

Committees: Establishment Committee Policy and Resources Committee	Dates: 4 February 2016 18 February 2016
Subject: Town Clerk's Office (Policy and Democratic Services) Business Plan Progress Report (1 October to 31 December 2015)	Public
Report of: Town Clerk	For Information
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Summary

This report provides an activity update as at 31 December 2015 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 work associated with the Member Satisfaction Survey 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 Review and the 'Increasing the Business Vote' project are proceeding according to plan. Performance within the division is mostly at or above the performance level standards set within the Business Plan.

A financial monitoring statement that covers the period 1 April 2015 to 31 December 2015 can be found at paragraph 14. 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, the Contact Centre 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.

Leadership, Policy and Strategy

3. **Changes to the Chief Officer Governance framework**– A new Chief Officer corporate governance structure has been introduced to facilitate and encourage Chief Officers to identify cross-departmental opportunities for the City of London Corporation. The overarching aim is to identify positive outcomes for people, place, and prosperity where relevant across the Square Mile, London and the UK – and the effective oversight of the delivery of those outcomes at an officer level. The corporate governance framework is not designed to intervene in the activities of departmental management teams or restrict the use of delegated authority by Chief Officers. The new framework comprises the Summit Group, Steering Groups for ‘People’, ‘Place’, and ‘Prosperity’, and Delivery Groups for Resource Management and Customer Services
4. **The Cultural Hub** – The work to develop the complex program of work related to this project is progressing. The City Surveyor has completed the purchase of the General Markets and funding has now been agreed to allow the Museum of London to refine the project scope and costs. In December, the government made £5.5m available from April 2016, through Arts Council England, to take the Centre for Music study forward to the next stage.

Corporate Governance and Democracy

5. **The Member satisfaction survey** – During December 2015, Members of the Common Council were asked to participate in a satisfaction survey about the services that they receive from the Committee and Member Services Team. The overall performance of the team was generally rated as very good or good, but there were areas that the Members identified that have potential for improvement, the most notable of which were:
 - Improving the quality of Committee papers
 - Continuity of Committee Staff
 - Providing a consistent level of procedural advice

The results will be used to enhance the services that are currently provided for Members.

6. **Increasing the Business Vote** – In preparation for the 2017 Ward Election, a campaign is planned to boost the number of registered voters. A report detailing the planned activities is on the agenda of this Committee for approval. If approved, the campaign will run from April to November 2016.

Organisational and Departmental Development

7. **Investors in People** –Our IIP assessment in September has resulted in the City of London Corporation being awarded ‘Silver’. This means we have achieved our very ambitious target of moving from Bronze to Silver in 12 months. We are formulating our plans for the future of this award given that

the award structure has changed again and Gold is no longer the ultimate award. We aim to have a decision on the way forward for IIP by spring 2016.

8. **Workforce Strategy** - The main themes emerging are pay and reward and succession planning. On pay and reward we are forming short and medium term options. Departments have been asked to prioritise some of these actions and further research on some areas such as different terms and conditions/rewards in different industries is being commissioned. The workforce planning strategy group has been subsumed into the Strategic Resource Group, which will report to Summit Group.

Resilience

9. **Major Incident Exercises** – The dates for exercise ‘Unified Response’ have now been confirmed as 29 February to 3 March. The exercise will test Local Authority responses to a declared major incident requiring the implementation of the Pan London strategic co-ordination arrangements. The City of London Corporation is playing an active role. The launch event will be held at Guildhall on January 20, at which the Town Clerk will be one of the lead speakers.
10. **The Lord Mayors Show** – The extensive planning that was undertaken by CoL Officers and the City of London Police ensured that the Lord Mayor’s Show took place without any significant problems, despite the enhanced security arrangements that were put in place as a result of the Paris Terrorist attack that took place the day before the event.

Other Issues

11. **Performance Monitoring** – The Town Clerk’s Office has performed at or above most of the performance level standards that were identified within the Business Plan. One area that has recently been under review is the level of sickness absence across the department. The latest figures available (November 2015) indicate that there has been a slight improvement in the level of sickness absence from 0.63 working days lost per employee to 0.60. This compares to 0.61 for the CoL as a whole, and the CoL target of 0.5. All sickness absence is actively managed.
12. **Business Risk** – The assessment of business risk is integrated into the business planning process, the major risks that the Town Clerk is responsible for under this business plan have been reassessed as part of this update process. Currently, there are no changes in the scoring of these risks. A report considering the Town Clerk’s Department business risks in more detail is on the agenda of this Committee meeting
13. **Resources** - A summary of Policy and Democratic Services’ budgetary position, for the quarter ended 31 December, 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)

14. Local risk budgetary statement for the period ended 31 December 2015

Section	Latest 2015/16 £000	Budget for Year to Date £000	Actual £000	Variance YTD Ad/(Fav) £000
Town Clerk's Office (Committee & Corporate HR)	6,943	5,078	4,896	(182)
Resilience and Community Safety	639	484	460	(24)
Total	7,582	5,562	5,356	(206)

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