

<b>Committees:</b> Policy and Resources Establishment Committee	<b>Dates:</b> 6 November 2014 20 November 2014
<b>Subject:</b> Business Plan Progress Report (1 <sup>st</sup> July to 31 <sup>st</sup> October 2014) Town Clerk's Office (Policy and Democratic Services)	<b>Public</b>
<b>Report of:</b> Town Clerk	<b>For Information</b>

### Summary

- This report provides an activity update as at 31 October 2014 on progress towards achieving the objectives set out in the Town Clerk's Business Plan.
- Objectives due for delivery within this reporting period such as the review of the Catering operation in the Guildhall Club and the Investors in People Refresh have been completed.
- Major pieces of work scheduled for the rest of the year such as the continuing program of work associated with the Service Based Reviews and the implementation of Individual Electoral Registration are proceeding according to plan.
- Performance within the division is at or above the performance level standards set within the Business Plan.
- A financial monitoring statement that covers the period 1 April 2013 to 30 September 2014 can be found at paragraph 10. It is expected that the Division will remain within its local risk resources in this financial year.

### **Recommendation**

That Members note the content of this report.

### Main Report

#### **Introduction**

1. The Town Clerk's Office lies at the centre of the City Corporation's strategic management processes, helping to shape the development of corporate policy and strategy. It provides corporate leadership and co-ordination at officer level. The Town Clerk's Office is also responsible for promoting high standards of corporate governance and providing support to Members and Committees. The section consists of Committee and Member Services, Corporate Policy and Performance, Corporate HR, Resilience and Community Safety, and a Business Support Unit.

#### **Key Developments**

2. Satisfactory progress has been made towards achieving the actions detailed in the plan. Some of the highlights are listed below.
3. **Service Based Reviews** – On 4 September the Policy and Resources Committee met to consider the Service Based Review savings proposals put forward by Chief Officers, and agreed a package of savings that matches the challenge of finding at least £20m savings by 2017-18. The next steps are:

- Chief Officers will report to their service committees in the autumn on their detailed proposals as part of the budget setting process for 2015/16. Chief Officers will be asked to include in these reports reference to the suggestions made by staff for cost reduction or income generation. Once all reports have been considered by service committees, a summary report will be presented to the Policy and Resources Committee.
- Departments' proposals will be reviewed by Corporate HR to determine the likely impact on staff, and a report will be presented to the Establishment Committee in the New Year. Because the proposals will be phased over 3-4 years, there will be time to manage them carefully, and therefore minimise the staffing implications.
- Reports on the potential for longer-term changes to specific service areas will be submitted to the Resource Allocation Sub Committee in December.
- The Efficiency and Performance Sub Committee will take responsibility for oversight and monitoring of the savings reductions and the cross-departmental reviews.
- Proposals for the cross-departmental reviews will be submitted to the Chief Officers' Summit Group for approval. Regular reports will be made to the Summit Group and the Efficiency and Performance Sub Committee on the progress of the reviews.

4. **Guildhall Club Catering Review** – At the request of the Guildhall Club House Committee, a tendering exercise was conducted over the summer to find a suitable contractor that could provide the catering service for the Guildhall Club. The Guildhall Club House Committee decided to award the contract to The Cook and The Butler; the contract started on 2 September 2014, and is scheduled to last for 3 years. The staff from the in-house operation were TUPE transferred to The Cook and The Butler. The contract is still fresh and some details need to be ironed out, but feedback has been generally good regarding food and service standards.

5. **Investors in People Refresh** – The organisation's Investors in People status has been successfully retained following the review that was conducted over the summer period. In their assessment, IIP rated the City Corporation as achieving the 'Bronze' standard, which was the target level set as part of the current 3 year IIP strategy.

6. **Resilience** – The threat posed by Ebola was discussed at a London Strategic Coordination Group meeting held at Guildhall on 21 October. The City Corporation was represented in its role as Port Health Authority. The Town Clerk subsequently attended a briefing with the Mayor of London.

Contingency plans have been updated for the up-coming Lord Mayor's Show. Peter Lisley (acting as Local Authority Gold) and the Pageant Master have been liaising with the City of London Police to ensure that a common approach is taken and a table top exercise was organised by the Police to consider various scenarios.

Following the raising of the security threat level for international terrorism within the UK from substantial to severe, close liaison has been maintained with the City of London Police and staff reminded of the important role all staff have in keeping the City safe from terrorism.

7. **Individual Electoral Registration** - A new system of electoral registration, Individual Electoral Registration (IER) was introduced nationally from 10 June 2014, and is being phased in until 1 December 2015. This has resulted in a significant increase in the work Electoral Services do in respect of registration of residents, particularly during this transition period whilst it is being phased in, as the new legislation is prescriptive regarding how this must be introduced. A new member of staff has been employed on a fixed term contact until December 2015 to help with the introduction.
8. **Re-invigoration of the Safer City Partnership** – The Partnership underwent a review and the recommendations are now being implemented. Attendance at the Strategy Group has increased and relationships with partner agencies are being re-established. With staff now in place within the Community Safety team progress is being made against targets set out in the Annual Priority Plan. The team are: supporting the Domestic Abuse forum within Community and Children Services; developing a 'Hotel Tool kit' together with the City of London Police Public Protection Unit, and developing processes to accommodate the change in legislation relating to Anti-social Behaviour and community triggers and remedies. Plans are being developed to create a Community Safety Hub where we will be considering opportunities to co-locate functions and better collaboration between teams to improve the effectiveness of responses for our service users
9. **Performance Monitoring** – The Town Clerk's Office has performed at or above the various performance level standards that were identified within the Business Plan.
10. **Resource Issues** - A summary of Policy and Democratic Services' budgetary position, for the quarter ended 30 September, is provided below. It is expected that the division will remain within its local risk resources in this financial year.

#### **Town Clerk's Office – (Policy and Democratic Services)**

Local risk budgetary statement for the period ended 30 September 2014

Section	Latest 2014/15 £000	Budget for Year to Date £000	Actual £000	Variance YTD Ad/(Fav) £000	Notes
Town Clerk's Office (Committee & Corporate HR)	6,870	3,412	3,274	(138)	1.
Resilience and Community Safety	600	312	295	(17)	
Total	7,470	3,724	3,569	(155)	

**Notes:** 1 - The current underspend in the Town Clerk's Office relates mainly to the addition of agreed carry forward amounts (which will be used against specific projects), and a series of vacancies that will be filled.