



Our aims and objectives are...

- To support the City's cultural and heritage sector's recovery from the pandemic and thrive in a post-Covid era.
- To support, connect and enable London's cultural and heritage sectors through partnership and contributions to pan-London and sector-led programmes.
- To engage with, and support, the diverse communities we serve promoting equality and inclusion.
- To preserve and make accessible our collections, on-site and digitally
- To contribute to ensuring that the City continues to be recognised as a global leader in culture, heritage, creativity and learning as well as commerce.

Our major workstreams this year will be...

1. To remodel our services in response to required efficiencies, target operating model and changing user behaviour (as a result of COVID-19) including how these inform future accommodation needs.
2. To continue to broaden access to the collections and services of London Metropolitan Archives (LMA), particularly through partnerships with external organisations and stakeholders, including the London boroughs; and digitally.
3. To continue to develop LMA's services for the City Corporation, including records management, answering official enquiries and supporting official events, and curating the Heritage Gallery displays.
4. To respond actively across all relevant programmes to the City's climate action work and its equality and inclusion agendas, particularly those arising from the work of its Tackling Racism Taskforce.
5. To continue to develop Guildhall Library services for the future in the context of the building complex masterplan.
6. To confirm and establish the new identity of the Small Business Research and Enterprise Centre and partnerships with stakeholders.

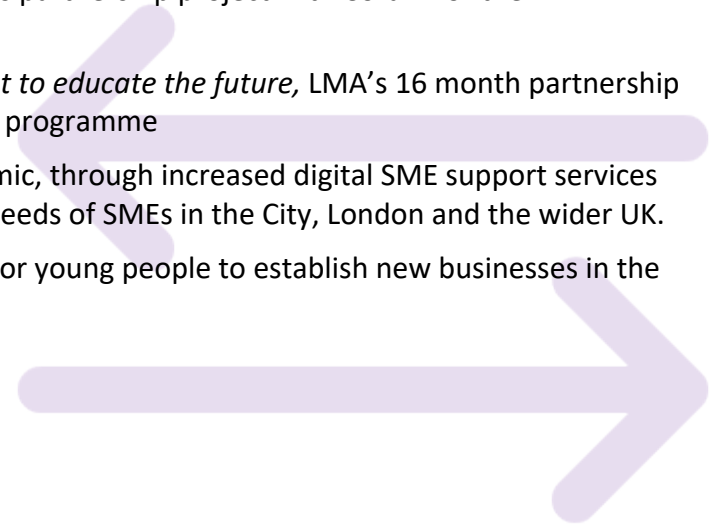
The Corporate Plan outcomes we have a direct impact on are...

- *Outcome 2* People enjoy good health and wellbeing.
- *Outcome 3* People have equal opportunities to enrich their lives and reach their full potential.
- *Outcome 4* Communities are cohesive and have the facilities they need.
- *Outcome 7* We are a global hub for innovation in finance and professional services, commerce and culture.
- *Outcome 9* We are digitally and physically well-connected and responsive.
- *Outcome 10* We inspire enterprise, excellence, creativity and collaboration.



What's changed since last year...

- Appointment of new Director for LMA (starts on 14 February 2022).
- Further commitment to the Climate Action Strategy supporting the City's Net Zero target for City premises by 2027 and transition to a truly circular organisation by 2040.
- Further refocussing of engagement activities and broadening access online (through LMA, GHL and SBREC) and in person (through LMA and GHL) in response to the impact of Covid-19, ongoing public health measures and changes in user behaviour.
- Further development of diversity and inclusion programmes (through LMA, GHL and SBREC) including implementation of the LMA Equality, Diversity Inclusion Action Plan in response to the Black Lives Matter movement, and partnerships (for example, with Culture& and Techne); continuing support for City Black history working with the BAME network and Tackling Racism Taskforce.
- Successful completion of *Unlocking the UK's Sound Heritage*, LMA's 3-year project as the London regional hub, working with the British Library and funded by the National Heritage Lottery Fund (NLHF).
- Moving into second phase of work on *Positive history: preserving the archives of HIV/AIDS*, LMA's 18-month project funded by the Wellcome Trust.
- Progress through years 2 and 3 of *Voices Through Time: the Story of Care*, LMA's partnership project with Coram for their NLHF funded 4-year project.
- Commencement of *Cataloguing The Africa Centre Archives – preserving the past to educate the future*, LMA's 16 month partnership project with The Africa Centre, funded by Archives Revealed cataloguing grants programme
- Continued development of CBL's services, particularly in the light of the pandemic, through increased digital SME support services and the transition to a more focused business service, better aligned with the needs of SMEs in the City, London and the wider UK.
- To work in partnership with Samuel Wilson's Loan Trust to encourage support for young people to establish new businesses in the City, London and the South East



Our strategic commitments

Cultural Strategy 2018/22

- To contribute to ensuring the City continues to be recognised as a global leader in culture, heritage, creativity and learning as well as commerce.

Culture Mile Strategy 2018/28

- To support the development of Culture Mile as a vibrant and welcoming cultural, creative and learning destination for all through Culture Mile Learning.

Climate Action Strategy 2020/27

- Support the City's Net Zero target for City premises by 2027 and continue to take measures to reduce our environmental impact.

Digital Skills Strategy 2018/23

- Continue to develop and improve digital service delivery, the digitisation of City collections, digital preservation and staff/stakeholders' digital skills.

Social Mobility Strategy 2018/28

- Continue to develop and improve digital service delivery and the digitisation of collections.
- Increase a more diverse engagement with our services through our cultural and heritage programmes.

London Recharged: Our Vision for the London in 2025

- Support SMEs to recharge the city centre (3C)
- Help to create vibrant experiences within the city (5.3)

Tackling Racism Taskforce

- Increase a more diverse engagement with our services through our cultural and heritage programmes; and specifically at LMA, through its rediscovering collections programme

Information Management

- Continue to support the wider City strategic commitments through LMA's Records Management work.



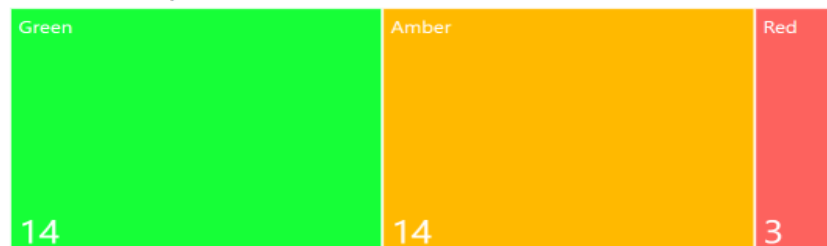
Plans under consideration

Plan	Time Scale
Contributions to national and London anniversaries and celebrations notably the Queen's Platinum Jubilee.	2022-23
Explore the options around LMA's future accommodation needs.	2022-23
Explore remodelling LMA as part of digital transformation and in response to changing user needs.	2022-23
Continue to improve the City's good public governance through developing (a) more coordinated records management systems, particularly through LMA's work with the cross departmental Information Management Board and the Comptroller's Compliance Team and (b) LMA's digital archiving systems.	2022-23



Key Risks (departmental)

Number of risks by current RAG



Risk Title	Score
Footfall and income falls due to long periods of closure (lockdown) and significantly reduced capacity due to social distancing and other mitigations related to COVID-19	16
The conditions for displaying archives in the Heritage Gallery are compromised	16
Covid-19 lockdown restrictions prevent in person events from taking place	16
London's footfall reduces (through terrorist, climate, political or economic incident)	16
Damage to or loss of the valuable and often unique collections held by LMA and GHl through inadequate intellectual and physical preservation	16

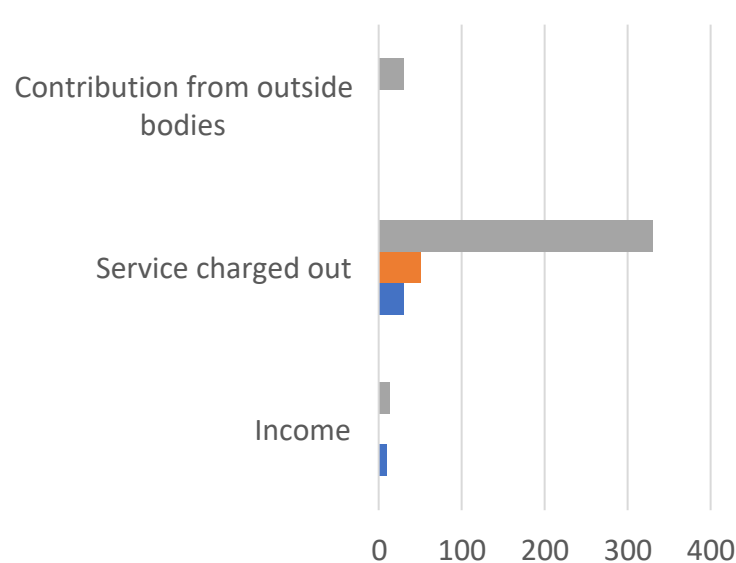
Key Performance Indicators

KPI	Current Performance	Direction of Travel/ Target
Use of LMA's online catalogue	6,185,000 page impressions (2020/21)	Improvement
Use of online research resources hosted by commercial providers	39,041,175 page impressions (2020/21)	Improvement
Use of LMA's direct website	218,327 page impressions (2020/21)	Down due to Covid

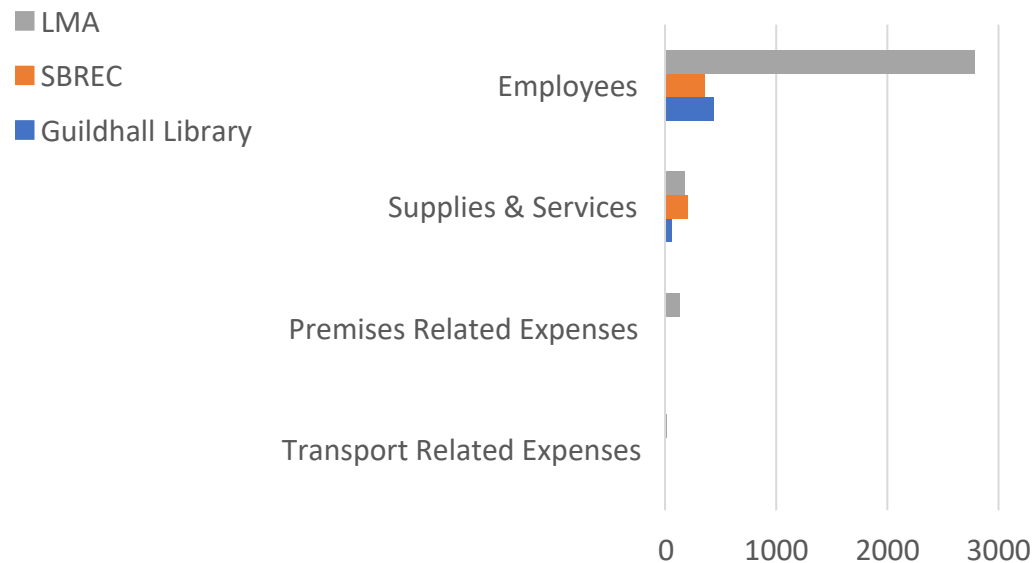
Equalities, Diversity & Inclusion

Our E, D & I self assessment score	LMA
Monitoring and use of data and information	N/A
Completing Equality Analysis (EQIA) and tackling discrimination and barriers to inclusion	2
Target setting and mainstreaming equalities into performance systems	2
Using procurement and commissioning to achieve equality and cohesion targets	4
Engagement & partnership	4
Employment and training	2

Where our money comes from



Where our money is spent



Budget vs Actual

