

City of London Corporation Committee Report

Committee(s): Policy & Resources Committee	Dated: 13 th February 2025
Subject: 2025/26 Business Plan for the Remembrancer's Department	Public report: For Decision
This proposal: <ul style="list-style-type: none">• delivers Corporate Plan 2024-29 outcomes• provides statutory duties• provides business enabling functions	Diverse Engaged Communities Dynamic Economic Growth Vibrant Thriving Destination Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain's Department?	n/a
Report of:	The City Remembrancer
Report author:	Ruth Pinner, Head of Business Services

Summary

This report presents for approval the high-level Business Plan for the Remembrancer's Department for 2025/26.

Recommendation

Members are asked to:

- i. Note the factors taken into consideration in compiling the Remembrancer's Business Plan; and
- ii. Approve, subject to the incorporation of any changes sought by this Committee, the departmental Business Plan 2025/26.

Main Report

Background

1. As part of the new framework for corporate and business planning, departments were asked to produce standardised high-level, 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. High-level Business Plans for FY 2025/26 align to our Corporate Plan 2024-2029. 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.

Draft final high-level Business Plan for 2025/26

3. This report presents, at Appendix 1, the draft final high-level Business Plan for 2025/26 for the Remembrancer's Department.

a. Member Involvement:

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. Regular consultation is held with the Chief Commoner and Chair of the Civic Affairs Committee to confirm direction of work. Parliamentary activity undertaken by the Office is in response to emerging public policy initiatives as they relate to Corporate priorities and is reported regularly to the Communications and Corporate Affairs Sub Committee of Policy & Resources.

b. Prioritisation and alignment to Corporate Plan 2024-2029:

The Remembrancer's priorities are, to some extent, driven by legislative and political developments and the level to which they impact on the City Corporation's objectives, as well as the need to engage on City specific matters in Parliament. The needs of the City hospitality programme, which is determined by Members throughout the year. In addition, there is a priority to drive income generation by providing a world class venue and destination to encourage visitors to the City through commercial use of Guildhall.

c. Synergies and combatting silos

The Parliamentary Team collaborates closely with Corporate Affairs on day to day political engagement and works closely across a range of Corporation departments to ensure the City's voice is heard in Parliament. The cohort of departments with which the Office works depends on the nature of the issues raised in Parliament.

The Commercial Events team is working with the City Surveyor's to identify opportunities for enhancement to the venue through both the Cyclic Works

Programme and with revenue investment to ensure the event spaces remain fit for purpose and competitive within the events market.

In addition, the Remembrancer's Office is continually working with a range of departments to deliver events which assist in the achievement of their business plan priorities, such as hosting finance summits, technology conferences or networking receptions.

As the Centre of Profession for Events, there is ongoing work with a range of departments to ensure that event procedures, policies and plans are cross-cutting and take advantage of efficiencies identified.

d. Resources utilised:

The Remembrancer's Office is currently operating at an optimum capacity and depending on how their scope develops, certain new workstreams will require additional resource to ensure that business as usual can continue alongside the specific priority workstreams. There may also be a need to recruit or utilise specialist resources to support specific workstreams such as the Markets Bill.

e. Performance Measurement:

Performance measurement is carried out through a mixed-methods approach of both qualitative and quantitative appraisal. While some areas rely on quarterly narrations to provide updates, such as progress on an element of legislation, others utilise specific metrics such as increasing engagement, visitor numbers, income generation, satisfaction levels, and gender diversity. Although these approaches provide a clear framework for monitoring performance.

f. Measuring Impact and Value for Money (VfM):

The majority of outcomes of the Remembrancer's Office are qualitative as, with the exception of KPIs such as income generation targets. The Remembrancer's Office is committed to continually seeking to improve 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. A utilisation assessment was undertaken in November 2024, and the Office space provided to the Remembrancer's Office was found to be fully utilised and at times unable to fulfil demand for desk space. A copy of this report has been provided to the City Surveyors as part of the Operational Property Review.

Corporate & Strategic Implications

Strategic implications

The Remembrancer's Office will play a key role in delivering the Corporate Plan 2024–2029 by supporting its strategic outcomes through a range of initiatives. Legal and parliamentary work, including acting as Parliamentary Agent for the City of London (Markets) Bill, aligns with the objectives of “Dynamic Economic Growth” and “Leading a Sustainable Environment,” as it facilitates progress on critical legislative frameworks. A review of the City of London's electoral franchise, including workforce composition and international comparisons, will support the outcome of “Diverse Engaged Communities” by increasing engagement with resident and worker populations. On the events side, successful delivery of the City Event and Committee Hospitality Programmes will enhance visitor numbers, gender diversity, and survey responses, contributing to the goals of “Diverse Engaged Communities,” and “Providing Excellent Services.” Quarterly progress reports will ensure transparency and alignment with corporate objectives.

Security implications – None

Financial implications

Some of the workstreams identified in the Business Plan may require additional resources if they are to be progressed.

Equalities implications

The proposals outlined in this report have been carefully assessed to ensure compliance with the Public Sector Equality Duty 2010, addressing their potential impact—positive or negative—on individuals protected under equality legislation, including age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity. The Remembrancer's Office, comprising a team of 37 staff (35.7 FTE) with a 2023 staff survey score of 70% (a 7% increase from 2022), is committed to advancing equity, equality, diversity, and inclusion (EEDI) through key actions such as developing line management capacity, addressing concerns about Members' behaviour, and ensuring access to appropriate learning and development opportunities.

Our EEDI priorities include establishing a dedicated working group, enhancing event procedures and venue accessibility to embed inclusivity, and implementing a diversity questionnaire for external guests at select City-hosted events.

As the Centre of Profession, the Office leads on best practices for event procedures across the Corporation, supported by a cross-departmental EEDI and events working group.

Additionally, the Office sponsors the staff Multi-Faith and Social Mobility networks and holds leadership roles in the Women's Inclusive and Social Mobility networks, ensuring a consistent focus on inclusivity and diversity in all areas of operation.

Public sector equality duty – none

Resourcing implications

Some of the workstreams identified in the Business Plan may require additional resources if they are to be progressed.

Risk Implications

The Remembrancer's Office faces various risks, including political, regulatory, and operational challenges. Key risks include income generation disruptions (Score: 12) due to potential venue unavailability, legislative and regulatory uncertainties (Score: 8), and adverse political developments (Score: 8). Operational risks such as safe event management and data gaps remain lower priority (Score: 4), with city property safekeeping posing minimal risk (Score: 2). Mitigation relies on proactive measures, particularly collaboration with City Surveyors to address facility-related vulnerabilities.

Climate Implications - none

Conclusion

This report presents the high-level Business Plan for 2025/26 for the Remembrancer's Department for Members to consider and approve.

Appendices

- Appendix 1 – Final high-level Business Plan 2025/26

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