CONTENTS

3 A CITY IN DEVELOPMENT

4-5 CITY GOVERNMENT

6-7 THE POLITICAL STRUCTURE AT 1 JANUARY 2014

8-9 COPENHAGEN CITY COUNCIL / 2014-2017

10-13 THE FINANCE COMMITTEE
   THE FINANCE ADMINISTRATION

14-17 THE CULTURE AND LEISURE COMMITTEE
   THE CULTURE AND LEISURE ADMINISTRATION

18-21 THE CHILDREN AND YOUTH COMMITTEE
   THE CHILDREN AND YOUTH ADMINISTRATION

22-25 THE HEALTH AND CARE COMMITTEE
   THE HEALTH AND CARE ADMINISTRATION

26-29 THE SOCIAL SERVICES COMMITTEE
   THE SOCIAL SERVICES ADMINISTRATION

30-33 THE TECHNICAL AND ENVIRONMENTAL COMMITTEE
   THE TECHNICAL AND ENVIRONMENTAL ADMINISTRATION

34-37 THE EMPLOYMENT AND INTEGRATION COMMITTEE
   THE EMPLOYMENT AND INTEGRATION ADMINISTRATION

38 THE CITIZENS ADVICE SERVICE

39 THE AUDIT DIRECTORATE OF COPENHAGEN
Copenhagen is progressing these years. Construction is going on everywhere. We're building new homes, and day care institutions and we're drilling tunnels for the metro. Schools are being renovated and roads and bike paths are being repaired. We are planting trees and building sports facilities and playgrounds.

Some people may think it's a bit too much with all the renovating and building that's going on right now, but the thing is – it's good for Copenhagen and for Copenhageners. All the building and construction activities imply development, new jobs and a better city for Copenhageners of all ages. And let's not forget, we're preparing the city for all the new Copenhageners, who are moving here these years.

The city is growing by 1,000 people every month. This is a challenge for the City of Copenhagen, but a positive one, because developing a city is much more fun than dismantling it. And as a result of the city's growth, there will be more Copenhageners to care for; to provide housing for; and green transportation, well-functioning day care institutions and schools. Hopefully, we will also see more Copenhageners getting involved in our city and taking part in the city government.

The City of Copenhagen now has more than 45,000 employees serving around 570,000 Copenhageners. The political work in the City of Copenhagen builds on openness, democracy, collaboration and citizen participation. It is my hope that more citizens will take part in our democracy. This is the main reason for this publication, which gives an overview of the political government of Copenhagen.

Copenhagen has become a great city to live in with green areas, bike paths and the harbour baths. We are working hard to promote sustainability and we have festivals dedicated to food, culture and diversity. Through our involvement in the city, we're all contributing to the growth and to putting Copenhagen on the world map. I hope this publication will inspire even more Copenhageners — young as well as old — to get involved in the local government and help create the Copenhagen they want to live in.

On the following pages, you can read about the local government of Copenhagen, who we are and what responsibilities we have. You can also learn more about our organisation and where to go if you have questions.

Also, please check out the City of Copenhagen’s website at www.kk.dk for more information.

FRANK JENSEN
LORD MAYOR
The government of the City of Copenhagen consists of its supreme body, the City Council, followed by a level consisting of the Finance Committee and six standing committees each in charge of their own area. The City of Copenhagen has an intermediate government system with a divided administrative management.

In an intermediate government system, the Lord Mayor as well as the chairmen of the standing committees (mayors) are born members of the Finance Committee – with the Lord Mayor as chairman of the Committee. In a system of divided administrative management, the Lord Mayor and the chairmen of the standing committees (the mayors) share responsibility for the senior management of the City: Each of them is head of the administration in charge of the tasks falling under their various committees.

Also, under this type of government, the committees can make final decisions within their areas, which reduces the number of cases that must be submitted to the City Council.

Furthermore, the committees are elected by proportional representation, which implies that a simple majority cannot take all the seats in a committee. Since the committees are not merely advisory bodies, this ensures that minorities are heard in the administration of the City’s tasks.

THE CITY COUNCIL
The City Council is Copenhagen’s supreme political authority. It has 55 members who are elected for a term of four years. The City Council sets up the frameworks of the committees’ tasks.

The Lord Mayor is chairman of the City Council and sets the agenda for the meetings of the City Council, convenes the meetings and chairs the discussions.

Members of the public and the press may attend the meetings, unless confidential matters are on the agenda. The agendas for the meetings are available on the City's website at www.kk.dk. After the meetings, a record of resolutions is prepared which is also available on the City’s website.

THE COMMITTEES
The seven committees set up by the City Council are:
- the Finance Committee
- the Culture and Leisure Committee
- the Children and Youth Committee
- the Health and Care Committee
- the Social Services Committee
- The Technical and Environmental Committee
- The Employment and Integration Committee

The committees are in charge of the day-to-day management of tasks falling within each their special area. Overall decisions are made by the City Council.

Each of the six standing committees has 11 members, including the mayor of the relevant administration, who is chairman of the committee. The Finance Committee has 13 members. In addition to the Lord Mayor, who is chairman of the Committee, the six mayors of the standing committees and six members of the City Council are also members of the Finance Committee.

THE ADMINISTRATIONS
The City of Copenhagen has seven administrations. Each administration works with the tasks related to its committee.

The seven administrations are:
- the Finance Administration
- the Culture and Leisure Administration
- the Children and Youth Administration
- the Health and Care Administration
- the Social Services Administration
- the Technical and Environmental Administration
- the Employment and Integration Administration
<table>
<thead>
<tr>
<th>Committee</th>
<th>Leader</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>THE CITIZENS ADVICE SERVICE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>THE FINANCE COMMITTEE</strong></td>
<td><strong>FRANK JENSEN</strong></td>
<td>Finances, budget and accounts, Financial management, HR, payrolls and HR management, Safe City, Copenhagen Properties, Emergency services, IT, International relations, Strategic business development, Urban planning, community and traffic planning</td>
</tr>
<tr>
<td><strong>THE CULTURE AND LEISURE COMMITTEE</strong></td>
<td><strong>CARL CHRISTIAN EBBESEN</strong></td>
<td>Libraries, Citizen Service, General education, Civil register, Sports facilities, Culture houses, Museums, Theatre, music and art subsidies, Events and international cultural and sports collaboration</td>
</tr>
<tr>
<td><strong>THE CHILDREN AND YOUTH COMMITTEE</strong></td>
<td><strong>PIA ALLERSLEV</strong></td>
<td>Day care (0-5 year-olds), After school centres and clubs, Primary and lower secondary schools, Special-needs schools and institutions, Educational psychological advice, Youth schools, A wide range of other tasks for 0-18 years-olds</td>
</tr>
<tr>
<td><strong>THE HEALTH AND CARE COMMITTEE</strong></td>
<td><strong>NINNA THOMSEN</strong></td>
<td>Homes suitable for care, Home care, Assistive devices, Day centres, Adult dental care, Prevention of diseases and health promotion, Reablement, Rehabilitation vs. chronic disease, Free physiotherapy, Collaboration with the Capital Region of Denmark on hospitals and health, City of Copenhagen HSE service, Basic social and health education and the nursing education</td>
</tr>
</tbody>
</table>

**THE POLITICIANAL STRUCTURE AT 1 JANUARY 2014**

**THE COPENHAGEN CITY COUNCIL**

*Note: The image includes a table with the names and responsibilities of various committees and their leaders.*
THE AUDIT DIRECTORATE

THE SOCIAL SERVICES COMMITTEE
JESPER CHRISTENSEN (A)

SOCIAL SERVICES ADMINISTRATION
- Disabilities
- The mentally ill
- Abuse
- Homeless people
- Alcohol treatment
- Social housing services
- Placing of children and young people in residential care
- Disability pensions
- Preventive social measures
- Non-residential folk high schools

THE TECHNICAL AND ENVIRONMENTAL COMMITTEE
MORTEN KABELL (Ø)

TECHNICAL AND ENVIRONMENTAL ADMINISTRATION
- Local development planning and architecture
- Environment
- Traffic
- Parking
- Parks and recreational areas
- Urban renewal
- Neighbourhood improvement
- Cleaning and maintenance of outdoor areas
- Construction cases
- Cemeteries

THE EMPLOYMENT AND INTEGRATION COMMITTEE
ANNA MEE ALLERSLEV (B)

EMPLOYMENT AND INTEGRATION ADMINISTRATION
- Job search and mediation
- Job centre Copenhagen
- Qualification-improving employment centres
- Cash benefit and sickness benefit services
- Disability pension assessments
- Cross-sector integration activities
- Danish language tuition for adults
- Interaction with businesses and supervision of business structure
- Copenhagen Business Service

DISTRIBUTION OF SEATS AND MEMBERS OF THE CITY COUNCIL

(A) THE SOCIAL DEMOCRATIC PARTY / 15 SEATS
(Ø) THE RED-GREEN ALLIANCE / 11 SEATS
(B) SOCIAL-LIBERAL PARTY / 7 SEATS
(V) THE LIBERAL PARTY / 7 SEATS
(F) THE SOCIALIST PEOPLE’S PARTY / 6 SEATS
(O) THE DANISH PEOPLE’S PARTY / 4 SEATS
(C) THE CONSERVATIVE PARTY / 3 SEATS
(I) LIBERAL ALLIANCE / 2 SEATS
DISTRIBUTION OF SEATS AND MEMBERS OF THE CITY COUNCIL

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THE FINANCE COMMITTEE

The Finance Committee has 13 members. In addition to the Lord Mayor, who is chairman of the Committee, the six remaining mayors and six members of the City Council are members of the Finance Committee. The Committee is responsible for the overall coordination of the City’s affairs, including the City of Copenhagen’s budget and accounts, IT, emergency services, payroll and HR matters as well as management of the City’s properties. Also, the Committee is responsible for general urban development and growth.

THE FINANCE ADMINISTRATION

NO. OF EMPLOYEES

The Finance Administration has around 2,400 employees.

CORE SERVICES

Finances, budget and accounts, financial management, HR, payrolls and HR management, Safe City, Copenhagen Properties, emergency services, IT, international relations, strategic business development, urban development, community and traffic planning.

LORD MAYOR
FRANK JENSEN (A)

CONTACT
THE LORD MAYOR’S SECRETARIAT

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PHONE: +45 33 66 22 00 • E-MAIL: OVERBORGMESTEREN@KK.DK
The Finance Administration works for the Finance Committee and is in charge of the day-to-day management of matters under this Committee.

The Finance Administration consists of an executive board, three support functions, two specialist centres and three contract units.

THE EXECUTIVE BOARD of the Finance Administration consists of a chief executive and two deputy chief executives. The executive board is overall responsible for the Administration’s employees and for implementing the decisions made by the Lord Mayor and the Finance Committee.

THE THREE SUPPORT FUNCTIONS

The Management and Communications Secretariat serves the executive board, the centres and secretariats. It sets the strategic course for the Administration’s application of resources, organisational development and strategic communication. The secretariat is responsible for HR and management development, financial management and organisational development. Also, the secretariat is in charge of the Administration’s communication – internally in the Finance Administration as well externally in public communication and responsible for communication across the City’s administrations and for the City’s graphic design unit, KKdesign.

The City Council Secretariat handles secretarial tasks for the City Council, the Finance Committee, the Emergency Commission and the Election Committee. The Secretariat serves the Lord Mayor as Chairman of the City Council and the Finance Committee and assists and advises the other members of the City Council.

The Lord Mayor’s Secretariat handles secretarial tasks for the Lord Mayor, such as the Lord Mayor’s meetings, inquiries from the press and citizens, articles and speeches.

THE TWO SPECIALIST CENTRES

The Finance Centre is responsible for tasks relating to the City of Copenhagen’s overall financial matters, such as preparing budgets and accounts, financial management and protecting the City’s interests. The Centre also has the overall employer function across the City of Copenhagen and is in charge of the collaboration with Local Government Denmark and the trade unions.

The Urban Development Centre is responsible for the City’s overall urban development, including housing policy and community planning, traffic planning, traffic procurement, efficient and cohesive crime prevention, growth, partnerships and international affairs, purchase and sale of properties and the relations with enterprises owned by the City of Copenhagen. Also, the Centre is responsible for the City’s 12 local committees.

THE THREE CONTRACT UNITS

The Copenhagen Fire Brigade prevents, limits and alleviates personal injuries and damage to property and the environment in case of accidents and catastrophes. The fire brigade’s core services are fire and rescue services, ambulance service, transport of patients, preventive fire services, the emergency service centre (112) and planning of the civil emergency service.

Shared Services is a contract unit supplying services to the seven administrations to enhance efficiency in the overall administration of the City of Copenhagen. Shared Services handles tasks relating to finances and accounts, including settlements, IT services and development.
of new solutions, statistics, payroll and human resource management and insurance matters.

Copenhagen Properties is the City’s cross-sector property company which operates and develops all the City’s properties, including schools, culture houses, libraries, institutions, nursery homes and sports facilities. Copenhagen Properties is responsible for managing, developing and maintaining the properties and for renting and cleaning services. The company also acts as employer in building projects and major renovation projects.
THE CULTURE AND LEISURE COMMITTEE

The Culture and Leisure Committee consists of 11 members, who are all elected politicians. The Mayor, Culture and Leisure Administration, is chairman of the Committee. The Culture and Leisure Committee is responsible for the City’s activities within culture and leisure, as well as citizen service activities.

THE CULTURE AND LEISURE ADMINISTRATION

NO. OF EMPLOYEES

The Culture and Leisure Administration has around 1,622 employees.

CORE SERVICES

Libraries, citizen service, general education, civil register, sports facilities, culture houses, museums, theatre, music and art subsidies, events and regional and international cultural and sports collaboration, the City Archives, the City’s share of corporate taxes, various legal administration matters, the Evangelical Lutheran Church in Denmark, and activities related to the Danish restaurants and hotels act (the alcohol license board).

MAYOR

CARL CHRISTIAN EBBESEN (O)

CONTACT

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THE CULTURE AND LEISURE ADMINISTRATION

The Culture and Leisure Administration is responsible for the day-to-day management of matters relating to the Culture and Leisure Committee. The Administration consists of Citizen Service and a number of cultural institutions, sports facilities, libraries, museums and the City Archives. The institutions are located all over Copenhagen.

The concept of trust has been on the agenda for many years in the Culture and Leisure Administration. For this reason, unnecessary controls and rules have been replaced by trust in order to leave more time for the actual core tasks and to strengthen the individual institution’s scope of action vis a vis the citizens. This implies that decisions are made locally at the institutions, which have a high degree of freedom to develop new activities to the citizens and prioritise their resources.

The Culture and Leisure Administration consists of an executive board, Copenhagen Citizen Service and three support functions. In addition, the Administration’s cultural institutions and facilities are grouped in 22 institutions and teams.

THE EXECUTIVE BOARD is overall responsible for the management of the Administration’s employees. Also, the executive board is in charge of implementing the decisions made by the Mayor and the Culture and Leisure Committee.

COPENHAGEN CITIZEN SERVICE consists of three citizen service centres and a call centre and is the citizens’ main gateway to the City of Copenhagen. The service has seven divisions handling digitalisation, collection and control, various boards, the civil register, 65+, city hall service and International House. The main task of the Copenhagen Citizen Service is to simplify and enhance efficiency of the services provided and facilitate contact between the City and its citizens.

The Culture and Leisure Administration took over the operation of Copenhagen Citizen Service on 1 January 2014. The Administration will reorganise the area in the near future in order to integrate citizen service and the culture and leisure area into one common administration area.

THREE CENTRALISED SUPPORT FUNCTIONS, secretariat & communication, planning & subsidies and the shared services centre, provide support and advisory services to the decentralised units.

Secretariat & communication serves the Culture and Leisure Committee, the standing committees, the executive board and the Mayor. It is also in charge of internal and external communication and of coordinating media activities.

Planning & subsidies has three main tasks: Urban development in terms of planning and developing cultural and leisure facilities. General education, subsidies and events supporting educative associations and city events. Integration & Leisure, supporting integration in the culture and leisure area.

The shared services centre supports the institutions’ and the Administration’s budget and accounts, follow-up and financial management, as well as procurement. In addition, the shared
services centre is responsible for a number of HR tasks, such as the Administration’s pay policy, sickness absence, HSE activities, as well as skills development. Finally, the shared services centre has a number of consultants providing assistance in connection with e.g. lean processes, business development and legal matters.

**22 INSTITUTIONS AND TEAMS**

The Culture and Leisure Administration is in charge of more than 100 sports facilities, libraries, culture houses, museums, archives and exhibition venues grouped in 22 cross-functional institutions and teams.
The Children and Youth Committee coordinates and plans the joint activities offered to around 100,000 children and young people between the age of 0 and 18 in the City of Copenhagen at the City’s almost 70 primary and lower secondary schools (including special-needs schools) and 600 institutions.

The main tasks are day care centres, primary and lower secondary schools including special-needs schools, after school centres, clubs and special-needs institutions. Also, the Committee is responsible for a number of tasks such as educational psychological advice service, the children’s clinic, the health visitor scheme, dental care for children and young people, educational guidance for young people, and youth schools. The Mayor, Children and Youth Administration, is chairman of the Committee.

**THE CHILDREN AND YOUTH ADMINISTRATION**

**NO. OF EMPLOYEES**

The Children and Youth Administration has almost 18,000 employees.

**CORE SERVICES**

Day care (0-5 year-olds), after school centres and clubs, primary and lower secondary schools, special-needs schools and institutions, educational psychological advice service, youth schools, and a wide range of other tasks (0-18 year-olds).

**MAYOR**

PIA ALLERSLEV (V)

**CONTACT**

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The Children and Youth Administration is in charge of the day-to-day handling of matters under the Children and Youth Committee. An executive board consisting of a chief executive and two deputy chief executives is in charge of the day-to-day management of the Children and Youth Administration.

The Children and Youth Administration consists of an executive board, three support functions, nine specialist functions and five local areas.

**THE EXECUTIVE BOARD** is in charge of the general management of the Administration and is responsible for serving the political level.

**THREE SUPPORT FUNCTIONS** provide services to the Mayor, the Committee and the executive board in the strategic management of the Children and Youth area.

**The management secretariat** is in charge of the day-to-day service of the Mayor, as well as inquiries and requests, media relations and communication. In addition, the secretariat processes political cases and acts as secretariat for the Children and Youth Committee and the executive board. The secretariat monitors new legislation and agreements on the area and coordinates strategic projects.

**Business intelligence and implementation** designs and supplies valid business intelligence to all levels of the Administration.

**HR Organisation** is in charge of the organisational development and certain legal matters.
The Health and Care Committee is responsible for the City's care of senior citizens as well as its health care activities. In the senior citizens area, the main responsibilities include home care, assistive devices, sheltered and residential homes, reablement, training, activity offers and dental care. In the health area, the Committee is responsible for preventive and health promoting activities for all citizens. The Mayor, Health and Care Administration, is chairman of the Committee.

THE HEALTH AND CARE ADMINISTRATION

No. of Employees
The Health and Care Administration has around 10,000 employees.

Core Services
Homes suitable for care, home care, assistive devices, day centres, dental care for senior citizens and special dental care, preventive and health promoting activities, reablement and training, rehabilitation, free physiotherapy, collaboration with the Capital Region of Denmark in the hospital and health area, the City's HSE advisory service, basic social and health education and the nursing education.

Mayor
NINNA THOMSEN (F)

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THE HEALTH AND CARE ADMINISTRATION

The main task of the Health and Care Administration is to provide care of senior citizens in Copenhagen. The Administration is also responsible for health offers for all citizens in the City of Copenhagen. In the senior citizens area, the Administration mainly provides home care, nursing, sheltered and residential homes, training, assistive devices, food services, dental care and activity offers.

The Administration focuses on promoting and improving citizens’ general health by offering a wide range of public health, rehabilitation and reablement activities. The Administration works to prioritise and improve Copenhageners’ health and quality of life, which is a joint responsibility for all the administrations of the City of Copenhagen.

The Administration also focuses on welfare technology providing equal opportunities for citizens to live a healthy and active life and helping citizens suffering from illnesses to help themselves. The Administration consists of an executive board, a central administration, five local areas and a number of other units.

THE EXECUTIVE BOARD of the Health and Care Administration consists of a chief executive and two deputy chief executives.

THE CENTRAL ADMINISTRATION is divided into five centres and two secretariats:

THE FIVE CENTRES

The shared services centre supports the operation of units and institutions in connection with procurement and tenders, accounting, general legal matters, emergency services and in-house service tasks.

The human resource centre is responsible for overall digitalisation and HR policies. Also, it is responsible for the City of Copenhagen’s basic education and HSE activities.

The quality and cohesion centre is responsible for supporting good and cohesive processes for the citizens. Also, the centre is responsible for the reablement area and for providing data for quality development across the health sector.

The care centre is responsible for home care, nursing homes and nursing activities for senior citizens.

The health centre is responsible for developing the City’s health care offers, including nursing activities, and for focusing on developing transparent and people-friendly preventive measures as part of combating inequalities in health.

THE TWO SECRETARIATS

The management secretariat handles political aspects and supports collaboration between the political committee and the Administration. In addition, the secretariat is in charge of communication and media relations.

The finance secretariat is responsible for adopting a strategic and development-oriented approach to the Administration’s financial affairs.
**THE FIVE LOCAL AREAS**
The Administration has five local areas linking the city together:

- Local area Amager,
- Local area Bispebjerg/Nørrebro,
- Local area Indre By/Østerbro,
- Local area Vanløse/Branshøj/Husum,
- Local area Vesterbro/Kgs. Enghave/Valby.

The City’s nursing homes, home care centres, training centres, activity offers and prevention centres all belong in one of the five areas.

Each local area has a local area office which functions as the citizens’ point of entry, when they wish to apply for services offered by the City of Copenhagen.

**OTHER UNITS**
The Health and Care Administration also operates units, such as

- HSE Copenhagen
- Home care unit
- Nursing clinics
- Assistive devices centre
- Adult dental health
- Cancer and health centre
- Health centres
- Prevention centres
- Training and reablement centres
- Sheltered and residential homes
- Activity centres for senior citizens
- Dementia centres
- Continence care clinics
- Children’s weight centre
- Intermediate unit for frail elderly patients
- Copenhagen food service
The Social Services Committee is responsible for the City’s social activities for children, young people and adults, including preventive social measures, allocation of transfer payments, such as disability pensions and financial support in special cases. Also, the Committee handles the placing of children and young people in residential care, service offers for the disabled, the mentally ill and alcohol and drug abusers, as well as various social housing services. The Mayor, Social Services Administration, is chairman of the Committee.

The Social Services Administration has around 6,600 employees.

Core Services
Disabilities, the mentally ill, abuse, homeless people, alcohol treatment, social housing services, placing of children and young people in residential care, disability pensions, non-residential folk high schools and preventive social measures.

Mayor
Jesper Christensen (A)

Contact
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The Social Services Administration works for the Social Services Committee and is responsible for the day-to-day administration of matters under this Committee. The Social Services Administration consists of an executive board, a central administration and 28 centre communities.

**THE EXECUTIVE BOARD** consists of a chief executive and two deputy chief executives with each their area of responsibility.

**THE CENTRAL ADMINISTRATION** has ten divisions, four authority centres and four operation development divisions. The central administration serves the Social Services Committee. It prepares bases for decisions and decision-making drafts and is in charge of overall planning and target and framework management. This includes ensuring common guidelines for financial management, targets and performance, as well as ensuring a common strategic focus.

**THE TEN DIVISIONS**

- **The Secretariat for Mayor and Directors** is the link between the Social Services Committee, the Mayor and the central offices. In addition, the Secretariat is in charge of communication and media relations.
- **The Target and Framework Division for Vulnerable Adults** is responsible for developing policies, analysis, planning and follow-up in relation to adult citizens suffering from mental illness and disabilities. In addition, the division is responsible for implementing politically adopted strategies and plans relating to socially marginalised groups.
- **The Target and Framework Division for Vulnerable Children, Young People and their Families** works with children with special needs and their families. This includes preventive measures and crime prevention for young people under the age of 18.
- **The Division for Construction and Contractual Management** has many tasks including the following: The division is responsible for implementing housing projects in time and within the financial framework. In addition, it prepares political papers for the executive board, the Social Services Committee and the City Council and prepares input for community planning and various plans relating to Copenhagen’s urban design. The division’s property service unit is responsible for entering into quality assured contracts and creating databases of the actual leases containing all the relevant information.

The tasks of the **Division for Performance Management** include setting and embedding targets and planning and supporting efficient follow-up and learning processes, as well as developing and implementing relevant cross-sector management tools which contribute to increasing focus on performance and effects.

- **The Accounts Division** handles the Administration’s financial reporting and prepares its charts of accounts, procurement and tenders, audits, rate calculations and is in charge of claiming central government reimbursements.
- **The Finance and Analysis Division** is overall responsible for budgets and financial management.
- **The Division for Digitalisation** handles a wide range of IT activities. The Administration’s printing office forms part of the division.
- **The Division for Organisational Development** is responsible for management, skills and organisation development.
- **The Division for Home Care Allocation** assesses the eligibility for home care services of citizens between the age of 18 and 65, mainly disabled citizens, citizens suffering from mental illnesses and/or citizens with abuse problems.
THE FOUR AUTHORITY CENTRES are responsible for each their social area and the processing of cases and other types of help.

The four authority centres are:
- Disability Centre Copenhagen (for the disabled)
- Centre for Vulnerable Children and Families (for children with special needs and their families)
- Social Centre Copenhagen (for adults with special needs)
- Centre for Rehabilitation and Social Service for Drug Abusers (for citizens with addictions)

THE FOUR DIVISIONS FOR OPERATION AND DEVELOPMENT
The Division for Operation and Development for Vulnerable Children and Families supports the general operation and development of the centres and the attached institutions. It also defines and develops various development projects aimed at strengthening the social efforts at the centres.

The Division for Operation and Development for Citizens with Disabilities supports the efficient operation and continued development of the City’s residence offers for disabled children.

The Division for Operation and Development for Vulnerable Groups and Social Psychiatry. The main task of this division is to support the operation and professionalism of the day care and residence offers to citizens with special needs and citizens assigned to social psychiatric offers.

The Division for Operation and Development for Citizens with Need of Care supports the efficient operation and continued development of the City’s home care offers under the Social Services Administration.

THE CENTRE COMMUNITIES offer shared services to institutions working with the same specialities. There are a total of 28 centre communities which are each in charge of a varying number of institutions, residences, offers and projects. The centres are responsible for various administrative functions and skills development of the staff.

There are four overall centre communities:
- Children and young people
- Disabilities
- Psychiatric area
- Special needs, abuse and housing
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The Technical and Environmental Committee is responsible for the City’s environmental and climate activities, development of the traffic area, development of new urban areas and for a number of authoritative functions. In addition, the Technical and Environmental Committee is in charge of the City’s green areas.

The activities portfolio covers operation and construction activities in relation to roads and parks, parking facilities, operation of cemeteries and cleaning services. Also, the Committee is in charge of the implementation of strategic plans, such as the CPH 2025 Climate Plan and policies for vulnerable urban areas. The Mayor, Technical and Environmental Administration, is chairman of the Committee.

THE TECHNICAL AND ENVIRONMENTAL ADMINISTRATION

The Technical and Environmental Administration has around 2,340 employees.

CORE SERVICES
Local development planning and architecture, environment, traffic, parking, parks and recreational areas, urban renewal, neighbourhood improvement, cleaning and maintenance of outdoor areas, construction cases, cemeteries.

MAYOR
MORTEN KABELL (Ø)

CONTACT
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The Technical and Environmental Administration implements the tasks falling under the Technical and Environmental Committee’s responsibilities. The Mayor, Technical and Environmental Administration, is head of the Administration and the executive board is in charge of the day-to-day management.

The Administration’s work is based on a centralised framework and a decentralised day-to-day management in which budget responsibilities have been assigned to the individual service sectors which are responsible for risk management and risk handling of concrete activities.

The Administration consists of an executive board and a group management, two support functions and four service sectors focusing on the city and the performance of tasks.

**THE EXECUTIVE BOARD AND THE GROUP MANAGEMENT** are in charge of the Administration and coordinate activities across the service sectors. The group management consists of the executive board, the deputy directors of the service sectors, the manager of the Resource Department and the head of the City Hall Secretariat.

**THE TWO SUPPORT FUNCTIONS**

The City Hall Secretariat supports the Technical and Environmental Committee, the Mayor and the executive board. The secretariat supports the Administration’s professional and political activities and ensures cohesion between the Administration and the political level.

The Resource Department supports the entire Administration in terms of financial management, HR and organisation development, communication, digitalisation, legal matters, accounts and tenders.

**THE FOUR SERVICE SECTORS**

City Operation makes the city work every day. Also, it facilitates cohesive, flexible and efficient operation of the city’s areas and infrastructure. It focuses on viewing the city’s various operational activities as a whole.

City Construction Change ensures that changes in the city’s layout are carried out in a cohesive, smooth and efficient way at the least possible inconvenience. Also, focus is on balancing processes, time, quality and financing and especially on open and mutual communication with the surrounding world.

City in Use creates predictable, cohesive and efficient authoritative processing and supervision of the use of the city. Focus is on balancing various considerations in a flexible and welcoming service culture in close dialogue with the surrounding world.

City Development ensures forward-looking development and creates strategic, cohesive and predictable frameworks and not least a clear trend for the city’s development in close dialogue with the surrounding world.
THE EMPLOYMENT AND INTEGRATION COMMITTEE

The Employment and Integration Committee is responsible for tasks relating to employment activities, income support payments and cross-sector integration. The Committee is responsible for coordinating the cross-sector integration activities and auditing and follow-up on the City's overall integration policy. The Mayor, Employment and Integration Administration, is chairman of the Committee.

THE EMPLOYMENT AND INTEGRATION ADMINISTRATION

NO. OF EMPLOYEES

The Employment and Integration Administration has approx. 1,822 employees.

CORE SERVICES

Job search and mediation, job centres in Copenhagen, qualification-improving employment centres, cash benefit and sickness benefit services, disability pension assessments, cross-sector integration activities, Danish language tuition for adults, interaction with businesses and supervision of business structure, reception of new immigrants, coordination, audit and follow-up on the City's overall integration activities as well as Copenhagen Business Service.

MAYOR

ANNA MEE ALLERSLEV (B)

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The Employment and Integration Administration consists of an executive board, a central administration, four decentralised qualification-improving employment centres, four local job centres, as well as the Benefits Office and Copenhagen Business Service.

**THE EXECUTIVE BOARD** is in charge of the day-to-day management and is responsible to the Mayor and the Committee for implementing the decisions made by the Committee. The executive board consists of a chief executive and two deputy chief executives.

**THE CENTRAL ADMINISTRATION** serves the Employment and Integration Committee, the Mayor and the executive board and is in charge of the overall management and planning of the Administration’s activities and tasks. This includes ensuring a cohesive strategic planning, supervising performance and quality, linking the political and administrative levels and developing and maintaining common basic values, including HR and management policies, finances, IT development and communication, coordination and development of the Administration’s citizen and business service, as well as coordination and supervision of the City’s cross-sector integration policy and activities.

**THE FOUR EMPLOYMENT CENTRES**

**Centre for Assessment and Employment** is in charge of the overall welfare to workfare programmes for welfare claimants over the age of 30, as well as work-for-benefit programmes for claimants under/over the age of 30 who are capable of work, and young people capable of going into education. Citizens are primarily referred to this centre by Job Centre Copenhagen and the Centre for Unemployed over 30 and University Graduates.

**Centre for Qualifications and Educational Bridge-building** is in charge of activities for young people under the age of 30 who are capable of participating in education and workfare programmes but have no formal education. The centre’s primary task is to prepare young people for entering into education programmes and the users are mainly referred to this centre by Job Centre Copenhagen’s Youth Employment Centre.

**Centre for Employment, Language Training and Integration** specialises in finding jobs for unemployment benefit claimants under and over the age of 30 and cash benefit claimants who are capable of work and have been unemployed for more than two years. Citizens are primarily referred to this centre by the Centre for Unemployed over 30 and University Graduates. The centre also operates its own centre for Danish language tuition for self-supporting students and welfare claimants.

**Centre for Administrative Support** is a shared services centre handling various tasks for the centres, including accounting, contract and supplier management, quality follow-up, complaints handling, teaching, implementation of legislation and project management.

**THE FOUR JOB CENTRES**

Citizens are served by Job Centre Copenhagen, the qualification-improving employment centres and the Benefits Office. There are four job centre units specialising in different target groups. Only the Youth Employment Centre in Skelbækkgade and the Centre for Unemployed over 30 and University Graduates offer walk-in services. The Youth Employment Centre subsequently refers the citizens to the centre offering the relevant specialised activities.
Youth Employment Centre serves unemployed people under the age of 30 with no further education.

Centre for Unemployed over 30 and University Graduates serves unemployed citizens over the age of 30. All university graduates, regardless of age, are served by the Career Office, a special unit for the highly educated under this centre. At the beginning of 2014, a corporate service centre will also be set up.

Centre for Employability serves unemployed citizens above the age of 30 who are temporarily incapable of work. The City’s Integration & Language service, which is responsible for activities under the integration act, the act on Danish tuition and the aliens act, also forms part of this centre.

The City of Copenhagen Rehabilitation Centre located at the centre’s address on Musvågevej works out recommendations in respect of eligibility for disability pension, flex jobs or resource programmes.

Centre for Employment for Sick and Disabled Citizens serves citizens who are on sickness leave from their jobs or are eligible for rehabilitation or flex jobs. Also, this centre has a special unit for disabled citizens.

All units under Job Centre Copenhagen refer citizens to job offers in private enterprises, with external suppliers or in one of the City’s three employment centres.

The advisory services of THE BENEFITS OFFICE and counselling of unemployed citizens do not form part of the case processing relating to eligibility for social benefits. This implies that the Benefits Office will distribute cash benefits only when the citizen has been to the job centre and received guidance in terms of job possibilities and has been declared eligible for cash benefits. The Benefits Office also distributes sickness benefits, flex benefits, benefits for unemployed citizens waiting for a flex job, and part pensions. Also, on the basis of information from the job and employment centres, the Benefits Office assesses whether a citizen should be sanctioned due to e.g. non-appearance at a job interview or job offer.

COPENHAGEN BUSINESS SERVICE was established to provide joint and coordinated cross-sector services to the business sector. Copenhagen Business Service develops services and provides “one-stop advice” to the business sector; advisory services to enterprises and entrepreneurs, facilitates meetings with relevant authorities and handles key accounts.

The overall goals for the development of trade and industry in Copenhagen were established in the Budget for 2012. The ambition is to create 20,000 new private jobs in Copenhagen by 2020 based on annual GDP growth of 5% and 4% annual growth in productivity in private enterprises. Copenhagen Business Service is to contribute to the City of Copenhagen achieving these goals.
The Citizens Advice Service is an independent unit in the City of Copenhagen established to make it easier for citizens, users and businesses to file complaints.

The Citizens Advice Service supports the City Council in its supervision and control functions and contributes to strengthening the dialogue between citizens and administrations and ensuring that complaints and survey findings are used constructively to improve the City’s case processing and service.

The Citizens Advice Service handles complaints about case processing, staff behaviour and the performance of practical tasks. The Citizens Advice Service also issues general guidelines and has an advisory role in discrimination issues relating to legal rights and processes complaints regarding discrimination by the City of Copenhagen.

The Citizens Advise Service has the right to raise matters on its own initiative and for this purpose, the Service performs surveys of selected administration areas and inspects institutions in the City of Copenhagen.

The Service may express criticism and submit recommendations to the administrations in concrete complaints and if it identifies errors or scope for improvements in connection with its surveys and inspections.

In its annual report, the Citizens Advice Service submits general recommendations to the City on the basis of information gathered about legal rights in the City’s case processing and citizen service.

The Citizens Advise Service is in charge of the City’s whistle-blower scheme. Under this scheme, employees and collaboration partners can report significant errors and negligence identified in the City’s administration or citizen service. The Citizens Advise Service initiates relevant surveys and ensures that the information is used constructively to improve processes and prevent future errors and unlawful acts.

The Citizens Advise Service has 12 employees and an annual budget of around DKK 9 million.

**THE CITIZENS ADVICE SERVICE COMMITTEE**

The Citizens Advice Service Committee is an advisory committee under the City Council. The Committee consists of seven members of the City Council who are not mayors.

The Citizens Advice Service Committee’s responsibilities are:

- to follow the activities of the Citizens Advice Service
- to consider the annual report of the Citizens Advice Service before it is submitted to the City Council
- to submit recommendations to the City Council in relation to the hiring and dismissal of the staff of the Citizens Advice Service

In addition, the Committee participates in the planning of major surveys and inspections by the Citizens Advice Service.

**CONTACT INFORMATION**

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The Audit Directorate of Copenhagen was established as an independent administrative unit in the City of Copenhagen and is headed by a chief internal auditor. The Audit Directorate reports to the City Council through an audit committee consisting of seven members of the City Council. The Audit Directorate is independent of the City of Copenhagen’s administrative level.

The Audit Directorate of Copenhagen has 11 employees representing wide skills within accounting, financial management and performance of analyses.

The Audit Directorate was established to ensure systematic and efficient internal control with the City’s accounting and financial management processes.

The Directorate’s assignments include the following:

• Assisting the City Council in monitoring the individual administrations’ implementation of efficient financial management processes.
• Assisting the City of Copenhagen’s external auditors in their performance of the statutory audit.
• Providing advisory services to the City’s administrations in respect of financial management and accounting and acting as a sounding board for the City of Copenhagen in its management of business procedures, financial reporting and internal controls.

The Audit Directorate of Copenhagen reports on a current basis to the standing committees, the individual administrations’ executive boards and to the audit committee.
COLOPHON

EDITORS
CITY COUNCIL SECRETARIAT

FOTOGRAFHY
CLAUDI+CAPION APS / Page: 25

GITTE LOTINGA / Cover

JACOB RISHI SÆTHER / Pages: 17, 33

JEANNE KORNUM / Page: 37

JØRGEN TRUE / Page: 29

KONTRAFRAME / Page: 5

STEEN BROGAARD / Pages: 3, 8, 9, 10, 14, 18, 22, 26, 30, 34

URSULA BACH (TMF) / Pages: 2, 13, 21, 40

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