Committee:	Date:
Corporate Asset Sub-Committee	25 May 1016
Subject:	Public
Central Criminal Court Business Plan 2016-19	
Report of:	For Decision
Secondary of London	

Summary

- 1. This report seeks approval for the Central Criminal Court's Business Plan 2016-19.
- The department's primary aim is to provide the Courts for sitting as proscribed by the Courts Act 1971 and during the past year has provided this service with no loss of court sitting days.
- 3. The profile of cases has increased to predominantly Class 1 trials and this profile is set to continue, combined with a higher occupation of courts and increased sitting times.
- 4. A number of reviews have taken place, particularly a thorough security review which has been addressed effectively with the assistance of the City of London Police. A number of further reviews are planned for 2016 focusing on the benchmarking of Facilities Management and Administration Services and establishing service level standards with the Courts Service.
- 5. The Major Works Programme continues with the main new boiler room infrastructure works nearing completion. Work is now progressing on the lifts replacement, four of which are due for completion by the end of August. Communication continues to work well and there has been minimal noise intrusion and no impact on events or court sitting times.
- 6. The department has continued to expand its wider educational and outreach roles with some 71visits having taken place in the past year. There has been a significant increase in daytime visits from schools, universities and judicial-related initiatives with a particular emphasis on diversity and inclusion.
- 7. The Sheriffs have also expanded the target audience for lunches and a number of "themed" lunches have taken place specifically focusing on certain target audiences, promoting the rule and significance of law in successful commerce and to promote the close relationship with the Judiciary and the Corporation of London's responsibility for the Central Criminal Court.

Recommendation

That Members approve this report

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Business Plan Central Criminal Court

2016-2019

Introduction

The Central Criminal Court is an autonomous division of the Town Clerk's Department which remains responsible for the operational management of the building and is bound by the Courts Act 1971, Section 29 which requires it to ensure the 18 courts are available for sitting. It also administers and supports the two Sheriffs who reside and work from the Central Criminal Court and provides limited clerical support to the two senior resident Judges. The division reports through the Deputy Town Clerk to the Corporate Asset Sub Committee.

Background

The Central Criminal Court is the premier criminal Crown Court dealing with some of the most serious crimes in London and the South East. It is also the Appeal Court for the Cities of London and Westminster Magistrates Bench.

A large number of organisations work within the Bailey aside from the City of London staff and Her Majesty's Courts and Tribunal Service, (HMCTS), these include Treasury Council, Crown Prosecution Service, City of London Police, the Probation Service, Witness and Victim Support Services, a resident Press contingent, the Prison Service and Prisoner Handling Unit (SERCO and GEO), caterers (Aramark) and a specialist Mental Health unit. In addition, there are a large number of visiting counsel, jurors, witnesses and members of the public, the latter being restricted to the Public Gallery parts of the building.

In addition to delivering its core aim, a substantial amount of activity is devoted to educational aspects of the Judicial system and the promotion of the City of London's historic connection with the building itself. Consequently there are frequent visits from the foreign Judiciary, such as Judges from overseas, participation on the Middle Temple Advocacy programme to educate law pupils, Mock Trials for the Inns of Court and South East regional Universities, evening tours from interested bodies such as the Livery, Fine Art and Historical Associations, schools and others.

Occasionally special events are held with a particular legal focus or for charity such as a Fashion Show or a choral evening, but these are a challenge in not affecting the running of courts in any way. The department is represented at the Corporate Events Management Group, but does not have an events team of its own. It aims to develop as part of the Service Area Reviews, suitable opportunities where the building might be used to promote the Corporation of London and potentially develop income streams. In addition the department has been participating in the development of the future Corporation cleaning contract, particularly in establishing effective Key Performance Indicators.

The Sheriffs, who both reside in the Bailey, invite approximately 600 guests for lunch during their year in office. These encompass a wide variety of professions, including business, the diplomatic community, charity, the Livery and the Arts and now schools. A new development has been the introduction of themed lunches where guests all have a particular subject in common, eg Press, Education, The Arts, prisoner welfare. All of these occasions aim to complement and promote the wide influence and connections of the City of London Corporation as a whole as well as its connection with the Judiciary and the City Corporation's ownership of the Bailey. The department is responsible for the provision of their diary, transport and secretarial arrangements.

Key Achievements for 2015/16

- Maintained 100% availability of all courts throughout the year.
- Successfully managed the most intense media coverage of major cases in recent years in close partnership with HMCTS and City of London Police.
- Maintained sickness absence below the City of London Corporation average of 6 days per employee.
- Maintained an average of over 98% success against City procurement targets across purchasing and payment of invoices including No Po No Pay.
- Progressed the Major Works Project to beyond Phase 1 Gateway 5 involving large numbers of contractors around court activity. Intrusive testing and surveys stage completed.
- Participated in the Service Based Reviews and collaborated with the City Surveyor's Property Services Review.
- Staged a variety of challenging charity events such as a a choral evening with St Paul's the Recorder's Concert in support of the City Music Festival
- Raised £17,000 for the Sheriff and Recorder's Fund Charity

Diversity Achievements 2015/16

- Ran approximately: 150 events of which 71 were tours, mostly but not exclusively done out of hours.
- Developed stronger links with the City of London Academies including having schoolchildren as guests for lunch to meet the Judges.
- Houses 2 art collections from the City of London Academy and Cricket Green Primary School (for children with special needs)

Looking Ahead

The areas the department will focus on for the years ahead will be:

- 1. The provision of court availability and mitigation of risk of plant or equipment failure
- 2. The progression and assistance with the major works project
- 3. Development of baseline information and departmental service level agreements
- 3. The development of educational initiatives and service area reviews under the Corporate Events Management Group
- 4. In conjunction with the Ministry of Justice determine what future the catering will be post 1st September 2016

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Secondary of London.

Departmental Vision and Key Objectives 2016-2019

The department has established a **vision** underpinned by 5 **key objectives**. These objectives came directly from the senior and operational management groups in consultation with staff and concentrate firmly on service delivery, both to the major stakeholders and the staff themselves.

Vision

To provide a world class crown court that is safe, well maintained and able to respond to the current and future needs of our customers. This supports the Corporation's strategic aim of "Providing valued services to London and the nation".

Key Objectives

- 1. Management of Financial Resources Value for Money.
- 2. Development of Facilities Management Arrangements.
- 3. Development of Resources and Skills.
- 4. Delivery of the Major Works Project & Repairs and Maintenance.
- 5. Shrieval & Judicial Support Development of Relevant Events.

List of Annex's

Annex A Central Criminal Court Summary Business Plan

Annex B Central Criminal Court Risk Register

Annex C Central Criminal Court Organisation Chart

Main Stakeholders

Her Majesty's Courts and Tribunal Service (HMCTS) Her Majesty's Judges The Sheriffs Treasury Counsel SERCO (Prisoner Handling Agency) Aramark (caterers)

Communication and Consultation

Representatives of the Chamberlain, City Surveyor's and Public Relations Departments have been consulted during the completion of the business plan.

Operational Costs

The operational costs are governed by the Schedule of Responsibility agreed with the then Lord Chancellors Department, (LCD), in November 1992. In very broad terms, the City of London Corporation is responsible for maintenance, whereas the Ministry of Justice, (MoJ), is responsible for improvement, with general running costs being shared in agreed proportions laid out in the agreement. Costs are split over two Funds, with City's Cash being used for Shrieval requirements and ceremonial (including the Secondary's office), with City Fund used for operational costs and all other staff. The City Fund element is split on a series of cost ratios (mainly 95% HMCTS, 5% CoL) for staffing costs and other expenses as stipulated by an agreed formula with HMCTS. The catering services are contracted out by the City of London to Aramark until 1st September 2016.

Human Resources

The division employs 93.14 (FTE) staff, with the majority being directly employed in court service areas of work, mainly security, cleaning and maintenance (A departmental organisational chart is contained in Annex C to this report).

Financial

In accordance with standing order 55, it is confirmed that we have viewed the property assets used as the Central Criminal Court and concluded that they remain adequate for the needs of the service.

The departmental financial statements for the City Fund and City's Cash can be found in the Budget Book and are available on request.

Risk

The departmental Risk Register for the department is contained in Annex B of this report.

Scope

This business plan covers the main financial area of commitment, i.e. Finance Committee expenditure on the City Fund and City's Cash. It does not cover the Court Service's or judicial areas of responsibility. It has focused on expenditure incurred by the department in relation to its primary objective of provision of service.

Reporting Arrangements

The department reports to the Corporate Asset Sub Committee.

Manageme	nt of Financial Re	sources D	emonstratin	g Value for Money		
Supporting TCT Strategy themes: Aligns to Corporate Plan:	TCT 1,4 Priority and rationale:			To promote a dynamic approach to managing the budget making efficient use of all income streams available whilst maintaining standards of service to our stakeholders		
Actions/Milestones	Target Date		Measure of	Success	Responsibility	Resources
Review of services to promote proactive spending within budget maintaining services at a high level in 2016/17	31/3/2017		Establish Se Agreement, standards po	within budget. ervice Level in line with Corporate ost benchmarking with demonstrate VFM	Secondary and Senior Managers	Within own resources
Develop infrastructure for holding future events to create new revenue streams. Identifying requirements that may have cost implications	31/12/16		Purchasing events: Chairs, dais staging to August 2016 Current sy ordination to staff second August 2016 Findings to review of possible estordinating	of key equipment for s, sound system and be completed by 6. stem of event co- be evaluated through dment from June – 6. b assist with further administration and stablishment of co- events unit in with EDEO and	Secondary/Head of Section	Within own resources
Achieve appropriate income levels through location Filming and events held at the Central Criminal Court. (Events will be affected by the Major Works Project from June 2017 when	31/3/2017		possibly inca at the Centr latter being	ffer for filming and rease in functions held ral Criminal Court the g dependent on the Develop cross-cutting	Secondary, Administration Manager	In conjunction with the Film Unit and Sheriffs and CEMG

courts will be affected on 1907 sid		opportunities with the Corporate Events Management Group(CEMG). Staffing implications will need reviewing				
Corporate Considerations-						
Customers/ Consultation and En	gagement/ User Focus					
Care to be taken in accepting type Consultation with Building users f		inal Court so as not to bring building i	nto disrepute.			
Financial Consideration	Human Resources		Other Assets			
Looking to supplement budget by income generation	Potential for events staff beir required if opportunities to ho events increase	~	Charge for use of filming as a backdrop			
Risk Management and Health an	nd Safety					
Risk of bringing Central Criminal Court into disrepute if events not screened and monitored effectively. Health and Safety issues could arise having more people entering the building at weekends and late at night.						

Aim/ Objective:	Development of	oment of Facilities Management Arrangements				
Supporting TCT Strategy	themes:	TCT 1	Priority and	To provide a sustainable infrastructure, which supports an		
Aligns to Corporate Plan: SA 2,3		SA 2,3	rationale:	operational building that is well maintained, fit for purpose and		
		MTPP 1		able to respond to future challenges.		

Actions/Milestones	Target Date	Measure of Success	Responsibility	Resources	
To improve energy efficiency in the Central Criminal Court in accordance with City of London Corporation targets	1/9/2017	Target: reduction of 2.5% in amount of fuel oil, electricity and gas consumed Achieved: Electricity +2% Gas: -8%	Head of Maintenance	Using best practice from the Energy Management group	
To develop and expand base line information to give a clearer operational view of the running of the Central Criminal Court and cost visibility	31/10/16	Information and format agreed by all involved departments. Benchmarking pilot exercise currently in place for 6 months to review all FM services as part of the Strategic Review.	Secondary' Administration Manager	Within own resources	
To develop service level agreements with HMCTS for each area of facilities management	1/10/16	Service standards adopted and agreed by HMCTS and CoL following benchmarking review in Autumn 2016	Secondary, Heads of section	Within own resources	
To improve customer services to stakeholders throughout the building	31/3/2016	In house surveys show continual increase in satisfaction levels with services provided by CoL by 5% from service baseline survey.	All Section Heads	Within own resources	
To work with City Procurement to finalise the extension to the Catering contract for 2 years to 1 Sept 2018, after which a further review will be undertaken jointly by CoL and MoJ	30/9/2015	Catering Contract extended for a further 2 years and agreement from Ministry of Justice regarding costs has been agreed.	Secondary, Administration Manger	Within own resources	

CORPORATE CONSIDERATIONS-

Customers/ Consultation and Engagement

Consultation and Engagement with all building users through the Court users committee and joint working group monthly meeting with HMCTS to encourage participation in initiatives.

Financial Consideration	Human Resources	Natural Resources	
Working with all agencies to	Training to ensure staff are up to	We are working to make an old	Not applicable
reduce costs and share assets	date with modern working practices	building as environmentally	
across the building users through	and obtain skills to work more	friendly as possible, considering	
Court user group chaired by the	effectively.	climate change, and the reduction	
Recorder.		in use of natural resources	
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Risk Management and Health and Safety

Risk Management to be conscious that succession planning is of a high priority in the Maintenance area. Ensure all staff are aware of their responsibilities regarding Health and Safety.

Aim/ Objective: Development of Resources and Skills							
Supporting TCT Strategy themes:	TCT 1	Priority			re committed and traine	C	
Aligns to Corporate Plan:	SA 2,3	rational	The state of the s				
	MTPP 1			• •	ormance management.		
Actions/Milestones	Target Dat	e	Meas	sure of Success	Responsibility	Resources	
To develop workforce planning in light of on-going service reviews to update resources, budgets and succession planning Business Improvement plan for the CCC to be agreed and implemented to	31/3/2017 31/9/2016		production of Alignment of the future Departments	of department and	Secondary, All Section Heads/City Surveyors Department Admin and Shrieval Support Manager	Within own resources Within own resources	
assist in the maintenance of the silver recognition and striving to achieve gold Standard of Investors in People with reviews taking place in Sept 2016.			the City of I	London Corporation er recognition award	Support Manager	resources	
To continue developing the Learning and Development plan to enable the Central Criminal Court to develop staff's technical skills in light of new equipment and events management arrangements. Continuing targeting the development of its people to provide a more effective service	31/7/2016		Departmental plan developed using Learning and Development plans from appraisals Demonstrable evaluation of training undertaken to fill gaps identified in service delivery and change agenda.		Administration and Shrieval Support Manager and HR Business Partner	Utilising Central Training courses and own resources	
Consistent application of the Sickness Absence Management Policy.	31/3/2017		Corporation	ep sickness levels below target of 6 days per the end of 2016.	All Section Heads/Senior Management Team	Within own resources	

Corporate Considerations					
	Customers/ Consulta	tion and Engagement			
Future staff survey to be carried o	ut to assess success in improving intern	al communication, management and	training opportunities.		
Financial Consideration Human Resources					
	Utilising HR Business partner and HRBU to ensure correct procedures are used				
Risk Management and Health and Safety					
Ensure all staff are aware of their	Ensure all staff are aware of their responsibilities regarding Health and Safety.				

Aim/ Objective:	Objective: Delivery of the Major Works Project and Repairs and Maintenance						
Supporting TCT Strategy t Aligns to Corporate Plan:	hemes:	TCT 1 SA 2,3 MTPP 1	Priority and rationale: Major works commenced in January 2015 whilst continued to be occupied. Robust plans involving stakeholders need to be in place. A partnership City Surveyor's and HMCTS. This work support City Surveyor's and has been incorporated into Committee reporting cycle and seeks to simultate enhance the appearance of certain high use/public in addition.		living all hip project with oports the work of onto the Project Subultaneously		
Actions/Milestones	S	Target Dat	te	Meas	sure of Success	Responsibility	Resources
To facilitate the delivery of the Works Project To communicate progress to stakeholders on a regular bas	key N	As per Major Word Programme timeta Monthly/quarterly	Works To keep on so tetable To prevent an court activity. Maintain close contractors an Regular comn		ny disturbance of y. se liaison with all	SMT/Inter-serve/ CSD	As per MWP contract As per MWP and Steering
				Internal Reporting updates on progress, currently Report No. 22			Project Board Group plan
Programme and implement a works for HMCTS regarding digitisation of court proceedi Click share and secure wi-fi i rooms	ngs, eg.	nstallation common Aarch and April 2	lation commencing Go live from No courts winstallation.		n 27 th April 2016. ill be disturbed during Installation due for early May 2016.	HMCTS/CSD/ Interserve	HMCTS separate programme
Document and prioritise all a works required factoring in the works with the Major Works Programme.	nese b	Benchmarking cor y March 2016. Resource analysis April 2016	ompleted To deliver replan focusing public areas. To deliver in		e-decorative work g on high use and afrastructure projects d CCTV) as part of a	Secondary/CSD/ Interserve	Within Additional Works Plans. Corporate projects

		corporate security project 2016		(security enhancements)
Working with City Surveyors to	31 st Aug 2016	Establish new structure and KPIs	Secondary/CSD	Within current
deliver a restructured department of		in conjunction with new corporate		resources
R&M on- site support		FM review plans		

CORPORATE CONSIDERATIONS-

Customers/ Consultation and Engagement/ User Focus

Inclusion of all agencies which use the building in preparation for the major works will ensure the Central Criminal Court continues to operate effectively during this period.

Financial Consideration	Human Resources	Natural Resources	Other Assets
Preparation will ensure nugatory	Staff training needs to be reassessed	Environmental considerations	City Surveyors controlling major
expenditure is avoided	during the works programme to	during works will be monitored	works programme ensuring the
	ensure skills are up to date.		Central Criminal Court are fully
	Issues surrounding workforce		involved with preparations
	planning are being considered		

Risk Management and Health and Safety

The risk of Plant failure due to explosion or failure of equipment is on the Risk register as a high risk. Further information can be obtained from the Central Criminal Court.

The risks of sudden failure of systems during the period have been considered and routines established to ensure the building can continue to operate.

Health and Safety to be promoted during this period to ensure all users of the building are aware of the extra need to be vigilant

Aim/ Objective: Shrieval and Judicial Support – Development of Relevant Events						
Supporting TCT Strategy themes:	TCT 1	Priority	and	and The Sheriffs of the City of London are both based at the		
Aligns to Corporate Plan:	SA 2,3	rationale:			rt and we aim to provide	
	MTPP 1			base and support team	for them to carry out th	neir civic role
				both here at the Centra	al Criminal Court and in	n the wider
				community supporting	g the Lord Mayor.	
Actions/Milestones	Target Dat	e	Meas	sure of Success	Responsibility	Resources
Developing the Sheriffs civic role in	26/9/2016		Increased vi	sibility of the Central	Secondary	Within own
support of the Judiciary. Refreshing			Criminal Co	urt's role in		resources
the Shrieval lunches with the			supporting the	he Judiciary at the		
introduction of regular Themed			Old Bailey a	and its and City of		
lunches and to complement improve			London's pa	art in the history of the		
joined working with Mansion House			nation			
Support Sheriffs in their efforts to host	26/9/2016		Increase in f	unds raised at events	Secondary/ Shrieval	Within own
more events encourage other relevant			held at the C	Central Criminal Court	Support Manager	resources
bodies to hold events at the Central			for the Sheri	ffs and Recorder's		
Criminal Court		Fund and the I		e Lord Mayor's		
			Charity			
To promote educational visits by	31/03/2017		Increased av	vareness of the role	Secondary	Within own
London educational establishments in				e City of London		resources
line with City initiatives on youth				in Criminal Justice		
crime/education.			and the cons	equences of crime		
Investigate links with one particular						
school for community outreach.						
Assist Sheriffs in the selection of	26/9/2016			tion of guests who are	Secondary	Within own
guests invited to lunch with HM				ne City's programme		resources
Judges in line with promoting the				and informing with		
City of London Corporation			the commun	7		
Assisting with the Judicial Visits	26/9/2016			numbers of Judicial	Secondary	Within own
programme			visits			resources

CORPORATE CONSIDERATIONS

Customers Consultation and Engagement

The current Sheriffs are consulted on any proposals to be implemented and the views of Court of Aldermen are sought in conjunction with Mansion House and Guildhall.

Risk Management and Health and Safety

Risk Management: Increased opportunity for reputation risk if event is not delivered to the standard required.

Health and Safety: Issues surrounding increased usage of Central Criminal Court as a venue for events will be considered and procedures updated accordingly.

Our Strategic Aim:

To provide a world class crown court that is safe, well maintained and able to respond to the needs of our customers

Vision / Key Objectives and/or Key Policy Priorities are:

- 1. Management of financial resources value for money
- 2. Development of facilities management arrangements
- 3. Development of resources, skills and structure
- 4. Major Works Project and repairs and maintenance
- 5. Shrieval/Judicial Support relevant events

Our **Key Achievements** in 2015/16 were:

- 1. 100% provision of all courts throughout the year no sitting days lost
- 2. 100% success in invoice settlement including early invoice payment settlement targets
- 3. To endeavour to maintain sickness levels below the Corporation target of 6 days per employee.
- 4. Increased outreach in terms of visits, events and themed lunches.
- 5. Review of Security Arrangements and implementation of all action points arising from the report within 3months.

Our **Key Performance Indicators** are:

Description	Target:
1	
1. Provision of all courts for sitting throughout the year	97%
2. Continuing to maintain sickness absence to below the Corporate target	6 days or less
3. Maintaining a secure front line service	100%
4. Increased educational and judicial events	50%

Our Financial Information:

G + 1G + 1G + 6"	2014/15	2015/16	2015/16	2015/16		
Central Criminal Court City	2014/15 Actual	Latest Approved	Forecast	Forecast	2016/17 Budget	
Fund		Budget	Outturn	Outturn		
	£000	£000	£000	%	£000	
Employees	2,694	2,780	2,736	98	2,970	
Premises	629	654	641	98	654	
Transport	4	1	4	400	1	
Supplies & Services	136	162	199	123	155	
Total Expenditure	3,463	3,597	3,580	100	3,780	
Total Income	(3,028)	(3,186)	(3,169)	99	(3,358)	
Total Local Risk(exc. R&M City Surveyor)	435	411	411	100	422	
R&M City Surveyor	614	614	614	100	861	
Total Local Risk	1,049	1,025	1,025	100	1,283	
Central Risk	196	278	293	105	278	
Recharges	(2,879)	2,651	2,651	100	2,667	
Total Net (Income)/ Expenditure	Net (Income)/ Expenditure 4,124		3,969	100	4,228	
Central Criminal Court City's Cash	2014/15 Actual	2015/16 Latest Approved Budget	2015/16 Forecast Outturn	2015/16 Forecast Outturn	2016/17 Budget	
	£000	£000	£000	%	£000	
Employees	325	334	326	98	344	
Premises	8	1	0	0	1	
Transport	1	3	0	0	3	
Supplies & Services	27	58	38	66	53	
Total Expenditure	361	396	364	92	401	
Total Local Risk	361	396	364	100	401	
Recharges	9	35	35	100	35	
Total Net Expenditure	370	431	399	93	436	

Our **Staffing** is made up of:

93.14 FTI	93.14 FTE's overall						
61 FT	44 PT	44 PT					
105 =	60.24% Men	32.9%					
Grade		Women					
A –E							
2 =	100% Men	0%					
Grade F		Women					
- J							
Cialmaga	Department						
Sickness	(1/1/15-	5.70					
Absence	31/12/15)						
	City Corp.	6.20					

Chief Officer:

C.Henty

Service Committee(s):

Corporate Asset Sub Committee

Risk No.	Risk (Short description)	Risk Owner	Existing Controls	Current Risk			B. 14.0	Target Risk			
				Likelihood	Impact	Rating	Direction	Planned Actions	Likelihood	Impact	Rating
CCC 1	Failing to secure public entrances and areas from prohibited activity.	Head of Security	Fully trained staff, Rapid Reaction Team, Police presence. Full review undertaken esp staff levels	Rare	Serious	G	1	Maintain existing controls, re-training annually	Rare	Minor	G
CCC 2	Plant failure leading to courts being unavailable.	Head of Maintenance	In-house boiler team trained and responsible for annual service.	Rare	Serious	A	\leftrightarrow	Being monitored with major capital project underway	Rare	Minor	G
CCC 3	Inappropriate use of mobile phones/camera/watches in public galleries.	Head of Security	Existing policy of prohibition remains in place following review.	Possible	Minor	G	↓	Retain current prohibition stance	Rare	Minor	G
CCC 4	Failure to recruit and retain suitably qualified staff	Secondary	Major Works Contractor support and Property Services Support CSD	Possible	Moderate	A	↓	Recruitment of temporary fixed term manager for maintenance area	Rare	Minor	G
CCC 5	Non completion of major security review	Secondary/Head of Security	Separate plan nearing completion.	Rare	Minor	G	+	A number of improvements completed. Validation by CoLP Feb 2016	Rare	Minor	G

