

## City of London Corporation Committee Report

<b>Committee(s):</b> Communications and Corporate Affairs Sub-Committee – For Discussion Policy & Resources Committee – For Decision	<b>Dated:</b> 29 May 2025  12 June 2025
<b>Subject:</b> Draft High-Level Business Plan 2025/26 – Corporate Communications and External Affairs	<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>	n/a
<b>What is the source of Funding?</b>	n/a
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	n/a
<b>Report of:</b> Dionne Corradine, Chief Strategy Officer Paul Wright, Remembrancer	<b>For Discussion</b>
<b>Report author:</b> Lisa Ward, Director of Communications Transformation and Strategy (Interim) Kristy Sandino, Director of Strategic Communications and External Affairs (Interim) Mark Gettleson, Director of Campaigns and Community Engagement (Interim)	

### Summary

This report presents for approval the high-level business plan for Corporate Communications and External Affairs Department for 2025-26

The function is part of the Town Clerk’s Department.

### Recommendation

Members of the Communications & Corporate Affairs Sub-Committee are asked to provide comment on the Business Plan, noting the factors taken into consideration when compiling it.

Members of the Policy & Resources Committee are asked to approve the departmental Business Plan 2025/26 plan, subject to the incorporation of any changes sought by the Sub-Committee..

## **Main Report**

### **Background**

1. As part of the new framework for corporate and business planning, departments were asked to produce standardised high-level, 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. High-level Business Plans for FY 2025/26 align to our Corporate Plan 2024-2029. 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.

### **Draft final high-level Business Plan for 2025/26**

3. This report presents, at Appendix 1, the draft final high-level Business Plan for 2025/26 for the Corporate Communications and External Affairs.
4. The High Level Business Plan was reviewed with Officer groups across the City of London Corporation through the Business Planning Forum and by the Senior Leadership Team.
5. During this process, factors taken into consideration were the need to provide support across the organisation in order to deliver key programmes and Corporate Plan objectives. In so doing, this plan centres on the further development of key enabling functions and objectives. These workstreams are outlined in the Appendix as follows:
  - a. Enhancing the reputation of the organisation through strategic partnerships and political engagement
  - b. Supporting changing needs and contexts
  - c. Transforming our digital communications estate
  - d. Delivering for our communities
  - e. Enhancing marketing, campaigns and brand
  - f. Further developing Internal and Transformation Communications
  - g. Developing our colleagues
6. Corporate Communications and External Affairs is part of the Town Clerk's Department. Corporate Communications and External Affairs works across the entirety of the City of London Corporation and is responsible for providing comprehensive communications and external affairs expertise and resource to support the delivery of the overarching external and internal objectives of the City Corporation.
7. The Business Plan describes the core workstreams required during the period of continued interim measures which sees Corporate Communications reporting into the Chief Strategy Officer and External Affairs into the Remembrancer.

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

8. In accordance with Standing Order 56, the Town Clerk's Department completed an office utilisation assessment of its allocated corporate space – an

apportionment at Guildhall complex – in West Wing, second floor. Average weekly occupancy was monitored over a four week period at 55%. The assessment was returned to City Surveyors for further analysis.

### **Corporate & Strategic Implications**

9. The Corporate Communications and External Affairs division sits at the heart of the organisation but delivers for the whole City Corporation. The workstreams will be delivered through continued collaborative and close working with all relevant stakeholders both internally and externally.

### **Financial and resourcing implications**

10. The function represented by this report within the Town Clerk's Department currently has a total budget of £3.39M.

### **Public sector equality duty**

11. The function is fully committed to Equality, Diversity and Inclusion and is committed to championing accessible and inclusive communications, engagement, images and language. The function will also continue to develop its own EEDI plan during 2025/26.

### **Conclusion**

12. This reports presents the high-level Business Plan for 2025/26 for Corporate Communications and External Affairs for Members to consider and approve.

### **Appendices**

Appendix 1 – Draft high-level business plan 2025/26

**Lisa Ward, Director of Communications Transformation and Strategy (Interim)**

**Kristy Sandino, Director of Strategic Communications and External Affairs (Interim)**

**Mark Gettleson, Director of Campaigns and Community Engagement (Interim)**