

PH&PP Strategic Links Matrix

		M&CP Strategic Aims		The City Together Strategy The heart of a world class city which:				Corporate Plan 2015-19		
		To advise, educate, influence, regulate and protect all communities for which the department has responsibility.	At all times to seek value for money in the activities we undertake so that the highest possible standards are achieved cost effectively.	is competitive and promotes opportunity	supports our communities	protects, promotes and enhances our environment	is vibrant and culturally rich	is safer and stronger	To support and promote The City as the world leader in international finance and business services.	To provide modern, efficient and high quality local services within the Square Mile for workers, residents and visitors.
N.B. Some PH&PP Key Objectives and Performance Indicators have been abridged in this table.										
PH&PP Key Improvement Objectives 2015-2016	Evaluate performance via analysis of customer satisfaction surveys		✓		✓				✓	
	Publish and implement revised Air Quality Strategy, 2015-2020	✓				✓				
	Tackle economic crime, particularly investment fraud.	✓					✓			
	Implement, measures identified as part of the Service Based Review.		✓	✓					✓	
	Work with the City Surveyor to agree Mission Critical assets as part of the BRM Asset Verification Process.		✓							✓
	Carry out a training needs analysis; identify suitable learning opportunities.	✓			✓				✓	
	Introduce mobile working technology.		✓	✓					✓	
	Develop and implement a workforce plan.		✓	✓						✓
Review and implement actions from the IIP Business Improvement Plan.		✓	✓						✓	

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PH&PP Operational Performance Indicators 2015-2016	PI 1. Achieve an overall sickness absence level of no more than 6 days per person by 31 March 2016.		✓							✓
	PI 2. 90% of debts to be settled within 60 days and 100% of debts settled within 120 days.		✓	✓						
	PI 3. 95% of imported food consignments that satisfy the checking requirements cleared within five days.	✓								✓
	PI 4. Secure a positive improvement in the overall Food Hygiene Ratings Scheme ratings profile compared to the baseline profile at 31 March 2013.	✓				✓				✓
	PI 5. Less than 4% of missed flights for transit of animals caused by the Heathrow Animal Reception Centre.		✓							✓
	PI 6. 90% justifiable noise complaints investigated result in a satisfactory outcome.	✓				✓	✓			✓
	PI 7. Trading Standards Team to respond to all victims of investment fraud within 2 working days.	✓				✓		✓		✓