

We co-ordinate and ensure the resilience, good governance and reputation of the City of London Corporation

APPENDIX 1

The corporate outcomes we aim to impact on are:

We will contribute to and support all twelve corporate outcomes through our ambitions, objectives, programmes and projects, but specifically Corporate and Member Services, Elections, Corporate Strategy and Performance and the Contact Centre contribute to outcome 4: Communities are cohesive and have the facilities they need; Resilience and Community Safety contribute to outcomes 1: People are safe and feel safe and 12: Our spaces are secure, resilient and well maintained.

What we do is:

Corporate and Member Services:

Leadership, governance, scrutiny, programme management, Committee and Member support, Police Authority

Elections:

Conducting elections, Member and democratic services, electoral canvassing

Corporate Strategy and Performance:

Help City of London Corporation deliver maximum impact on Corporate Plan outcomes by providing expertise, advice and quality assurance and building a system that delivers the right information, at the right time to the right people so that they can make the best possible decisions

Resilience and Community Safety:

Business continuity and emergency planning, community safety. Corporate strategic security advice

Major Projects:

To provide strategic oversight of Capital Buildings (Major) projects to ensure alignment with corporate requirements

Our 2019-20 budget is:

Section	£000
Corp & Member Services (Inc. TC Office)	3,068
Elections	334
Corp Strategy and Performance	494
Resilience and Community Safety	708
Contact Centre	570
Total net operational budget	5,174

Our top line objectives are:

- To strategically align all workstreams with Corporate Plan outcomes
- To connect all CoLC workstreams into the Corporate Performance Framework, via KPIs in Business Plans
- To build a corporate Business Intelligence function to raise awareness of challenges, opportunities and trends and provide insight into what is affecting performance
- To look across organisational change workstreams and propose how they can be co-ordinated and delivered to best effect
- Promote high standards of governance throughout the organisation
- Deliver democratic services, which meet the needs of elected Members and the electorate.
- Ensure that there are plans in place to support and assist the City's communities in the event of an incident
- In partnership with the City of London Police and others, help deliver a safer community
- Develop Culture Mile as a vibrant and welcoming cultural and learning destination and therefore contribute to changing perceptions of the City to ensure it is recognised as a global leader in culture as well as commerce
- Change the security culture within the organisation. Ensure we have resilience in command and control of incidents and events across the City of London
- Enhance the City's resilience around the Prevent, Protect and Prepare strands of the national Contest strategy
- Implement improvements to project and programme management procedures and practice across the organisation
- To ensure major projects are coordinated, managed and governed in a consistent manner

What we'll measure:

1. The overall impact of corporate workstreams on outcomes set out in the Corporate Plan, particularly in relation to the strategies we have developed or helped develop
2. Feedback from the informal Corporate strategy Network, Business Planning Network, Analysts Network and Change Network on the effectiveness of help CSPT provides
3. The extent to which corporate outcomes are being referred to, and intended impact is being set out, in Business Plans and decision-making papers going through governance processes
4. Officer feedback on the usefulness of the new governance processes, tools and information
5. Return on investment in the CSPT
6. Achievement of the Culture Mile

Corporate Programmes and Projects:

- Undertake review of the City Corporation's approach to project and programme management (including process, tools and templates). Launch new project toolkit to support officers in delivering projects across the organisation
- Review strategic workstreams that pre-date the Corporate Plan to ensure alignment
- Map strategies to identify links and flag gaps
- Lead the development of corporate strategies, as required, and monitor implementation of the three portfolios
- Continue to develop the business planning process to provide better information and read across between the plans and introduce a new corporate performance management framework
- Subject to approvals, scope and design a shared data platform for CoLC and CoLP and secure the resources needed to build it
- Design, implement and evaluate changes to officer governance processes, making use of new tools and information as they become available
- Raise awareness across the City Corporation of the progress made against the Corporate Plan and of the ways in which we need to change as an organisation to deliver it
- Lead the development and delivery of the Culture Mile programme
- As part of the 'One Secure City' programme, move the Contact Centre Services to the new Joint Contact and Control Room, co-locating and providing a joint service with the City of London Police

Departmental Programmes and Projects:

- Ensure risk mitigation in line with the security action plan through the strategic security board, through the thematic work streams. Compliance to the security action plan and Operational Security risk
- Promote the refreshed Prevent strategy and deliver training for all City Corporation staff
- Review and improve response to ASB in partnership with City of London Police
- Continue to support work to deliver an effective response to VAWG (Violence Against Women and Girls).
- Ensure that the City Corporation meets the Standards and level of assurance for London Resilience and works with partner London Boroughs to share best practice and increase capacity

How we plan to develop our capabilities this year:

- Following the piloting of corporate Business Intelligence and Change Co-ordination functions, CSPT hopes to build permanent resources for both into the team
- Develop closer working relationships between the Police and our local authority community services to improve the effectiveness of response
- To strengthen the Committee Team by improving retention through succession planning, opportunities and other appropriate mechanisms such as professional development opportunities
- Enhance a cadre of occupational and operationally competent incident/event commanders and loggists

What we're planning to do in the future:

1. Continue to align Business Plans with the Corporate Plan, build more sophisticated corporate performance and officer governance capabilities to enable us to use our resources to achieve greater impact on our corporate outcomes over time
2. Evaluate the use of emerging information technology to improve efficiency and innovation
3. Develop democratic services to ensure that elected Members can carry out their roles effectively

programme aims, including projects being delivered within the allocated resources and on time

7. Smooth transition of the Contact Centre and associated staff to the Joint Contact and Control Room
8. Compliance with Centre for the Protection of National Infrastructure guidelines
9. Percentage completion of Prevent on-line training by staff (target 100%); take up of Prevent training for businesses; level of engagement with faith communities, residents and educational establishments
10. Number of repeat ASB incidents and appropriate use of warning letters, Community Protection Notices and injunctions
11. Improved awareness of ASB reporting methods and responses.
12. Performance against Standards and assurance for London Resilience requirements
13. Member and Officer feedback on amendments to the projects procedure
14. The number of residents and businesses registering to vote and the turnout for elections. The publication of committee papers within the statutory deadlines and the reduction of late reports
15. Reviewing turnover, promotional opportunities and new ways of working. Professional development training and the introduction of team-wide committee related training sessions will also be assessed together with the merits of introducing further apprenticeships.
16. Member induction activities, the Member Development Programme and the delivery of Member briefing sessions. Revision of Standing Orders and the Scheme of delegation. Producing associated guidance e.g. committee, Chairmen's and Aldermen's handbooks. The outcome of the pilot on participation in meetings audio visually.