

We lead, co-ordinate and ensure the resilience, good governance, reputation and promotion of the City of London Corporation

Our ambitions are:

- The City of London Corporation is known to be relevant, reliable, responsible and radical in how it goes about governing a thriving City for the benefit of its stakeholders.
- Ensure that the City's communities live and work in a safe and resilient place.
- Ensure that business has access to the skills it needs now and in the future.
- Transform the perception and experience of the City as a destination.
- Tackle disadvantage in London and make it a fairer place to live and work.

What we do is:

1. Provide strategic direction, monitor performance against desired outcomes and ensure alignment of all activities with Corporate Plans
2. Promote high standards of governance for Members and officers, throughout the organisation.
3. Promote the resilience of the organisation.
4. Deliver democratic services, which meet the needs of elected Members, our Committees and the City's electorate.
5. Lead and monitor cross cutting Corporate Programmes
6. Maintain the City Corporation as a credible voice for the City.
7. Create and deliver clear, consistent messaging across the City Corporation.
8. Provide Organisational development, design, change support & workforce planning.
9. Promote Health, Safety and Wellbeing for all staff, including Occupational Health.
10. Provide information and library services for the City's communities through the Guildhall Library, City Business Library, City Information Centre, Visitor Services and the London Metropolitan Archive.
11. Award grants to charitable organisations across Greater London.
12. Provide a secure and reliable environment at the Central Criminal Court for Her Majesty's Courts and Tribunals Service.

Our budget is:

Division	£000
Corp & Member Services(1,2,4,5)	3,689
Community Safety and Resilience (3)	695
Economic Dev (6)	6,867
Media & Communication (7)	1,789
Corporate HR (8,9)	2,925
Cultural Services (10)	5,677
City Bridge Trust operational (11)	1,472
Central Criminal Court (12)	828
Total Operational Budget	23,942

Our top line objectives are:

To –

- Drive and coordinate the delivery of our corporate ambitions and desired outcomes.
- Ensure that there are plans in place to provide support and assistance to the City's Communities in the event of an incident.
- Influence policy and regulatory issues affecting the City of London Corporation.
- Provide a responsive, forward thinking HR service for the City Corporation.
- Optimise the quality of and access to the City Corporation's cutting edge cultural offer.
- Promote responsible business and build trust in and value for the City.
- Increase the quality and impact of our charitable funding
- Grow the social investment market

What we'll measure:

- External and internal stakeholders are satisfied with the quality of our products and variety of services they receive.
- Surveys of representative groups show that people feel safer within the City.
- City of London is seen as a valued and trusted partner in widening access to employment and finance.
- Levels of grant spend against each of the CBT's funding priorities and impacts.

Programmes and Projects

- Refresh and enhance the City of London Corporation's Corporate Plan
- Oversee a review of the security of the City of London Corporation's operational estate.
- Deliver a comprehensive induction and Member development programme.
- Lead the development and delivery of the Cultural Hub programme.
- Coordinate the One Safe City programme.
- Deliver a new Visitors Strategy and Cultural Strategy for the City (2017-22) by July 2017.
- Refresh the HR structure to align to the HR Business Plan and introduce new methods of service provision.
- Agree the City Bridge Trust Strategy for 2018-2023 based on the strategic review.

How we plan to develop our capabilities this year

- Manage and embed change across the Department.
- Roll out a Strategic Engagement Management System (SEMS) and a replacement Customer Relationship management solution for the Joint Contact and Control Room.
- Enhance retention and improve succession planning by ensuring 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.
- Increase capacity for process re-engineering, programme and project management.

What we'll measure:

- The Corporate Plan is enhanced and refreshed by March 2018. The new plan clearly describes the organisation's vision and key ambitions.
- The security review recommends best practice and actions, which improve security and help to make our operational property a safer place to visit and work.
- The success of the Member induction and development programme will be ascertained by surveying the participants.
- The benefits of the Cultural Hub programme begin to be recognised; the projects are delivered within the allocated resources and on time.
- The One Safe City Programme delivers a new Joint Contact and Control Room and the desired outcomes within planned resources and timescales.
- New HR structure aligns with the ambitions in the HR Business Plan and delivers the desired outcomes within budget constraints.
- Successful launch and implementation of the City Bridge Trust's Strategic Review for 2018-2023.

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.
- 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.
- Increase levels of impact by focusing on deploying the right interventions for the right challenges
- Have in place a clear talent and succession plan for the whole City Corporation
- Implement the 2018-2023 City Bridge Trust's Funding Strategy.