

We co-ordinate and ensure the resilience, 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.
- The City's communities live and work in a safe and resilient place
- The City Corporation optimises the quality of and access to its cutting edge cultural offer.

What we do is:

Corporate and Member Services:

Leadership, governance, scrutiny, programme management, Committee and Member support, Police Authority.

Corporate Strategy and Performance:

Strategic direction, performance monitoring, ensuring alignment of Business Plan activities with Corporate objectives

Media and Communications:

Media messages, internal and external communications.

Elections:

Conducting elections, Member and democratic services, electoral canvassing.

Resilience and Community Safety:

Business continuity and emergency planning, community safety.

Contact Centre:

One stop access to services

Our 2017-18 budget is:

Section	£000
Com & Member Services (Inc. TC Office)	2,428
Corp Strategy and Performance	371
Media & Communication	1,789
Elections	305
Resilience and Community Safety	695
Contact Centre	585
Total net operational budget	6,173

Our top line objectives are:

- Drive and coordinate the delivery of our corporate ambitions and desired outcomes.
- Promote high standards of governance throughout the organisation.
- Deliver democratic services, which meet the needs of elected Members and the electorate.
- Create and deliver clear, consistent and confident media messages and ensure consistent messaging across the City Corporation
- Ensure that there are plans in place to provide support and assistance to the City's communities in the event of an incident.
- In partnership with the City of London Police and others, help deliver a safer community.

Corporate Programmes and Projects:

1. Coordinate the development and delivery of the Cultural Hub programme.
2. Refresh and enhance the City of London Corporate Plan.
3. Develop the business planning process so that strategy becomes the main driver in the planning process
4. As part of the 'One Safe City' programme, move the Contact Centre Services to the new Joint Contact and Control Room, co-locating and providing a joint service with the City of London Police.

What we'll measure:

1. The aims of the Cultural Hub programme are met; the projects are delivered within the allocated resources and on time.
2. The Corporate Plan is enhanced and refreshed by March 2018. The new plan clearly describes the organisation's vision and key ambitions.
3. The Business Planning process is revised and is more strategic and forward looking by March 2018.
4. The Joint Contact and Control Room is delivered on time and within budget.

Departmental Programmes and Projects:

5. Deliver the 2017 General Election.
6. Deliver a comprehensive induction and Member development programme for newly elected and existing Members.
7. Oversee a review of the security of the City of London Corporation's operational estate.
8. Refresh the Prevent Strategy and roll out a comprehensive training programme for relevant staff.
9. Produce an Anti-Social Behaviour Strategy in partnership with the City of London Police.
10. Working with the Department of Communities and Local Government and National Cyber Security Centre, complete a review and produce a cyber-attack working strategy for response to cyber incidents for local resilience forums.
11. Ensure that the CoL exceeds the minimum London Resilience Standard and work with partner London Boroughs to share best practice and increase capacity.

How we plan to develop our capabilities this year

- Design and Develop robust processes for reporting performance against the Corporate Plan.
- Manage and embed change across the 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.
- 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.

What we'll measure:

5. The 2017 General Election and other Ward and Aldermanic Elections are delivered effectively in accordance with legislation.
6. A satisfaction survey shows that Members feel the induction and development programme enables them to fulfil their roles effectively.
7. Implementation of the security review recommendations helps to make our operational property a safer place to visit and work.
8. Prevent/safeguarding on-line training for all staff (target 75%), a bespoke Prevent toolkit for businesses, strengthened engagement with faith communities, continued support for educational establishments
9. Reduction in repeat incidents and appropriate use of warning letters, Community Protection Notices and injunctions.
10. Strategy complete and guidance documents issued
11. Minimum standard requirement targets exceeded.

What we're planning to do over the following in the future

- 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.