

**CORPORATE SERVICES COMMITTEE**  
**Wednesday, 12 July 2023**

Minutes of the meeting of the Corporate Services Committee held at Guildhall on  
Wednesday, 12 July 2023 at 1.45 pm

**Present**

**Members:**

Deputy Alastair Moss (Chair)  
Florence Keelson-Anfu (Deputy Chairman)  
Deputy Randall Anderson  
Deputy Keith Bottomley  
Alderman Sir Charles Bowman  
Deputy Henry Colthurst  
Anthony David Fitzpatrick  
Deputy Edward Lord  
Catherine McGuinness  
Mandeep Thandi  
Deputy Philip Woodhouse

**Officers:**

Caroline Al-Beyerty	- Chamberlain
Michael Cogher	- Comptroller and City Solicitor
Gregory Moore	- Town Clerk's Dept.
Matthew Stickley	- Town Clerk's Dept.
Ian Thomas	- Town Clerk and Chief Executive
Anna Clarke	- Chief Operating Officer's Dept
Alison Littlewood	- Chief Operating Officer's Dept
Cindy Vallance	- Chief Operating Officer's Dept

**1. APOLOGIES**

Apologies for absence were received from Steve Goodman, Deputy Chris Hayward, Alderwoman Dame Susan Langley, Timothy McNally, Gregory Lawrence, and James Tumbridge, who joined online.

Apologies for lateness were received from Deputy Charles Edward Lord.

The Town Clerk advised the committee that the Chairman would reorder the agenda to take item 22 prior to item 19.

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

There were no declarations of interest.

**3. MINUTES**

**RESOLVED:** That the public minutes and summary of the meeting held on 31 May 2023 be approved as a correct record.

4. **CORPORATE SERVICES COMMITTEE FORWARD PLAN**

The Committee received a joint report of the Town Clerk and Chief Operating Officer.

**RESOLVED:** To note the report.

5. **REWARD REFRESH PROGRAMME**

The Committee considered a report of the Chief Operating Officer.

It was noted that the Chairman and Deputy Chairman were consulted on all decisions taken between meetings in accordance with standing order 41.

**RESOLVED:** That the Committee:

1. Delegates to the Town Clerk operational decision making on the Reward Refresh project, with the project senior reporting officer (Chief Operating Officer) reporting progress on the project on a regular basis, as and when key milestones are reached.
2. Notes the informal Korn Ferry facilitated members' workshop had discussed the Design Principles of the entire project.

6. **WORKPLACE ATTENDANCE UPDATE REPORT**

The Committee considered a report of the Chief Operating Officer concerning the Workplace Attendance Policy.

The committee discussed what the long-term position of the City of London Corporation regarding workplace attendance may be, what impact working from home had on staff career progression, and the decision of the Senior Management Group to attend offices more frequently ahead of any change to an all-staff policy being agreed.

The committee expressed its general support for any decision for a change to the policy affecting all staff to be taken later but asked that officers give a clearer recommendation on future proposals.

**RESOLVED:**

1. To note the staff pulse survey results, contemporary data points and observations on operation of the current policy.
2. To agree option one (remain as is plus change for SMG to 3 days minimum) for the workplace attendance policy.

7. **HR ANNUAL WORKFORCE REPORT 2021-22**

The Committee received a report of the Chief Operating Officer concerning employee profile information for the year 2021-2022.

**RESOLVED:** To note the report and the Employee Profile data 2021/22.

8. **HR ANNUAL WORKFORCE REPORT 2022-23**  
The committee received a report of the Chief Operating Officer concerning employee profile information for the year 2022-2023.

**RESOLVED:** To note the report.

9. **BUSINESS PLAN 2023-24 UPDATE - DEPARTMENT OF THE CHIEF OPERATING OFFICER**

The Committee received a report of the Chief Operating Officer concerning an update on progress against the 2023/24 Business Plan.

**RESOLVED:** To note the report and progress made towards implementing our 2023/24 Business Plans.

10. **APPRAISAL DATA AND NEXT STEPS**

The Committee received a report of the Chief Operating Officer concerning an update on appraisal completion data for 2022/23.

The committee discussed the quality of appraisal data held by the Corporation, noting that the data held within HR systems on appraisal completions did not reflect all completions.

The committee discussed the inconsistent approach to performance management within the Corporation, the disincentive this created for staff, the scheduled introduction of an Enterprise Resource Planning system, and what steps would be taken to improve the rate of appraisal completions and data collection for completed appraisals. It was recognised that the IT system for processing and completing appraisals was not easy for staff to use.

It was suggested that consideration be given for the appropriate incorporation of members' feedback into staff appraisals.

**RESOLVED:** To note the report.

11. **CENTRALLY MANAGED MANDATORY TRAINING**

Members received a report of the Chief Operating Officer concerning a mid-calendar year report on the delivery of the Corporate Health and Safety Business Plan, as well as other health and safety matters relating to the City Corporation's health and safety management system and the business of the Corporate Health and Safety Committee.

The committee expressed concerns about the assurance ratings being negative and discussed the correction of these. Officers agreed to provide a report back to the committee in the coming months explaining the issues and how they would be remedied, and subsequent assurance that these remedies had been implemented.

**RESOLVED:** To note the report.

12. **HEALTH AND SAFETY UPDATE**

Members received a report of the Chief Operating Officer concerning a mid-calendar year report on the delivery of the Corporate Health and Safety Business Plan, as well as other health and safety matters relating to the City Corporation's health and safety management system and the business of the Corporate Health and Safety Committee.

The committee expressed concerns about the assurance ratings being negative and discussed the correction of these. Officers agreed to provide a report back to the committee in the coming months explaining the issues and how they would be remedied, and subsequent assurance that these remedies had been implemented.

**RESOLVED:** To note the report.

13. **BAN THE BOX IMPLEMENTATION TIMELINE**

The Committee received a report of the Chief Operating Officer concerning implementing "Ban the Box" and revising "Vetting" as part of pre-employment checks was brought to Corporate Services Committee (CSC) meeting in May 2023.

It was noted that a members' session to discuss broader themes around the campaign would be scheduled for September 2023.

**RESOLVED:** To note the report, including the notification that a private Members' session will also be held prior to launch of Ban the Box; in September 2023.

14. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

A question was asked about whether the committee room microphones could be improved or replaced, with officers confirming this would be taken for consideration. A further question was asked whether shorter and more focused reports could be written, which officers noted.

15. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

There were no urgent items.

16. **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 1972.

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

There were no questions.

18. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There were no items of urgent business.

19. **CONFIDENTIAL MINUTES**

**RESOLVED:** That the confidential minutes of the meeting held on 31 May 2023 be approved.

20. **REPORT OF ACTION TAKEN**

The Committee received a report of the Town Clerk.

**RESOLVED:** To note the report.

21. **CITY OF LONDON POLICE CORPORATE SERVICES**

The Committee received a report of the Chief Operating Officer.

The committee discussed the proposed staffing changes and that it was hoped the effect on current postholders would be positive.

**RESOLVED:** To note the report.

22. **STAFFING UPDATE**

The committee received a verbal update from the Town Clerk regarding a number of recent departures at senior levels.

**The meeting ended at 3.30 pm**

-----  
Chairman

**Contact Officer: Matthew Stickley, Governance and Member Services Manager  
matthew.stickley@cityoflondon.gov.uk**