

Our aims and objectives are...

- To optimise delivery against the Corporate Plan.
- To promote high, efficient, standards of governance throughout the organisation.
- To deliver democratic services, which meet the needs of elected Members and the electorate.
- Ensure major projects are co-ordinated, managed and governed in a consistent manner.
- To contribute to changing perceptions of the City to ensure that it is recognised as a global leader in culture, creativity and learning as well as commerce.
- To develop Culture Mile as a vibrant and welcoming cultural, creative and learning destination for all.

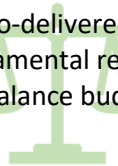
Our five major workstreams this year will be...

In order of priority

1. Build, link all work to and populate the Corporate Performance Framework.
2. Implement the approved recommendations of the Governance Review.
3. Oversee the delivery of the Fundamental Review, including a new Targeted Operating Model
4. Develop programme reporting infrastructure, make performance reporting more robust and easier to use and upskill project managers.
5. Support the City of London Police, particularly its National Lead Force responsibilities, through the work of the Police Authority and Community Safety teams.

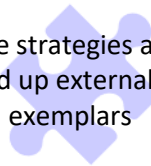
Our Impact

Co-delivered fundamental review to balance budget

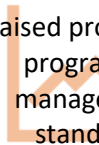


Promoted high standards of governance through delivery of Committees and Elections

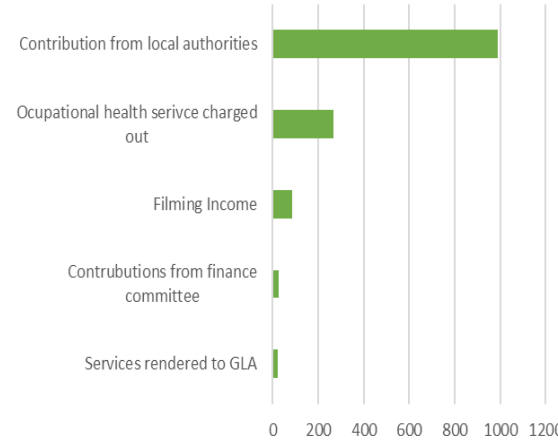
Corporate strategies are being picked up externally as exemplars



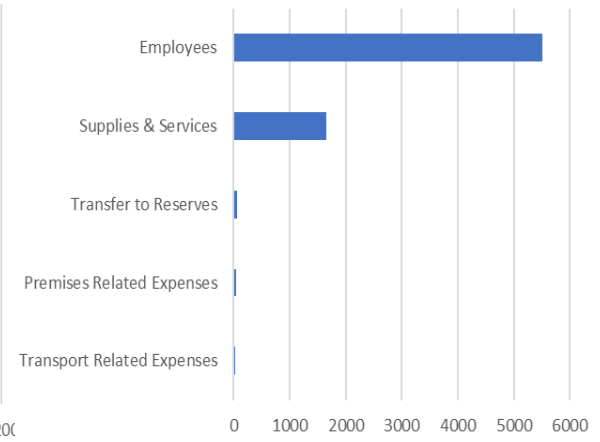
Raised project and programme management standards



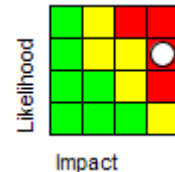
Where our money comes from



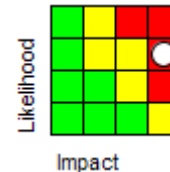
Where our money is spent



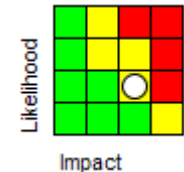
Key Risks



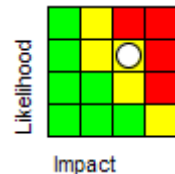
CR24
Operational Security



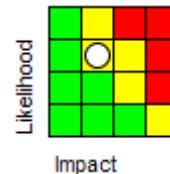
CR31
Fundamental review delivery



CR26
Brexit Organisational Impact



CR01
Resilience Risk



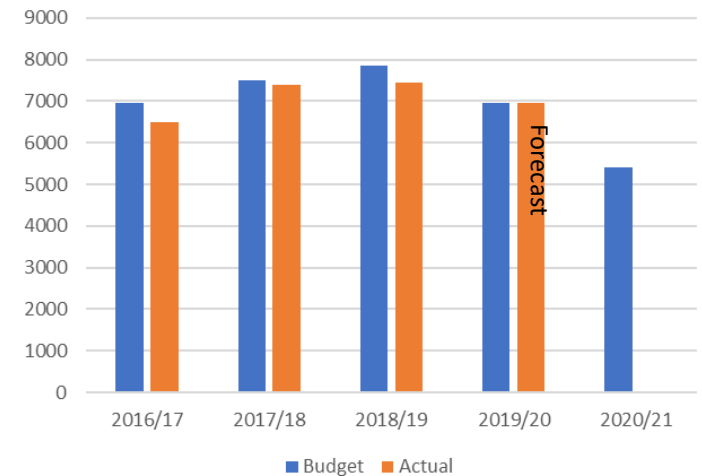
CR27
Change Management

Spend by Outcome 2019-20



Outcome 1 Outcome 2 Outcome 3 Outcome 4 Outcome 5 Outcome 6 Outcome 7 Outcome 8 Outcome 9 Outcome 10 Outcome 11 Outcome 12

Budget vs Actual and Forecast



What's changed since last year...

Initiated a fundamental review of the allocation of the City Corporation's resources and a comprehensive review of the organisation's governance arrangements.

Introduced new governance arrangements such as the Police Authority Strategy Board, enabled greater oversight and scrutiny of the Force's national lead role on economic crime and enhanced Police Authority support for Members.

Improved project governance and procedures, established a new risk process and improved standardisation.

Integrated budget-setting and business planning processes, included corporate performance indicators in all Business Plans and tested them at Committees.

Supported the commissioning and development of the Climate Action Strategy and a Sport and Physical Activity Strategy and implemented corporate strategies relating to Responsible Business, Social Mobility and Digital Skills.

Started offering expertise and advice corporately on Business Intelligence and analytics and stakeholder research and consultation to support service design, drive performance and optimise resource allocation.

Procured electoral management software.

Plans under consideration...

Change Action	Time Scales
Implement approved recommendations of the Education Funding Review	2020/21
Introduction of live streaming of meetings and audio/visual recordings	2020/21
Integrating more systems to enable broader and deeper analytics and insights; advising on customer feedback mechanisms to support the review of support services; sharing services with the City of London Police; and enhancing performance reporting for the police and the Safer City Partnership.	Ongoing

Key Customer Feedback

The 2019 all staff Pulse survey provided the following baseline satisfaction levels:

Committee and Member Services 31% positive

64% neutral

5% negative

CSPT 30% positive

62% neutral

8% negative

The Community Safety Team and CSPT led the 2019 pan-London Christmas alcohol campaign (funded by the GLA) – this was utilised by all London blue light services alongside borough and NHS partners. Feedback from partners has been overwhelmingly positive.

Our delivery partners and key stakeholders

Officers from across the whole of the City of London Corporation

All Members

Businesses

Residents—through delivery of the annual Residents meetings, elections and through our corporate strategies

Students—through our corporate strategies

Corporate Performance Framework

KPIs we have chosen

crimes (inc. categories) reported
repeat incidents by crime reported
of people (internally & externally) engaged through Prevent awareness training
% projects delivered to time and budget
learners enrolled in training and courses
% processes completed on time
% improvement made on relevant processes or projects as a result of review
reviews of relevant processes or projects
% savings targets achieved
% customer satisfaction
Performance against Standards and assurance for London Resilience requirements.
staff completing training interventions
Performance against minimum standards for London Resilience requirements
% people who report increased quality of life after relevant interventions
% improvement in diversity in organisational and institutional activities
people volunteering or involved in community activities
Employment in creative industries, sport and academia
audience members attending CoL hosted performances
% visitor satisfaction level with different aspects of our offer – public realm, signage, information and overall experience

Equalities & Inclusion

Expertise in stakeholder research and consultation will provide data and help ensure that the City Corporation complies with its public sector equalities duty.

