

DIGITAL SERVICES COMMITTEE

Tuesday, 23 September 2025

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on Tuesday, 23 September 2025 at 1.45 pm

Present

Members:

James Tumbridge (Chairman)
Deputy Dawn Wright (Deputy Chair)
Simon Burrows
Deputy Timothy Butcher
Lesley Cole
Susan Farrington (Ex-Officio Member)
Philip Kelvin

Officers:

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1. APOLOGIES

Apologies were received from Deputy Caroline Haines and Deputy James Thomson in advance of this meeting.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED, that - the public minutes and non-public summary of the meeting held on 10 July 2025 be approved as an accurate record.

4. PUBLIC SWITCHED TELEPHONE NETWORK (PSTN) REPLACEMENT

The Committee received a report of the Chamberlain in respect of the Public Switched Telephone Network (PSTN) Replacement. This project aimed to enable the migration of these connections by the end of 2026 to ensure a smooth transition to digital services for the City Corporation, City of London Police and all Institutional Departments.

A Member asked officers to what extent the use of adapters had been considered to convert to a PSTN device to work on an internet protocol environment. Officers advised the Committee that a total of 706 line across various electrical devices such as payment machines and lifts, and officers were engaging with departments on a case-by-case basis and looking at any simple solutions available, including adapters.

RESOLVED, that – the Digital Services Committee:

- Approve Option 1 for the drawdown of an additional £600,000 for the migration of all remaining analogue lines and devices.
- Note the reduced overall project budget of £1.15m (excluding risk) from an initial estimate of £2.5m.
- Approve a Costed Risk Provision of £160k (to be drawn down via delegation to Chief Officer).

5. **CHAMBERLAIN'S BUSINESS PLAN QUARTER 1 2025/26 UPDATE**

The Committee received a report of the Chamberlain in respect of the Chamberlain's Business Plan Quarter 1 2025/26 Update. This report provided an update on the progress of Chamberlain's Department against Business Plan during quarter one of 2025/26.

RESOLVED, that – the report was received and its contents noted.

6. **PROGRAMME SAPPHIRE UPDATE**

The Chairman advised Members of the impact of project sapphire and its impacts on the organisation, and it had been agreed that DITS officers would provide a monthly update to the Chairman of the Corporate Services Committee, and periodic reports would still be submitted to the Digital Services Committee.

The Deputy Chair asked for further clarification of who was representing the Digital Services Committee on the Programme Board to which the Chairman confirmed that he was now the representative.

A Member noted that the project was vital and crucial to the City Corporation and asked for officers to advise the Committee of how well the project was progressing, and that it'd be useful to talk to those who utilise the system. He suggested that a future meeting that services users be invited to speak so that Members could understand how the ERP was operating. The Chairman advised the Committee of the weekly meetings held with the Director, Information and Technology, the Chamberlain and other DITS officers and suggested that the subject of interviews be discussed here before progressing further, and that Members would be provided with an update at a subsequent meeting. A Member asked if there was a plan to introduce online regular user surveys and the Director advised the Committee that there was a network of change champions who were surveyed on a regular basis. Officers also advised that there was software built into the solution which allowed for regular performance checks to be undertaken.

RESOLVED, that – the report was received and its contents noted.

7. **DITS PORTFOLIO UPDATE**

The Committee received a report of the Chamberlain in respect of the DITS Portfolio Update. This report provided Members with an overview of the Digital, Information and Technology Service Portfolio Management Office (DITS PMO) and the portfolio of projects and programmes that were currently in-flight - at the time of writing numbering 107 projects.

RESOLVED, that – the report was received and its content noted.

8. DEVICE REFRESH AND WINDOWS 11

The Committee received a report of the Chamberlain in respect of the Device Refresh and Windows 11 report which sought to provide the Committee with an overview and progress report of the Digital, Information and Technology Service's project to refresh a proportion of City of London devices and to upgrade all devices to Windows 11.

A Member asked which existing equipment was being to upgraded and to what extent. The Director advised that where possible existing equipment would be upgraded to windows 11 and certain devices which had reached the end of their life cycle and those which didn't satisfy the minimum requirements for Windows 11 and these devices would be returned to the provider in return for credit. Devices which could not be returned would be considered to be donated to areas of the organisation which faced digital exclusion.

RESOLVED, that – the report was received and its contents noted.

9. DIGITAL INFORMATION TECHNOLOGY SERVICE (DITS) –SERVICE DELIVERY SUMMARY

The Committee received a report of the Chamberlain in respect of the Digital Information Technology Service (DITS) – Service Delivery Summary. This report provided an overview of the current service provision as managed by DITS. Performance is measured monthly therefore for the purposes of this report, the most recent reporting month is July 2025.

RESOLVED, that – the report was received and its contents noted.

10. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

12. EXCLUSION OF THE PUBLIC

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

13. NON-PUBLIC MINUTES

A Member noted that a member of the public was in attendance during the non-public session of the previous meeting held on 10 July 2025 until item 12 was not included in the non-public minutes of this meeting.

RESOLVED, that – the non-public minutes of the previous meeting held on 10 July 2025 were approved as a correct record.

14. RISK APPETITE STATEMENT

The Committee received a report of the Chamberlain in respect of the Risk Appetite Statement.

The Chairman suggested that at future meeting the Risk Appetite Statement could be discussed in the public session at a subsequent meeting.

The Director advised the Committee that officers were opposed to the materialisation of Cyber Security Risk.

RESOLVED, that – the Committee agree the risk appetite level for Corporate Risk – CR16 – Information Security.

15. DRAFT INFORMATION SECURITY POLICY UPDATE (WORKING ABROAD)

After consultation with the Chairman this item was withdrawn from the agenda.

16. FUTURE NETWORK PROGRAMME UPDATE

The Committee received a report of the Chamberlain in respect of the Future Network Programme Update.

The Deputy Chair advised the Committee of the discussion held at the previous meeting of the Policy Authority Board and was delighted that progress was being made.

A Member asked if the City Corporation intended to adopt facial recognition. Officers notified the Committee of Live Facial Recognition (LFR) and Retrospective Facial Recognition (RFR), and that capabilities did exist within the CCTV environment however at the time of this meeting LFR and RFR were not operational and would not be operational until there was an agreement made between the Commissioner of City of London Police and the Police Authority Board, and at the time of this meeting there was no legal framework in place. The Chairman advised officers that given his experience with other local authorities and police that he was able to assist officers if need be. Officers agreed that Members of this Committee would receive updates in relation to LFR and RFR.

RESOLVED, that – the report was received, and its contents be noted.

17. ORACLE PROPERTY MANAGER (OPN) REPLACEMENT (MRI HORIZON)

The Committee received a report of the City Surveyor in respect of the Oracle Property Manager (OPN) Replacement (MRI Horizon). This report advised Members of a new fit-for-purpose property management system to manage the City of London Corporation's commercial real estate property holdings. The system replaced the Oracle Property Manager (OPN) system which was to be no longer supported by Oracle. Oracle itself was due to be replaced by the new Enterprise Resource Planning (ERP) system SAP.

RESOLVED, that – the report was received and its contents noted.

18. CYBER SECURITY UPDATE

The Committee received a report of the Chief Information Security Officer in respect of the Cyber Security Update.

RESOLVED, that – the report was received and its contents noted.

19. CITY OF LONDON POLICE DIGITAL DATA AND TECHNOLOGY SERVICE IMPROVEMENT AND TRANSFORMATION PROGRAMME

The Committee received a report of the Commissioner of City of London Police in respect of the City of London Police Digital Data and Technology Service Improvement and Transformation Programme.

RESOLVED, that – the report was received and its contents noted.

20. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

A Member asked for further details of the follow up actions taken following the previous meeting where a member of the public remained in the room during the non-public session until item 13. The Committee was advised that there had been changes made to the meeting process which included an officer remaining outside to monitor those in attendance and that the Clerk would challenge anyone who they didn't recognise. The Director also informed the Committee that the CEO of UBDS had received several letters advising them that the procurement regulations had been followed correctly, and that the previous meeting was an example of the City Corporation following this process.

21. SECURE CITY PROGRAMME (SCP) ISSUES REPORT

The Committee received a report of joint report of the Executive Director, Environment Department and the Commissioner of City of London Police in respect of Secure City Programme (SCP) Issues Report.

A Member asked if there was any evidence to suggest that the potential increased costs listed within the report could be met. Officers advised that the costs of the programme were £15.8 Million, including run costs. Due to the delay to the programme these run costs were not incurred, so the funding that

was initially allocated to pay for the system in its live version could be reallocated to pay for work during the developmental stage.

The Committee agreed that the City Corporation should endorse option two listed within the recommendations of the report. Officers' recommendation was also for Members of the Police Authority Board to endorse recommendation two which was to

Approve the proposed programme extension through to June 2026 within the existing budget envelope. The Chairman asked that the Committee's recommendation to endorse option two be shared with the Police Authority Board.

RESOLVED, that – the report was received, and its contents be noted.

22. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There was no other non-public business.

The meeting ended at 2.19 pm

Chairman

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