

**CORPORATE SERVICES COMMITTEE**  
**Wednesday, 3 July 2024**

Minutes of the meeting of the Corporate Services Committee held at Guildhall on  
Wednesday, 3 July 2024 at 1.45 pm

**Present**

**Members:**

Florence Keelson-Anfu (Deputy Chair)  
Deputy Randall Anderson  
Alderman Sir Charles Bowman  
Deputy Henry Colthurst  
Steve Goodman  
Deputy Edward Lord  
Catherine McGuinness  
Timothy James McNally  
Mandeep Thandi  
Philip Woodhouse

**Officers:**

Ian Thomas	- Town Clerk
Michael Cogher	- Comptroller and City Solicitor
Caroline Al-Beyerty	- The Chamberlain
Greg Moore	- Deputy Town Clerk
Oli Sanandres	- Director of Health & Safety
Dionne Williams-Dodoo	- Human Resources
Fay Johnstone	- Human Resources
Chris Fagan	- Human Resources
Matthew Cooper	- Communications
Sheldon Hind	- Communications
Dionne Corradine	- Chief Strategy Officer
Ben Dixon	- Head of Policy Unit
Jacqueline Cover	- HR Department
Myles Kaplan	- City Surveyor's Department
Matt Baker	- City Surveyor's Department
Kirstie Hilton	- Community and Children's Services
John Cater	- Committee Clerk

**1. APOLOGIES**

Apologies for absence were received from Deputy Alastair Moss, Deputy Keith Bottomley, Anthony Fitzpatrick, Deputy Christopher Hayward, Alderwoman & Sheriff Dame Susan Langley, Gregory Lawrence, Benjamin Murphy, and James Tumbridge.

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

There were no declarations of interest under the Code of Conduct.

3. **MINUTES**  
**RESOLVED** – That the public minutes and summary of the meeting held on Wednesday, 15<sup>th</sup> May 2024 be approved as an accurate record.
4. **IMPROVING THE HEALTH AND WELLBEING OF THE CITY'S ESSENTIAL, CASUAL AND CONTRACTED OUT WORKERS**  
This Report was withdrawn from today's agenda. It would be considered by the Committee in the autumn.
5. **ANNUAL EMPLOYEE PROFILE REPORT 2023 - 2024**  
The Committee received a Report of the Executive Director of Human Resources and Chief People Officer concerning employee profile information for the year 2023-2024.

In response to concerns about the need to increase declaration rates (currently around 40%) in order to build a more conclusive and insightful data set, officers confirmed that a communications campaign, which placed more emphasis on why the City was collecting this data and how it would help employees, had commenced in the past week and improved take-up rates had already been noticeable. Further activities were planned over July. There was an acknowledgement that some employees across the City institutions were often without access to the systems in which this type of data could be inputted and this would need to be a key focus when driving up rates. The campaign will be reviewed in September, and it was emphasised that this vital work would be maintained going forward, as historically, the collection of data in this area was insufficient.

Separately, it was confirmed that whilst the City Corporation had a statutory duty to submit information to central government pertaining to any gender pay gaps each year, data based on ethnicity and disability, whilst collected, did not have the same statutory obligations; this was also the case for socio-economic background. It was imperative, however, that declaration rates overall were increased.

A Member highlighted the statistic around educational background; whilst overall declarations were admittedly low, the number of employees at the City Corporation having attended private school was near double the national average; given the City's was on the doorstep of predominantly working class areas in Tower Hamlets, Islington, and Southwark and operated a successful group of academies which often drew on working class catchment areas, it was unfortunate that the City was not doing more to attract talented individuals from these socio-economic groups. Another Member responded that the statistics around this area was not always clear-cut; the City's independent schools, for example, operated significant bursaries systems in which those from lower socio-economic groups had the opportunity to attend private schools.

In response to a query, officers informed the Committee that a generally optimal turnover rate of staff in the local authority sector was around 15%. It was apparent that turnover in the younger cohorts of the City's workforce was

sub-optimal and more would be done to understand the reason for attrition in this area.

Whilst acknowledging the progress the City's own apprenticeship programme had delivered recently, a Member asked that efforts be made to coordinate with other employers to lobby government for improvements and simplification to the national system as it was all too often the case that the administrative burden was too high for all but the largest employers.

The Chair asked officers to explore whether the City could ringfence some of the apprenticeship opportunities at the organisation to City of London Academy students.

RESOLVED – that the Committee noted the Report.

**6. GENDER, ETHNICITY AND DISABILITY PAY GAPS (MARCH 2023 SNAPSHOT)**

The Committee received a Report of the Executive Director of Human Resources & Chief People Officer concerning the Gender, Ethnicity, and Disability Pay Gaps as of March 2023.

The Town Clerk remarked that the eradication of the gender pay gap was a remarkable achievement and should be celebrated. Lessons learned from this success should be applied to our ongoing efforts to close the ethnicity and disability pay gaps.

In response to a query, officers confirmed that looked after children would be acknowledged as a protected characteristic and reported in the data in future iterations of this Report.

RESOLVED – that the Committee noted the Report.

**7. HEALTH & SAFETY UPDATE**

The Committee received a Report of the Interim Deputy Town Clerk concerning Health and Safety update for May and June 2024.

In response to a query, officers confirmed that engagement with UK Power Networks (UKPN) concerning the power sub-station at the Central Criminal Court were progressing well.

In response to a concern raised by a Member about the variance of surveys between corporate assets and charity assets within the Environment Department, the Director of Health and Safety would liaise with the Assistant Director for Charity and Development at the Environment Department after the meeting to ascertain more information.

Separately, the Committee was informed that new employees to the City Corporation received a two-part induction process, the first phase consisted of a corporate induction which was replicated for all new starters, this was followed by phase 2 which consisted of a departmental local induction; the

Director of Health & Safety would work with counterparts in the Environment Department (ED) to gather data and other information around the compliance and content of this local induction for the ED specifically. It was also confirmed that the incoming Executive Director of Environment, Katie Stewart, would be undertaking the first Health and Safety induction programme tailored for City Corporation Directors.

RESOLVED – that the Committee noted the Report.

8. **COMMITTEE FORWARD PLAN**

The Committee received a Report of the Chief People Officer concerning the Committee's Forward Plan for the remainder of 2024.

RESOLVED – that the Committee noted the Report.

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

There were no questions.

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

The following items of urgent business were raised –

Given the level of interest and importance of the 2024 Staff Survey results, the Chair was minded to take the presentation and discussion of Item 13, namely, Update on Staff Survey results 2024, in the public session of the meeting.

After an introduction, the presentation was delivered by Costa Antoniou, Senior Consultant at People Insight, the City Corporation's partner in producing the Staff Survey.

The Chair asked that the video recording of the presentation was published on the City Corporation's intranet site for all staff to access.

The presentation was followed by a discussion in which the following points were made:

In response to a query, the Town Clerk reiterated that the response rate was a like-for-like comparison with the Staff Survey in 2022 and the increase in participation was a very welcome development. He added that some departments and institutions had recorded greater uptake than others and more would be done to raise engagement across the piece for staff surveys and similar exercises in the future.

Several Members highlighted the results around negative Member behaviour; this had been remarked upon in the previous Staff Survey, and it was unfortunate that it remained a key concern for some in the City Corporation's workforce. The Town Clerk informed Members that an Action Plan was currently being drafted and the City's whole workforce would be updated as to progress made in this area on a regular basis.

Members reflected that the relationship between Members and officers had changed over the past few years; where previously, Members had directed their enquires to Chief Officers, it was now commonplace for more junior officers to be approached in the first instance, whilst on a practical level this was helpful given that many queries related to day-to-day operational matters which needed to be dealt with at pace, it was also important to reaffirm the principles around the relationship between Members and officers; the Member – Officer Charter would be reviewed in the autumn and a related Report on these matters would be submitted to the Corporate Services Committee in due course. A Member reminded the Committee that one of the drivers behind inviting more junior officers to attend Committee meetings was to see the product of their work being dealt with by Members and that exposure to Members and the decision-making process was a good thing which shouldn't be discouraged.

Whilst acknowledging that the direct interaction with Members was restricted to a relatively small pool of staff, the Town Clerk also stressed that the City streams all of its Committee meetings so staff will have indirect experience of Member behaviour by listening and observing both Member-officer interaction and Member-to-Member interaction.

Members were keen that any decisions and discussions pertaining to asking staff to come back to the office for four days in the week was raised at the next meeting of the Committee in September. A Report would be submitted to the September meeting.

Separately, a Member noted the results in the Survey related to junior managers being “too scared to think outside the box”. The Town Clerk acknowledged this and, in an effort to build a positive, risk taking culture, informed the Committee that the Senior Leaders Forum would be launching the following week.

RESOLVED - that 4 day will be considered in a formal Report for decision at the next Committee meeting in September and that the Report was noted.

**11. 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.

**12. NON-PUBLIC MINUTES**

The non-public minutes of the meeting held on Wednesday, 15<sup>th</sup> May 2024 were approved.

**13. UPDATE ON STAFF SURVEY RESULTS 2024**

Please see Item 10 in the public section of the meeting.

14. **AMBITION 25**  
The Committee received a Report of the Executive Director of Human Resources and Chief People Officer concerning Ambition 25.
15. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**  
There were no questions.
16. **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.
17. **CONFIDENTIAL MINUTES**  
The confidential minutes of the meeting held on Wednesday, 15<sup>th</sup> May 2024 were approved.
18. **CENTRAL CRIMINAL COURT CLEANING SERVICES**  
The Committee considered a Report of the City Surveyor concerning cleaning services at the Central Criminal Court.
19. **CITY OF LONDON CHILDREN'S CENTRE SERVICES - REVIEW**  
The Committee received a Report of the Executive Director of Community and Children's Services concerning the City of London Children's Centre Services.
20. **RECRUITMENT OF THE COMMISSIONER FOR THE CITY OF LONDON POLICE**  
The Committee received a Report of the Executive Director of Human Resources and Chief People Officer concerning the recruitment to the role of the Commissioner of the City of London Police.
21. **TOWN CLERK'S UPDATE**  
The Town Clerk provided three updates to Members.

**The meeting ended at 4.10 pm**

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Chairman

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