

Level

Tier

Scope

Service

District, Unitary

Parks and Open Spaces



Organisation Redesign

Characteristic(s) / CSF(s):
Role of the Authority
Getting the best from staff



Problem and Approach

- Two countryside came together to form City Commons. There were different cultures and ways of working. The management team established the concept of one team working together
- Employee surveys driven by Investors in People. An Employee Forum identified key issues associated with roles and responsibilities, communication and core behaviours.
- The members of this group agreed that they needed to find a way to improve the way the Division worked together, communicated and behaved within the workplace.
- All members of staff were interviewed in to understand the current culture and behaviours. Staff workshops were held to consider what the future culture. Feedback sessions were provided to the management team and staff on the findings and next steps.

Outcomes

- The development and implementation of a Leadership Charter which set out the unified management style and operating principles
- The development of a contract and City Common Vision with all staff which defined the shared future desired culture
- The production of a balanced scorecard which defined the purpose of work in measurable terms and which is designed to communicate primary objectives and set out the key measures of success for all staff.

<https://www.cityoflondon.gov.uk/Pages/default.aspx>