

<b>Management of Facilities / Venues / Events</b>	<b>Feb-22</b>
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<b>Risk Context</b>	
<p>Failure to effectively manage the day to day operations of facilities, venues and / or events. This includes;</p> <ul style="list-style-type: none"> <li>-Inadequate procedures in place to manage quality or availability.</li> <li>-Poor crowd control</li> <li>-Ineffective signage</li> <li>-Booking issues</li> <li>-Stressful interactions with hirers / users (financial issues or not adhering to rules of use of facility)</li> <li>-Inadequate oversight or provision of peripheral services (e.g.. cleaning / maintenance)</li> </ul>	

<b>Potential causes include:</b>	
Double bookings	Traffic congestion or vehicles blocking entry or exit
Illegal / excessive alcohol consumption	Insufficient time between bookings for cleaning or maintenance
Bond payments poorly managed	Difficulty accessing facilities / venues.
Inadequate oversight or provision of peripheral services (e.g.. cleaning / maintenance)	Poor service from contractors (such as catering or cleaning)
Falsifying hiring agreements (alcohol on site / lower deposit)	Renovations
Unaccompanied minors/children	Animal Contamination
Failed chemical / health requirements	

	<b>Controls Assurance</b>
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Key Controls	Type	Date	Rating	Control Owner
Event management process in place	Preventative	Ongoing	<b>Effective</b>	CDO / BHO
Feedback from users of facility and community	Preventative	Ongoing	<b>Adequate</b>	CDO
Inspection, maintenance and cleaning schedules	Preventative	Ongoing	<b>Adequate</b>	MOWS
All departments are kept informed (road works, retic, catering, maintenance, traffic management, etc.) about activities taking place at venues	Preventative	Ongoing	<b>Adequate</b>	MOWS
Booking information sent to Police	Preventative	Ongoing	<b>Adequate</b>	ADMIN
Booking system (LLC electronic, hard copy -other)	Preventative	Ongoing	<b>Adequate</b>	ADMIN
Council approval for significant events	Preventative	Ongoing	<b>Adequate</b>	CEO / BHO
Events package given to hirer (information sheets, events questionnaire / procedures / checklist)	Preventative	Ongoing	<b>Effective</b>	BHO
Insurance certificate of currency checked	Preventative	Ongoing	<b>Effective</b>	BHO
Waivers signed	Preventative	Ongoing	<b>Adequate</b>	ADMIN
Insurance	<b>Recovery</b>	Ongoing	<b>Adequate</b>	MCSF
Key return / bond system / check of facility	<b>Recovery</b>	Ongoing	<b>Adequate</b>	ADMIN

<b>Overall Control Ratings:</b>	<b>Adequate</b>
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Actions	Due Date	Responsibility	Status of Actions

Consequence Category	Risk Ratings	Rating	Rating Changed since the
Reputation	<b>Consequence:</b>	<i>Minor (2)</i>	<b>no</b>
	<b>Likelihood:</b>	<i>Possible (3)</i>	<b>no</b>
	<b>Overall Risk Ratings:</b>	<b>Moderate</b>	<b>Risk rating trend since last review</b>

Indicators	Type	Benchmark	Result
Attendance at events	Leading	Within ...% of anticipated numbers	good
Community satisfaction with services and facilities	Leading	<5 complaints	2
Injuries / incidents	Lagging	nil	0
Insurance claims	Lagging	nil	0
Substantiated complaints regarding Facilities / Venues / Events	Lagging	<5 complaints	2

<b>Comments</b>	<b>Comments</b>