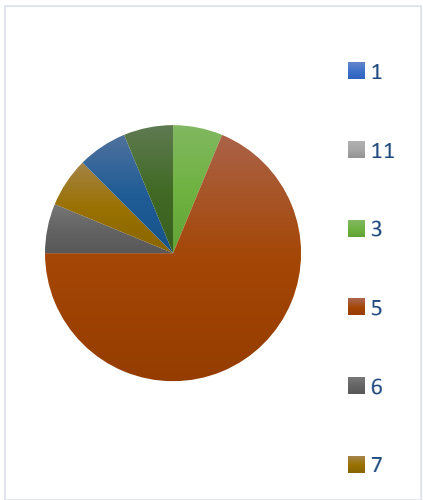


**We will support and enable the City of London Corporation and its partner organisations to achieve their aims and aspirations, driving transformation to ensure that the City thrives.**

**The corporate outcomes we aim to impact on are:**



**What we do is:**

- Financial Services**  
Ensuring sustainable finances to deliver the Corporate Plan’s key outcomes.
- Information Technology**  
Working with partners to implement efficient and effective digital technology and business process solutions to enhance service outcomes.
- Procurement/Commercial**  
Providing an effective and innovative comprehensive procurement/commercial service.
- Internal Audit**  
Providing independent assurance, maintaining the risk management framework and providing counter fraud services.

**Our budget is:**

	£'000
<b>Expenditure</b>	
FSD and Chamberlain's General	10,359
Internal Audit	787
City Procurement	3,340
IT	10,246
	<hr/> 24,732
<b>Less: Income</b>	
FSD and Chamberlain's General	258
City Procurement	128
IT	167
	<hr/> 553
<b>Net Local Risk Expenditure</b>	<hr/> <b>24,179</b>

**Our top line objectives are to:**

- Ensure sustainable medium-term financial plans for the Corporation and Police.
- Drive value for money and increased commercial benefits across all service areas and major projects.
- Streamline processes, such as for accounts preparation, and ensure safe, secure, stable and responsive Digital and Information solutions.
- Provide assurance on control environments, effective risk management and minimise fraud
- Promote Responsible Business and Investment, Diversity and Inclusion

**Supported by a range of detailed performance indicators, including:**

- Increased customer satisfaction
- Achievement of 2% departmental efficiencies, including the target procurement savings
- Consistently high IT application availability and improved customer advocacy
- Increased adoption of digital ways of working

## Deliverables in relation to departmental / service programmes and projects

- Deliver a sustainable medium-term financial plan for the Corporation and City of London Police
- Help Departments to achieve their efficiency savings through adopting digital ways of working and the provision of finance and commercial support
- Deliver our own 2% savings as per our departmental efficiency plan
- Implement improved processes to enable more efficient and effective working across the Chamberlain's Department
- Publish / Begin implementation of the 2019-2022 Procurement Strategy

## Deliverables within corporate programmes and projects

- Work with Town Clerk to deliver the fundamental review of services and operations
- Provide focussed financial, commercial and IT support for the major projects
- Work with Corporate Strategy team to develop and implement the Digital Strategy

## How we plan to develop our capabilities this year

- Develop "One Team" focus to strengthen links across Chamberlains and provide joined-up service
- Implement our Equalities and Inclusion plan to diversify our workforce and raising awareness within the department
- Delivery of an in-house programme of training, secondment and apprenticeship opportunities
- Engage with our customers to better understand their business requirements

- Performance of high risk, business critical contracts against expectations.
- Audit Plan 95% delivered
- Our departmental learning and development activity has had positive impact
- Earlier publication of the financial statements for all funds
- Sustain and increase high levels of staff engagement

## What we're planning to do in the future:

- Continuously improve financial reporting capability through improved management information and Faster Closing of Accounts
- Deliver innovative digital and information solutions to enable efficient and effective working. Equipping staff with the skills and capabilities to maximise the benefit of the solutions provided
- Develop and embed a stronger commercial focus through the work of the Commercial team.
- Further strengthen our anti-fraud work, through the London Counter Fraud Hub

## Key to the Corporate Outcomes that we aim to impact on:

1 – People are safe and feel safe, 3 – People have equal opportunities to enrich their lives and reach their full potential, 5 – Businesses are trusted and socially and environmentally responsible, 6 - We have the world's best legal and regulatory framework and access to global markets, 7- We are a global hub for innovation in finance and professional services, commerce and culture, 11- We have clean air, land and water and a sustainable natural environment.