

<b>Committee(s):</b> Policy & Resources Committee – For Decision Communications and Corporate Affairs Sub-Committee – For Discussion	<b>Dated:</b> 18th January 2024 28 <sup>th</sup> February 2024
<b>Subject:</b> Draft High-Level Business Plan 2024/25 – Remembrancer’s Office	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	<b>6, 7, 10, 11</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> City Remembrancer	<b>For Discussion</b>
<b>Report author:</b> Ruth Pinner Remembrancer’s Office	

## Summary

This report presents for approval the high-level Business Plan for the Remembrancer’s Office for 2024/25.

## Recommendation

Members are asked to:

- i. Note the factors taken into consideration in compiling the Remembrancer’s Office Business Plan; and
- ii. Approve, subject to the incorporation of any changes sought by this Committee, the departmental Business Plan 2024/25.

## 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 2024/25, the high-level Business Plan has been further evolved to describe the funding and people resources associated with each priority workstream. As a high-level plan, this document does not capture the granularity of departmental work but gives the overall picture of departmental activity, customer feedback, trends where applicable and direction of travel. The Corporate Strategy and Performance Team

is working closely with departments to ensure that all Departmental Business Plans are aligned with Corporate Plan 2024-29.

### **Draft final high-level Business Plan for 2024/25**

3. This report presents, at Appendix 1, the draft final high-level Business Plan for 2024/25 for the Remembrancer's Office.

The Remembrancer's Business Plan has been developed with an understanding of Members' wishes for engagement through City events and the annual ceremonial programme, as well as the requirement for optimising the commercial aspect of Guildhall events. Parliamentary activity undertaken by the Office reflects current Corporate priorities and is reported regularly to the Communications and Corporate Affairs Sub Committee of Policy & Resources. Regular consultation is held with the Chief Commoner and Chair of the Civic Affairs Committee to confirm direction of work.

The priorities for the Business Plan are driven by the needs of the City Events programme, which is determined by Members throughout the year, and the legislative and political requirements from Parliament as well as the City's wishes for engagement or representation.

A range of events programmed throughout the year are scheduled to support the Corporate Plan and Priorities. The parliamentary work planned for the forthcoming year is also aligned with the Corporate Plan and carrying out in collaboration with other departments. In addition, the Remembrancer's Office is continually working with a range of departments to deliver events which assist in the achievement of priorities. As the Centre of Profession for Events, there is ongoing work through the Head of Event Strategy to ensure that plans are cross-cutting and take advantage of efficiencies identified.

The majority of costs within the Office are staffing, but staff resources are required in order to deliver the programme of events, engagement and representation. The Remembrancer's Office is dependent upon income generation to supplement operating costs and is maintaining a careful balance with this.

Income generated is compared to previous years with the overall objective to improve year-on-year. Surveys are routinely sent to those hiring venues at Guildhall, and to guests at City events. Responses are analysed and feedback acted on where it is possible to do so. Parliamentary activity is more difficult to measure as the work of the team is reactive to the Government's legislative programme and the underlying political environment.

It is difficult to measure the performance of the Remembrancer's Office as the majority of outcomes are qualitative, with the exception of KPIs such as income generation targets. The Remembrancer's Office is committed to continually looking for methods of gaining feedback from events and attendees to ensure service delivery is of the highest standard and also value for money.

## Departmental Operational Property Assets Utilisation Assessment

4. The Remembrancer's Office occupies the first floor of the West Wing and Guildhall, as well as a small team based on the 2<sup>nd</sup> floor within the committee corridor. The space consists of the Remembrancer's Office and small bedroom, Deputy and Assistant Remembrancer Offices and an open plan office. In addition to office space, the Remembrancer's Office also utilises and oversees the Wine Store, Strong Room, and Members Changing and Gown Stores.

Throughout 2023, there has been a need to install and additional five desks across the office to meet demand. A survey was carried out to monitor the occupancy levels of desks/workstations over a 2 week period in September 2023.

The Remembrancer's Office staff are Workplace+ workers, spending four days in the office, although this can increase to five days at certain periods of the year to meet operational requirements. This factor, along with the return from maternity and introduction of new positions, means that workspaces can be at a premium and there is a pressure on ancillary space for equipment/storage, personal lockers, welfare and private meeting space.

These requirements and demands for additional secure space, means that the Remembrancer's Office is keen to work with the City Surveyor's Department on any future development works as part of the Guildhall Refurbishment Project.

### Corporate & Strategic Implications

The Remembrancer's Office works to maintain the constitutional integrity of the City of London and in so doing, supports all of the outcomes in the City's Corporate Plan either through its parliamentary and diplomatic activity or through its City events programme. Strategic priorities and commitments are expressed in **Appendix 1**.

### Security implications

There are currently no security implications identified as a result of the business plans and budgets.

### Financial implications

The draft high-level summary Business Plan at **Appendix 1** has been drawn up on the basis of a 12% reduction in the departmental budget compared to 2020/21. This is to support the achievement of the TOM savings.

### Public sector equality duty

There are currently no equalities or diversity implications identified as a result of the business plans and budgets.

### Resourcing implications

There are currently no resource implications deriving from the Business Plan. However, we are experiencing industrywide pressure on the recruitment of experienced professionals following the revival of the hospitality sector post pandemic.

**Conclusion**

This report presents the high-level Business Plan for 2024/25 for the Remembrancer's Office for Members to consider and approve.

**Appendices**

- Appendix 1 – Final high-level Business Plan 2024/25

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