

We will provide, with our key partners, a world class Crown Court

Our ambitions are:

- To provide premises that are safe, secure, well maintained and able to respond to the needs of our customers.
- To further develop, via extensive infrastructure improvements, the buildings and premises.
- To develop the wider reputation of the Court as a centre of excellence through education and events outreach.
- To successfully merge with the Mansion House.

What we do is:

- Provide the maintained premises of the Central Criminal Court for use by Her Majesty's Courts and Tribunal Service
- Provide accommodation, secretarial support, valet, Chauffeur and catering services for the Sheriffs
- To continue to develop comprehensive, high quality and flexible services in the areas of security, cleaning, maintenance, events and catering that meets the needs of our stakeholders
- To support and develop events and other outreach activities in the Old Bailey, with the support of the City Events Management Group and the Economic Development Office, to promote the wider responsibilities of the City of London and its support for charity, education and the relevance of law and their importance in underpinning a successful economy.

Our budget is:

	£ 000
Employees	3,527
Security	
Cleaning	
Maintenance	
Shrievalty	
Premises related ex	655
Transport	4
Supplies & services	254
Total Expenditure	4,358
Reimbursements	(3,196)
Total Local Risk	1,162

Our top line objectives are:

Contributing to a flourishing society

- Manage resources effectively to provide efficient high quality customer services at the CCC.
- To establish key performance indicators and service level agreements to benchmark our performance
- To assist with the delivery of the 10 year major works infrastructure programme.
- To support Her Majesty's Courts and Tribunal Service in ensuring the court is able to meet the court sitting days target.
- Complete the corporate FM and AM plans as is practicable to do.
- Ensure the additional works programme is aligned to the major works programme and delivered to a high standard without disruption to court activity.
- Identify posts suitable for the City of London Apprentices scheme.
- Participate in the Events and Hospitality working party and implement any decisions related to the CCC.

What we'll measure:

Corporate operational performance standards such as:

- Sickness absence levels
- Service response standards
- Income from filming
- Measurable Key Performance Indicators (KPI's) to be developed around Security, Cleaning, Event Management and Maintenance.
- Outreach events undertaken

How we plan to develop our capabilities this year

- Succession planning is to be undertaken by Managers with the support of the HR Business partner to formally identify roles critical to the operation of the service.
- Continue to review and develop the customer services programme.
- To complete a management review and adopt a new structure which is more aligned to the requirements of the Court and the Shrievalty.
- To support staff through changes with further training and development.
- To continue to invest in new equipment and technologies to support improved security and the increased Education and events programme.
- To establish a more co-ordinated approach to visits and events which is effectively resourced.
- To develop the renovations and maintenance schedules to address identified long term building issues.
- To develop capabilities by introducing stretching Key Performance Indicators.
- Begin the process of merger with the Mansion House.
- Implement the 2% efficiency saving via increased income generation. Please note that as the majority of costs in running the Central Criminal Court (CCC) are 95% recovered from Her Majesty's Court's and Tribunals Service (HMCTS). Therefore, to achieve a local risk saving of 2% on the 2017/18 original budget of £426,000 (City's Cash), equating to £9,000, CCC would have to achieve total savings of £180,000 which would result in a saving of £171,000 to HMCTS and £9,000 to the City of London. Therefore, as such savings would have a detrimental impact on the service delivery at CCC, additional income generation is currently the only viable option as this is 100% retained by CCC. However, in light of the current merger between CCC and Mansion House, such additional income cannot be guaranteed at this stage".

What we'll measure:

What we're planning to do in the future:-

- To merger services, as appropriate with Mansion House.
- Review the provision of communication services and replace obsolete telephone mainframe with modern up to date IT, telephony and public address equipment.
- Review of resources, with key partners, to ensure appropriate staffing and equipment infrastructure.
- To develop an improved diary and events management system which is able to meet current and future demands.
- Continue the progress of capital maintenance projects.
- Improve the Physical security and general infrastructure of the building.