

EDI Focus Groups Results Focus Group 1

Equality, Diversity and Inclusion Directorate – October 2022

Facilitators

Ms. Saida Bello, Director of Equality, Diversity and Inclusion

Alec Childs, HR Business Partner

Micah Mclean, Equality, Diversity and Inclusion Officer

Stuart, Carruthers, Learning and Development Trainer

City Corporation Vision



Our Vision

The City of London Corporation is the governing body of the Square Mile dedicated to a vibrant and thriving City, supporting a diverse and sustainable London within a globally-successful UK.



City Corporation Corporate Plan 2018 to 2023

The **Corporate Plan** sets the vision & direction for the City Corporation, providing a 'golden thread' for all we do:

Contribute to a **Flourishing Society**

People have good health and wellbeing, equal opportunities to enrich their lives/reach their potential and feel safe in cohesive communities that have the facilities they need.

Shape **Outstanding Environments**

Clean air, land and water, sustainable natural environment and spaces that are secure and well maintained. Inspiring enterprise and are digitally and physically well connected.

Support a **Thriving Economy**

The best legal and regulatory framework, a global hub for innovation, businesses are trusted and socially responsible and can access skilled and talented people.

What we will cover

This presentation will cover all the results from focus group session that took place on **Tuesday 20th October 2022**. 15 participants attended this session.

Focus Group Questions 1-7

- 1) What do you think the barriers are that prevent staff from completing the staff survey? (only 51% completion rate).
- 2) In your experience, what are some of the reasons why staff have a low belief that we will take action on the staff survey results (24%)
- 3) How could we manage change better at the CoLC?
- 4) And how could leaders support you better through change ?
- 5) What do you consider to be our shared purpose and vision at the CoLC?
- 6) How could we increase and improve and different channels of communications?
- 7) Which values would you recommend that we adopt as our shared organisational values?

Question 1: What do you think the barriers are that prevent staff from completing the staff survey? (only 51% completion rate)

Regarding this question staff stated the following:

- Zero Hours contracts at some of the Institutions prevented staff from having the time to complete the staff survey.
- Target Operating Model (TOM) has significantly reduced staff morale.
- Lack of communication from managers to employees about the staff survey
- Fears that staff could be identified through the staff survey
- Survey communication took place at internet level but not at management level, therefore many staff did not know that the survey was live
- Too many free texts questions prevented staff from completing the survey
- Some staff had issues with login unto to the Internet to complete the survey

Question 2: In your experience, what are some of the reasons why staff have a low belief that we will take action on the staff survey results (24%)

Concerning this question staff reported:

- They have not been able to see enough evidence of action taking place at the City Corporation as a result of previous staff surveys.
- They felt that the survey was a tick box exercise as opposed to research designed to change the City Corporation for the better.
- Processes at the City Corporation were slow and bureaucratic due to outdated technology.
- The TOM was reported to be taking too slow and this reduced the confidence that employees had in the City Corporation's ability to act effectively in other areas.

Question 5: How could we increase and improve and different channels of communications?

Staff believed that communication at the City Corporation could be improved in the following ways:

- Putting up posters and notice boards to promote key events to staff
- Ensuring that staff that work in the Guildhall or across the Institutions have equal access to important updates
- Managers to signpost staff to EDI blogs and ensure that employees have access to this information
- Needs of employees that WFH to be considered when information is cascaded to the City Corporations workforce

Question 6: What do you consider to be our shared purpose and vision at the CoLC?

Appendix 1

Purpose

Staff believed the purpose of the City Corporation was as follows:

- Resident housing
- Support workers/guilds/crafts
- To be an employer of choice
- Green Spaces/leisure
- Police
- Charitable concerns

Vision

Staff believed the vision of City Corporation should be:

- To be the best place to live and work
- Represent the City's interest internationally
- Socio- economic leader in greater London
- Safe City
- Social Mobility
- To be a competitive place to work with lots of professional opportunities
- Culture Mile promoting the Arts

EDI Directorate Focus Group Results 20.10.2022

Question 7: Which values would you recommend that we adopt as our shared organisational values?

Staff suggested the following organisational values:

- Transparency
- Respect
- Providing opportunity
- Togetherness
- Acting on change
- Valuing our people
- Progressive
- Compassion
- Employing the right people and trusting them
- Progressive
- Pride/Passion