

**DEPARTMENT VISION:**

**We enrich people's lives by enhancing and providing access to ecologically diverse open spaces and outstanding heritage assets across London and beyond.**

**Department objectives:**

Open Spaces Department's twelve outcomes:

**A. Open spaces and historic sites are thriving and accessible.**

1. Our open spaces, heritage and cultural assets are protected, conserved and enhanced (12)
2. London has clean air and mitigates flood risk and climate change (11)
3. Our spaces are accessible, inclusive and safe (1)
4. Our habitats are flourishing, biodiverse and resilient to change (11)

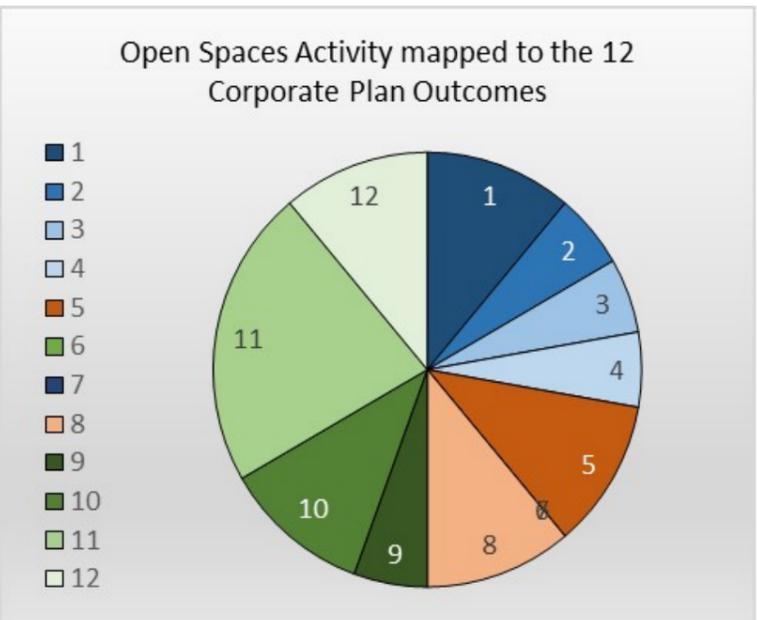
**B. Spaces enrich people's lives.**

5. People enjoy good health and wellbeing (2)
6. Nature, heritage and place are valued and understood (3)
7. People feel welcome and included (4)
8. People discover, learn and develop (3)

**C. Business practices are responsible and sustainable.**

9. Our practices are financially, socially and environmentally sustainable (5)
10. London's natural capital and heritage assets are enhanced through our leadership, influence, investment, collaboration and innovation (10)
11. Our staff and volunteers are motivated, empowered, engaged and supported (8)
12. Everyone has the relevant skills to reach their full potential (8)

The numbers in brackets show how the Open Spaces outcomes link to the 12 Corporate Plan 2018 - 2023 Outcomes



| Corporate Aim                          | %   |
|--|-----|
| A. Contribute to a flourishing society | 28% |
| B. Support a thriving economy          | 22% |
| C. Shape outstanding environments      | 50% |

**The table overleaf lists all the activities we will be working on and developing this year.**

**Our key activities for 2020/21 will be:**

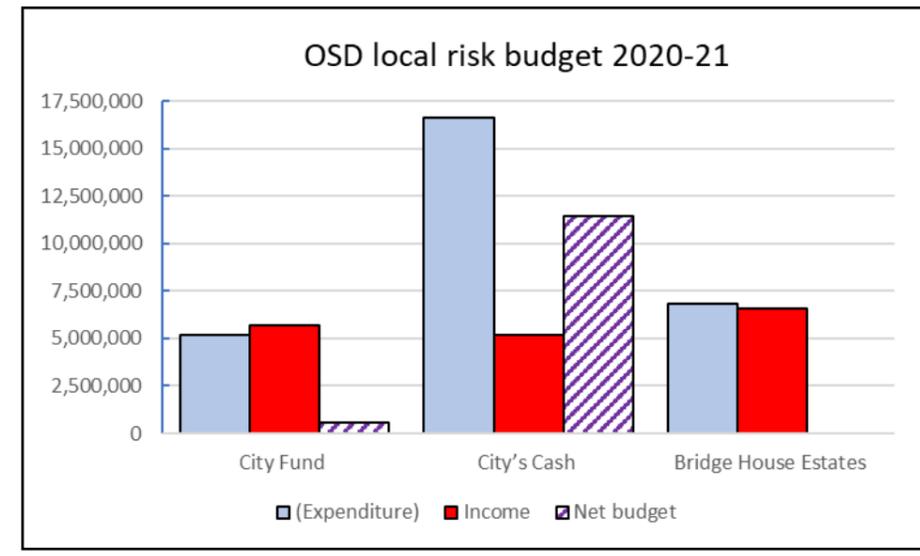
- j) Maximise the value and opportunities of our built and natural assets (10c)
- f) Protect and enhance our sites biodiversity and determine the value of our green infrastructure (11b)
- d) Engage with the local planning processes to mitigate and protect against the negative impact of development on our open spaces (12b)
- q) Develop innovative approaches to income diversification (8d)

**We will also be supporting the work of the Fundamental Review.**

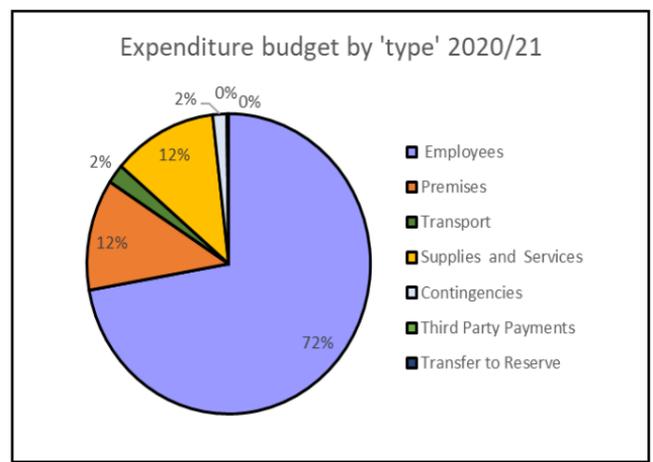
Appendix 1 provides the detail that sits behind these key activity statements.

Numbers in brackets show links to the outcomes and actions within the Corporate Plan 2018-2023

**How we are funded**



- Bids for Capital Funding Agreed in principle by RASC:**
- ♦ West Ham Park Playground
  - ♦ East Heath Car Park
  - ♦ Chingford Golf Course
- More information requested by RASC:**
- Finsbury Circus Reinstatement
  - The Monument Visitor Centre
  - ParkLife (Wanstead Football)
  - Parliament Hill Athletics Track
  - Queens Park Toilets (Chairman's request)



### COL Staff Survey

| TOP 3 Highest Scoring                                    | %   | BOTTOM 3 Lowest Scoring Questions                         | % Positive |
|--|-----|---|------------|
| I have the skills I need to do my job effectively        | 94% | The City of London Corporation manages change effectively | 32%        |
| I am interested in my work                               | 93% | I believe that action will be taken on                    | 33%        |
| I am clear about what I am expected to achieve in my job | 87% | Poor performance is dealt with effectively where I work   | 34%        |

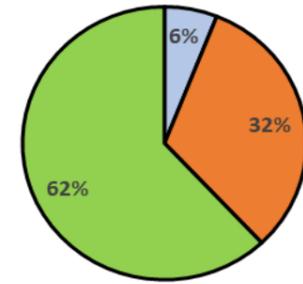
#### Action Being taken includes:

**Improving Communication:** All staff updates from SLT and Committees, staff briefings on 'change' including fundamental review.

**Leadership:** Open door sessions, visibility of managers, one to one's, appraisals,

### Key Customer Feedback

Visitors satisfaction rating of open spaces site from snapshot survey



Other Good Very Good

### Performance Measures

We will contribute to a number of Corporate Performance Measures including: FOI responses, health and safety investigations, sickness absence, budgets, employee volunteering

We will also set Departmental performance measures including:

| Performance Measure   | Performance target 2019/20                       | Department Outcomes   | Department Activity  |
|---|--|---|--|
| Retaining Green Heritage Site Accreditation and Green Flag Awards | 13 Green Heritage Awards<br>15 Green Flag Awards | Our open spaces, heritage and cultural assets are protected, conserved and enhanced | Protect our heritage: developing partnership funding bids where possible |
| Number of tennis courts booked                                    | 31,500   | People enjoy good health and wellbeing  | Provide a sustainable range of sports and recreational opportunities     |
| Number of visits to our heritage visitor attractions              | 1,124,400 visits                                 | People feel welcome and included  | Improve the visitor and cultural offer                                   |
| Active management of our ancient trees                            | Baseline   | Our habitats are flourishing, biodiverse and resilient to change                    | Protect and enhance our sites biodiversity                               |

#### What's changed since last year...

- Completed the Programme of events celebrating 125 years of Tower Bridge and 30 years custodianship of Hampstead Heath.
- Natural England declare a new National Nature reserve; South London Downs NNR, covering Coulsdon Commons and Happy Valley, in partnership with the London Borough of Croydon
- Retendered OPM Control Methods contract and a partner with the Forestry Commission in their OPM pilot study.
- City Gardens fleet is ULEZ compliant
- Events policy agreed and implemented for the Department and all divisions
- Delivered improvement projects in City Gardens including Senator House and St Alprage's Gardens
- Introduce longer lease durations allowing greater capital investment / external funding capacity under powers created by the Open Spaces Act 2018

#### Equalities and Inclusion Priorities:

- Improve accessibility within our sites, subject to funding.
- Improve inclusivity at our sites.
- Increase our collection and analysis of 'protected characteristics' data
- Develop our Learning programme offer to Special Needs Schools.
- Implement the agreed transgender policy.

#### Other activities that we will be undertaking this year under the headings of our three objectives.

##### Open Spaces and Historic Sites Are Thriving and Accessible

- Protect our heritage: developing partnership funding bids where possible (10d)
- Progress reviews, drafting, approval and implementation of management / conservation / heritage plans (11b)
- Reduce the negative environmental impacts of our activities (11a)
- Review security and access control provision (1c)

##### Spaces Enrich People's Lives

- Provide a sustainable range of sports and recreational opportunities (2d)
- Improve the visitor and cultural offer, including the development of facilities, new technologies, customer service and a programme of events celebrating our anniversaries, historic sites and nature (4a)
- Develop our 'learning offer' (3b)

##### Business practices are responsible and sustainable

- Deliver opportunities arising from improved management capability from the City of London Corporation (Open Spaces) Act 2018 (1c)
- Make more effective use of IT and technology and adopt 'smarter' ways of working (9b)
- Support the development of asset management plans and master plans for each site and influence the City Surveyors implementation of their operational property review (12a)
- Maintain our regional and national influence with regard to environmental, open space, burial, heritage and tourism matters (11d)
- Implement the recommendations arising out of the workforce plan, staff and customer surveys (8a)
- Develop our apprenticeship programme and volunteering opportunities across the Department (8d)
- Progress the prioritisation of services to mitigate inefficiencies and establish long term sustainable service provision (5c)

Appendix 1 provides the detail that sits behind these action statements.

◆ Numbers in brackets show links to the outcomes and actions within the Corporate Plan

#### Our delivery partners and key stakeholders include:

Local community groups, forums and local residents

Host and neighbouring local authorities and the GLA

Forestry Commission, Natural England and National Trust

Parks for London, GiGL, Action Oak

Historic England & English Heritage

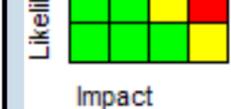
National Governing Bodies of Sport and local sports groups

Consultation Committees and Forums

City of London Departments

#### Departments three red risks:

**OSD 013 Wanstead Park Reservoirs**  
(Score = 24)



**OSD 004 Repair and Maintenance of Buildings & structural assets**  
(Score = 16)



**OSD 005 Pests and Diseases**  
(Score = 16)

