

<b>Committee(s):</b> Resource Allocation Sub (Policy and Resources) Committee – for decision Investment Committee – for decision	<b>Dated:</b> 24 January 2024  12 February 2024
<b>Subject:</b> Draft High-Level Business Plan 2023/24 – City Surveyor’s Department	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	All
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> The City Surveyor and Executive Director of Property	<b>For Decision</b>
<b>Report author:</b> John Galvin, City Surveyor’s Department	

### Summary

This report presents for approval the high-level Business Plan for the City Surveyor’s Department for 2024/25. Members should note that the specific Business Plan for the Markets division was presented to the Markets Board on 17 January 2024.

### Recommendation

Members are asked to:

- i. Note the factors taken into consideration in compiling the City Surveyor’s Departmental Business Plan; and
- ii. Approve, subject to the incorporation of any changes sought by this Committee, the departmental Business Plan 2024/25.

### 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. For 2023/24, the high-level Business Plan has been further evolved to describe the funding and people resources associated with each priority workstream. As a consequence, they are slightly longer than the 2-side version of 2017, but are still designed to a concise insight into the operation of the department.
3. As a high-level plan, this document does not capture the granularity of departmental work, but gives the overall picture of departmental activity, customer feedback, trends where applicable and direction of travel. The Corporate Strategy and Performance Team in the Town Clerk's Department is working closely with departments to ensure that all Departmental Business Plans are aligned with the draft Corporate Plan 2024-29.

### **Draft final high-level Business Plan for 2024/25**

4. This report presents, at Appendix 1, the draft final high-level Business Plan for 2024/25 for the City Surveyor's Department.
5. The Markets Division has recently moved into the City Surveyor's Department. The Business Plan for this division is reported separately to the Markets Board and was considered on 17 January 2024.
6. Feedback has been critical to the development of this plan:
  - a) Members – The Plan has been circulated to the Chairs and Deputy Chairs of Investment Committee and Resource Allocation Sub (Policy and Resources) Committee to gain their feedback and input.
  - b) Staff – The City Surveyor highlighted the plan with the department's staff in his December 'all staff' meeting, and a draft of the plan was subsequently sent to all staff. Feedback was sought such that this could be integrated into the plan, or responded to, as appropriate. Prior to this, the plan was discussed in detail with the departmental management team. Finally, the plan formed part of the formal agenda on for the department's Equalities, Diversity, and Inclusion Group in early November such that this forum could consider the people and equalities elements within the plan.
  - c) Customers – During 2023/24 the department undertook two "Voice of the Customer" surveys across our commercial and corporate property occupiers. Commercial occupier results have only just been released, and that from our corporate occupiers will be finalised in early 2024. Feedback from these surveys informs priority areas for future years.
  - d) Corporate stakeholders – The department is a key member of the organisation's Strategic Planning Group. This forum considers all the organisation's business plans to ensure cross-cutting activities are appropriately reflected, and opportunities to break down organisational

silos are grasped. Feedback from this group has been embedded within the department's business plan.

7. The department's key performance indicators (KPIs) are contained on page three of Appendix 1. These have been developed to track progress in delivery of the department's strategic workstreams. Members will note that the majority of these measures are aligned with that reported in prior years. This enables year-on-year comparisons.

The department reports on a sub-set of these measures to each of Investment Committee and Resource Allocation Sub (Policy and Resources) Committee. Measures reported to these fora are aligned with the terms of reference of each Committee.

The department's business plan update is reported alongside our Risk Register. This is such that progress towards, and those factors that could prevent the achievement of our objectives can be assessed.

### **Departmental Operational Property Assets Utilisation Assessment**

8. Aligned with the requirements of Standing Order 56, the department has undertaken a utilisation assessment of those corporate spaces that the department has been using. Most of the space occupied is at the Guildhall, with a smaller provision at the Central Criminal Court. Assessments were undertaken in these areas in 2023. Spaces at Walbrook Wharf, 20-21 Aldermanbury, and Temple Bar / Paternoster Lodge were considered prior to commercial let.
9. The criteria applied to evaluate the Guildhall Office Utilisation Assessment was a combination of data from:
  - Guildhall Improvement Project (GIP),
  - Accommodation and Ways of Working (AWoW) project,
  - Health and Safety Executive (HSE) workplace health, safety and welfare regulations,
  - British Council for Offices guidance

From the options, the current average utilisation was deemed appropriate and did not identify any surplus space.

10. The department will be reviewing all our assets again in 2024 to account for updated British Council of Offices guidance together with any changed occupancy requirements agreed by the Workplace Steering Group.

### **Corporate & Strategic Implications**

11. The City Surveyor's Department have been working closely with Corporate colleagues on the development of the 2024-29 Corporate Plan. Our collective

aspirations for the medium-term are reflected within the departmental business plan.

12. The department has a key role in delivering the vision for the City – through the delivery of major construction projects (Markets co-location, Sailsbury Square, London Museum, Barbican renewal), the maintenance of our heritage estate for the benefit of all of London, and the generation of significant income that supports all that we do.

13. We will continue to engage with Corporate leads to ensure the successful delivery of our strategic priorities, notably Destination City, Climate Action and the Corporate Property Asset Management Strategy 2020-25.

### **Security implications**

14. The business plan highlights the department's involvement in the security services consolidation project.

### **Financial implications**

15. There are no financial implications arising directly from this report. The on-going maintenance and renewal requirement of our assets requires funding, and there is a clear link between property related risk and the adequacy and availability of finance.

### **Public sector equality duty**

16. The department has an active volunteer Equalities, Diversity and Inclusion Group. This is seeking to enhance these areas within the department. The business plan highlights the areas of focus of this Group, and some of the activities and events delivered through 2023/24.

### **Resourcing implications**

17. There are no resourcing implications arising directly from this report. Both financial and people resources required to deliver our strategic workstreams are identified in the business plan.

18. The department has carefully considered the balance of resources allocated across the various workstreams. It works throughout the year to dynamically adjust assignment to account for emerging needs and requirements.

### **Conclusion**

19. This report presents the high-level Business Plan for 2024/25 for the City Surveyor's Department for Members to consider and approve.

## Appendices

- Appendix 1 – Final high-level Business Plan 2024/25

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