THE CITY OF COPENHAGEN GOVERNMENT
2018 – 2021
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A Developing City

Copenhagen is a rapidly developing city. In many ways, it is a profound success story.

Approximately twenty years ago, I moved to Copenhagen, into a room on Vennemindevej in the district of Østerbro. It was back when you could still smell the carbonised coal and the petroleum as district heating had yet to replace the small, polluting heating systems. Back then, the city was on the verge of bankruptcy and residents were fleeing Copenhagen.

In 1987, Copenhagen had 470,000 inhabitants. Today, 30 years later, that number has reached 600,000.

Copenhagen is one of the world’s most popular cities. That is not least due to our daring to create grand visions for our city and our will to make them come to life: We established bike lanes when everyone considered cars to be the way of the future, and we cleaned the water in the harbour, so Copenhageners can now swim in it. We expand the metro and build primary and lower secondary schools that are admired across the globe.

Our city is popular like never before: Every year the population increases by approximately 10,000 people. It is a challenge to welcome that many new Copenhageners and to provide housing, green means of transportation, good schools and daycare centres as well as culture and sports facilities for all.

These and many other things are examples of what the city government has to find solutions to in the years to come. Not just through a collaboration between politicians and officials but through a debate with all citizens, institutions and businesses.

In this booklet, you can read about the government of the Municipality of Copenhagen – who we are and what our functions and responsibilities are. You can also read about how we are organised and where to go if you have questions.

Copenhagen is a living example of how visions can turn into reality, and that politics makes a difference. Together we have created a city that is not just nice to look at for tourists but is also a good place to live.

I hope that this publication can be a source of inspiration about our municipality so that even more Copenhageners – young and old – will want to take part in the city government and in creating the Copenhagen they want to live in.

Frank Jensen
Lord Mayor
The City of Copenhagen Government

The City of Copenhagen Government consists of the Copenhagen City Council beneath which are – on equal levels – the Finance Committee and six standing committees, each of whom is responsible for their individual subject area. In the Municipality of Copenhagen, we have an intermediate government system with divided administrative management.

What is unique about an intermediate government system is that both the Lord Mayor and the chairs of the standing committees (the Mayors) are ex officio members of the Finance Committee – the Lord Mayor as committee chair. Divided administrative management means that the Lord Mayor and the chairs of the standing committees share responsibility for the top administrative management of the municipality. The mayors are responsible for the administrative management of the administration that handles the responsibilities of their respective committees.

The Copenhagen City Council
The Copenhagen City Council is the supreme authority in Copenhagen. Its 55 members are elected for a four-year period. The City Council lays down the guidelines for the tasks of each committee.

The Lord Mayor is chair of the City Council. It is the Lord Mayor who prepares the agenda for City Council meetings, convenes the meetings, and presides over negotiations. Citizens and the press can watch the meetings, except when confidential matters are discussed. Agendas for meetings are put on the municipality’s website www.kk.dk. After each meeting, a record of resolutions is drawn up. These are also available on the website.

The committees
The City Council has set up seven committees:
- 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 Finance Committee consists of 13 members. Aside from the Lord Mayor, who is committee chair; the Finance Committee consists of the six mayors of the standing committees as well as six members of the City Council. Each of the six standing committees consists of 11 members, and the committee chair is also the Mayor of the administration in question.

The committees are responsible for the immediate administration of tasks within each of their subject area. The committees can make final decisions within their subject area, enabling them to limit the number of cases presented before the City Council.

Additionally, the committees are put together in accordance with the election by proportional representation, which for instance means that a simple majority cannot take all the seats in a committee. As the committees are not only advisory, it ensures the influence of the minority on the execution of the municipality’s responsibilities.

The administrations
The Municipality of Copenhagen is divided into seven administrations that perform tasks for their respective committees.

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
THE POLITICAL STRUCTURE
AS OF 1 JANUARY 2018

The Copenhagen City Council

The Finance Committee

LORD MAYOR
FRANK JENSEN (A)

The Culture and Leisure Committee

MAYOR
NIKO GRUNFELD (Å)

The Children and Youth Committee

MAYOR
JESPER CHRISTENSEN (A)

The Health and Care Committee

MAYOR
SISSE MARIE WELLING (F)

The Social Services Committee

MAYOR
MIA NYEGAARD (B)

The Technical and Environmental Committee

MAYOR
NINNA HEDEAGER OLSEN (Ø)

The Employment and Integration Committee

MAYOR
CECILIA LONNING-SKOVGAARD (V)

The Audit Directorate

The Citizens Advice Service

DISTRIBUTION OF SEATS
A  The Social Democratic Party 15
Ø  The Red-Green Alliance 11
Å  The Alternative 6
B  The Danish Social-Liberal Party 5
F  The Socialist People’s Party 5
V  Venstre – The Liberal Party of Denmark 5
C  The Conservative People’s Party 3
O  The Danish People’s Party 3
I  The Liberal Alliance 2
ADMINISTRATION / CORE SERVICES

The Finance Administration

Finances, budget and accounts / HR, payrolls and HR management / Democracy development and neighbourhood committees / Safe City / Business and urban development / Management of proprietary interests in large companies / Community and traffic planning / Emergency services / Financial management / Management of the city's properties / Renovations and new building / Procurement / IT operations, development and security / International relations / Cross-sector communication

The Culture and Leisure Administration

Libraries / Citizen Service / General education / Civil register / Sports facilities / Culture houses / Museums / Theatre subsidies / Music and art / Tourism / Events / International cultural and sports collaboration

The Children and Youth Administration

Daycare (0-5 year-olds) / After-school centres and clubs / Primary and lower secondary school / Educational Services / Special-needs schools / Special-needs institutions / Educational Psychological Advice Service / Youth Schools / Health Visitor Service / Educational guidance for young people / Special education for adults / Child and youth dental care / Citywide tasks (0-18 year-olds)

The Health and Care Administration

Sheltered homes / Residential homes / Homecare / Assistive devices / Activity offers / Nursing and treatment / Preventive and health-promoting activities / Reablement / Evaluation and Rehabilitation / Dental care for senior citizens and special dental care / Free physiotherapy / Collaboration with the Capital Region of Denmark in the hospital and health area / The City of Copenhagen HSE service / Basic social and health education and the nursing education

The Social Services Administration

Preventive social measures / Residential care for children and young people as well as the disabled or mentally ill / Crisis centres, hostels and drop-in centres / Treatment of drug and alcohol abuse / Social home-based care and home nursing / Social housing services / Crime prevention / Social activities for vulnerable citizens / Assistive devices for disabled citizens / Financial support in special cases / 24-hour social centre / Emergency services for citizens with mental illness

The Technical and Environmental Administration

Local development planning and architecture / Environment and Traffic / Parking facilities / Parks and recreational areas / Urban renewal / Neighbourhood improvement / Cleaning and maintenance of outdoor areas / Construction cases / Cemeteries

The Employment and Integration Administration

Job search and mediation / Job Centre Copenhagen / Qualification-improving employment centres / Cash benefit and sickness benefit services / Assessments and rulings on working capacity in cases regarding disability pension, reduced-hours jobs, rehabilitation benefits and vocational rehabilitation programmes / Copenhagen Business Service / Interaction with businesses and supervision of business structure / Cross-sector integration activities / Reception of new immigrants and refugees and offers of integration and introduction programmes in accordance with the Integration Act / Danish language tuition for adults / Coordination of antiradicalisation initiatives in the Municipality of Copenhagen
THE COPENHAGEN
city council
2018–2021

Jonas Bjørn Jensen (A)
Lars Weiss (A)
Jesper Christensen (A)
Marcus Vesterager (A)
Jakob Hougaard (A)
Susan Hedlund (A)
Kasandra Behrndt-Eriksen (A)
Sofie Seidenfaden (A)
Laura Rosenvinge (A)
Simon Strange (A)
Andreas Keil (A)
Trine Madsen (A)
Niels Efterstigaard Bjerrum (A)
Simon Simonsen (A)
Karina Vestergård Madsen (Ø)
Charlotte Lund Dideriksen (Ø)
Ninna Hedeager Olsen (Ø)
Ulrik Omar Sebastian Kohl (Ø)
Gyda Heding (Ø)
Hassan Nur Wardere (Ø)
Rikke Lauritzen (Ø)
Jens Kjær Christensen (Ø)
Ali Hansen (Ø)
Gorm Anker Gunnarsen (Ø)
The Finance Committee

The Finance Committee consists of 13 members. The Lord Mayor is chair of the committee. The additional members are the six deputy mayors and six members of the Copenhagen City Council.

The Finance Committee is responsible for the overall coordination of the Municipality of Copenhagen’s affairs. This includes finances, budget and accounts, financial management, HR, payrolls and HR management, Safe City, management of the city’s properties, renovations and new building, procurement, emergency services, IT operations, development and security, international relations, democracy development and neighbourhood committees, strategic business development, urban development, community and traffic planning, communication, and management of the municipality’s proprietary interests in large companies.
The Finance Administration

Executes the tasks for which the Finance Committee is responsible. The Lord Mayor is head of the administration while the Directorate is responsible for the day-to-day management.

The Finance Administration is in charge of the day-to-day administration of affairs within the Finance Committee. The Administration consists of a directorate, four executive functions, four specialist centres, and four contract units. The Directorate consists of a Managing Director and two Directors who are responsible for the day-to-day management of the Administration and for executing the decisions made by the Lord Mayor and the Committee.

The four executive functions

The City Council Secretariat manages tasks for the City Council, the Finance Committee and the Group Chair Commission. The Secretariat services the Lord Mayor in his function as chair of the City Council and the Finance Committee, advises and guides the other members of the City Council, and performs secretarial tasks for the 12 neighbourhood committees.

The Lord Mayor's Office performs secretarial tasks for the Lord Mayor, such as meetings, press, citizens' enquiries, articles, and speeches.

The Directorate Secretariat services the Directorate through financial analyses, legal advice for the Finance Administration City Hall and good case processing in the Administration and the municipality in general.

Corporate Communications services the Administration with press, campaigns, internal and project-related communication, and performs graphic tasks for all administrations and communication tasks across the municipality.

The four specialist centres

The Finance Division takes care of the general financial management of the municipality, including the budgeting and accounts processes.

Centre for Urban Development manages the general urban development including housing policies, community and traffic planning, development of mass transit, and coordination of crime preventive measures.

The Business and Growth Division handles the city's strategic business and growth policies and the branding of Copenhagen, and contributes to international marketing of Danish solutions.

The Division of Municipal Companies and Active Strategies manages the municipality's proprietary interests in large companies and serves the municipality's board members in the companies.

The four contract units

The units serve all administrations to optimise the overall administration in the municipality.

The City of Copenhagen Construction has approximately 200 ongoing building projects, e.g. schools, institutions, residential facilities, and sports facilities.

The City of Copenhagen Corporate IT assists the municipality with IT operations, development and security, and contributes to optimisation through consultancy and digitalisation.

City of Copenhagen Corporate Services assists with finances, payrolls and HR management, and provides employee-related legal advice.

Copenhagen Properties and Procurement are responsible for the municipality's procurements and administers, manages, rents out, buys, and sells the municipality's properties.
EMPLOYEES
The Finance Administration has approximately 2,300 employees.

CORE SERVICES
Budget, accounts, financial management, HR, payrolls, Safe City, property management, procurement, emergency services, IT, international relations, business development, urban development, urban planning.

CONTACT
City Hall, 1599 København V
phone 33 66 21 21
e-mail: okf@okf.kk.dk
The Culture and Leisure Committee

The Culture and Leisure Committee consists of 11 members. The Mayor of Culture and Leisure is committee chair. The Culture and Leisure Committee manages the immediate administration of the municipality’s cultural and leisure-related tasks including public libraries, sports facilities, culture houses, museums, citizen service, tourist information and subsidies for theatres, music, and festivals.
The Culture and Leisure Administration

The Culture and Leisure Administration’s most important task is to collaborate with the Copenhageners to create a city that is alive and evolving. The Mayor of Culture and Leisure is head of the administration while the Directorate is responsible for the day-to-day management.

The Culture and Leisure Administration consist of a directorate, three executive units, and seven specialised centres. Additionally, the Administration’s cultural institutions and facilities are grouped in four district units.

The Directorate has the chief administrative responsibility for the management of the core services provided by the Culture and Leisure Administration as well as for the administrative staff. The Directorate is responsible for the execution of the decisions made by the Mayor and the Administration.

Four district units

Culture N, Culture E, Culture S, and Culture W are responsible for more than 100 sports facilities, libraries and culture houses. The district units focus on running and orchestrating the development and the collaboration with players in the respective districts as well as being a driving force in the development of the district in collaboration with other units in the Culture and Leisure Administration or the Municipality of Copenhagen in general.

Seven specialised centres

The seven specialised centres gather expert knowledge to support the district units in their work with the Copenhageners. The seven specialised centres include Library Development and Central Library, Citizen Service, Facility Management and Service, History & Art, Sports Development, City of Copenhagen House of Innovation, and Growth, Internationalisation, Citizen Service, Voluntariness, Co-production and Creative Growth.

Three executive units

The district units and the specialist centres receive guidance and support centrally from the three executive units, Secretariat and Urban Development, Centre for Digitalisation and Innovation, and HR, Strategy and Finance.

The executive unit Secretariat and Urban Development is responsible for the strategic urban development including development and implementation of the Blue Plan and the port. Additionally, the servicing of all the political committees and the administration of subsidies and facilities falls under this unit. The unit also handles the regulatory tasks regarding Licensing Board, Rent Control Board and Grants.

The executive unit Centre for Digitalisation and Innovation works in three primary areas: Communication, project management, and IT and telephony. The unit is, among other things, responsible for the strategic development of kk.dk and for managing social media across the administrations. Furthermore, the unit is in charge of digitalisation projects and is responsible for the day-to-day IT and telephony operations in the Culture and Leisure Administration.

HR, Strategy and Finance work on a wide range of tasks from financial management, data collection and analysis to strategy, organisation development and HR.
EMLOYEES
The Culture and Leisure Administration has approximately 1,650 employees.

CORE SERVICES
Libraries, Citizen Service, general education, civil register, sports facilities, culture houses, museums, Copenhagen City Archives, subsidies for theatre, music and art, events, regional and international culture and sports collaboration, and the Licensing Board, Rent Control Board and Grants.

CONTACT
City Hall, 1599 København V
phone 33 66 26 11
e-mail: kff@kff.kk.dk
The Children and Youth Committee

The Children and Youth Committee consists of 11 members. The Mayor of Children and Youth is committee chair. The Children and Youth Committee creates the framework of the measures that will give the approximately 100,000 children between the ages of 0-18 in the Municipality of Copenhagen the best possible conditions for living out their dreams.

It is all about the framework for the formation and education that takes place in daycare centres, kindergartens, primary and lower secondary schools, special-needs schools, after-school centres, after-school clubs, and special-needs institutions. Furthermore, the Committee is responsible for a range of areas such as Child and Youth Dental Care, Health Visitor Service, Educational Psychological Advice Service, Youth Schools, and educational guidance for young people.
MAYOR
JESPER CHRISTENSEN (A)
The Children and Youth Administration

Supports the running of schools and institutions and manages the day-to-day administration of cases falling under the Children and Youth Administration. The Mayor of Children and Youth is head of the administration while the Directorate is responsible for the day-to-day management.

The Children and Youth Administration supports the running of schools and institutions and manages the day-to-day administration of cases falling under the Children and Youth Administration. A Managing Director and two Directors handle the day-to-day management of the Administration.

The Administration consists of a directorate, an executive secretariat, five areas, and three centres.

The Directorate performs the overall management of the Administration and is responsible for servicing the politicians.

The Executive Secretariat manages the day-to-day servicing of the Mayor, including enquiries for the Mayor, press relations, and communication with the Administration. Furthermore, the Executive Secretariat is responsible for the political case processing and the secretarial servicing of the Children and Youth Committee and the Directorate.

The five areas are geographically defined in relation to one another and primarily handle the management and support of schools and daycare centres in the area. Principals and cluster managers report to the area manager.

Centre for Policy draws up political recommendations and other political and administrative presentations for all the Administration’s business areas.

The Administrative Resource Centre handles tasks relating to finance, physical environment, capacity, management information, and digitalisation. The assigning office and daycare facilities report to the centre managers.

The Specialist Centre provides specialist support for schools and institutions in accordance with their individual needs. Furthermore, the centre grants certain payments and monitors units. Managers in citywide units report to the centre managers.
EMPLOYEES
The Children and Youth Administration has approximately 18,000 employees.

CORE SERVICES
Daycare centres (0-5 year-olds), primary and lower secondary schools, special-needs schools, special-needs institutions, after school centres and clubs, Youth Schools, Educational Psychological Advice Service, Health Visitor Service, child and youth dental care, and a number of citywide tasks (0-18 year-olds).

CONTACT
City Hall, 1599 København V
phone 33 66 20 00
e-mail: buf@buf.kk.dk
The Health and Care Committee

The Health and Care Committee consists of 11 members. The Mayor of Health and Care is committee chair. The Health and Care Committee is responsible for eldercare in the municipality as well as for other areas within the healthcare sector.

This includes the responsibility of ensuring options for nursing and care for the city’s senior citizens and for ensuring preventive and health-promoting activities, rehabilitation, and nursing and treatment for all citizens in the Municipality of Copenhagen.

In relation to senior citizens, the Committee is responsible for the care facilities and residential homes in the Municipality of Copenhagen as well as for homecare, evaluation and rehabilitation programmes, assistive devices, food delivery, dental care, and activity offers.

Within the healthcare sector, the Committee is responsible for preventive and health-promoting activities that strengthen the health of the population in Copenhagen. It is based on the health policy of "Enjoy life, Copenhageners" and focuses on structural prevention and on health and quality of life for Copenhageners being considered a joint responsibility across the administrations in the Municipality of Copenhagen.
The Health and Care Administration

Executes the tasks for which the Health and Care Committee is responsible. The Mayor of Health and Care is head of the administration while the Directorate is responsible for the day-to-day management.

The management of the Administration is based on central framework control and decentralised management. The Administration consists of a directorate, a central administration, five local areas, and a range of other units.

The Directorate has the chief administrative responsibility for the administrative staff. It is also responsible for the execution of the decisions made by the Mayor and the Health and Care Committee. In the Health and Care Administration, the Directorate consists of a Managing Director and two Directors.

The Central Administration is responsible for political service, strategy and policy development, and it supports and assists all the units in the Administration on both professional and administrative tasks and challenges.

The five centres

Centre for Administration supports the running of the different units and institutions in the Administration in relation to, e.g. procurement and supply, free choice, accounting, general legal matters, emergency services, and internal service tasks. Additionally, the centre is responsible for building projects, capacity management, and residential home allocation in the Administration.

Centre for Analysis, HR and Quality is responsible for analyses, user surveys, evaluation and effect as well as for quality work and HR in the Administration.

Centre for Innovation and Digitalisation is responsible for innovation in the welfare area, digitalisation, and IT-systems including the care system in the Administration.

Centre for Care and Rehabilitation is responsible for the senior citizens in relation to homecare and care facilities as well as for the collaboration with civil society and volunteers. Additionally, the centre is responsible for evaluation, rehabilitation and reablement.

Centre for Health is responsible for the initiatives on public health in Copenhagen as well as for nursing and actual treatment. It focuses on strengthening structural prevention, including the integration of preventive measures in other political areas. Furthermore, the centre is responsible for the collaboration with General Practise and The Capital Region of Denmark.

The two secretariats

The Executive Secretariat handles the political service and supports the collaboration between the Committee and the Administration. The secretariat is also responsible for communication and press relations.

The Financial Secretariat is responsible for working strategically and development-oriented on the finances and for the budgeting process in the Health and Care Administration.
EMPLOYEES
The Health and Care Administration has approximately 10,000 employees.

CORE SERVICES
Sheltered homes and residential homes, homecare, treatment, assistive devices, activity offers, special dental care, preventive activities, reablement, evaluation and rehabilitation, Health, Safety and Environment (HSE), and health education.

CONTACT
City Hall, 1599 København V
phone 33 66 23 80
e-mail: suf@suf.kk.dk
The Social Services Committee

The Social Services Committee consists of 11 members. The Mayor of Social Services is committee chair. The Committee is responsible for the social tasks in the municipality. The Committee coordinates, plans, and prioritises the collective initiatives in relation to children, young people, and adults with disabilities or social problems such as alcohol or drug abuse, crime, homelessness or mental illness.

The tasks include preventive social measures, residential care for vulnerable children and young people as well as citizens with mental illness or disabilities, treatment of drug and alcohol abuse, assistive devices and assistance for disabled citizens, and social housing services. Additionally, there are tasks relating to social home-based care and home nursing for vulnerable citizens or citizens with disabilities, social activities for socially vulnerable citizens, crisis centres, hostels and drop-in centres, outreach work, crime prevention, health promotion and rehabilitation, and in special cases financial support.
The Social Services Administration

Executes the social tasks for the municipality regarding children, young people, and adults. The Mayor of Social Services is head of the administration while the Directorate is responsible for the day-to-day management.

The Directorate is responsible for the execution of decisions made by the Mayor of Social Services and the Social Services Committee. The Directorate consists of a Managing Director and two Directors, each with their field of responsibility.

Four citizen centres

Citizen Centre Children and Young People provides support for children, young people and their families who have special needs due to social problems such as crime, alcohol or drug abuse, or mental illness. Citizen Centre Children and Young People consists of six local family units, a joint staff, and six care and institution centres. The centres administer a range of preventive and outreach programmes as well as residential care.

Citizen Centre Disability provides support for children, young people, and adults with a permanent physical or mental disability or a chronic or long-term illness. There is an open reception, three age-specific specialised teams, a task force, a family house, a joint staff, and eight centre communities. The centre communities include residential care offers, leisure and activity offers, and employment offers for citizens with disabilities.

Citizen Centre Home Care provides homecare and home nursing for citizens aged 18-65 with disabilities, mental illnesses and/or substance abuse. The centre consists of an assessment unit, a joint staff, and three local homecare centres.

Citizen Centre Adults provides support for adults with social and psychological issues and offers treatment of drug and alcohol abuse. There are five citywide units that, for instance, help homeless people and citizens with mental illnesses and provide social housing for vulnerable citizens. Furthermore, there is a centre for treatment of drug and alcohol abuse with six local treatment units, a joint staff, and a centre for vulnerable adults and families with offers for people affected by violence and for the homeless. Additionally, we have four social-psychiatric centres with residential care and activity and employment offers for adults with mental illnesses.

Six central units

The central units support the political level, the Directorate, and the citizen centres. They perform tasks within areas like policy development, efficiency analysis, building activities, welfare technology, quality development, organisation development, accounts, IT, and finance.

- Centre for Policies
- Digitalisation
- Specialised Support
- Organisation Development
- Accounts and Contracts
- Finance and Building
EMPLOYEES
The Social Services Administration has approximately 7,100 employees.

CORE SERVICES
Support of vulnerable children and young people, support of citizens with disabilities or mental illnesses, crisis centres and hostels, treatment of drug and alcohol abuse, social home-based care and home nursing, social housing services.

CONTACT
City Hall, 1599 København V
phone 33 66 24 51
e-mail: sof@sof.kk.dk
The Technical and Environmental Committee

The Technical and Environmental Committee consists of 11 members. The Mayor of the Technological and Environmental Administration is committee chair. The Technical and Environmental Committee is responsible for the municipality’s tasks regarding environment and climate, the development and operating of traffic, and the development of new urban areas, and they have a number of authoritative functions. Additionally, the Technical and Environmental Committee administers the green areas in the city.

Tasks include both operation and construction in areas such as parks, torrential rain protection, roads and parking facilities, operation of cemeteries, and cleaning services. The Committee is in charge of the implementation of strategic plans such as the CPH 2025 Climate Plan and policies for vulnerable urban areas.
MAYOR
NINNA HEDEAGER OLSEN (Ø)
The Technical and Environmental Administration

Executes the tasks for which the Technical and Environmental Committee is responsible. The Mayor of the Technical and Environmental Administration is head of the administration while the Directorate is responsible for the day-to-day management.

The management of the Administration is based on central framework control and in decentralised management where the budget responsibility has been delegated to the service areas which in turn are responsible for the risk management and handling of the specific tasks.

The Administration consists of a directorate and a corporate management team, two executive functions, and four service areas for which focus is on the city and the execution of tasks.

The Directorate and the corporate management team manage the Administration and coordinate across the service areas. The corporate management consists of the Directorate, five deputy managers as well as the head of the Technical and Environmental Secretariat at City Hall.

The two executive functions

The Technical and Environmental Secretariat assists the Technical and Environmental Committee, the Mayor, and the Directorate. The Secretariat supports the professional link between the Administration and the political level.

The Technical and Environmental Secretariat Staff supports the entire Administration in matters of financial management, HR and organisation development, communication, digitalisation, legal matters, accounts, and supply.

The four service areas

City Operations is responsible for making the city run smoothly every day. An additional purpose is to facilitate a coherent, flexible and efficient running of the city and its infrastructure. It is very important to see the different operational tasks as a whole.

City Physical Appearance ensures that changes to the city’s physical appearance happen in a coherent, flexible and efficient way with as few inconveniences as possible. Its focus is on balancing process, time, quality, and finance and on open and mutual communication with the population.

City Use creates predictable, coherent and efficient regulatory processing and inspection of the use of the city. Its focus is on the balancing of different considerations in a flexible and inviting service culture and in dialogue with the population.

City Development ensures a forward-looking development and creates a strategic, coherent and predictable framework – and not least a clear direction for the development of the city through communication with the population.
EMPLOYEES
The Technical and Environmental Administration has approximately 2,200 employees.

CORE SERVICES
Local development plans, architecture, environment, climate, traffic, parking facilities, parks, green areas, urban renewal, neighborhood improvement, cleaning and maintenance of outdoor areas, construction cases, and cemeteries.

CONTACT
City Hall, 1599 København V
phone 33 66 26 26
e-mail: tmf@tmf.kk.dk
The Employment and Integration Committee

The Employment and Integration Committee consists of 11 members. The Mayor of Employment and Integration is committee chair. The Employment and Integration Committee is responsible for tasks in the municipality relating to job search and mediation, cash benefit and sickness benefit services, integration efforts, and efforts within the growth and business areas.

This includes the responsibility of five job centres, three qualification-improving employment centres, a benefits centre, and a business service centre as well as responsibility for the coordination of the municipality’s cross-sector integration efforts and the reception of new immigrants and refugees.
The Technical and Environmental Administration

Executes the tasks for which the Technical and Environmental Committee is responsible. The Mayor of the Technical and Environmental Administration is head of the administration while the Directorate is responsible for the day-to-day management.

The Administration consists of a directorate, a central administration, five job centres, three qualification-improving employment centres, a benefits centre, and a business service centre.

The Directorate consists of a Managing Director and two Directors.

The Central Administration supports the Committee, the Mayor, the Directorate and the centres by drawing up decision-making drafts and being in charge of follow-up on results and quality, accounts, vendor management, processing of complaints, implementation of laws, HR, IT, communication and more.

The five job centres

The Labour Market Centre helps adults aged 30+ who are fit for work and citizens on sick leave find employment through job mediation.

The Career Centre helps academics obtain employment through job mediation.

The Youth Centre helps uneducated people under the age of 30 get an education, and young trained people get employment through mediation of education or jobs.

The Centre for Remaining Employed helps citizens on sick leave become fit to return to work. The Centre also helps people in reduced-hours jobs and is responsible for the veteran and disability efforts.

Centre for Job Efforts helps vulnerable citizens aged 30+ get closer to the job market by evaluating their working capacity. The Centre also assesses whether the citizens are eligible for vocational rehabilitation programmes, reduced-hours jobs, or disability pension.

The three qualification-improving employment centres

Centre for Evaluation and Employment helps citizens in vocational rehabilitation programmes gain employment, a reduced-hours job, or disability pension through for instance rehabilitation meetings. The Centre also helps vulnerable citizens get closer to the labour market through a holistic activation effort.

Centre for Employment, Language and Integration helps citizens who are fit for work gain employment through an activation effort focused on job mediation. The Centre is also in charge of Danish language tuition and the reception of new immigrants and refugees.

Centre for Competencies and Bridge Building helps young activation-ready people closer to an education through a holistic activation effort.

The two additional centres

Benefits Service pays benefits, keeps books and administers Danish language tuition.

Copenhagen Business Service helps businesses find labour, administers the municipal business service, and counsels entrepreneurs.
EMPLOYEES
The Employment and Integration Administration has approximately 1,800 employees.

CORE SERVICES
Job search and mediation, cash benefit and sickness benefit services, collaboration with businesses, Danish language tuition, reception of immigrants and refugees, integration programmes, cross-sector integration activities.

CONTACT
City Hall, 1599 København V
phone 33 66 28 49
e-mail: bif@bif.kk.dk
The Citizens Advice Service

The Citizens Advice Service is an independent unit in the Municipality of Copenhagen that has a supervisory and control function of the City Council and makes it easier for citizens of the municipality, users, and businesses to file a complaint.

The Citizens Advice Service helps strengthen the dialogue between the citizens and the administrations and ensures that complaints and investigation results are used constructively to improve the municipality’s case processing and services.

The Citizens Advice Service processes complaints about case processing, staff behaviour and the execution of practical tasks. Additionally, the Citizens Advice Service provides general guidance on issues of discrimination related to legal rights.

The Citizens Advice Service also has the authority to raise a matter on its initiative and to investigate chosen administrative areas and inspect institutions in the municipality.

The Citizens Advice Service can criticise and make recommendations for the Administrations in relation to specific complaints and upon the discovery of errors or areas of improvement in investigations and inspections.

In its annual report, the Citizens Advice Service provides general recommendations for the municipality based on the collected information on the protection of the law in the municipality’s case processing and servicing of citizens.

The Citizens Advice Service is responsible for the municipality’s whistle-blower system that allows the municipality employees and collaborators to provide information about serious errors and neglect or considerable and repeated errors in the municipality’s administration or servicing of citizens. The Citizens Advice Service ensures that relevant investigations are made and that the information is used constructively for improvement, prevention, and averting of errors and unlawful acts.

The Citizens Advice Service has 11 employees and an annual budget of approximately DKK 9 million at its disposal.

The Citizens Advice Service Committee

The Citizens Advice Service Committee is an advisory Committee under the Copenhagen City Council. The Committee consists of seven members of the City Council who cannot also be mayors.

The Committee monitors the work of the Citizens Advice Service and is continuously informed of the observations and conclusions made by the Citizens Advice Service. Furthermore, the Committee processes the annual report from the Citizens Advice Service and takes part in deciding which large investigations and inspections the Citizens Advice Service should perform on its initiative, just as the Committee submits recommendations to the City Council in relation to the employment and dismissal of the Citizen Counsellor.

Contact information

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The Audit Directorate

The Audit Directorate has two areas of responsibility:

– Assisting the municipality’s accountant with the auditing of the municipality’s accounts and supporting the Copenhagen City Council in their supervision of the administration of the municipality’s finances. The purpose is to ensure a systematic and efficient internal control of the municipality’s financial management and accounting function.

– Supervising the municipality’s compliance with the laws on protection of personal data in force at any time. The purpose is to advise and monitor the municipality’s processing of personal data so that the (registered) rights of the citizens are observed at all times.

The Audit Directorate is established as an independent administrative unit in the Municipality of Copenhagen and is at the same time appointed as the municipality’s consultant on matters pertaining to data protection.

The Audit Directorate and the data protection consultant function reports directly to the City Council via an appointed Audit Committee. The Audit Committee consists of seven members of the City Council. The Audit Directorate is thus independent of the administrative level of the municipality.

The at present 15 employees in the Audit Directorate represent a broad range of competencies within the fields of accountancy, financial management and analytical processing as well as data protection related law and IT.

Reports on auditing and data protection are continuously submitted to the standing committees and the Directorates in each administration as well as to the City Council.
Colophon

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