



London Borough of Barnet

Civic Office of the Year entry

Introduction

The London Borough of Barnet is the largest populated borough in London with nearly 400,000 residents and the fourth largest geographically.

Barnet is a highly diverse borough, with over 35% of our population born outside the UK and is the home of the largest Jewish community in the country. There are also over 35,000 Greek Cypriots. Over a third of Barnet's population is made up of different faiths and communities.

The Mayor's office is operated by a small team consisting of 3 officers supporting the Mayor and Consort, Cllr Caroline Stock & Dr Richard Stock, Deputy Mayor and Consort Cllr Lachhya Gurung & Mrs Shova Gurung and Past Mayor's of the borough:

Angela Richardson – Mayoral Services and Civic Events Manager / Armed Forces Champion/ On Call Resilience Advisor & Silver

Valerie Davis – Mayor's Administration Officer

Timothy Kellman – Mayor's Support Officer/Chauffeur

Angela has worked in the Mayor's Office since 2007 and has seen many changes as the department has moved from different directorates in the local authority. Currently now with Governance of the Assurance Directorate, the roles have evolved and continue to do so, taking on different responsibilities as we find more innovative ways to engage the Mayoralty with the community. Angela manages the service and project manages civic events and town twinning.

Valerie, formerly an Elections Officer came to the Mayor's Office in 2017 and manages the Mayoral diary, invitations, queries and supports Civic events.

Tim, formerly a Recycling Supervisor and Army Reservist joined the team in 2019 when the former Mayoral Support Officer retired after 22 years. Tim, also the Mayoral Chauffeur, maintains the Mayoral vehicle and all the Mayoral regalia.

The team are extremely proud to represent the office of the first citizen of the borough and the value of the Mayoralty.

Part 1

For us all 2020 has been exceptional having to operate in extreme circumstances that we have never known before. Mayoral engagements, Civic Events and Town Twinning contact and exchanges have required a very different approach to how we continue to provide a valuable service to the Mayoralty, to the Council and most importantly to the community.

We have had to create innovative ideas to involve the community and our partner organisations during the pandemic.

In particular for 2020 our Civic Awards ceremony needed to be managed differently due to the Covid-19 restrictions. Also due to Covid-19, Armed Forces Day, Remembrance Sunday and 2021 Holocaust Memorial, (Barnet's largest event and one of the largest HMD events in the country) together with a number of other projects, needed a complete revision from our normal gatherings.

The Town Twinning elements also required engagement on a different level. More on all these projects and events below.

Redeployment or Other Assistance – all of us in the team were partly redeployed or assisting in other areas since March lockdown 2020 and still are in some cases, whilst still delivering a full Mayoral service.

The Mayoral Services and Civic Events Manager (Angela), although continuing to support the Mayor and arrange Civic Events on a different platform, was also assigned to contacting shielding and vulnerable residents including outside of normal working hours. Ensuring their needs were met, arranging food hub deliveries, medication deliveries and prescription collections etc but also a chat to those alone which proved very rewarding. During these conversations it became evident that some individuals were finding the lockdown extremely difficult and had become suicidal so there was a need to arrange immediate help.

Angela is voluntarily on call for the Emergency Planning Department for one week a month as a Resilience Advisor and Silver and has been for the last four years. Angela had previously assisted with the cross-council support in the Emergency Control Centre for Grenfell. Being on call can be quite stressful as it is important to be able to take calls 24/7 and be ready to open a Borough Emergency Control Centre at short notice. However, when an emergency does come in, for instance a house fire, flood or power failure that has affected a whole street, where people need emergency accommodation (and their pets) and other services need to be deployed, it is very rewarding to have been able to provide the necessary assistance. Because of the pandemic this has also added to the duties for a Resilience Advisor as Covid-19 enforcement has since been instigated. This requires the Resilience Advisor to make the necessary referrals to the Police, Council Enforcement teams, Environmental Health and Public Health. During the pandemic Angela has dealt with several incidents and breaches.

The Mayor's Admin Assistant (Valerie) continued with arranging the weekly schedules and Mayoral diary which was still surprisingly engaging with zoom meetings with different organisations. Valerie was also part redeployed in the Disclosure and Barring Service (DBS) Identification validation. This was for council staff and volunteers being safety checked who had been redeployed into the care sector to support those services where regular care workers were unable to do so due to having to self-isolate themselves.

The Mayor's Support Officer/Chauffeur (Tim) was redeployed to support the GP surgeries across the borough. His role was to collect Oxygen Saturation Tests from GP surgeries and deliver them to patients. Tim, wearing PPE, would then wait for the patients to do the test on the doorstep explaining how it should be done to ensure a correct recording rather than having to return again, and then he returns the test to the GP surgery. This has kept him extremely busy. Amazingly the Covid Support team in this clinical service area has been nominated for a Parliamentary award and we are very proud of Tim being a part of this team. In addition, since December Tim has also been a Car Park Marshall at one of the new vaccination sites in Barnet as well as continuing with the Oxygen Saturation Test deliveries.

Mayoral Engagement and Civic Events - The council has undergone huge transitions with IT, particularly with new working from home arrangements. The office has managed to work very well to still deliver an exceptional service even though face to face contact has been greatly restricted due to the pandemic.

By taking into consideration the needs of the organiser and the organisation to which the Mayor has been invited to, ensures that everyone involved has an enjoyable, memorable and personal experience.

Zoom and Teams have played a huge part in the way we engage with the community. During the pandemic it has been ever more important to engage with the community to show support, give encouragement and recognition. Also, where possible the Mayoralty can provide a platform for getting important messages to the community and for also raising moral by sharing good news stories.

The Mayor has recorded videos and some of these include:

The importance of following the Covid-19 guidelines [Combat COVID-19: "We can have a kosher, healthy Pesach while preserving lives at the same time" - YouTube](#)

The Loyal Toast for VE Day, [VID 20200503 WA0000 - YouTube](#)

Remembering Srebrenica, <https://www.youtube.com/watch?v=agjPTSoHlw&feature=youtu.be>

Promoting Barnet open spaces for daily exercise, [Stay healthy during the Lockdown, with some Mayoral guidance! - YouTube](#)

The Mayor's Golden Kilometre <https://www.youtube.com/watch?v=1xgd4JulTAQ&feature=youtu.be>

A supportive and inspirational message for the London Youth Virtual Games

<https://www.youtube.com/watch?v=DWmaviUpvYI&feature=youtu.be>

and many more personalised messages.

<https://www.youtube.com/watch?v=sQs7PtM8eh8&feature=youtu.be>

By also working with Council partners we have been able to share best practices, innovative ideas and even embark on some joint ventures. The message is spread wider using our social media platforms, but also the media platforms of our partners.

Smaller local voluntary organisations have also benefitted from having the Mayor provide a video message, roll up her sleeves and get involved with food packing at the community food hub and even delivering food parcels. The Mayor supported a joint venture with Age UK and other local organisations called 'Bringing Smiles to your Door'. See here - [bringing smiles to your door campaign \(ageuk.org.uk\)](http://bringing-smiles-to-your-door.org.uk) The Mayor made the deliveries to some of the elderly and alone in the borough. This has raised awareness of the Mayoralty and the office have suggested further involvement and engagement using these examples which are testament to the value brought to the council, community and the Mayoralty in a plethora of ways.

Of course, arranging this type of engagement hasn't been simple and the office have had to work closely with PHE, Covid guidance and Public Health Barnet to write individual risk assessments for each event, which included travelling to and from the engagement as well as how to safely engage at the event, and submit for approval before the event could actually take place.

Holocaust Memorial Commemoration - this event, and every year since 2007 has been organised and directed by Angela. The event is held at Middlesex University as they have a substantial venue. This also keeps costs to a minimum. The support from the service team at the university is immense. This includes IT and audio support, security services, cleaning services and setting up and clearing away from a great facilities team. This is an excellent example of partnership working. HMD 2020 in Barnet saw nearly 500 people in attendance and the hour long programme, as always, was engaging

and inclusive ensuring this not only was a commemoration but also taking the opportunity to educate and include the young people of our community.



2020 recognised the 75th anniversary of the liberation of Auschwitz-Birkenau and the 25th Anniversary of the genocide in Srebrenica, Bosnia. We had a full civic procession followed by speakers, survivors stories, singers, students giving their account of their visit to Auschwitz, young people placing 75 candles as an act of remembrance and the Barnet Band played Adom Olam and the National Anthem. We also had a signer throughout the service. As people left the venue they were handed snowdrop bulbs to plant themselves.

See link -

<https://www.barnet.gov.uk/news/hundreds-pay-their-respects-holocaust-memorial-day>

For 2021 Holocaust Memorial Day commemorations were very different. Angela organised and directed a film made up of individual video clips which included the Chief Rabbi Ephraim Mirvis, the Bishop of Edmonton The Rt Reverend Robert Wickham, Robert Rinder, (Judge Rinder) survivors, music contributions, a poem read by young children, multi-faith messages and special candle lightings. Valerie, provided the transcripts for each video so subtitles could be added. The film was released on Holocaust Memorial Day 27th January 2021. Working with Middlesex University and their IT department, who kindly edited the final film proved partnership working at its best!

The film had over 1.8K views which was one of the highest in the country for HMD.

The film is 45 minutes long and can be viewed here: <https://youtu.be/BYQk6i4TNn4>



The façade of the Town Hall was also illuminated in purple to commemorate the day.

Armed Forces Day - We are very lucky to have the RAF Museum as a partner in our borough and so, in the past we have celebrated the day together, raising a flag at the Town Hall, and parade organised by the Mayor's Office. Having a parade at the museum raises awareness of the Armed Forces in the borough as so many people attend the RAF Museum for daily visits. We even had a Lancaster Bomber flypast in 2019 along with entertainment. This enables the families of our Armed Forces, veterans and cadets to join in making for a celebratory event all round.

This year of course, it had to be very different. We could not have our usual parade and gathering because of Covid-19 and the RAF Museum was being used as an essential Barnet food hub. So a video was created along with the Mayor's message. The RAF Museum also created their messages and the office ensured there was still communication with all our Armed Forces contacts in the borough.

One of the videos submitted to us by 4 Princess of Wales's Royal Regiment raised interest and was subsequently used at the National Army Museum.

See links below for Barnet's contribution to AFD.

[Armed Forces Day 2020 | Barnet Council](#)

<https://www.bing.com/videos/search?q=RAF+Museum+armed+forces+day&docid=607990936716577817&mid=43EF7E25666993FF728943EF7E25666993FF7289&view=detail&FORM=VIRE>

[Armed Forces day 2020: Message from Barnet's Mayor, Cllr Caroline Stock. - YouTube](#)

Other Civic Events:

Civic Awards – This was a highlight in a year of uncertainty of the future. In January 2020 Valerie provided all the nominations for the judging panel, which we had also checked through our (Corporate Anti-Fraud Team (CAFT)) Department for authenticity. The usual annual celebratory event had been organised at the Town Hall in March to recognise the worthy recipients. However, just a week before, the event had to be cancelled as the country went into lockdown.

To ensure the recipients were still recognised for their valuable contributions to the community Angela created a virtual interactive publication. This involved a visual brochure which included videos of the recipients nominations being read. Angela then arranged for doorstep deliveries by the Mayor in her robe, when restrictions were slightly relaxed, of the winners framed vellums and medals which were presented in August.

See <https://barnetcivicevents.co.uk/civicawards2020/mobile/index.html> for the virtual brochure and [Civic awards | Barnet Council](#) for the doorstep delivery pictures. The recipients loved this as they could show off to the neighbours!

2021 Civic Awards nominations opened in October 2020 and the judging panel is now being organised to recognise the exceptional individuals in the borough who have been nominated to receive an award. We have added an additional category to the awards called Covid 19 Heroes to recognise the support of individuals and groups during the pandemic.

Remembrance Sunday

This was a tricky event to manage this year. In Barnet Mayoral representation is usually made at 15 services and parades around the borough. The current guidelines in London at this time directed the Rule of Six. The main events in Barnet Borough meant that very strict rules needed to be applied for congregating at the war memorials and places of worship. Risk assessments were written for each remembrance activity and in a lot of cases the memorial events were cancelled. Barnet's main event organised by the Mayor's Office took place at the war memorial. Usually with parade participants and spectators of over 400, was now significantly reduced. A very short service led by the Mayor included the Leader of the Council, the Leader of the opposition, Leader of the Liberal Democrat Group, Armed Forces Representative, Salvation Army bugler and a veteran. Fortunately, we managed to get good communications out to residents advising them to pay their respects at home. On the pavements opposite the memorial we had no more than a dozen onlookers. It is incredible to think that the least number of attendees was what we were aiming for whilst still paying respects.

See link: [Remembrance Sunday in Barnet | Barnet Council](#)

After the very short commemoration at 11am the Mayor went onto to eight other war memorials in the borough to lay a wreath on behalf of the Council, respectfully and without ceremony.

Snowdrop Planting

The Mayor's Office have an ongoing project for 15 years now, to plant snowdrop bulbs to represent a child that perished in the holocaust. The bulbs are planted in a non-Jewish school in the borough or community area by the Mayor. So far over 57,000 bulbs have been planted since the project began. This year the Mayor planted the bulbs with school children in the grounds of the primary school she attended as a child.

Snowdrop bulbs are also handed out at the Holocaust Memorial Commemoration event by school children. Having heard about our project a few years ago, the GLA also thought this was a good idea and this office assisted them with doing the same at their event in 2019.



Christmas Card Competition

Valerie co-ordinated a competition for the winning design to be used as the Mayor's Christmas card. Through a chosen school and year group all the students submit their entry. The Head teacher whittles the decision down to five entries before the Mayor chooses the winning design. This provided some light relief for the teachers in November too whilst learning practices needed to be somewhat different and this also included students that were having to remain at home. The school were delighted to take part.

There were many great submissions but the picture of Santa under a rainbow and the text on the design won us all over particularly in such a distressing year. "Always hope something great will happen" See pdf for winning design:



0000 Barnet Mayor
Xmas Card landscape

Town Twinning

Barnet is twinned with 8 towns around the world.. Angela manages the Town Twinning engagement for the borough.

Although 2020 has caused disruption to our programme, we have still managed to maintain communications and engage in certain projects with our twin towns.

Morphou, Cyprus

In January 2020 a Resolution was passed at the council meeting to recognise the 25th Anniversary of the twinning with Morphou in Cyprus. On 7th March 2020, before lockdown, the office organised for a delegation from Morphou, which included the Mayor of Morphou (in exile) to sign a reaffirmation recognising the anniversary. We also arranged a programme of events for their five day visit including transport and accommodation arrangements.



Certificate of
Reaffirmation.pdf

The delegation were taken to places of interest in the borough, given guided tours and had a civic dinner. They were also present for the raising of the Commonwealth flag on 9th March at the Town Hall at which the High Commissioner for Cyprus also attended. The delegation also attended a special exhibition which had been sent by the Municipality of Morphou, Cyprus to raise awareness of those who have been exiled from their homes in Cyprus since the atrocities of 1974.

Middlesex University very kindly hosted the exhibition which again is testament to our partnership working.

Ramat Gan, Israel

A delegation from Barnet was due to go to Ramat Gan on 11th March 2020. All arrangements were made and a very busy itinerary had been confirmed but as the fear of the coronavirus grew and evidence that it was not safe to travel, Israel went into lockdown before the UK and so the visit was cancelled.

Le Raincy, France – Photographic Competition

This is an initiative set up by our twin town of Le Raincy and includes their twin towns. Now in its 3rd year the residents of Barnet are invited to send in photographs that meet the theme and criteria of the competition for the year. 2020 was the year of 'Unusual Sights of your City.' A judging panel is set up in each twin town and they are not allowed to judge their own town entries. Here is the link to see the winning photos submitted by residents for Barnet. [Town Twinning | Barnet Council](#). Financed by the town of Le Raincy the winners in each twin town receive 150euros, second place 100euros and third place 75euros. Certificates are presented by the Mayor and then all the winning photographs of each town are then sent as a whole exhibition to be displayed for 3 months in the civic office of each twin town.

Chaville, France

We usually have a Petanque tournament every year, alternating between host towns. The tournament could not take place this year but zoom gatherings and quizzes set up by the 'Friends of Chaville' have ensured contact is maintained.

We also sent a Poppy Wreath to Chaville to lay at their Remembrance service on 11th November as we do every year.

Tempelhof-Schöneberg, Berlin

Activity with this twin town is also on an annual basis. This year the planned projects for LOGO Europe, a 6 week annual work placement from Berlin co-ordinated by Angela for Barnet and the schools film festival where a group of Barnet students travel to Berlin to submit their themed film for a competition, all had to be cancelled due to the pandemic. However, communications remained lively and ensured our offices remained in excellent contact by sharing ideas and news during this restrictive time.

Annual Council

The Mayor usually changes over in May each year. Due to the pandemic it was decided that the Annual Council meeting and change of Mayoralty would be postponed until September. Options were delivered regarding how the event in September would actually take place safely by either a virtual or hybrid event. It was decided to hold a full virtual meeting which could also be viewed live by the public. This included extensive IT support for all of our 63 Councillors plus officers. Documents were signed, sealed and witnessed all within safe guidelines and presentations arranged. Invitations to guests on our civic list were sent with instructions on how to join the meeting. The Mayoral Support Officer, Tim, had all the Chains, robes and regalia cleaned and duly delivered the items and certificates to the home addresses of the Mayor, Deputy Mayor, Mayor Designate and Deputy Mayor Designate. The day before the Annual Council Meeting we were due to hold a dress rehearsal so the formalities of the Mayoral inauguration would be practiced with a script and go without hitch. This had to be cancelled as the Mayor Designate was not contactable which then led to the Annual Council Meeting also being postponed.

It was with great sadness that we learned the Mayor Designate had suddenly passed away the day after.

The Annual Council meeting took place in October instead and the current serving Mayor, Cllr Caroline Stock will continue in office until May 2021 therefore completing a 2 year term in office.

Charity Fundraising

The Mayor's chosen charities for her Mayoral year were Cherry Lodge Cancer Care and HomeStart Barnet. Both local charities. Private tours of St Paul's Cathedral, The Old Bailey, Speakers House, Westminster, The RAF Museum, Lancaster House and Marlborough House, a Valentine Jazz evening, a Bridge evening, a Diwali Afternoon Tea and a Supper Quiz were organised and even a Virtual Gala Dinner with an auction. Through these fundraising events supported by the Mayor's Office £60,000 was raised which is one of the highest amounts raised in a Mayoral term in Barnet.

The Mayor entered into the 2020 televised London New Years Day Parade competition. The Barnet float won £6000 coming 5th out of all the London boroughs with the theme 'Live Your Best Life' focussing on the importance of mental health and living in the moment to make life more enjoyable. Please see link to read about our entry

[Back Barnet in London New Year's Day Parade - YouTube](#)

The Mayor decided that as she would now be continuing as Mayor for an additional term that she would take on the charity chosen by the late Mayor Designate, the Royal Free Charity, making a valuable difference to patients and staff at three hospitals in the borough by providing services, research and equipment not covered by NHS funding.

Operation London Bridge

Angela is the lead in the borough for this task and has produced a full instructional document which informs each department of the requirement in the area of their responsibility. The document is constantly reviewed with dynamic assessments and updated with further guidance as it becomes available.

If it is necessary for the Royal Train plan to be activated this would mean the train would pass through three stations in the Barnet borough. Under the Covid-19 guidance Angela risk assessed, socially distanced of course, with the Highways and Street Scene departments, British Transport Police, Metropolitan Police and the City of London and has walked the whole 8 mile route to provide an extensive assessment of health and safety, potential hazards and best viewing points. Angela has also engaged with neighbouring boroughs to ensure that boundaries are identified and correctly allocated for the individual local authority responsibility.

Armed Forces Covenant

Angela (a Colonel in the Army Cadet Force) is also the Armed Forces Champion in the borough. The original covenant was signed by the council in 2012 and the London Borough of Barnet is now renewing the covenant as part of the Renewing the Covenant in the Capital project. This has involved training for Councillors, senior officers and frontline staff. Angela attends and speaks at the Council Leadership Committee meetings and delivers her progress reports. The Council have reaffirmed it's commitment at a recent Council meeting.

Angela has also managed to have the awareness training uploaded onto a training platform so this can easily be accessed for e-learning in the Council. She arranged for this package to also be rolled out to the Gurkha Community in the borough and to Middlesex University, Barnet Homes and the local NHS trust. The training and development and working towards partner involvement has proved very beneficial. As the training is electronic it has reached the wider audience and participation

during lockdown has increased. The only part outstanding for the Employer Silver Recognition Award is the signing of the renewed covenant at a public event with our partners and a virtual signing is now being considered if lockdown restrictions are not lifted soon.

Angela is now working closely with London District Armed Forces Headquarters at Horseguards to discuss the introduction of standard policies across the country.

The Mayor has carried out 238 engagements, both physical and virtual, from January 2020 to January 2021

Part 2

The office have embraced the new ways of working within the changing guidelines. Going forward, by using the same principles that have kept the office in high regard this past year, we can ensure we can continue to be a dependable and trusted office.

The Mayoral staff are open and honest, act with integrity and all of the team are contactable by telephone as well as email and this provides a personal and reassuring approach. Following up and providing answers and solutions to queries in a timely manner is reassurance that the office can be relied upon, despite and beyond the difficulties and challenges Covid -19 has caused.

We care about Barnet, it's people, businesses and those we work with. The office continue to work with other departments to ensure residents and businesses have a good experience when engaging with the Mayor.

Throughout the Council and the community the Mayor's office have been proactively promoting the benefit of the Mayoralty which continues to be relevant for the community and more so now as the efforts of some outstanding residents, volunteers and community groups are recognised. It is important to acknowledge the community generosity of time and goodwill as their contribution is of huge value as it supports council services. It can also alleviate pressures where delivery of certain services has been difficult for various reasons.

We are an approachable team, offering sound advice to organisers when required. It is important to maintain good relations with individuals, businesses, organisations, stakeholders partners and the Lieutenancy. This not only keeps the reputation of the Mayoralty and Council in high regard but benefits areas of good practice, sharing information and good news stories through our communications department, council publications and website and also council partners platforms.

We actively listen and respond, collaborate and share ideas with different departments and our partners to achieve the best outcomes with residents, businesses and colleagues. This is a proven template and will be continued in the future.

Partnership working in the community is very important and we are very fortunate to have an excellent relationship with our partners. This relationship is continually nurtured in many areas and this has helped the Mayor's office deliver some very large Civic Events in the community every year with enormous cost savings.

It cannot be underestimated the value of the Mayoralty to the community and council in general as it provides a visual reminder of how important it is to have a figurehead who appreciates the community efforts in all aspects.

Barnet is a very diverse borough and the Mayor's office works very closely with different faith groups and community forums. At all of our civic events we ensure inclusion from different aspects of the community and celebrate this diversity. This will continue to keep the Mayoralty in the public eye in the future and for the right reasons.

Whilst the office have been delivering Mayoral engagement and Civic events in an unaccustomed fashion this past year it has highlighted the opportunities for going forward with changing guidelines.

For example; whilst arranging for the Town Hall to be illuminated in purple for Holocaust Memorial Day this year by having the lighting permanently installed this would enable the council to visually recognise other days by changing the light bulbs. For instance red for Remembrance Sunday, rainbow colours for LGBTQ+ , red white and blue for Armed Forces Day and any other colour we choose to promote a specific significant event. This one-off installation charge will provide a visual statement in the future at the cost of a few light bulbs.

It is apparent with the wider use of IT and social media and video conferencing that the service delivery is still of an exceptional high standard by continuing to engage with the community whilst there has been significant cost savings.

Considering a return to face to face activity, a review of the Mayoral car is a frequent topic, often brought up by Freedom of Information. In the Barnet borough, with 875 miles of road and very much reduced parking amenities, it would be very difficult for the Mayor to attend engagements and on time without a car and driver. The office have been reviewed nearly every year for the last 15 years to see if cost savings can be made. The decision to keep the Mayoralty has been based on the value it brings to the council and the community and by ensuring that the office deliver the crucial elements that a figurehead should bring, we have been able to retain the services of the chauffeur. In addition we have reviewed several vehicles to ensure the singular Mayoral car is cost effective and better for the environment. The current car is a Volvo S90 Hybrid which has proven to be hugely cost effective and green. It is not classified as a prestige car, however it looks like one and the black polished paint and chrome is expertly looked after by hand by the chauffeur, Tim. The vehicle is also compliant with the proposed extension of the Ultra Low Emissions Zone which will extend into the Barnet borough. It is envisaged that we can retain the car for at least 6 years so future transport costs will also be significantly reduced.

In Summary

The small Civic office team of three who are all committed, dedicated and willing, continually strive to ensure all those engaging with the Mayoralty have a memorable and good experience. Whilst delivering new and innovative ways of working we have ensured the office delivers an exceptional service embracing the changes necessary. This includes the promotion and value of the Mayoralty in the borough with very limited resources, celebrating the diversity, collaborating with our partners and sharing best practices.

The Mayor's Office need to get it right first time, every time as the Mayoralty carries a huge reputational risk to the council. Going forward, everything we have done this year has created a vision on how we can operate and develop this service in the future, under restricted circumstances if necessary.

We hope you have enjoyed reading our entry and watching the promotional and inspirational videos in support of our submission for Civic Office of the Year.