

Committee:	Date:
Corporate Services Policy & Resources	17 January 2023 19 January 2023
Subject: Draft High-Level Business Plans 2023/24 – Town Clerk’s Department	Public
Report of: Deputy Town Clerk, Bob Roberts Chief Strategy Officer, Dionne Corradine	For Decision
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Summary

This report presents for approval the high-level business plans for several functions within the Town Clerk’s Department for 2023/24.

These functions are Governance, Member and Electoral Services; Office of the Policy Chairman: Strategic Security and Resilience, and, Corporate, Strategy and Performance.

Other functions and services in the Town Clerk’s Department are reported elsewhere. These are Communications and Corporate Affairs; Office of the Lord Mayor; London Metropolitan Archives and the City of London Police Authority.

Recommendation

Members of the Corporate Services Committee are asked to approve the 2023/24 business plans for Governance, Member and Electoral Services: Office of the Policy Chairman, and, Corporate, Strategy and Performance.

Members of the Policy and Resources Committee are asked to approve the 2023/24 business plan for Strategic Security and Resilience

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 for the 2018/19 year. 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 2023/24, the high-level business plans have been further evolved to add more narrative and improve readability. These business plans now incorporate TOM departmental structure changes. As high-level plans, these documents do not capture the granularity of work but give the overall picture of activity, customer feedback, trends where applicable and direction of travel.

Draft final high-level Business Plans for 2023/24

3. This report presents, at Appendix 1, the draft final high-level business plans for 2023/24 for the Town Clerk's Department.
4. These high-level plans include the key areas of work that will be undertaken during 2023/24, all of which are focused on the need to continue to deliver efficient and effective outcomes for all of our customers. They have been developed in consultation with the senior officers, considering the work activity, aspirations and issues of each of the respective functions within the department, such that it can be expected that any member of the department would recognise themselves and/or their role within it.
5. There has been a focus on cross-departmental collaboration.
6. In the Corporate, Strategy and Performance team business plan the priorities outlined include:
 - a) the creation of the next Corporate Plan, which is closely linked with delivery of the Resources and Priorities Refresh Programme, to achieve the organisational culture needed for better alignment of resources to priorities
 - b) using data and reporting transparency to drive performance, collaborating with others to reduce duplication and grow capability, ownership and accountability
 - c) ensuring corporate risks are consistently and correctly identified and managed and informing ongoing improvements in risk management as an enabler to effective decision making.
7. In addition, the Corporate, Strategy and Performance business plan also extends a brief look forward to 2024-25 and 2025-26, through a new timeline and milestones illustration of workstream plans and summary of those under consideration.
8. The business plans are an important part of our strategic planning process and governance framework. Monitoring progress against the plan is a key part of the collaborative process of the Business Planning Forum and scrutiny by the Executive Leadership Board. Measurement of KPIs will enable delivery to be tracked over the coming year. Regular risk updates and deep dives of corporate risks are examined by the Audit & Risk Management Committee.
9. Staff in the department are mainly located in the Guildhall complex, an operational property asset shared by several departments. The Town Clerk's Department utilisation of its share of this asset is considered to be fully utilised, with a greater number of officers than desks and "hot-desking" utilised within sections.

Corporate & Strategic Implications

Strategic priorities and commitments are expressed in Appendix 1. The Town Clerk's Department will be taking part in the evaluation exercise of the 2018-23 Corporate Plan which is currently underway across the City of London Corporation

Security implications

The department is responsible for co-ordinating the City of London Corporation's strategic security provision

Financial and resourcing implications

Individual resourcing or financial implications associated with activities are identified within the relevant appendices

New and existing functions developed under the TOM included some requests which (in advance of a reprioritisation review) are temporarily funded via repurposed transformation or security funds. Funding for FY 2024/5 is expected through adopting an invest to save model and identifying funding through initiatives including the Resource Priority Refresh Programme.

Public sector equality duty

All the services and functions covered in the report are committed to Equality, Diversity and Inclusion.

We will continue working closely with the Director of Equality, Diversity and Inclusion and the Chief People Officer to enable the City of London Corporation to comply with its obligations under the Equality Act 2010 and the Public Sector Equality Duty

Conclusion

This report presents the high-level business plans for 2023/24 for the Town Clerk's Department for Members to consider and approve.

Appendices

- Appendix 1 – Final high-level business plans 2023/24

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