

We Co-ordinate and ensure the good governance and reputation of the City of London Corporation

Our ambitions are:

- That the City of London Corporation is known to be relevant, reliable, responsible and radical in how it goes about governing a thriving City, supporting a strong and diverse London, within a globally-successful UK.

What we do is:

- Provide strategic direction and ensure alignment with corporate ambitions and outcomes.
- Deliver democratic services, which meet the needs of elected Members and the electorate.
- Lead and monitor cross cutting Corporate Programmes.
- Promote high standards of governance throughout the organisation.
- Create and deliver clear, consistent and confident media messages and ensure consistent messaging across the City Corporation.
- Prioritise and scrutinise the activity and delivery of the City of London Police through the statutory Police Authority function.
- Promote the resilience of the organisation through effective emergency and business continuity planning.
- Provide cohesive community safety in partnership with others.
- Provide one stop access to services through the Contact Centre.

Our 2017-18 budget is:

Section	£000
Com & Member Services (Inc. TC Office)	2,360
Corp Strategy and Performance	371
Media & Communication	1,076
Elections	305
Resilience and Community Safety	695
Contact Centre	585
Total net operational budget	5,392

Our top line objectives are:

Good Governance: The City Corporation delivers its corporate ambitions and desired outcomes

Safety: The City's communities live and work in a safe and resilient place.

Culture: The City Corporation optimises the quality of and access to its cutting edge cultural offer.

Programmes and Projects:

- Lead the development and delivery of the Cultural Hub programme.
- Lead the One Safe City programme, consisting of 3 major projects:
 - The Ring of Steel
 - The Joint Contact and Control Room
 - Enhanced Community Safety
- Refresh and enhance the City of London Corporate Plan.

What we'll measure:

- The aims of the Cultural Hub programme are met; the projects are delivered within the allocated resources and on time.
- The One Safe City Programme delivers the desired outcomes within planned resources and timescales.
- The Corporate Plan is enhanced and refreshed by March 2018. The new plan clearly describes the organisations vision and key ambitions.

Programmes and Projects:

- Develop the business planning process so that strategy becomes the main driver in the planning process
- Promote and deliver the 2017 Ward Elections.
- Deliver a comprehensive induction and Member development programme for newly elected and existing Members.
- Take back editorial control of the intranet and internet.
- Oversee a review of the security of the City of London Corporation's operational estate.
- Promote and co-ordinate good community safety.

How we plan to develop our capabilities this year

- Communicate and support former CHL staff through the change in moving to another department.
- Develop and enhance specialist support in Committee Services in particular in the area of the City's educational activities.
- Develop closer working relationships between the Police and our local authority community services to improve the effectiveness of response.
- Improve and enhance our management skills, particularly in the management of projects and business analysis.
- To enhance retention and improve succession planning, continue to ensure that talented staff are given professional development opportunities.
- Implement the City Corporation apprenticeship scheme across our services to deliver learning for participants and capacity for our teams.

What we'll measure:

- The Business Planning process is revised and is more strategic and forward looking by March 2018.
- The 2017 Ward Elections are delivered effectively in accordance with legislation.
- A satisfaction survey shows that Members feel the induction and development programme enables them to fulfil their roles effectively.
- The security review recommends best practice, improving security, which helps to make our operational property a safer place to visit and work.
- Surveys of representative groups demonstrate that people feel safer within the City.
- The advertising value equivalence of our print coverage achieved by the media team.

What we're planning to do over the following two years

- Continue to align business plans with the corporate plan and maintain, and where possible, enhance governance structures that enable the City Corporation to make decisions that support achievement of our corporate ambitions.
- Evaluate the use of emerging information technology to improve efficiency and innovation.
- Develop democratic services in line with the needs of the newly elected 2017 Membership to ensure that elected Members can carry out their roles effectively.