

FOR EVERYONE, FOR LONDON

A PEOPLE STRATEGY FOR DELIVERY, CAPABILITY, AND BELONGING

2026 - 2029



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A PEOPLE STRATEGY FOR DELIVERY, CAPABILITY, AND BELONGING

Leadership and management

Developing strong, confident, and accountable leaders who set clear direction, lead for outcomes, and inspire high performance.

Learning and growth

Providing opportunities for development, performance and career progression for all our people, building the skills London's future demands.

Inclusion and belonging

Creating a workplace where everyone feels valued and included.



Health and wellbeing

Supporting a healthy, balanced and motivated workforce where people can thrive and perform at their best.

Recruitment, reward, and retention

Attracting, retaining, and recognising talented people who reflect and serve London's communities, and valuing their contribution meaningfully and fairly.

Infrastructure and insight

Using reliable systems, data and insight to get the basics right, enable smart decisions and improve the employee experience

GETTING THE BASICS RIGHT

FOR EVERYONE, FOR LONDON

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Leadership and management

We will develop strong, confident, and accountable leaders who set clear direction and inspire high performance so that our organisation can navigate change, deliver at pace, and be held to account for results.



Strategic aim one

Lead and manage with clarity and purpose

We will set clear direction, manage teams effectively, make evidence based decisions, and consistently deliver the Mayor's objectives

Strategic aim two

Capable, inclusive, and accountable leadership

We will build the skills, resilience, and behaviours needed to perform and deliver, recognising that leadership is demonstrated in every role, at all levels, embedding our Leadership Statement as the standard.

Strategic aim three

Lead across boundaries for London

We will act as leaders for London's future, influencing and collaborating across sectors and partners to achieve city-wide outcomes.

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Learning and growth

We will provide opportunities for development, performance, and career progression for all our people so that we build organisational capability, strengthen future skills, and remain agile in meeting London's evolving priorities.



Strategic aim one

Everyone has access to learning opportunities that support and stretch our performance and growth

We will make learning offers relevant, inclusive, and aligned with both individual needs and GLA priorities

Strategic aim two

We will invest in future-critical skills that help us deliver for London

We will build capacity in the skills needed to deliver the Mayor's priorities.

Strategic aim three

We embed learning in everyday work, to support continuous improvement and growth

We will enable reflection, peer learning, and knowledge sharing as part of how we work, maximising the impact of our job families.

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Inclusion and belonging

We will create an environment where everyone feels valued and included, so that we can harness the diversity of thought, innovation, and insight needed to deliver better outcomes for London's communities.



Strategic aim one

We are held to account

We will build on our progress to develop collective and individual accountability on EDI. All staff work towards these goals and hold each other to account.

Strategic aim two

Our staff feel included

We will grow a genuinely inclusive working culture that fosters a sense of belonging. This is one where everyone feels safe, and where everyone can be themselves, give their best work and progress their career.

Strategic aim three

Our workforce reflects London's diversity, including at a senior level

Diversity must be across the organisation. Ensuring that a range of experiences and voices shape the GLA means that we can better meet the needs of Londoners.

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Strategic aim one

Promote physical and mental health

We will provide resources and support that enable our people to stay healthy, resilient, and able to perform at their best.

Strategic aim two

Support balance and sustainability

We will help people manage workload and working patterns in ways that sustain energy, motivation, and long-term capacity to deliver.

Strategic aim three

Build organisational resilience

We will monitor wellbeing trends and tackle the causes of stress and absence, so that our workforce remains reliable, engaged, and ready to deliver for London.



Health and wellbeing

We will support a healthy, balanced, and motivated workforce so that performance is sustained, absence is reduced, and we can respond effectively to the challenges London faces.

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Strategic aim one

Attract and recruit the skills we need

We will bring in talented people with the skills, experience, and potential required to deliver London's priorities now and build capability for the future.

Strategic aim two

We will reward and recognise our people fairly

We will value people's contributions meaningfully and consistently, ensuring our pay and recognition frameworks are fair, transparent, and support motivation and retention.

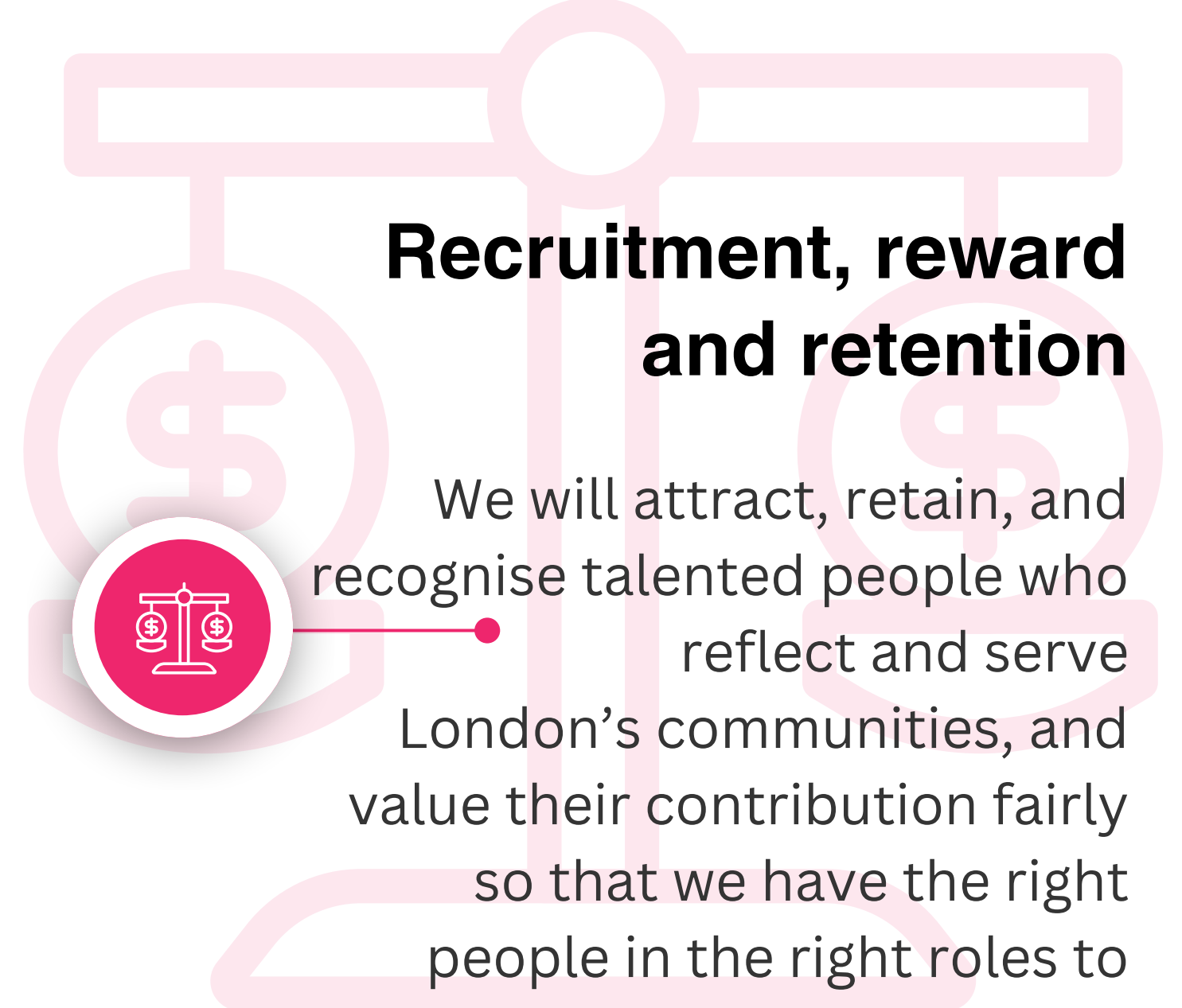
Strategic aim three

Plan and shape our workforce for tomorrow

We will use workforce planning and insight to make sure we have the right people in the right roles, anticipate future needs, and develop the skills required to deliver sustainably.

Recruitment, reward and retention

We will attract, retain, and recognise talented people who reflect and serve London's communities, and value their contribution fairly so that we have the right people in the right roles to deliver consistently high-quality services and adapt to London's changing needs.



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Strategic aim one

Strengthen systems and data foundations

We will implement modern, integrated systems that provide accurate real time people data to support decision making and improve user experience.

Strategic aim two

Building insight progressively

We will continue to build the capacity to use data for targeted action, and measuring progress, once the basics are in place.

Strategic aim three

Continuing to develop user-focused digital tools

We will continue to improve the usability, accessibility, and integration of our systems enable increased efficiency and effectiveness.

Infrastructure and insight

We will use reliable systems, data, and insight to get the basics right and enable smart decisions so that resources are targeted effectively, progress can be measured, and the organisation can deliver with efficiency, transparency, and impact.



HOW WE'LL MEASURE SUCCESS

Inclusion index score

We will monitor staff perceptions of inclusion and belonging through regular surveys, ensuring our culture supports psychological safety and authenticity.

Diversity at senior levels

We will measure the representation of diverse groups across all grades, with a focus on senior leadership, to reflect the communities we serve.

Workforce capability growth

We assess improvements in workforce capability through skills audits and development tracking, ensuring people are equipped to meet London's current and future priorities

Recruitment effectiveness

We will evaluate how well our recruitment processes attract and secure the talent needed to deliver for London.

Leadership effectiveness

We will evaluate leadership effectiveness through a combination of feedback, delivery against objectives and staff engagement scores, ensuring leaders are driving performance and modelling inclusive behaviours.

Reduction in stress-related absence

We will monitor wellbeing trends and aim to reduce absence linked to stress, supporting a resilient and healthy workforce.

Internal career progression

We will measure the proportion of roles filled through internal development and promotion, reflecting our commitment to growth and retention.

System reliability and user experience

We will assess the performance and usability of our systems to ensure they support decision making and a positive employee experience.



