



## **Community & Children's Services Committee**

### **INFORMATION ONLY REPORTS MAY 2023**

**1. ADULT SOCIAL CARE INSPECTION FRAMEWORK - CARE QUALITY COMMISSION (CQC)**

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<b>Committee(s):</b> Department of Community and Children’s Services Grand Committee – For Information Health and Social Care Scrutiny Committee – For Information Health and Wellbeing Board – For Information	<b>Dated:</b> 12/04/2023
<b>Subject:</b> Adult Social Care Inspection Framework - Care Quality Commission (CQC)	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	1,2,3
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	n/a
<b>What is the source of Funding?</b>	n/a
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	n/a
<b>Report of:</b> Clare Chamberlain, Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Emma Masters, Transformation Programme Manager, Adult Social Care	

## Summary

The [Health and Care Act 2022](#) gives new powers to the Care Quality Commission (CQC) to provide a meaningful and independent assessment of care at a local authority and integrated care system level, starting in April 2023.

In response to the requirement, Adult Social Care is undertaking a self-evaluation against the [Assessment framework for local authority assurance](#) and its four quality themes.

Below, we outline CQC’s launch plan and an update on our progress and ongoing approach to local authority and integrated care system assessments.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

## Background

1. The Health and Care Act received Royal Assent in April 2022 and introduced significant reforms to the organisation and delivery of health and care services in England, including the return of CQC assessment of local authority Adult Social Care services.
2. From 1 April 2023, CQC will have new powers to assess local authorities in England and will be looking at how we meet our duties under the Care Act (2014). CQC have published an implementation plan, with a view to start full inspection activity from September 2023.
3. From 1 April 2023 through to September 2023, CQC will start to review data and published documentary evidence across all local authorities. The data and evidence from this activity will be published at an overall national level as a collection of evidence, for example, in CQC's annual statutory State of Care report to Parliament. This national review will be the first element towards full assessment of two quality statements. It will constitute CQC's first steps in developing judgements for individual authorities. It will also provide valuable context and an opportunity to benchmark national data.
4. During the same period, CQC will commence pilot assessment activity for up to five local authorities, on a voluntarily basis. Publication of findings from these pilots are subject to further determination between the CQC and local authorities involved. City of London Adult Social Care have not requested to participate at this time.
5. From September to December 2023, CQC will start the roll out of formal inspection activity for all local authorities, with an aim to conduct up to 20 assessments during this period. City of London may be chosen as one of the local authorities in this tranche. We would have around four weeks' notice to plan and start activity.
6. From early 2024 onwards, CQC will continue to conduct further formal assessments and report on their findings. The Government has requested that CQC publish individual ratings of local authorities following the pilots and assessments. CQC plan to work with local authorities and Department of Health and Social Care during this time to inform how findings are published and rated.

### **Current Position**

7. We are finalising our self-assessment against the four quality themes and collating the required supporting data and evidence. Our aim is to have a final draft completed by early June 2023.
8. On 13 and 14 June 2023, a peer review via the Local Government Association to provide additional input into and scrutiny of our Adult Social Care self-assessment and inspection readiness. This activity is expected to provide further opportunity for insight and reflection to enhance our final self-assessment, and strengthen our improvement plans to ensure compliance.
9. Alongside the self-assessment we have a draft Adult Social Care Improvement Plan, which is required as supporting evidence. Our aim is to know ourselves and know ourselves well, ensuring that any identified plans for improvement are well documented, governed and have delivery plans. The Adult Social Care Transformation Programme is currently documenting and providing the governance for this.

10. The initial data requirement to accompany the self-assessment is the Client Level Data (CLD) return. From April 2023, the Government has introduced person-level data collection to provide better insights into care journeys and outcomes to show which interventions work best and how we can improve how people move between health and social care. This is a new nationally, and a significant piece of work, with the first return due in July 2023. We currently have this project in delivery and will assess outputs in early May 2023.
11. On completion of the peer review activity, we will share the outcomes. The findings, expected to be both positive and self-reflecting, will inform the production of our final Self-Assessment document.
12. In addition to the completion of documentation and evidence, we are producing a practical plan, similar to our Ofsted inspection approach, which outlines clear responsibilities, roles and resources required to manage the inspection activity.
13. This is the start of how things will change for Adult Social Care with a continuous rolling plan.
14. **Financial implications:** The cost of the peer review is £5,000.00 plus expenses and is met via Adult Social Care grant funding.  
  
We anticipate that additional resources may be required to support improvement delivery. Adult Social Care grant funding has been identified to meet the current pressures.
15. **Resource implications:** The extent that the Adult Social Care statutory inspections will impact on Adult Social Care resources will be determined by the ongoing pressures of inspection activity. While we are seeking synergies across Children's and SEND inspections, the additional governance and resourcing requirement are expected to have impact in the longer term.
16. **Legal implications:** This is a legislative change for Adult Social Care service delivery. The City of London will need to ensure that there is legislative compliance.
17. **Risk implications:** The CQC's assessment of local authority Adult Social Care services represents a reputational risk on a par with the Ofsted assessment of Children's Services.
18. **Equalities implications:** The Government has conducted Equalities Impact Assessments on all reform initiatives.
19. **Climate implications:** N/A
20. **Security implications:** N/A

## Conclusion

21. The implementation of the new Adult Social Care Inspection Framework carries with it a level of reputational, legal, and financial risk over the next few years. The City of London has put in place a programme structure to effectively plan for and deliver the requirements of inspection outlined in CQC's launch plans. There remains a level of uncertainty across the Adult Social Care sector regarding the future funding of this additional responsibility.

## Appendices

- **Background Papers**
  - [Health and Care Act \(2022\)](#)
  - [Assessment framework for local authority assurance](#)

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# Agenda Item 27

<b>Committee:</b>	<b>Dated:</b>
Community and Children's Services Committee	05/05/2023
<b>Subject</b> City of London Children's Centre Services – Review	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	<ul style="list-style-type: none"> <li>• Contributing to a flourishing society</li> <li>• Support a thriving economy.</li> <li>• Shape understanding environments.</li> </ul>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>What is the source of Funding?</b>	<b>City - local risk funding</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>Yes</b>
<b>Report of:</b> Clare Chamberlain, Interim Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Theresa Shortland, Head of Service – Education and Early Years	

## Summary

- There is one Child and Family Centre in the City, based at The Aldgate School. Childcare and a range of other services for children aged under 5 years are provided at the centre, including early education, early help, parenting support, health visitor, adult learning, outreach, stay and play, family support, and support for children with special educational needs and disability (SEND).
- The City of London Corporation is the 'Accountable Body' for Children's Centre services in the City of London (COL), as defined by the Department for Education (DfE) and the Apprenticeship, Children and Learning Act 2009. Delivery of Children's Centre services across the COL is currently managed by the one Designated Children's Centre, The City of London Child and Family Centre based at The Aldgate School.
- A review of Children's Centre Services was undertaken in 2019, the outcome of which was to change the service delivery model to a 'hub and spoke' system that delivered services across the COL local area from the base at

The Aldgate School. The COVID-19 pandemic significantly impacted on this development.

- The Government has set out a vision for the development of Family Hubs that will provide a universal ‘front door’ to families, offering a ‘one-stop shop’ of family support services across their social care, education, mental health and physical health needs, with a comprehensive Start for Life offer for parents and babies at its core.
- The COL is undertaking an independent review of the Children’s Centre Services within the City in the context of developing a Family Hub – a system-wide model of providing high-quality, joined-up, whole-family support services. Family Hubs deliver these services from conception, through a child’s early years until they reach the age of 19 (or 25 for young people with SEND).

### **Recommendation**

- Members are asked to note the report. The outcome of this review will be submitted to this Committee in the autumn for further consideration.

## **Main Report**

### **Background**

1. Children’s Centres provide a range of services for families and young children from birth to the age of 5 years. Children’s Centres also act as the hub for the Early Years sector in their locality, sharing good practice, training, and new ideas and initiatives. The fundamental purpose of Children’s Centre Services is to improve outcomes in the Early Years for all young children and their families in the local area, with a focus on the most disadvantaged children.
2. The City of London Corporation is the ‘Accountable Body’ for Children’s Centre services in the COL, as defined by the DfE and the Apprenticeship, Children and Learning Act 2009. Delivery of Children’s Centre Services across the COL is currently managed by the one Designated Children’s Centre, The City of London Child and Family Centre based at The Aldgate School.
3. The Children’s Centre was designated in 2007 as part of phase three of the national Children’s’ Centre programme. The governing body of The Aldgate School is the ‘Lead Agency’ for the delivery of Children’s Centre Services in the COL. They are accountable to the COL and a service level agreement is in place. The Children’s Centre Manager is employed by the school and they



report to the school's governing body. The school also provides additional childcare places that are managed as part of the Children's Centre offer within the school's Early Years Foundation Stage.

4. Children's Centre Services are also provided by the COL library service at linked sites in the City's libraries (Artizan, Shoe Lane, and Barbican). The sessions provided are primarily 'stay and play', 'rhyme time' and drop-in sessions. Until recently, the Museum of London was also used as a site for providing breastfeeding support.

## **Context**

5. In March 2021, the Government launched 'The best start for life: a vision for the 1,001 critical days'. This set out the Government's vision for building strong, secure relationships between parents and babies.
6. A progress report in April 2023 suggested that there is more to do to ensure that families get the support they need through the first 1,001 days of a child's life. To transform Start for Life and Family Hub services, the DfE awarded funding to 75 upper-tier local authorities across England. This programme will fund a network of Family Hubs, Start for Life and Family Help services, including breastfeeding services, parenting programmes and parent-infant mental health support.
7. The COL is not in the current DfE development programme for Family Hubs; however, London Borough of Hackney (LB Hackney) is part of the programme alongside a number of our neighbouring local authorities. As COL share health services with LB Hackney, there is an opportunity for the City to work with LB Hackney as they develop their Family Hub to align health services to any COL developments..

## **Family Hub**

8. Family Hubs will provide a universal 'front door' to families, offering a 'one-stop shop' of family support services across their social care, education, mental health and physical health needs, with a comprehensive Start for Life offer for parents and babies at its core.
9. A Family Hub is a system-wide model of providing high-quality, joined-up, whole-family support services. Hubs deliver these services from conception, through a child's early years until they reach the age of 19 (or 25 for young people with SEND).

## **Current Position**

10. The COL Children's Centre Services offer comprises a number of commissioned universal services, including the Library service, Children's Social Care Services, Early Help Service, Family Information Service, and Adult and Community Learning, each led by the City of London Corporation. A range of health services are also provided, including universal health visiting services.
11. A review of Children's Centre Services was undertaken in 2019, the outcome of which was a change to the delivery model from a centre-based model to a 'hub and spoke' model that delivered services across the COL local area from the base at The Aldgate School.
12. The Children's Centre Advisory Board was also established to ensure that there was a strategic overview of all services, and to support the integrated delivery of the services. The Board is multi-agency, and representation reflects the services that are provided by a range of partners and organisations in the City of London, including:
  - The Aldgate Primary School
  - The City of London Child and Family Centre
  - City of London Libraries Services
  - Integrated Commissioning Board – Northeast London
  - Health Visitor Service
  - Other Public Health commissioned services
  - Early Help Services
  - Adult learning
  - Other locally commissioned services
  - Voluntary and community organisations.

## **COVID-19**

13. The pandemic has had a significant impact on children and families. While services responded quickly and adapted their services in real time to support families during the pandemic with access to face-to-face services, referrals and diagnostics were greatly reduced. The impact of this on babies, children and young people is continuing to emerge in the needs of current service users. There are early indications of increased demand for therapies and mental health services alongside a particular impact on those with additional vulnerability, and SEND.

## **Proposals**

14. The purpose of an independent review is to support the City to determine how the current service provision meets the needs of local children and families in

the City, and if the existing service model, (a 'hub and spoke' model), supports the delivery of these services. Plans to develop the 'hub and spoke' model were paused during the pandemic; services have since resumed, however, the needs of children and families have changed. A number of factors have contributed to this, including the current cost of living issues.

15. The aim of this work is to review and evaluate the current Children's Centre Services in the COL, determine if they are value for money, and provide a co-ordinated, integrated and effective range of services for our residents that deliver support and essential services which are vital to ensuring that every baby gets the best start in life. We want to ensure that these services are available and accessible to children and families within the COL local area.
16. The specification of the review went out to tender 16 February 2023. The Place Group have been appointed as the independent reviewers of the COL Children's Centre Services, and they will undertake the review commencing on 3 April 2023 to 30 June 2023.

**The aim of the review is to:**

- Evaluate the delivery and performance of our current services against the service aims objectives and key performance indicators.
  - Identify any gaps in the existing services and establish the issues that impact on delivery, including premises and locations of Children's Centre Services.
  - Engage and consult with children, parents and carers to gather their views on the current service and the potential for future developments.
  - Engage with key partners including Early Years providers, health visitors, adult learning, and community libraries on the potential for future developments in the COL local area.
  - Consider the national guidance and recommendations for Family Hubs as the context to develop options for the future model the COL could use to deliver services for children aged under 5 years going forward. (See Family Hubs and Start for Life programme at <https://www.gov.uk/government/collections/family-hubs-and-start-for-life-programme>).
  - Complete an options appraisal of a maximum of three different Children and Family Centre/Hub service models, which would be suitable for delivery in the COL.
17. The COL will provide a small team to work alongside the independent reviewer for the engagement and consultation events with children, parents, carers. A management reference group made up of senior managers and representatives of the Children's Centre Advisory Board will be available to the reviewers to ensure access to services, information and data needed for the review.

18. The outcome of this review is to consider the options for how the COL will provide Children’s Centre Services as part of the ‘Start for Life’ offer in the future. This review will look at the governance, commissioning arrangements, performance management and budgets required to develop co-ordinated services locally. The COL is at the early stage of developing a Family Hub, and this review will consider a model for that builds on this evaluation and the work undertaken with children aged under 5 years in the COL.

<b>Timeline</b>	<b>Date</b>
Appoint an Independent reviewer	10 March 2023
Start of project	3 April 2023
Preliminary findings	15 May 2023
Proposed changes with associated benefits	12 June 2023
Final report	30 June 2023

### **Options**

19. An options appraisal paper will be submitted to this Committee in the autumn to present the feasible options for delivering Children’s Centre Services in the COL in the context of a Family Hub.

### **Key Data**

20. The Children’s Centre Services have a database which will be used alongside other relevant data as part of the review. Data for the Foundation Stage and SEND services will also be used alongside relevant data from health services.

### **Corporate & Strategic Implications**

21. This review will support the development of the City Corporation’s Corporate Plan and The Children and Young People’s Plan 2022–25 (CYPP).

### **Financial implications**

22. The City Local Risk budget will provide the funding for the COL Children’s Centre Services. This review will focus on value for money and identify any financial implications. The findings will be included in the report and taken forward in the recommendations.

### **Resource implications**

23. The majority of the budget is allocated to staff resources. Some of the options may outline recommendations that propose alternative staffing arrangements. These will

need to be considered once a decision has been made on the option for future developments of the Children's Centre Services in the COL.

### **Equalities implications**

24. Children's Centre Services are universal and are also targeted to help those children and families who are likely to need additional support.

25. The development of the Family Hub is designed to support those who are more vulnerable and need support. Evidence is clear that identifying risks early and preventing problems from escalating leads to better long-term outcomes. Some families with babies, children and young people will need additional, targeted help. This support has an important role to play in reducing health and education disparities, and improving physical, emotional, cognitive and social outcomes in the longer term.

### **Conclusion**

26. The COL is undertaking an independent review of the Children's Centre Services within the City in the context of developing a Family Hub. The outcome of this review is to consider the options for how the COL will provide Children's Centre Services as part of the 'Start for Life' offer in the future. This review will look at the governance, commissioning arrangements, performance management and budgets required to develop co-ordinated services locally. The outcome of this review will be submitted to this Committee in the autumn for further consideration.

### **Appendices**

- None

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<b>Committee(s):</b> Communications & Corporate Affairs Sub Committee – For information Policy and Resources Committee – For information Community and Children’s Services Committee – For information	<b>Dated:</b> 14 February 2023  23 February 2023 3 May 2023
<b>Subject:</b> Results of survey of City residents and workers	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	1-12
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Bob Roberts, Deputy Town Clerk and Executive Director of Communications and External Affairs	<b>For Information</b>
<b>Report authors:</b> Yassar Abbas, Town Clerk’s Department Mark Gettleson, Town Clerk’s Department	

## Summary

In June 2022, Members agreed that a polling organisation be commissioned to carry out a survey of 500 City residents and 1,000 City workers.

The aim of the survey was to help determine satisfaction levels with the services we provide and perceptions of the City as a place to live and work, to see how well we are delivering against the Corporate Plan and help shape future versions.

This report summarises some of the key findings from the survey, which was conducted between October and December 2022 by DJS Research.

## Recommendation(s)

Members are asked to note this report summarising key findings from the survey and the detailed report compiled by DJS Research attached as Appendix 1.

## Main Report

### Background

1. The City of London Corporation last carried out surveys of four key City stakeholders (workers, residents, businesses, and senior executives) in 2013.
2. In June 2022, Members agreed that a polling organisation be commissioned to carry out a survey of City residents and workers.
3. A competitive tendering process was undertaken between July and August 2022, which was won by DJS Research.

### Current Position

4. Polling was successfully conducted by DJS Research between October and December 2022, with results now available. A summary of some of the key findings is provided below and the full survey is attached.
5. This poll broadly presents a positive picture of the Square Mile and the City Corporation. It shows:
  - 90% of residents are satisfied (very or fairly) with the City as a place to live and 90% of workers are satisfied with the City as a place to work.
  - The vast majority of residents (around 90%) also agree that the City of London is safe, clean, visually attractive, has good shops, bars and restaurants, and is enjoyable to walk around. Slightly less workers agree on each of these points.
  - Over two thirds of residents (69%) and workers (74%) are satisfied with the way the City Corporation performs its functions.
  - 12% of residents are unfavourable towards the City Corporation – and 13% are not satisfied with the way it performs its functions.
  - Satisfaction levels with the way the City Corporation performs its functions have dropped since 2013 when they were for 87% for residents and 75% for workers. This is however, in line with LGA polling which shows satisfaction levels with local councils currently averaging just over 60% and steadily going down over the last year from just over 70%.

## **Proposals**

6. We intend to share the findings with Chief Officers for them to consider the findings and what they mean for their service areas.

## **Key Data**

7. The survey was completed by 1,523 individuals. This consists of 416 residents, 979 workers, and 128 who both live and work in the City of London, providing a robust sample size with a low margin of error for residents and workers. Quotas were set to help ensure the views of a diverse range of people were obtained.

## **Corporate & Strategic Implications**

Strategic implications – The full survey results will contain findings relevant to many areas of the City Corporation’s work. They will assist Chief Officers in determining how well the organisation is performing against the aims of our current Corporate Plan. They also offer an opportunity to understand how important different policies are to residents and workers.

Financial implications - None

Resource implications - None



Legal implications - None

Risk implications - None

Equalities implications – The results of the survey help indicate the diverse resident and worker demographics of the City. This will assist the City Corporation in ensuring the services it provides meet the needs of all those who live and work here.

Climate implications - None

Security implications - None

## **Conclusion**

8. Nearly a decade has passed since the City Corporation commissioned an independent polling company to survey key City stakeholders. Since then, there have been major changes in the way people live and work, and in how businesses operate, many of which have been spurred on by the COVID-19 pandemic.
9. The results of this survey provide a valuable and timely insight into satisfaction levels with the services we provide and perceptions of the City of London and the City Corporation, amongst residents and workers.
10. The results of this survey will be used as a baseline on which to measure future performance.

## **Appendices**

- Appendix 1 – Residents and Workers Report: City of London prepared by DJS

## **Background Papers**

Survey of City residents and workers report of the Deputy Town Clerk - 7 June 2022

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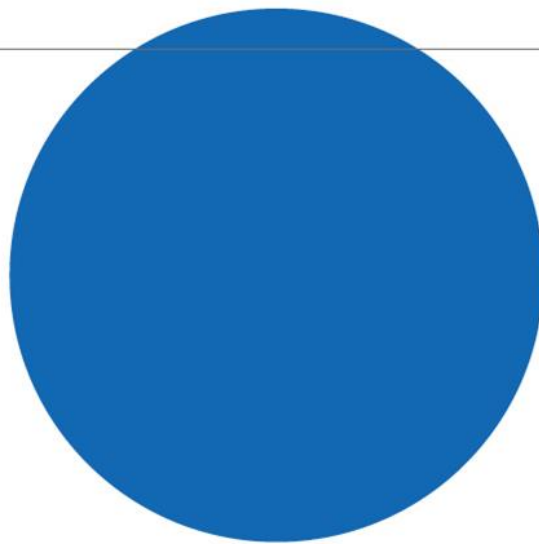
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# **Appendix 1 – Residents and Workers Report: City of London prepared by DJS**

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Prepared for:



# Residents & Workers Report:

City of London

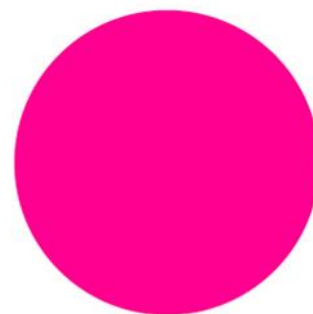


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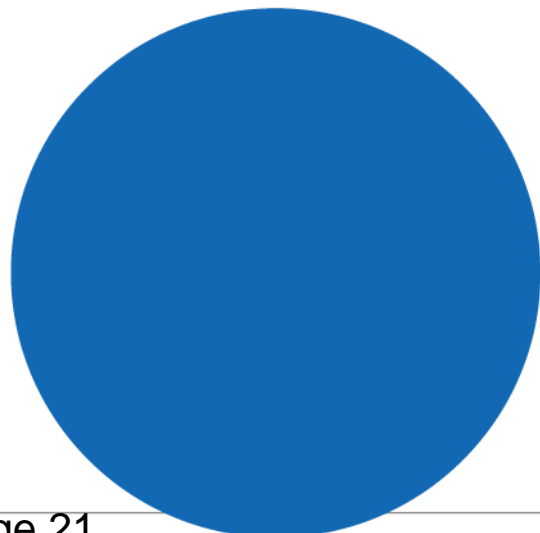
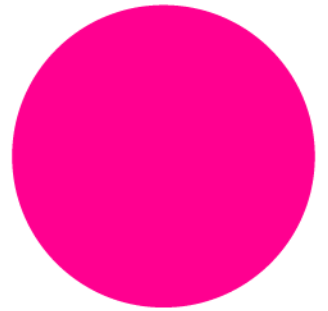
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# Introduction



## Background and context

The City of London Corporation is the governing body of the City of London, or Square Mile which is the major business and financial centre within London. The City boundaries reach from Temple to the Tower of London on the River Thames, including west to east, Chancery Lane and Liverpool Street.

The City has an estimated resident population of c.9,401 (ONS 2016 estimate) and over 500,000 workers.

The City Corporation are looking to investigate residents' and workers' satisfaction levels of the City and the City Corporation's work, and the services provided in order to measure how well these were being delivered against the current City Corporate plan as well as to help shape future plans.

As a result, the City Corporation commissioned DJS Research Ltd, an independent market research agency to conduct surveys on its behalf for both its residents and workers.

## Research Methodology

The research was conducted via two methodologies:

- Face to face interviews
- Online survey

In total, 1,523 interviews were completed.

### Face to face interviews

Interviews were conducted across various locations within the City Boundary.

Interviewing shifts were carried out between 13<sup>th</sup> October and 6<sup>th</sup> December 2022 with a mix of interviews during the week and weekend. In order to achieve surveys with residents, a door-to-door approach was adopted where possible. Where it was not possible to conduct interviews this way with residents, in-street interviews were conducted instead close to local amenities within a residential vicinity.

In-street interviews were primarily used to obtain feedback from City workers with interviewers located near coffee shops and business premises within the City.

In total, **1,243** face to face interviews were conducted with residents (373), workers (814) and those who both lived and worked in the City (56).

All the interviewers used for the research project were fully trained to IQCS (i.e. the Market Research Industry) Standards and abided by the Market Research Society Code of Conduct.

### Online Survey

In order to boost the interview numbers, an online version of the survey was set up and sent out to panelists located in the City to complete.

The online survey was live between 1<sup>st</sup> and 15<sup>th</sup> November 2022 and in total **280** surveys were completed with residents (43), workers (166) and those who both lived and worked in the City (72).

The below table shows the total split by methodology:

**Table 1: Methodology**  
(all responses: Total=1,523).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
CAPI (Face to Face)	1243	82%
Online	280	18%

A similar satisfaction study was also conducted in 2013. Where applicable, we have included references to 2013 scores for tracking/comparison purposes. While a lot will have changed over the past decade, not least the impact of the Covid-19 pandemic, there are still interesting comparisons that can be made from the 2022 survey and 2013 survey where questions were the same.

\*Please note that some percentages throughout may be out by 1 or 2 percent when comparing net scores to individual percentage scores added together, this is due to rounding.

## **Preface**

This poll broadly presents a very positive picture of the Square Mile and the City Corporation – which is remarkably consistent with when it was last conducted in 2013 and with previous years. The majority of residents and workers like living and working in the City, especially it’s great transport links, are satisfied with the job we do and believe the policies we are pursuing are important. The City itself is seen positively across a series of metrics, though is not seen as especially “fun”. This is in line with LGA polling which shows the vast majority of people across the country are currently satisfied with their local area and their local authority.

There is more of a feeling of optimism than pessimism about where the City is headed, and more people feel it’s changed for the better over the past five years than changed for the worse. This correlates with a recent YouGov poll which showed almost all authorities nationwide, where more people felt their area had improved, were in inner London.

As has been seen in previous years, residents are significantly more familiar with the City Corporation than workers, reflecting the fact they have no other local authority and we make a more direct impact on their daily lives. A small but significant minority of residents are unfavourable towards the City Corporation (12%) – and not satisfied with the way it performs its functions (13%). Those who have been here longer are less satisfied – either meaning they’ve had longer to build up a bad picture, or more likely that they don’t have anywhere else to compare it with (3% of new arrivals rising to 17% of those here more than twenty years). About 1 in 5 residents think we do a bad job on consultation and shaping the built environment. Despite strong scores across a range of topics, 36% of residents do not see us as “listening” and 33% as “caring about people like me”. However, while listening more to residents is very important to the most residents (62%) – all other policies tested were also seen as important, including ensuring the City remains attractive to business, improving footfall in local SMEs, as well as achieving net zero by 2040.

Whilst a sizeable proportion of residents continue to give us a top rating for providing value for money (44%), this has dropped by 29 points since 2013. This reflects the

results of recent LGA polling which show a downward trajectory on this metric nationwide over the last year and may reflect a broader economic picture amid a cost-of-living crisis. This may also be a driver behind the decrease in satisfaction levels with how the City Corporation performs its functions.

Among workers, there is more indifference to us than among residents and they are less likely to have had a direct interaction with the City Corporation (20% of workers have had no interaction at all vs 3% of residents). Visits to physical spaces, including the Barbican Centre and open spaces, are the most common interaction both workers and residents have had with us. Along with support for business, workers see achieving net zero as the most important City policy tested.

Media habits of residents and workers likely reflect their respective age profile. Quality traditional media is extremely important for our residents, with half following BBC News most days, 4 in 10 looking at a broadsheet newspaper, and notably few reading tabloids regularly. While social media is of high importance in reaching workers, with almost half using Instagram most days (3 in 10 every day), use of both Instagram and Facebook is also significant among residents.

## **2022 vs 2013 survey**

In 2022, 72% of residents feel they know the City Corporation either very or fairly well vs 67% in 2013. Workers saw a significant increase in how well they knew the City Corporation, with 51% stating they know them well vs 36% in 2013.

90% of residents are satisfied with the City as a place to live vs 95% in 2013 and 90% of workers say they are satisfied with the City as a place to work vs 92% in 2013.

69% of residents are either very or fairly satisfied with the way the City Corporation performs its functions which is a significant drop when compared to 87% in 2013. 74% of workers are satisfied in 2022 and this practically mirrors 2013's score of 75%.

2022 has seen a significant drop in residents agreeing that the City Corporation represents good value for money, with 45% rating 1 or 2 (with 1 being great extent and 5 being not at all) compared to 73% in 2013. 49% of workers in 2022 agree they provide value for money, giving them a rating of 1 or 2 which is similar to 2013, where 50% of workers gave a rating of 1 or 2.

## **Executive Summary**

Both workers and residents were interviewed either face to face or online to gauge their views on the City (also known as the Square Mile) and the City Corporation.

### **Knowledge**

The majority of residents (91%) know the City well (very or fairly well) with just 4% stating they know it not well or not at all well. Just under three quarters (72%) said they know the City Corporation either very or fairly well. In comparison, eight out of ten (83%) of workers say they know the City either very or fairly well and around half (51%) said they know the City Corporation (very or fairly well)

### **Favourability**

Nine in ten of all residents are favourable (either very or somewhat) towards the City (91%) and two thirds (67%) of all residents favorable towards the City Corporation. 88% of workers feel favourable towards the City, which is similar to residents. Workers are also similar to residents when it comes to how favourable they are with the City Corporation, with 64% being very or somewhat favourable.



## **Place to live and work**

Around six in ten (59%) of all residents are very satisfied with the City as a place to live, whereas 45% of workers are very satisfied with the City as a place to work. Around half (47%) of residents who also work in the City are very satisfied. In comparison, just over half (52%) of those who live and work in the City are very satisfied with the City as a place to work. Those who are 65+ tend to be the most satisfied with the City as a place to live (74% are very satisfied), and those in Socio-Economic Group (SEG) AB tend to be the most satisfied with the City as a place to work (48% = very satisfied).

## **Attribute ratings for the City as a place**

Almost all residents (97%) and workers (94%) either strongly or somewhat agree that the City has good transport connections. Around 9 out of 10 residents would strongly or somewhat agree that the City is safe, clean, visually attractive, has good transport connections, enjoyable to walk around and has good shops, bars and restaurants (between 88% and 92%). The lowest rated attribute from workers and residents is seeing the City as fun, with 75% of workers and 77% of residents in the City stating they either strongly agree or somewhat agree with the statement.

## **The City Corporation**

Around two out of three (69%) of residents are satisfied (very or fairly) with the way the City Corporation performs its functions whereas three quarters (74%) of workers tend to be very or fairly satisfied.

32% of residents feel to a great extent, that the City Corporation is committed to the success of the UK economy. This is followed by an effective method of local Government with a quarter (27%) giving this the highest rating. The highest rated attribute for the City Corporation amongst workers is also being committed to the success of the UK economy, with 27% rating this 1 - Great extent. This is again followed by an effective method of local Government with a quarter (26%) giving this the highest rating.

Ensuring the City remains an attractive place for businesses to locate is considered the most important policy for the City Corporation by workers, with 9 in 10 (90%) choosing this. Achieving net zero in the City by 2040 was the second policy considered important by those who work in the City (89%). The top policy for residents when asked how important they considered them to be was for the City Corporation to listen more to the views of local residents, with 91% saying this was important (very or somewhat).

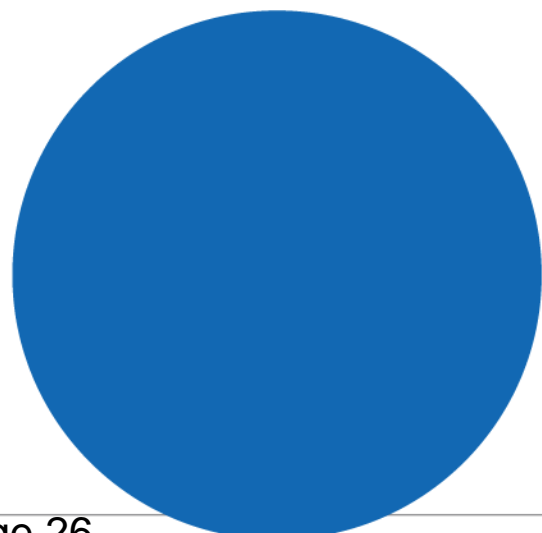
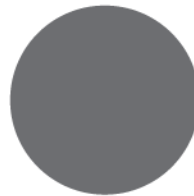
## **NPS score for City as a place to live or work**

When recommending the City as a place to live or work to a friend or colleague, 47% of everyone surveyed said they would recommend the City (giving a score of 9 or 10 out of 10) and are classed as a promoter. Only 14% would not recommend it (scoring between 0 and 6) and are classed as a detractor. When you take the detractor figure away from the promoter figure, you are given a net promoter score (NPS), which in this case equals 33%, this is considered a good score. Residents NPS is at 38% and workers NPS is at 30%. The NPS is a number from -100 through to +100, scores higher than 0 are typically considered good, above 50 are considered excellent. Residents, workers and the two combined all have NPS ratings that are good.

## **Interactions with the City Corporation**

Three quarters of residents (76%) have visited the Barbican Centre while half (50%) have visited the Mansion House, whilst social media was their least popular way of interacting with the City Corporation (22%). Visiting the Barbican Centre was also the most popular interaction for workers, with 53% saying they had done this. Two fifths of workers (42%) Visited a City managed open space.

# General attitudes

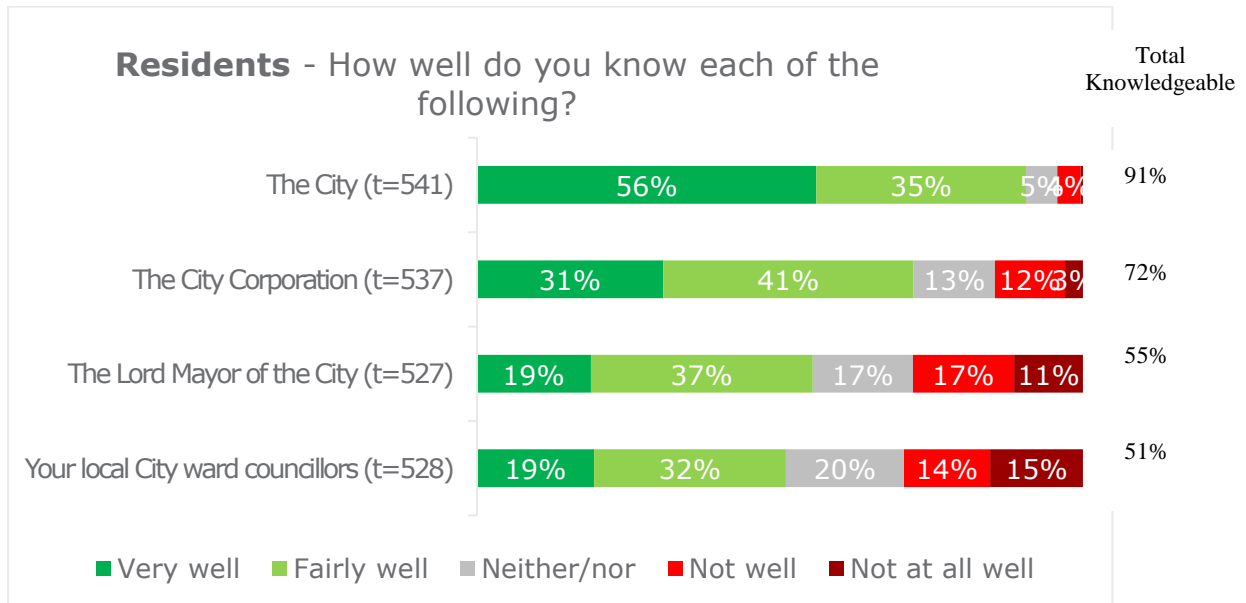


## Q09. How well do you feel you know each of the following?

When asking residents how well they know certain aspects of the City, 91% said they know the City either very or fairly well.

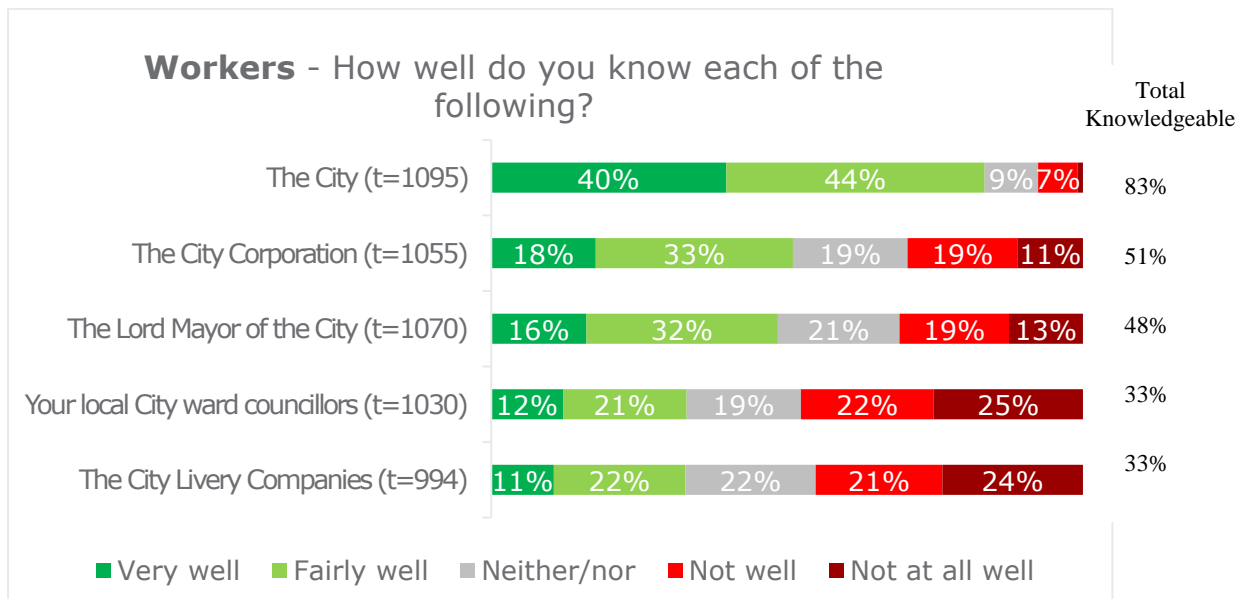
Just under three quarters (72%) said they know the City Corporation either very or fairly well, an increase since the research was conducted in 2013 where 67% of residents said they knew the City Corporation either very or fairly well.

Around half (55%) are knowledgeable of the Lord Mayor and 51% also know their local ward councillors, stating they know them either very or fairly well.



8 out of 10 workers (83%) say they know the City either very or fairly well.

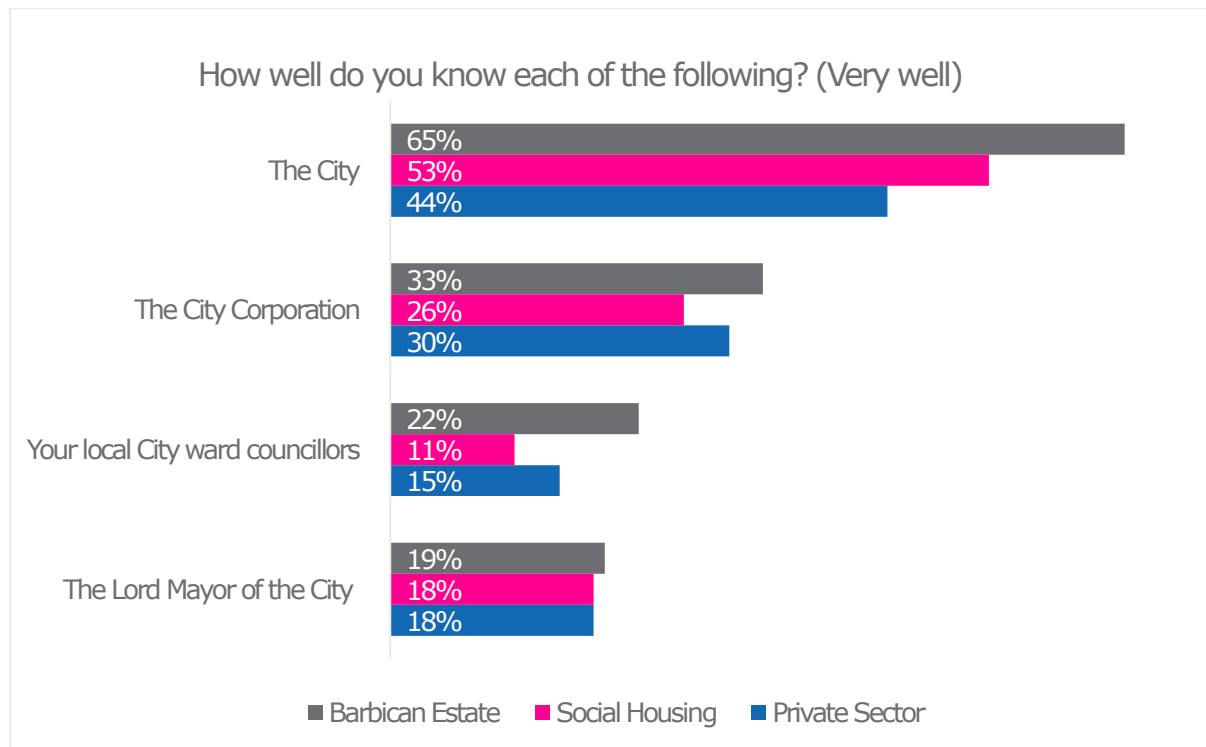
Around half (51%) said they are knowledgeable (very or fairly) of the City Corporation; this is an increase on 2013 where 36% of workers said they know the City Corporation either very or fairly well.



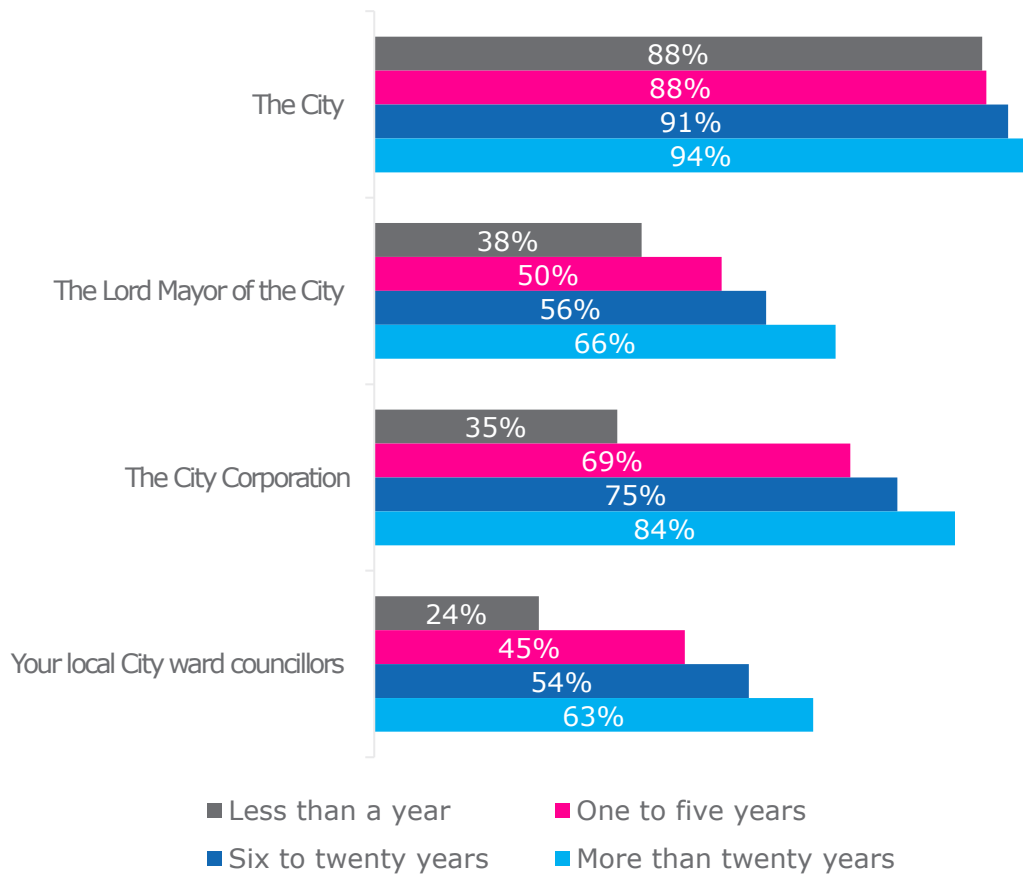
Those at the Barbican Estate (22%) tend to know their local ward councillors very well, more than residents in the Private Sector (15%) or Social Housing (11%).

The Barbican Estate, Social Housing and Private Sector residents seem to all be on par when it comes to knowing the Lord Mayor, with between 18% and 19% stating they know the Lord Mayor very well.

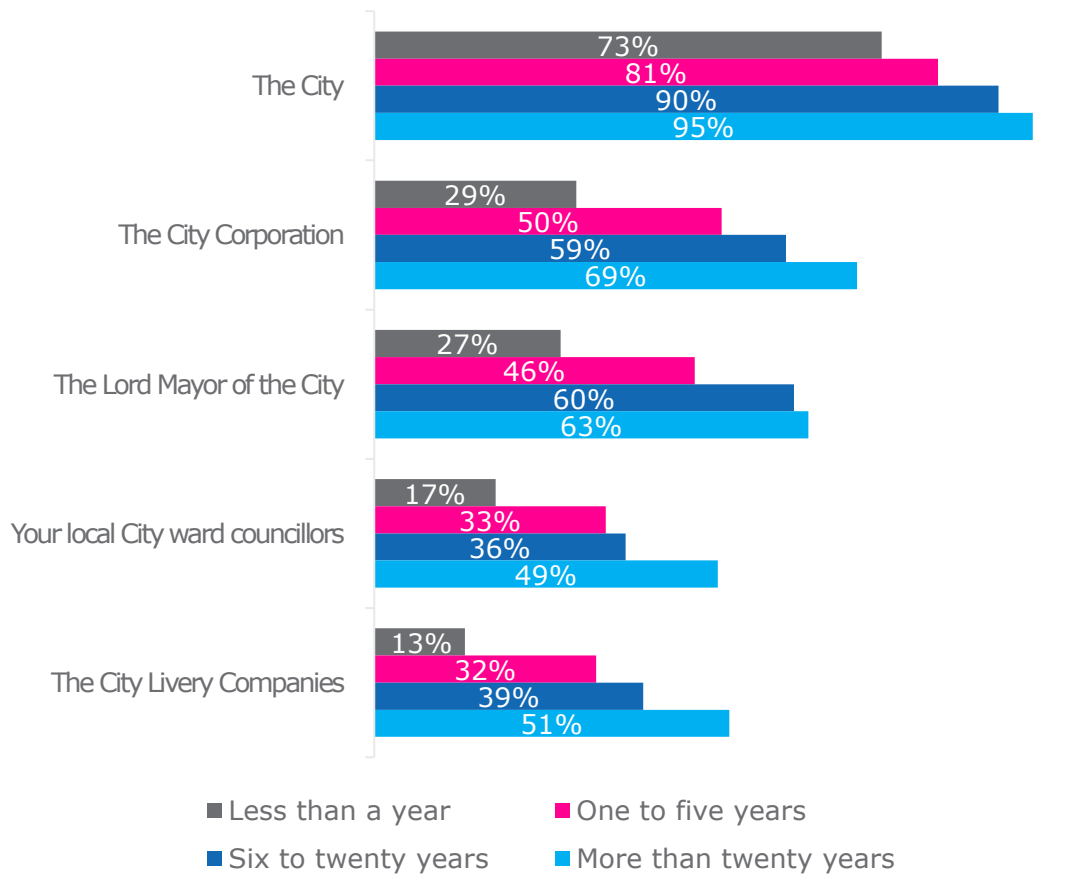
Barbican Estate and Private Sector residents are similar when it comes to knowing the City Corporation, with 33% at Barbican Estate and 30% of Private Sector residents saying they know it very well.



Length of time **living** in the City - How well do you know each of the following?  
(total = knowledgeable)



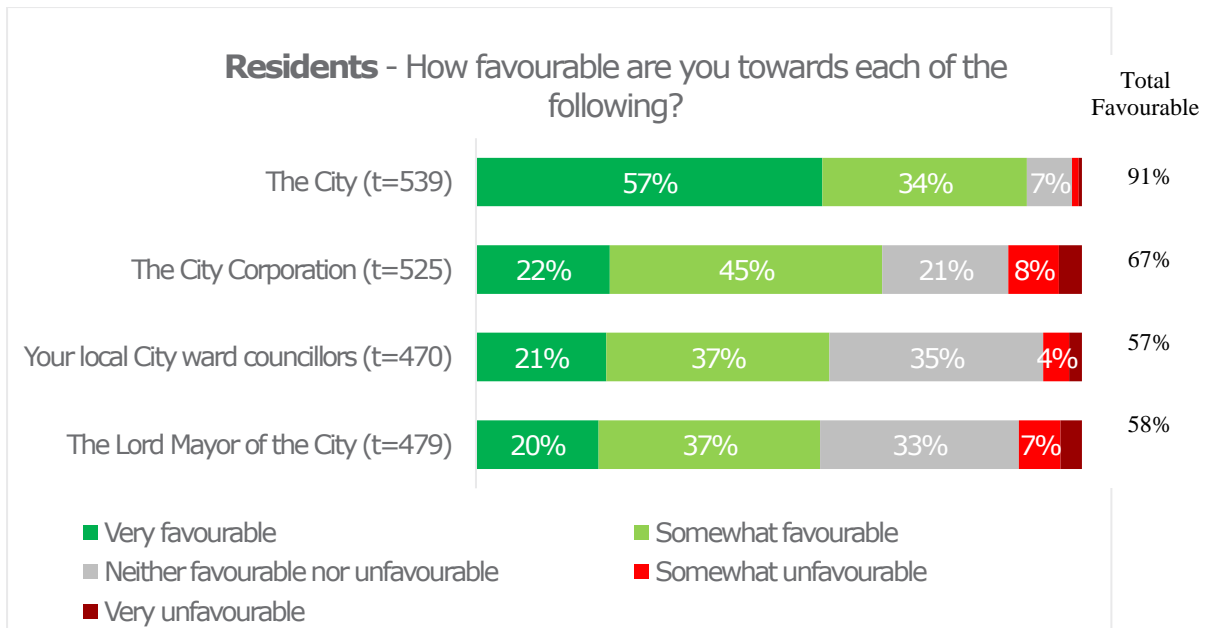
Length of time **working** in the City - How well do you know each of the following?  
(total = knowledgeable)



**Q10. Overall, how favourable are you towards each of the following?**

91% of residents are either very or somewhat favourable towards the City.

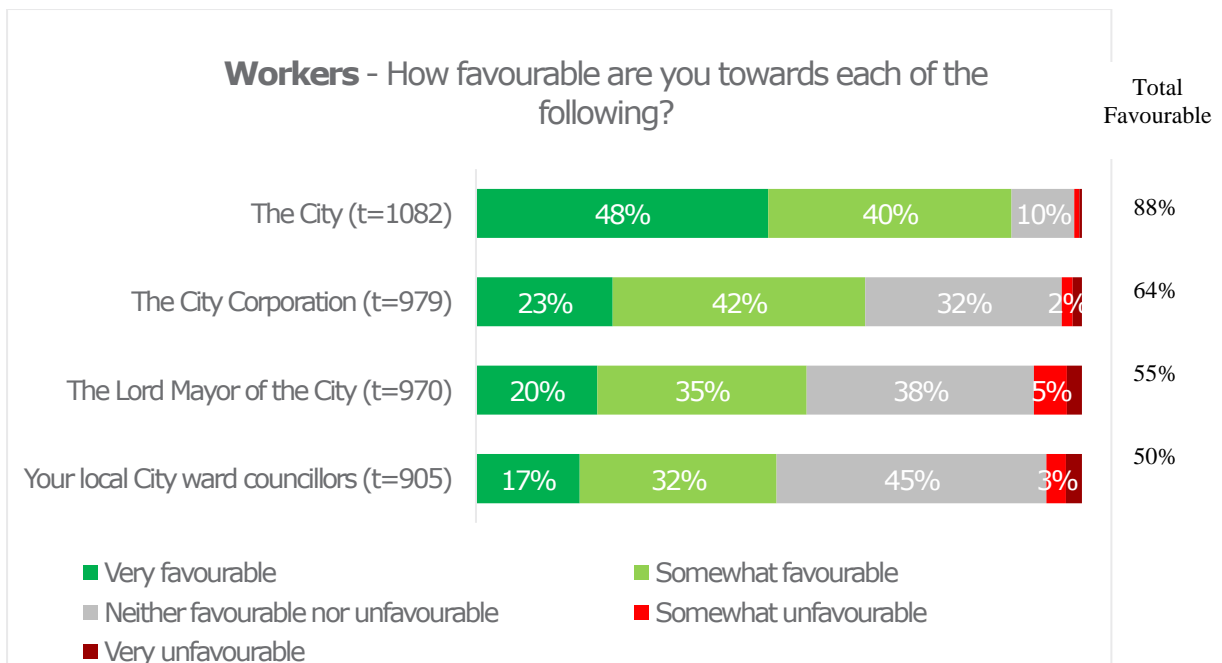
One fifth are very favourable towards the Lord Mayor (20%) and local ward councillors (21%).



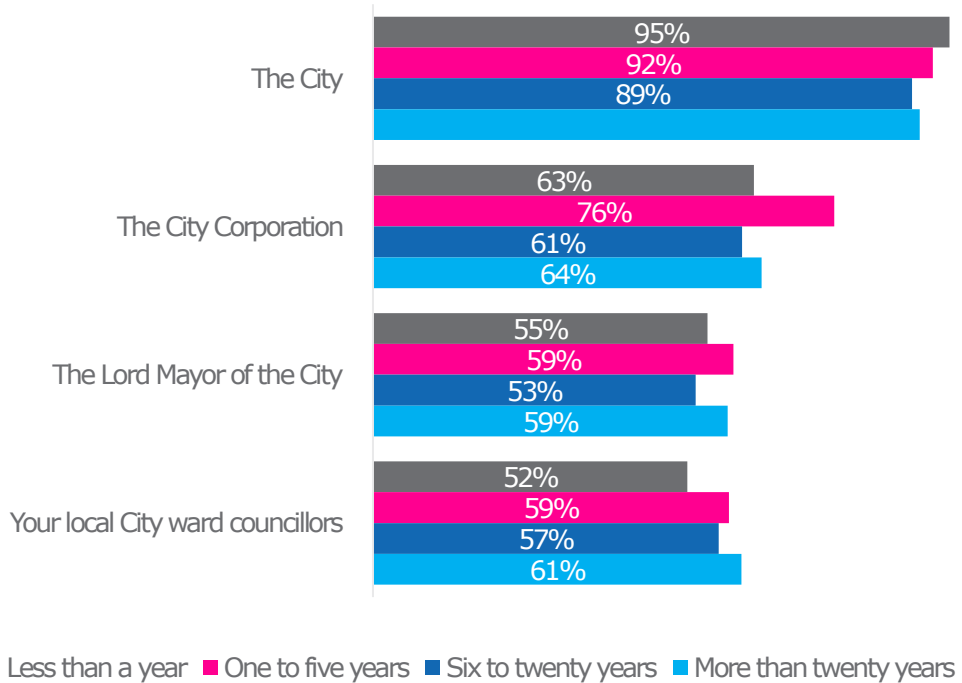
88% of workers are very or somewhat favourable towards the City, a similar score to residents (91%).

Almost two thirds (64%) are very or somewhat favourable towards the City Corporation, this is also similar to residents, of which two thirds (67%) also said they were favourable towards the City Corporation.

Only 17% are very favourable towards the City local ward councillors.

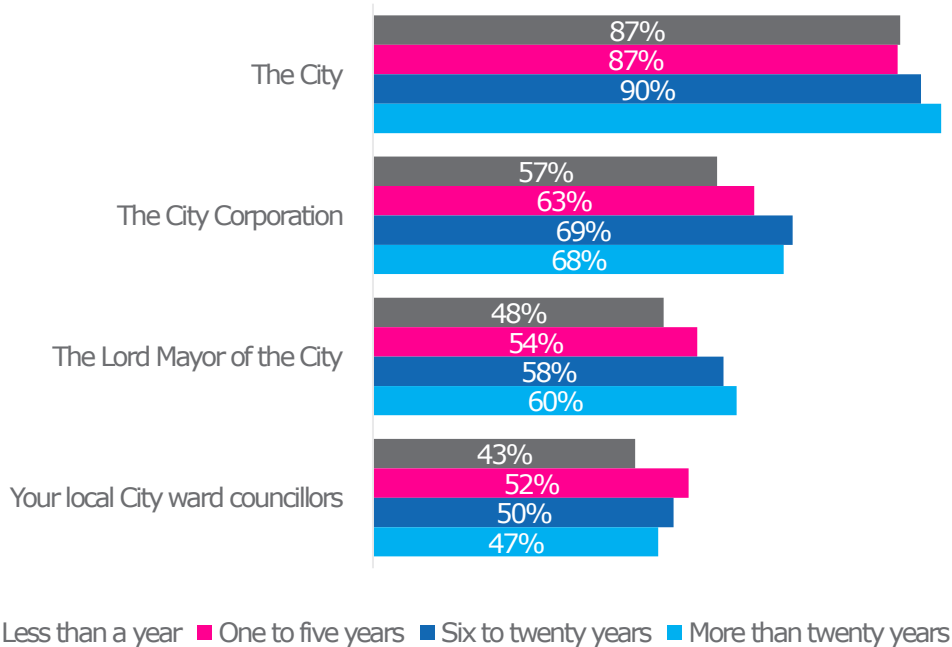


Length of time **living** in the City - How favourable are you towards each of the following?





Length of time **working** in the City - How favourable are you towards each of the following?



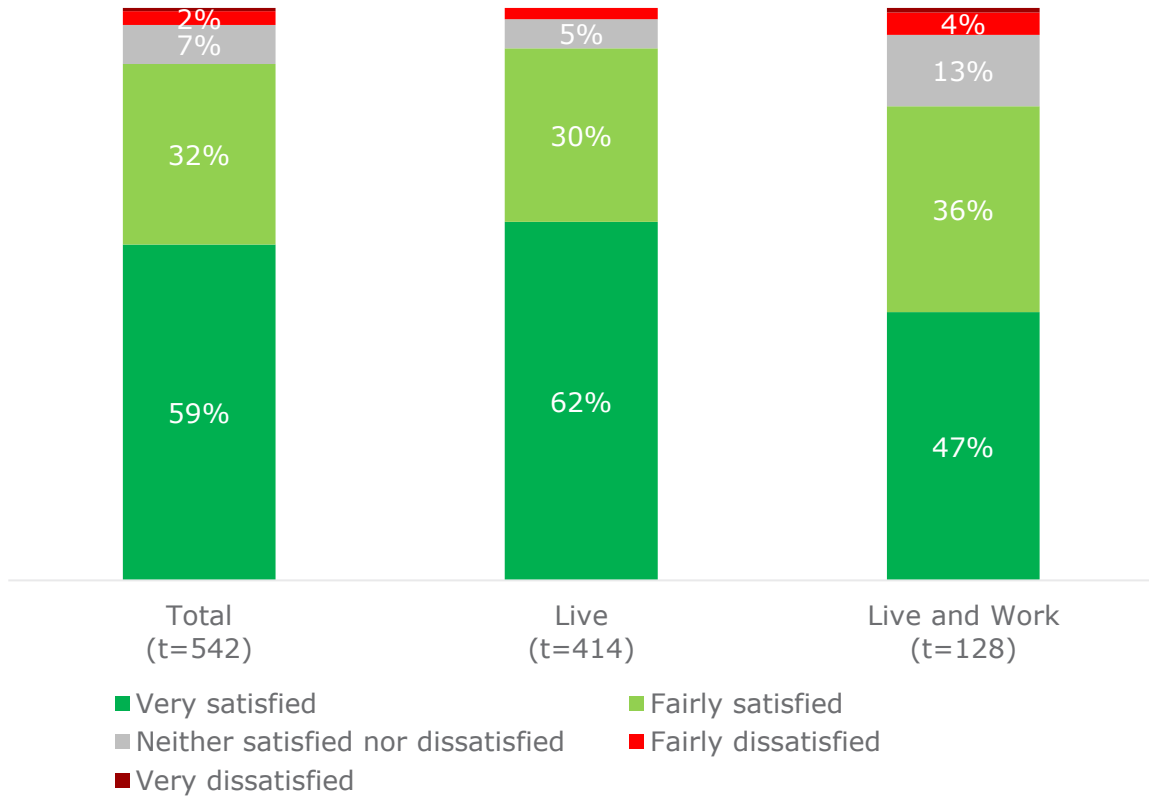
**Q11a. How satisfied are you with the City as a place to live?**

Overall, three fifths (59%) of those who live in the City are very satisfied. Of those who both live and work there, nearly half (47%) are very satisfied with the City as a place to live.

Compared to 2013, there has been a slight decrease in the total satisfaction (very and fairly) with the City as a place to live, 90% in 2022 vs 95% in 2013, although this is still a very similar score.

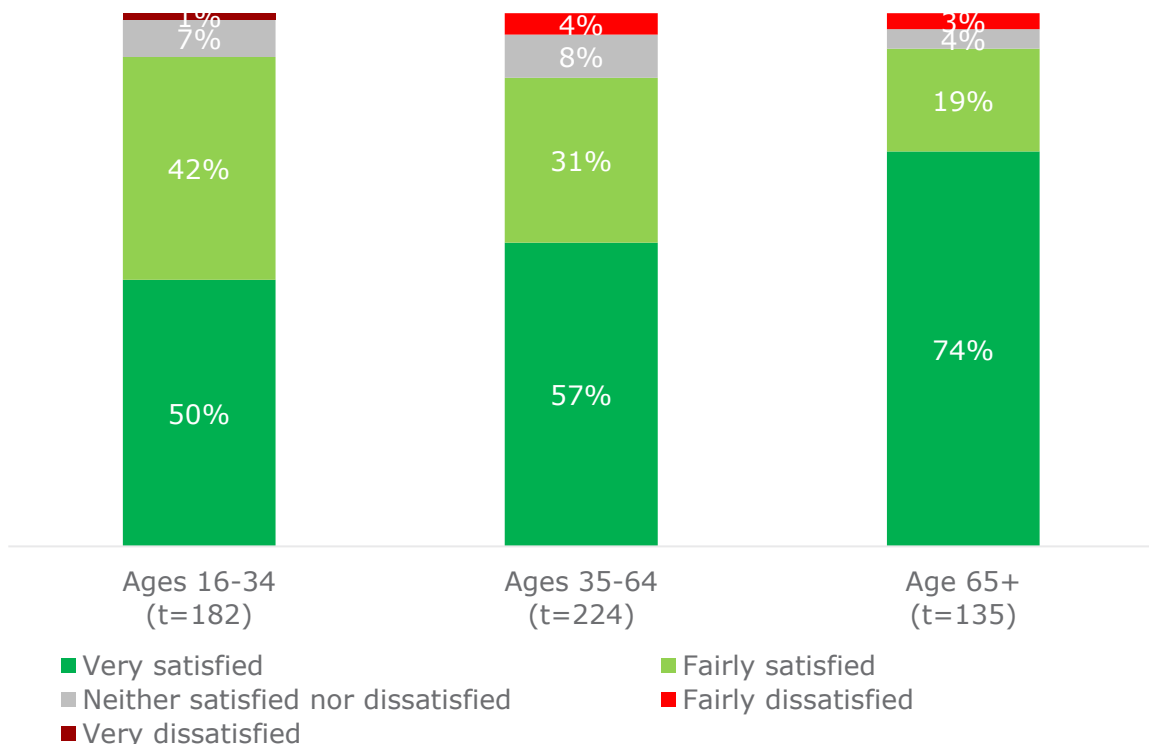
Although these results are very positive, they are in line with LGA polling which shows most people (80%) are satisfied with their local area across the country.

### How satisfied are you living in the City?



Three quarters (74%) of residents aged 65+ are very satisfied with the City as a place to live, this is significantly greater compared to residents who are aged 16-34 (50%) and 35-64 (57%).

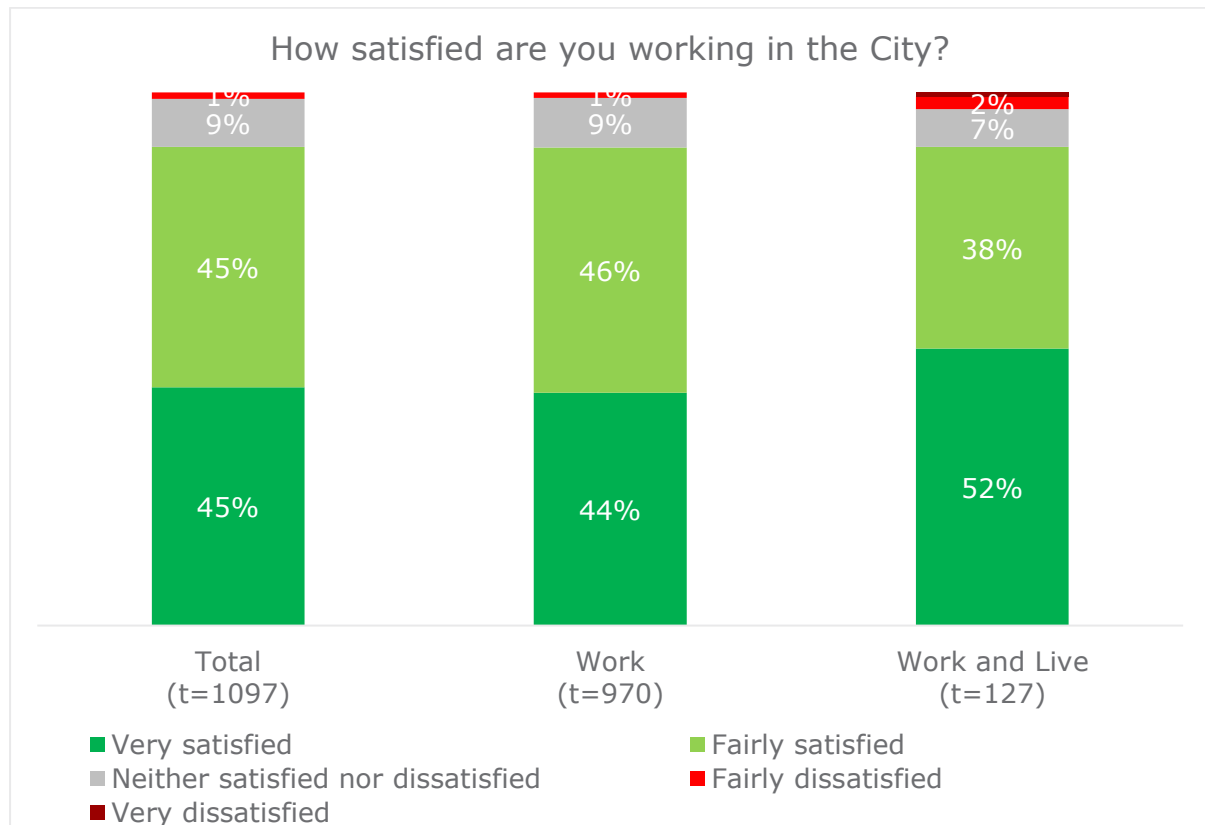
### Residents - How satisfied are you living in the City?



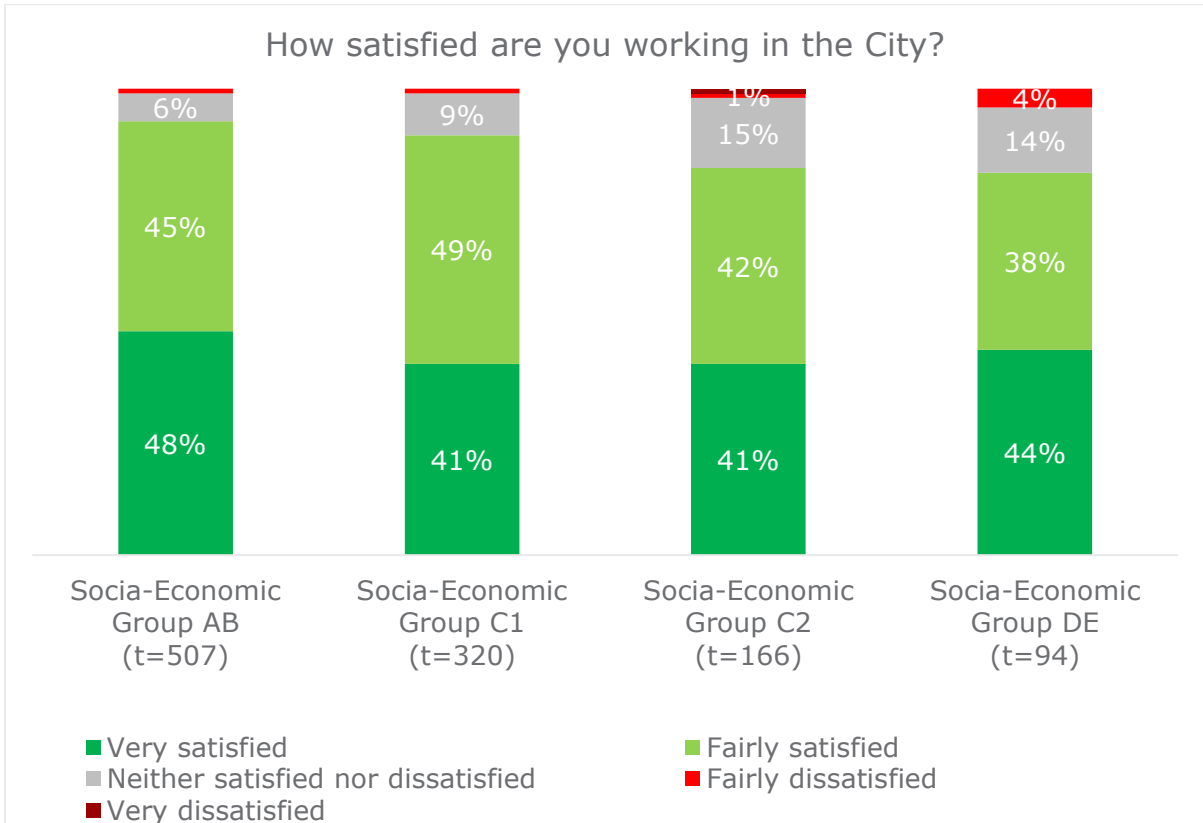
### Q11b. How satisfied are you with the City as a place to work?

Overall, 90% of those who work in the City are either very or fairly satisfied, a very slight decrease from 2013 (92%).

Over half (52%) of those who both live and work in the City are very satisfied with working in the City compared to those who just work, at 44%.



9 in 10 of those who fall into Socio-Economic Groups A, B, and C1 are either very or fairly satisfied with City as a place to work, this is significantly greater than those in C2 (83%) and those in group D and E (82%) that are either very or fairly satisfied with the City as a place to work.



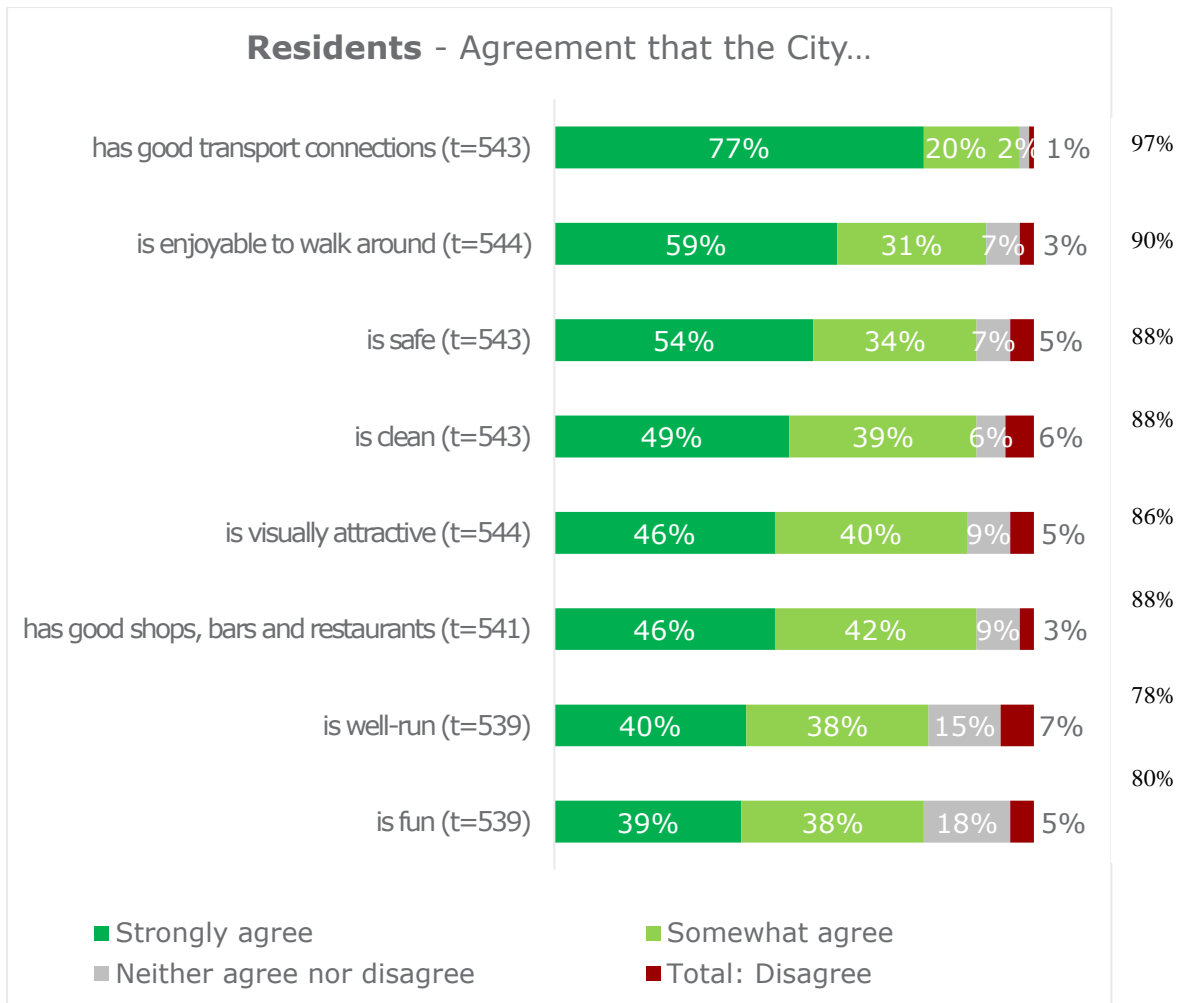
**Q12. How much do you agree that the City as a place is...**

Good transport links was the highest rated attribute of the City, with 81% of residents and 77% of residents who also work in the City strongly agreeing that the City has good transport connections.

Around 9 out of 10 would strongly or somewhat agree that the City is safe, clean, visually attractive, has good transport connections, enjoyable to walk around and has good shops, bars and restaurants (between 88% and 92%).

Almost two in five residents (37%) and residents who also work in the City (39%), strongly agree that the City is fun, while 40% strongly agree that it is well-run.

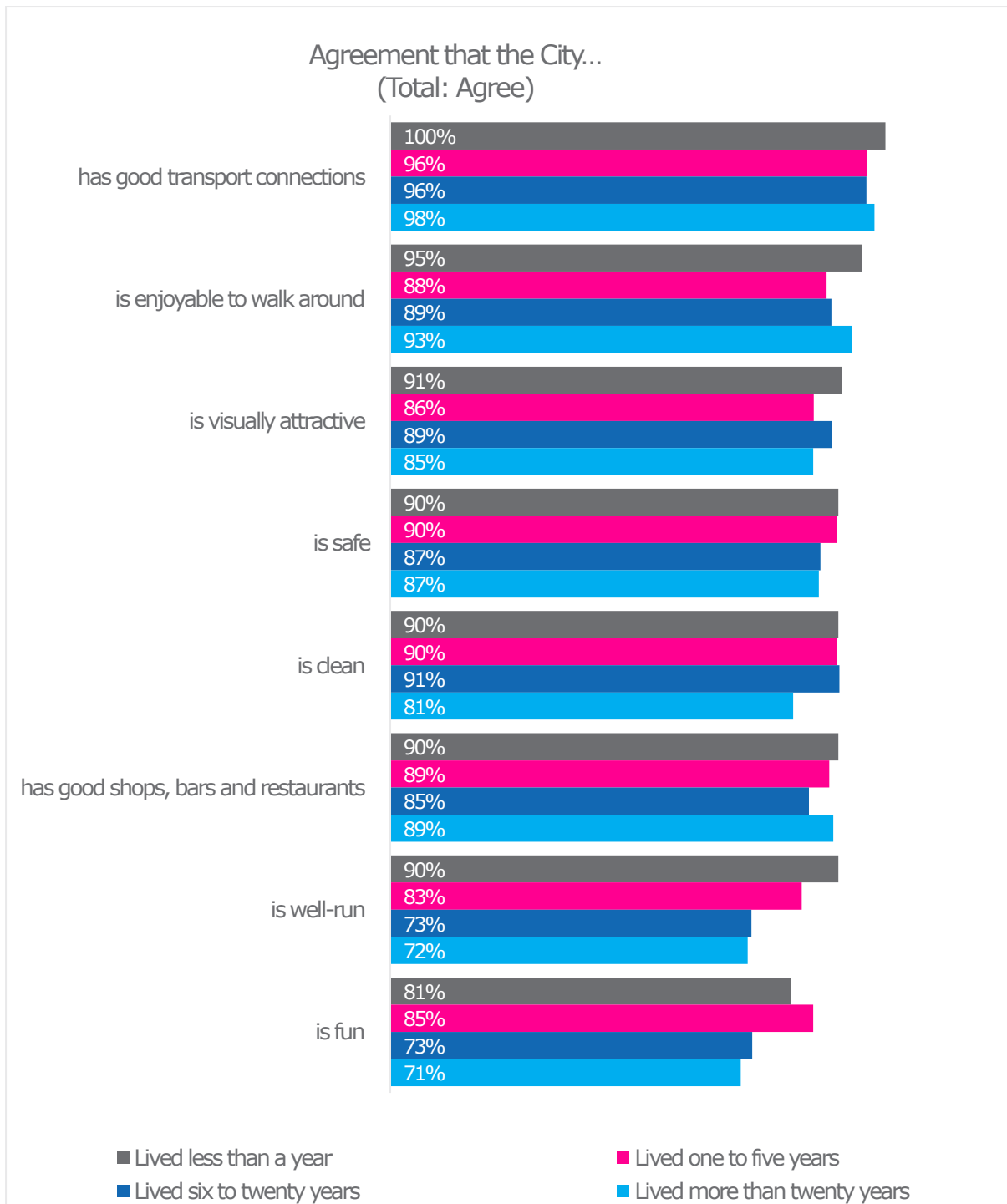
Total Agree



Those who have lived in the City between one and twenty years are significantly more likely to agree that the City is clean compared to those who have lived there for more than 20 Years.

Those who have lived in the City for six to twenty years are significantly less likely to agree that the City is visually attractive, compared to those who have lived there for five years or less.

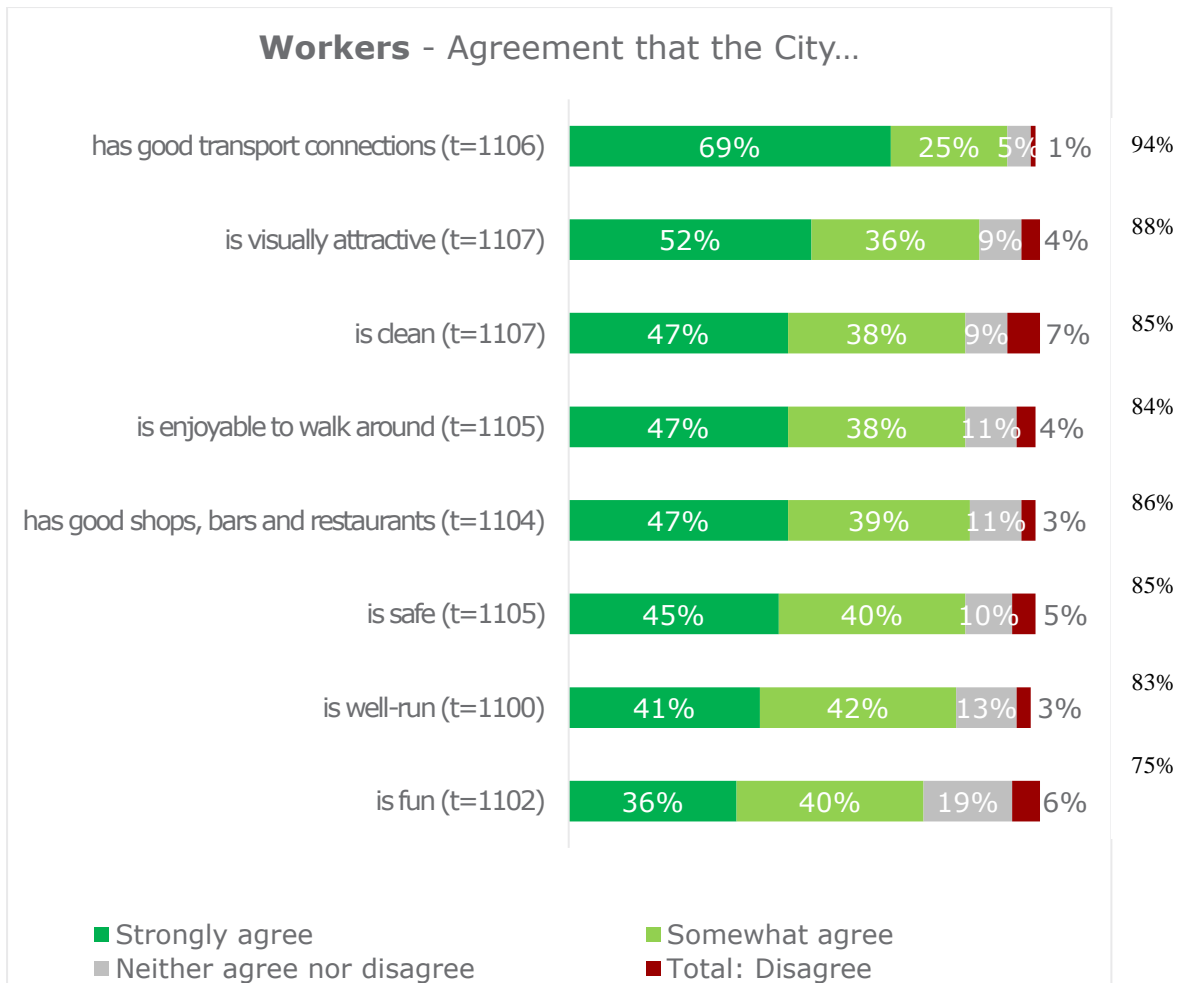
Those who have lived in the City for five years or less are significantly more likely to think of the City is well run compared to those who have lived there for six or more years.



As with residents, good transport connections is the highest rated attribute among workers, with seven in ten stating strongly agree and 69% of workers who live in the City strongly agreeing.

The lowest rated attribute from workers, but still significantly high, is seeing the City as fun, with 75% of workers in the City stating they either strongly agree or somewhat agree with the statement.

Total  
Agree

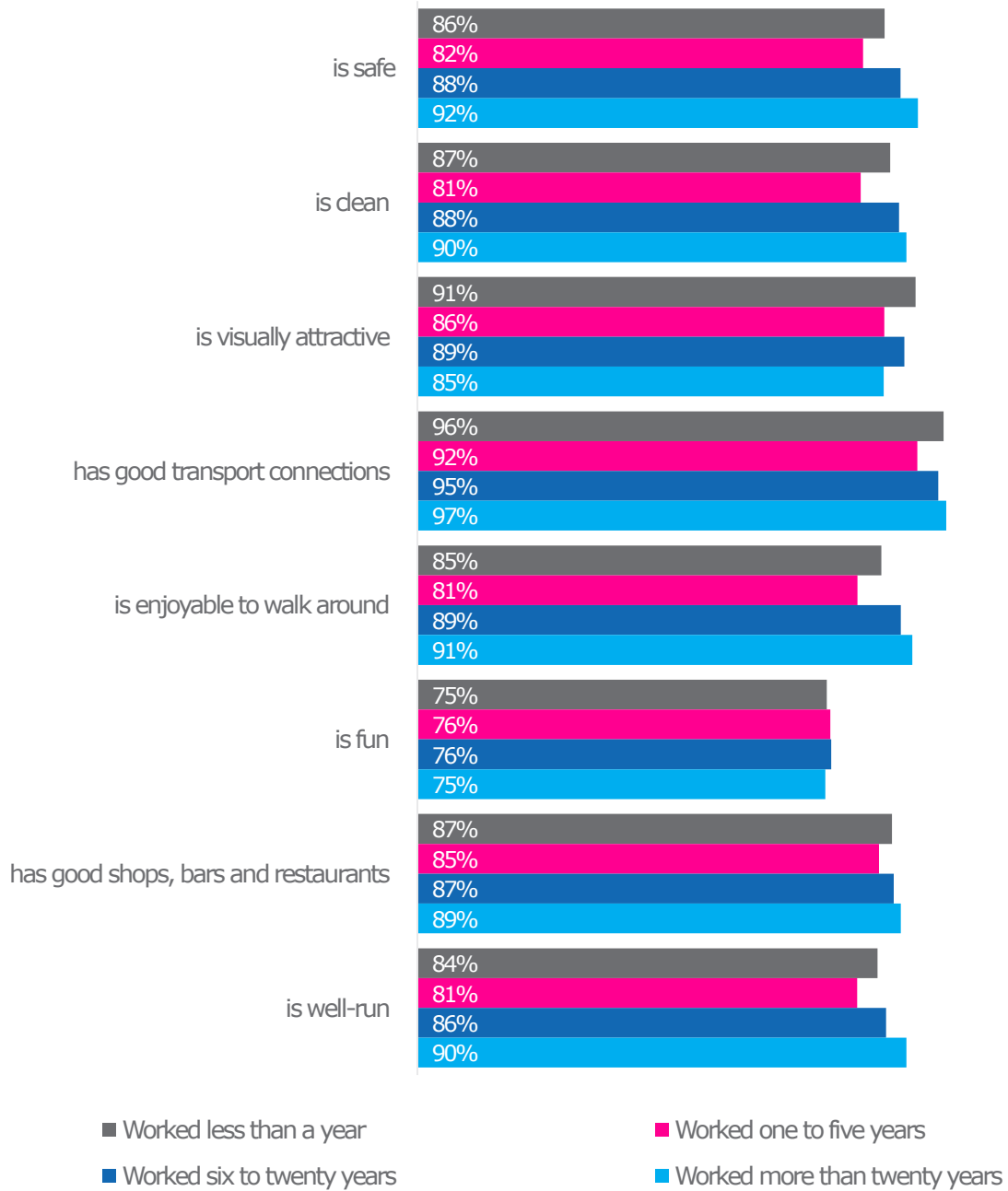


Those who have worked in the City for one to five years are significantly less likely to agree that its safe and clean compared to those who have worked in the City for six or more years.

New workers to the City who have held their position for less than a year are significantly more likely to agree that transport connections are good, compared to those who have worked in the City between one and five years.

Those who have worked in the City for more than twenty years are significantly more likely to agree the City is well run compared to those who have worked between one and five years.

Agreement that the City...  
(Total: Agree)





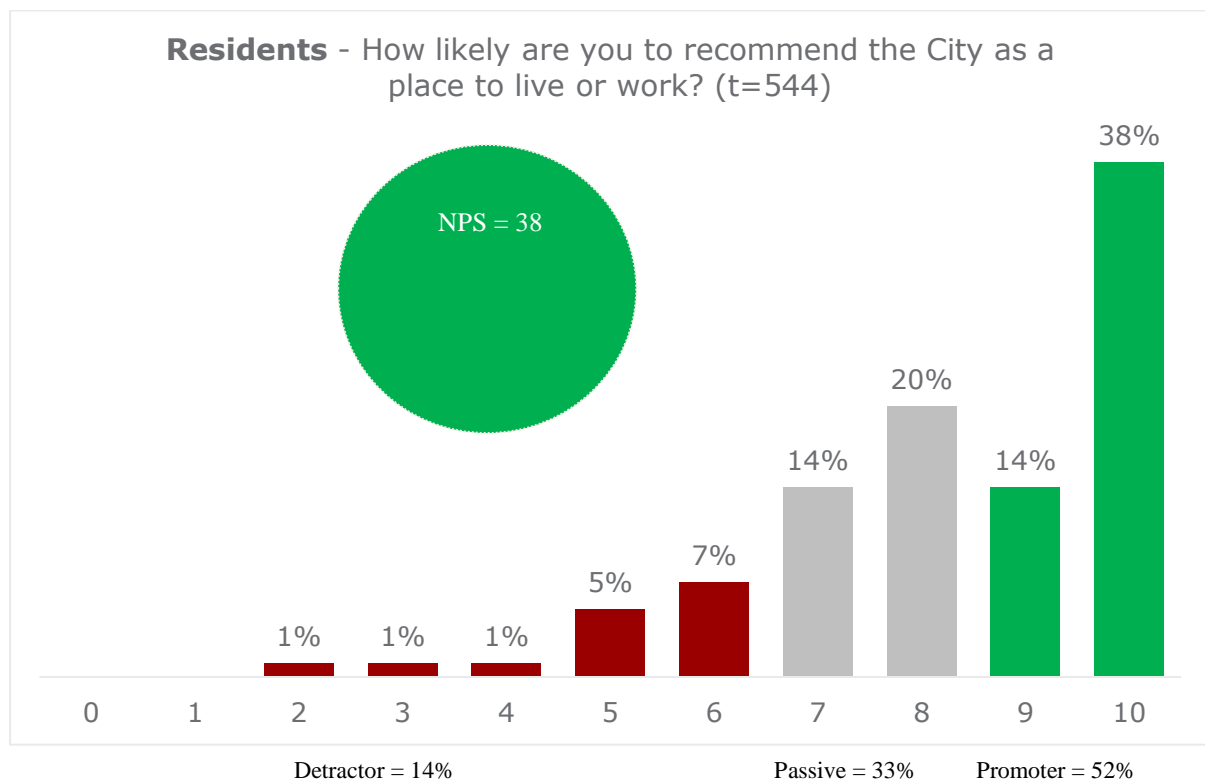
### Q13. On a scale of 0 to 10, how likely are you to recommend the City to a friend as a place to live or work?

Over half (52%) of residents gave a score of either 9 or 10 when rating how likely they would be to recommend the City as a place to live.

14% of residents scored between 0 and 6, meaning they are unlikely to recommend the City as a place to live.

One third of residents (33%) rated either 7 or 8 as place to live or work and therefore would neither likely nor unlikely recommend the City.

When you take the detractor score away from the promoter score you are left with the overall Net Promoter Score, for residents this is 38% which is considered good.

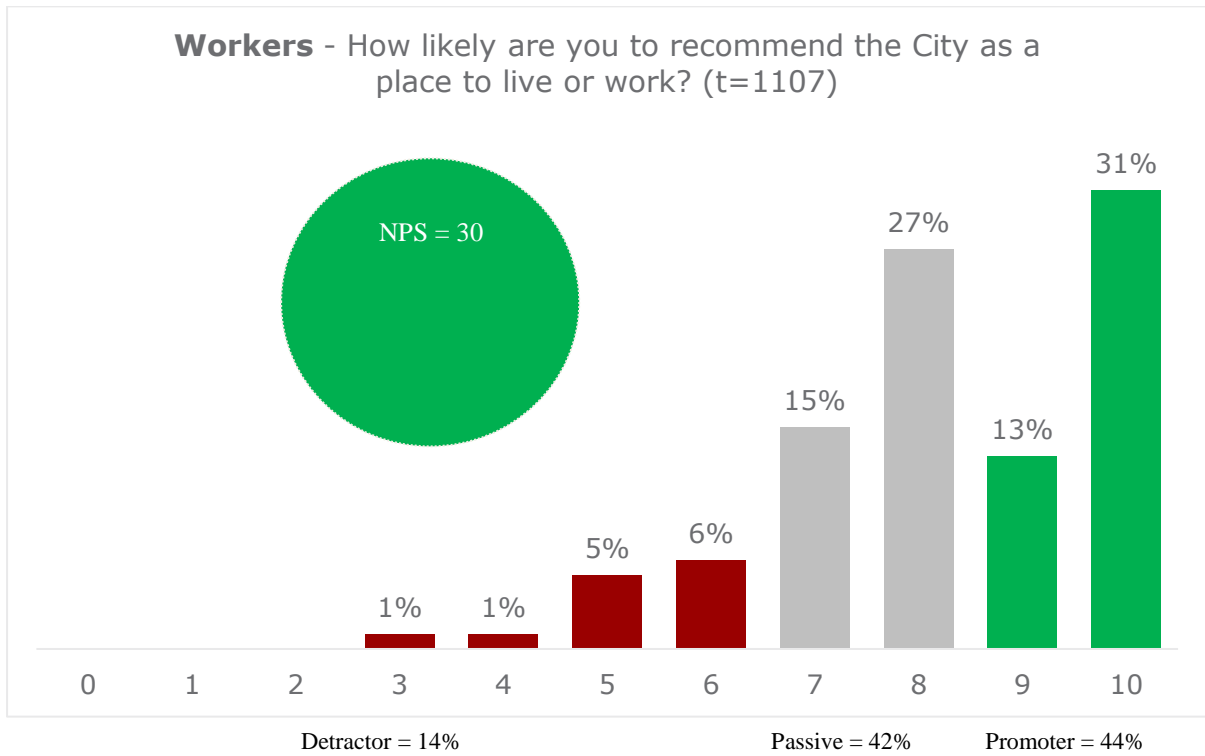


44% of workers gave a score of either 9 or 10 when rating how likely they would be to recommend the City as a place to live.

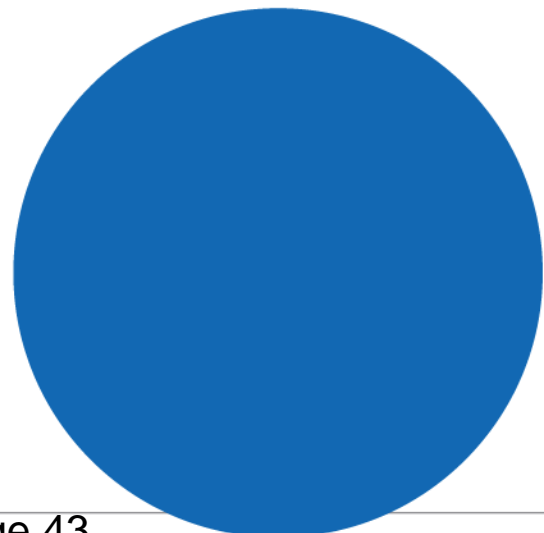
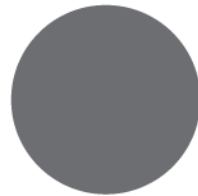
14% of workers scored between 0 and 6.

42% of workers scored 7 or 8 as place to live or work.

The NPS for workers is at 30%



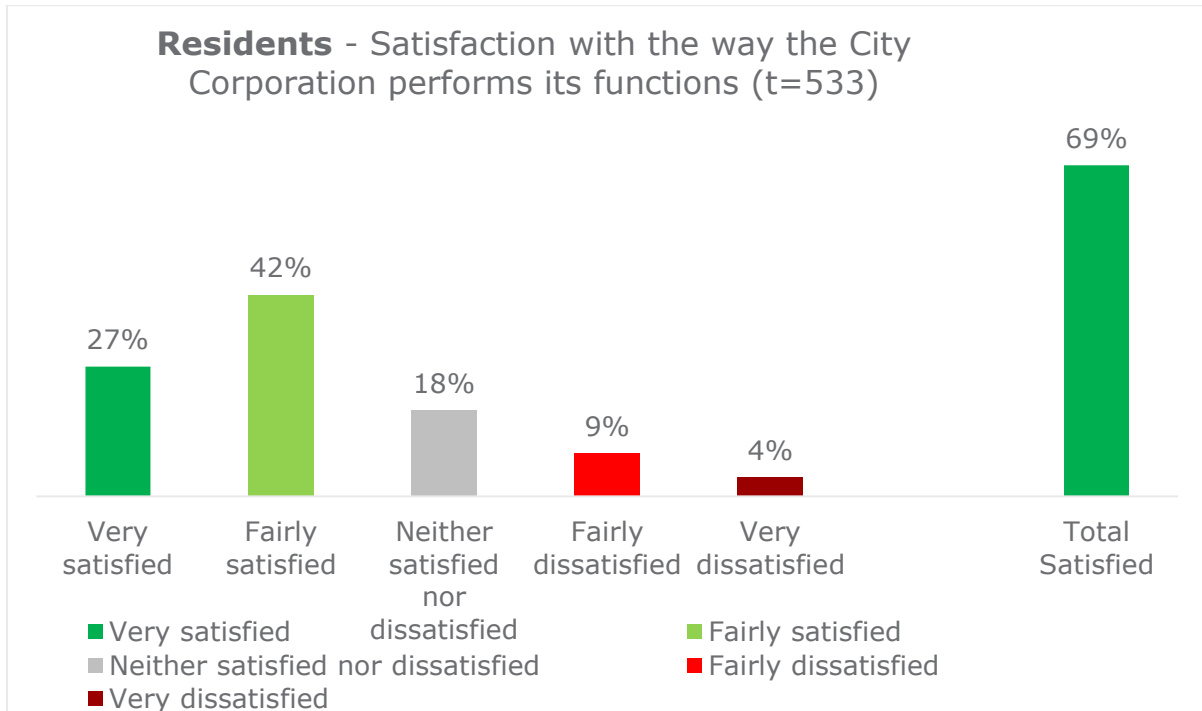
# The City Corporation



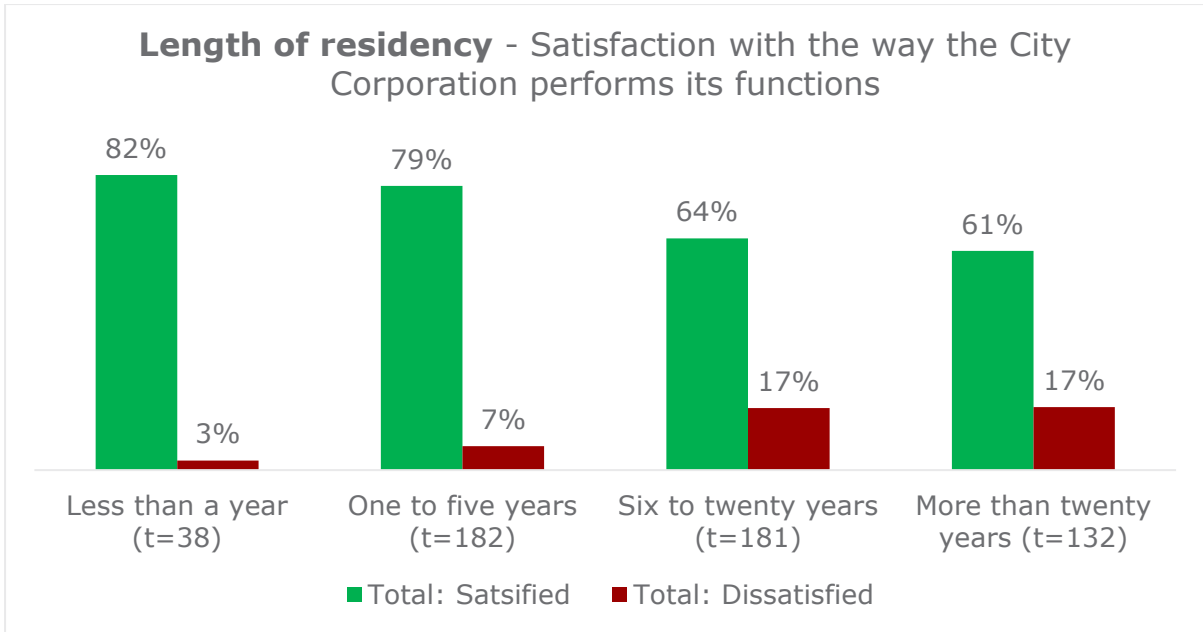
**Q14. Overall, how satisfied or dissatisfied are you with the way the City Corporation performs its functions?**

Around two out of three residents (69%) are either very or fairly satisfied with the way the City Corporation performs its functions. This is a significant drop when compared to 2013 where 87% of residents were either very or fairly satisfied with the way the City Corporation performs its functions.

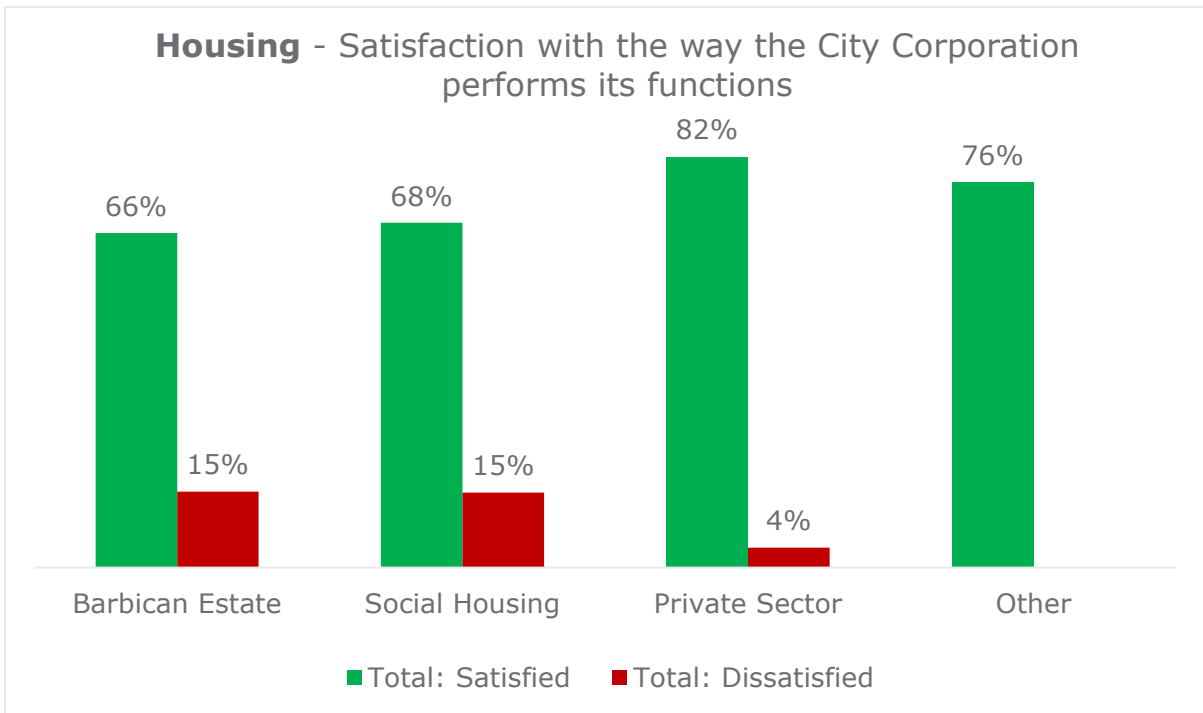
This is in line with LGA polling shows satisfaction levels with local councils currently averaging just over 60% and steadily going down over the last year from just over 70%.



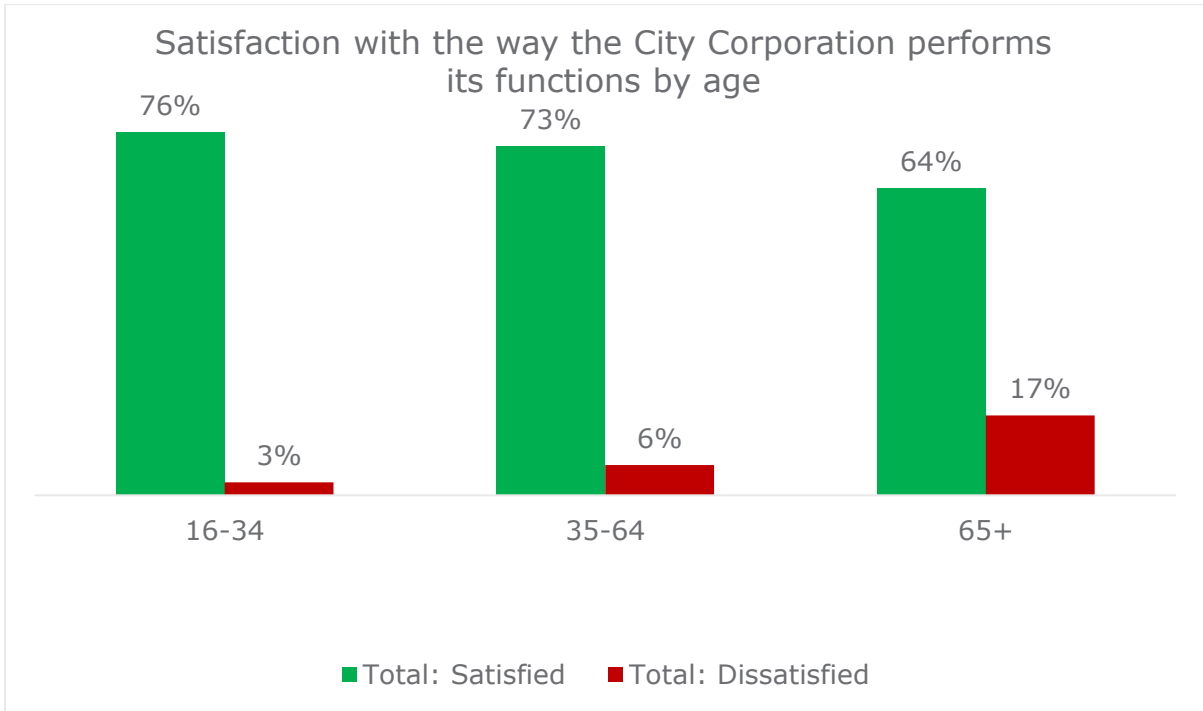
New residents to the City tend to be more satisfied with the way the City Corporation performs its functions compared to those who have lived in the City for longer. By contrast, those who have lived in the City for longer tend to become more dissatisfied with the way the City of London Corporation performs its functions.



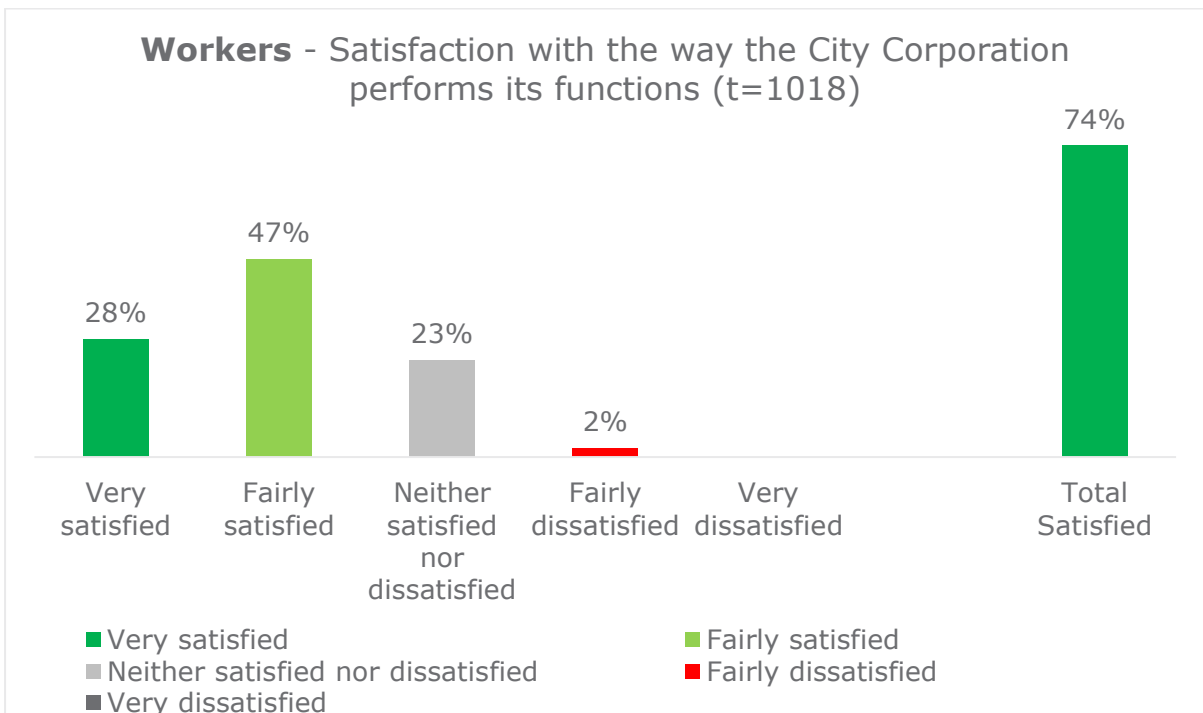
Those in the Private Sector (82%) are significantly more satisfied than those in Social Housing (68%) or the Barbican Estate (66%).



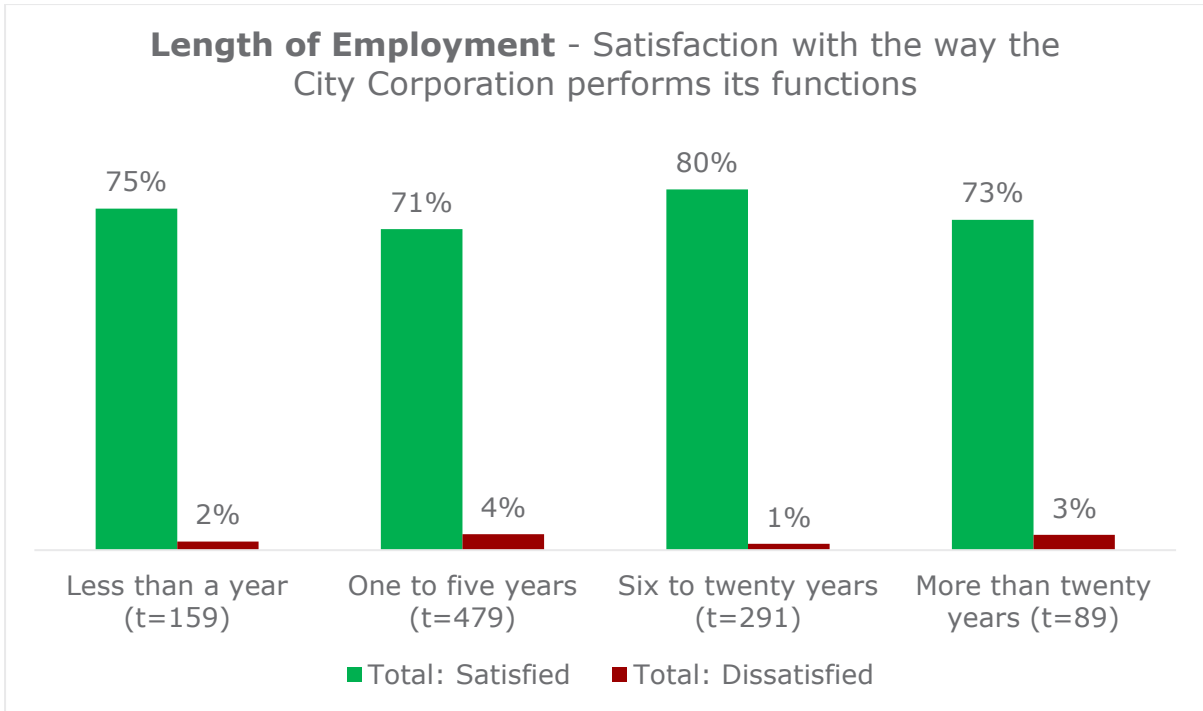
Those who are under 65 years of age (16-34 = 76% and 35-64 = 73%) are more satisfied with the way the City Corporation performs its functions compared to those who are 65 and over (64%).



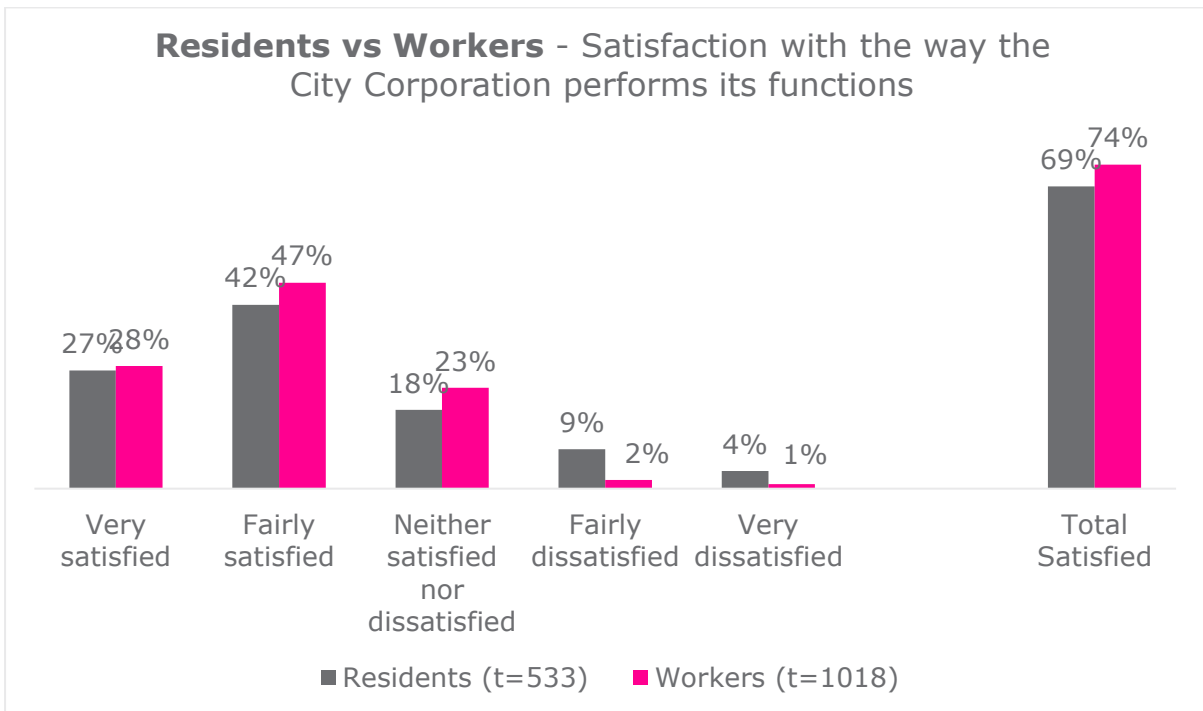
Three quarters of workers (74%) are either very or fairly satisfied with the way the City Corporation performs its functions, this mirrors 2013's score.



Those that have worked in the City for six to twenty years tend to be most satisfied with how the City Corporation performs its functions, with 80% being either very or fairly satisfied.



Workers tend to be more satisfied with the way the City Corporation performs its functions compared to residents, with three quarters of workers (74%) being either very or fairly satisfied vs just over two thirds (69%) of residents.



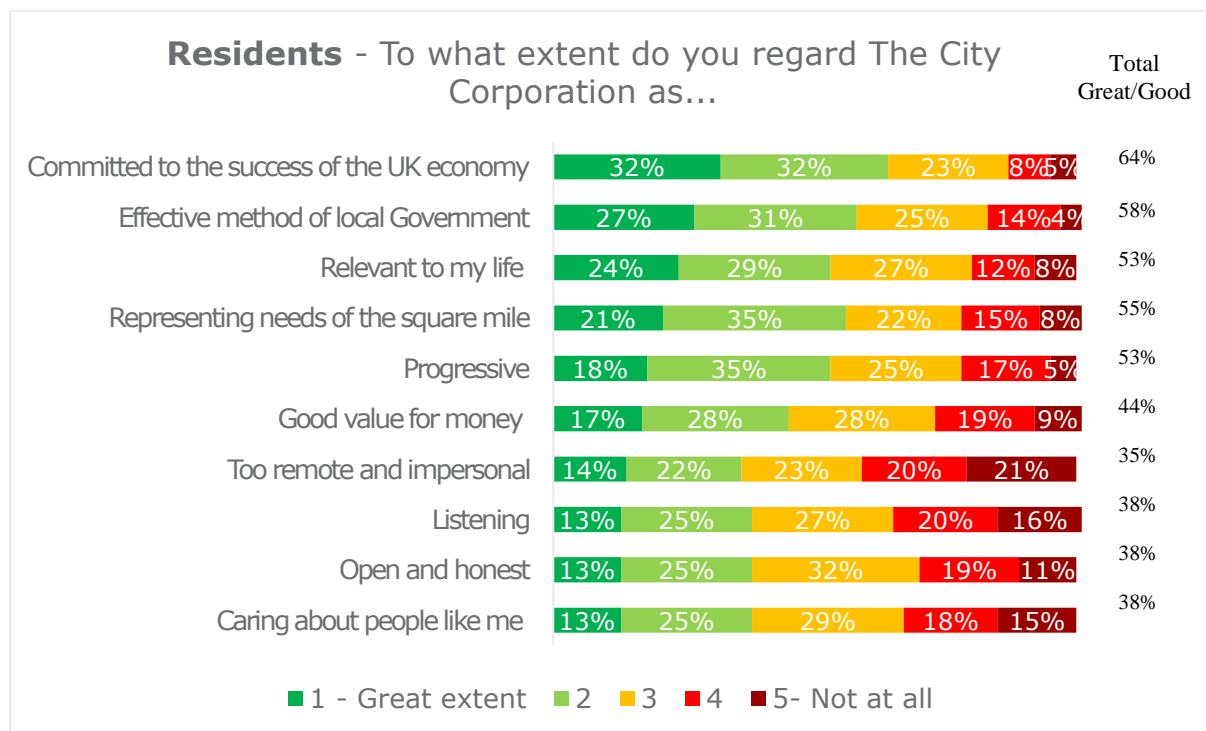
**Q15. On a scale of 1 to 5 (with 1 being Great extent and 5 being Not at all) what extent do you regard the City Corporation as...?**

The highest rated attribute for the City Corporation amongst the residents of the City is being committed to the success of the UK economy, with 32% rating this 1 - Great

extent. This is followed by an effective method of local Government with a quarter (27%) giving this the highest rating.

In 2013, 73% of residents scoring agreed the City Corporation provides value for money giving it a rating of 1 or 2 on a scale of 1 to 5. 2022 has seen a significant drop with 45% of residents giving a rating of 1 or 2 for providing good value for money.

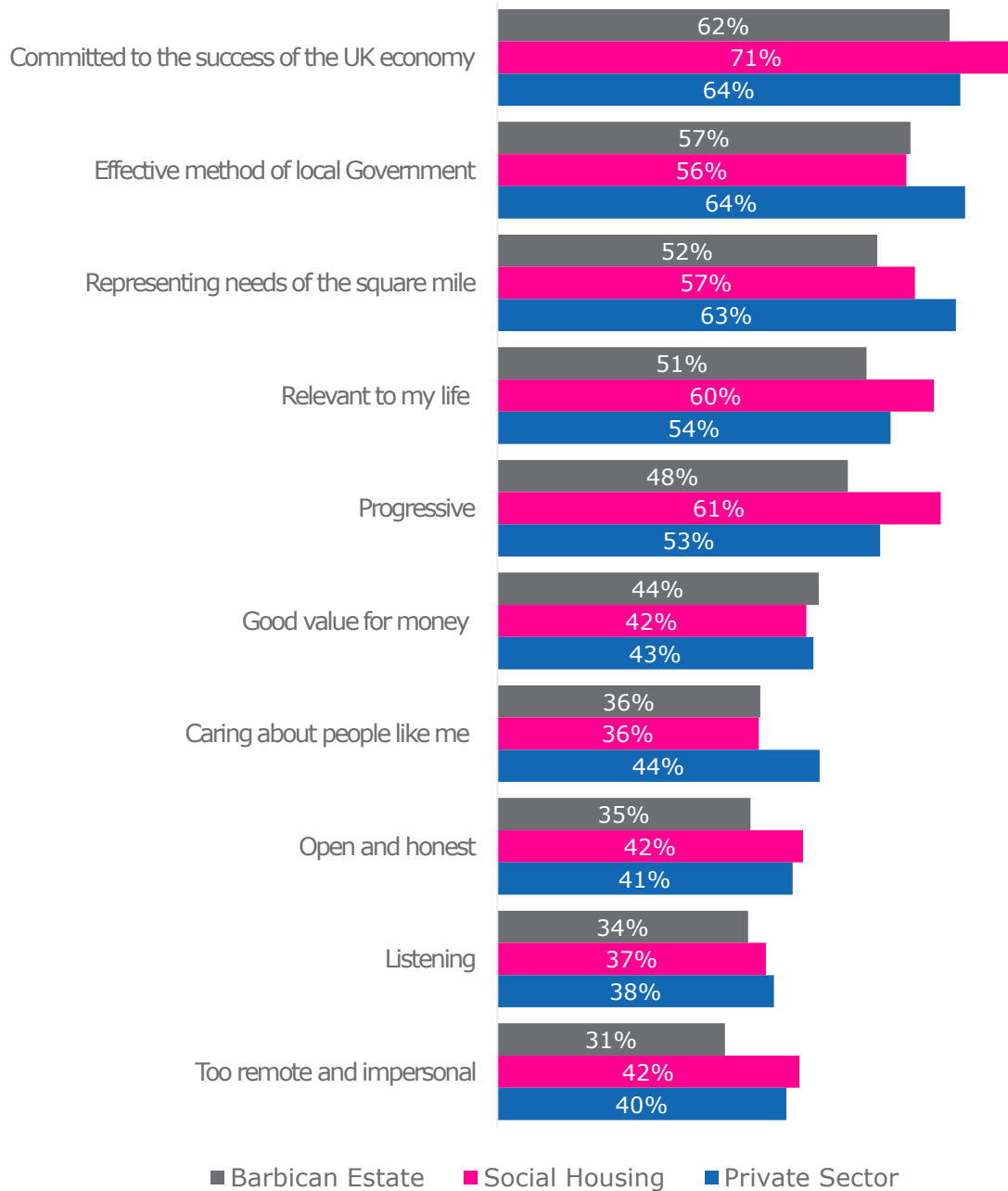
LGA polling shows that currently around 46% of people across the country feel their local council provides value for money, declining over the last year from over 57%. Nearly two-fifths of residents do not regard the City Corporation as listening giving a low rating (4 or 5 out of 5). Again, this is in line with LGA polling which shows that currently around 40% of people feel their local council acts on their concerns.



The City Corporation being committed to the success of the UK economy is the highest rated attribute (scoring 1 or 2) by the Barbican Estate residents (62%), Social Housing residents (71%) and Private Sector residents (64%), which tallies up with this being the top-rated attribute by residents overall.

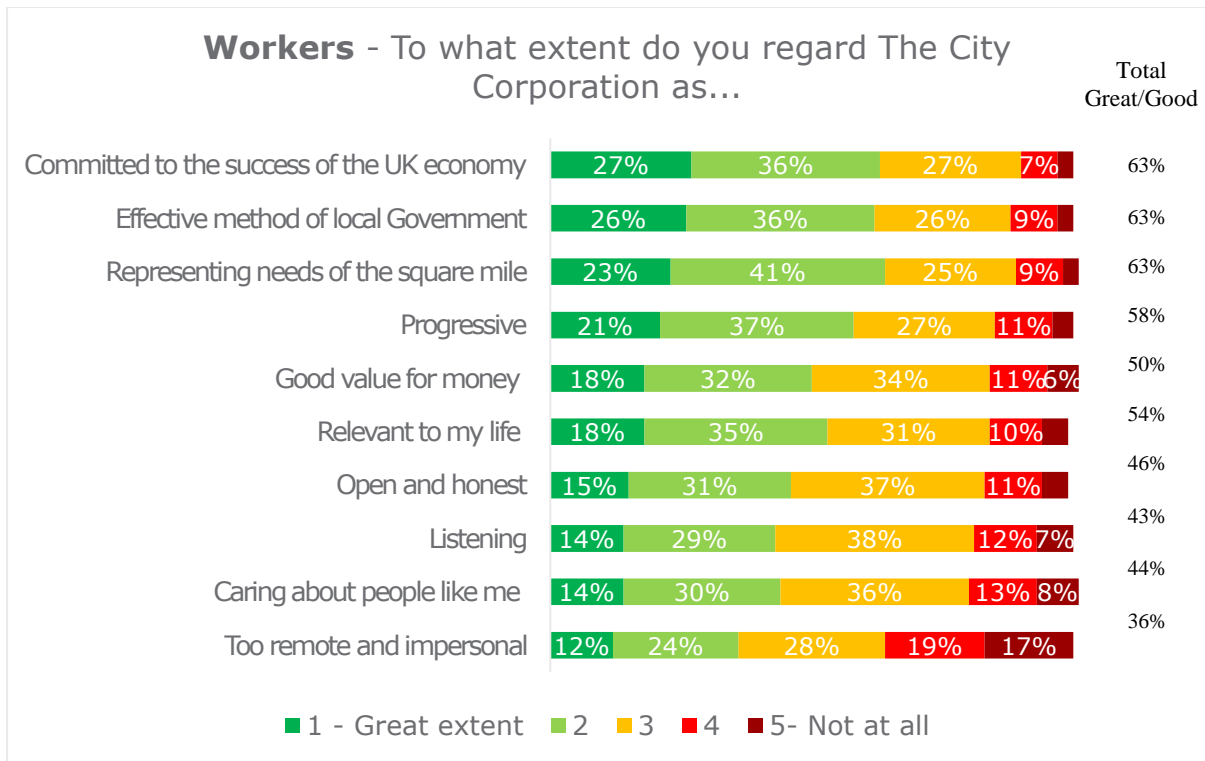


### Housing - To what extent do you regard The City Corporation as... (Score 1 or 2)



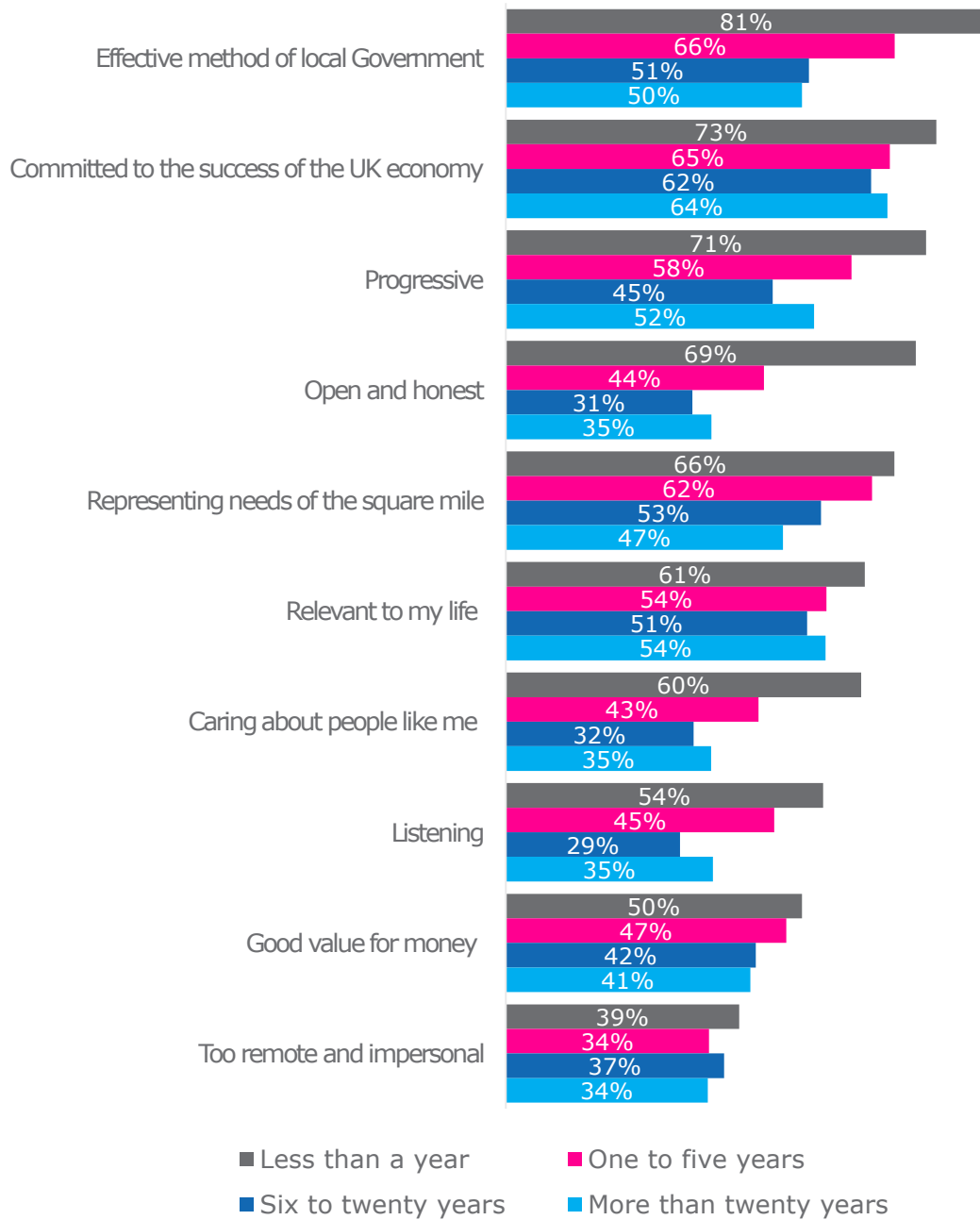
The highest rated attribute for the City Corporation amongst the Workers of the City is also being committed to the success of the UK economy, with 27% rating this 1 - Great extent. This is followed by an effective method of local Government with a quarter (26%) giving this the highest rating.

In 2013, 49% of workers agreed the City Corporation provides value for money giving it a rating of 1 or 2 on a scale of 1 to 5. In this regard workers views have remained broadly consistent, with 50% now giving a rating of 1 or 2. The highest rated attribute goes to representing the needs of the Square Mile, which stands at 64%.

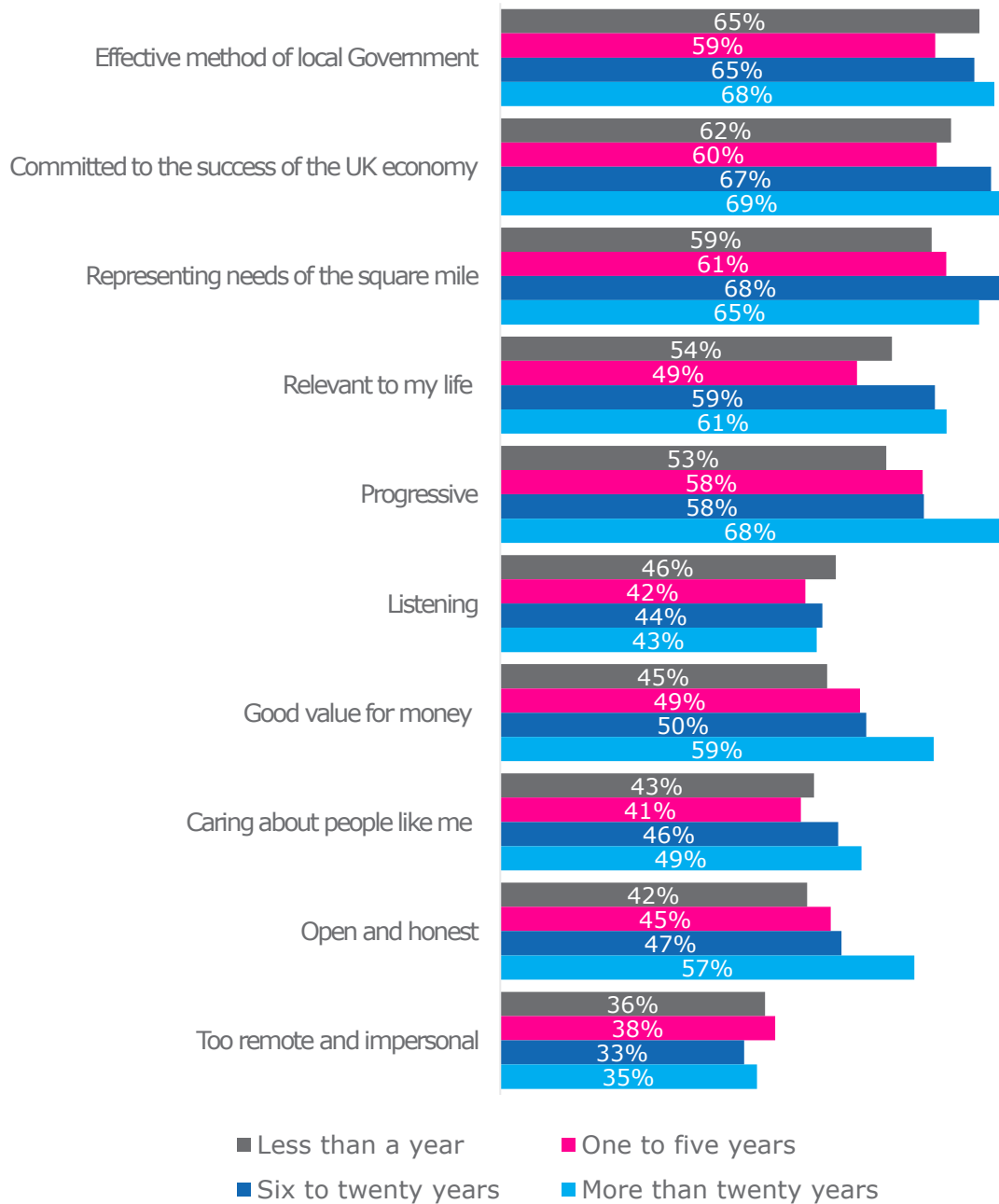


Residents who have been in the City for less than a year rate all attributes towards the City Corporation higher when compared to those who have only worked in the City for less than a year, whereas those who have worked in the City for more than twenty years rate all attributes higher than those who have lived in the City for more than twenty years

Length of time **living** in the City - To what extent do you regard The City Corporation as... (Score 1 or 2)



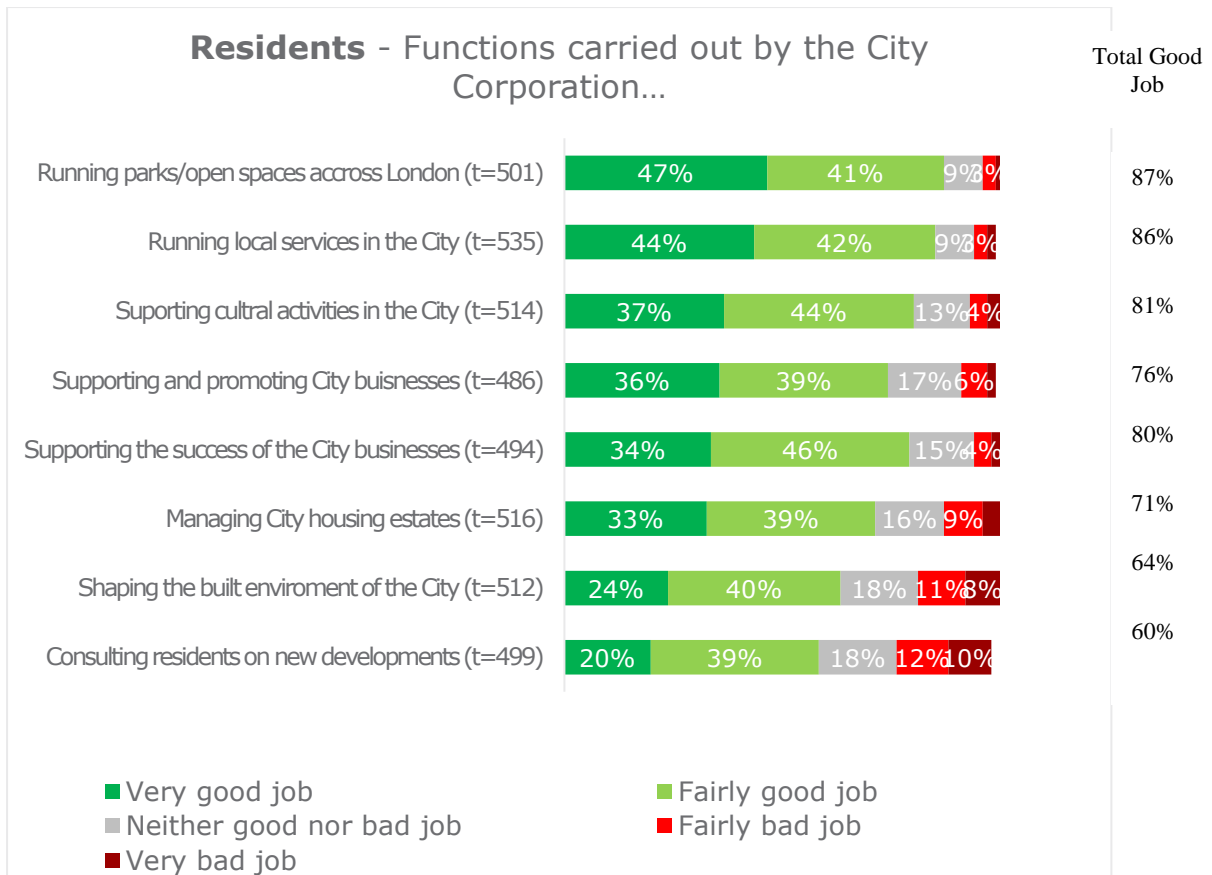
Length of time **working** in the City - To what extent do you regard The City Corporation as... (Score 1 or 2)



**Q16. Thinking about functions carried out by the City Corporation, how good or bad a job do you feel they do of each of the following?**

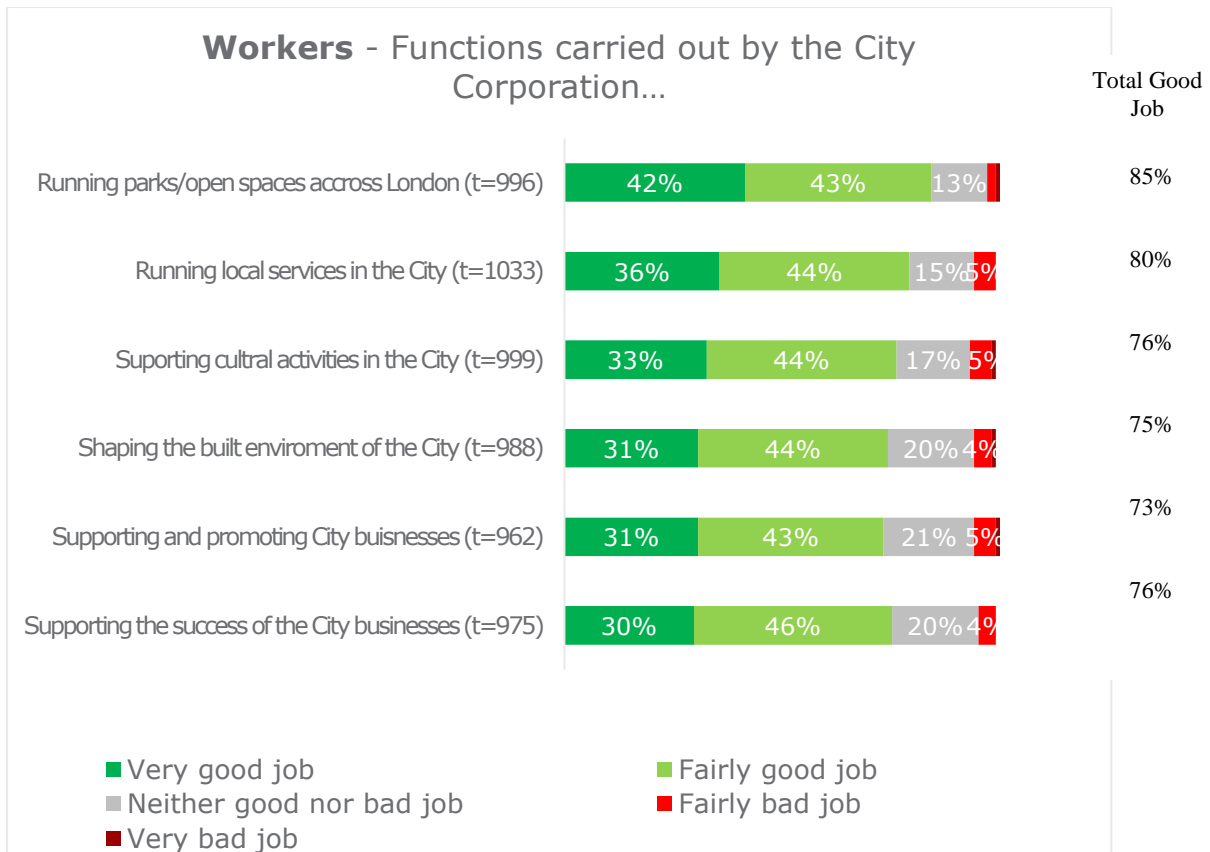
The highest rated function carried out by the City Corporation is running parks and open spaces across the City with 88% of residents saying they do a very or fairly good job.

The lowest rated function is consulting residents on new developments with 59% with residents rating them as either fairly or very good.



The highest rated function carried out by the City Corporation is running parks and open spaces across London with 85% of workers also saying they do a very or fairly good job.

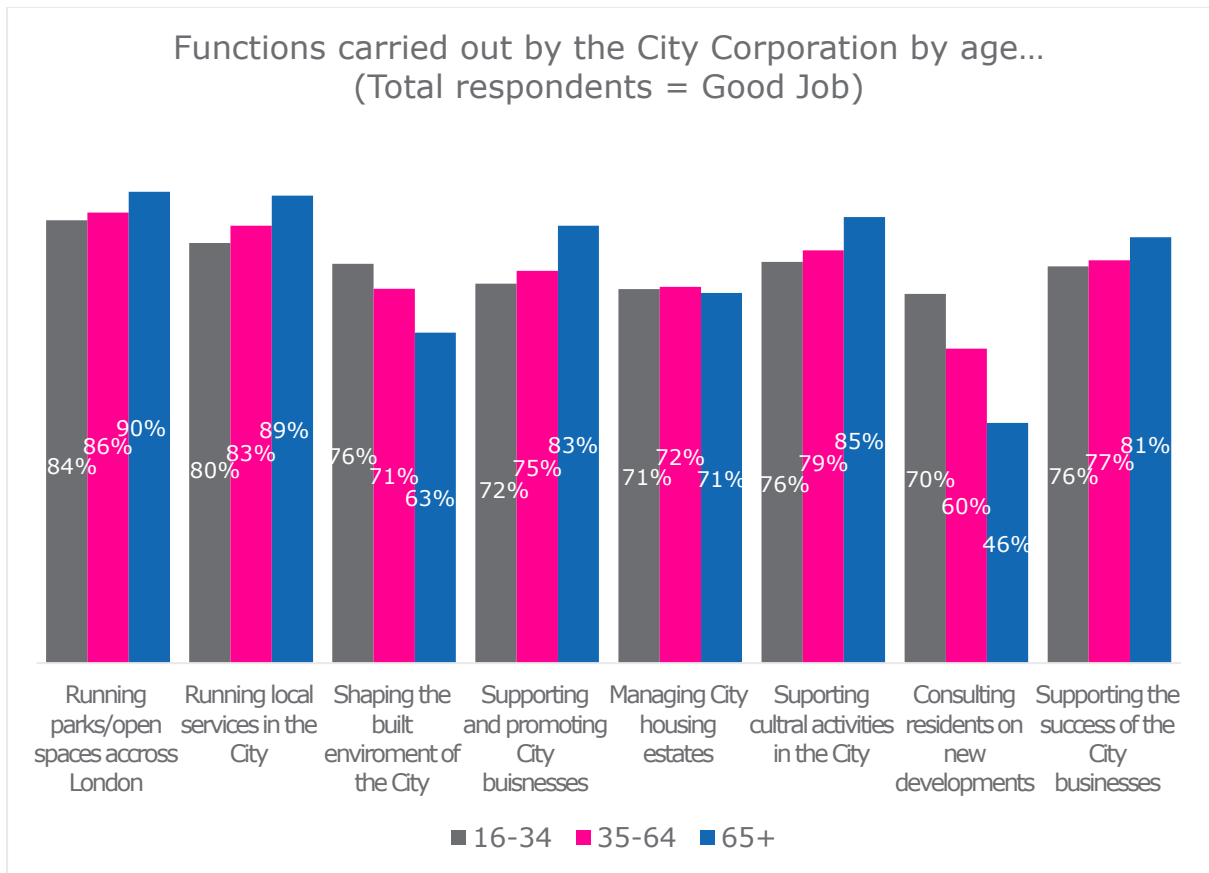
The lowest rated function is supporting and promoting City businesses, but still significantly high with 74% of residents rating them as either fairly or very good.



All respondents (residents and workers) age 16-34 are more likely to say the City Corporation does a good job shaping the built environment of the City (76%) compared to those age 65 and over (63%).

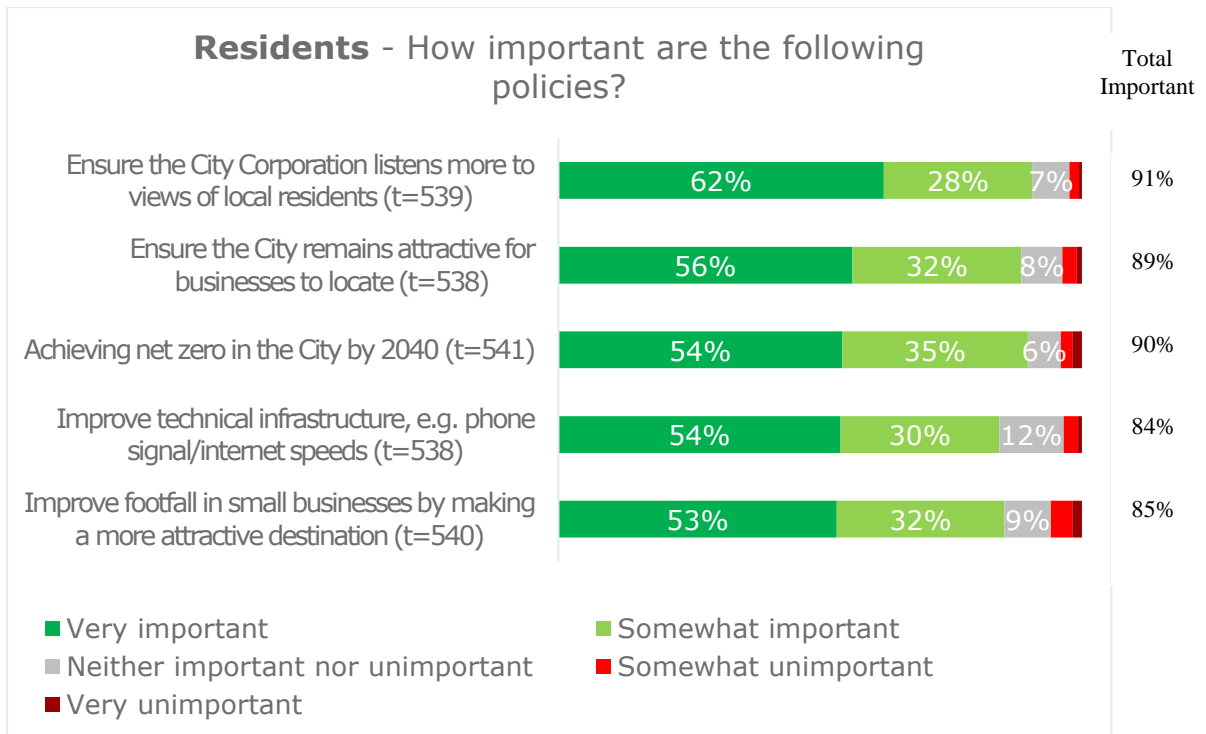
The same can be said for consulting residents on new developments, with 70% of 16-34-year-olds stating the City Corporation do a good job compared to just 46% of those 65 and over.

All age groups equally agree that the City Corporation do a good job managing housing estates (71-72%)

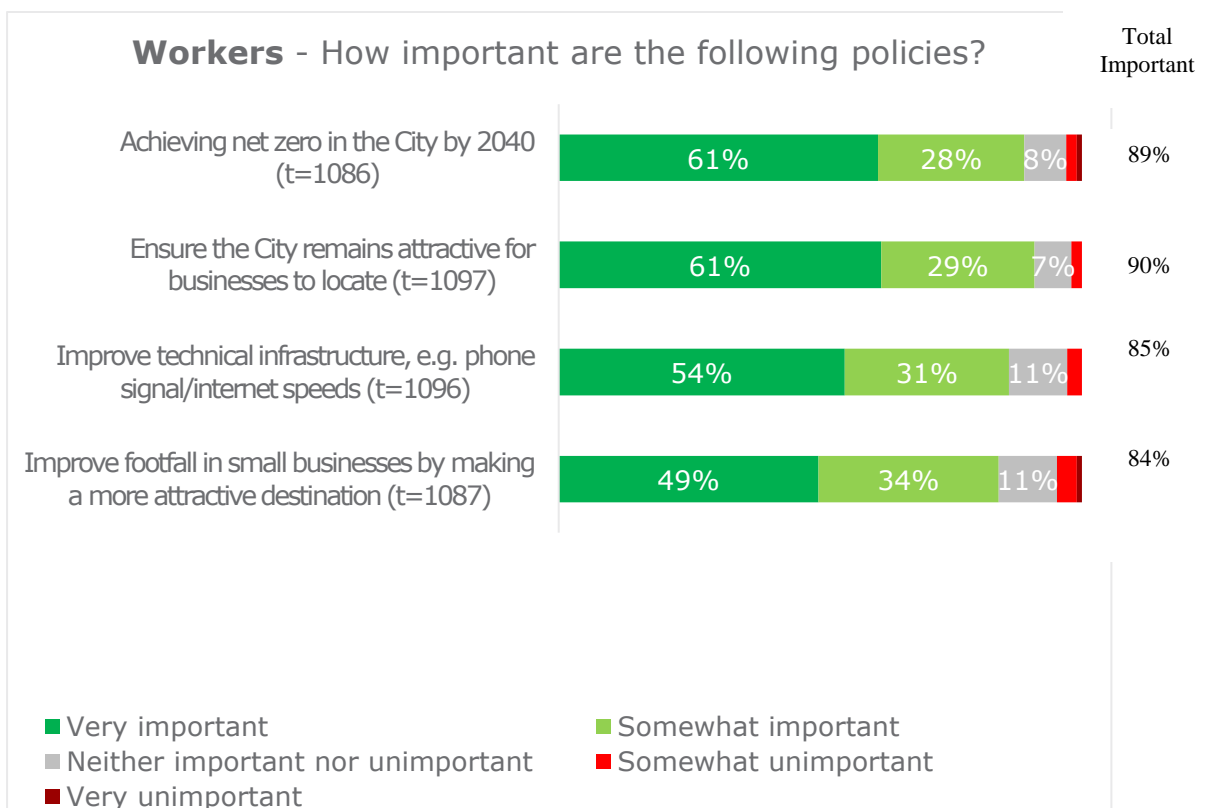


**Q17. How important do you think each of the following policies should be for the City Corporation?**

The top policy that residents find important is to ensure the City listens more to views of residents (91% saying either very or somewhat important). Achieving net zero in the City by 2040 is the second most important policy for residents with 90% saying this is either very or somewhat important.



The top policy that workers find important is ensuring the City remains attractive for businesses to locate (90% saying either very or somewhat important), this is closely followed by achieving net zero in the City by 2040 with 89% saying this is either very or somewhat important.





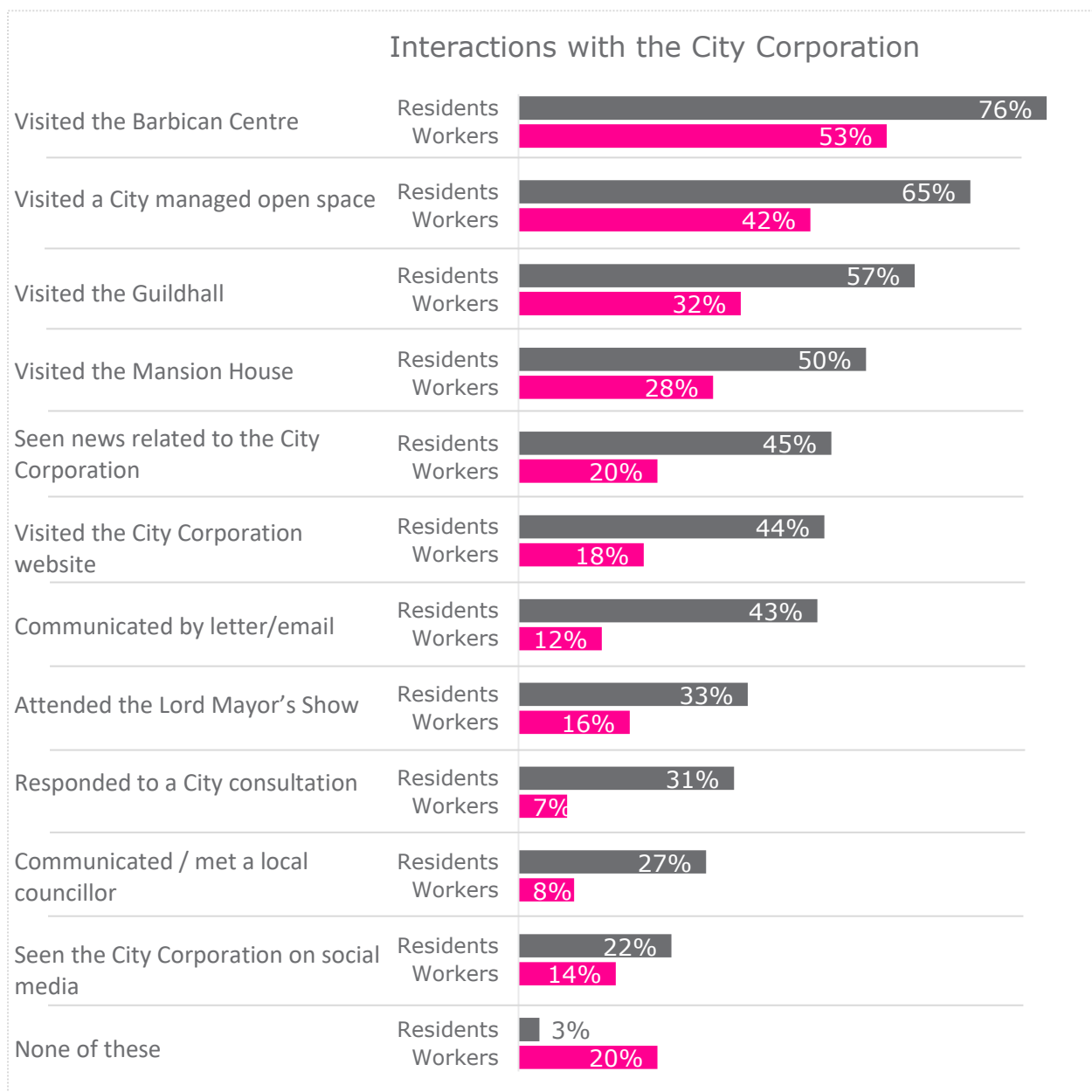
## Q18a. Thinking about interactions with the City Corporation, which of the following have you done?

The most popular interaction for residents with the City Corporation is visiting the Barbican Centre, with 76% of residents having done this, a 10% increase since 2013 (66%). Half of those asked (50%) had also visited the Mansion House.

The least interaction with the City Corporation is seeing it on social media (22%).

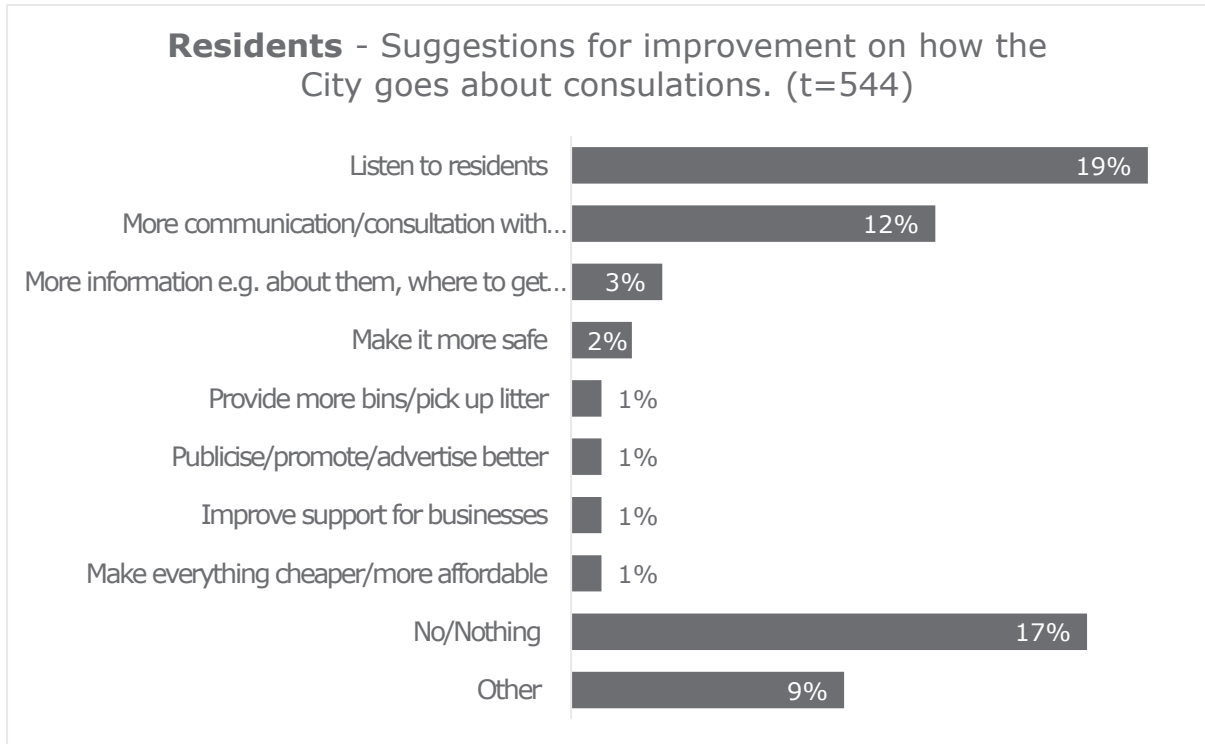
The most popular interaction workers have with the City Corporation is visiting the Barbican Centre, with 53% having done this. Two fifths of them (42%) also visited a City managed open space.

The least popular form of interaction for workers is responding to a City Corporation consultation (7%)

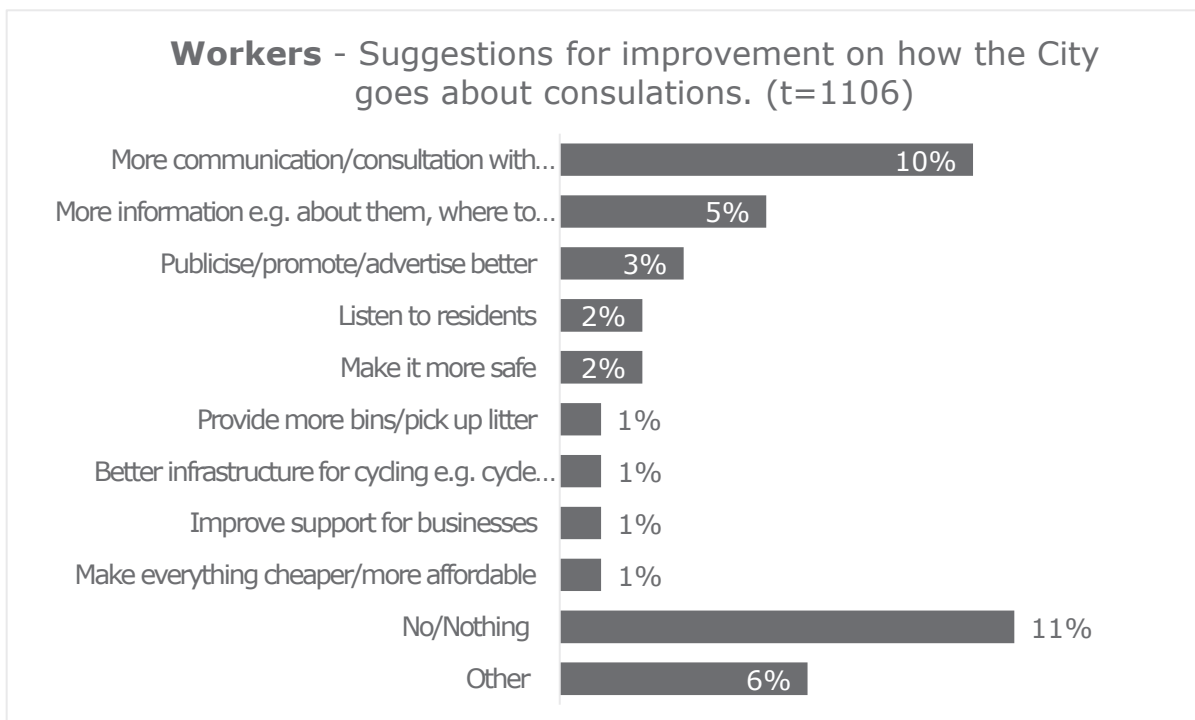


**Q18b: Thinking about how the City Corporation goes about consultation, do you have any suggestions of how it could be improved?**

The most suggested improvement from residents was listen more to residents, with 19% of them suggesting this.

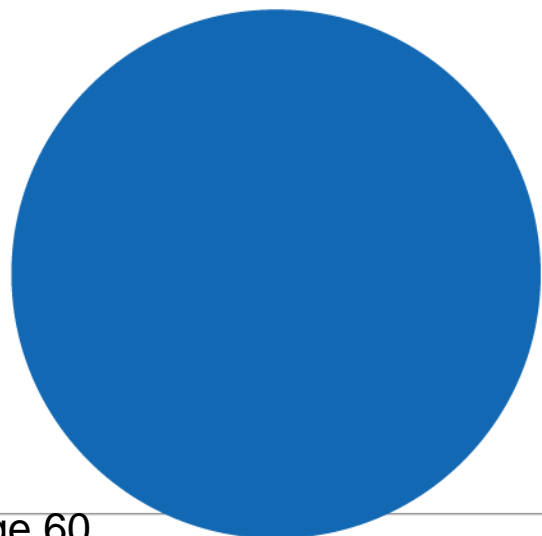
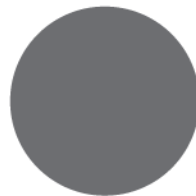


The most suggested improvement from workers was more communication/consultation with residents/local business, with 10% of workers suggesting this.





# Working and visiting





**Example comments:**

It's a busy and vibrant part of London, centre of business and culture.

**Female, 35-54, Student Accommodation**

Easy access to work, and theatres. Good transport links.

**Male, 25-34, Barbican Estate**

Easy to get around, the combination of tubes and buses is a blessing. Good place to start a business.

**Male, 25-34, Barbican Estate**

Good parks and open spaces. It is safe and secure.

**Male, 35-54, Barbican Estate**

My community, interesting events to attend and the area has good transport.

**Female, 35-54, Golden Lane Estate**

The good things are that it's easy to find a job and beautiful.

**Female, 16-24, Middlesex Street Estate**



## Example comments:

It's a very social place and there's a lot of diverse people which is amazing. Everything is close by so you'll never have to travel too far for anything. A lot of opportunities work wise and you can really develop your experience and be on the top.

**Female, 16-24, Health**

Excellent transport links

**Male, 35-54,  
Financial & Insurance**

Welcoming city. Full of opportunities. Promote and encourage small scale business.

**Male, 25-34, Information &  
communication/Tech**

The most passionate and career minded, forward thinking employees work for the country. A great place for networking, collaborative working cross industry. Great place to socialise and a great vibe and makes you proud to work here.

**Female, 55-64, Financial & Insurance**

It's brilliant. Lively, diverse, great transport links. Lots of restaurants and bars and I love walking around.

**Female, 35-54, Public administration & defence**





### Example comments:

It is expensive to live here.

**Male, 35-54, Middlesex Street Estate**

The high crime rate's especially street theft and knife crime.

**Female, 25-34, Barbican Estate**

Too much construction noise, crowded pavements. Lack of understanding about what residents need from a local council.

**Female, 65+, Barbican Estate**

Busy, crime, expensive.

**Male, 35-54, Owner occupier**

Residents are completely overlooked in favour of business. Major repairs and improvements take far too long to implement. We haven't been painted in 20 years.

**Male, 65+, Golden Lane Estate**



**Example comments:**

Very congested and frequent train delays.

**Female, 25-34, Health**

The public transport such as trains are always very busy.

**Male, 16-24, Information & communication/Tech**

It's too expensive to visit cafes and restaurants in the area because of the high fees they pay just to open the door and not enough new business wants to come to the area.

**Male, 35-54, Education**

Stations can be overcrowded. Not enough green spaces to enjoy lunch outside in.

**Female, 35-54, Financial & insurance**

It is quite congested now.

**Female, 25-34, Financial & insurance**

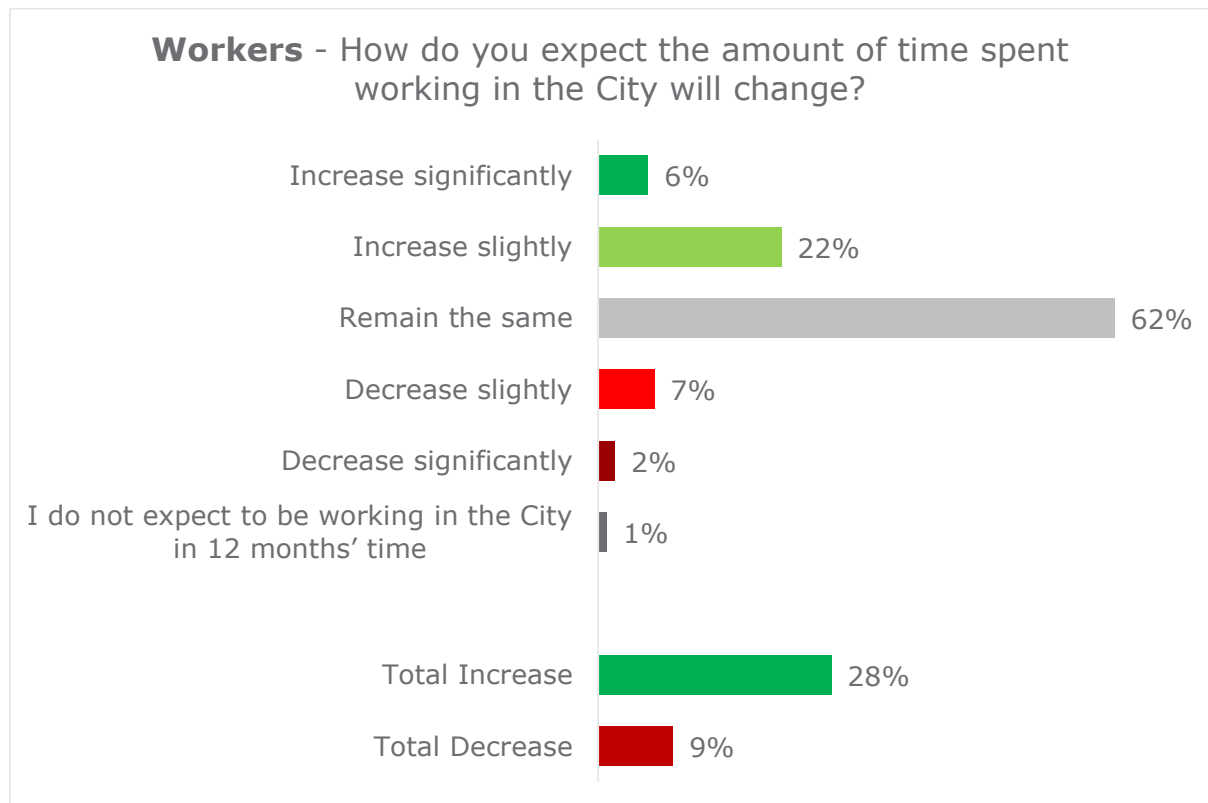
Fear of crime and it is too crowded or congested.

**Male, 55-64, Health**

**Q22. Over the next 12 months, how do you expect the amount of time you spend working in the City to change?** (all responses, excluding Don't know: t=1,040)

Workers mainly expect the amount time spent working in the City to remain the same (62%). 28% expect the amount of time working in the City to increase (6% increase significantly and 22% increase slightly).

9% expect the amount of time to decrease (7% decrease slightly and 2% decrease significantly). Just 1% (11 people) expect not to be working in the City at all in the next 12 months.

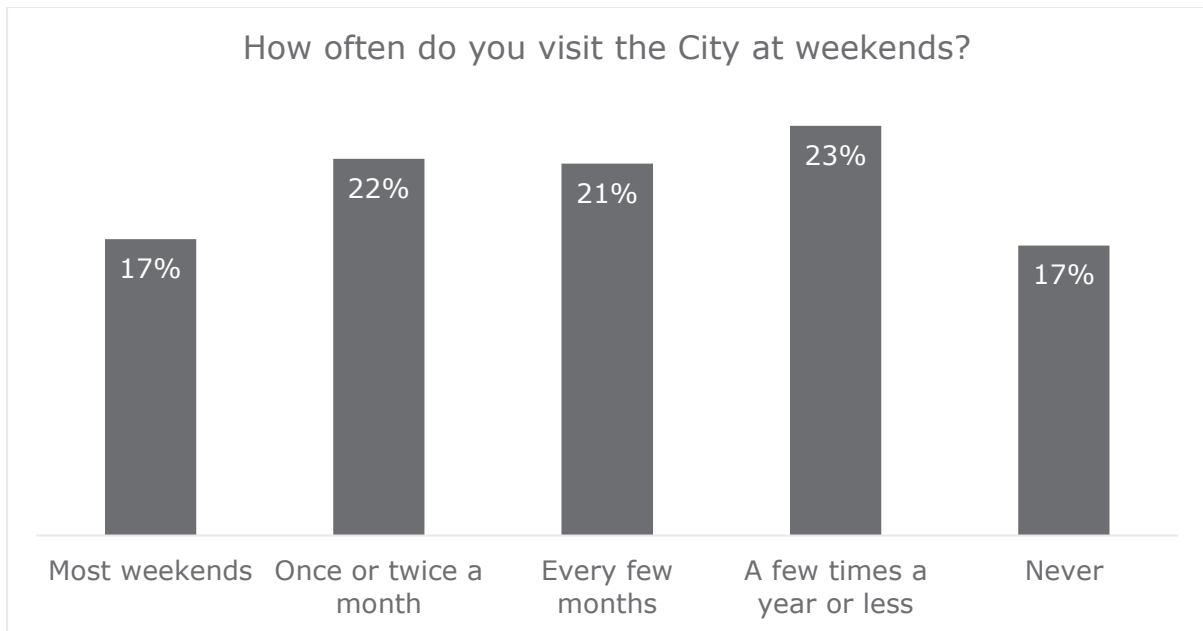


**Q23. How often do you visit the City at weekends?** (all responses: t=1,107).

Of all workers who answered if they visit the City at weekends, 923 (83%) said they do visit at some point during the year.

260 say they visit a few times a year or less (23%), 239 say they visit once or twice a month (25%), 236 say they visit every few months (21%) and 188 visit most weekends (17%).

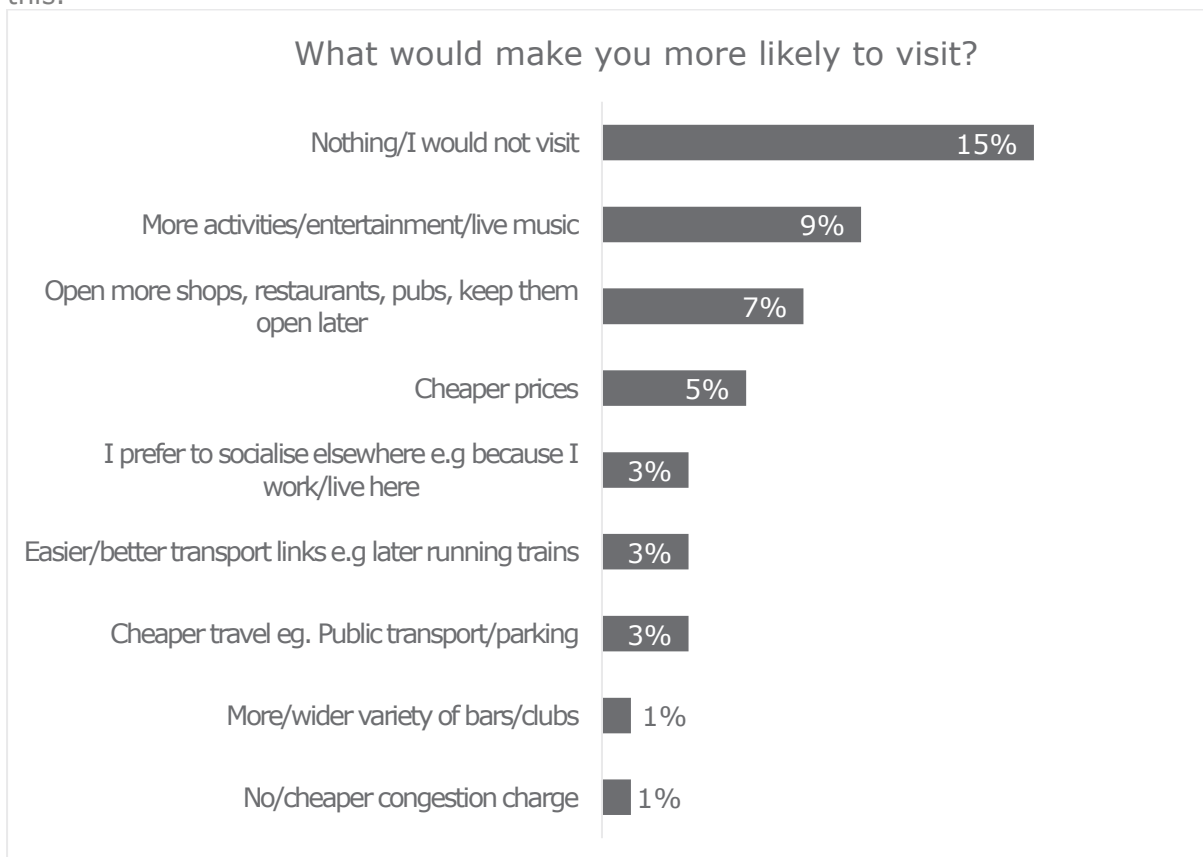
184 workers (17%) said they never visit the City at weekends.



**Q24: What changes would be required to make you more likely to visit the City at weekends?** (all responses: t=1,107).

15% (166) of workers said no changes are required to make them more likely to visit the City as they would not visit.

The most popular change to encourage workers to visit the City during weekends is more activities, events, entertainment and/or live music, with 9% (100) of those asked stating this.



Some comments from workers around what would make them more likely to visit during a weekend can be found below:

Remove the congestion charge and offer free parking.

**Male, 55-64, Health**

This part of London most places close at the weekend.

**Male, 25-34, Property and real-estate**

Discounts of train/tube tickets during the weekends or at least once a month.

**Female, 25-34, Transport & storage**

If I felt more safe, less busy and travel into London was less expensive, I would travel to the City of London more frequently.

**Female, 25-34, Health**

Communication and letting everybody know what's going on socially and encourage people to come.

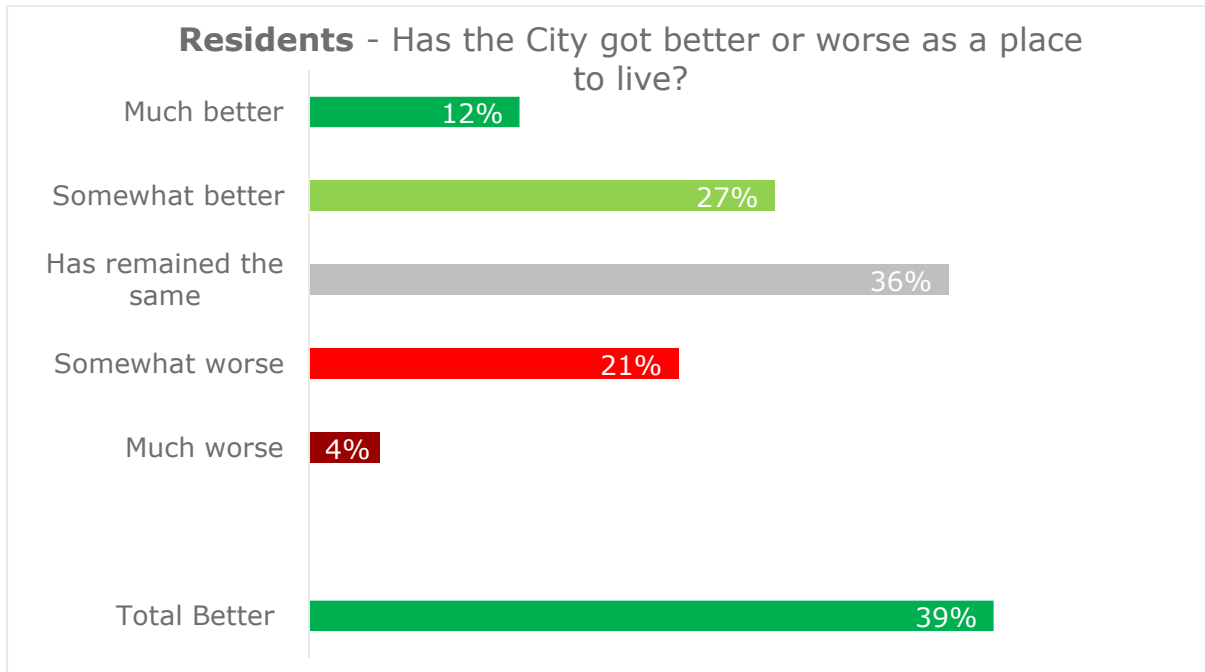
**Female, 55-64, Financial & insurance**

More pubs etc being open at weekends.

**Male, 55-64, Public administration & defence**

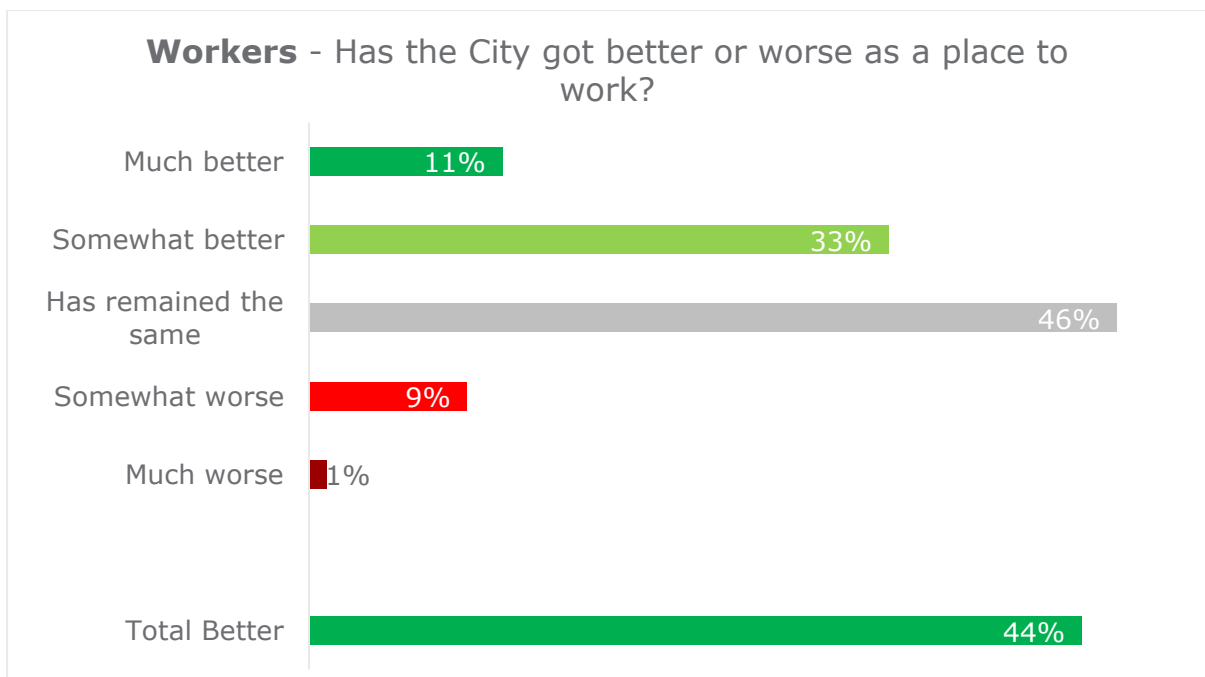
**Q25a: Compared to five years ago, has the City got better or worse as a place to live?** (all responses: t=475).

Two fifths of residents (39%) say that the City has gotten much or somewhat better as a place to live compared to 5 years ago. A quarter (25%) would say it has got either somewhat or much worse than it was 5 years ago.



**Q25b: Compared to five years ago, has the City got better or worse as a place to work?** (all responses: n=901).

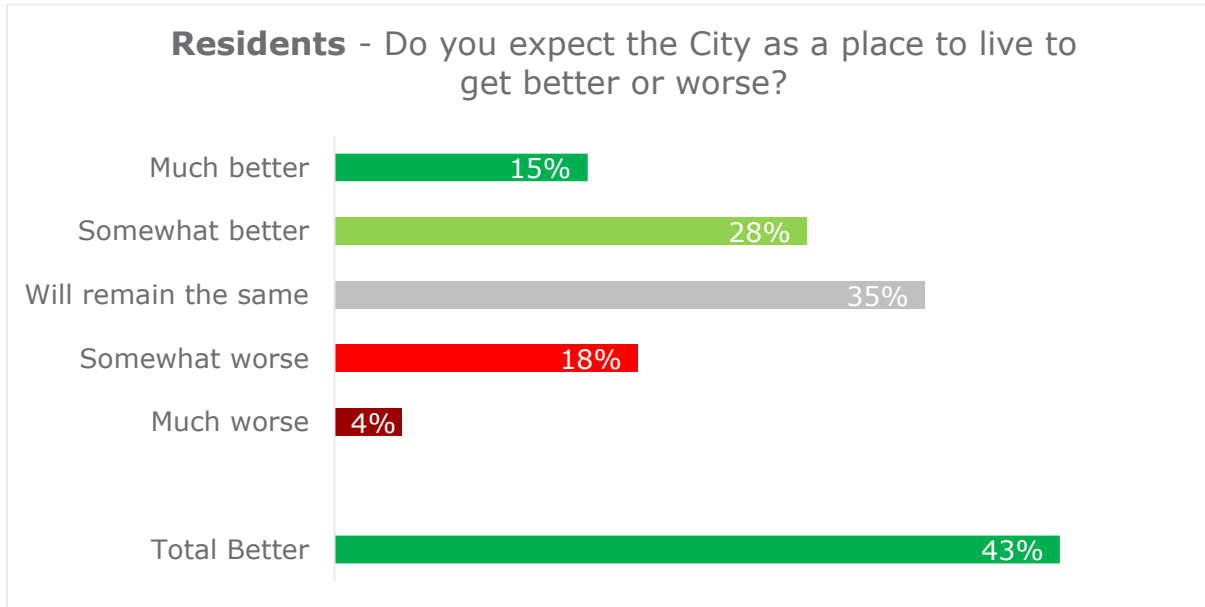
Only 11% of workers think the City is much better as a place to work. 46% of workers say it has remained the same. Just 1% of workers believe it is much worse.





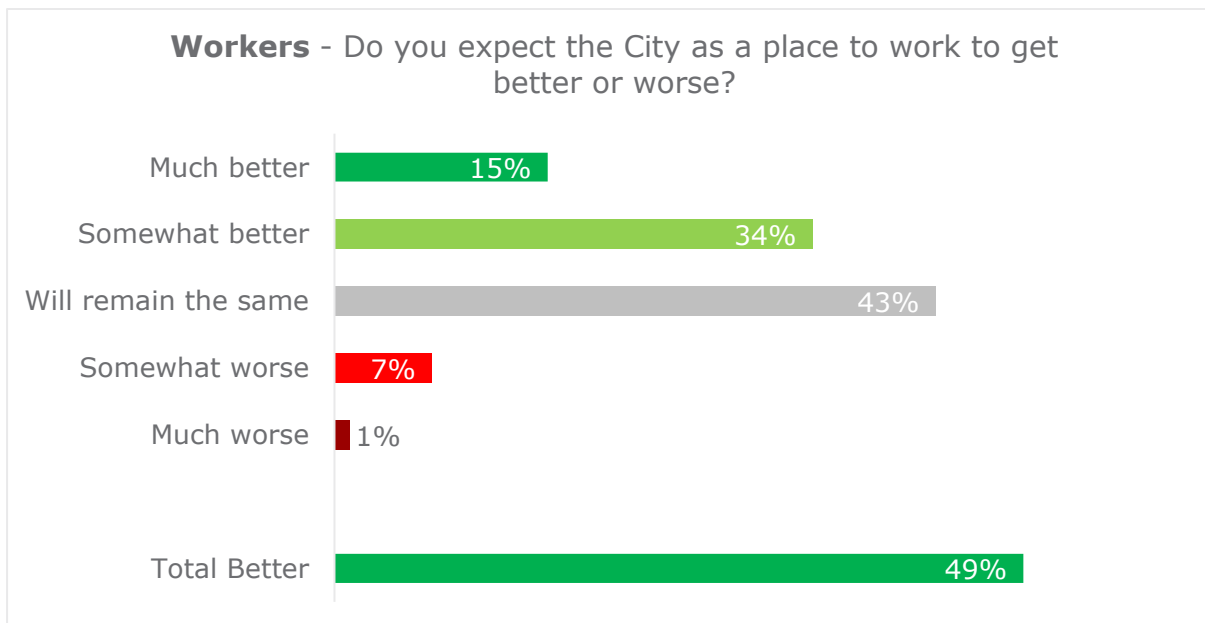
**Q26a: Looking to the future, do you expect the City to be a better or worse place to live over the next few years?** (all responses: t=482).

43% of residents expect the City to be better as a place to live over the next few years (much and somewhat better). Just over a third (35%) expect things to remain the same. 4% (18 people) of residents expect the City to become much worse as a place to live over the next few years.



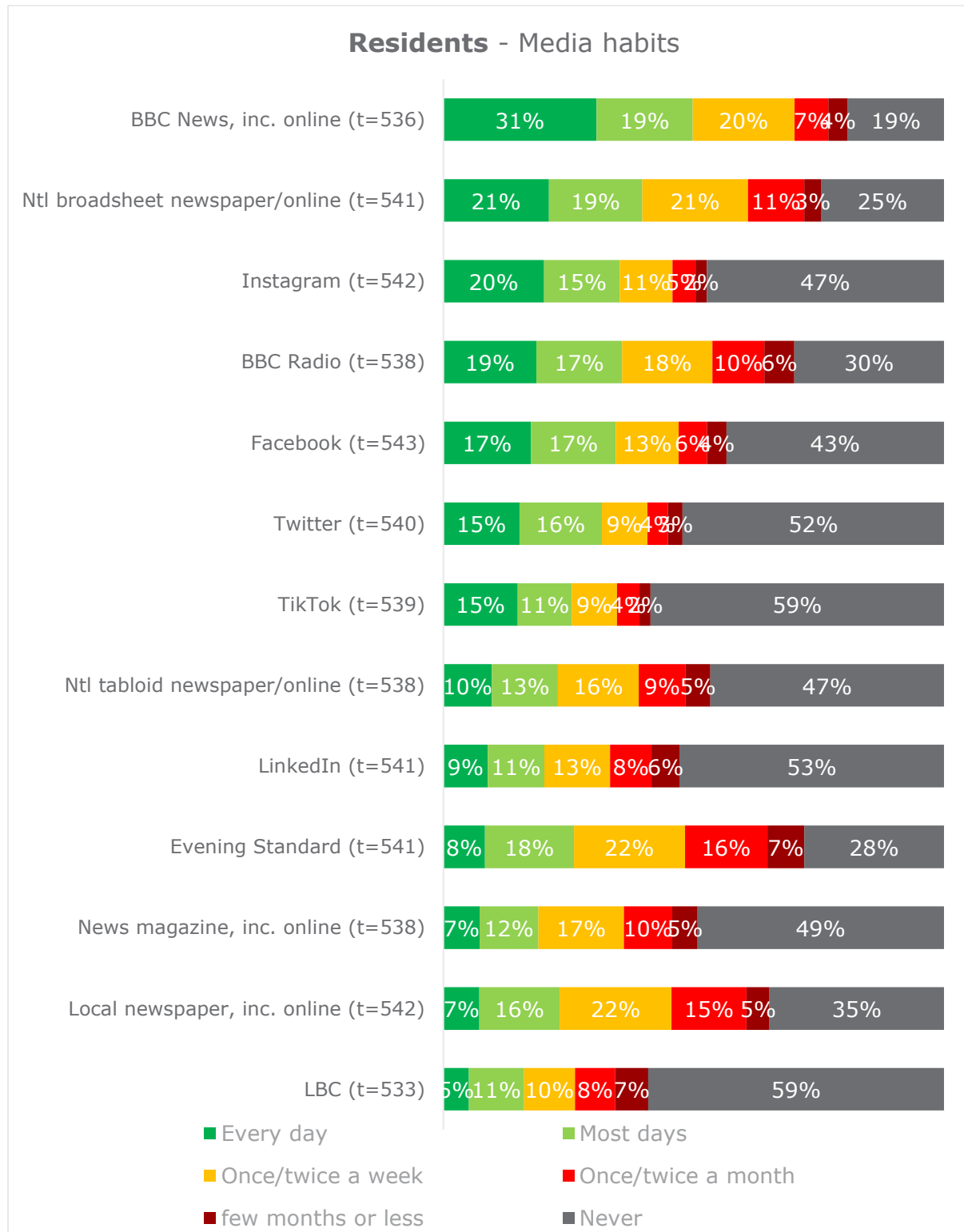
**Q26b: Looking to the future, do you expect the City to be a better or worse place to work over the next few years?** (all responses: t=982)

15% of workers think working in the City will get much better, with 34% believing it will be somewhat better. 43% think it will remain the same and 8% say it will get worse (7% somewhat worse and 1% much worse).

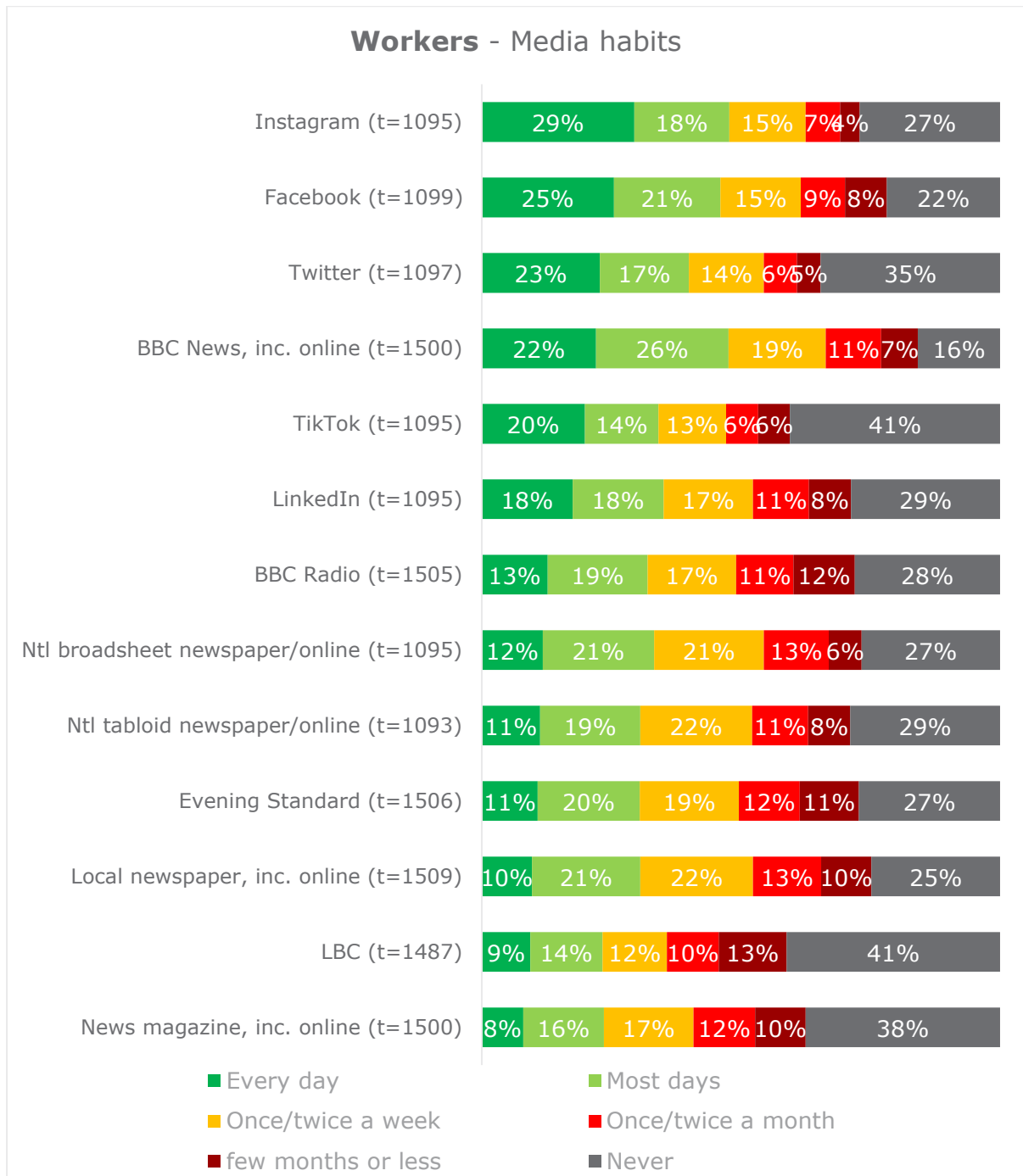


## Q27: How often do you use, read or listen to each of the following?

Nearly a third of residents (31%) access BBC News (including online) every day, with 21% accessing national broadsheet newspapers every day. LBC is used rarely by residents; with 59% reporting they never use it. 59% of residents never use TikTok, closely followed by LinkedIn (53%) and Twitter (52%).

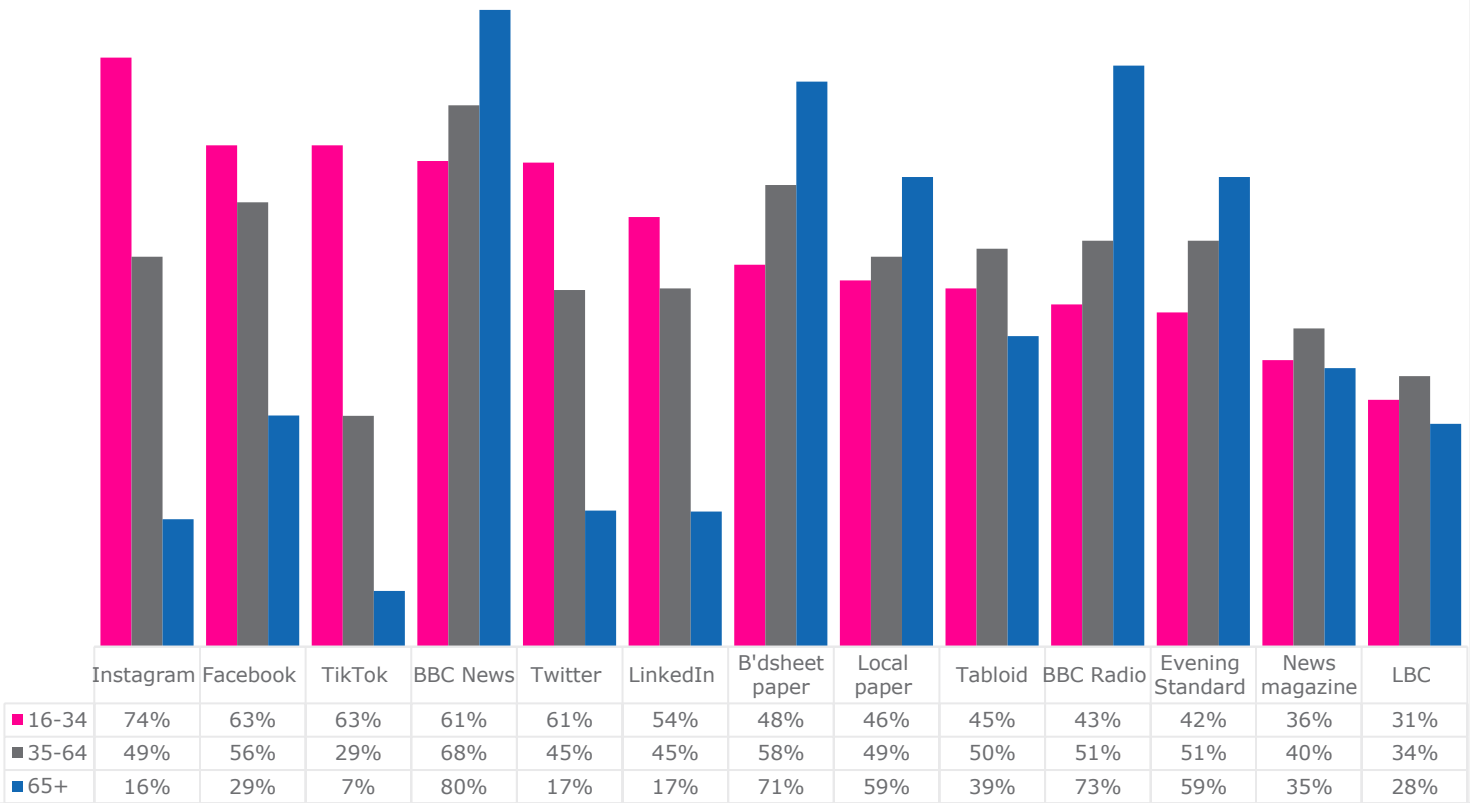


Over a quarter of workers (29%) use Instagram on a daily basis, followed by Facebook, with 25% using it every day. 41% of workers never use TikTok or LBC. Nearly half (49%) of workers interact with BBC News (including online) on a weekly basis or more often.



As expected, social media is significantly more likely to be used weekly (ranging from every day to at least 1 or 2 times a week) to interact with the City Corporation by residents and workers who are 16-34 and 35-64 compared to those who are 65+ whereas those who are 65+ are more likely to interact with the City Corporation via more traditional mediums such as national and local newspapers and BBC radio and BBC news, compared to those younger age groups.

### Residents and Workers media habits by age (at least weekly)



# Appendix 1: Respondent Profile

In total, the survey received 1,523 responses. A profile of the respondents to the survey is provided below.

**Table 2: Q04. Do you live or work in the City?**  
(all responses: Total=1,523).

Respondent type	No. responses	% responses
Live	416	27%
Work	979	64%
Both	128	8%

**Table 3: Q21. Average days per week currently working in the City?**  
(all responses: Total=1,107).

Respondent type	No. responses	% responses
5 days a week or more	470	42%
4 days a week	181	16%
3 days a week	270	24%
2 days a week	146	13%
1 day a week	40	4%

**Table 4: Q01. Gender.**  
(all responses: Total=1,523).

Respondent type	No. responses	% responses
Male	845	55%
Female	678	45%

**Table 5: Q02. Age.**  
(all responses: Total=1,523).

Respondent type	No. responses	% responses
16-24	237	16%
25-34	411	27%
35-54	426	28%
55-64	259	17%
65+	187	12%
Prefer not to say	3	0%

**Table 6: Q03. Ethnicity.**  
(all responses: Total=1,523).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
Asian or Asian British (Indian, Pakistani, Bangladeshi or any other Asian background)	201	13%
Black or Black British (Caribbean, African, or any other Black background)	164	11%
Chinese	50	3%
Mixed (White and Black Caribbean, White and Black African, White and Asian and any other mixed background)	86	6%
White (British, Irish, Scottish or any other white background)	1004	66%
Other	13	1%
Prefer not to say	5	0%
NET: Ethnically diverse	514	34%

**Table 7: Q05a. How long have you lived in the City?**  
(all responses: Total=544).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
Less than a year	42	8%
One to two years	83	15%
Three to five years	102	19%
Six to ten years	93	17%
Eleven to twenty years	90	17%
More than twenty years	134	25%

**Table 8: Q05b. How long have you worked in the City?**  
(all responses: Total=1,107).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
Less than a year	194	18%
One to two years	239	22%
Three to five years	272	25%
Six to ten years	186	17%
Eleven to twenty years	120	11%
More than twenty years	96	9%

**Table 9: Q06a. Where in the City do you live?** (all responses: Total=510).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
Barbican Estate	295	58%
Golden Lane Estate	51	10%
Middlesex Street Estate	40	8%
Social rented accommodation elsewhere in the City of London	27	5%
Private rented accommodation elsewhere in the City	55	11%
Owner occupier elsewhere in the City	23	5%
Student accommodation elsewhere in the City	14	3%
Other	5	1%

**Table 10: Q06b. Which of the following best describes the sector you work in?** (all responses: Total=1,107).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
Agriculture, forestry & fishing	2	0%
Mining, quarrying & utilities	3	0%
Manufacturing	22	2%
Construction	93	8%
Motor trades	12	1%
Wholesale	11	1%
Retail	143	13%
Transport & storage (inc. postal)	55	5%
Accommodation & food services	71	6%
Information & communication/Tech	98	9%
Financial & insurance	229	21%
Property and real-estate	59	5%
Professional, scientific & technical	59	5%
Business administration & support services	72	7%
Public administration & defence	30	3%
Education	34	3%
Health	53	5%
Arts, entertainment, recreation & other services	42	4%
Prefer not to say	19	2%

**Table 11: Q06c. How would you describe the occupation of the chief income earner in your household?** (all responses: Total=1,523).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
Higher managerial / professional / administrative	280	18%
Intermediate managerial / professional / administrative	472	31%
Supervisory or clerical / junior managerial / professional / administrator	376	25%
Skilled manual worker	195	13%
Semi-skilled or unskilled manual worker	81	5%
Student	43	3%
Retired and living on state pension only	37	2%
Unemployed for over 6 months or not working due to long term sickness	18	1%
Prefer not to say	21	1%
NET: AB	752	49%
NET: C1C2	571	37%
NET: DE	179	12%

**Table 12: Q07. Working status.** (all responses: Total=1,107).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
Full-time	906	82%
Part-time	201	18%

**Table 13: Q08. Can you estimate the number of employees employed by your organisation within the City?** (all responses: Total=1,110).

<b>Respondent type</b>	<b>No. responses</b>	<b>% responses</b>
1-4	21	2%
5-9	58	6%
10-49	224	22%
50-249	259	26%
250-499	160	16%
500-1000	142	14%
More than 1000	146	14%



## Appendix 2: 2022 vs previous years

The following tables show the results based on the total figures from previous surveys and the total figures from the 2022 survey for comparison.

**Table 1: Q09. How well do you know each of the following? (The City Corporation)**

Year	Resident (Total: Very and Fairly Well)	Worker (Total: Very and Fairly Well)
2022	72%	51%
2013	67%	36%
2009	62%	41%

**Table 2: Q11a/Q11b. How satisfied are you with the City as a place to live/work?**

Year	Resident (Total: Very and Fairly satisfied)	Worker (Total: Very and Fairly satisfied)
2022	90%	90%
2013	95%	92%
2009	95%	88%

**Table 3: Q14. Overall, how satisfied or dissatisfied are you with the way the City Corporation performs its functions?**

Year	Resident (Total: Very and Fairly Well)	Worker (Total: Very and Fairly Well)
2022	69%	74%
2013	87%	75%
2009	83%	71%

**Table 4: Q15. On a scale of 1 to 5 (with 1 being great extent and 5 being not at all) what extent do you regard the City Corporation as... Representing good value for money?**

<b>Year</b>	<b>Resident (Total: score 1 and 2)</b>	<b>Worker (Total: score 1 and 2)</b>
2022	44%	50%
2013	73%	49%

**Table 5: Q18a. Thinking about interactions with the City Corporation, which of the following have you done?**

*Visited the Barbican Centre*

<b>Year</b>	<b>Resident</b>	<b>Worker</b>
2022	76%	53%
2009	66%	N/A

*Visited a City managed open space, such as Hampstead Heath*

<b>Year</b>	<b>Resident</b>	<b>Worker</b>
2022	65%	42%
2009	74%	N/A

# Appendix 3: Questionnaire

<b>Client name:</b>	City of London Corporation
<b>Project name:</b>	Residents and Workers
<b>Job number:</b>	8544
<b>Methodology:</b>	Online and F2F
<b>Version</b>	1

## SCREENERS

### Q04.

#### Base: All respondents

Please can you tell me if you live or work in the City of London (Sometimes known as the City or The Square Mile) or do both?

Please see the map to show the area we are talking about.

SINGLE RESPONSE

**DP NOTE: PLEASE INCLUDE THE OPTION TO SHOW THE CITY OF LONDON MAP**

Code	Answer list	Scripting notes	Routing
1	Live	Class as Resident	
2	Work	Class as Worker	
3	Both	Class as Both	
4	Neither		SCREEN

### Q21.

#### Base: All workers (Q04/2,3)

How many days per week do you currently work in the City of London, on average?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	5 days a week or more	-	
2	4 days a week	-	
3	3 days a week	-	
4	2 days a week	-	
5	1 day a week	-	
6	Less than once a week	-	SCREEN

## Demographics

### Q01.

#### Base: All respondents

Please tell us your gender

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Male		
2	Female		

### Q02.

#### Base: All respondents

Please can you tell me which age band you belong to?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	16-24		
2	25-34		
3	35-54		
4	55-64		
5	65+		
86	Prefer not to say		

### Q03.

#### Base: All respondents

Which of the following best describes your ethnicity?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Asian or Asian British (Indian, Pakistani, Bangladeshi or any other Asian background)		
2	Black or Black British (Caribbean, African, or any other Black background)		
3	Chinese		
4	Mixed (White and Black Caribbean, White and Black African, White and Asian and any other mixed background)		
5	White (British, Irish, Scottish or any other white background)		
80	Other (please specify)	OPEN	
86	Prefer not to say		

**Q05a.****Base: All residents (Q04/1,3)**

How long have you lived in the City of London (The City/The Square Mile)?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Less than a year		
2	One to two years		
3	Three to five years		
4	Six to ten years		
5	Eleven to twenty years		
6	More than twenty years		

**Q05b.****Base: All workers (Q04/2,3)**

How long have you worked in the City of London (The City/The Square Mile)?

Please include any time spent working remotely due to the pandemic?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Less than a year		
2	One to two years		
3	Three to five years		
4	Six to ten years		
5	Eleven to twenty years		
6	More than twenty years		

**Q06a.****Base: All residents (Q04/1,3)**

Where in the City of London (The City/The Square Mile) do you live?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Barbican Estate		
2	Golden Lane Estate		
3	Middlesex Street Estate		
4	Social rented accommodation elsewhere in the City of London		
5	Private rented accommodation elsewhere in the City of London		
6	Owner occupier elsewhere in the City of London		
7	Student accommodation elsewhere in the City of London		
80	Other (please specify)	OPEN	

**Q06b.****Base: All workers (Q04/2,3)**

Which of the following best describes the sector you work in?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Agriculture, forestry & fishing		
2	Mining, quarrying & utilities		
3	Manufacturing		
4	Construction		
5	Motor trades		
6	Wholesale		
7	Retail		
8	Transport & storage (inc. postal)		
9	Accommodation & food services		
10	Information & communication/Tech		
11	Financial & insurance		
12	Property and real-estate		
13	Professional, scientific & technical		
14	Business administration & support services		
15	Public administration & defence		
16	Education		
17	Health		
18	Arts, entertainment, recreation & other services		
86	Prefer not to say		

**Q06c.****Base: All respondents**

How would you describe the occupation &lt;SHOW TO RESIDENTS ONLY: (or if retired the former occupation)&gt; of the chief income earner in your household?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Higher managerial / professional / administrative	AB	
2	Intermediate managerial / professional / administrative	AB	
3	Supervisory or clerical / junior managerial / professional / administrator	C1	
4	Skilled manual worker	C2	
5	Semi-skilled or unskilled manual worker	DE	
6	Student	DE	
7	Retired and living on state pension only	DE	
8	Unemployed for over 6 months or not working due to long term sickness	DE	
86	Prefer not to say		

**Q07.****Base: All workers (Q04/2,3)**

Please can you tell me your working status

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Full-time		
2	Part-time		

**Q08.****Base: All workers (Q04/2,3)**

Can you estimate the number of employees employed by your organisation within the City of London?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	1-4		
2	5-9		
3	10-49		
4	50-249		
5	250-499		
6	500-1000		
7	More than 1000		
85	Don't know		

**General attitudes****Q09.****Base: All respondents**

How well do you feel you know each of the following?

SINGLE GRID

Code	Answer list	Scripting notes	Routing
1	Very well	-	
2	Fairly well	-	
3	Neither/nor	-	
4	Not well	-	
5	Not at all well	-	
85	Don't know	-	

Statement number	Statement	Scripting notes	Routing
1	The City of London, the area sometimes known as the City or the Square Mile		
2	The City of London Corporation		
3	The Lord Mayor of the City of London		
4	Your local City of London ward councillors		
5	The City Livery Companies	Workers only (Q04/2,3)	

**Q10.****Base: All respondents**

Overall, how favourable are you towards each of the following?

SINGLE GRID

Code	Answer list	Scripting notes	Routing
1	Very favourable	-	
2	Somewhat favourable	-	
3	Neither favourable nor unfavourable	-	
4	Somewhat unfavourable	-	
5	Very unfavourable	-	
85	Don't know	-	

Statement number	Statement	Scripting notes	Routing
1	The City of London, the area sometimes known as the City or the Square Mile		
2	The City of London Corporation		
3	The Lord Mayor of the City of London		
4	Your local City of London ward councillors		

**Q11a.****Base: All residents (Q04/1,3)**

How satisfied are you with the City of London (The City/The Square Mile) as a place to live?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Don't Know		

**Q11b.****Base: All workers (Q04/2,3)**

How satisfied are you with the City of London (The City/The Square Mile) as a place to work?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Don't Know		



**Q12.****Base: All respondents**

Thinking about the City of London (The City/The Square Mile) as a place, to what extent do you agree the following apply?

SINGLE GRID, RANDOMISE

Code	Answer list	Scripting notes	Routing
1	Strongly agree	-	
2	Somewhat agree	-	
3	Neither agree nor disagree	-	
4	Somewhat disagree	-	
5	Strongly disagree	-	
85	Don't know	-	

Statement number	Statement	Scripting notes	Routing
1	Safe		
2	Clean		
3	Visually attractive		
4	Good transport connections		
5	Enjoyable to walk around		
6	Fun		
7	Good shops, bars and restaurants		
8	Well-run		

**Q13.****Base: All respondents**

On a scale of 0 to 10, how likely are you to recommend the City of London to a friend as a place to live or work?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
0	0 – not at all likely		
1	1		
2	2		
3	3		
4	4		
5	5		
6	6		
7	7		
8	8		
9	9		
10	10 – Extremely likely		

**Q14.****Base: All respondents**

Overall, how satisfied or dissatisfied are you with the way the City of London Corporation performs its functions?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
6	Don't Know		

**Q15.****Base: All respondents**

On a scale of 1 to 5 (with 1 being great extent and 5 being not at all) what extent do you regard the City of London Corporation as...?

SINGLE GRID, RANDOMISE

Code	Answer list	Scripting notes	Routing
1	1 - Great extent	-	
2	2	-	
3	3	-	
4	4	-	
5	5 - Not at all	-	
85	Don't know	-	

Statement number	Statement	Scripting notes	Routing
1	An effective method of local Government for the City of London?		
2	Representing the needs of the square mile?		
3	Representing good value for money?		
4	Progressive and forward-looking in its services?		
5	Too remote and impersonal?		
6	Listening		
7	Open and honest		
8	Caring about people like me		
9	Relevant to my life		
10	Committed to the success of the UK economy		

**Q16.****Base: All respondents**

Thinking about functions carried out by the City of London Corporation, how good or bad a job do you feel they do of each of the following?

SINGLE GRID, RANDOMISE

Code	Answer list	Scripting notes	Routing
1	Very good job	-	
2	Fairly good job	-	
3	Neither good nor bad job	-	
4	Fairly bad job	-	
5	Very bad job	-	
85	Don't know	-	

Statement number	Statement	Scripting notes	Routing
1	Running parks and open spaces across London, such as Hampstead Heath and Epping Forest		
2	Running local services in the Square Mile, such as libraries and street cleaning		
3	Shaping the built environment of the City of London, such as approving new developments		
4	Supporting and promoting City businesses		
5	Managing City of London Housing Estates, such as the Barbican Estate, Golden Lane and Middlesex Street	Residents only (Q04/1,3)	
6	Supporting cultural activities in the City/the Square Mile, such as the Barbican Arts Centre		
7	Consulting residents on new developments or other issues	Residents only (Q04/1,3)	
8	Supporting the success of City of London businesses		

**Q17.****Base: All respondents**

How important do you think each of the following policies should be for the City of London Corporation, the organisation that runs the Square Mile?

SINGLE GRID, RANDOMISE

Code	Answer list	Scripting notes	Routing
1	Very important	-	
2	Somewhat important	-	
3	Neither important nor unimportant	-	
4	Somewhat unimportant	-	
5	Very unimportant	-	
85	Don't know	-	

Statement number	Statement	Scripting notes	Routing
1	Achieving net zero in the City of London (The City/The Square Mile) by 2040		
2	Improving footfall in local small businesses by making The Square Mile a more attractive destination for visitors		
3	Improving technical infrastructure in the City of London such as phone signal and internet speeds		
4	Ensuring the City of London remains an attractive place for businesses to locate		
5	Ensuring the City of London Corporation listens more to the views of local residents	Residents only (Q04/1,3)	

**Q18a.****Base: All respondents**

Thinking about interactions with the City of London Corporation, which of the following have you done?

Please tick any that apply.

MULTI RESPONSE

Code	Answer list	Scripting notes	Routing
1	Visited the Guildhall	-	
2	Visited the Mansion House	-	
3	Visited the Barbican Centre	-	
4	Visited a City of London-managed open space, such as Hampstead Heath	-	
5	Communicated with the City of London Corporation by letter or email	-	
6	Seen a news item related to the City of London Corporation	-	
7	Communicated with or met a City of London local councillor	-	
8	Attended the Lord Mayor's Show	-	
9	Visited the City of London Corporation website	-	
10	Seen City of London Corporation content on social media	-	
11	Responded to a City of London Corporation consultation, such as for a new building or development	-	
87	None of these	EXCLUSIVE	

**Q18b.****Base: All respondents**

Thinking about how the City of London Corporation goes about consultation, do you have any suggestions of how it could be improved?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	Don't know	-	

<b>Working and visiting</b>
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**Q19a.****Base: All residents (Q04/1,3)**

What would you say are the **good** things about living in the City of London?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	Don't know	-	

**Q19b.****Base: All workers (Q04/2,3)**What would you say are the **good** things about working in the City of London?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	Don't know	-	

**Q20a.****Base: All residents (Q04/1,3)**What would you say are the **bad** things about living in the City of London?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	Don't know	-	

**Q20b.****Base: All workers (Q04/2,3)**What would you say are the **bad** things about working in the City of London?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	Don't know	-	

**Q22.****Base: All workers (Q04/2,3)**

Over the next 12 months, how do you expect the amount of time you spend working in the City of London to change?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Increase significantly	-	
2	Increase slightly	-	
3	Remain the same	-	
4	Decrease slightly	-	
5	Decrease significantly	-	
6	I do not expect to be working in the City of London in 12 months' time	-	
85	Don't know	-	

**Q23.****Base: All workers (Q04/2,3)**

How often do you visit the City of London at weekends?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Most weekends	-	
2	Once or twice a month	-	
3	Every few months	-	
4	A few times a year or less	-	
5	Never	-	

**Q24.****Base: All workers (Q04/2,3)**

What changes would be required to make you more likely to visit the City of London at weekends?

OPEN RESPONSE

Code	Answer list	Scripting notes	Routing
85	Don't know	-	

**Q25a.****Base: All residents (Q04/1,3)**

Compared to five years ago, has the City of London got better or worse as a place to live?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Much better		
2	Somewhat better		
3	Has remained the same		
4	Somewhat worse		
5	Much worse		
85	Don't know		

**Q25b.****Base: All workers (Q04/2,3)**

Compared to five years ago, has the City of London got better or worse as a place to work?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Much better		
2	Somewhat better		
3	Has remained the same		
4	Somewhat worse		
5	Much worse		
85	Don't know		

**Q26a.****Base: All residents (Q04/1,3)**

Looking to the future, do you expect the City of London to be a better or worse place to live over the next few years?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Much better		
2	Somewhat better		
3	Has remained the same		
4	Somewhat worse		
5	Much worse		
85	Don't know		

**Q26b.****Base: All workers (Q04/2,3)**

Looking to the future, do you expect the City of London to be a better or worse place to work over the next few years?

SINGLE RESPONSE

Code	Answer list	Scripting notes	Routing
1	Much better		
2	Somewhat better		
3	Has remained the same		
4	Somewhat worse		
5	Much worse		
85	Don't know		

**Behaviours****Q27.****Base: All respondents**

How often do you use, read or listen to each of the following?

SINGLE GRID

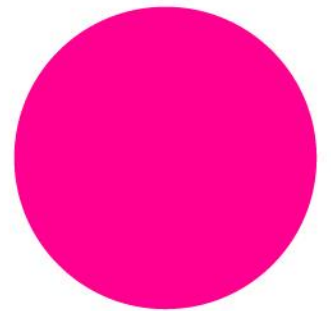
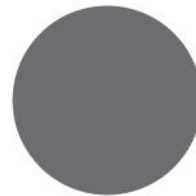
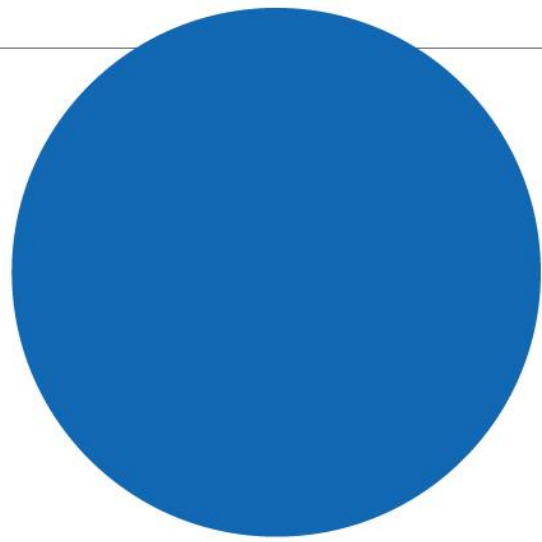
Code	Answer list	Scripting notes	Routing
1	Every day	-	
2	Most days	-	
3	Once or twice a week	-	
4	Once or twice a month	-	
5	Every few months or less	-	
6	Never	-	
85	Don't know	-	

Statement number	Statement	Scripting notes	Routing
1	Twitter		
2	LinkedIn		
3	Facebook		
4	Instagram		
5	TikTok		
6	National broadsheet newspaper, including online (e.g. The Guardian or Times)		
7	National tabloid newspaper, including online (e.g. Daily Mail or Sun)		
8	News magazine, including online (e.g. The Economist)		
9	Local newspaper, including online		
10	Evening Standard		
11	LBC		
12	BBC Radio		
13	BBC News, including online		



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# For more information



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<b>Committee:</b>	<b>Dated:</b>
Community and Children’s Services Grand Committee	03/05/2023
<b>Subject:</b> School Admissions Update	<b>Main report is Public</b>  <b><u>Appendix A is Non-Public</u></b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	- Contributing to a flourishing society - Support a thriving economy - Shape understanding environments
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>What is the source of Funding?</b>	<b>The Dedicated Schools Grant – High Needs Block</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>Yes</b>
<b>Report of:</b> Andrew Carter, Clare Chamberlain, Interim Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Theresa Shortland, Head of Service – Education and Early Years	

## NOT FOR PUBLICATION

This report’s appendices are exempt by virtue of the paragraphs 1 & 2 of Part 1 of Schedule 12A of the Local Government Act 1972. All sections of the report contain sensitive information which may be exempted under the Act, and as this cannot be presented to Members as a separate appendix this report needs to be considered in closed session. It is considered that information falling under the following paragraphs outweighs the public interest in disclosing information:

Appendix A, Schools List – March 2023 contains very low figures of children attending certain schools, therefore, could identify individual children.

### Summary

- The purpose of this report is to inform Members of the allocation of primary and secondary school places to City of London pupils for the academic year 2023/24.

- The City of London has complied with the statutory duty to co-ordinate school applications as part of the cross-borough, Pan-London Admissions Scheme process.
- All children whose parents applied on time for a school place for entry in September 2023 received a place on national offer day.

### **Recommendation**

Members are asked to:

- Note the points raised in the report.

### **Main Report**

#### **Background**

1. The City of London has a statutory duty to ensure that sufficient school places are available for every child of school age whose parents wish them to attend school. There is only one maintained primary school in the City – The Aldgate School. City of London residents apply for school places at schools in neighbouring boroughs for both primary and secondary places.
2. The School Admissions Code (the Code) has been issued under Section 84 of the School Standards and Framework Act 1998 (SSFA 1998). This Code came into force on 19 December 2014. The Code applies to admissions for all maintained schools in England and it sets out how school applications are processed. It is the responsibility of admission authorities to ensure that admissions arrangements are compliant with this Code. Where a school is the admission authority, this responsibility falls to the governing body or Academy Trust for that school.
3. Regulations 26 to 32 and Schedule 2 of the School Admissions Regulations 2012 require local authorities to co-ordinate school applications and ensure that cross-borough processes are compatible with each other. The City of London is part of the Pan-London Admissions Scheme process, where all 33 London local authorities and Surrey County Council have reciprocal admissions arrangements.
4. For The Aldgate School, the governing body is the admission authority. This means that the governors set the admissions policy for the school and make decisions about which pupils are allocated places and admitted to the school. There are 30 pupil admission places for The Aldgate School for each year group.

#### **Current Position**

##### **Update on City of London Afghan Families**

5. In early September 2021, the City of London welcomed more than 600 Afghan people (including 300 children and young people) into two bridging hotels to support the Home Office's Afghan Citizens Resettlement Scheme.

6. The Education & Early Years' Service allocated school places for more than 200 children of statutory school age. The children were offered a school place at one of 16 schools including the Aldgate School and schools in neighbouring areas by the school census date of 7 October 2021.
7. The Education and Early Years' Service then led on the co-ordination of the 2022 secondary school applications for all Afghan children in Year 6. This was later followed with identical support for children transitioning from Early Years into primary education. The Education and Early Years' Service successfully supported the Afghan children with a total of 27 primary and secondary applications, which resulted in 100% of primary applications receiving a first preference offer (14 children). For the secondary school cohort, 79% secondary received their first preference (11 children), 7% received their fourth preference (one child), and 14% received an allocated place (two children).
8. Almost all Afghan children left the City of London prior to the start of the 2022/23 academic year. Only two children remained at The Aldgate School during the Autumn term 2022. Following the end of the Spring term 2023, all of the Afghan children were successfully relocated to other local authority areas.

### Primary School Places

9. The deadline for applications for a primary school place for entry in September 2023 was 15 January 2023. Offers for school places were confirmed on 17 April 2023.
10. When parents make their application for a primary school place, they can apply to a maximum of six schools in order of preference. They only receive one offer, which is based on their order of preference, and this is the highest preference offer that can be allocated. Table 1 illustrates the primary school place offers for City of London pupils offered on 17 April 2023.

<b>Table 1: Primary school place offers for City of London pupils, 17 April 2023</b>			
<b>School</b>	<b>Total number of children offered a place at each school</b>	<b>Place offered – 1st preference offer</b>	<b>Place offered – other preference offer</b>
City of London Primary Academy Islington (COLPAI)	10	10	0
Columbia Primary School	1	0	1
Harry Gosling Primary School	1	1	0
Moreland Primary School	1	1	0
Prior Weston Primary School and Children's Centre	1	1	0
Saint Joseph's Catholic Primary School	1	1	0
The Aldgate School	9	9	0
<b>Total</b>	<b>24</b>	<b>23</b>	<b>1</b>

11. We received 24 applications by the closing date (15 January 2023) for primary school places in the City of London – in April 2023 all primary school pupils were allocated places. Out of these 24 offers, 96% (23 children) received their first preference and 4% (one child) received their second preference. In comparison, for 2022, 34 City of London applications were received with 94% (32 children) receiving their first preference and 6% (two children) receiving their second preference. Every child received an offer of a school place.
12. The reduction in the number of primary applications for school places over the last year is primarily due to the departure of the Afghan refugee children. At the time of the January deadline in 2022, there were 13 children of preschool age living in the bridging hotels.
13. Without the Afghan population, the City of London would have received 21 school applications, the lowest number of primary school applications since the primary co-ordination process began in 2010. Therefore 24 applications should be considered as an increase in applications, even though it is vastly different to the 30 plus applications received before the pandemic. It is worth noting that there has been a noticeable decline in the number of primary school applications across London over the last few years.
14. There has been a steady increase in the number of children being offered places at The Aldgate School and COLPAI since COLPAI opened in 2017 (see Table 2). Both schools are rated 'outstanding' by Ofsted, and both are part of The City of London family of schools.

<b>Table 2: Offers at Aldgate and COLPAI</b>		
<b>Year</b>	<b>Offers at The Aldgate School</b>	<b>Offers at COLPAI</b>
2017	6	6
2018	10	8
2019	6	9
2020	11	12
2021	10	14
2022	14	9
2023	9	10

15. In 2023, The Aldgate School was oversubscribed. The school received 77 school applications for places. The governing body met during February 2023 to process all applications and allocate places at the school for entry in September 2023 in line with their oversubscription criteria. Both The Aldgate School and COLPAI received more first-preference applications than places available.

### **Secondary School Places**

16. The deadline for applications for a secondary school place for entry in September 2023 was 31 October 2022. Offers for secondary school places were confirmed on 1 March 2023.

17. When parents make their application for a secondary school place, they can apply to a maximum of six schools and mark them in order of preference. They receive only one offer, which is based on their order of preference, and this is the highest preference offer that can be allocated. Table 3 illustrates the secondary school place offers for City of London pupils on 1 March 2023.

<b>Table: 3 Secondary school place offers for City of London pupils, 1 March 2023</b>			
<b>School</b>	<b>Total number of children offered a place at each school</b>	<b>Place offered – 1st preference offer</b>	<b>Place offered – other preference offer</b>
Anglo European School	1	1	0
Central Foundation Boys' School	7	7	0
City of London Academy - Islington	5	5	0
City of London Academy - Southwark	5	4	1
Elizabeth Garrett Anderson Language College	2	0	2
Greenshaw High School	1	0	1
Haberdashers' Aske's Borough Academy	1	0	1
Mulberry School for Girls	3	3	0
St Michael's Catholic College	1	1	0
Stepney All Saints School	1	1	0
The London Oratory School	1	1	0
The St Marylebone CE School	3	3	0
(allocated offer) City of London Academy Highbury Grove	1	0	1 (allocated)

18. For September 2023 entry, 32 applications were received by the closing date on 31 October 2022. On 1 March 2023, 81% of City of London secondary-aged pupils received an offer of their first preference and 16% other preferences; 3% were allocated a place (one child).

19. In comparison, in 2021 we received 34 applications by the closing date of 31 October 2021 for a September 2022 entry. This included applications from our Afghan children. On 1 March 2022, 74% of City of London secondary-aged pupils got their first preference and 15% received other preferences; 12% received an allocated offer (four children.)

20. It is worth noting that, during the latest round of admissions, we achieved an increase of 7% in first preferences, which is a positive result. The last time first preferences reached above 80% was during the 2013/14 application year.

### **Admission Appeals**

21. Following the COVID-19 pandemic and the social distancing rules, temporary regulations (The School Admissions (England) (Coronavirus) (Appeals Arrangements) (Amendment) Regulations 2020) and accompanying guidance were introduced in April 2020, giving admission authorities, local authorities and admission appeal panels more flexibility when dealing with appeals. The Department for Education (DfE) made some permanent changes to the regulations and published the revised School Admission Appeals Code in 2022.

22. The main changes to this extension of regulations include:

- a. appeal hearings to be held in person or remotely by video conference or a mixture of the two (“hybrid”)
- b. appeal hearings held entirely by telephone are permitted only where video conferencing cannot be used for reasons relating to connectivity or accessibility, and if the appellant and presenting officer both agree.

### **City resident children**

23. The Education and Early Years’ Service have updated the *School Tracker* and identified where our children attend school. As of 31 March 2023, we have identified 373 City of London resident children of statutory school age (Appendix A). We know of 52 schools that City of London pupils currently attend.

24. As the City of London has one maintained primary school in the local area, a shortfall of places for primary school is not a current concern. The Aldgate School remains very popular and oversubscribed for school admissions. The choice of secondary schools is largely within neighbouring boroughs, interest in City-sponsored schools has increased and these schools continue to offer priority places to City resident children.

25. London local authorities and schools are currently dealing with a significant and sustained period of reduction in demand for reception places. The fall in demand reflects the decline in the birth rate since 2012 and changes in migration patterns in London. In January 2023, London Councils published *Managing surplus places in London schools*. This report sets out the analysis of borough four-year forecasts of demand, and the current challenges facing schools and local authorities in relation to planning school places. The fall in demand is something to continue monitoring in the future. Even though it has not currently had an impact on the one maintained school in the City, this developing picture may impact on future schools admission places for City residents.

### **Corporate & Strategic Implications**



26. Strategic implications – Corporate outcome: Contribute to a flourishing society by ensuring that people have equal opportunities to enrich their lives and reach their full potential.
27. Resource implications – There is an Admissions and Attendance Manager who oversees the operational admissions function within the local authority. The School Admissions Services is a commissioned service, which is currently being delivered by Islington Borough Council.
28. Financial implications – There is a cost associated with the School Admissions Service and access to the Pan-London Admissions Scheme.
29. Legal implications – There is a statutory duty to ensure that the City of London co-ordinates all school applications at standard transition points.
30. Risk implications – The City of London has sufficient school places for primary-aged children. There has been a reduction in school places across London in recent years, but this has not been an issue for City of London families. Children continue to apply to a wide range of schools, primarily in neighbouring areas, but also further afield.
31. Equalities implications – All children have the right to a school place. If a child is not offered a school place, then our service will allocate a place at a school within reasonable distance.
32. Climate implications – n/a
33. Security implications – n/a

### **Conclusion**

34. The City of London has complied with the statutory duty to co-ordinate school applications as part of the cross-borough, Pan-London Admissions Scheme process. All children and young people who applied for a school place for entry in September 2023 have been offered school places, and therefore the City of London has fulfilled its statutory duty.

### **Appendices (Non-Public)**

- Appendix A – Schools List – April 2023

### **Theresa Shortland**

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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