

Committee:	Date:
Policy and Resources Committee	15 March 2018
Subject: Final Departmental Business Plans 2018/19 – Economic Development Office Remembrancer’s Office Corporate and Member Services	Public
Report of: Director of Economic Development Remembrancer Town Clerk	For Decision
Report authors: Alex Greaves, Economic Development Office Nigel Lefton, Remembrancer’s Office Sarah Blogg, Town Clerk’s Department	

Summary

This report presents for information the final high-level business plans for 2018/19 for the Town Clerk’s Department (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 2018/19 for the Economic Development Office, the Remembrancer’s Office and the Town Clerk’s Department (Corporate and Member Services).

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. These were presented as drafts to Service Committees in January/February and as finals for formal approval in May/June 2017. 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. Discussions are also taking place on aligning other key corporate processes with business planning, such as workforce planning and risk management. Achieving this will represent a significant step towards the City Corporation being able to optimise its use of resources. The next step will be the presentation of the budget alongside the refreshed Corporate Plan at the Court of Common Council on 8 March.
4. With these key documents in place, and a new corporate performance management process in development, the City Corporation will be able to drive departmental activities to deliver on corporate priorities and allocate resources in full knowledge of where it can achieve most impact on the issues and opportunities faced by the City, London and the UK.
5. Following the presentation of draft high-level business plans to Service Committees in November and December, a further refinement was made to the format to update departmental ambitions to refer to the Corporate Plan outcomes. Members should therefore start to see closer alignment between the departmental business plans and the Corporate Plan outcomes.
6. Work is also taking place on reviewing the content and format of the supporting detail that will sit beneath the high-level business plans. This includes: information about inputs (e.g. IT, workforce, budgets, property and assets); improved links to risk registers; value for money assessments, and schedules of measures and key performance indicators for outputs and outcomes. This will be 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 plans

7. This report presents at Appendices 1, 2, and 3 the final high-level plans for 2018/19 for:
 - Economic Development Office
 - Remembrancer's Office
 - Town Clerk's Department (Corporate and Member Services)

Economic Development Office

8. The work of the Economic Development Office focuses on delivering the objectives in the Corporate Plan 2018-23 under 'Support a Thriving Economy' with a focus on financial and professional services:
 - a. Our businesses are trusted and socially and environmentally responsible.
 - b. We have the world's best regulatory framework and access to global markets.
 - c. We are a global hub for innovation and enterprise.
 - d. We attract and nurture relevant skills and talent.
9. Considering the uncertainty of the current business environment, we are looking to enhance our capabilities and focus our work on key areas for future growth. As

well as continuing to promote the City's priorities for a future relationship with the EU more broadly, we will embed the enhanced City office in Brussels to increase our reach and prepare for the "new normal" post-Brexit. We will continue to strengthen engagement with key international markets to support effective regulation and trade – particularly China, India, the USA and the Commonwealth.

10. Our work on developing an environment of trust between the FPS sector and the public will gather momentum through our engagement with future City leaders. Building on its success to date, we look to encourage greater leadership among our partners in the Green Finance Initiative to take this work to the next level.
11. We continue to collaborate closely with other Departments to deliver corporate programmes. We are working with Remembrancer's, Mansion House and Communications to drive a step-changes in how the Corporation manages relationships with business. With Mansion House, we will deliver a top-class programme of international visits with strong business delegations. With the City of London Police, we will develop the Corporation's cyber security strategy. We will also implement EDO's internal responsible business targets for diversity, opportunity and environment.

Remembrancer's Office

12. The Remembrancer's Office works to support the aims of the City Corporation as set out in the Corporate Plan. The Office seeks to assist in the achievement of all the twelve outcomes by working closely with the Economic Development Office, the Communications team and Mansion House, and with all other City Corporation departments. The High Level Plan attached at Appendix 2 has been drawn up following consultation with senior management and their teams.

Town Clerk's Department (Corporate and Member Services)

13. The Town Clerk's Department (Corporate and Member Services) reports to both the Policy and Resources and Establishment Committees. The high-level business plan attached as Appendix 3 shows in bolder text those areas of the department that fall within the remit of this Committee.
14. The plan 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. The Corporate Outcomes that the department aim to impact on align with the three service ambitions:
 - The City of London Corporation is known to be relevant, responsible, reliable and radical in how it goes about governing a vibrant and thriving City, supporting a sustainable 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.

Conclusion

15. This report presents the final high-level plans for 2018/19 for the Economic Development Office, the Remembrancer's Office and Town Clerk's Department (Corporate and Member Services), and asks Members to approve them and provide feedback.

Appendices - Final high-level business plans 2018/19

- Appendix 1: Economic Development Office
- Appendix 2: Remembrancer's Office
- Appendix 3: Town Clerk's Department (Corporate and Member Services)

Tom Conniffe

Corporate Performance Manager

T: 020 7332 3327

E: tom.conniffe@cityoflondon.gov.uk