

Our aims and objectives are...

Safe - People of all ages and all backgrounds 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 and all backgrounds feel part of, engaged with and able to shape their community

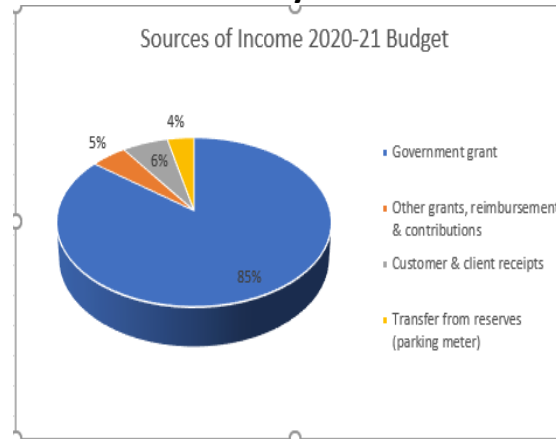
Our major workstreams this year will be...

- Achieving excellence for our service users through delivery of our services including social care, homelessness, housing, libraries, education and early years
- Supporting and improving the health and wellbeing of all our communities in the square mile
- Delivering new affordable homes and investing in our current homes and estates across London
- Ensuring people are safe and secure across all our work and communities
- Developing and supporting the capacity of the City of London's voluntary and community sectors
- Working with our service users and stakeholders to co-produce our services
- Influencing wider health and social care agendas to ensure City of London needs are recognised and met

Capital Spending

Forecast expenditure on Major Works programme in 2020/21:
£21,364,750

Where our money comes from



Our Impact

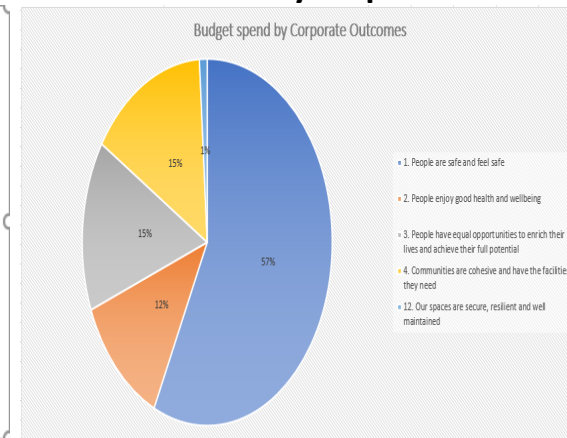
In 2019 / 20 we:

- Supported the improvement in the quality of life of 95% of participants in community activities and volunteering and made a positive impact on family health and wellbeing for 97% of respondents at children's events at libraries
- Delivered the first London Careers festival (attended by over 5,000 pupils) with 92% of those surveyed saying it helped them to think of new jobs
- Celebrated 3 of our City family of schools being rated outstanding by Ofsted
- Achieved the seventh lowest average cost in London across our adult placements
- Delivered 10 new homes on Middlesex Street Estate to meet housing need
- Supported 100% of children in care to be in education or training
- 96% of Dragon Café visitors agreed or strongly agreed that the café helped to improve their mental wellbeing (Q3)

In 2020 / 21 we will:

- Ensure better access to healthcare for those sleeping rough
- Facilitate better access to mental health services for residents and workers through the new Mental Health Centre
- Deliver reductions in fuel poverty through installation of windows and / or new central heating systems to over 1000 homes that will increase energy efficiency
- Continue to deliver efficiency savings through our commissioning activity
- Continue to outperform the Government set target for Delayed Transfers of Care

Where our money is spent



What's changed since last year...

Rationalised approaches and achieved savings with the launch of a new integrated early intervention and prevention service

Deployed a practice development model in Children's Social Care with all staff undertaking training the systemic model of social work

Delivered a refurbishment of Galleywall Primary School, part of the City family of schools

Developed a number of new strategies including homelessness, carers, community centres and housing

Increased focus on mental health with appointment of providers to deliver a mental health centre, signing the prevention concordat for better health and jointly funding a street triage service

Improved services to customers with the introduction of an Estates Service Standard

Co-produced services with residents including youth services, the SEND parents board, and a community lead model for the development of City Healthwatch

Focused more on delivery of outcomes from services including an outcomes delivery board for the new early intervention and prevention service

Plans under development...

- Enhanced provision to meet the needs of rough sleepers on the streets of the Square Mile
- Using technology more effectively to support independence across our communities
- Maximising use of the new Aldgate Community Centre
- Delivering a new programme, funded externally, to tackle loneliness and make connections by creating opportunities in Barbican Library for accidental encounters with other people in the community

Equalities & Inclusion

- Led on development of the Corporation's Gender Identity Policy
- Developed targeted culturally sensitive commissioned services
- Delivered culturally sensitive services to our children in care with provision of prayer mats
- Supported 19,218 pupils from schools across London with above average levels of Pupil Premium to access Culture Mile learning venues

Our delivery partners and key stakeholders

- Residents
- Our tenants
- City Workers
- Pupils in our Family of Schools
- Adult learners
- The voluntary sector
- Wide range of commissioned providers
- East London Health and Care Partnership
- City and Hackney, and Tower Hamlets CCGs
- Other Local Authorities

Key Customer Feedback

- 87.9% of adult social care services users said that services have made them feel safe and secure
- 100% of respondents in a survey of children in care gave their social worker top marks in terms of finding them easy to get in touch with, getting a lot of help and being asked for their views
- 92% of our tenants are satisfied with the service provided by the City of London Housing Service (2018/19 survey)

Key Corporate Risks

- Safeguarding
- Failure to deliver City of London Academy Expansion Programme