mar- 2026 |
| SUR SMT 011b | Review Process Regular review of contractors and their sustainability will reduce the likelihood of the risk, and help us put in place measures to reduce the impact. | 5 | | 31-Mar- 2026 |

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| SUR SMT 003 Investment Strategy Risk | Cause: The business environment declines, or changes resulting in misalignment of the portfolio with growth; flexible working reduces central London demand, retail tenant failure, or demand moves away from City of London assets. Event: Lower rental levels achieved, lower demand, increased turnover of tenancies, increased tenant failure Impact: Inability to maximise property returns and income for an acceptable level of risk | Impact 12 | This risk captures a number of subrisks which may impact the organisation's ability to maximise its property returns for an acceptable level of risk. The on-going mitigation of this risk is important for the organisation achieving its aspirations regarding Climate Action Strategy and Major Programmes, due to the income generated by the function. As the composition of the portfolio changes, new skills will be required by those working within the function. This links closely with the department's Recruitment & Retention risk (SUR SMT 009) and IPG staffing and capacity risk (SUR SMT 016). The demands of the Corporation's MTFP requiring realised capital to be applied outside the portfolio, will undermine reinvestment in the portfolio to achieve Strategy ambition and therefore alignment with growth. The target date on this risk reflects a major review point. Investment Strategy will always be a risk, but the key drivers and extent of the risk will vary. 03 Jun 2025 | | Reduce | Constant |

| Action no | Action description | Latest Note | Action owner | Latest Note Date | Due Date |
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| SUR SMT 003a | 1. Use (office, retail, industrial) | An overarching investment strategy was approved by Members, agreeing the approach to our real estate investments. The delivery of this strategy will require and appropriately shaped resource base, and this has now been approved by the organisation's governance and will be implemented over the coming months. Consideration includes the potential for recession, inflation, energy pricing etc. and how this will impact tenants and the wider market. | Robert Murphy | _ | 31-Mar- 2026 |
| SUR SMT 003b | | The overarching Investment Strategy defines the targets. Tactical implementation will be achieved through regular market scanning, and the integration of learning into the Corporation's approach. | Robert Murphy | | 31-Mar- 2026 |
| SUR SMT 003c | Climate Action The alignment of our portfolio with the future strategic needs of occupiers, particularly supporting their ESG (Environmental-Social-Governance) needs. Climate Action is principally managed through the Climate Action Strategy. | Ensure that the investment portfolios are aligned with the emerging demands of both investors and occupiers as well as the Corporation's Climate Action strategy and Design Standards. which includes CNZ and Resilient Building protocols. | Robert Murphy | _ | 31-Mar- 2026 |
| SUR SMT 003d | Office risk Reviewing post-pandemic office use and demand. | The department is monitoring key market use through data supplied by partners (such as footfall information), market research reports, and tenant feedback. The department continues to observe a 'flight to quality' – higher specified and higher quality spaces. Occupiers are increasingly considering their space as a tool in the 'war for talent'. Whilst some occupiers are downsizing their space, others are looking to create a better | Robert Murphy | _ | 31-Mar- 2026 |

| | environment for staff through lower densities / improved amenities. This learning informs the portfolio strategy (linked to action SUR SMT 003b). The team is working with Corporate colleagues in connection with the "Destination City" agenda, particularly in highlighting market trends to Members and key stakeholders. | | | |
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| | impacts. Regular arrears monitoring, including the provision of bi-monthly dashboards and the production of the Rental collection snapshot by the Chamberlain's Department. | Robert Murphy | 23-May- 2025 | 31-Mar- 2026 |
| The department will be reviewing its strategic approach to ensure that a portfolio approach is developed (rather than | agreed by Members and the team is gearing up to re-shape its services to be able to achieve | Robert Murphy | 23-May- 2025 | 31-Mar- 2026 |

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| SUR SMT 009 Recruitment and retention of property professional 21-Jan-2022 Paul Wilkinson | 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 borne by the organisation though recruitment campaigns and training etc, or to the department through filling vacancies through comparatively expensive temporary contracts. | Impact | | This risk has been identified across several divisions of the City Surveyor's Department especially within Investment Property, Surveying and Project Management. A reviewed conducted in May 2025 has reduced the likelihood of the risk score. The department has conveyed these challenges at a corporate level and is contributing to the organisational review (Ambition 25). This item has also been recognised as a Corporate Risk (CR 39 Recruitment and Retention). The risk will be kept under review, with the target date reflecting this ongoing review. 03 Jun 2025 | Impact | 8 | 31-Mar- 2026 | Decreasin g |

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| SUR SMT 009a | = | 1 0 | - | 31-Mar- 2026 |

| | candidates, including those currently under-represented within our workforce. | | | | |
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| 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 Corporate HR with embedding the on-line appraisal system which enables greater tracking of compliance with the performance management process. | Paul Wilkinson | 23-May- 2025 | 31-Mar- 2026 |
| SUR SMT 009c | | Managers across the service are ensuring that all end-of-year (2024/25) are complete, and delivered within Corporate timeframes. The organisation are moving to a new appraisal system for 2025/26 (through Sapphire) and the department is actively engaging with this process. This evidences the regular engagement between managers and staff members. | Paul Wilkinson | 23-May- 2025 | 31-Mar- 2026 |
| | 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). | The CSD EDDI group continues to meet regularly and monitor, and track delivery of the EEDI Action Plan. The EEDI 2025 Action Plan has been drafted and circulated to all CSD staff for feedback. | Paul Wilkinson | 23-May- 2025 | 31-Mar- 2026 |
| | Equity, Equalities, Diversity and Inclusion (EEDI) 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/profession a more attractive for underrepresented groups and seek to retain and progress staff from all backgrounds. There is corporate HR representation on this departmentally led Group. | The CSD EDDI group continues to meet regularly and monitor, and track delivery of the EEDI Action Plan. The EEDI 2025 Action Plan has been drafted. | Ola Obadara | 23-May- 2025 | 31-Mar- 2026 |
| SUR SMT 009f | Pay and Review Survey The Corporation is reviewing pay & reward | The department has highlighted that there are specific pressures within this department in relation to the withdrawal of the earlier reward scheme (where those on top-of-grading salaries could achieve performance related pay) prior to the review conclusions which has made our remuneration package less competitive than our peers. The department is engaging | Paul Wilkinson | 23-May- 2025 | 31-Mar- 2026 |

| L | with the Ambition 25 team, who are reviewing several aspects including pay and reward. Local feedback has noted that there is some apprehension about the potential negative impact of Ambition 25 programme, and this item has been communicated to the project team. | | |
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| | Overall, the department has noted that whilst recruitment is possible, the limited scope for pay and professional) progression makes retention more challenging. | | |

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| 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. This risk may remain on the register until projects commenced prior to, or during, the COVID-19 pandemic, have been delivered and finalised. The risk scoring will be kept under review. 03 Jun 2025 | Interpod Interpod | 4 | 31-Mar- 2026 | Constant |

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| Action no | Action description | Latest Note | | | | Action owner | Latest Note Date | Due Date |
| | Project Review and Claims Consultant Claims consultant can advise the organisation where it can | have engaged an extension is protected, unfortunately there is | ernal Claims Whilst the s a volume of | ects alongside the contracts to un Consultants to ensure that risks Claims Consultant has been effe f work that needs to be considered projects has been delivered and | are managed and the City's ctive in seeking redress, d. The current risk scoring | | | 31-Mar- 2026 |

| portfolio at the pace expected by the Market or by senior stateffing and Capacity and undertake new requirements as required by the City of London Corporation. Impact: Slow engagement with third parties, reduced capacity to optimise income/capital and ability to react to changes in market conditions at pace impacting on the delivery of the City Corporation's Medium Term Financial Plan, delays to major projects/organisational initiatives, negative impacts on customer employee satisfaction and the investment portfolio does not meet its CAS targets. Recruitment efforts are currently in progress, and the resources success risk, with the evaluated target resources deemed adequate to fulfil demands. As noted in the Recruitment & Refention risk (SUR SMT 009), we are awaiting confirmation on whether the financial package and overall corporate offer will be attractive enough to draw in the appropriate candidates limited) an asset manager providing materity cover (limited) an asset manager providing materity cover (limited) an asset manager providing materity cover (limited) to reflect recent recruitment. | 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 |
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| 12-Juii-2024 | Investment Property Group staffing and | misaligned to deliver changing requirements. Event: Inability to undertake the management of the portfolio at the pace expected by the Market or by senior stakeholders and undertake new requirements as required by the City of London Corporation. Impact: Slow engagement with third parties, reduced capacity to optimise income/capital and ability to react to changes in market conditions at pace impacting on the delivery of the City Corporation's Medium Term Financial Plan, delays to major projects/organisational initiatives, negative impacts on customer/ employee satisfaction and the investment portfolio does not meet its | | 8 | volume and change in the nature of activities to be delivered by the team including: more demanding Investment Objectives, supporting delivery of major projects, increased lease restructurers and transactions, implementation of Destination City and City Occupiers Strategy and City Bridge Foundation (CBF) being an independent client with different reporting requirements and investment strategy. Recruitment efforts are currently in progress, and the risk has shifted to a resource success risk, with the evaluated target resources deemed adequate to fulfil demands. As noted in the Recruitment & Retention risk (SUR SMT 009), we are awaiting confirmation on whether the financial package and overall corporate offer will be attractive enough to draw in the appropriate candidates Recent IPG recruitment success: . specialist transactions surveyor (pool of candidates limited) . an asset manager providing maternity cover (limited pool of candidates) . Sustainability specialist The risk score has been reduced to | Impact | 2 | | |

| Robert Murphy | , | | | Reduce | Decreasin |
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| SUR SMT 016a | Funding Funding request to resource the extra capacity and capability required | The department presented the Real Estate Investment Strategy to Investment Committee in 2024. This document highlighted the pressures the function is facing, the changing demands of the market and of the organisation, and how this could be addressed. Included within this was the consideration of additional capacity and capability. This paper was supported at Investment Committee and Corporate Services Committee. The needs of the unit will be kept under review in light of evolving demands. Approval to appointment of specialist consultant to drive forward Leadenhall Market strategy was considered by Investment Committee in May. Further, an additional Grade F Asset Manager in the process of being secured. | | 28-May- 2025 | 31-Mar- 2026 |
| SUR SMT 016b | Training Training on new capabilities to be delivered to existing IPG staff. | Training on new capabilities to be delivered to existing IPG staff (FCA licence and regulatory qualifications, data, analytics, structuring JVs) where appropriate. | | 23-May- 2025 | 31-Mar- 2026 |
| SUR SMT 016d | City Bridge Foundation Approval Seek City Bridge Foundation's approval to the cost consequences of enhanced capability. | Investment Property Group will seek City Bridge's Foundation (CBF) formal approval for changes in resourcing. The Group continues to work closely with CBF throughout. | | 23-May- 2025 | 31-Mar- 2026 |
| SUR SMT 016e | Secondments To consider whether secondments within IPG would support the influx of corporate requests. | This will be considered as an on-going opportunity for staff to develop and achieve more senior organisational roles Removed to the senior organisation of the senior organisation or organisation o | | 23-May- 2025 | 31-Mar- 2026 |

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| SUR SMT 010 Insurance - Investment and Corporate Estates 26-May-2022 Robert Murphy | 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 which typically require revaluations by a qualified person are undertaken at least every five years (Investment and Corporate). The City would be 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 | Impact | | This risk identifies the need of revaluation of the City of London Estates – (Investment and Corporate) to ensure that the City reaches its legal obligations under its insurance policies. Funding and resource are being applied. The valuations of CBF are nearly complete; City Fund properties have been tendered; and City Estate will go to tender shortly. The scoring of this risk has been reduced to reflect the delivery in the evaluation process. 03 Jun 2025 | Impact | 1 | 31-Mar- 2026 | Decreasin g |

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| SUR SMT 010a | Register of data Ensuring the completeness of the organisation's data sets to ensure that assets are not 'lost' and accuracy of our risk scoring. | Sites (by RLF). | Robert Murphy | | 31-Mar- 2026 |
| SUR SMT 010b | \mathcal{E} | occupiers as appropriate. | | 23-May- 2025 | 31-Mar- 2026 |
| SUR SMT 010c | Delivery | The delivery of the valuations will be via an external valuer. Service delivery is either underway or in procurement. | | 23-May- 2025 | 31-Mar- 2026 |

| Delivery of the programme of valuation activity. As this | | |
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| progresses the risk score will reduce to target. | | |