

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

The corporate outcomes we aim to impact on are:

We will contribute to and support all twelve corporate outcomes through our ambitions, objectives, programmes and projects.

What we do is:

Corporate and Member Services:

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

Corporate Strategy and Performance:

Lead, drive and quality assure corporate strategy development and corporate performance management.

Media and Communications:

Coordinating and overseeing all print, broadcast and digital communications of the City Corporation.

Elections:

Conducting elections, Member and democratic services, electoral canvassing.

Resilience and Community Safety:

Business continuity and emergency planning, community safety. Corporate strategic security advice.

Contact Centre:

One stop access to services

Our 2018-19 budget is:

Section	£000
Corp & Member Services (Inc. TC Office)	2,570
Corp Strategy and Performance	438
Media & Communications	2,137
Elections	302
Resilience and Community Safety	694
Contact Centre	542
Total net operational budget	6,683

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 messaging across the City Corporation.
- Ensure that there are plans in place to support and assist 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.
- Develop Culture Mile as a vibrant and welcoming cultural and learning destination and therefore contribute to changing perceptions of the City to ensure it is recognised as a global leader in culture as well as commerce.
- Change the security culture within the organisation.
- Enhance the City's resilience around the Prevent, Protect and Prepare strands of the national Contest strategy.
- Implement improvements to project management procedures and practice across the organisation.

What we'll measure:

1. Achievement of the aims of the Culture Mile programme, including projects being delivered within the allocated resources and on time.
2. Overall impact of corporate workstreams on outcomes set out in the Corporate Plan.
3. The extent to which corporate objectives and outcomes are being referred to, and intended impact is being set out, in decision-making papers going through governance processes (existing and new).
4. Member and staff feedback on the usefulness of the new governance documents, structures and processes.

Corporate Programmes and Projects:

- Lead the development and delivery of the Culture Mile programme (measure 1).
- Develop and manage a prioritised corporate strategy pipeline to drive increased impact on the outcomes set out in the Corporate Plan, and lead on corporate strategies including: Internal Responsible Business; Corporate Volunteering; Customer Services; Digital Strategy and Corporate Social Mobility (measure 2).
- Design and develop a new business planning and corporate performance management system that can be further developed over time as our capabilities build (measure 3).
- Lead the re-design of Chief Officer governance to support good decision-making regarding allocation of resources in order to increase our impact on the outcomes set out in the Corporate Plan (measure 4).
- Raise awareness across the City Corporation of why and how to use the Corporate Plan, align Business Plan and performance measures with it, and use both and governance processes to best effect.
- As part of the 'One Secure 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 (measure 5).

Departmental Programmes and Projects:

- Oversee a review of the security of the City Corporation's operational estate (measure 6).
- Promote the refreshed prevent strategy and deliver training for all City Corporation staff (measure 7).
- Produce an Anti-Social Behaviour (ASB) Strategy in partnership with the City of London Police (measures 8 and 9).
- Continue to support work to deliver an effective response to VAWG (Violence Against Women and Girls).
- Ensure that the City Corporation exceeds the minimum Standards for London Resilience and works with partner London Boroughs to share best practice and increase capacity (measure 10).
- Undertake review of the City Corporation's approach to project management (including process, tools and templates). Launch new project toolkit to support officers in delivering projects across the organisation. (measure 11)

How we plan to develop our capabilities this year

- Build the Corporate Performance Team and business planning and corporate performance systems.
- Develop closer working relationships between the Police and our local authority community services to improve the effectiveness of response.
- Enhance retention and improve succession planning in the Committee Team by ensuring that talented staff are given professional development opportunities.

What we're planning to do in the future

- Continue to align Business Plans with the Corporate Plan, build more sophisticated corporate performance and officer governance capabilities to enable us to use our resources to achieve greater impact on our corporate outcomes over time.
- 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.

5. Smooth transition of the Contact Centre and associated staff to the Joint Contact and Control Room.
6. Level of compliance with CPNI (Centre for the Protection of National Infrastructure) guidelines.
7. Percentage completion of Prevent on-line training by staff (target 100%); take up of bespoke Prevent toolkit for businesses; level of engagement with faith communities, residents and educational establishments
8. Number of repeat ASB incidents and appropriate use of warning letters, Community Protection Notices and injunctions.
9. Improved awareness of ASB Strategy and reporting methods.
10. Performance against minimum Standards for London Resilience requirements.
11. Member and Officer feedback on amendments to the projects procedure.

Town Clerk's Corporate and Member Services