

TOWN CLERK'S DEPARTMENT 2025/26 BUSINESS PLAN

About us: Our purpose, aims and impacts

The Town Clerk's Department is comprised of several enabling teams which support the core business of the Corporation.

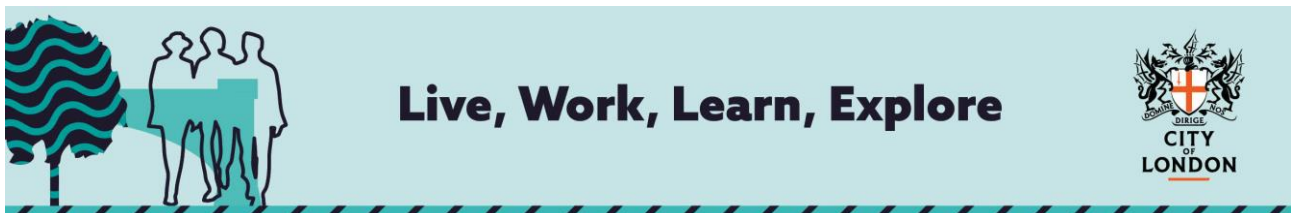
It is responsible for ensuring that the overall strategic objectives of the City Corporation, including those of our Institutions, are lawfully and actively implemented.

The Town Clerk's Department oversees the co-ordination of political and policy advice provided to our Members, programme implementation and management of key initiatives (such as the Mayoral theme and Destination City), and the day-to-day logistical operations of the private offices supporting the Lord Mayor and the Chairman of the Policy and Resources Committee.

The divisions of the team include:

- Governance & Member Services
- Office of the Policy Chairman
- Strategic, Security & Resilience
- Health & Safety
- Police Authority

The Town Clerk's Department provides the expertise and oversight to ensure that Members and Officers have the recommendations and information they need to facilitate effective decision making and scrutiny, fulfilling our statutory obligations (such as in respect of the City of London Police).



Our key objectives and priority workstreams and major projects

Key Objectives / Priority workstreams:

1. **Governance Support** - facilitating effective decision-making and oversight ensuring that all Corporation activities align with established governance structures, promoting transparency and accountability across departments in accordance with our Standing Orders and wider corporate governance framework.
2. **Statutory and regulatory compliance** - monitoring compliance with all relevant laws and regulations, reducing legal risks and ensuring the Corporation is seen as a leader.
3. **Member and Officer Support** – providing Common Councillors and Aldermen with the necessary resources and information to fulfil their roles effectively, enhancing their ability to make informed decisions that reflect the City Corporation’s strategic objectives through the Court of Common Council, Court of Aldermen and our Committees.
4. **Cross-corporate coordination** - coordinating efforts and resources to support or drive successful implementation of cross-corporate organisational projects, transformation, and collaboration; ensuring coherence and alignment and ensuring corporate policies are up to date and remain effective given changing external and internal partnership landscapes.
5. **Destination City (DC)** - implement the recommendations from the Martin Review to deliver a new DC programme alongside partners to achieve our shared goal of positioning the Square Mile as a vibrant thriving destination, which contributes to dynamic economic growth.





Live, Work, Learn, Explore






Priority workstream	Funding allocation %	People resource %	Corporate Plan 2024-2029 Outcomes	Outcome focused Performance measures	Outcomes /Impacts
Governance Support <ul style="list-style-type: none"> Improved corporate understanding of Governance framework Review and cross-referencing of Committee reports including transformational projects such as: Ambition 25, Barbican Renewal, Charities review Support with the re-constitution of Committees post March 2025 elections; and election of Chairs/Deputies Developing and implementing an approach to reform Police Authority Board (PAB) governance and increasing its efficiency and effectiveness as a scrutiny body 	40%	40%	Providing excellent services	Increase in the percentage of staff who understand the CoLP governance mechanisms Reduction in the amount of decisions determined by urgency	Members and Officers understand their roles and the CoLC strategic objectives Improved and effective decision making at pace
Statutory and regulatory compliance <ul style="list-style-type: none"> Develop a three-year Health & Safety Strategy Implement Everyday Safety Manager training programme Maintain key systems under the Health & Safety Framework, Risk Assessment tool, Incident Reporting tool and procurement extension of the Safe365 Assurance tool (June 2025) 	4% (supplemented through additional resource bids)	34%	Providing excellent services	1125 leaders trained by end of FY 26/27 562 – 25/26 563 – 26/27 Safety Index Score of 65% across 80% of areas 100% Assurance audit completion	Improved safety leadership and reduced safety risk Alignment of safety into the people strategy
Member and Officer Support <ul style="list-style-type: none"> Comprehensive Member induction and training for newly elected and returning members following Common Council Elections Support the Policy Chairman to discharge their duties as a key spokesperson and lead the Corporation's external relations with 	20%	20%	Providing excellent services Diverse Engaged Communities	Members participating in training and induction sessions - minimum 50% participation for new Members and 25% for returning Members	Members and Officers understand their roles and the CoLC strategic objectives

Priority workstream	Funding allocation %	People resource %	Corporate Plan 2024-2029 Outcomes	Outcome focused Performance measures	Outcomes /Impacts
Westminster, Brussels, London local government and internationally					Improved and effective decision making at pace
<p>Cross-corporate coordination</p> <ul style="list-style-type: none"> ▪ Officer training for key response roles; executing a tabletop exercise for strategic security and resilience ▪ Support the Policy Chairman to discharge their duties at Common Council, Policy & Resources Committee and its sub-committees ▪ Working with the City Police, the Community Safety Team in CCS and utilising the Safer City Partnership, to implement a revitalised approach to engaging the City's communities on crime and community safety issues. 	4%	50%	Vibrant Thriving Destination Diverse Engaged Communities Providing Excellent Services	Reduce local and neighbourhood crime and improve confidence in the CoLP	More effective use of resources Better, and more coordinated engagement with key stakeholders
<p>Destination City</p> <ul style="list-style-type: none"> ▪ Recruit and onboard new DC programme Hub ▪ Establish and confirm DC KPIs within a new DC Dashboard ▪ Identify and deliver key activities or initiatives - alongside DC partners – which improve pedestrian connectivity between places, increase footfall Friday-Monday and ensure a vibrant, thriving ground floor experience e.g. Wayfinding and refresh of our visitor-focused communications channels ▪ Launch a concierge service to support the relocation of businesses to the Sq Mile 	Funding allocation via Growth Bid £1.3 mil	4%	Vibrant Thriving Destination Dynamic Economic Growth	Increase visitor numbers, expenditure and visits to our cultural attractions Increase worker footfall Friday/Monday Delivering regeneration and redevelopment projects	There are more businesses based in the Sq. Mile, more workers and visitors spend their leisure time here.

Our timeline planner of activities and milestones

Key	
	Duration of activity
	Milestone

	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Beyond 2025/26	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2026/ 2027	2027/ 2028
Member Induction	Will be delivered April - July													
Governance Training														
Governance support in the delivery of cross-org objectives & workstreams	Milestones will match those of the service department													
Strategic and tactical leadership training	Ongoing throughout the year													
Internal volunteering to support emergency centres	Ongoing throughout the year													
Leadership Safety inductions	1,125 Leaders to be trained													
Safe365 annual assurance assessment across all High-Risk departments														
	Assurance programme to commence May - September review by Corporate Services Committee													

PAB Community Engagement	Report quarterly to the Strategic Planning and Performance (Police) Committee															
PAB Governance Reform		◆		◆				◆		◆						
Relaunch of visitor/communications		◆														
Launch of concierge service	Planned for Spring															
Launch Destination City Partnership Fund																
Worker Demographic Fund			◆													
Launch Destination City Dashboard	Planned for Summer															
Reset Bid Relationship	Ongoing throughout the year															
Publish report on vibrant and lively ground floor experience								◆								
Destination Advisory Board meetings			◆				◆			◆						

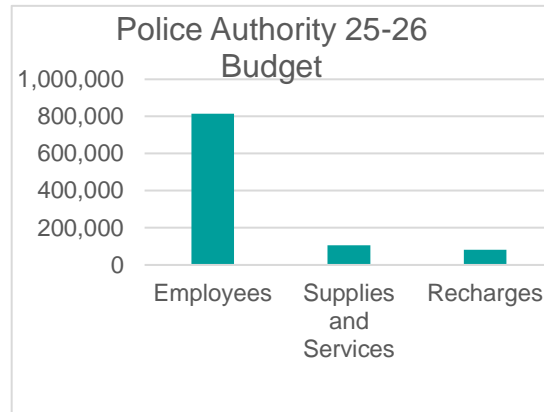
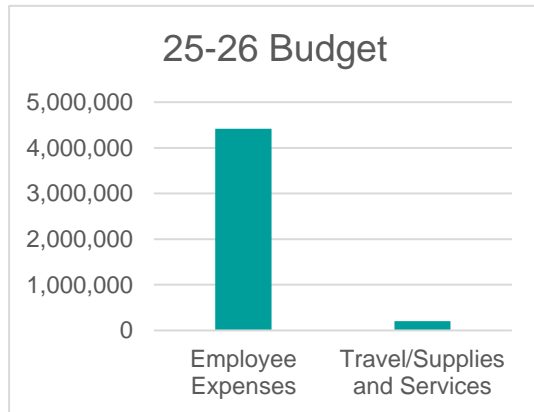
People

2024 Staff Survey engagement score 64%

56 staff, 54 FTE

Percentage identifying as female 51.8%

Budget



Our key actions are

- Improve Member behaviour and/or perceptions of behaviour
- Hold Deputy Town Clerk Town Hall sessions to enhance the understanding of the vision and overall direction of the Senior Leadership Team
- Improve the way in which we communicate Learning & Development opportunities and prioritisation of time for learning
- Review and introduce measures to improve physical environment/Cross working at Deputy Town Clerk sites

Equity, Equality, Diversity and Inclusion

- Greater compliance with PSED through committee reports
- Developing L&D sessions for Members that, for example, remove perceived barriers to those who may be interested in leadership positions
- Continuous improvement in the accessibility of public meetings and committee paperwork
- Training for crisis support volunteers encompasses humanitarian assistance training to understand the diversity and needs of those affected by major incidents
- Continuous improvement in the accessibility of meetings and paperwork.
- Improve PEEP (Personal Emergency & Evacuation Plans)
- Directly supporting the City Police's EDI ambitions, including through engagement with the Stephen Lawrence Day Foundation

Priorities and plans being considered in the medium term	2026/27	2027/28	Is this Funded or Unfunded?
Developing a City of London Policing Plan which maintains its relevance as the City itself evolves (including through its Destination City ambitions) and national government ambitions in relation to police reform become clearer	Y		Funded
Ensuring the Police Authority Board fully supports and enables the City Police to be a thought leader in relation to tackling fraud, economic and cyber-crime, and plays a key part in relation to the Corporation having a prominent national role in terms of economic security	Y	Y	Funded
Health & Safety Strategy	Y		Funded
Automated Assurance of Risk Assessment	Y		Unfunded
Working with IT to develop and AI bot for Governance FAQs, which should reduce the ask of the Governance and Member Services team. This is funded through IT	Y		Funded
Working with HR to develop a more comprehensive training package for Governance and Report writing.	Y		Unfunded

Risks		Health & Safety
Risk Title	Score	
Insufficient staff resource to maintain BAU whilst delivering the various workstreams		<ul style="list-style-type: none"> ▪ Reduce the risk of stress in the workplace ▪ Ensure completion of DSE Assessments ▪ Model Safety Behaviour
Insufficient staff experience to deliver goals effectively		
CR01 – Resilience Risk	12	
CR09 – Health, Safety & Fire Risk Management system	12	
CR36 - Protective security	16	
TC DTC TCO 008 – Management of Public Meetings (C&MS)	6	
TC DTC PA 001 – Police Funding	12	
TC DTC PA 002 – Police Estates	12	
TC DTC PA 03 - Fraud and Cyber Crime Reporting & Analysis Service (FCCRAS) Procurement	24	
TC DTC PA 04 - Changes to Police Authority Governance	8	
TC DTC HS 001 - Corporate H&S Team professional competency	2	

Operational Property

All operational properties have been assessed as utilised, part utilised, or not utilised, and confirmation has been provided to the City Surveyor's Department. **Yes**