

# We provide care, support and guidance to our diverse communities

## APPENDIX 1

### The corporate outcomes we aim to impact on are:

- *Contribute to a flourishing society – supporting our communities so they feel safe, have good health, have opportunities to enrich their lives and reach their potential and develop.*
- *Support a thriving economy – support our communities to nurture their skills and achieve their potential.*
- *Shape outstanding environments – ensure our homes and community spaces are accessible and well-maintained.*

### What we do is:

#### People:

- Adult Social Care, Children's Social Care, Education & Early Years, Homelessness Prevention and Rough Sleeping, including Tenancy Support and Benefits.

#### Commissioning & Partnerships:

- Performance monitoring and analysis, strategic planning, policy development, service commissioning and the Health Integration Programme.

#### Housing and Barbican

- Social housing and Barbican Estate Management, Property Services, Housing Development, Sheltered Accommodation and Community Engagement.

#### Education Unit:

- Education Strategy (Family of Schools), Cultural & Creative Learning Strategy (including Culture Mile Learning), Skills Strategy, Academy Development, Adult Learning, Apprenticeships.

#### Barbican and Community Libraries / Information Services:

- Lending Libraries, stock services and digital infrastructure, Developing Libraries as Community Hubs.

#### Public Health

- Business Healthy, Health Planning/promotion and Pan-London Sexual Health.

### Our budget 2019/20 is:

(£,000)	Local risk	Central risk
People	7,739	474
Commissioning & Partnerships	2,240	(123)
Housing Revenue Account (HRA)*	(1,379)	(250)
Housing (non - HRA)	820	67
Barbican Estate	(1,924)	(1,035)
Education	912	1,730
Community Libraries	2,283	294

\*HRA total income is £15,193,000  
Public Health grant is £1,571,000

### Our top line objectives / outcomes are:

**Safe** - People of all ages live in safe communities, our homes are safe and well maintained and our estates are protected from harm.

**Potential** - People of all ages are prepared to flourish in a rapidly changing world through exceptional education, cultural and creative learning, and skills which link to the world of work.

**Independence, Involvement and Choice** - People of all ages can live independently, play a role in their communities and exercise choice over their services.

**Health and Wellbeing** - People of all ages enjoy good mental and physical health and wellbeing.

**Community** - People of all ages feel part of, engaged with and able to shape their community.

### What we'll measure:

- A **departmental Outcomes Framework** provides a basis for outcomes-based commissioning and delivery
- **Key Performance Indicators** (KPIs) have been identified for each of the departmental objectives to support the monitoring and tracking of progress. Our KPIs are subject to annual review.

	Our priorities for 2019-20	How we will measure our progress	Support for the Corporate Plan
Safe Potential Independence	<i>Safeguarding and support for children, vulnerable adults and carers, including the homeless and rough sleepers, and co-producing services with them</i>	<ul style="list-style-type: none"> <li>Issues for children in need and/or at risk assessed and addressed efficiently</li> <li>Effective involvement of service users</li> <li>Positive outcomes for adults referred to safeguarding</li> <li>Fewer people on the streets and for less time</li> </ul>	<b>FLOURISHING SOCIETY:</b> <ul style="list-style-type: none"> <li>✓ People are safe and feel safe</li> <li>✓ People have equal opportunities to enrich their lives and achieve their potential</li> </ul>
Potential	<b>Exceptional quality and transformative education that is life long and meets the skill requirements of communities and businesses and links to the world of work</b>	<ul style="list-style-type: none"> <li>Achievement of early learning goals</li> <li>Progress and attainment scores</li> <li>Outcomes for children with SEND</li> <li>Ofsted ratings</li> <li>Adult learning enrolments and completions</li> <li>Take up of learning support offer in libraries</li> </ul>	<b>FLOURISHING SOCIETY/THRIVING ECONOMY</b> <ul style="list-style-type: none"> <li>✓ People have equal opportunities to enrich their lives and achieve their potential</li> <li>✓ We have access to the skills and talents we need</li> </ul>
Independence Community	<i>Developing, maintaining and managing quality homes and vibrant estates</i>	<ul style="list-style-type: none"> <li>New housing (consents, starts, completions)</li> <li>Improvements in energy efficiency</li> <li>Progress on major works and fire safety</li> <li>Housing meeting 'decent homes' standard</li> <li>Resident satisfaction assessments</li> </ul>	<b>FLOURISHING SOCIETY /OUTSTANDING ENVIRONMENTS</b> <ul style="list-style-type: none"> <li>✓ Communities are cohesive and have the facilities that they need</li> <li>✓ Spaces are secure, resilient and well-maintained</li> </ul>
Health and Wellbeing Independence Community	<i>Health and wellbeing for our residents, businesses and communities, across the life course</i>	<ul style="list-style-type: none"> <li>Take up of e-services for sexual health</li> <li>Smoking quit rates</li> <li>Take up of NHS health checks</li> <li>Impact of exercise on referral</li> <li>Impact of library services on health and wellbeing</li> <li>Community participation and social contact</li> </ul>	<b>FLOURISHING SOCIETY /OUTSTANDING ENVIRONMENTS</b> <ul style="list-style-type: none"> <li>✓ People enjoy good health and wellbeing</li> <li>✓ Communities are cohesive and have the facilities they need</li> <li>✓ We are digitally and physically well-connected and responsive</li> </ul>
	<i>Integration of health and social care working closely with NHS partners to improve resident outcomes and reduce pressures on services</i>	<ul style="list-style-type: none"> <li>Better health and mental health outcomes</li> <li>Reduced delays for people leaving hospital</li> <li>Successful 'reablement' after discharge</li> </ul>	<b>FLOURISHING SOCIETY:</b> <ul style="list-style-type: none"> <li>✓ People enjoy good health and wellbeing</li> <li>✓ People are safe and feel safe</li> </ul>
Community Potential	<b>Increasing access to the world-class heritage, culture and learning opportunities in the City for people of all ages, abilities and backgrounds</b>	<ul style="list-style-type: none"> <li>Satisfaction with library services</li> <li>Impact of library services on the health and wellbeing of families</li> <li>Progress on outcomes in the Culture Strategy</li> </ul>	<b>THRIVING ECONOMY/OUTSTANDING ENVIROMENTS</b> <ul style="list-style-type: none"> <li>✓ Global hub for innovation in financial and professional services, commerce and culture</li> <li>✓ We inspire enterprise, excellence, creativity and collaboration</li> </ul>

### Our Building Blocks

<b>CO-PRODUCTION</b> Involving residents, service users and the community in our work and developing good practice on engagement and co-production.	<b>EVIDENCE AND INNOVATION</b> Improving our use, analysis and presentation of data and information, and engaging with new thinking and models.	<b>EQUALITY AND INCLUSION</b> Developing our policy and practice on equality, diversion and inclusion to ensure that it reflects in what everything that we do and how we monitor performance.	<b>PARTNERSHIP</b> Building strong relations with partners like the NHS, City Police and voluntary and community sectors, and collaborations with COL colleagues.
--	--	---	--