

Committee:	Date:
Policy and Resources Committee	14 March 2019
Subject: Final Departmental High-level Business Plans 2019/20 – Economic Development Office Remembrancer's Office Communications Corporate and Member Services	Public
Report of: Director of Economic Development Remembrancer Town Clerk	For Approval
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Summary

This report presents for information the final high-level Business Plans for 2019/20 for the Town Clerk's Department (Communications, Corporate and Member Services and Economic Development Office) and the Remembrancer's Office.

Recommendation

Members are asked to approve and provide feedback on the final high-level Business Plans for 2019/20 for the Town Clerk's Department (Communications, Corporate and Member Services and Economic Development Office) and the Remembrancer's Office.

Main Report

Background

1. As part of the new framework for corporate and business planning, departments were asked to produce standardised high-level, 2-side Business Plans for the first time in 2017/18. Members generally welcomed these high-level plans for being brief, concise, focused and consistent statements of the key ambitions and objectives for every department.
2. For 2018/19, departments were again asked to produce high-level plans in draft, which were presented to Service Committees in November and December 2017 alongside the departmental estimate reports, so that draft ambitions could be discussed at the same time as draft budgets. This represented the first step towards integrating budget-setting and priority-setting.

3. For 2019/20, to secure deeper Member engagement with Business Plans, a series of four informal 'cluster' meetings took place in early February to allow Chairmen and Deputy Chairmen of relevant approving Committees to scrutinise how departments are using their 2019/20 Business Plans to prioritise activities towards corporate goals. These meetings were chaired by the Chair and Deputy Chairman of Resource Allocation Sub Committee.
4. To complement this, and to give all Members a chance to ask questions and put their views to their Chairmen and Deputy Chairmen in advance of these meetings, a 'Business Plan Surgery' was held on 10 January (immediately before Court of Common Council).
5. Taken together, these sessions replace the submission of draft high-level Business Plans to Committees. Final high-level Business Plans are still subject to Committee approval, as in previous years.
6. Work has also taken place to review the content and format of the supporting detail beneath the high-level Business Plans. This includes: information about inputs (e.g. IT, workforce, budgets, property and assets); improved links to risk registers; EEE Health Checks (economy, efficiency and effectiveness), and schedules of measures and key performance indicators for outputs and outcomes. This is a key element in the move towards business planning becoming a joined-up service planning process that links directly to Corporate Plan outcomes.

Final High-level Business Plans for 2019/20

7. This report presents at Appendices 1, 2, 3 and 4 the final high-level Business Plans for 2019/20 for:
 - Economic Development Office
 - Remembrancer's Office
 - Communications, and
 - Corporate and Member Services

Economic Development Office

8. The Economic Development Office's contribution to the Corporate Strategy and role as the primary contributor to 'support a thriving economy' runs through everything that we do. As a result, the EDO Business Plan presented at Appendix 1 is completely aligned with the Corporate Strategy and our work helps to ensure that:
 - Businesses are trusted and socially and environmentally responsible (5).
 - We have the world's best legal and regulatory framework and access to global markets (6).
 - We are a global hub for innovation in financial and professional services, commerce and culture (7).
 - We have access to the skills and talent we need (8).
9. Our activities also contribute to a flourishing society (specifically ensuring that people are safe and feel safe (1) and that people have equal opportunities to

enrich their lives and reach their full potential (3)) and to shaping outstanding environments (specifically ensuring that we are digitally and physically well-connected and responsive (9) and inspire enterprise, excellence, creativity and collaboration (10)).

10. In preparing the Business Plan we identified three key challenges currently faced by UK FPS. These included not only Brexit, but also shifts in global trading patterns, evolving tech innovation and changes in public expectations. We then framed our work to meet these challenges including placing more focus on international trade and innovation, particularly with growing areas of interest in Green Finance, Cyber and Digital Skills which reflect the changing political landscape and technological developments which are taking place.
11. We continue to collaborate closely with a wide range of internal and external partners to increase the efficiency and effectiveness of our work. This includes working with a number of other internal departments as co-sponsor of the Digital Skills Strategy, promoting Cyber Griffin with the City of London Police and partnering with Mansion House to deliver a high impact and targeted overseas promotional programme. In terms of external relationships, this includes continuing to work closely with TheCityUK as co-secretariat for the IRSG and collaborating with government on a number of initiatives including to fund the Green Finance Institute and champion sustainable finance in the UK and abroad.

Remembrancer's Office

12. This report presents, at Appendix 2, the final high-level Business Plan for 2019/20 for the City Remembrancer's Office.
13. The City Remembrancer's key challenges for 2019/20 are:
 - a) To respond to Brexit and the changing parliamentary landscape. Two new Bills, the Markets Relocation Bill and a Bill to combat air pollution in London by reducing emissions, are key areas of work for the forthcoming year.
 - b) To deliver events that support the interests of the City and UK. A renewed emphasis following Brexit on exercising to the full the City's soft power potential, in particular by the use of City events, is a priority for the coming year.
 - c) To maintain and increase income generation subject to the City's own needs for use of Guildhall venue spaces. Given the challenges facing the City Corporation in respect of its capital programmes and associated constraints on revenue spending, this is likely to have increasing prominence.
 - d) To provide efficient and effective services for Members, including arrangements for Committee events.

Communications

14. The Town Clerk's Department (Communications) reports to both the Policy and Resources Committee and the Public Relations and Economic Development Sub Committee.
15. The high-level summary Business Plan attached as Appendix 3 was developed in consultation with senior managers to outline the aims and activities of the Communications Team and ensure they are aligned with the Corporate Plan.

Corporate and Member Services

16. The Town Clerk's Department (Corporate and Member Services) reports to both the Policy and Resources and Establishment Committees. The high-level summary Business Plan attached as Appendix 4 was produced following consultation with senior managers and their teams. The objective was to align the service ambitions and objectives with those of the Corporate Plan.
17. Corporate and Member Services contribute to and support all twelve Corporate Plan outcomes through our ambitions, objectives, programmes and projects, but specifically:
 - Corporate and Member Services, Elections, Corporate Strategy and Performance and the Contact Centre contribute to outcome 4: Communities are cohesive and have the facilities they need; and
 - Resilience and Community Safety contribute to outcomes 1: People are safe and feel safe, and 12: Our spaces are secure, resilient and well maintained.

Conclusion

18. This report presents the final high-level Business Plans for 2019/20 for the Town Clerk's Department (Communications, Corporate and Member Services and Economic Development Office) and the Remembrancer's Office, for Members to approve and provide feedback.

Appendices

- Appendix 1: Economic Development Office
- Appendix 2: Remembrancer's Office
- Appendix 3: Communications
- Appendix 4: Corporate and Member Services

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