

City of London Corporation Committee Report

Committee(s): Finance Committee – For decision Digital Services Committee – For decision	Dated: 18 February 2025 15 May 2025
Subject: Draft Chamberlain’s Business Plan for 2025/26	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 	Chamberlain’s Department as a support service aims to impact all six outcomes in the Corporate Plan directly or indirectly.
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	Budgets already agreed by this committee for 2025/26
Has this Funding Source been agreed with the Chamberlain’s Department?	Yes, within budget estimate and capital funding already agreed
Report of:	The Chamberlain
Report author:	Hayley Puhlhofer, Head of Chamberlain’s Office

Summary

This report presents for approval, the Business Plan for the Chamberlain’s Department for 2025/26.

Recommendation(s)

The Digital Services Committee is recommended to:

- i) Note the factors taken into consideration in compiling the Chamberlain’s Department Business Plan; and
- ii) Approve, the parts of the Chamberlain’s Business Plan for 2025/26 referring to the Digital, Information and Technology Service subject to the incorporation of any changes sought by this Committee. (All other parts have been approved by the Finance Committee.)

Main Report

Background

1. As part of the new framework for corporate and business planning, departments were asked to produce standardised and concise high-level Business Plans for the first time in 2017 for the 2018/19 year.
2. For 2024/25, the Business Plans evolved further to describe the funding and people resources associated with each priority workstream, this continues for 2025/26 with the addition of timescales and KPIs for each workstream. The template has changed this year to incorporate the above and to better align with the Corporate Plan 2024-29.

Current Position

1. The report presents, at appendix 1 the Chamberlain's Business Plan for 2025/26.
2. The priorities outlined in the CHB Business Plans were developed based on discussions with key stakeholders and feedback from Departmental Communications channels and Staff Survey groups.
3. The Chamberlain's Business Plans priority workstreams continue to be focused on legal and statutory duties, transformational projects to drive systems and process improvements to increase automation and self-service creating space for agile provision of timely insight, to improve commercial maturity to manage risk, improve compliance and deliver savings and data and insights to improve social return on investment. This builds on work carried out during the Business Planning process of 2024/25 where all workstreams were ranked on their value and risk to the Corporation and its stakeholders. Many of the workstreams are multi-year.
4. As the Digital, Information and Technology Service reports to Digital Services Committee all parts of the business plan that refer to that service are to be agreed by the Digital Services Committee. All other parts of the Business Plan are to be agreed by the Finance Committee.

Corporate & Strategic Implications

5. Strategic implications – Strategic priorities and commitments are expressed in Appendix 1.
6. Financial implications – The Business Plan at Appendix 1 has been drawn up within departmental budget estimate for 2025/26 and capital funding already agreed. Business Plans are aligned to departments, so all financial information presented within the Business Plan reflects the departmental budget rather than the Committee budget.
7. Resource implications – The Business Plan has been designed within current agreed resource base. However, outcomes from Ambition 25 may have an impact on this.

8. Legal implications – There are no legal implications to the proposals put forward in the Chamberlain's Business Plan.
9. Risk implications - Key risks managed by the department are included in the Business Plan at Appendix 1.
10. Equalities implications – The department has a separate Equalities and Inclusion Plan created and agreed by the departmental EED&I working group. Where appropriate the department will complete Equality Impact Assessment for upcoming changes.
11. Climate implications – Under the Climate action strategy the departments Corporate Treasury function is responsible for delivering Scope 3 emission actions related to financial investments.
12. Security implications - There are no security implications to the proposals put forward in the Chamberlain's Business Plan.

Conclusion

13. This report presents the draft Business Plan for 2025/26 for Chamberlain's. The Finance and Digital Services committees are recommended to approve it.

Appendices

- Appendix 1 – Draft Business Plan 2023/24 for Chamberlain's Department.

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