

<b>Committee:</b> Culture, Heritage and Libraries Committee	<b>Date:</b> 23 March 2020
<b>Subject:</b> High-level Summary Business Plan 2020/21 – Community and Children’s Services	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children’s Services	<b>For Information</b>
<b>Report authors:</b> Ellie Ward - Community and Children’s Services Department	

### **Summary**

This report presents the high-level summary Business Plan for the Department of Community & Children’s Services for 2020/21. This is included at Appendix 1. The report also presents the business plan for the Barbican & Community Libraries, which is included at Appendix 2.

### **Recommendation**

Members are asked to:

- i) note the Department of Community and Children’s Services high-level summary Business Plan for 2020/21;
- ii) note the business plan for the Barbican & Community Libraries.

### **Main Report**

#### **Background**

1. As part of the new framework for corporate and business planning, departments were asked to produce standardised high-level, 2-side Business Plans for the first time in 2017 for the 2018/19 year. Members generally welcomed these high-level plans for being brief, concise, focused and consistent statements of the key ambitions and objectives for every department.
2. These were agreed at various committees in January and February 2020 and the Department of Community and Children’s Services (DCCS) Committee agreed the high-level business plan on 7 February 2020.
3. The Culture, Heritage and Libraries Committee requested to see a copy of the DCCS high-level business plan for information.

## **Draft final high-level summary Business Plan for 2020/21**

4. This report presents the draft final high-level summary Business Plan for 2020/21 for the Department of Community and Children's Services. This section outlines the factors taken into consideration in compiling the Business Plan and which activities will be reduced or stopped.
5. The priorities for the departmental business plan were agreed by Members of the Community and Children's Services Committee following a consultative process with Members and Senior Officers. The specific workstreams were developed by Senior Officers and individual teams reflecting the departmental business plan objectives and statutory requirements.
6. The balance of delivery and spend is driven by our statutory responsibilities in response to presenting needs, changes in the external environmental and national policy drivers. Where statutory service demand has increased, the department has reallocated or sought additional resources.
7. Delivery is evidenced and tested by a comprehensive set of performance and outcome indicators. These indicators are monitored, and remedial action is taken where necessary. Performance is benchmarked through bodies such as London Councils and HouseMark. There is a focus on continuous improvement in customer service in housing management and processes have been strengthened to secure quality and better value in adult and children's social care placements.
8. Some commissioned delivery is being reduced, such as the use of time credits to support and promote volunteering. Commissioning approaches have also been rationalised to reduce cost whilst preserving frontline delivery.
9. Some of the plans set out for consideration in 2020/21 will be brought back to the Community & Children's Services Committee for further debate and consideration at a later date.

## **Corporate & Strategic Implications**

10. The Department of Community and Children's Services Business Plan for 2020 – 21 is aligned to both corporate and departmental priorities.

## **Security implications**

11. There are no specific security implications in relation to the business plan but many of our workstreams contribute to the departmental priority 'safe' with the aim of people of all ages living in safe communities, our homes are safe and well maintained and our estates are protected from harm.

## **Public sector equality duty**

12. Promoting equality, fostering good relations and reducing discrimination are all integral elements of the work of the department as demonstrated in some of the work included in the high-level summary business plan. The department specifically considers this in service and policy development through Tests of Relevance and Equality Impact Assessments.

## **Conclusion**

13. This report presents high-level summary Business Plan for 2020/21 for the Department of Community & Children's Services, as well as the Barbican & Community Libraries Business Plan, for Members to note.

## **Appendices**

- Appendix 1 – High-level summary Business Plan 2020/21
- Appendix 2 – Barbican & Community Libraries Business Plan

## **Ellie Ward**

Interim Head of Strategy and Performance

T: 020 7332 1535

E: [Ellie.ward@cityoflondon.gov.uk](mailto:Ellie.ward@cityoflondon.gov.uk)