



Communications & Corporate Affairs (Policy & Resources) Committee

Date: TUESDAY, 14 FEBRUARY 2023
Time: 2.00 pm
Venue: 2ND FLOOR WEST WING, GUILDHALL

Members:

Deputy Keith Bottomley (Chairman)	Deputy Edward Lord
Deputy Christopher Hayward, (Deputy Chairman)	Catherine McGuinness
Deputy Rehana Ameer	Deborah Oliver
Emily Benn	Ruby Sayed
Tijs Broeke	Ian Seaton
Deputy Henry Colthurst	Tom Sleigh
Mary Durcan	Deputy Sir Michael Snyder
Alderman Prem Goyal	Alderman Professor Michael Mainelli
Deputy Shravan Joshi	Alderman Sir William Russell

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A recording of the public meeting will be available via the above link following the end of the public meeting for up to one civic year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

Whilst we endeavour to livestream all of our public meetings, this is not always possible due to technical difficulties. In these instances, if possible, a recording will be uploaded following the end of the meeting.

Ian Thomas
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES FOR ABSENCE**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**
To agree the public minutes and summary of the meeting held on 12 December 2022.

For Decision
(Pages 7 - 10)
4. **OUTSTANDING ACTIONS**
Report of the Town Clerk.

For Decision
(Pages 11 - 12)
5. **RESULTS OF SURVEY OF CITY RESIDENTS AND WORKERS**
Report of the Deputy Town Clerk and Executive Director of Communications and External Affairs.

For Discussion
(Pages 13 - 96)
6. **DELIVERING THE RESIDENTIAL RESET**
Report of the Deputy Town Clerk and Executive Director of Communications and External Affairs.

For Decision
(Pages 97 - 102)
7. **WORKER ENGAGEMENT: THE CITY BELONGING PROJECT**
Report of the Deputy Town Clerk and Executive Director of Communications and External Affairs.

For Decision
(Pages 103 - 112)

8. **UPDATE ON PLANS FOR A COMMUNICATIONS CAMPAIGN ENCOURAGING CITY BUILDINGS TO SWITCH OFF THEIR LIGHTS WHEN UNOCCUPIED**
Report of the Deputy Town Clerk and Executive Director of Communications and External Affairs.

For Discussion
(Pages 113 - 116)

9. **MEDIA UPDATE**
Report of the Deputy Town Clerk and Executive Director of Communications and External Affairs.

For Discussion
(Pages 117 - 128)

10. **CORPORATE AFFAIRS UPDATE**
Report of the Deputy Town Clerk and Executive Director of Communications and External Affairs.

For Discussion
(Pages 129 - 134)

11. **PARLIAMENTARY TEAM UPDATE**
Report of the Remembrancer.

For Discussion
(Pages 135 - 140)

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB-COMMITTEE**

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

14. **EXCLUSION OF THE PUBLIC**
MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act or relates to functions of the Court of Common Council which are not subject to the provisions of Part VA and Schedule 12A of the Local Government Act 1972.

For Decision

Part 2 - Non-Public Agenda

15. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 12 December 2022.

For Decision
(Pages 141 - 142)

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

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

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COMMUNICATIONS & CORPORATE AFFAIRS (POLICY & RESOURCES) COMMITTEE

Monday, 12 December 2022

Minutes of the meeting of the Communications & Corporate Affairs (Policy & Resources) Committee held at the Guildhall EC2 at 1.45 pm

Present

Members:

Deputy Keith Bottomley (Chairman)	Deputy Edward Lord
Deputy Christopher Hayward (Deputy Chairman)	Catherine McGuinness
Emily Benn	Ruby Sayed
Deputy Henry Colthurst	Ian Seaton
Alderman Prem Goyal	Alderman Professor Michael Mainelli

Officers:

Bob Roberts	- Deputy Town Clerk and Executive Director of Communications
Kristy Sandino	- Town Clerk's Department
Sanjay Odedra	- Town Clerk's Department
Sarah Bridgman	- Town Clerk's Department
Mark Gettleson	- Town Clerk's Department
Sam Hutchings	- Town Clerk's Department
Polly Dunn	- Town Clerk's Department
Paul Double	- Remembrancer
Paul Wright	- Deputy Remembrancer
William Stark	- Remembrancer's Department
Dylan McKay	- Office of the Policy Chairman
Doug Precey	- Mansion House

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Deputy Henry Colthurst, Alderman Sir William Russell, Deputy Shravan Joshi and Deborah Oliver. Catherine McGuinness and Mary Durcan observed the meeting virtually.

It was noted that Ian Seaton's name was erroneously omitted from the agenda front sheet.

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

There were no declarations of interest.

3. **MINUTES**

RESOLVED – That the public minutes and summary of the meeting held on 31 October 2022 be approved as a correct record.

4. **OUTSTANDING ACTIONS**

Members received a report of the Town Clerk regarding the Sub-Committee's outstanding actions.

RESOLVED, that the report be noted.

5. **PARLIAMENTARY TEAM UPDATE**

Members received a report of the Remembrancer regarding an update from the Parliamentary Team.

It was noted that the Schools' Bill had been dropped.

Members commented on the outcome of the Parliamentary Boundary Review, which recommended no change to the City of London. Members welcomed this result. The final decision would be taken in June 2023, but it was considered unlikely to go against the original recommendation.

There was a brief discussion on the Financial Services and Markets (FSM) Bill. It was not believed that the Edinburgh Reforms would incite changes, but there may be some arising from the House of Lords.

It was noted that the FSM Bill and Edinburgh Reforms fed into the policies of the Lord Mayor and Chairman of Policy. The Remembrancer suggested that the City Corporation needed to work to create synergies.

The Remembrancer agreed to share key points and scripts for Members to use when meeting relevant industry and parliamentary figures on the Markets Bill.

RESOLVED, that the report be noted.

6. **CORPORATE AFFAIRS UPDATE**

Members received a report of the Deputy Town Clerk and Executive Director of Communications and External Affairs regarding an update on Corporate Affairs activity.

The Centre for London's Phase 2 report on London's Contribution in the UK was referenced and would be circulated to Members of the Sub-Committee after the meeting. It reflected on what investment could do for London and the country and added weight to the Levelling-Up report evidence base, with third party endorsement.

Members encouraged a balance between Government and opposition engagement. They also sought detail on regional engagement out of London.

RESOLVED, that the report be noted.

7. **MEDIA UPDATE**

Members received a report of the Deputy Town Clerk and Executive Director of Communications and External Affairs regarding an update on media activity.

There had been some positive coverage in recent months, and it was noted that the key to successful media engagement was being available.

When asked about any trends, Members were informed that the engagement around Destination City and the use of influencers had helped to reach those not on corporate channels. Some of the City's Freedom awards had also generated huge interest.

RESOLVED, that the report be noted.

8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB-COMMITTEE**

Questions were raised as follows -

The Deputy Town and Clerk Executive and Director of Communications and External Affairs was invited to give an update on the recruitment of a Media Officer to cover Planning & Transportation.

Members were advised that there had been multiple recruitment campaigns and in one instance the successful candidate withdrew. There had been a Market Force Supplement added to the role following various benchmarking exercises, along with changes to the job description. In the meantime, a Media Officer was covering the portfolio alongside other responsibilities. There had been issues with recruitment and sustaining staff across the Corporation, but it was believed that the matter would be resolved shortly.

The Deputy Town and Clerk Executive and Director of Communications and External Affairs was invited to give an update on the City-wide opinion survey.

A Market Research expert with Local Authority experience had been engaged at a competitive rate given the desired timeframe and budget envelope. 500 residents and 1000 workers were approached. There were high response rates, and work was underway to ensure the final report met with certain quotas (e.g. to ensure not all resident responses came from one estate – and worker feedback was sourced from different sectors).

A question was raised on the cost-of-living crisis and whether there had been consideration given to a social media campaign on energy savings.

There was a brief discussion on light pollution at night, which had been raised in other committees. There were no statutory powers that the City Corporation could exercise to stop this, but it could encourage businesses through a campaign. It was noted that conversations needed to be with building owners/facilities management, rather than just tenants. The Chairman agreed to raise the matter as part of his work with BIDs.

A question was raised on the Pan Livery Steering Group Impact Report of 2022, and what was done to help promote it. The Deputy Town and Clerk Executive and Director of Communications and External Affairs confirmed that it was supported through the City's social media channels and webpage. The report was considered a valuable resource which would feature on an ongoing basis.

9. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no urgent items.

10. **EXCLUSION OF THE PUBLIC**

RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act or relates to functions of the Court of Common Council which are not subject to the provisions of Part VA and Schedule 12A of the Local Government Act 1972.

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

There were two questions.

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

There were no items of urgent business.

The meeting closed at 2.54 pm

Chairman

Contact Officer: Polly Dunn
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Communications and Corporate Affairs Sub-Committee – Public Outstanding References

1/2022/P	7 June 2022	With regard to Ward Newsletters, upon request, the Deputy Town Clerk agreed to review whether they could be emailed rather than posted.	Deputy Town Clerk	Completed - Report on the agenda for Member consideration.
3/2022/P	31 October 2022	Party Conference Update Members sought greater detail and an effort to collate feedback from Members (who each had their own duties) Further detail on spend to also feature where possible.	Head of Corporate Affairs	To be included in future iterations of the report (2023)
6/2022/P	12 December 2022	Corporate Affairs Update Circulate The Centre for London's Phase 2 report on London's Contribution in the UK	Clerk	Completed (sent 13 December 2022)
7/2022/P	12 December 2022	Parliamentary Team Update The Remembrancer agreed to share key points and scripts for Members to use when meeting relevant industry and parliamentary figures on the City of London (Markets) Bill.	Remembrancer	Verbal Update to be given.
8/2022/P	12 December 2022	Questions The Deputy Town Clerk committed to exploring the opportunity to run a light pollution campaign	Deputy Town Clerk	Completed - Report on the agenda for Member consideration.

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

Prepared for:



Residents & Workers Report:

City of London

December 2022

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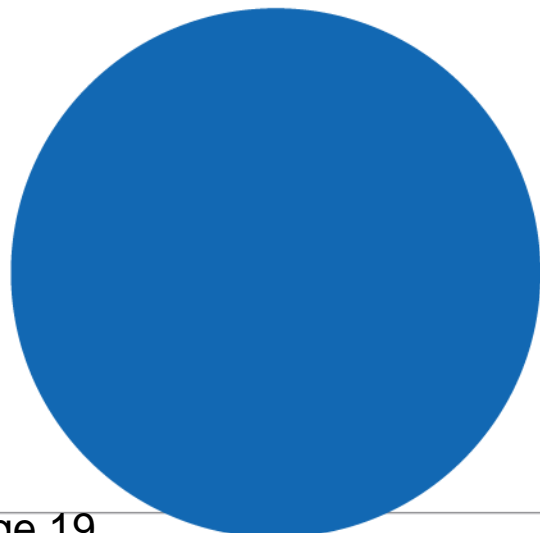
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79	For more information

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 13th October and 6th 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 1st and 15th 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).

Respondent type	No. responses	% responses
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).

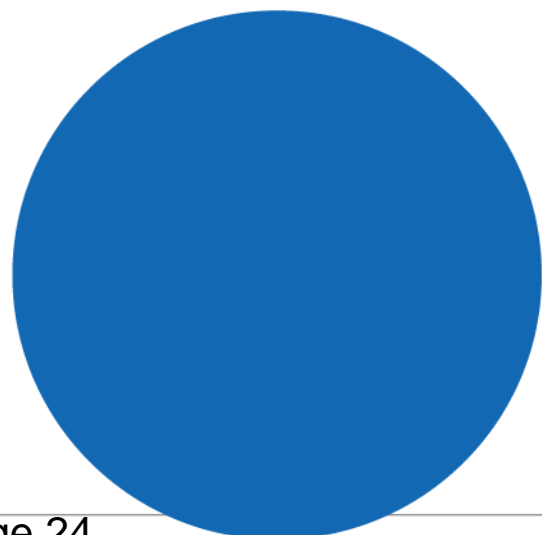
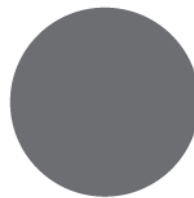
NPS score for City as a place to live or work

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

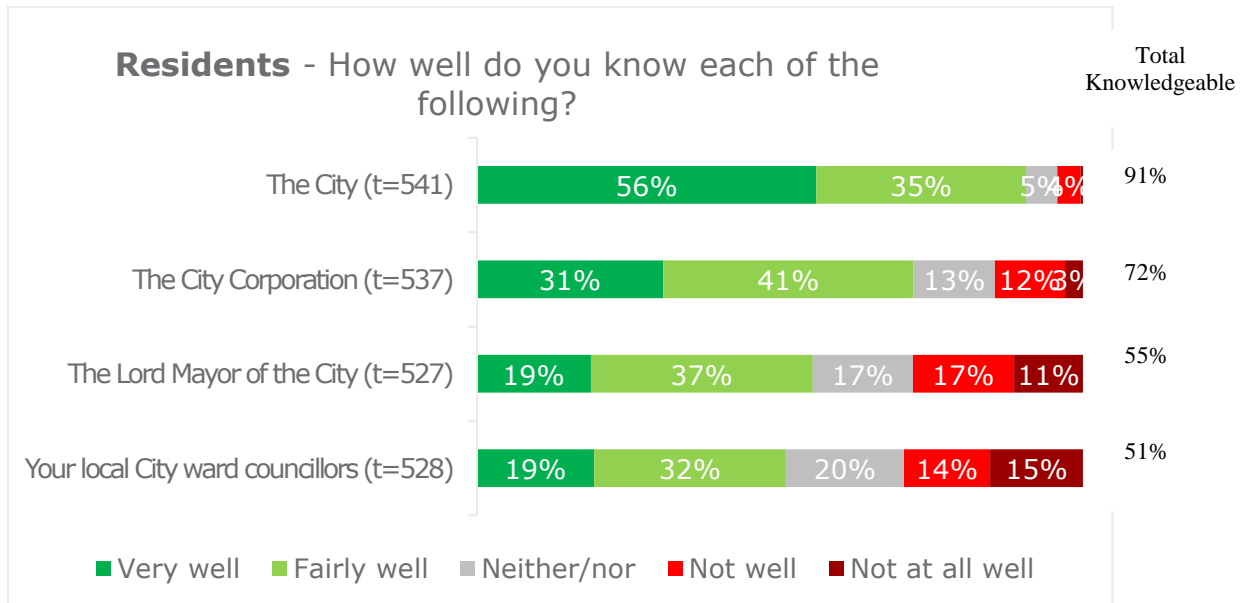


Q09. How well do you feel you know each of the following?

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

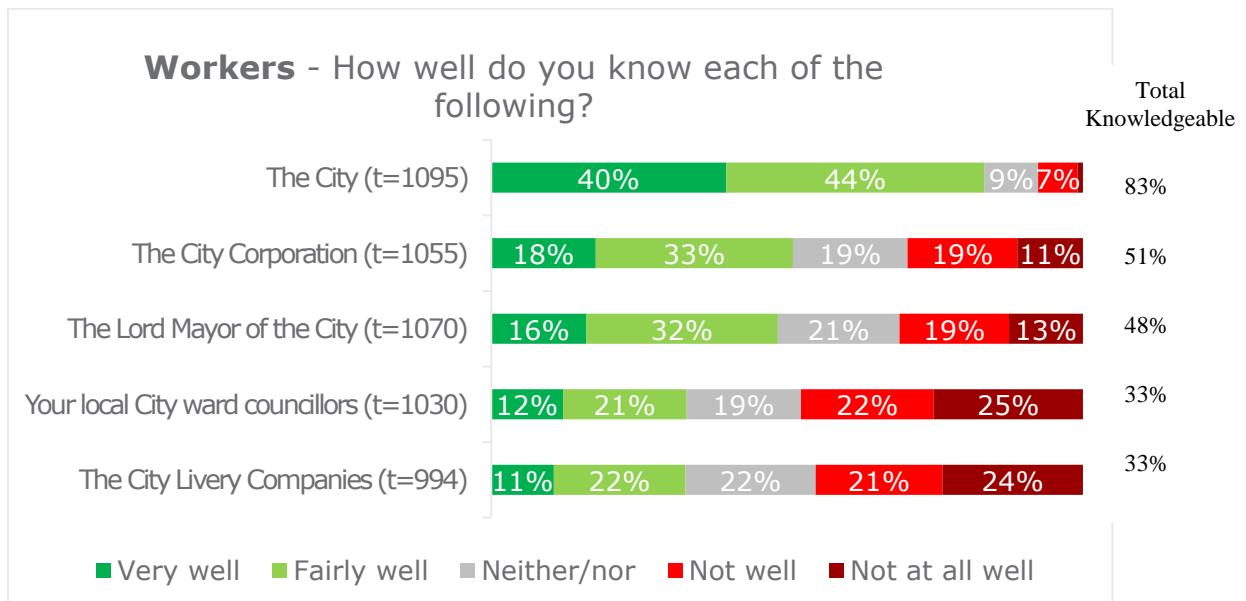
Just under three quarters (72%) said they know the City Corporation either very or fairly well, an increase since the research was conducted in 2013 where 67% of residents said they knew the City Corporation either very or fairly well.

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.

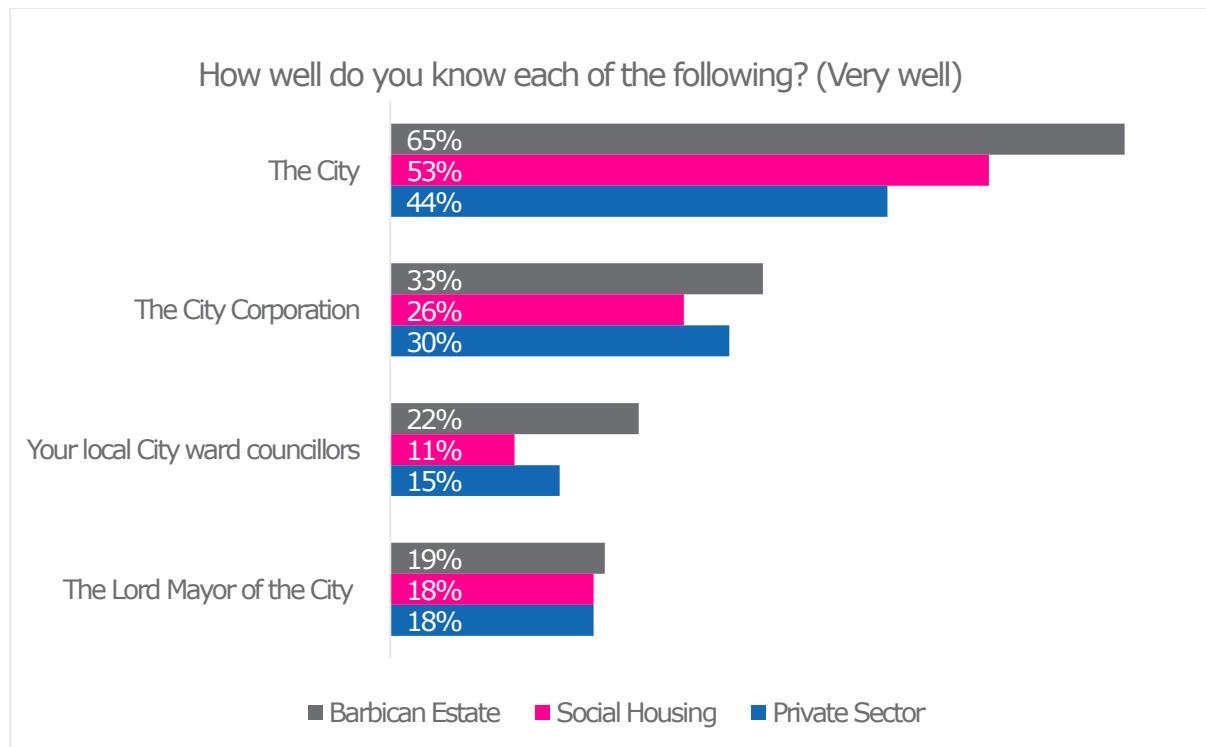
Around half (51%) said they are knowledgeable (very or fairly) of the City Corporation; this is an increase on 2013 where 36% of workers said they know the City Corporation either very or fairly well.



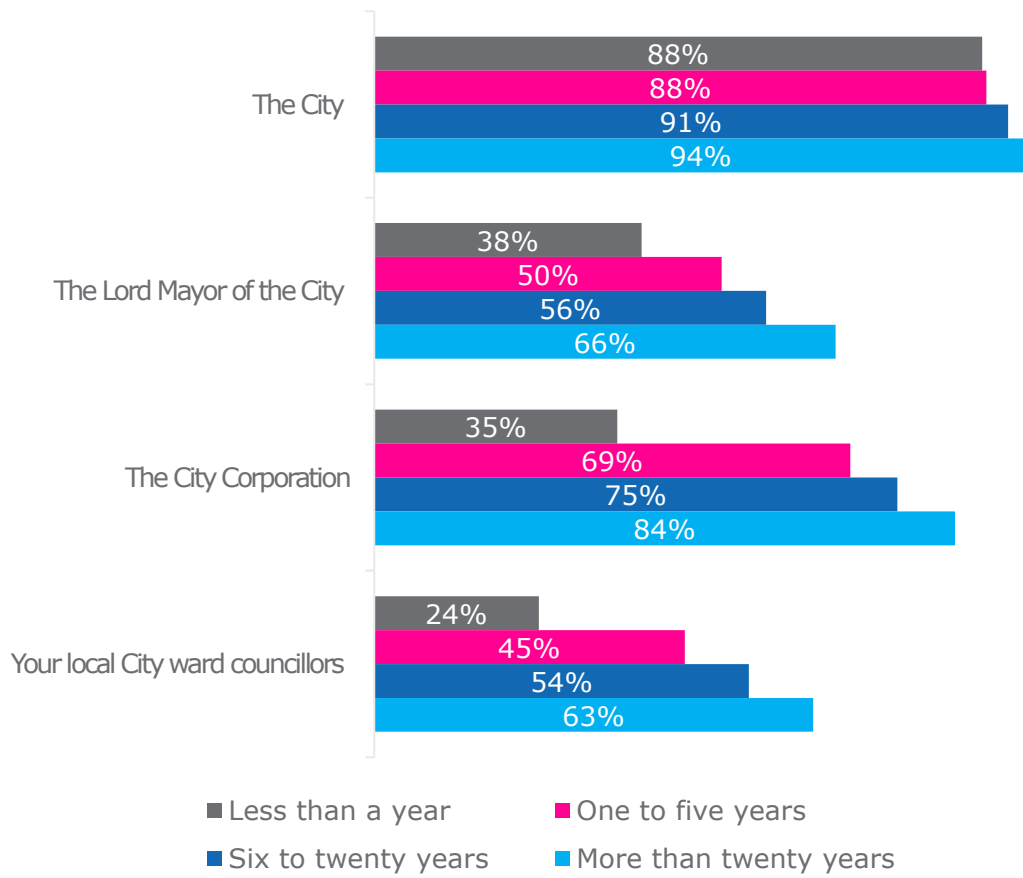
Those at the Barbican Estate (22%) tend to know their local ward councillors very well, more than residents in the Private Sector (15%) or Social Housing (11%).

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.

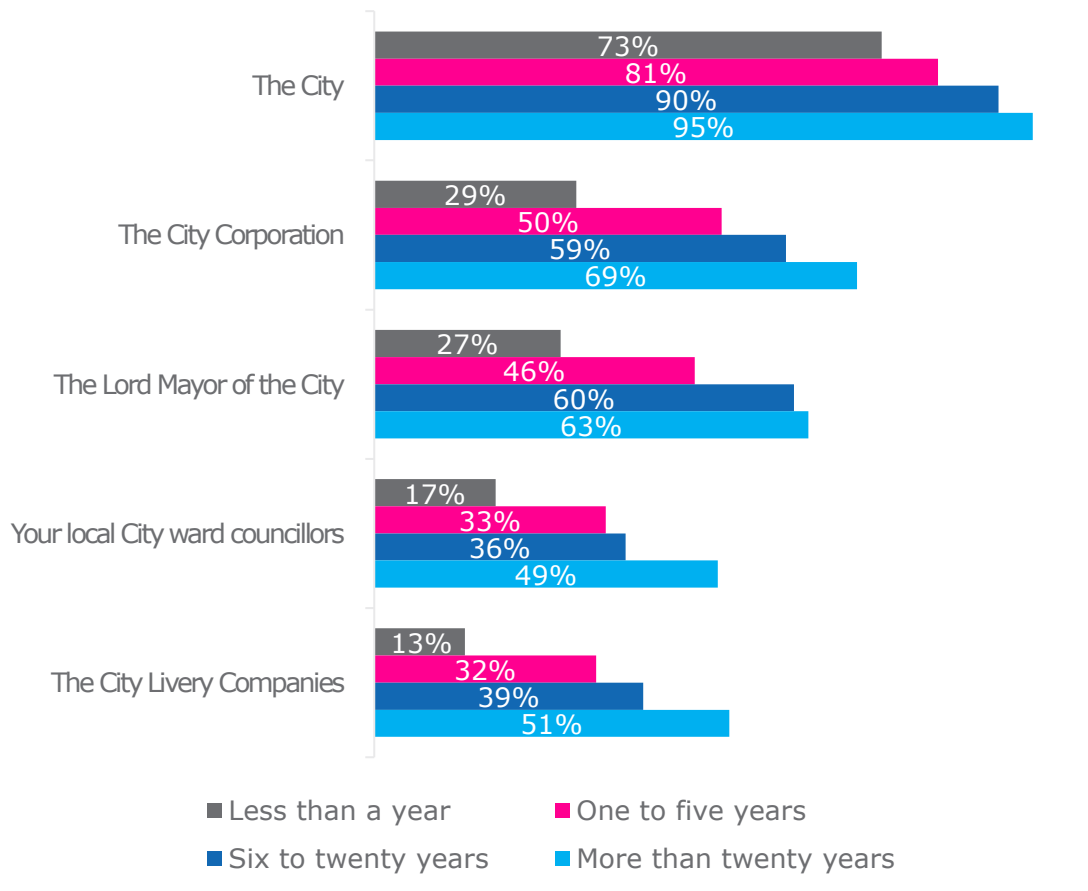
Barbican Estate and Private Sector residents are similar when it comes to knowing the City Corporation, with 33% at Barbican Estate and 30% of Private Sector residents saying they know it very well.



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



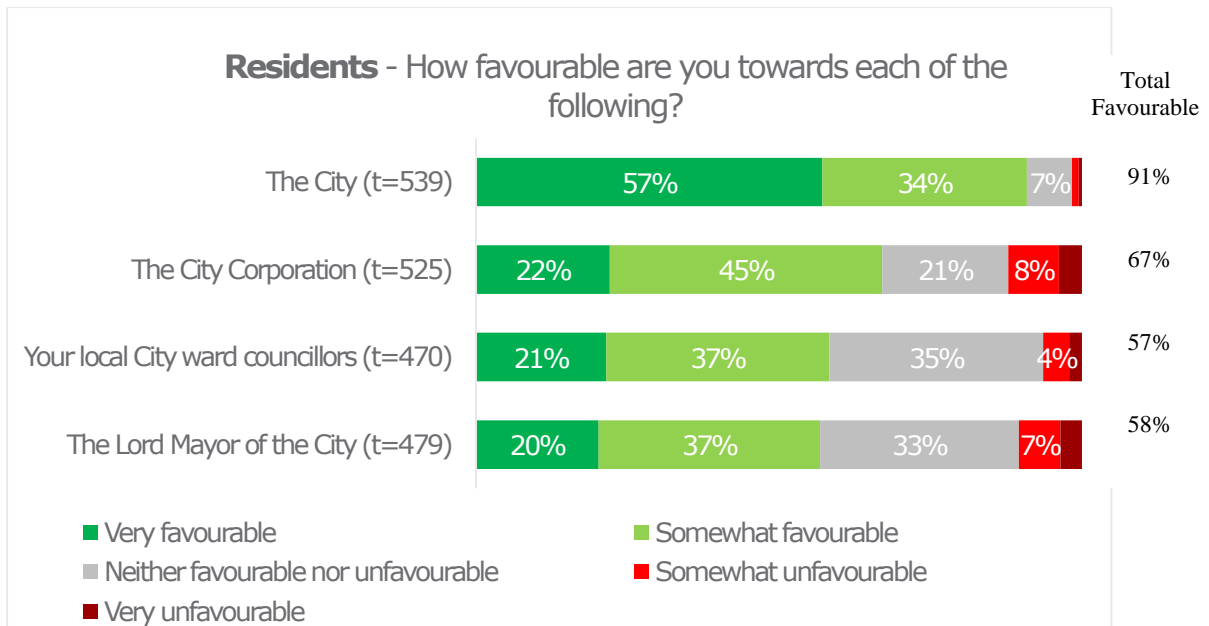
Length of time **working** in the City - How well do you know each of the following?
(total = knowledgeable)



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

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

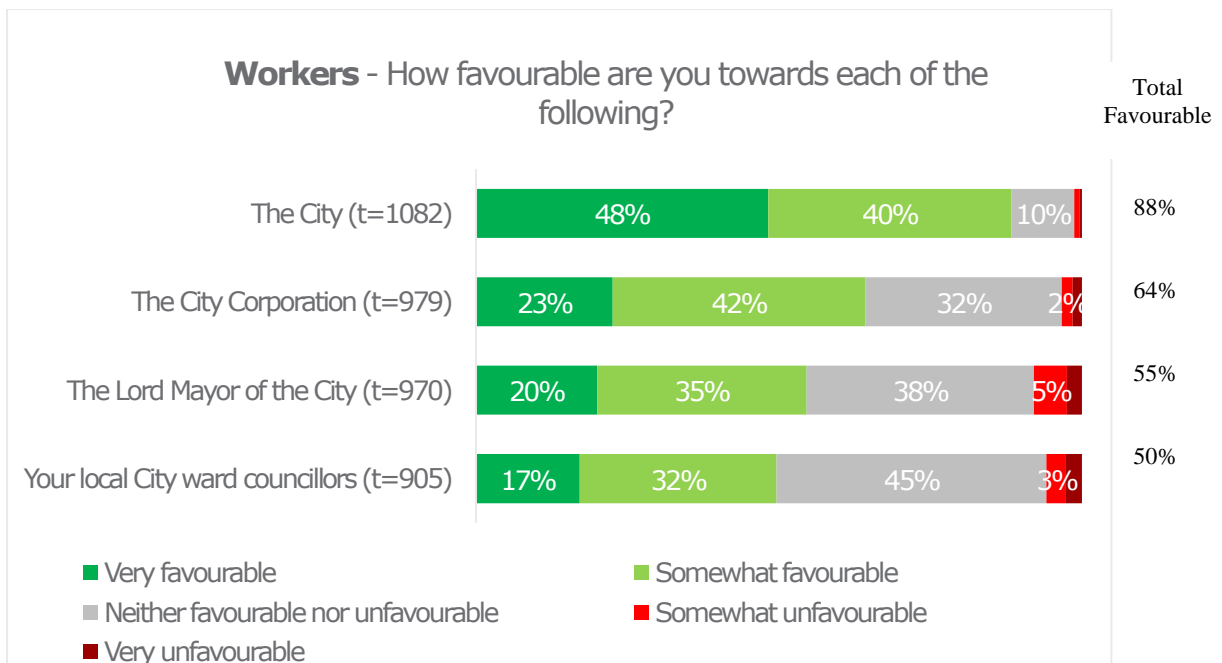
One fifth are very favourable towards the Lord Mayor (20%) and local ward councillors (21%).



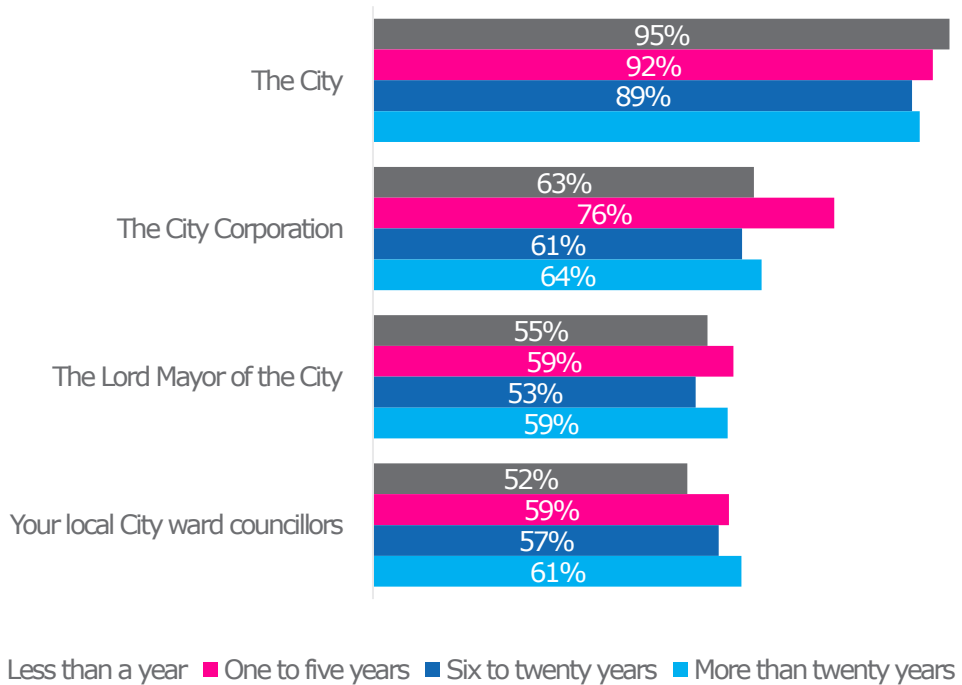
88% of workers are very or somewhat favourable towards the City, a similar score to residents (91%).

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.

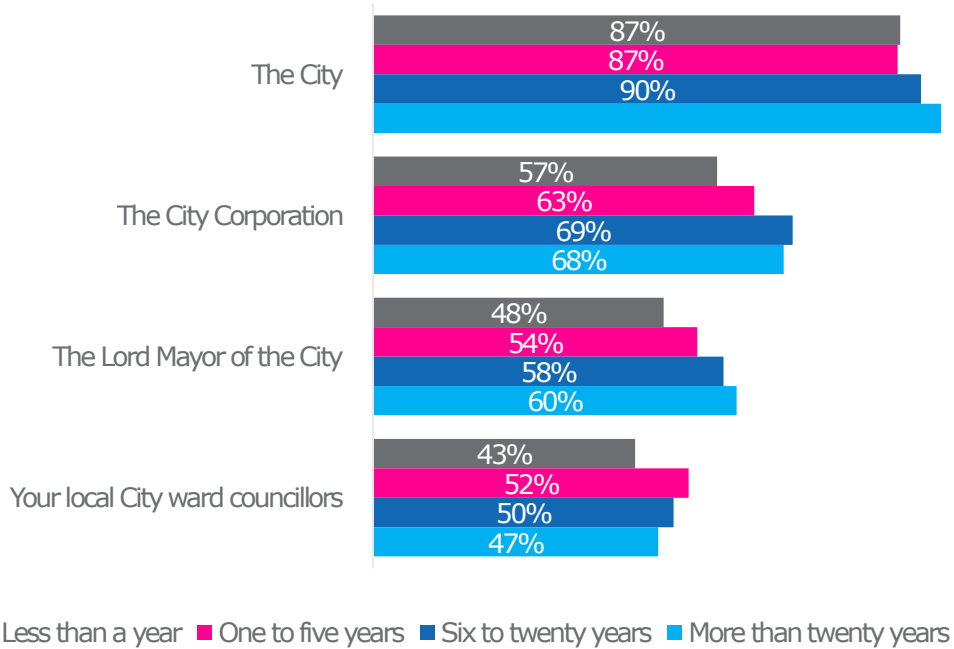
Only 17% are very favourable towards the City local ward councillors.



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?



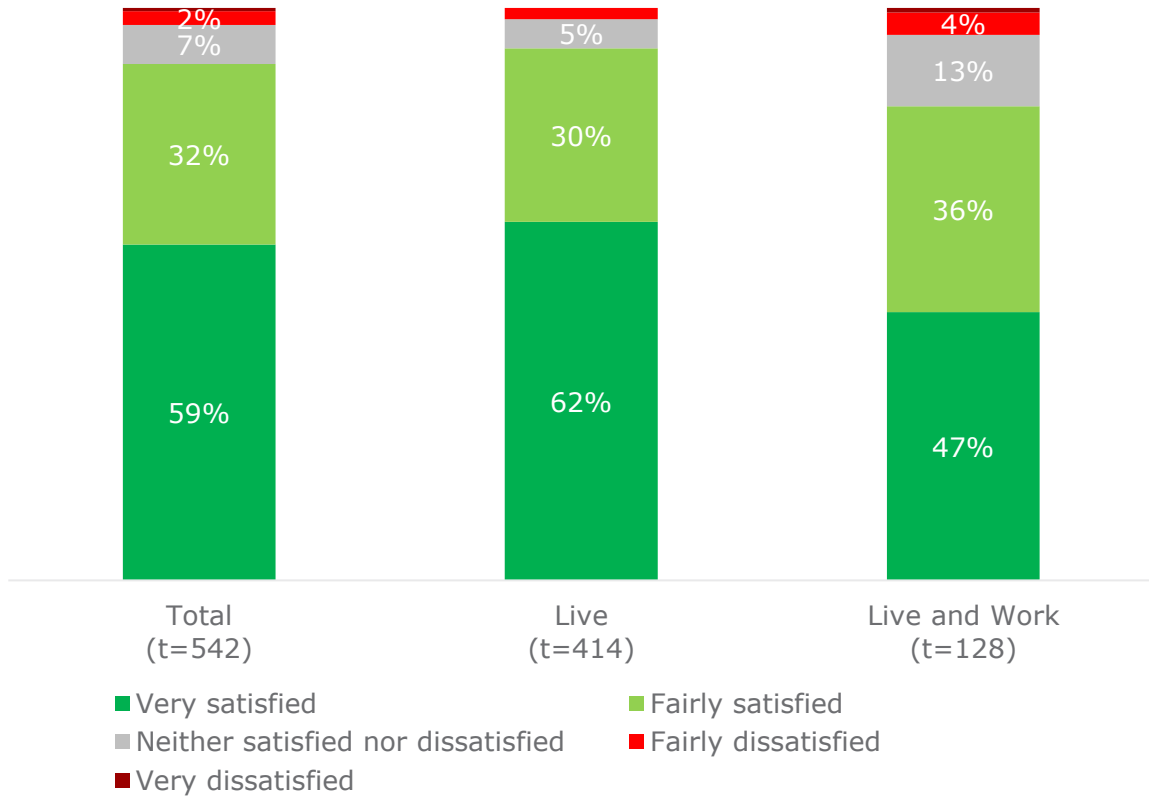
Q11a. How satisfied are you with the City as a place to live?

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.

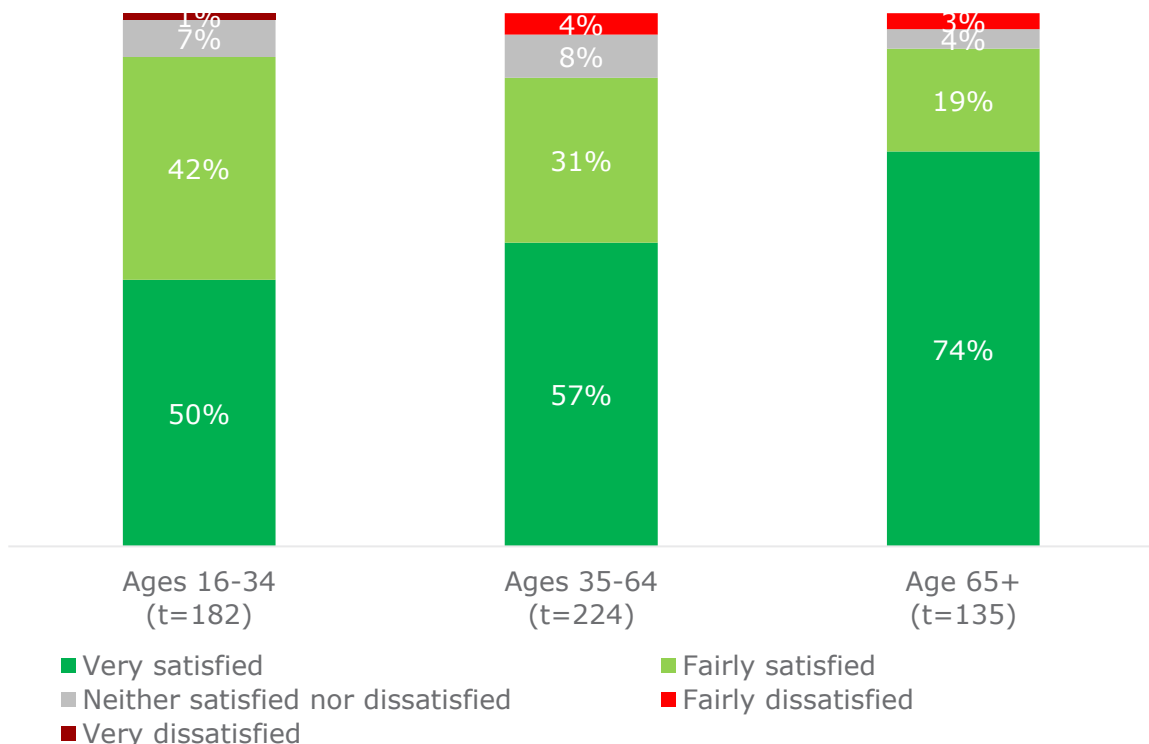
Although these results are very positive, they are in line with LGA polling which shows most people (80%) are satisfied with their local area across the country.

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%).

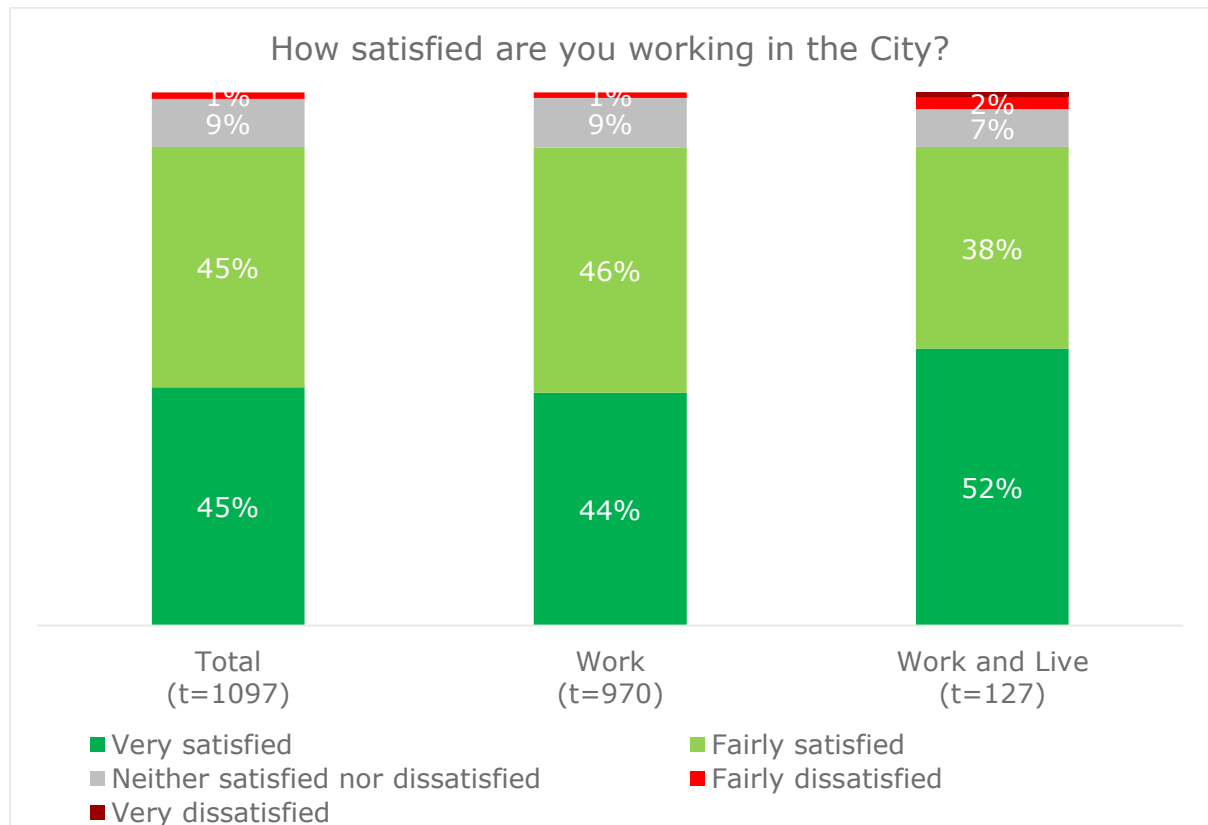
Residents - How satisfied are you living in the City?



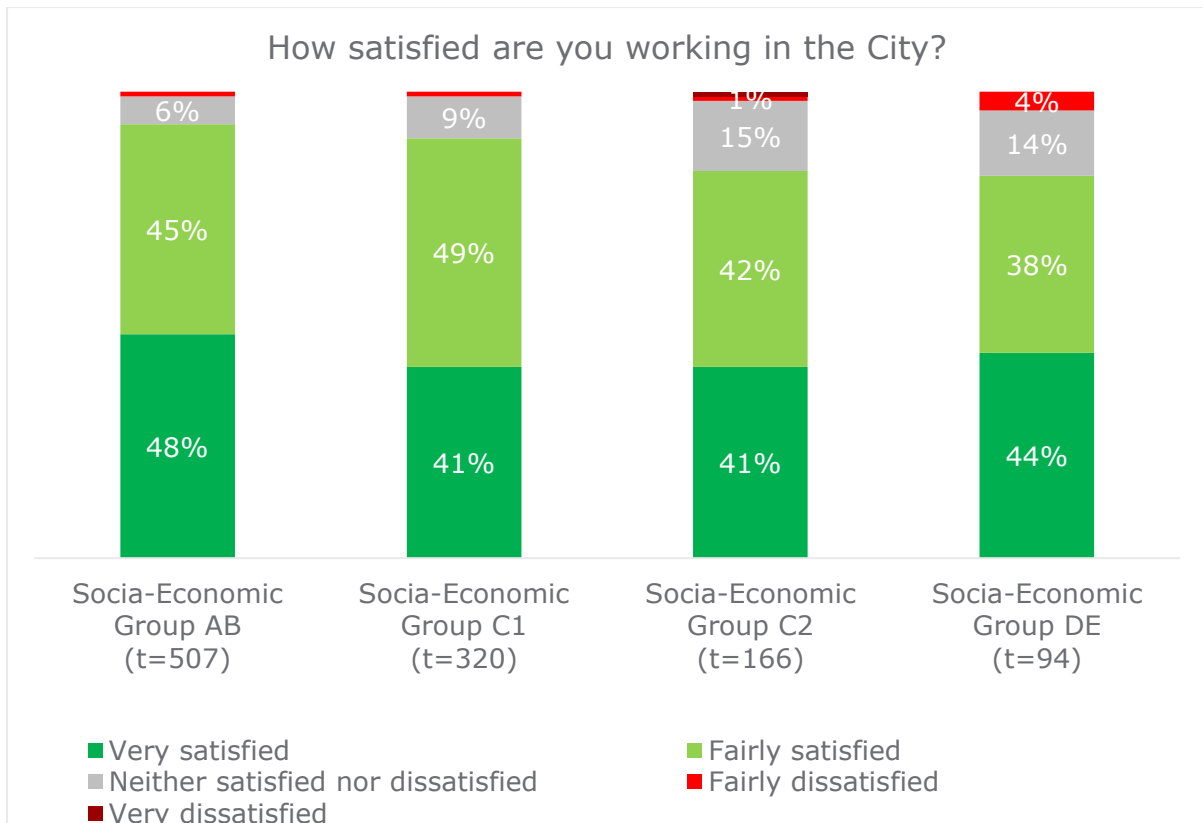
Q11b. How satisfied are you with the City as a place to work?

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.



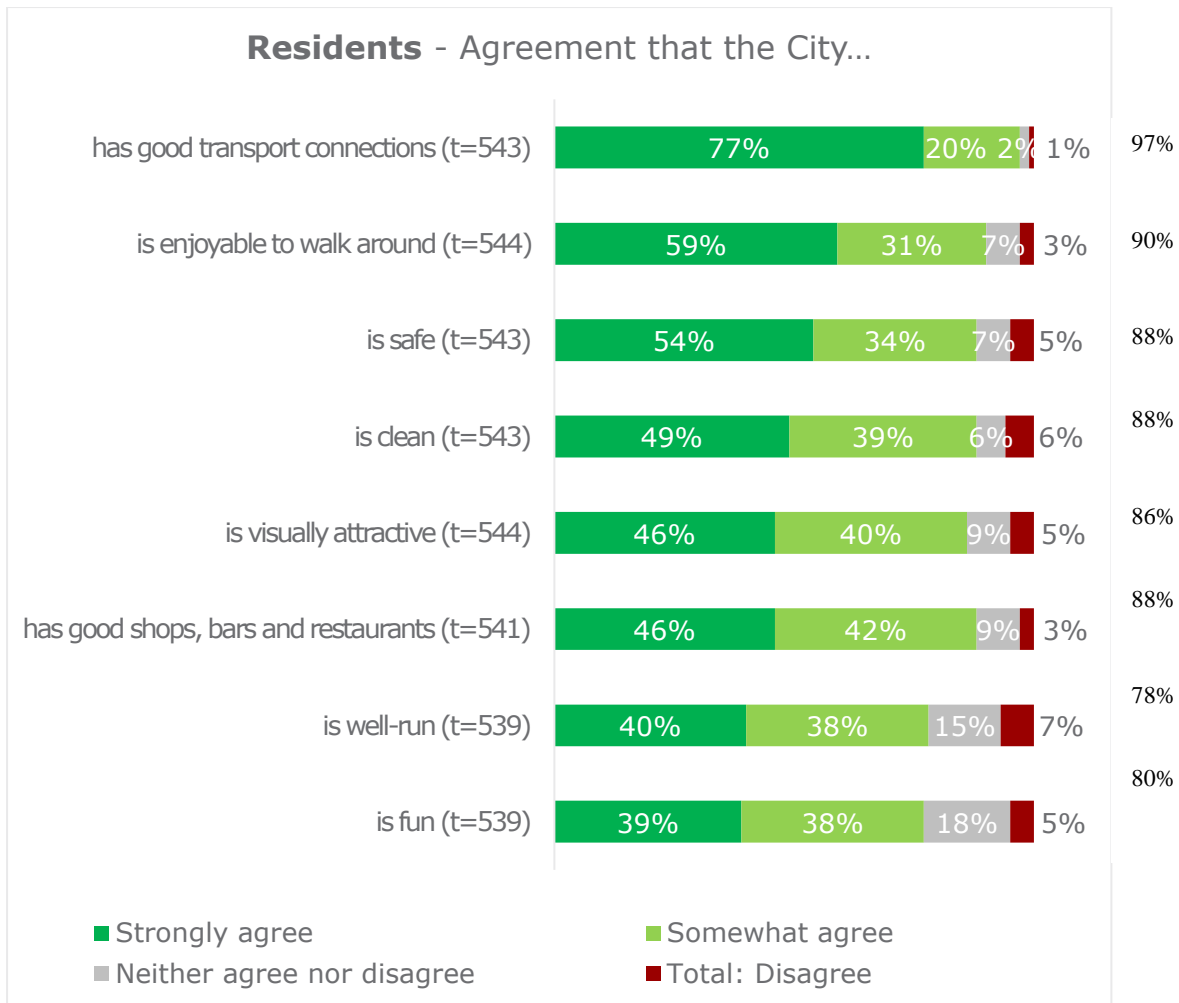
Q12. How much do you agree that the City as a place is...

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.

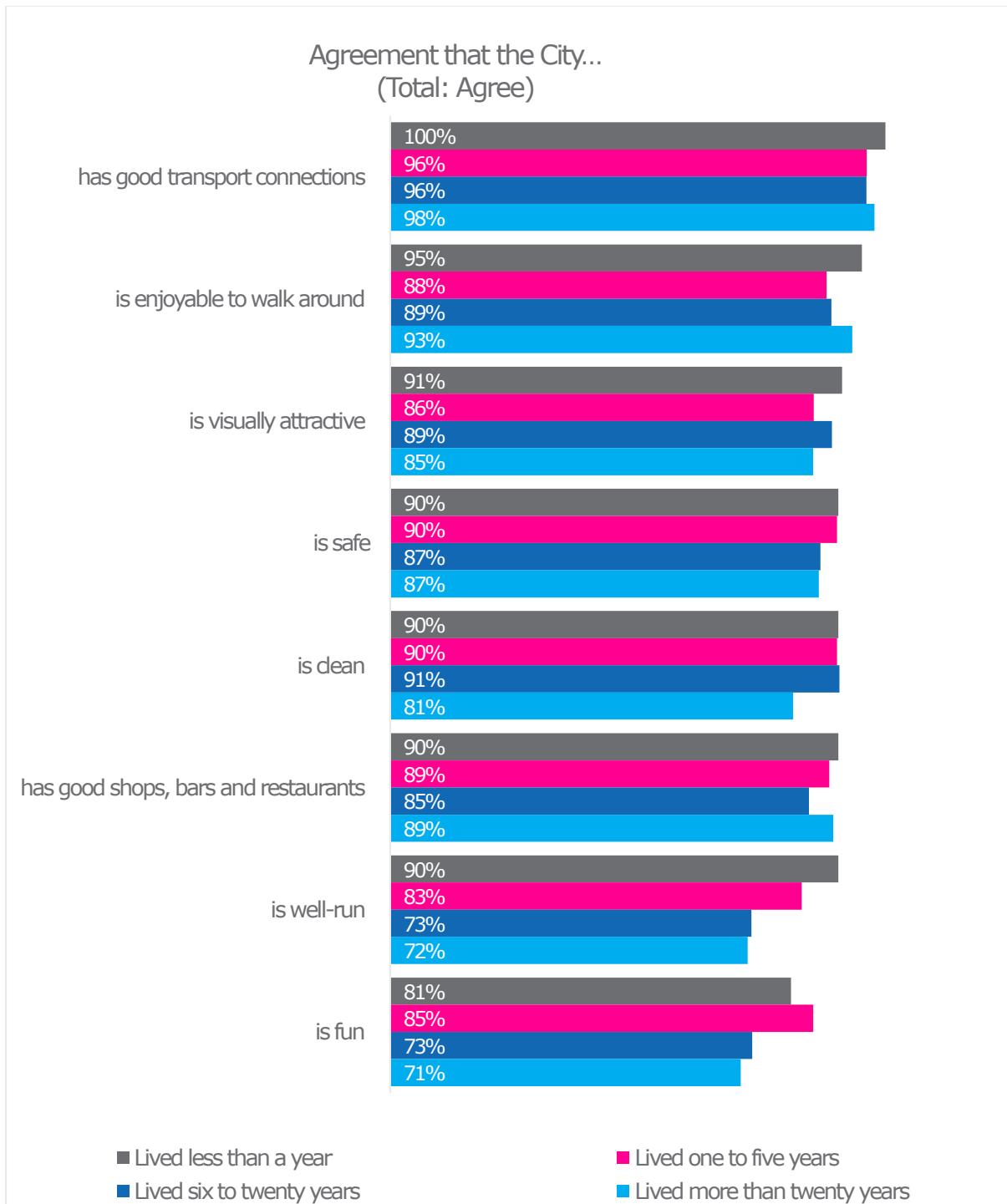
Total Agree



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.

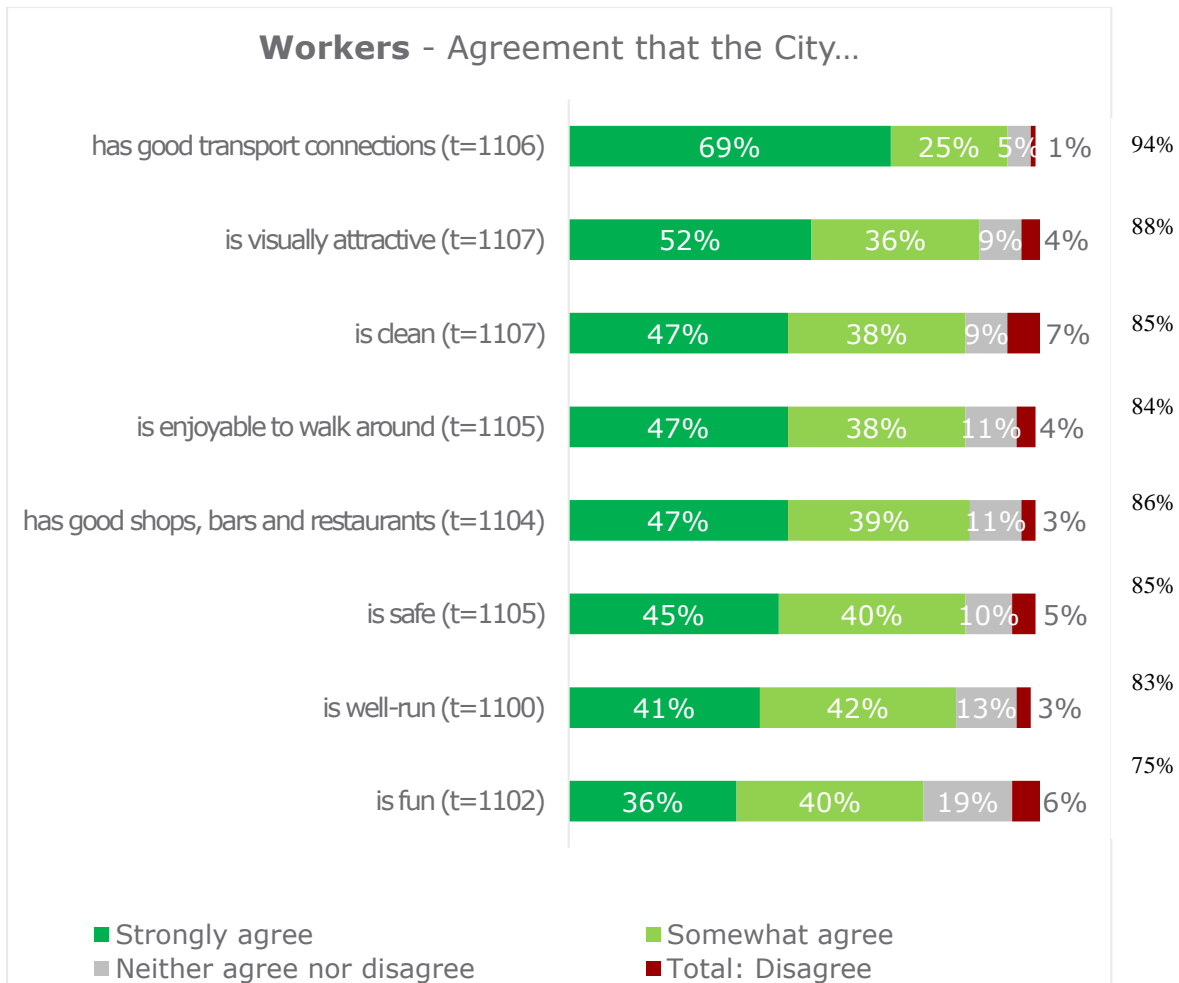
Those who have lived in the City for five years or less are significantly more likely to think of the City is well run compared to those who have lived there for six or more years.



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

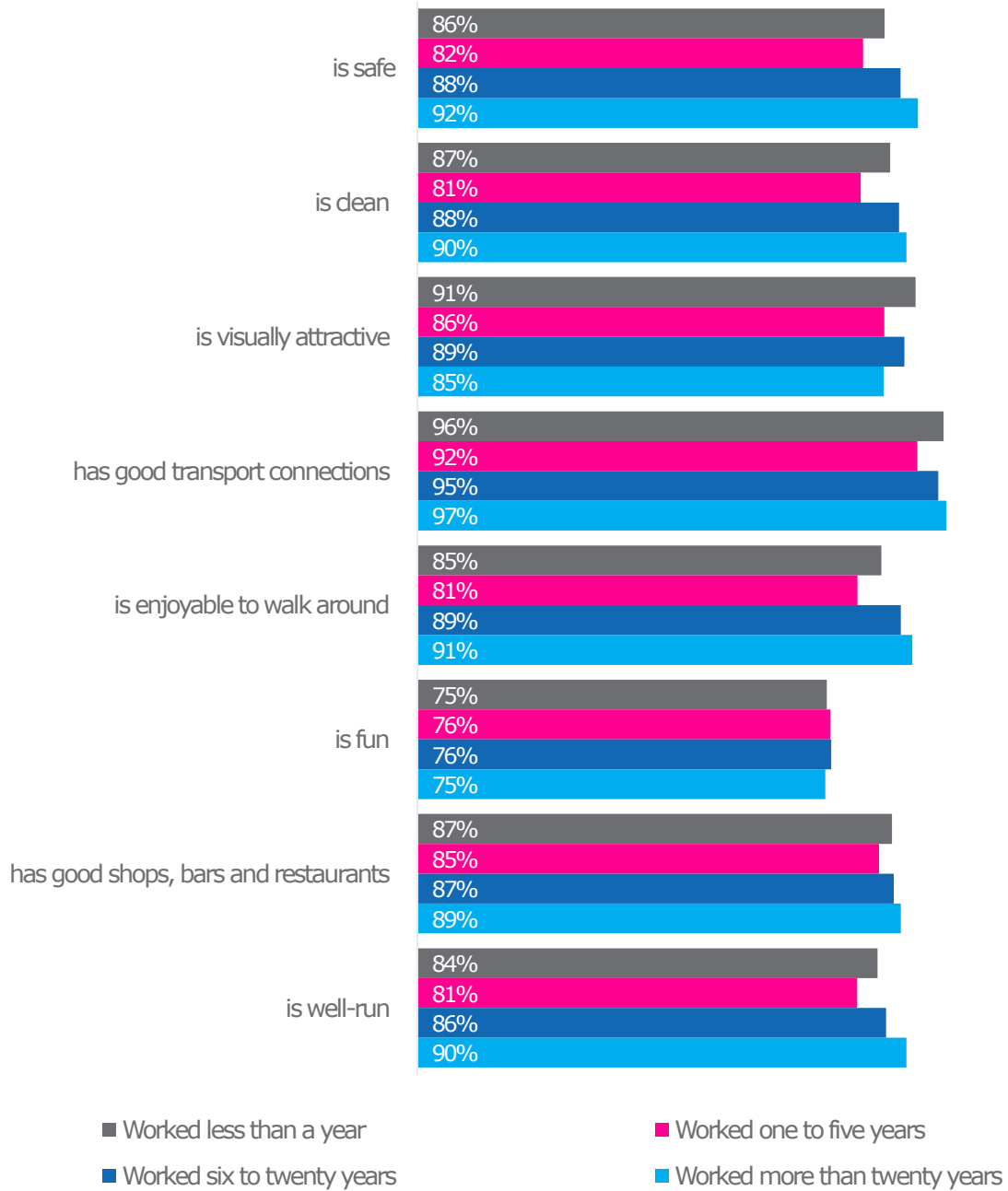


Those who have worked in the City for one to five years are significantly less likely to agree that its safe and clean compared to those who have worked in the City for six or more years.

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)



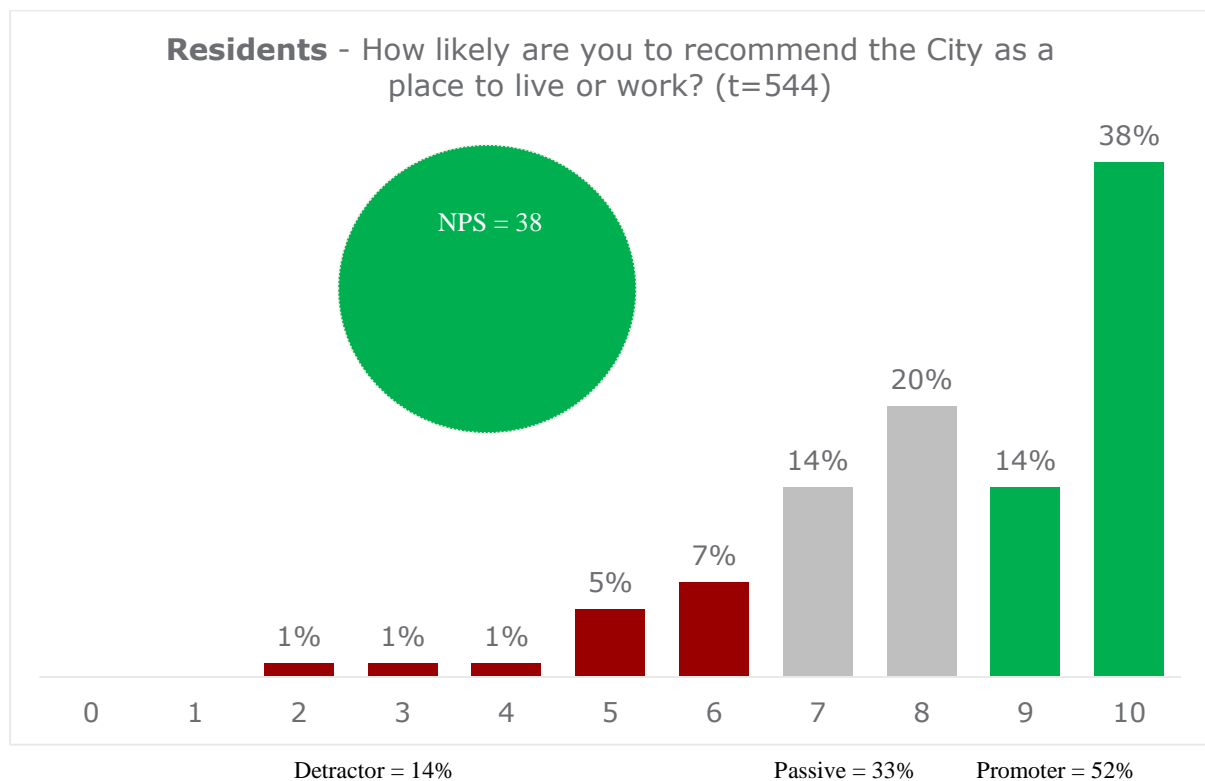
Q13. On a scale of 0 to 10, how likely are you to recommend the City to a friend as a place to live or work?

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.

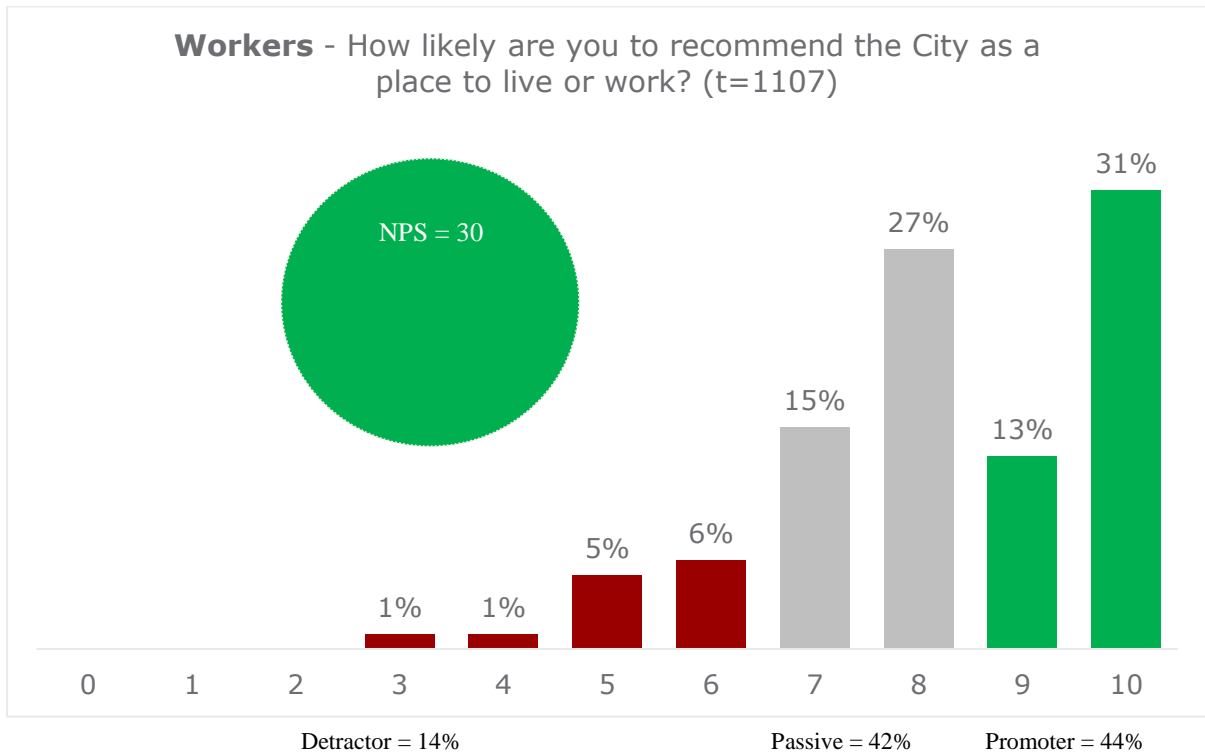


44% of workers gave a score of either 9 or 10 when rating how likely they would be to recommend the City as a place to live.

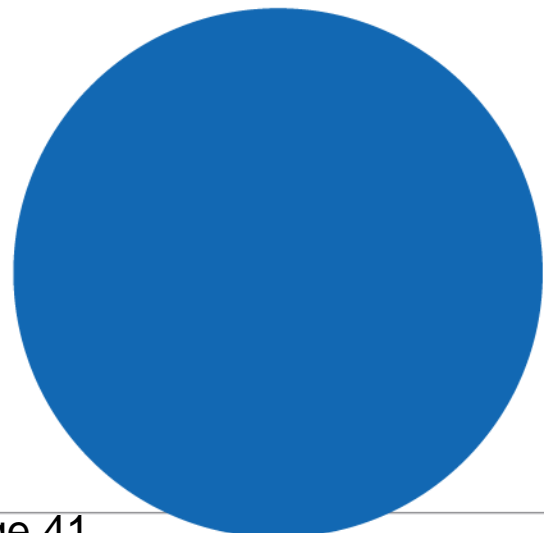
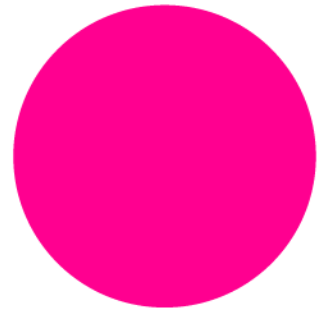
14% of workers scored between 0 and 6.

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

The NPS for workers is at 30%



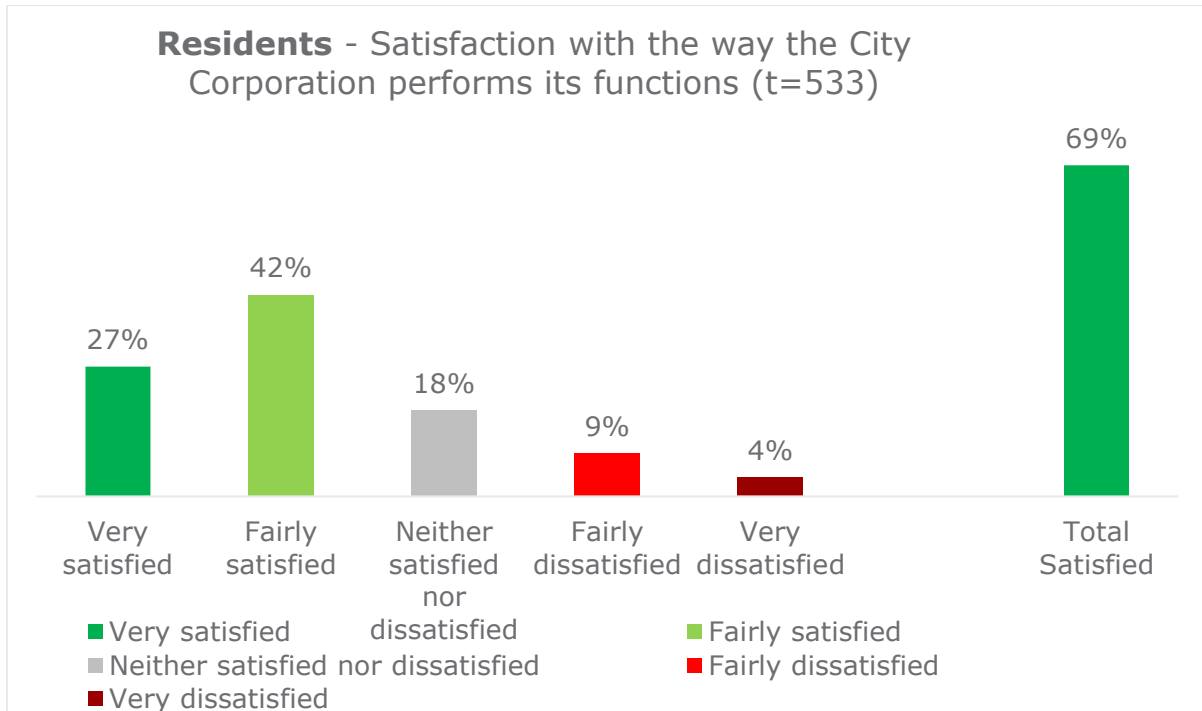
The City Corporation



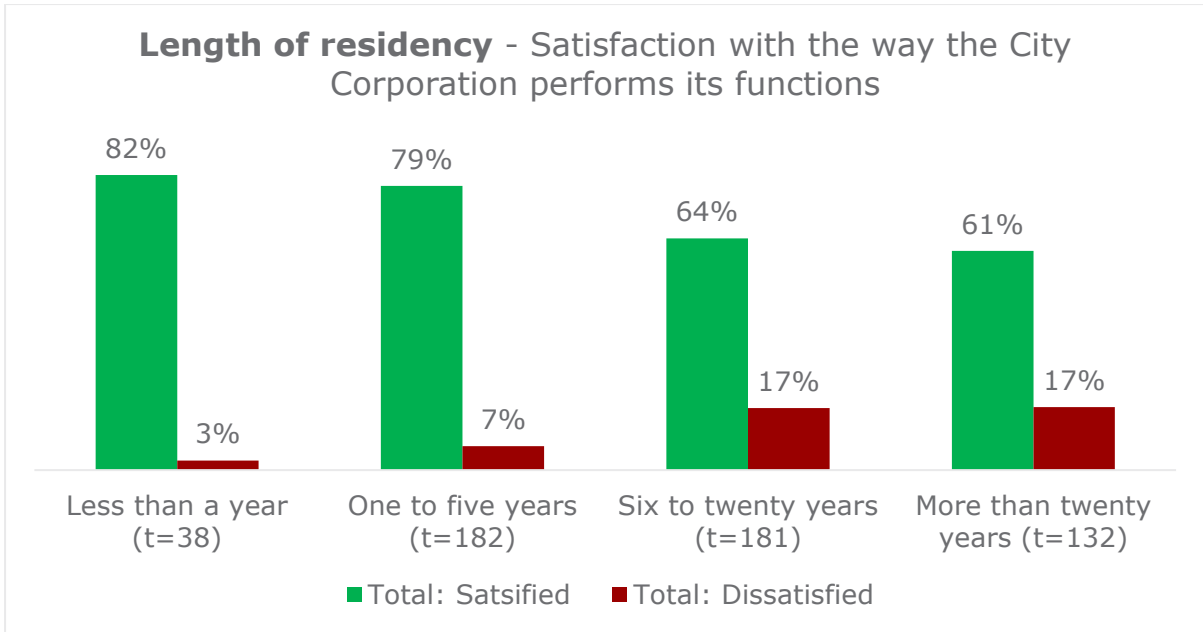
Q14. Overall, how satisfied or dissatisfied are you with the way the City Corporation performs its functions?

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.

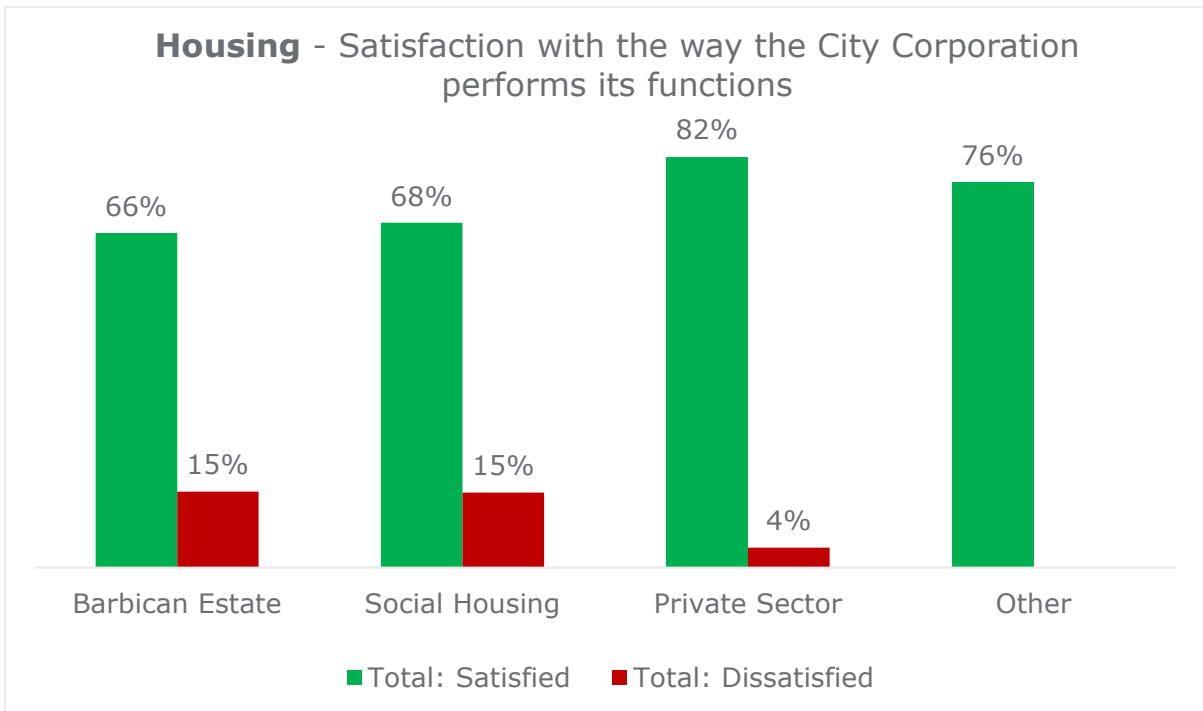
This is in line with LGA polling shows satisfaction levels with local councils currently averaging just over 60% and steadily going down over the last year from just over 70%.



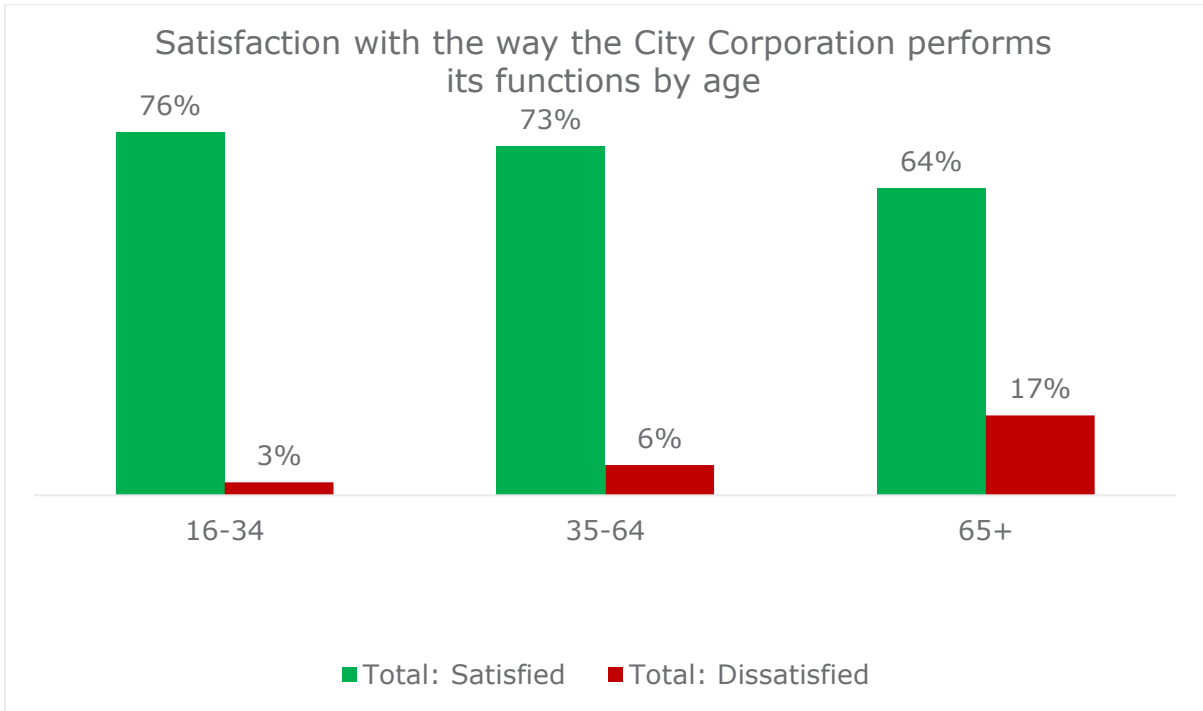
New residents to the City tend to be more satisfied with the way the City Corporation performs its functions compared to those who have lived in the City for longer. By contrast, those who have lived in the City for longer tend to become more dissatisfied with the way the City of London Corporation performs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



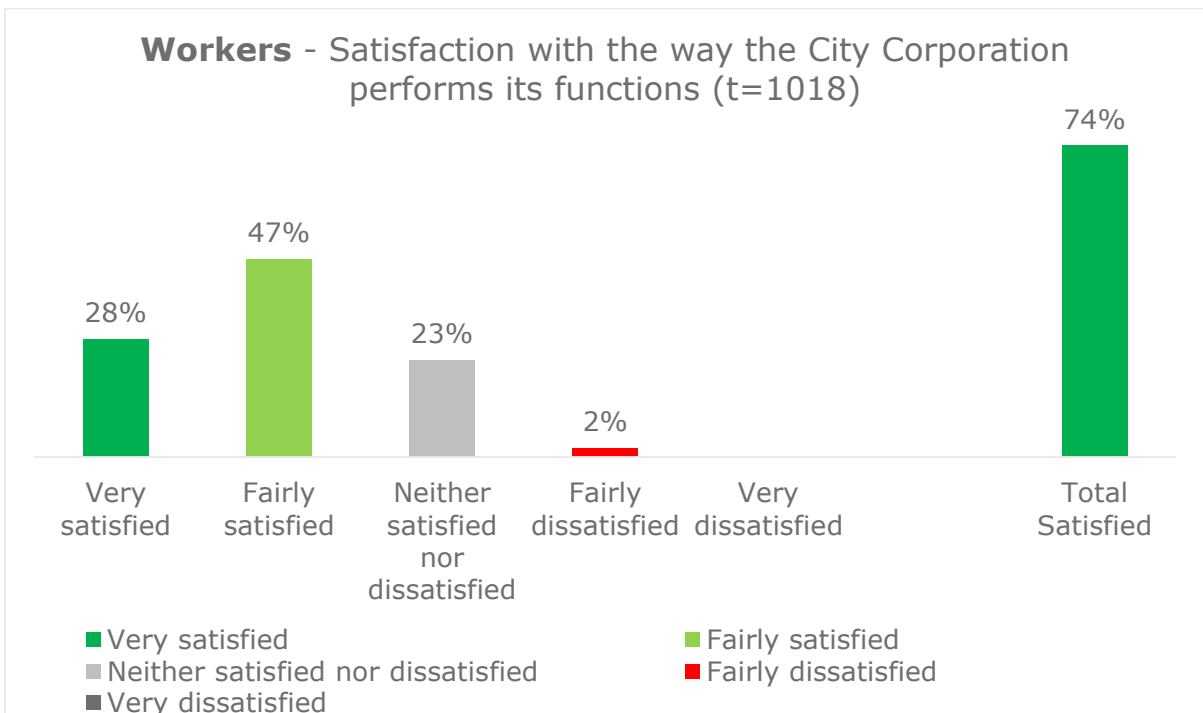
Those in the Private Sector (82%) are significantly more satisfied than those in Social Housing (68%) or the Barbican Estate (66%).



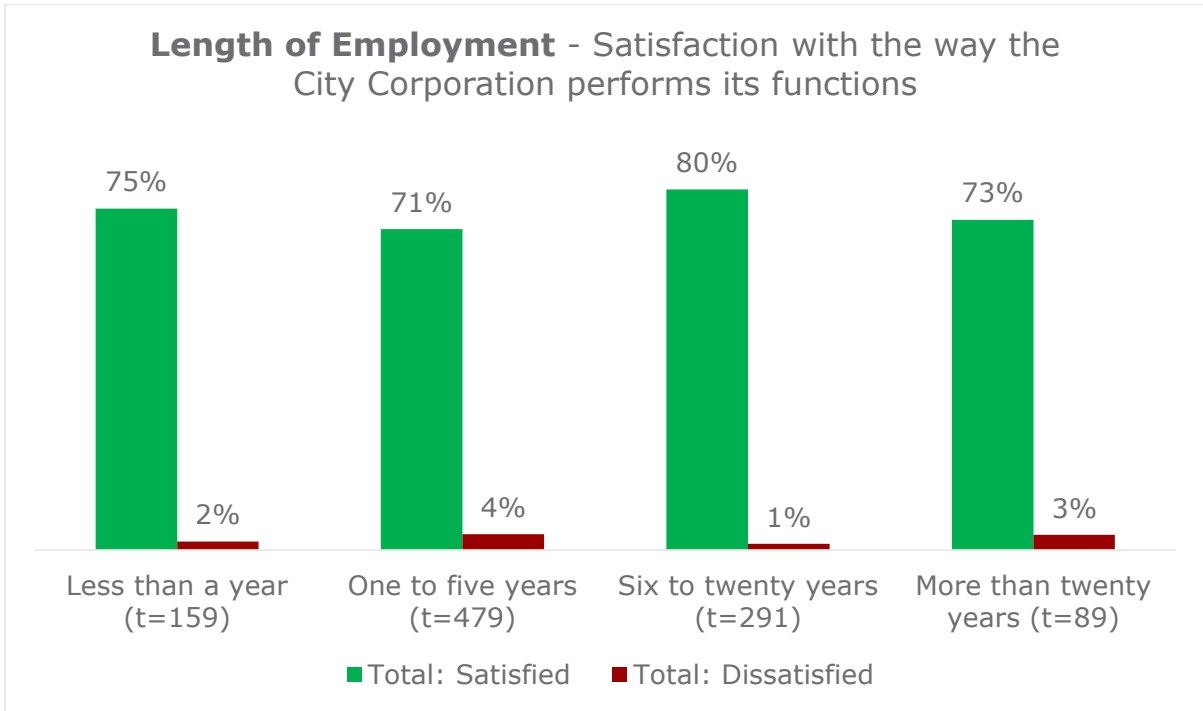
Those who are under 65 years of age (16-34 = 76% and 35-64 = 73%) are more satisfied with the way the City Corporation performs its functions compared to those who are 65 and over (64%).



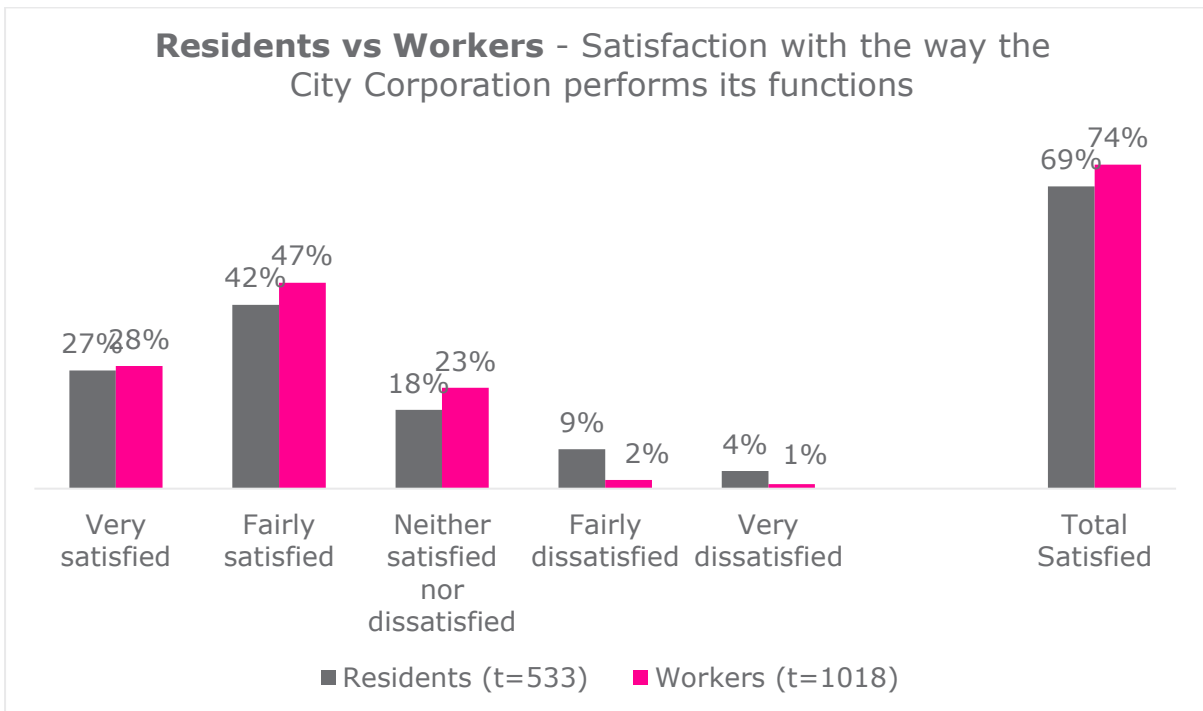
Three quarters of workers (74%) are either very or fairly satisfied with the way the City Corporation performs its functions, this mirrors 2013’s score.



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.



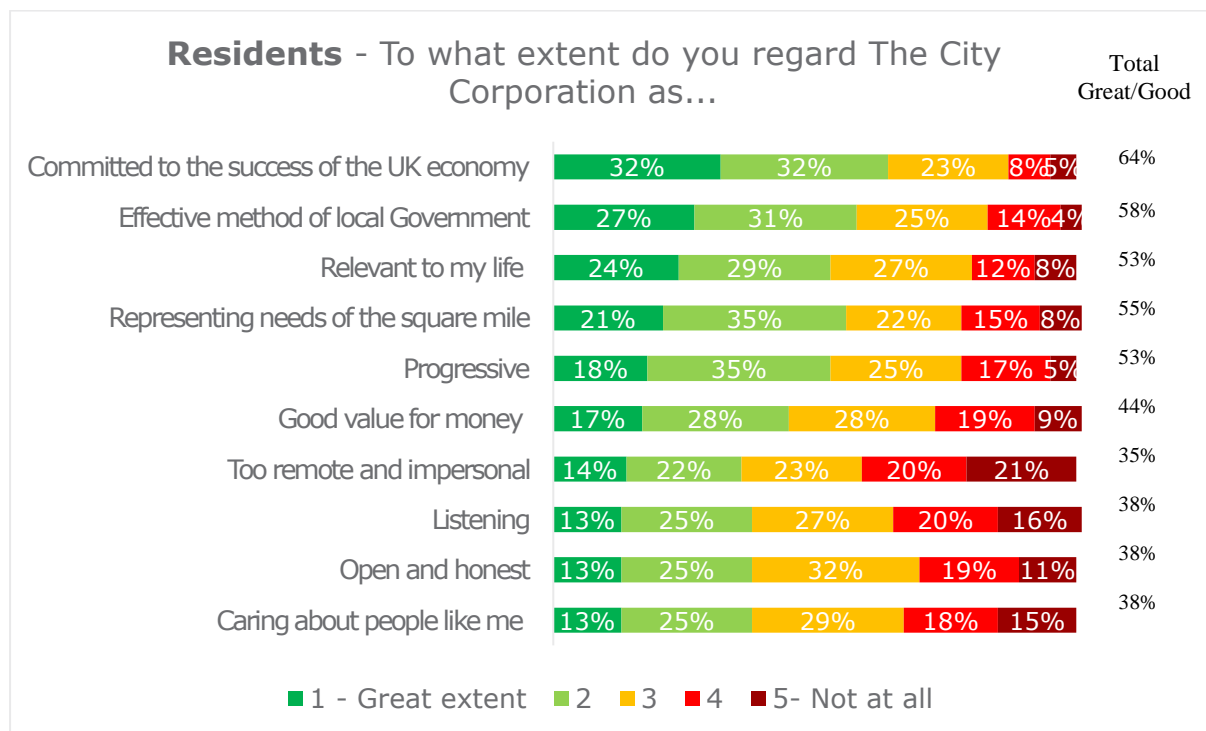
Q15. On a scale of 1 to 5 (with 1 being Great extent and 5 being Not at all) what extent do you regard the City Corporation as...?

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.

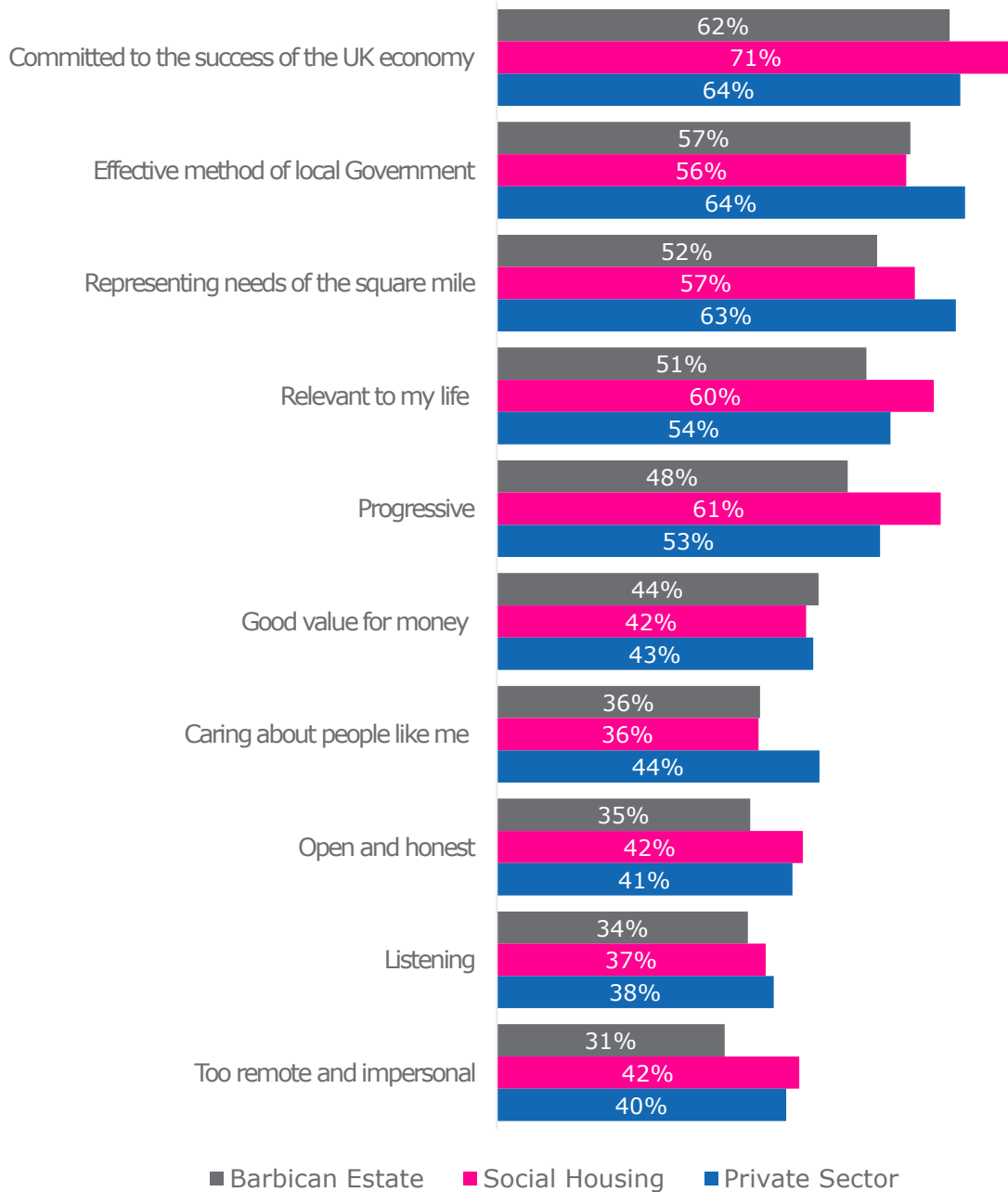
In 2013, 73% of residents scoring agreed the City Corporation provides value for money giving it a rating of 1 or 2 on a scale of 1 to 5. 2022 has seen a significant drop with 45% of residents giving a rating of 1 or 2 for providing good value for money.

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.



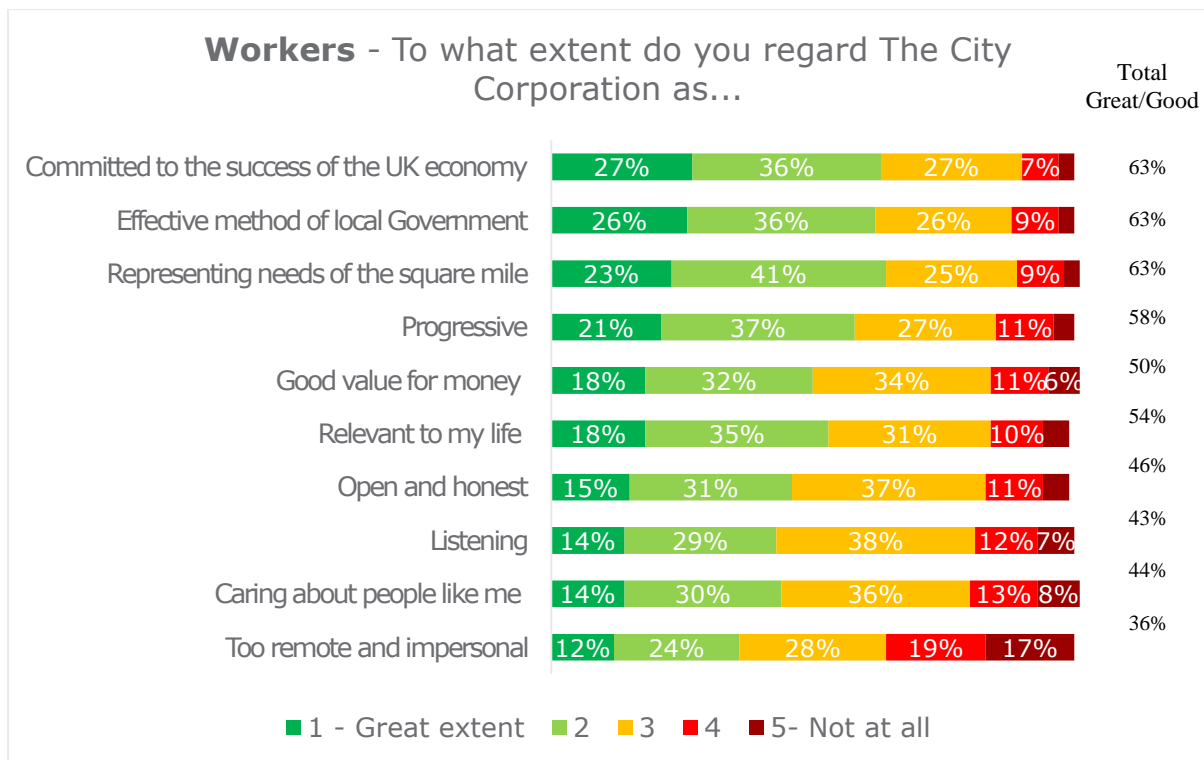
The City Corporation being committed to the success of the UK economy is the highest rated attribute (scoring 1 or 2) by the Barbican Estate residents (62%), Social Housing residents (71%) and Private Sector residents (64%), which tallies up with this being the top-rated attribute by residents overall.

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



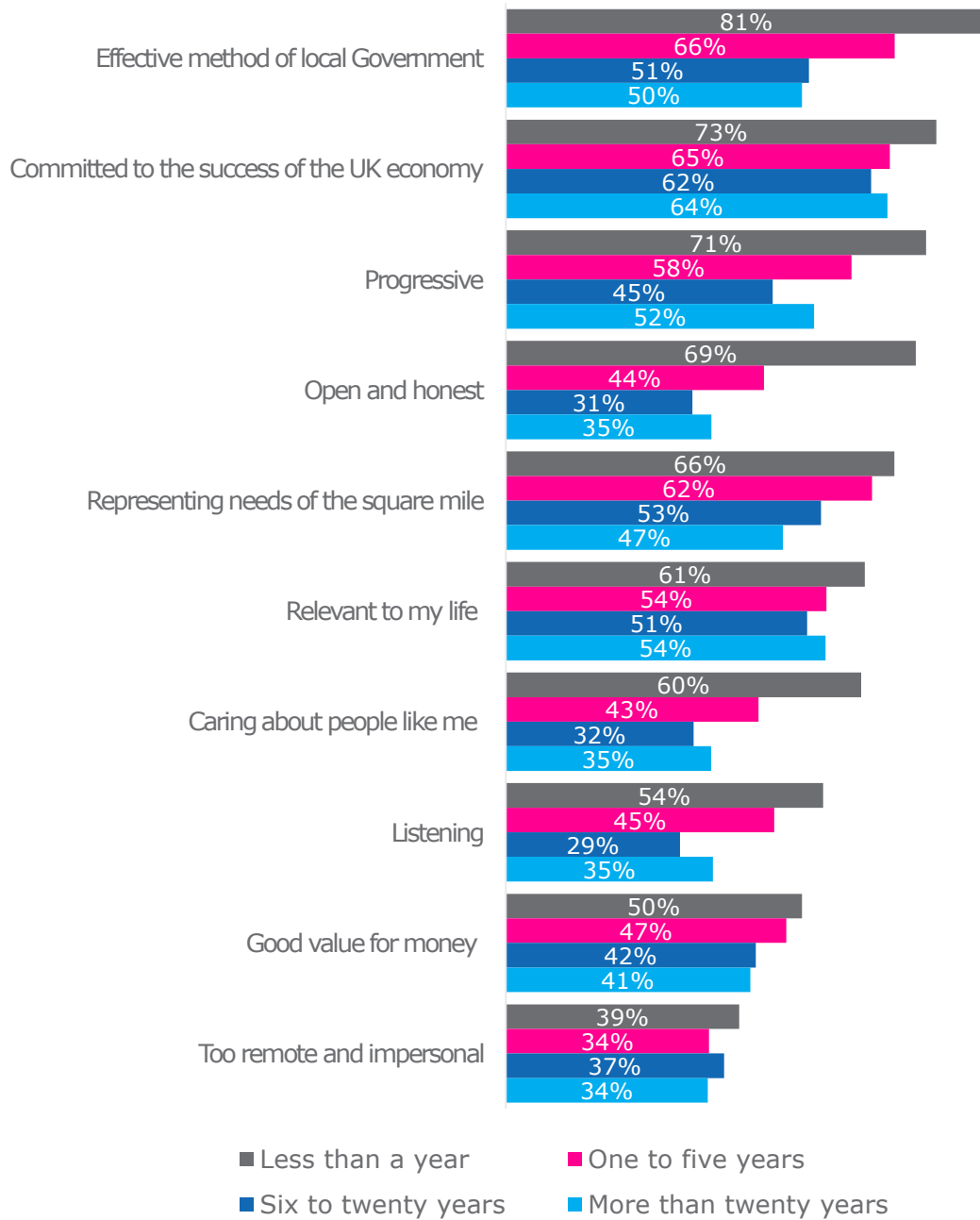
The highest rated attribute for the City Corporation amongst the Workers of the City is also being committed to the success of the UK economy, with 27% rating this 1 - Great extent. This is followed by an effective method of local Government with a quarter (26%) giving this the highest rating.

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%.

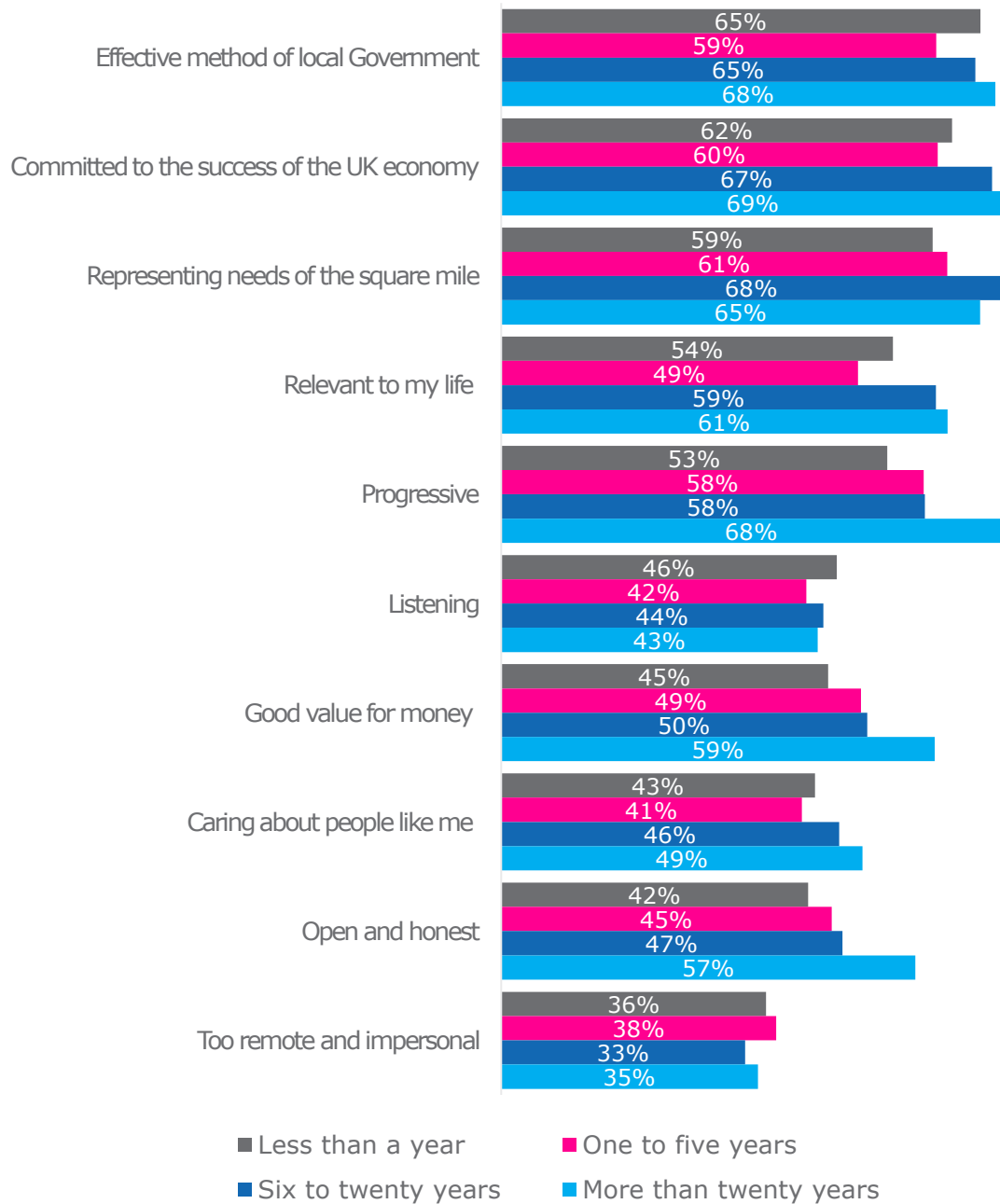


Residents who have been in the City for less than a year rate all attributes towards the City Corporation higher when compared to those who have only worked in the City for less than a year, whereas those who have worked in the City for more than twenty years rate all attributes higher than those who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



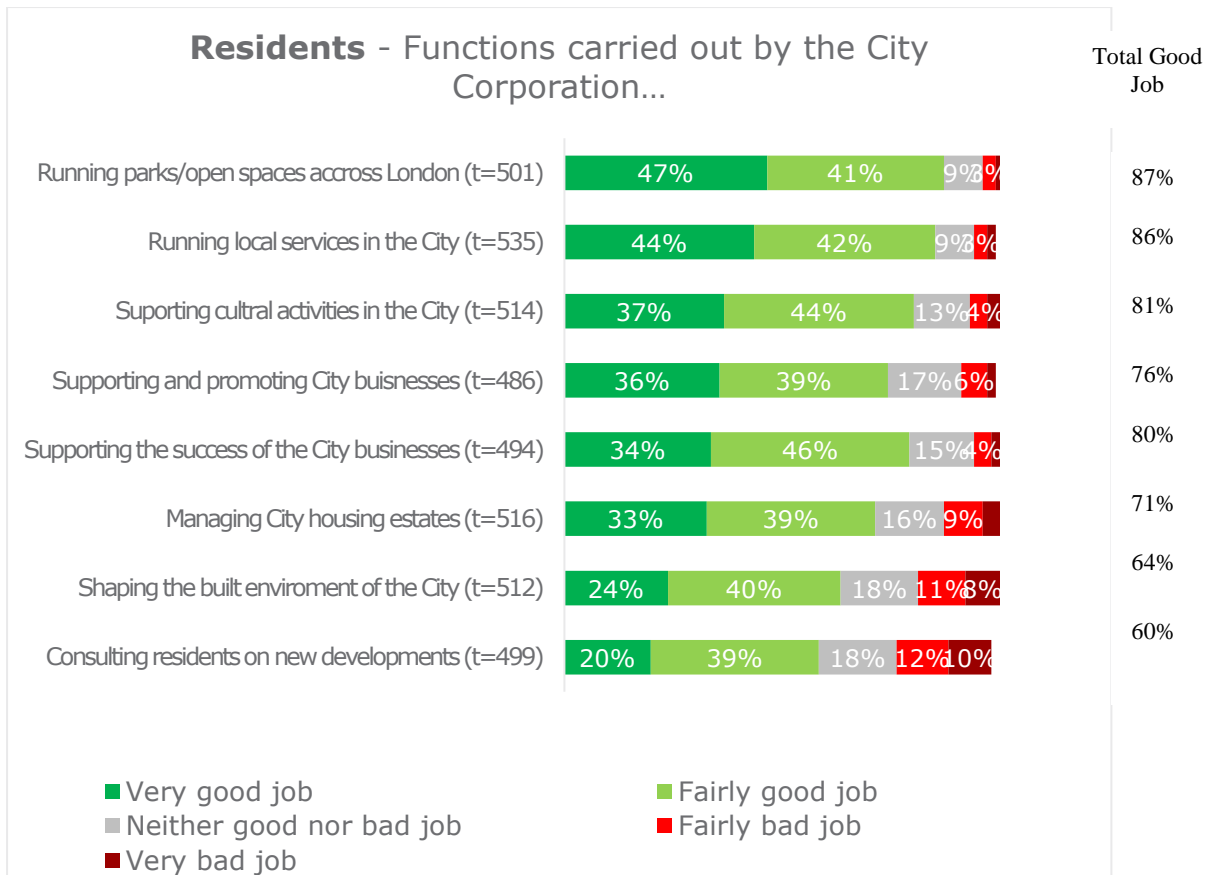
Length of time **working** in the City - To what extent do you regard The City Corporation as... (Score 1 or 2)



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?

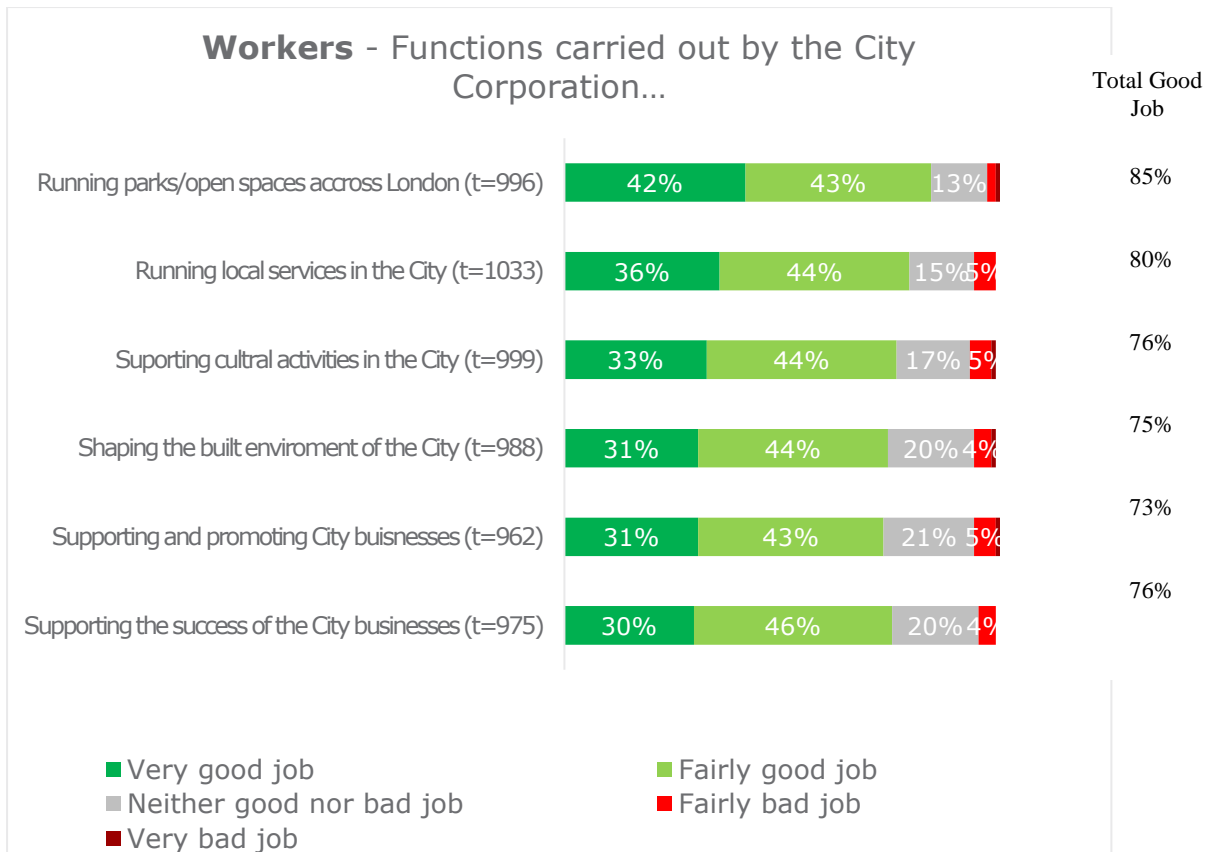
The highest rated function carried out by the City Corporation is running parks and open spaces across the City with 88% of residents saying they do a very or fairly good job.

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.

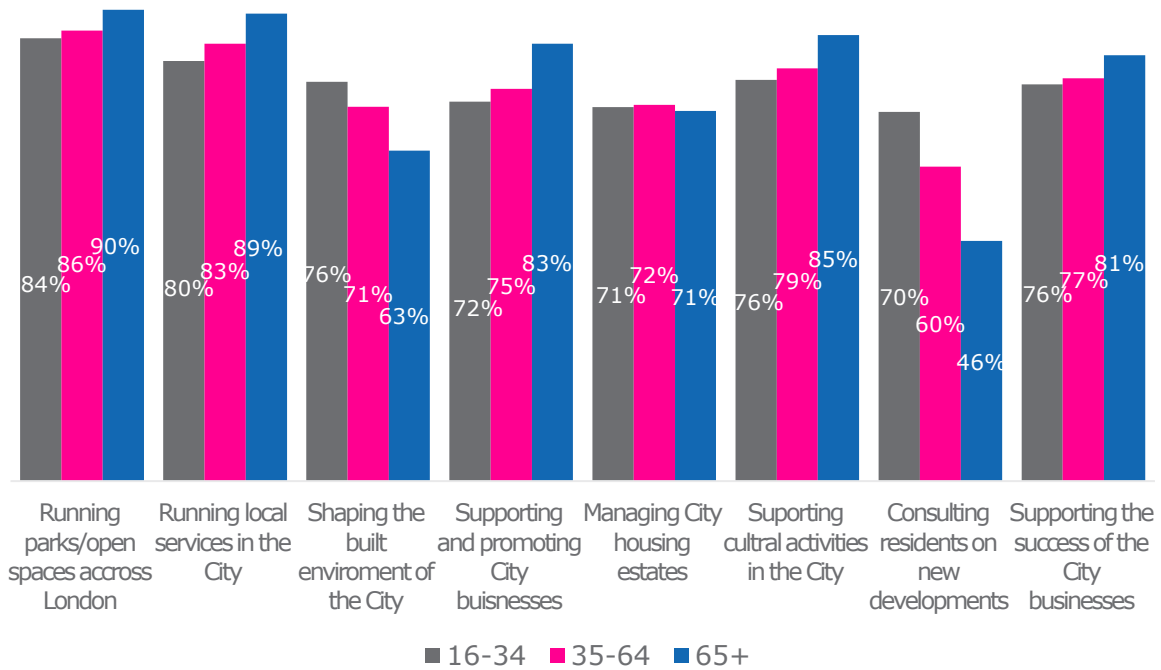


All respondents (residents and workers) age 16-34 are more likely to say the City Corporation does a good job shaping the built environment of the City (76%) compared to those age 65 and over (63%).

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.

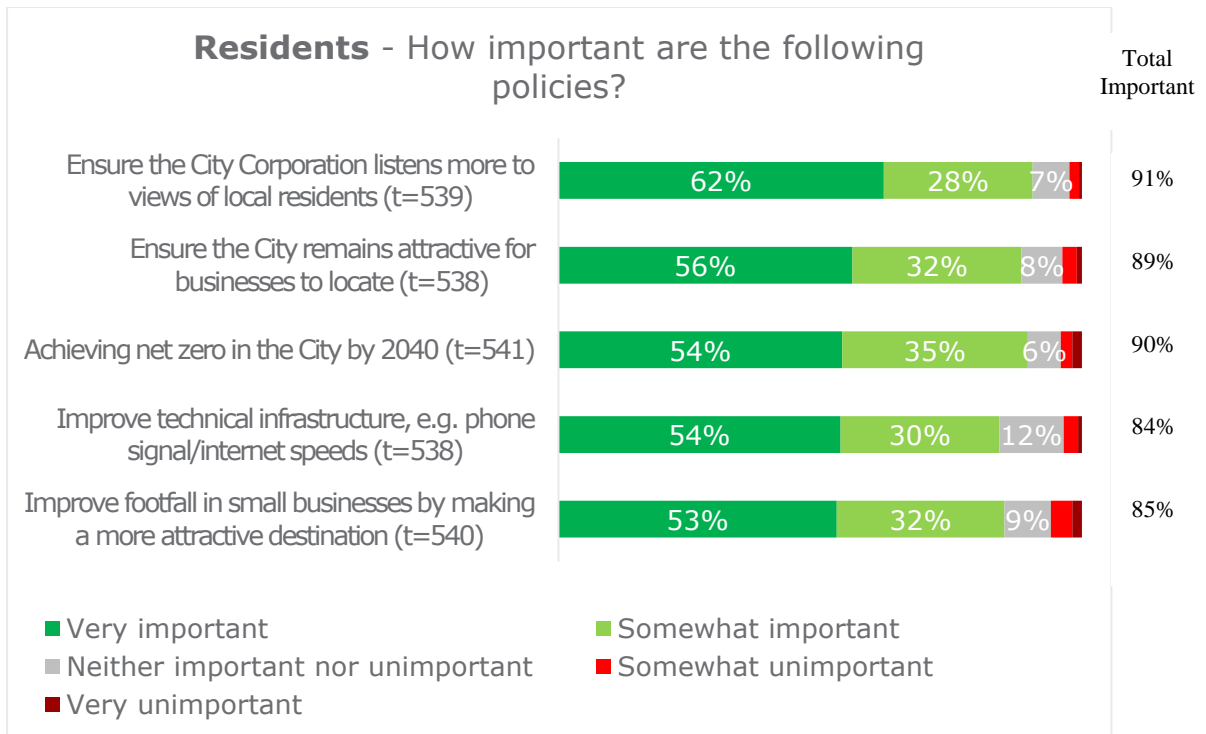
All age groups equally agree that the City Corporation do a good job managing housing estates (71-72%)

Functions carried out by the City Corporation by age...
(Total respondents = Good Job)

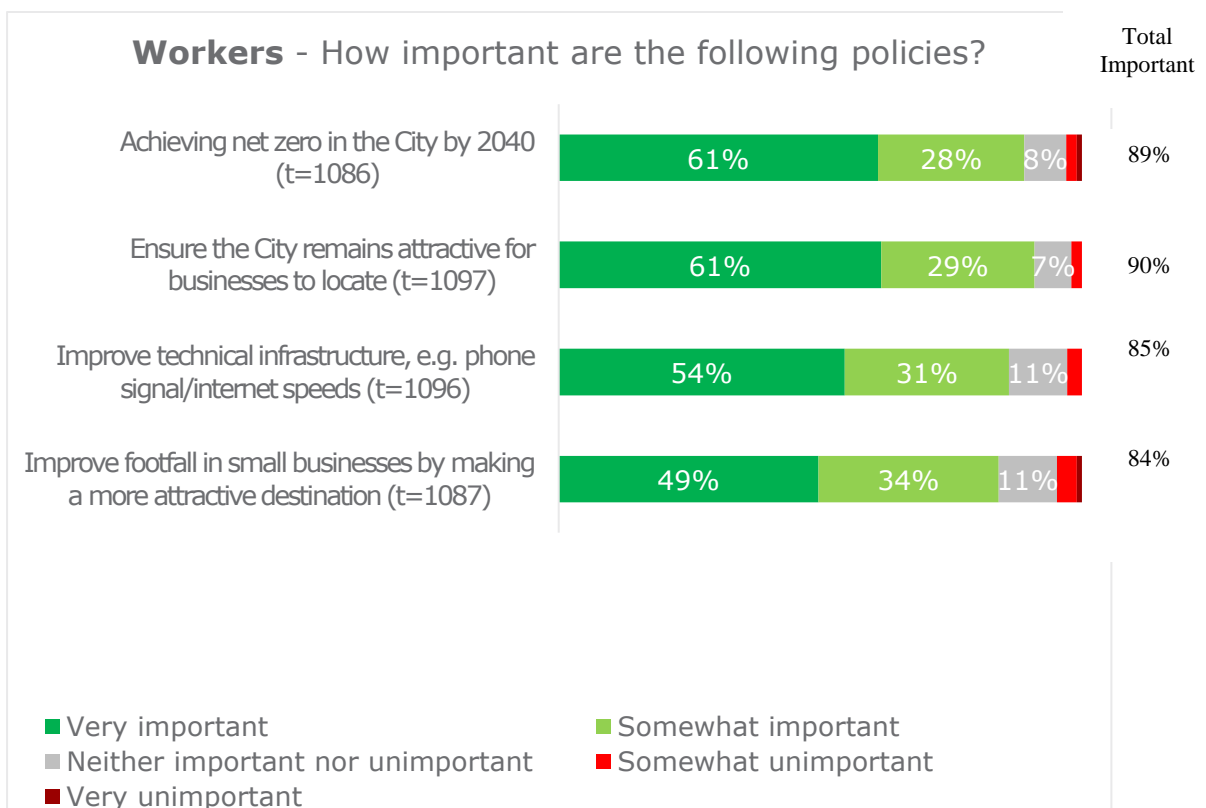


Q17. How important do you think each of the following policies should be for the City Corporation?

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.



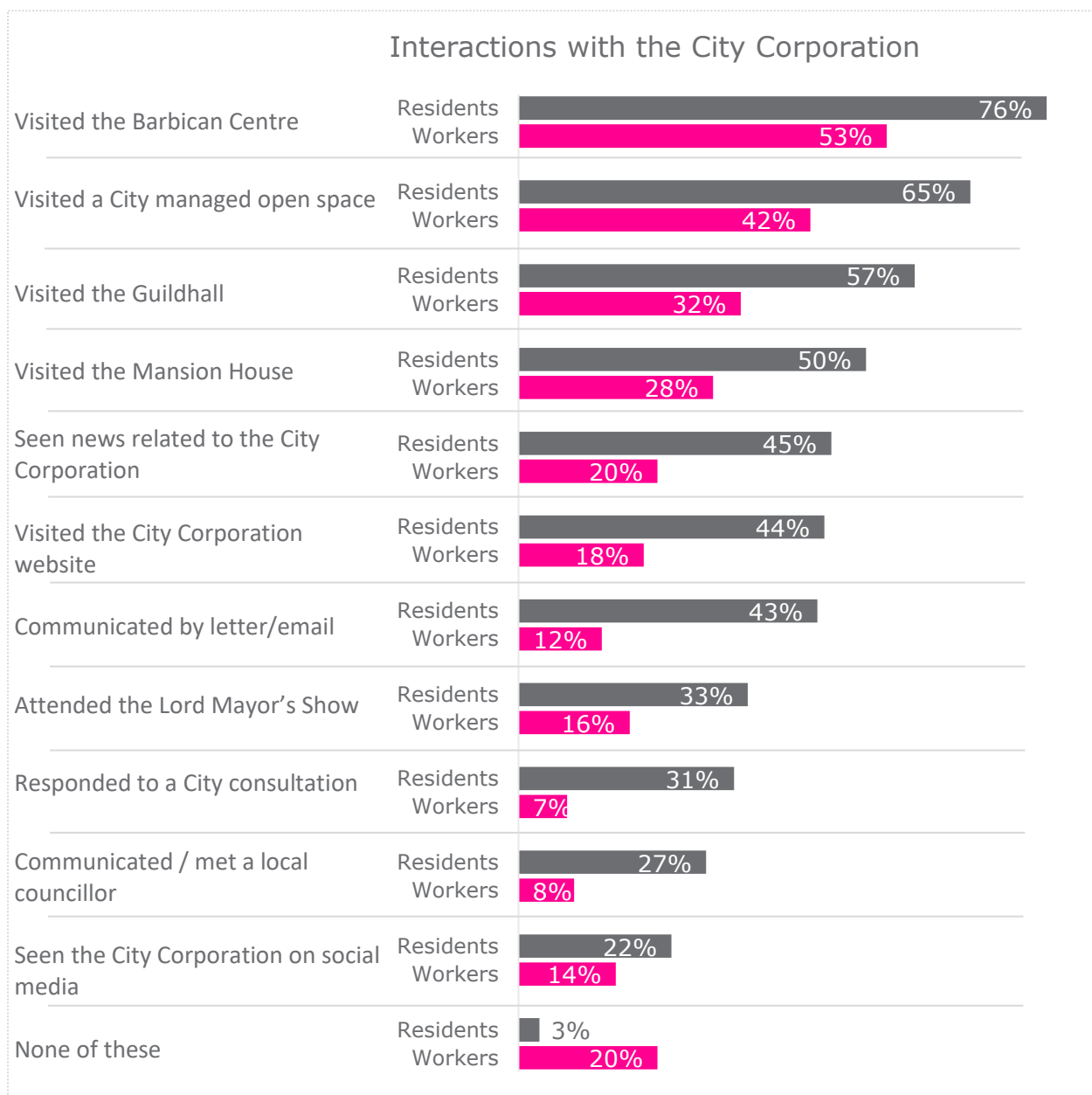
Q18a. Thinking about interactions with the City Corporation, which of the following have you done?

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%).

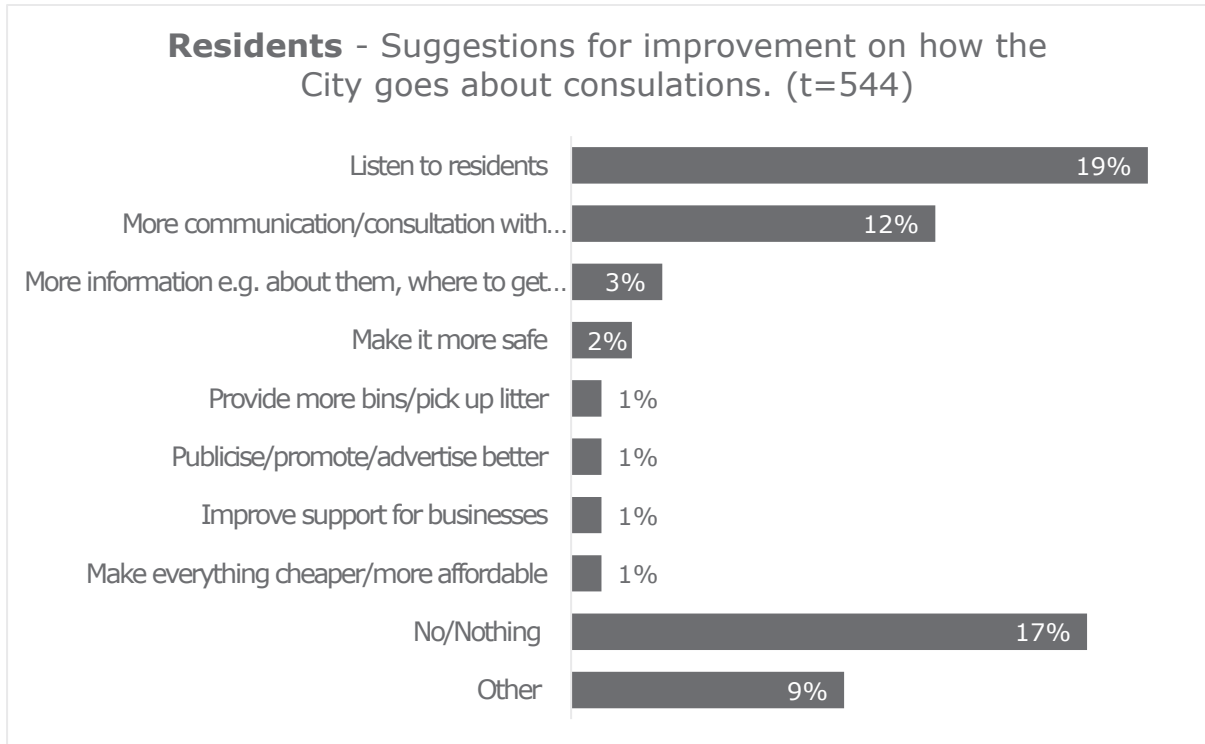
The most popular interaction workers have with the City Corporation is visiting the Barbican Centre, with 53% having done this. Two fifths of them (42%) also visited a City managed open space.

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

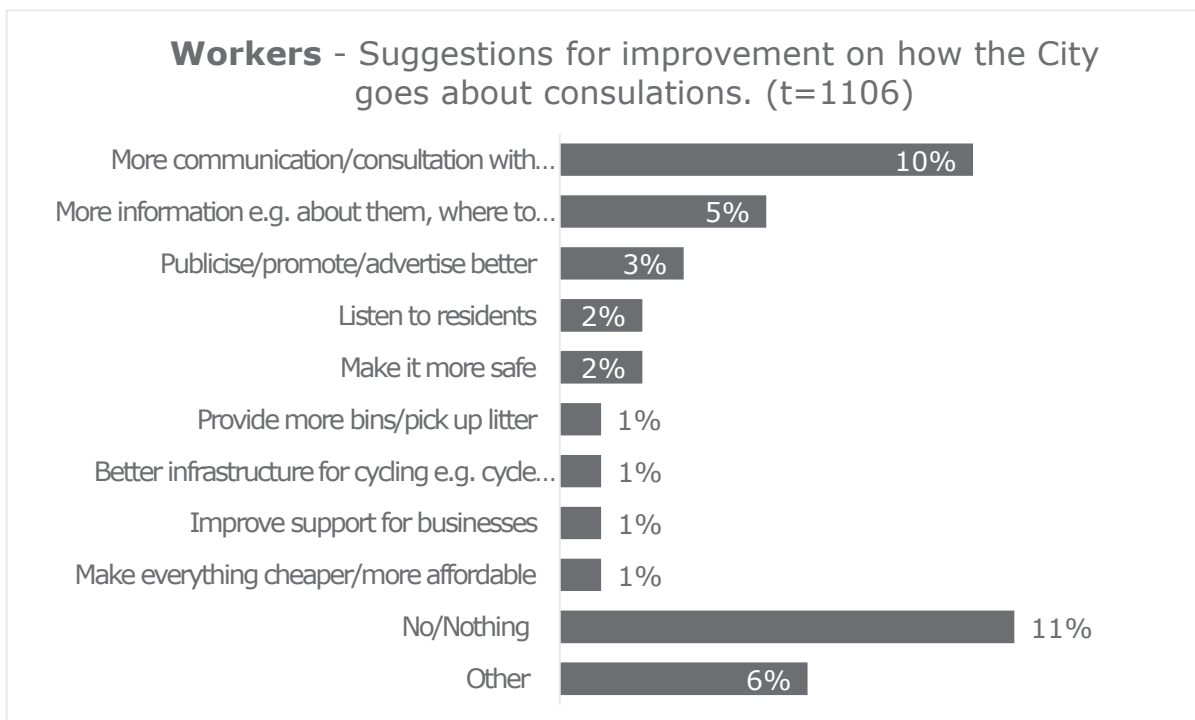


Q18b: Thinking about how the City Corporation goes about consultation, do you have any suggestions of how it could be improved?

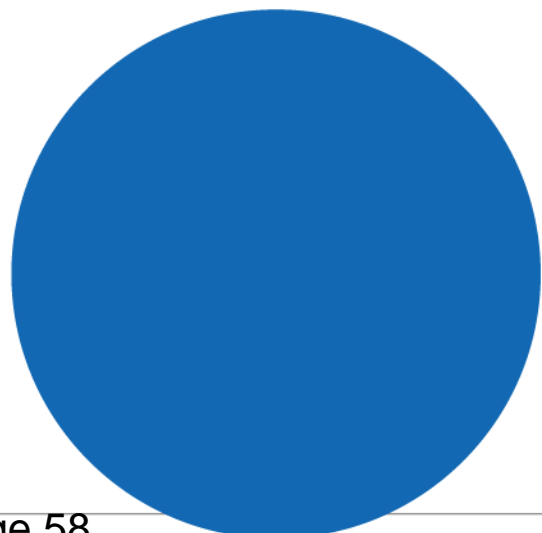
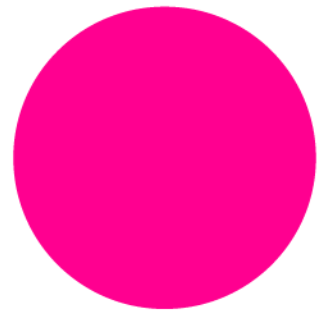
The most suggested improvement from residents was listen more to residents, with 19% of them suggesting this.



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

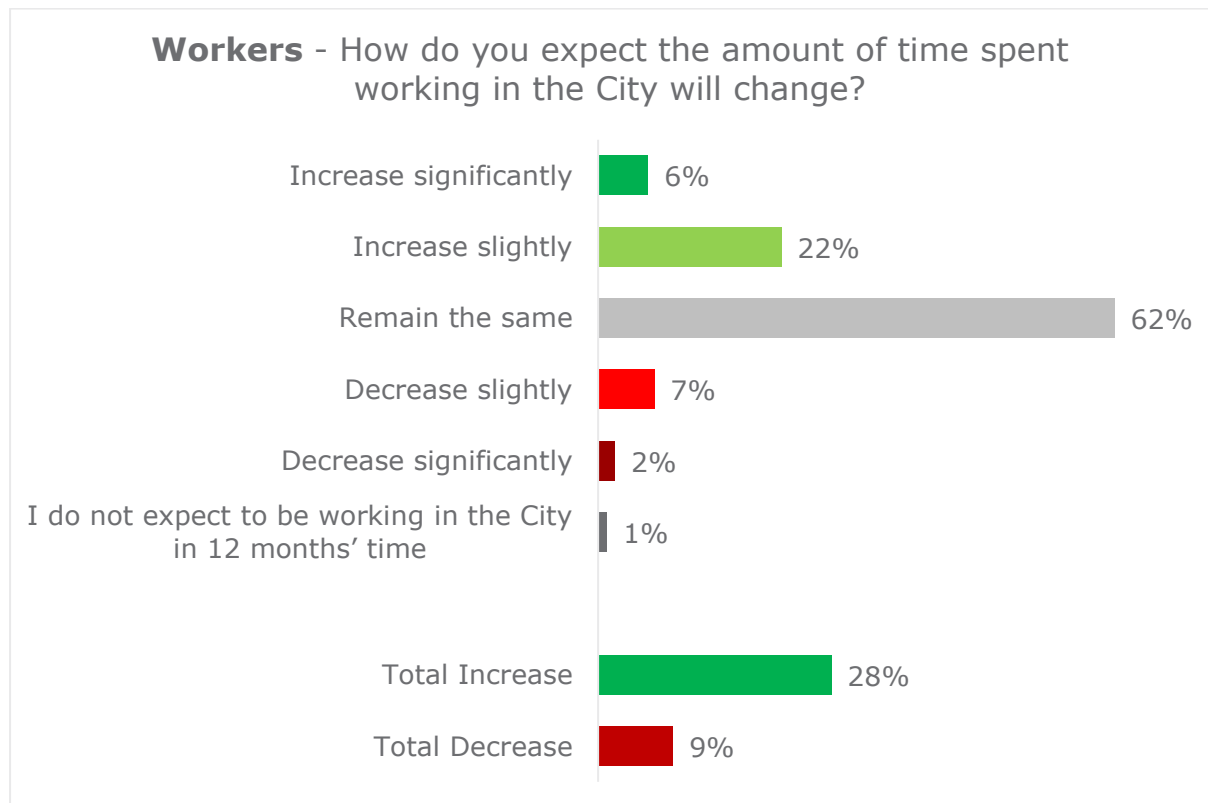
Fear of crime and it is too crowded or congested.

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.

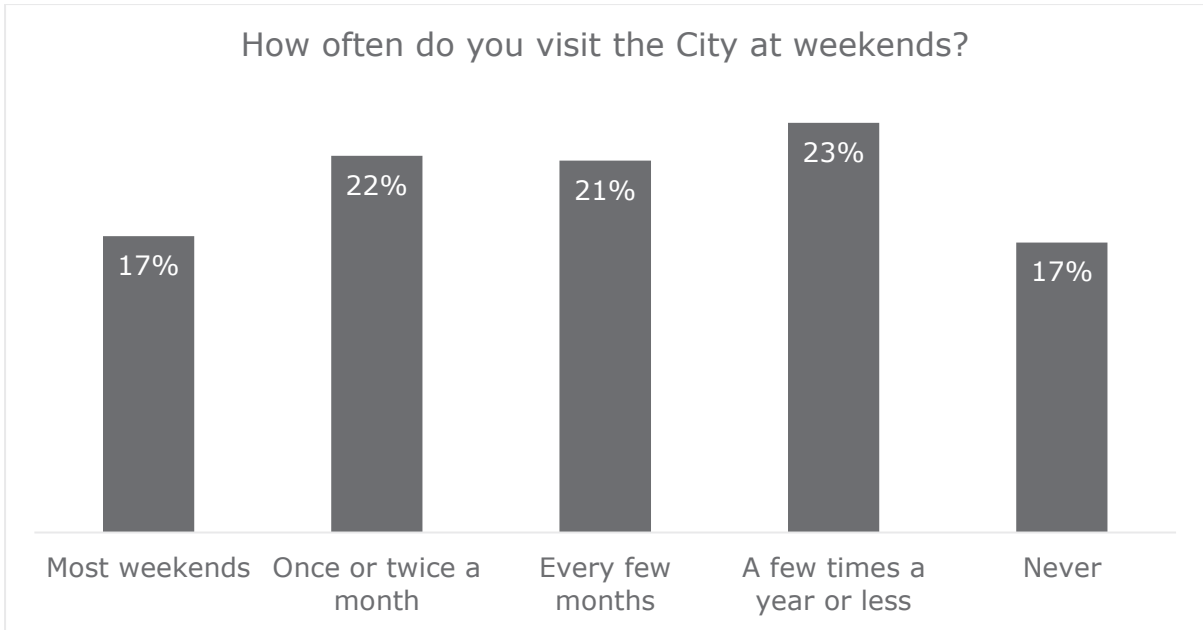


Q23. How often do you visit the City at weekends? (all responses: t=1,107).

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%).

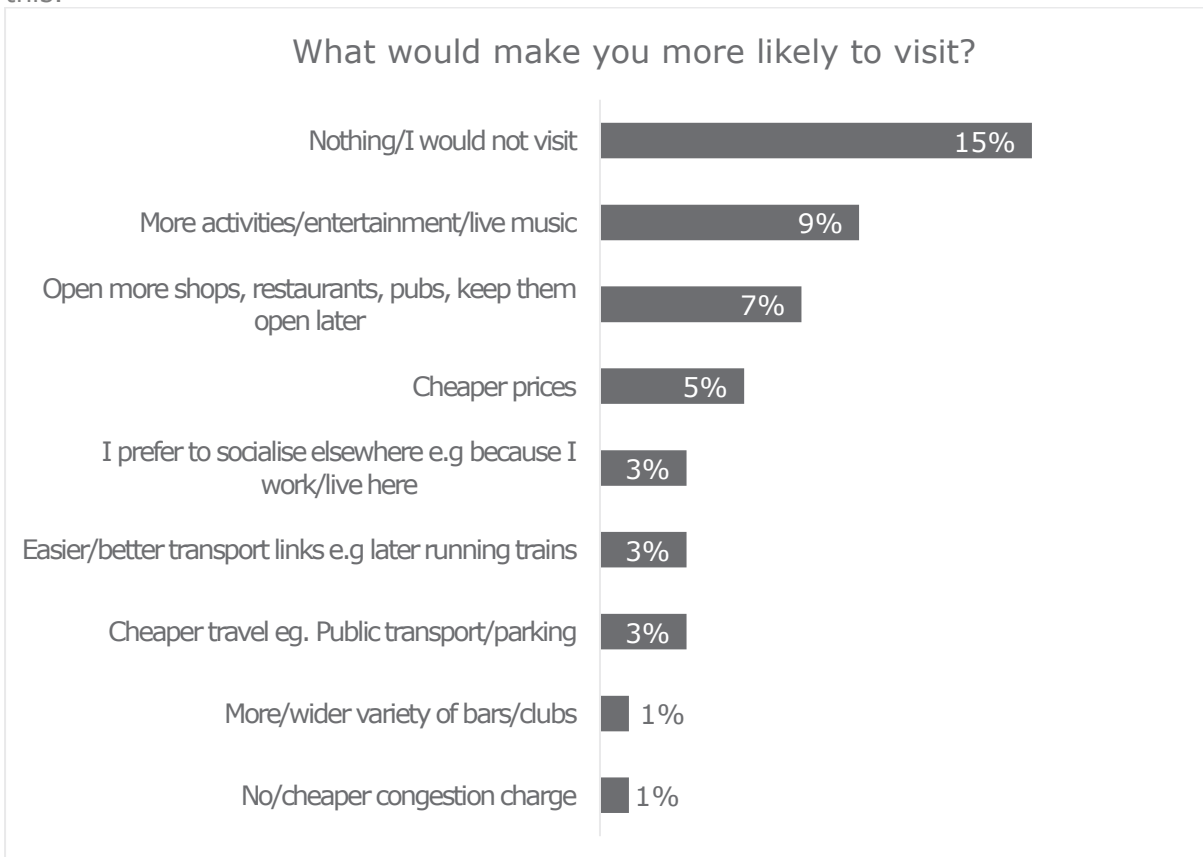
184 workers (17%) said they never visit the City at weekends.



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.

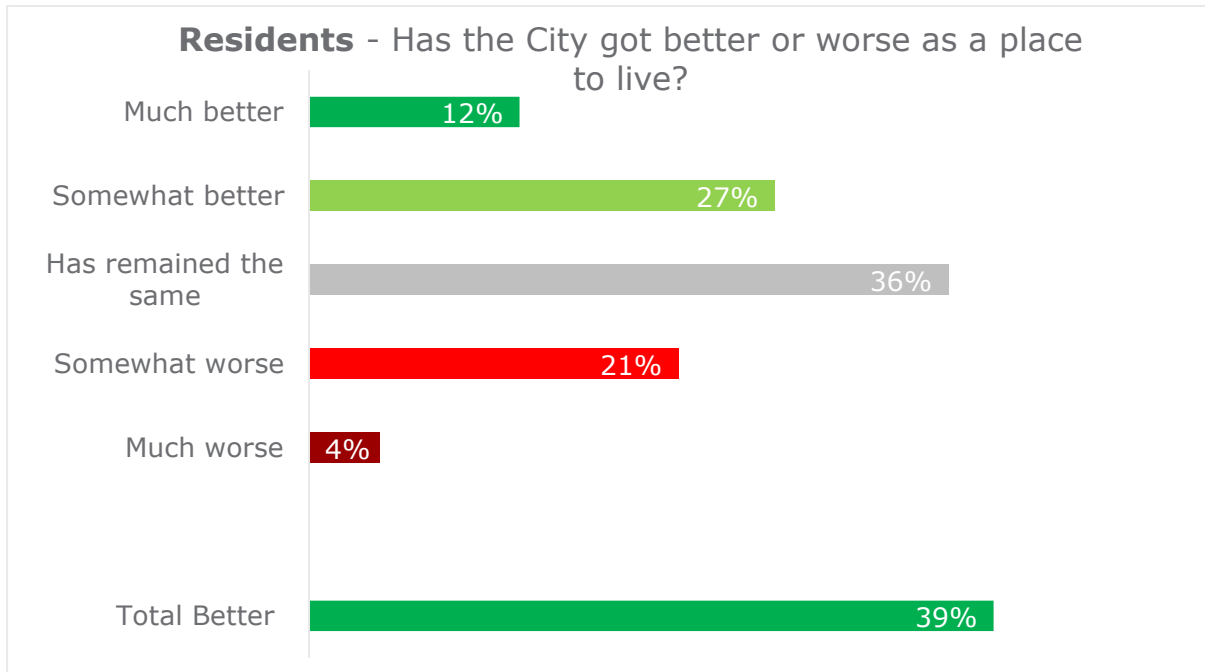
Female, 55-64, Financial & insurance

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.



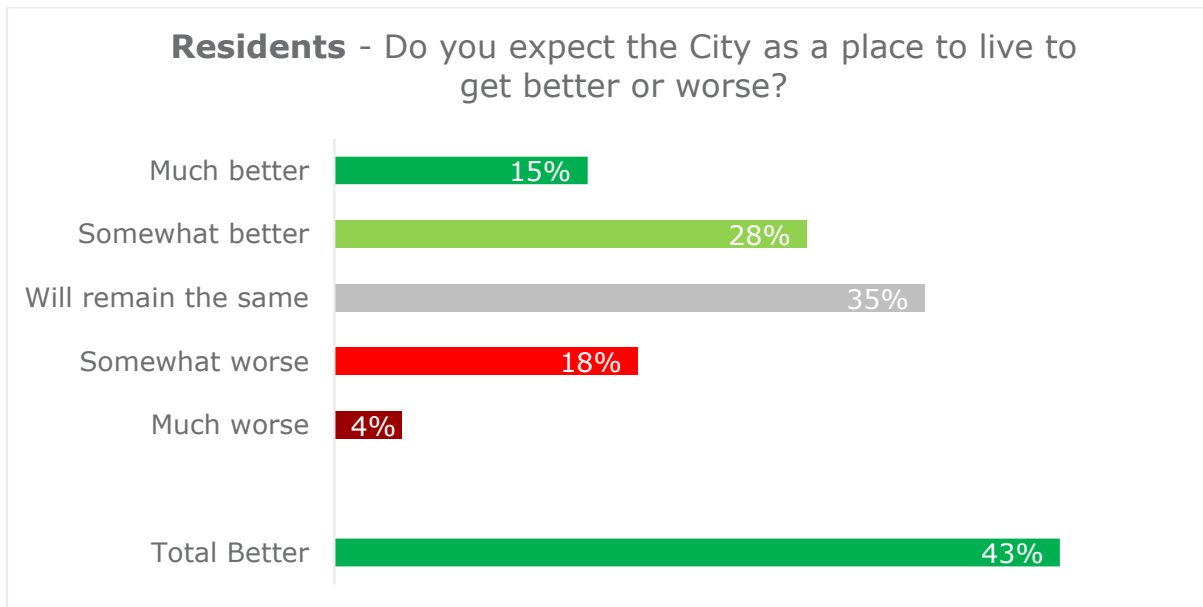
Q25b: Compared to five years ago, has the City got better or worse as a place to work? (all responses: n=901).

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.



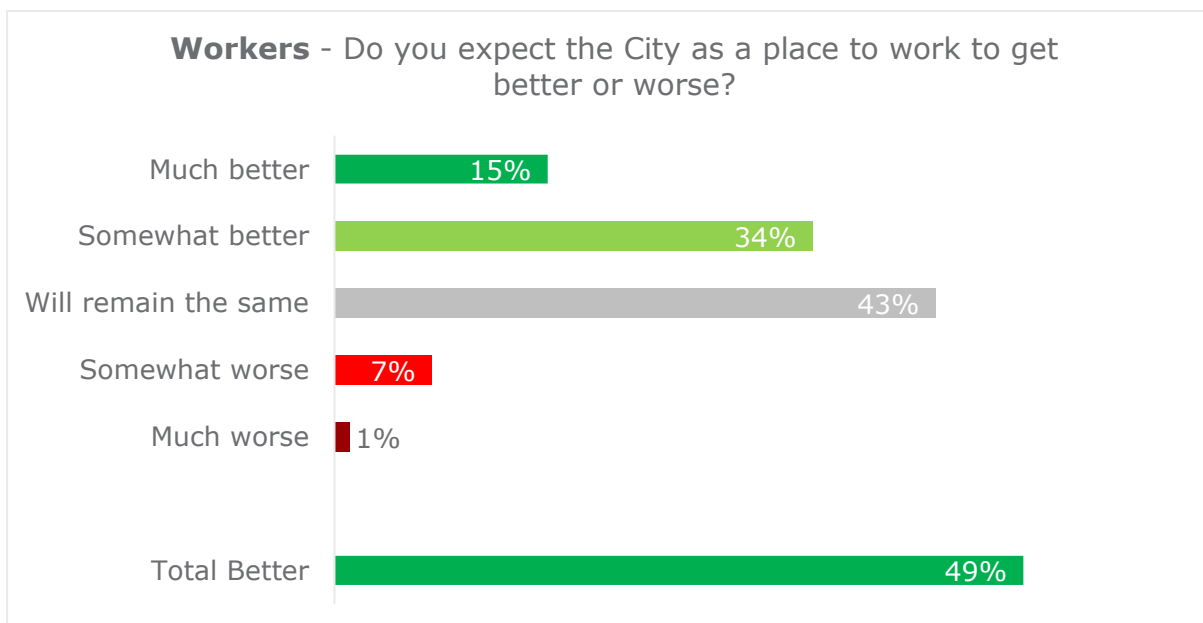
Q26a: Looking to the future, do you expect the City to be a better or worse place to live over the next few years? (all responses: t=482).

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.



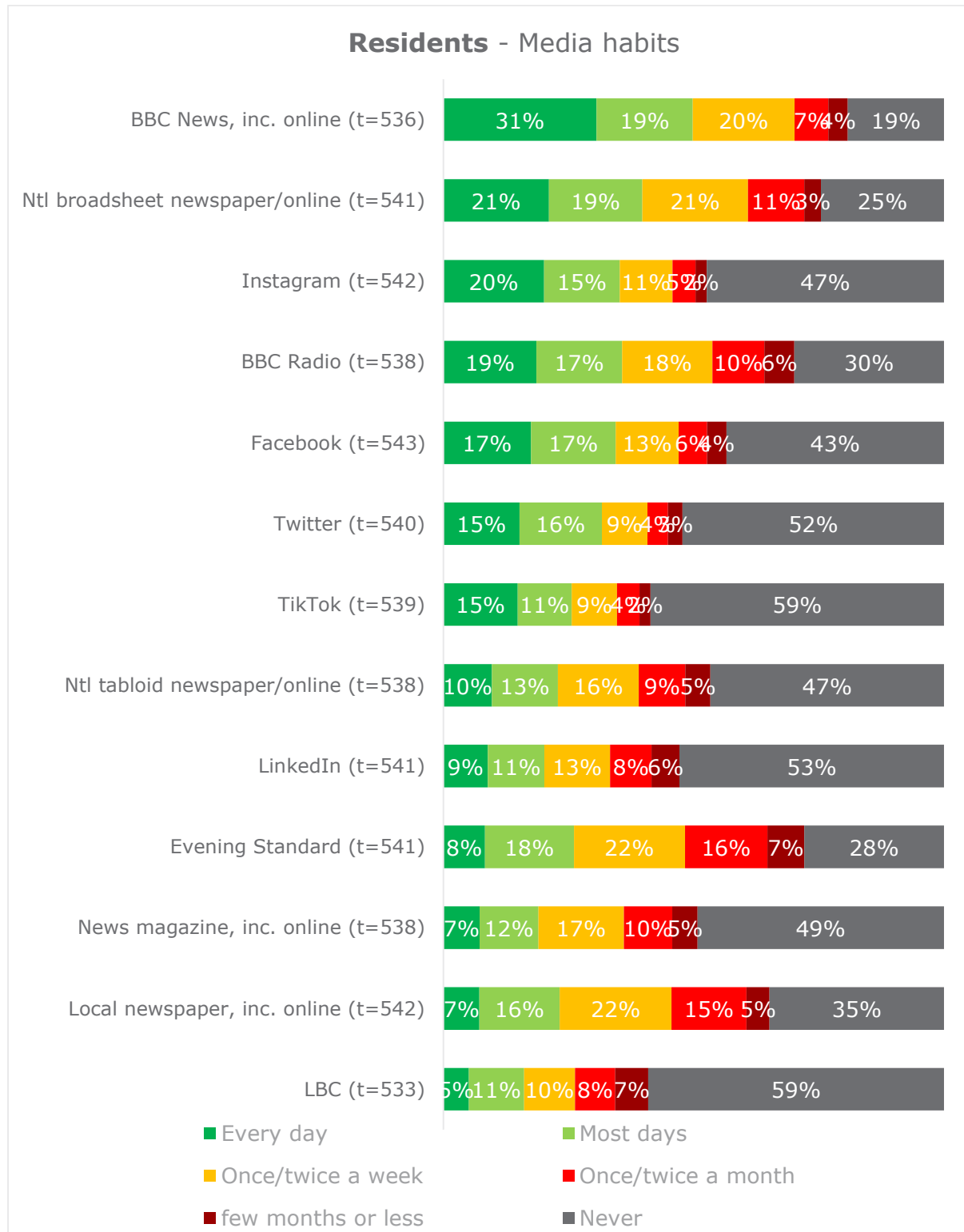
Q26b: Looking to the future, do you expect the City to be a better or worse place to work over the next few years? (all responses: t=982)

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).

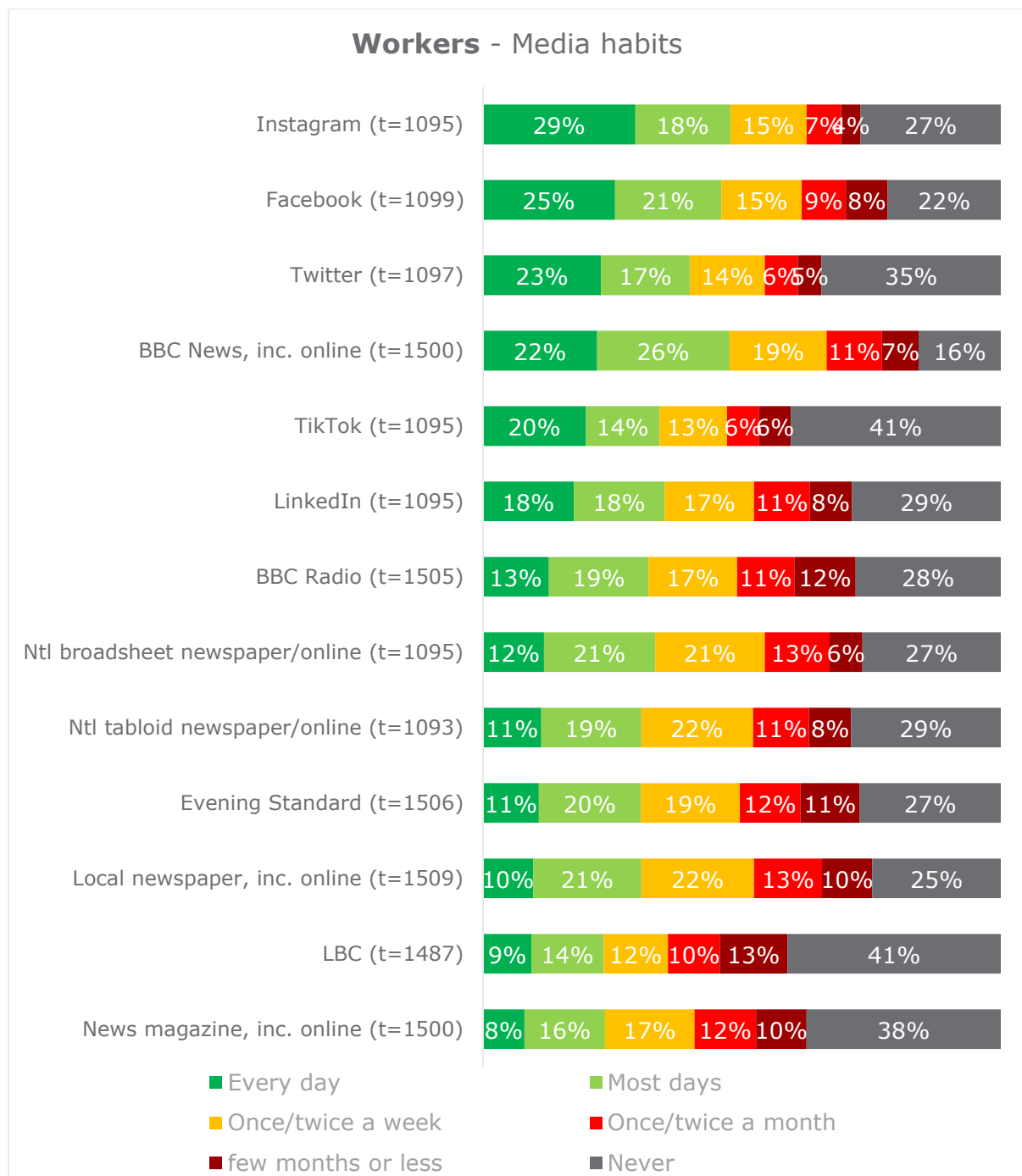


Q27: How often do you use, read or listen to each of the following?

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%).

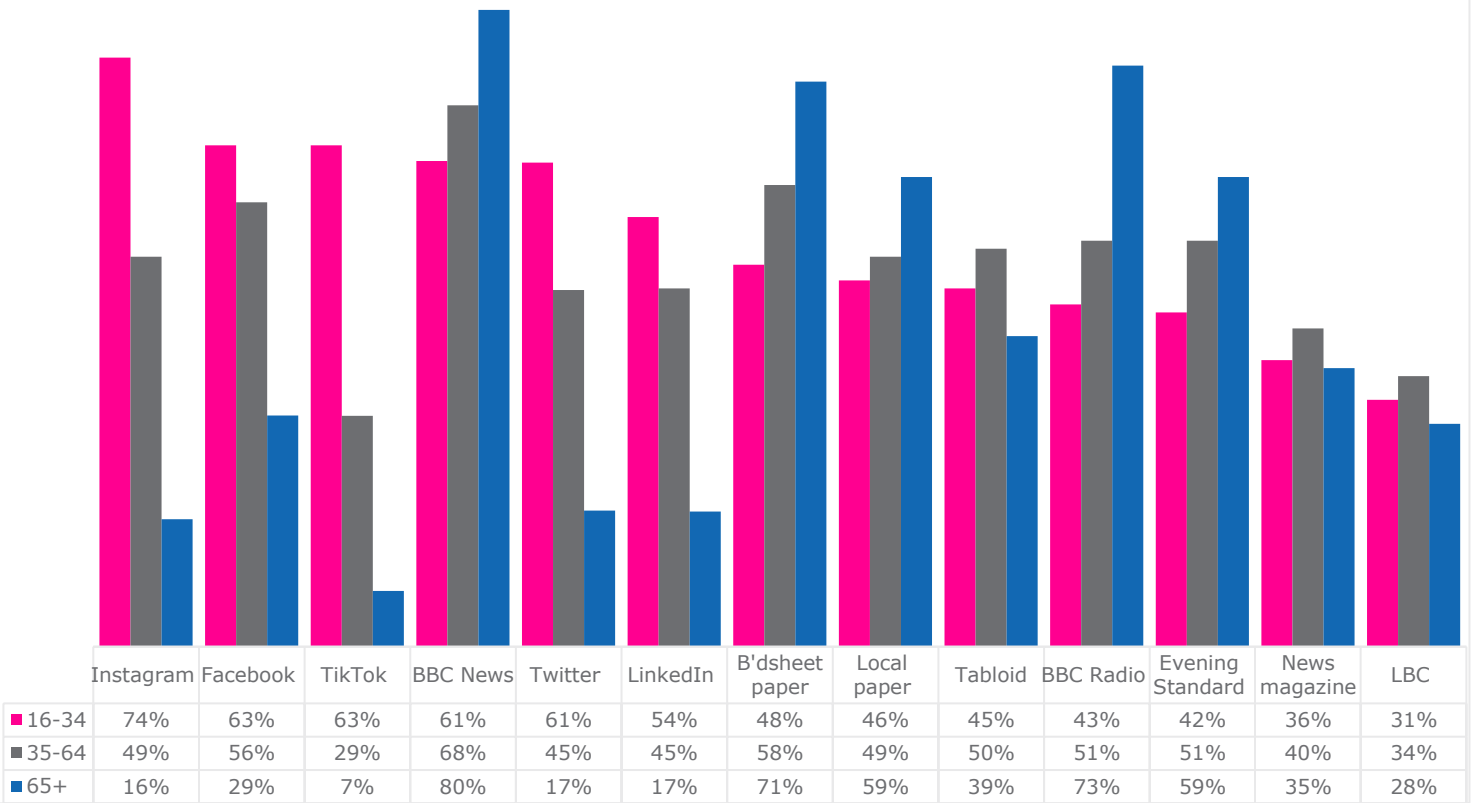


Over a quarter of workers (29%) use Instagram on a daily basis, followed by Facebook, with 25% using it every day. 41% of workers never use TikTok or LBC. Nearly half (49%) of workers interact with BBC News (including online) on a weekly basis or more often.



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).

Respondent type	No. responses	% responses
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).

Respondent type	No. responses	% responses
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).

Respondent type	No. responses	% responses
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).

Respondent type	No. responses	% responses
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).

Respondent type	No. responses	% responses
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).

Respondent type	No. responses	% responses
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).

Respondent type	No. responses	% responses
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).

Respondent type	No. responses	% responses
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?

Year	Resident (Total: score 1 and 2)	Worker (Total: score 1 and 2)
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

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

Visited a City managed open space, such as Hampstead Heath

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

Appendix 3: Questionnaire

Client name:	City of London Corporation
Project name:	Residents and Workers
Job number:	8544
Methodology:	Online and F2F
Version	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 <SHOW TO RESIDENTS ONLY: (or if retired the former occupation)> 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	-	

Working and visiting

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**

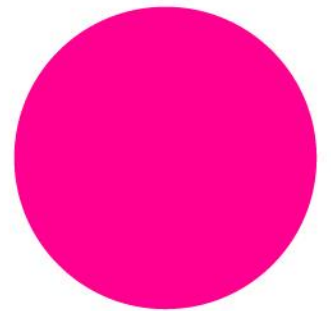
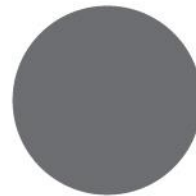
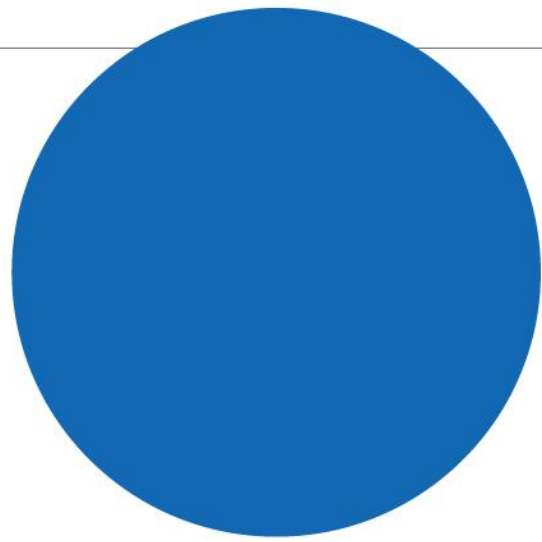
How often do you use, read or listen to each of the following?

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		

For more information



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Agenda Item 6

Committee(s): Communications and Corporate Affairs Sub-Committee – For Decision	Dated: 14/02/23
Policy and Resources Committee – For Decision	23/02/23
Subject: Delivering the Residential Reset	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4, 9 and 10
Does this proposal require extra revenue and/or capital spending?	Y
If so, how much?	£150,000
What is the source of Funding?	Policy Initiatives Fund
Has this Funding Source been agreed with the Chamberlain’s Department?	Y
Report of: Deputy Town Clerk	For Decision
Report author: Mark Gettleson, Head of Campaigns and Community Engagement	

Summary

This report provides an overview of engagement and communications with the City’s residential population, a relationship shaped by its comparative size to our worker community (8,600 to 587,000) and with that of other authorities. It describes the way in which formal structures of community engagement and communications exist on our three managed estates, but are patchier outside. It puts consultation with our residents, including the City-wide residents’ meetings, within this wider context.

It proposes a concerted campaign be undertaken to ensure that we can reach more of our residents more easily, irrespective of where they live, and that a central timetable be drawn up to ensure we have a better picture of what the organisation is asking and saying to residents and when. The report asks for funding to deliver the eight City-wide residents’ meetings, which have been pledged by the organisation, but do not currently have budget to support, and wider activities to promote resident engagement. It asks for a Resident Campaigns and Communications Manager to be engaged for a period of 12 months to provide a central focus to deliver this work.

Recommendation(s)

Members of the Communications and Corporate Affairs Sub Committee are asked to:

- Support the proposals below to deliver the Residential Reset.

Members of the Policy and Resources Committee are asked to:

- Support the proposals to deliver the Residential Reset.

- Authorise £150,000 in funding from the 2023/24 Policy Initiatives Fund, categorised as ‘Communities’ and charged to City’s Cash to support the City-wide residents meetings (£35,000), outreach and promotional activities to support resident engagement (£50,000) and the recruitment of a Resident Campaigns and Communications Manager to lead this work over a 12 month period (£65,000).

Main Report

Background

1. “Residential Reset” has been one of the key priorities of the Policy Chairman since he assumed office. At its core is a wish to overhaul the City Corporation’s engagement with those who live here and ensure that residents are seen as a strategic priority across the organisation. While there are many complex issues relating to resident engagement in the City, this report aims to draw some of these together and suggests recruiting a new temporary role to oversee a campaign and series of activities aimed at providing a holistic approach to our resident engagement challenge.

Our residential population

2. Engagement with our residential community has been shaped by its size in relation to our worker community, as well as its absolute size. The latest census estimate puts our residential population at 8,600 – which compares to our estimated 587,000 workers, with the latter making up more than 98% of our total community.
3. Due to the hybrid nature of our electoral system, whereby all eligible residents and a small proportion of workers are eligible to vote, residents made up 31% of voters on last year’s Ward List. 71% of these were in the legislatively defined “residential wards” of Aldersgate, Cripplegate, Portsoken and Queenhithe, together electing a fifth of Common Councillors and where at least 85% of voters are residents. Residents also make up a substantial proportion of the electorate in Farringdon Within (42%) and Tower (27%).
4. Including temporary and student accommodation, there are an estimated 8,005 residential properties in the City, approximately half of which are outside of residential wards. The fact that only 29% of registered resident voters are outside those wards may point to lower levels of engagement and a more transient population.
5. In absolute terms, our number of residents remains extremely small compared to other authorities. According to the 2021 census, the average residential population of a single ward elsewhere in Greater London is approximately 13,000; one and a half times the size of our total across the City.

Engagement on our estates

6. On our three managed estates in the Square Mile, responsibility for resident engagement falls within the Housing and Barbican directorate, who provide a dedicated on-site estate office, communications and a programme of activities. Each estate has an organised residents association which can be used for additional engagement and consultation, with formal channels of engagement on the Barbican especially strong, featuring organised networks of committees and sub-committees covering a range of topics.
7. Housing and Barbican also maintain email lists for each estate, which while the data cannot be shared beyond this team, can be used to share relevant information from the City Corporation that may be of use and interest to residents. The sign-up statistics for these emails are below, remembering that properties may have several residents. The Barbican Estate team estimate that approximately two thirds of Barbican Estate residents receive their email newsletter, which is sent out regularly with high open rates.

Estate	Properties	Email sign-ups
Barbican	2,074	1,966
Golden Lane	575	196
Middlesex Street	250	124
TOTAL	2,899	2,286

Engagement outside our estates

8. For residents outside our managed estates, communications coverage is patchy. They are also less organised into formal residents groups than those living on our estates, though some are in contact with the City Corporation and with BIDs. While individual teams such as Planning hold email lists for specific purposes, there is no comprehensive way of reaching all our residents.
9. While all residential properties previously received a physical copy of the City Resident magazine, this ended in Summer 2021, and just 175 people have signed up to receive its email replacement, approximately 2% of our adult population. We must run a comprehensive multi-channel campaign to ensure a much higher proportion of City residents are persuaded to sign up for communications of this type, including gaining the permission of those on other email lists to receive them.

Consultation and engagement events

10. As an organisation, the City Corporation seeks to consult with its residents for statutory and other purposes. The above factors can mean that, in practice, a relatively small number of highly engaged residents from a particular part of our community are those most likely to give their opinion on City Corporation issues. Some officers in regular contact with residents suggest this can lead to “consultation fatigue” and further thought should be given to drawing up a consultation calendar across departments, attempting to ensure that residents are approached at an appropriate tempo.

11. Work should also be done, where appropriate, to ensure we're consulting early enough in the process for input to be meaningful – as well as better highlighting the sections of any proposals that may be subject to change, and the substantive effect resident input has produced. This reflects the approach set out in the recently published draft Developer Engagement Guidance produced by the Planning division. It may also be important to better delineate between resident consultation and communications that seek to explain as to why a certain initiative is being taken.
12. The expansion of the City-wide residents meetings to eight meetings a year (two meetings on four days), including one at each of our managed estates, will give more residents direct access to our elected members and officers, close to where they live. The recent meetings at Artizan Library saw almost 100 residents attend, with 72% of those completing the evaluation form saying the event was excellent or good.
13. Such formal settings, as well as many in-person consultations, while important, are likely to predominantly attract those already highly engaged in City life. In addition to these, we should explore more events that connect residents with members and officers in a less formal setting that allow relationships to build. It may be the case that while official meetings should be held out in the community, Guildhall and Mansion House should be used for more sociable activities, such as a Christmas event, increasing the number of residents who visit those special spaces. To this end, the small size of our resident population and large scale of our spaces is a significant advantage in growing our engagement and communications reach.

Use of data

14. The City Corporation undertakes numerous activities that connect us with residents at scale. These build up email lists used for that particular purpose. Working with City Solicitors, we should explore a form of words that would allow us to contact consenting residents for a host of engagement and non-statutory consultative processes, similar to the “strategic engagement” permissions used by IG. This would then be deployed across departments who regularly sign residents up to communicate with them about specific issues.
15. In the longer term, as is common practice in other authorities, we may wish to store information on our residents on a single CRM, with a 360-degree of their relationships and interaction with our organisation. This would enable us to better understand, engage and provide services for them.

Proposal

16. There is no single officer or team at the City Corporation with a holistic view or responsibility solely for engaging with our residents, irrespective of subject or where they live. This lack of a co-ordinated focus leads to a disjointed approach with significant gaps in our residential communications and engagement across the organisation.

17. It is proposed to recruit a Resident Campaigns and Communications Manager on a one-year contract at the equivalent of Grade E, reporting to the Head of Campaigns and Community Engagement, to oversee this programme and deliver for our entire residential community. They would take responsibility for the following:

- Develop and run a communications campaign to better engage our resident community with the City of London Corporation, focusing in particular on the collection of email addresses and creating effective content, online and offline, for residential audiences. Temporary staff and apprentices may also be engaged to help deliver this programme.
- Lead the delivery of the eight annual City-wide resident meetings, including invitations, venue hire and other logistics. Co-ordinate with other officers when required to ensure attendance and effective briefings for members. Explore additional informal events for residents to better connect them with the City Corporation.
- Co-ordinate with officers across the organisation looking to consult with residents and draw together planned consultations into a calendar, working to ensure these are presented in as clear, engaging and timely a manner as possible, investigating innovations from other authorities and internationally where appropriate.
- Work with the Housing team to help ensure the concerns and priorities of residents on our three managed estates are effectively fed back to our wider organisation and political leadership.
- Work across departments, and the Business Improvement Districts, to help improve engagement with residents outside our managed estates – including support with the creation of residents associations and other community activities. Identify and collate contacts in existing residents groups and ensure they are supported effectively.
- Liaise across City of London Corporation teams and institutions to ensure a resident offer and prioritisation is in place and well-communicated.
- Work with elected members with substantial residential communities in their wards, to ensure they have the support they need for resident engagement and that their concerns and ideas are fed back to officers.

18. It is proposed that the committee allocate £150,000 from the 2023/24 Policy Initiatives Fund to support its “Residential Reset” priority, including the pledged City-wide residents meetings (£35,000), outreach and promotional activities to support resident engagement (£50,000), and the recruitment of a Resident Campaigns and Communications Manager to lead this work over a 12 month period (£65,000).

Corporate & Strategic Implications

19. Strategic implications – Improving engagement with our resident community helps contribute to all elements of a flourishing society in the Square Mile, and helps us become better connected with our communities, digitally and physically.

20. Financial implications – It is proposed that the required funding of £150,000 is drawn from your Committee’s 2023/24 Policy Initiatives Fund, categorised under ‘Communities’ and charged to City’s Cash. The current uncommitted balance in the 2023/24 Policy Initiatives Fund is £574,000 prior to any allowances being made for any other proposals on today’s agenda.
21. Resource implications – Additional support may be called upon from across the organisation to assist with the activities outlined in this report.
22. Legal implications – Information collected on City residents as part of an engagement must be stored securely and only shared within the organisation in a way that is compliant with the GDPR and other data protection legislation.
23. Risk implications – Failing to better engage with our residents risks making our consultations and communications less meaningful and impactful, leading us to be less effective and open to criticism in the way we operate as an organisation.
24. Equalities implications – By engaging more of our residents in our activities on a fair and equal basis, especially those not currently involved in our consultations and decision-making processes, the proposals contained in this report help to support our equalities duties and aspirations.
25. Climate implications – By promoting digital communications and being able to reach more residents by email, we will reduce the need to physical communications in the longer term.
26. Security implications – Any information held on residents as part of this programme must be stored safely.

Conclusion

27. The activities and proposals contained in this report are aimed at improving communications, engagement and consultation with our entire resident community, in a way that is scalable, long-lasting and works across organisational silos. In so doing, it hopes to create a more vibrant and connected Square Mile and realise the vision laid out in the organisation’s Residential Reset priority.

Mark Gettleson

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Committee(s): Communications and Corporate Affairs Sub-Committee – For Decision	Dated: 14/02/23
Policy and Resources Committee – For Decision	23/02/23
Subject: Worker Engagement: The City Belonging Project	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4, 5, 9 and 10
Does this proposal require extra revenue and/or capital spending?	Y
If so, how much?	£70,000
What is the source of Funding?	Committee Contingency
Has this Funding Source been agreed with the Chamberlain’s Department?	Y
Report of: Deputy Town Clerk	For Decision
Report author: Mark Gettleson, Head of Campaigns and Community Engagement	

Summary

The City Corporation has long struggled to engage our worker community as a whole with our activities, communications and consultations, including voter registration and events. While significant work is carried out by individual teams to engage specific people at specific organisations for specific purposes, a comprehensive approach to our 587,000-strong worker population has never been devised. We currently possess no central email list or other scalable means of contacting each City workplace. This affects how members interact with their worker constituents, who are extremely difficult to reach compared to residents; the existing Ward Newsletter, received by the 2% of workers on the Ward List at an annual cost of £40,000, is not an effective means of member engagement.

As we look towards the next City-wide elections in 2025, and December 2024 registration deadline, this report proposes that we create a new dimension to our relationship with City workplaces, irrespective of size and sector. By harnessing the increased role of diversity networks across the working City, we can use our convening power to promote and incubate inter-company communities across the Square Mile. We would draw this together into a community engagement campaign, modelled on the successful “Speak for the City” programme of election engagement, called the City Belonging Project. This would provide information on and support existing networks and activities, including our own events, and work with partners across the working City to develop new ones. In so doing, we would create significant value for our community, helping them to become better connected across the Square Mile. This will be of significant long-term benefit to our organisation, giving us a means by which to contact City workplaces for the purposes of community engagement irrespective of topic, from consultations and electoral registration to member-constituent engagement and event invitations. Not only should this save time and money for individual teams

looking to engage with workers, but may have the potential to be self-financing in the long term.

In advance of the 2021/22 Common Councillor registration period and elections, the Policy and Resources committee used its contingency funds to support a successful election engagement programme. It is proposed to again allocate £70,000 from Policy and Resources Committee Contingency to support this work, with a view to the City Belonging Project facilitating election engagement efforts. It is proposed to supplement this funding by suspending the Ward Newsletters for a period of two years, freeing up £80,000 in further funding over that period. This work will be project managed directly by the Head of Campaigns and Community Engagement.

Recommendation(s)

Communications and Corporate Affairs Sub-Committee is asked to:

- Note the report.
- Recommend to the Policy & Resources Committee, the suspension of the existing physical Ward Newsletters for a period of two years to provide up to £80,000 in additional funding for the above activities.

Policy and Resources Committee is asked to:

- Note the report.
- Authorise the suspension of the existing physical Ward Newsletters for a period of two years to provide up to £80,000 in additional funding for the above activities.
- Authorise £70,000 in funding from 2023/24 Committee Contingency to support the City Belonging Project, as a campaign focused on increasing worker engagement with the City Corporation and its activities ahead of the December 2024 registration deadline.

Main Report

Background

1. Approximately 587,000 people work in the City of London, equivalent to the electorate of eight parliamentary constituencies, making up more than 98% of the overall population of the Square Mile. It is this overwhelming proportion that provides the ongoing basis for the unique character of the City of London, including our organisation and electoral arrangements. While only a small fraction of the City's workforce is currently eligible to register, workers made up 69% of the Ward List last year.
2. As the recent worker and resident poll shows, a significantly lower proportion of workers are highly familiar with the City Corporation compared to residents, and they show lower levels of engagement with our organisation and activities across the board. This is reflected in difficulty of persuading many City workers

to register and participate in our elections, encountered over many decades. As noted in the October 2022 Elections Report to the Policy and Resources Committee, given that “we face no relevance challenge among residents: for most, we are their sole local authority and have a clear relationship with them based on service delivery.” Conversely, all but a tiny fraction of our worker community live, pay council tax, and have a more direct reliance on local services elsewhere. If we are to have more workers see themselves as citizens of the Square Mile, our relationship with them must be relevant and qualitatively different to that of their local authority at home.

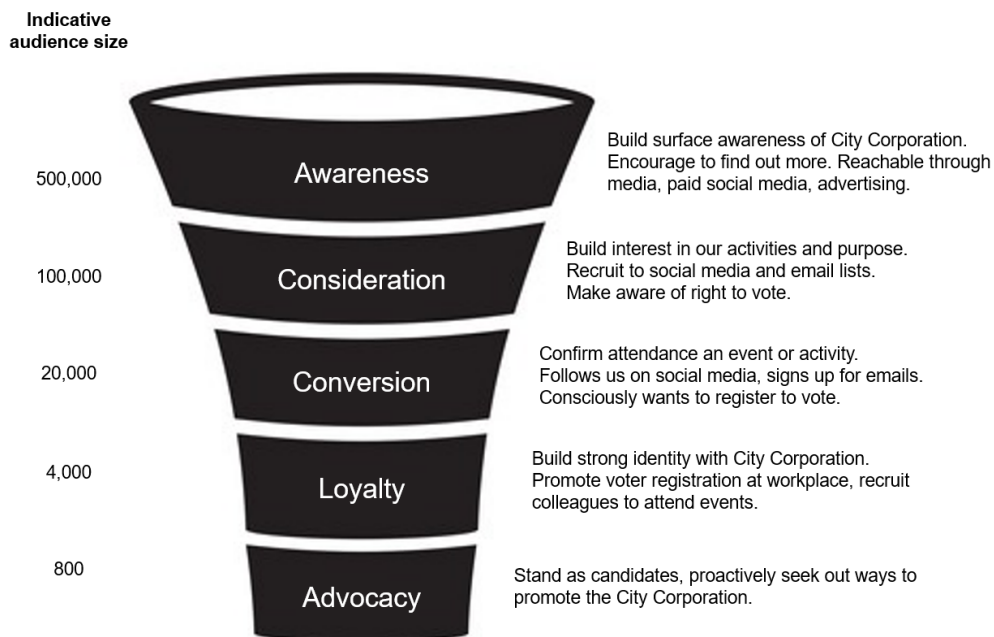
3. The challenge of increasing our relevance and engagement with workers at large, not just the senior leadership of the largest financial and professional services firms, lies at the heart of our vibrancy as an organisation, particularly as our next elections approach. We must also address the fact that we find it difficult to communicate with our worker population, either directly or through their workplace, hampering our engagement and consultation work across the organisation.
4. In trying to tackle this relevance challenge, we can do so in a way that addresses a number of key goals: in particular, promoting diversity and inclusion in the Square Mile, promoting the Destination City programme and electoral registration, and enabling any part of our organisation to better communicate and consult with the working City. In the long-run, investment in our ability to reach the working City will lead to significant savings in time and money continuously deployed by different departments trying to achieve the same goals for their own activities. Success will require a fundamental shift in the way we interact with our worker community: a B2B approach that encompasses every workplace irrespective of size or sector – and uses a community organising model to translate that to B2C.

Current position

5. Since the opening up of our electoral registration to City workers at large two decades ago – a right previously reserved mostly for senior leaders – members and the organisation as a whole have found it difficult to interact with our worker community. While residents can be doorstepped, met at public meetings or through casework, reaching behind the office door is a much more difficult ask, certainly at a scale necessary for a community of over half a million.
6. Our existing methods of engagement take insufficient account of the scale of this challenge. Wardmotes will only ever be attended by a tiny handful of the most active citizens, while the Ward Newsletter, posted only to the 2% of workers who are on the Ward List has limited reach. It should also be remembered that the Ward List is extremely fluid, with some of our largest firms choosing to entirely change their list of registered voters over the past year, causing people to drop in and out of Ward Newsletter contact. At almost £40,000 per year, the physical Ward Newsletter is not considered a value-for-money engagement tool and the lack of a centralised email list at City

workplaces, usable for community engagement purposes, means it cannot currently be disseminated digitally.

7. We must find more effective ways for our organisation and its elected members to engage with their worker constituents that reaches our whole community, digitally and in-person, in a way that reflects the contemporary City. Creating an email list as described above will be key to this effort, as will finding and promoting opportunities for City workers and their elected members to meet one another in person.
8. If we consider engagement as a marketing or sales funnel, we need interventions at each stage in a way that is timely and cost-effective.



Diversity Networks: the key to unlocking our worker community

9. The largest single advantage we have in approaching community engagement in the Square Mile is that the vast majority of the workforce is contained in organised workplace environments with clear structures and priorities, with which we can align. This can help ensure relevant and engaging communications cascade internally to reach a wider audience – a benefit no other local authority can harness in the same way.
10. The importance of Diversity Networks, also referred to as “employee resource groups” or “affinity networks”, has increased tremendously across organisations in recent years. These bring together staff with similar social identities such as women, ethnic minorities, LGBT and young people, and support and advance them in their workplace and beyond. The larger the workplace and the greater number of people identifying with a group, the better organised that network will be – often with the support of D&I professionals and strong vertical integration at the organisation, including an executive sponsor.

This reflects the extraordinary increase in the prominence and prioritisation of D&I within businesses, and the drive to put wellness, belonging and social connectivity at the heart of the post-pandemic workplace.

11. Though specific data does not yet exist, it is reasonable to assume that every one of the approximately 60 City workplaces with over 1,000 staff have numerous well-organised diversity networks and that the vast majority of approximately 600 with over 100 staff will have some kind of diversity network structure. These approximate to between a quarter and half of the City workforce respectively. As such, it seems almost certain that Diversity Networks collectively form the single largest subset of community organisations in the Square Mile, involving by far the largest number of people.
12. Links between communities across workplaces are often weak, however. While several inter-company sector-based organisations exist, particularly for Women and LGBT, coverage appears to be patchy and not necessarily linked to the Square Mile.

The City Belonging Project

13. The City Corporation has an unparalleled opportunity to add a profoundly meaningful and timely dimension to its relationship with the working City by using our convening power to foster links between diversity networks and provide assistance at scale to each workplace looking to foster a culture of belonging. We would provide support, information and promotion for existing groups and work with individuals, workplaces and partners to identify gaps in support and incubate new networks. In so doing, we immediately create value to City workplaces of all sizes and create new lists of contacts we can use for community engagement purposes.
14. It is proposed to launch a multi-year programme to support this work, modelled on the successful Speak for the City campaign, called the City Belonging Project. Activities would include bringing together, promoting and expanding existing community events, including but not limited to those we ourselves run. We would also aim to create new activities, such as networking, panel discussions, entertainment and educational events, in collaboration with the EDI directorate and other teams where appropriate. While there are significant advantages to hosting certain events ourselves and better opening up the Guildhall, Mansion House and Barbican to our community, there is also huge potential for partnership with hospitality, Livery Companies and other organisations with events spaces. Initial conversations suggest we can ask larger workplaces to host events on behalf of project and provide refreshments. We may wish to sign up other organisations as official partners of the City Belonging Project, and in the long term, it may also be possible to get sponsorship or even charge (directly or through a workplace) for certain activities, with the eventual aim of making this project self-financing. Any relevant activities would be put together online in a single place, providing an easily-accessible overview for the first time and opportunities to get involved.

15. This project will be of particular benefit to smaller workplaces and microbusinesses, from start-ups to coffee-shops, who will likely not have existing diversity network presence, yet see staff wellbeing as a priority. By identifying and creating pan-City networks, we can engage in a comprehensive programme to open up and communicate these opportunities to those in smaller workplaces, working with partners like SBREC and Heart of the City. Similarly, the positive effect on smaller social communities is likely to be profound, as even the largest workplaces can struggle to achieve a critical mass of staff to create organised networks for them internally. As we found with outreach around our recent Chanukah event, they hugely appreciate the provision of City-wide activities for such groups.
16. We should also not limit such community-building activities to the traditional diversity groups, but to think more broadly in an effort to ensure as many City workers are involved, even if they don't belong to a protected category. This could include national communities and places of origin, from Brazil to Cornwall, and involve partnerships with embassies, local authorities, MPs and alumni networks.
17. New starters also form a clear social identity and are organised into networks at many City workplaces. We have a clear role helping to provide a warm welcome across organisations into their life in the Square Mile and introducing them to their new community. While we would consult with businesses on relevant and appropriate material and activities, this could include anything from a welcome pack from the Lord Mayor, organised tours of the Square Mile or a welcome reception with their ward councillors. As everyone will at some stage have been a new starter, this engagement approach will over time become universal, allowing us the potential to form a direct relationship with our entire working community.
18. We would work with existing business engagement teams across the organisation, including in IG and Environment, as well as with the Lord Mayor's Appeal and the BIDs, to utilise existing channels of communication and help achieve the goals of those teams wherever possible.
19. While we lack a central organisation CRM, used by all public-facing officers and covering all of our worker and residential community, this work can help inform its requirements should it be developed in the future.
20. The City Belonging Project will benefit the City Corporation, the Square Mile and our communities in numerous ways, directly and indirectly:
 - Provide a meaningful and useful basis by which our organisation, institutions and members engage every single workplace in the City and their staff at scale, adding a new, timely and relevant dimension to our relationship with City businesses and workers.
 - Build on our existing events programmes and activities, enabling them to scale and better reflect our communities – and working with partners to identify new opportunities across the Square Mile.

- Ensure our consultations and communications are able to reach diverse audiences at each City workplace, leveraging the representative character of their networks. This will address long-term community engagement issues encountered across the organisation, from Climate Action to the Police Authority.
- Promote the Destination City programme, creating a new channel that will enable them to access large numbers of City workers.
- Work with City Solicitors to permission workplace contacts for community engagement in a way that would allow us to send them relevant updates that might include an electronic reimagining of the Ward Newsletter and other community communications.
- Directly address member diversity by building strong relationships with senior leaders involved in diversity networks across the working City – introducing them to the City Corporation and attracting them towards the idea of candidature.
- Reduce the amount needing to be spent on engagement ahead of the 2025 elections, as potential new voters and registration contacts will be identified at each City workplace.
- Work with the Equality, Diversity & Inclusion Directorate to ensure that our seven staff and internal networks at the City Corporation are effectively connected to relevant cross-City groups and activities, giving them access to peers and opportunities across the Square Mile.
- Provide a new pathway to introduce more workers to other aspects of civic life in the Square Mile, including helping the Livery movement diversify their membership.
- Establish the Square Mile as a world leader in community connectivity, in a way that highlights our role as the convenor and incubator of the networks that make it possible. This will not only improve perceptions of the organisation reputationally, but support powerful network effects that draw firms into the City.

Initial programme of work

21. Develop a brand and collateral around the City Belonging Project, modelled on the Speak for the City campaign, in a way that is eye-catching, multi-channel and applicable to workplaces of all sizes.
22. Conduct a wide-ranging research and stakeholder engagement programme with an aim of identifying:
 - a) A contact person for community and diversity network engagement at each City workplace (aiming towards 80% of workplaces above 1,000 staff and 40% of those above 100 in the first year).
 - b) The diversity networks that exist at each City firm, ideally with an estimate of numbers involved at each and, where permission is given, a contact person.
 - c) Existing cross-organisational networks with which City firms are involved, their stages of development and a contact person. Meetings should be secured wherever possible.

23. Explore expanding the scale and frequency of the diversity events programme run out of Remembrancer's, drawing them together into a calendar, ensuring they reach a wider audience and are seen as a key corporate priority. Include within this calendar external diversity events in the Square Mile with permission and where appropriate.
24. Work with partners across the City to identify and support communities looking to form intra-company networks and use our contacts, influence and facilities to convene them. Co-create initial events, hosted ourselves or with partners, to bring the community together.
25. Bring together HR leaders from a small number of City workplaces to develop a welcome offering for new starters and draw it together into a pilot programme.
26. First year KPIs could include:
 - Contact for community and diversity network engagement at 80% of workplaces above 1,000 staff and 40% of those above 100.
 - Creation of 5 new inter-company community diversity networks across the Square Mile.
 - Putting on 10 new "City Belonging Project" events, hosted ourselves or through partners across the City.
 - 100 City workplaces represented at least once at existing City Corporation community events.
 - 50 currently unregistered workplaces choosing to register voters on the next Ward List.
 - 10 workplaces participating in a pilot "City Belonging Project: Warm Welcome" programme for new starters.

Use of data

27. The City Corporation undertakes numerous activities that connect us with workers at scale. These build up email lists used for that particular purpose. Working with City Solicitors, we should explore a form of words that would allow us to contact consenting workers for a host of engagement and non-statutory consultative processes, similar to the "strategic engagement" permissions used by IG. This would then be deployed across departments who regularly sign workers up to communicate with them about specific issues.

Proposal

28. It is proposed that the Communications and Corporate Affairs Sub-Committee:
 - approve the suspension of the physical Ward Newsletter for a period of 2 years, totalling approximately £80,000 over that period. It is envisaged that, over time, this project will create a scalable means for such information to be disseminated digitally.

29. It is proposed that the Policy and Resources Committee:

- allocate £70,000 from 2023/24 Policy & Resources Committee Contingency to support the City Belonging Project, with a view to it facilitating election engagement efforts ahead of the December 2024 deadline.

30. Where departments have budgets currently allocated for worker engagement, opportunities will be explored to allocate some of these towards this project, so that the department can benefit from its success in the longer-term.

31. Should initial stages of the City Belonging Project be seen as successful and valuable, the committee may then be asked to consider further activities and development.

Corporate & Strategic Implications

32. Strategic implications – Improving engagement with our worker community, especially those from diverse audiences, helps contribute to all elements of a flourishing society in the Square Mile, and helps us become better connected with our communities, digitally and physically.

33. Financial implications – It is proposed that funding of £70,000 is drawn from the 2023/24 Policy and Resources Contingency Fund and charged to City's Cash to support the activities outlined in this report. The current uncommitted 2023/24 Contingency Fund balance is £285,000 prior to any allocations being made for any other proposals on today's agenda.

34. Resource implications – Additional support may be called upon from across the organisation to assist with the activities outlined in this report. By creating more scalable means to reach more City workplaces, it is hoped to reduce resources expended by individual departments to do the same.

35. Legal implications – Information collected on City workers as part of an engagement must be stored securely and only shared within the organisation in a way that is compliant with the GDPR and other data protection legislation.

36. Risk implications – Failing to better engage with our worker community reduces the effectiveness of our voter registration programmes and risks making our consultations and communications less meaningful and impactful.

37. Equalities implications – The activities suggested in this report are aimed squarely at engaging more individuals from diverse communities in our organisation and its activities. These aim to be of significant long-term benefit to our equalities duties and aspirations.

38. Climate implications – By promoting digital communications and being able to reach more workers by email, we will reduce the need to physical communications in the longer term.
39. Security implications – Any information held on City workers as part of this programme must be stored safely.

Conclusion

40. The activities and proposals contained in this report are aimed at improving communications, engagement and consultation with our entire worker community, in a way that is scalable, long-lasting and addresses a host of strategic priorities for the organisation – from the wish to become a leader in Equality, Diversity and Inclusion to maximising our election engagement. In so doing, it hopes to create a bold and timely dimension to our relationship with the working City, irrespective of sector and size of workplace.

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Agenda Item 8

Committee(s): Communications and Corporate Affairs Sub Committee (Policy & Resources)	Dated: 14 February 2023
Subject: Update on plans for a communications campaign encouraging City buildings to switch off their lights when unoccupied.	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	5, 10, 11
Does this proposal require extra revenue and/or capital spending?	Yes.
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Bob Roberts, Deputy Town Clerk and Executive Director of Communications and External Affairs	For Discussion
Report author: John Park, Assistant Director of Media (Public Services)	

Summary

At the last meeting of the Communications and Corporate Affairs Sub-Committee, Members requested a communications campaign encouraging City buildings to switch off their lights when unoccupied.

This report provides an update on these plans.

Recommendation(s)

Members are asked to note the contents of this report.

Main Report

Background

1. At the last meeting of the Communications and Corporate Affairs Sub-Committee, Members requested a communications campaign encouraging City buildings to switch off their lights when unoccupied.

Current position

2. The City of London Corporation is currently consulting on its draft Considerate Lighting Charter (CLC) alongside the draft Lighting Supplementary Planning Document (SPD). Through the CLC, the City Corporation will urge existing building owners, operators, and occupiers to pledge to turn off their lights in unoccupied interior spaces.
3. The charter will also ask signatories to pledge to:
 - Install infrared/'smart' lighting systems to minimise the amount of light used
 - Only use lights where deemed absolutely necessary and ensure they are on only when needed
 - Review their entire lighting systems to reduce energy consumption and improve sustainability
 - Train staff on how lighting systems should be operated to minimise interior light
 - Install low-glare lighting and blinds to minimise glare and the visibility of lights from outside buildings
 - Procure light fittings that have the minimum embodied carbon and lowest operational energy, and can be easily repaired, replaced, and recycled

Next steps

4. The consultation on the CLC (and the Lighting SPD) ends on 17 February 2023 and will be brought before the Planning and Transportation Committee for decision in June.
5. If Members agree the policy, then a full communications campaign will be rolled out to promote it, using the following channels:
 - Stakeholder: owners, managers and occupiers of buildings will be targeted by working with partners such as Business Improvement Districts and major landowners in the City, as well as engagement with small and medium sized businesses through the Heart of the City programme.
 - Media: news releases, opinion pieces including in City A.M. and City Matters newspapers, and interviews
 - Social media: amplification of messaging across City Corporation channels
 - Advertising: adverts would be placed in key media including City A.M.
 - Digital: dedicated web page on the City Corporation website

- Internal comms: the City Corporation would become a signatory and an intranet article would be published informing staff
6. Officers would seek funding from the Policy Initiatives Fund to appoint specialist consultants to lead this work and achieve real change.
 7. The specialist consultants would research and develop key milestones and measures, promote the campaign, and identify specific targets. This would ensure the campaign receives maximum resourcing.

Options

11. None.

Proposals

12. None.

Key Data

13. N/A.

Conclusion

14. Members are asked to note the contents of this report.

Appendices

None

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Agenda Item 9

Committee(s): Communications and Corporate Affairs Sub Committee (Policy & Resources)	Dated: 14 February 2023
Subject: Media Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	[1-12]
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Bob Roberts, Deputy Town Clerk and Executive Director of Communications and External Affairs	For Discussion
Report author: John Park, Assistant Director of Media (Public Services)	

Summary

This report summarises the media output from the City of London Corporation's Media Team since the last media update presented to the Communications and Corporate Affairs Sub Committee on 12 December 2022.

It gives a quantitative analysis of our print, broadcast, and digital reach.

It then gives details of the subjects which generated significant media coverage about the City Corporation and the Square Mile and a qualitative analysis on whether the tone and content has been mainly positive, negative, or neutral.

There was a high level of positive coverage around the City Corporation's reaction to the Chancellor's Edinburgh Reforms and the Lord Mayor's speech at the London Government Dinner.

There was also significant coverage of the City Corporation's announcement that 10 new tall buildings are planned for the Square Mile, and the new Dorset solar farm which will supply over half of the City Corporation's electricity.

Recommendation(s)

Members are asked to note the contents of this report.

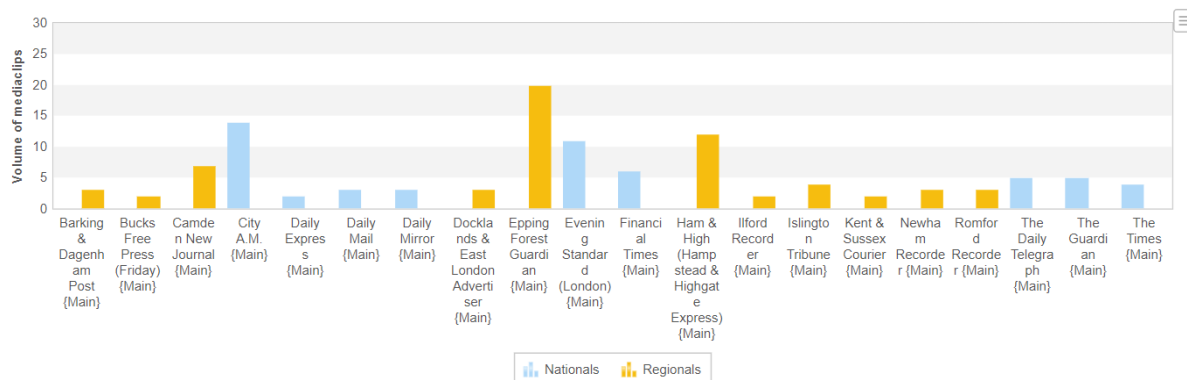
Main Report

Quantitative Analysis

1. The Weekly Media Summary produced every Friday measures and records the main print, broadcast, and digital media output of the Media Team. It is distributed to Members and senior officers.
2. This report collates and summarises the findings of the Weekly Media Summary from 29 November 2022-01 February 2023. This is a relatively short period compared to some previous reports.

Print

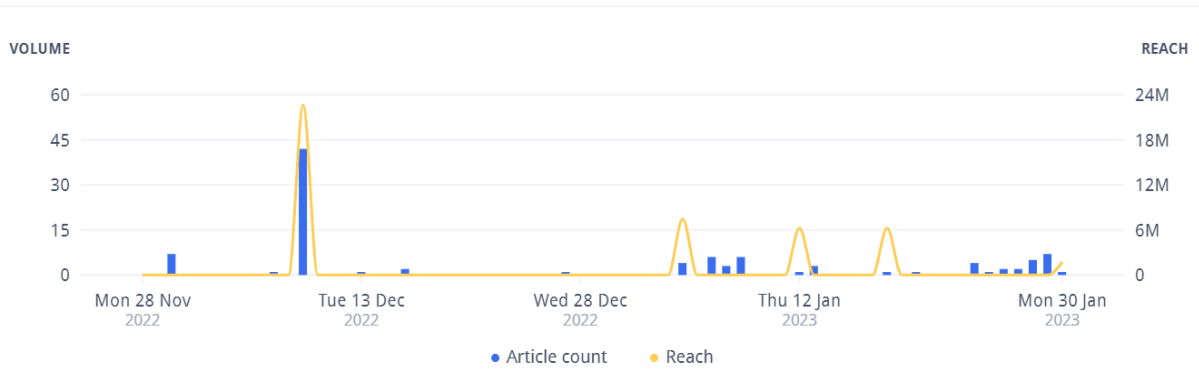
3. There have been more than 143 articles relating to the City of London Corporation in national, regional, and local newspapers. This compares to 136 in the previous reporting period between 14 October to 28 November 2022.



4. Advertising Value Equivalent (equivalent if we paid for coverage) is £1,634,137 (this excludes radio, on-line, TV broadcasting and international print coverage). By comparison, the AVE for the previous reporting period was £920,775.
5. Additionally, there have been at least 100 articles in international media which are not collated by the cuttings agency, and which are not included in the AVE figure. This compares to 179 in the previous reporting period.

Broadcast

6. There have been at least 101 pieces of broadcast media coverage achieved including BBC Radio 4's Today programme, ITV News, Sky News, and CNBC. This compares to 23 pieces in the previous reporting period. These are also not included in the AVE figure.



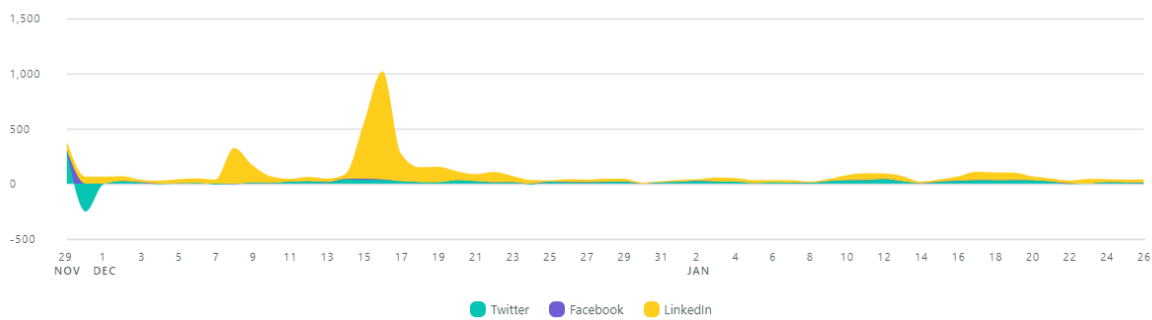
Digital

- Our main corporate feeds on Twitter, LinkedIn and Facebook gained 5,093 followers bringing the total to 119,101. They generated 68,675 engagements.

Audience Growth

See how your audience grew during the reporting period.

Net Audience Growth, by Day

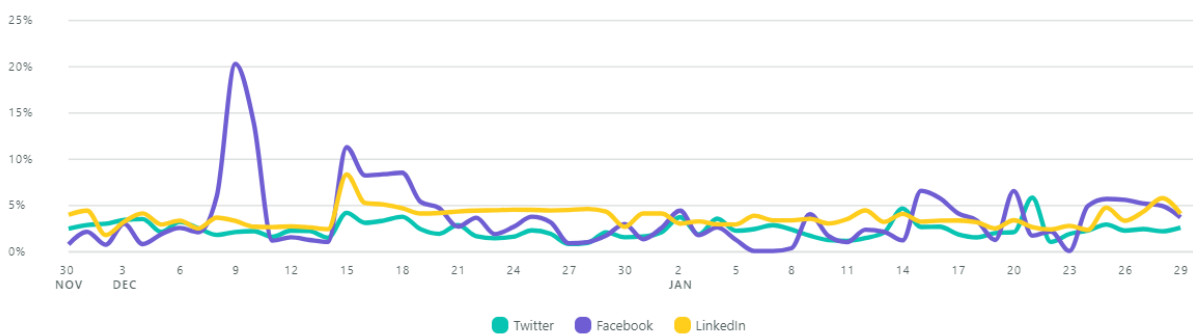


- The corporate Twitter feed now has 64,721 followers – despite losing nearly 300 when there was a spike in people leaving the platform, we are still up by 543 followers since the last report. That’s still more than any London borough.

Engagement Rate

See how engaged people are with your posts during the reporting period.

Engagement Rate (per Impression), by Day



9. Our corporate LinkedIn page now has 42,699 followers, up by 4,459. It is our fastest growing feed and continues to have more followers than any London borough and organisations such as UK Finance, and the CBI.
10. Our corporate Facebook page has 11,567 followers, up by 68 since the last report.
11. A City Corporation LinkedIn article about the Policy & Resources Committee decision to designate Simpson's Tavern as an Asset of Community Value, generated our highest ever engagement for a single organic (not sponsored) post, and highest ever reach on LinkedIn - 42,222 with a reach of around 1.5m. The City Corporation's Tweet for the announcement got 2,119 engagements with a reach of 336,741.
12. Posts promoting StreetLink, which helps members of the public to connect people sleeping rough with local support services, have so far generated 552 engagements with a reach nearing 300,000.
13. The most visited page on the corporate website is Things To Do with 8,133 views.

Subject Details and Qualitative Analysis of Media Coverage

The qualitative analysis below assesses coverage ranging from significantly positive to significantly negative.

City Corporation reacts to Edinburgh Reforms

- a. The Policy Chairman was interviewed on BBC Radio 4's Today programme, ITV News, Sky News, and Bloomberg responding to the Chancellor's planned reforms to financial services regulation. There was widespread further coverage with over 500 other media reports, including BBC News (national), Daily Telegraph and the Daily Mail.

Qualitative Analysis:

- a. Coverage was widespread and positive, with factual reporting. The Policy Chairman's interview on BBC Radio 4's Today was instrumental in setting the national political news agenda on the day.

Levelling up and the London Government Dinner

- a. The Evening Standard, BBC London, Financial News, City A.M., Yahoo! News, and several other publications previewed extracts of the Lord Mayor's speech ahead of the London Government Dinner at The Mansion House.
- b. In his City A.M. column, the Lord Mayor argued that London must be included in the government's levelling up agenda. He said the narrative needs to

change, and caricatures of London must be cast aside.

Qualitative Analysis:

- a. Coverage was positive and authoritative, reaching a mass audience across London and carrying core messaging on Levelling Up to key political stakeholders.

Destination City and ending rail strikes key to City recovery

- a. The Policy Chairman wrote in City A.M. and City Matters, saying that ending the rail disruption is key to the Square Mile's recovery alongside Destination City work to attract more footfall. He was also quoted in the Evening Standard on ending rail strikes.
- b. City Matters reported that The Golden Key event in October attracted more than 30,000 people. The Policy Chairman was quoted as saying the event was a fantastic first step along the road to recovery from the pandemic.

Qualitative Analysis:

- a. Coverage on Destination City was positive with factual reporting. Reports on the rail strikes were negative in tone but the Policy Chairman was presented as a leading industry voice.

Lord Mayor visits New York

- a. During his visit to New York, the Lord Mayor was interviewed by CNBC on the UK's financial services industry and the Bank of England's decision to raise interest rates. He also wrote in City A.M. about the 'special relationship' with the U.S. and was interviewed in Politico.

Qualitative Analysis:

- a. Coverage on CNBC was neutral and factual, and the Lord Mayor provided a credible and reassuring voice to U.S. audiences following recent UK market turmoil. Coverage in City A.M. was positive.

Lord Mayor and Policy Chairman visit Scotland

- a. The Policy Chairman's column in City A.M. highlighted the strong relationship between London and Scotland's financial institutions.
- b. He was also interviewed by The Scotsman during the two-day visit, discussing the financial and professional services sector and green finance. Also in MSN.

Qualitative Analysis:

- a. Coverage was positive and highlighted the strengths of Scotland and the City of London as a combined powerhouse of the UK economy.

Climate Action Strategy

- a. The Evening Standard broke an exclusive story on a huge new solar farm in Dorset which will supply over half of the City Corporation's electricity. The Chairman of the Port Health and Environmental Services Committee was quoted. The deal with Voltalia is part of the City Corporation's Climate Action Strategy. Further coverage in BBC London TV News, BBC Radio London, the Daily Express, and Bournemouth Daily Echo. Also in a range of trade media including Gulf Oil and Gas and Energy Central. The Policy Chairman also wrote on the subject in his City A.M. column.
- b. The Chairman of the Port Health and Environmental Services Committee was interviewed by the New Statesman about the City Corporation's climate action leadership.

Qualitative Analysis:

- a. Reporting was positive and factual, reaching a mass London audience and achieving national coverage.

Planning

- a. The Evening Standard interviewed the Chairman of the Planning and Transportation Committee on the announcement that 10 tall buildings are planned for the City, as well as the high demand for quality office space post-pandemic. The news was also covered by Metro, Mail Online, City Matters and MSN News. And a Sunday Telegraph feature highlighted how developers are finding new ways of keeping demand for skyscrapers in the City high. The Chairman of the Planning and Transportation Committee was quoted.
- b. The Evening Standard reported the City Corporation has drawn up 'once in a generation' plans to redevelop the 1970s gyratory system around St Paul's. The Chairman of the Planning and Transportation Committee was quoted. Also in City Matters and London Post.

Qualitative Analysis:

- a. Coverage was positive and factual with the Chairman of the Planning and Transportation Committee's interviews showcasing developer confidence in the City and generating London and national media coverage.
- b. Coverage of the St Paul's gyratory consultation was positive, promoting a scheme which would see the creation of a new public square along with traffic

calming measures and improvements for people walking and cycling.

Air quality

- a. In his City A.M. column, the Policy Chairman marked the 70th anniversary of the Great Smog by describing how the City Corporation has taken bold, practical, and innovative action to improve air quality in the Square Mile and right across London. Writing in City Matters, he said that the City of London Corporation has achieved its aim for over 90 percent of the Square Mile to meet targets for nitrogen dioxide ahead of schedule.
- b. The Evening Standard, City Matters, Yahoo! News, Smart Cities World, and London Post reported that the City Corporation is consulting on plans to permanently restrict non-electric vehicles from Beech Street to improve air quality. The Streets and Walkways Sub-Committee Chairman was quoted.

Qualitative Analysis:

- a. Coverage was positive and factual and reached key London commuter, and City business and resident audiences.

City competitiveness and UK economic recovery

- a. Writing in City A.M., the Lord Mayor looked back on 2022 and ahead to 2023. He said that the City of London will play a key role in putting the UK on the road to recovery this year.

Qualitative Analysis:

- a. Positive article with thoughtful analysis of the challenges faced in 2022. The piece projected an optimistic outlook for 2023, arguing the UK economy needs a thriving financial services hub to power growth and financial inclusion.

Police Authority Board

- a. The Evening Standard ran a piece on the front page of its business section reporting on a speech by the Chair of the City of London Police Authority Board. The outlet also reported the story online. It covered his call for proposed legislation in the Online Safety Bill to be toughened up and for more resources to be allocated to tackling fraud. Also in Police Professional.

Qualitative Analysis:

- a. Coverage reached a key London business and policing sector audience. Positive and authoritative reporting with third party endorsement from the Evening Standard's Business Editor.

Markets move

- a. The Policy Chairman was quoted in the Barking & Dagenham Post in a feature on Billingsgate Market, looking at how the market fared over Christmas, and ahead to its move to Dagenham Dock. Further coverage in BBC London and MyLondon.

Qualitative Analysis:

- a. Positive coverage demonstrating that the scheme will boost the east London economy, supporting jobs, skills, and training.

Lord Mayor on his links to the City

- a. The Lord Mayor was interviewed in City A.M. on his links to the Square Mile. The piece touched on his career, City architecture, his ceremonial duties, and the Square Mile's hospitality sector.

Qualitative Analysis:

- a. Positive and personal piece in a new feature in City A.M.'s bumper Thursday edition.

Simpson's becomes Asset of Community Value

- a. Coverage of the City Corporation's decision to designate Simpson's Tavern as an Asset of Community Value appeared in Bloomberg, Daily Telegraph, City A.M., and the Evening Standard, which quoted the Policy Chairman.

Qualitative Analysis:

- a. Coverage was positive and factual with significant pickup on social media.

Skills and employability

- a. City Matters reported on Connecting Communities: Bridge to Success, a City Corporation initiative to boost people's employability and skills. The Chair of the Education Board was quoted.

Qualitative Analysis:

- a. Positive article reaching a key City resident, business, and commuter audience. The piece carried core messaging and encouraged people to sign up.

Open spaces

- a. The Evening Standard and the Ham & High reported that dozens of trees are being planted at Hampstead Heath for the Queen's Green Canopy initiative. The Chair of the Hampstead Heath, Highgate Wood and Queen's Park Committee, and the Chair of the Open Spaces Committee were pictured and quoted. Also in Yahoo! News and MSN.
- b. In his Epping Forest Guardian column, the Chairman of the Epping Forest and Commons Committee highlighted the Duke of Gloucester's visit to the forest, and the planting of 70 Silver Birches on Wanstead Flats as part of the Queen's Green Canopy campaign. Further coverage in Epping Forest Guardian, Horticulture Week, City Matters, and BBC Essex.
- c. In his Ham & High column, the Hampstead Heath, Highgate Wood and Queen's Park Management Committee Chair looked back on a successful 2022 on the Heath, including sporting events, the Queen's Jubilee celebrations, and the work of the Heath Hands volunteer charity.
- d. In her column in the Newham Recorder, the West Ham Park Committee Chair looked ahead to events in 2023, including City Bridge Trust-funded cricket sessions for refugee groups.
- e. The City Corporation was featured in a Daily Mail article about dog walking restrictions on Hampstead Heath.

Qualitative Analysis:

- a. Authored articles by the Chairs/Chairman of the Committees were positive and resonated with active and engaged local audiences. The Daily Mail article on dog walking restrictions was negative.

City Bridge Trust

- a. The Deputy Chairman of City Bridge Trust was interviewed on London Live discussing a £84,500 grant awarded to a Lambeth-based social action charity to help run their community farm. The Chairman was quoted in London Post and Charity Today.
- b. UK Fundraising reported on the launch of 'Propel' – a major new £100 million fund to tackle inequality – with money from funders including City Bridge Trust, whose Chairman was quoted. Also in Civil Society and Charity Times.
- c. City Matters reported on City Bridge Trust's one-million-pound donation to the London Community Foundation to aid its cost-of-living emergency grants programme, Together for London.

Qualitative Analysis:

- a. Coverage was positive but did not reach beyond local and trade audiences. The Media Team continues to see challenges to achieving coverage on grant-based stories in an extremely competitive news environment.

Launch of City of London Chamber business network

- a. The Policy Chairman and Elected Member Prem Goyal were quoted in City Matters, which reported on the launch of the newly created City of London Chamber business network at Guildhall. The Deputy Policy Chairman was pictured.

Qualitative Analysis:

- a. Coverage was positive but there was no interest from London/national media.

Tower Bridge

- a. BBC London News and MyLondon reported that Tower Bridge made six times more money last year than during the pandemic thanks to tourists and couples getting married at the venue.

Qualitative Analysis:

- a. Coverage was positive and showcased Tower Bridge's commercial recovery from the pandemic.

Freedom of the City of London

- a. The Daily Mail, Evening Standard and 255 other media titles reported that internationally-renowned writer and broadcaster Lemn Sissay OBE – an official poet of the London 2012 Olympics – had been awarded the Freedom of the City of London. The Chair of the City of London Corporation's Culture, Heritage and Libraries Committee was quoted.
- b. Coverage appeared in Cricket World, City Matters, and The Kia Oval on former England cricketer and coach, Micky Stewart, receiving the Freedom of the City of London. The Lord Mayor and elected Member, Gregory Jones KC, who nominated Micky Stewart for the Freedom, were both quoted.

Qualitative Analysis:

- a. Coverage of Freedoms continues to be positive and get cut-through.

Public health

- a. The Chairman of the Community and Children’s Services Committee was quoted in City Matters on the ‘New Year, New You’ campaign by the City Corporation, which has been launched to help City residents quit smoking.

Qualitative Analysis:

- a. Coverage was neutral and factual in tone and reached a target City resident audience.

Socio-economic Diversity Taskforce

- a. The Chair of the City Corporation-led socio-economic diversity taskforce was quoted in the Evening Standard on the body’s recent report into socio-economic diversity in the UK financial and professional services sector. She was also pictured and quoted in The Observer on the same subject.

Qualitative Analysis:

- a. Reporting was neutral and factual in tone.

Staff strike ballot

- a. Ham & High and Morning Star reported that the results of a strike ballot of City Corporation staff are expected in early February. A City Corporation spokesperson was quoted. This story was also in 10 other local outlets.

Qualitative Analysis:

- a. Articles were speculative and negative.

Options

11. None.

Proposals

12. None.

Key Data

14. See current position.

Conclusion

14. Members are asked to note the contents of this report.

Appendices

None

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Committee(s): Communications and Corporate Affairs Sub Committee	Dated: 14 February 2023
Subject: Corporate Affairs Update	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	Outcomes 2 – 11
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Bob Roberts, Deputy Town Clerk and Executive Director of Communications and External Affairs	For Discussion
Report author: Kristy Sandino, Head of Corporate Affairs	

Summary

The below report outlines the activities of the Corporate Affairs Team since the last meeting of the Communications and Corporate Affairs Sub Committee on 12 December 2022. It highlights major activities undertaken to support the team’s priorities.

The main priorities of the Corporate Affairs Team since the last Communications and Corporate Affairs Sub Committee can be summarised as:

- Maintaining responsibility for the City Corporation’s work with frontbench politicians, including monitoring changes to the Government, further developing engagement with the Opposition and advising on engagement
- Creating a plan for political engagement for the Policy Chairman, alongside colleagues in Remembrancers.
- Continuing relationships with pan-London political stakeholders and briefing them on the work of the City Corporation
- Progressing the review of sport engagement.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Political Engagement

1. Since the last Corporate Affairs Update to the Communications and Corporate Affairs Sub Committee, the Corporate Affairs Team has been working to continue engagement with His Majesty's Government. This has included:
 - a. Writing to the Economic Secretary to the Treasury on behalf of the Lord Mayor and the Policy Chairman regarding the City Corporation's view on a Future Wealth Fund.
 - b. Writing to the Economic Secretary to the Treasury on behalf of the Policy Chair to call for the implementation of a robust and science-based Green Taxonomy.
 - c. Providing briefings to the Chair of Communications and Corporate Affairs Sub Committee for two interactions with Andrew Griffith MP, Economic Secretary to the Treasury.
 - d. Working with Innovation and Growth to submit a written representation to the Spring Budget on behalf of the City of London Corporation.

2. Given the current political climate, the Corporate Affairs Team has also been working to further increase engagement with Labour politicians. This has included:
 - a. Supporting Innovation and Growth by providing political briefing ahead of the World Economic Forum.
 - b. Writing a letter from the Lord Mayor and Policy Chairman to Labour Shadow Chancellor Rachel Reeves on Labour's 'Start-up, Scale-up' report.
 - c. Providing briefing and officer attendance in support of the Lord Mayor's attendance at the Labour International Trade Reception.
 - d. A Corporate Affairs team member attending the London Labour Business Conference to collect insight and hear from Rt Hon Sir Keir Starmer MP (Leader of the Labour Party); Lisa Nandy MP (Shadow Secretary of State for Levelling Up, Housing and Communities) and Rt Hon Sadiq Khan (Mayor of London), amongst others.
 - e. Engaging at an officer level with Labour officers to progress conversations about possible collaboration.

Pan-London Engagement

3. The Corporate Affairs Team continues to lead on the City Corporation's pan London political and related stakeholder relations. Since the previous Sub Committee, this work has centred around maintaining and developing relations across a wide array of stakeholders, as well as growing new relationships which will be of assistance to the City Corporation. This work included:
 - a. Working with Mansion House, the Media Team and Remembrancer colleagues to advise and deliver the 2023 London Government Dinner.
 - b. Attending and representing the City Corporation at the Labour Party's London Conference to gather insights and political networking.

- c. Continuing to work with Environment colleagues, Transport for London and the Deputy Mayor of London, Seb Dance, to address the tube and vibration issues having an impact on some Barbican residents.
- d. Drafting briefings and advising on engagement for the Policy Chairman, Deputy Policy Chairman and Vice Chairs on meetings and engagements with the City MP, Nickie Aiken.
- e. Advising colleagues on any political issues around the London Wall West and Markets programmes.
- f. Providing support and advice to the Policy Chairman on London Councils policy related meetings and events.
- g. Building relations with the Mayor of London's advisors, as well as London Councils' political advisors to ensure an understanding of City Corporation messaging and views on external policy development.
- h. Reviewing and agreeing Central London Forward's submission to the Spring Budget.

Engagement with the devolved nations and regions

- 4. In the last Communications and Corporate Affairs Sub Committee, it was requested that the Corporate Affairs Team include our engagement with regions. The City Corporation engagement with the SNP was also raised. Since then, the Corporate Affairs Team has:
 - a. Provided a political briefing for the Lord Mayor and Policy Chairman's visit to Scotland for Burns Night, where they spoke to The First Minister, Nicola Sturgeon.

Engagement with External Partners

- 5. The Corporate Affairs Team continues to work with think tanks and other third party influencers, including arranging partnerships with external organisations such as think tanks, for events and projects that are relevant to our priorities as an organisation. This work included:
 - b. The London Chamber of Commerce and Industry (LCCI) invited the City Corporation to join its delegation to Ukraine focused on strengthening trade ties and helping to drive Ukraine's economic recovery. The delegation spent time in Kyiv and Lviv to meet with Ukrainian ministers, senior officials, city leaders, Chambers of Commerce and local businesses. Sheriff of the City of London Andrew Marsden was asked to represent us as a civic representative. Tom Sleight CC also volunteered to join the LCCI delegation.
 - c. Direct conversations on potential engagement for 2023/2024 with the below organisations:
 - IPPR
 - Resolution Foundation
 - The Fabian Society
 - New Statesman
 - Progressive Britain

- Social Market Foundation
- Centre for Policy Studies
- FT's Financial Literacy and Inclusion Campaign
- New Financial
- Chatham House
- Centre for London
- Bright Blue
- Onward

d. Attendance at roundtables and events on subject matters of interest to the City Corporation and briefing to colleagues on key points.

Sport Engagement

6. Progress is being made on the development of a new sport strategy for the Square Mile, with the initial programme of stakeholder engagement now complete. In addition, the Sport Sounding Board set up by the Sport Member Lead has now met three times over the last few months to consider priority areas that should be incorporated into the new strategy. The Sounding Board has also visited sport facilities in neighbouring boroughs and will tour sites of interest in the Square Mile prior to the strategy being finalised
7. The sport strategy is expected to be drafted ready for consideration by this Sub Committee at its next meeting in April. Subject to Members endorsement and further committee approvals, it is hoped that the document will be launched over the summer. A key issue that will need to be resolved once the strategy has been agreed is how it will be managed and resourced going forward.
8. In addition to working on the new sport strategy, the Sport Engagement Manager has been helping to deliver a number of upcoming sport engagement events. These include the UK Sport International Relations Seminar (20th March), the London Sport Awards (23rd March), and the Major League Baseball London Series Celebration (23rd June). Further updates on these events and the wider sport engagement programme will be provided to Members at the next meeting of this Sub Committee.

Future engagement

9. The Corporate Affairs Team continues to plan for future engagement with political stakeholders. Priorities for the Corporate Affairs Team over the next four months are:
 - e. Continuing to deliver a plan of engagement for the Policy Chair and Lord Mayor with key Ministers, political spokespeople, devolved and regional government leaders across all parties.
 - f. Supporting the Policy Chair in engagement with London Government - Mayor and borough leaders - focussing on ensuring London is speaking with one voice.

- g. Continue preparations for 2023 Party Conference season and consider other opportunities for physical events when possible, with a particular focus on ensuring equitable engagement across political parties.
- h. Support the Corporation with political intelligence and relationship building on areas of key importance across the political parties, such as competitiveness, policing and sustainable finance.

Corporate & Strategic Implications

Strategic implications

- 10. We engage with political stakeholders, organise events associated with the party-political conferences and work with the thinktanks and other third-party organisations to produce events and associated policy reports. This provides an opportunity for the City Corporation to engage with key audiences on important global, national and local government issues and to demonstrate the City Corporation's involvement in relevant debates. Sponsorship and political engagement would also help deliver outcomes 2 – 10 of the 2018-23 Corporate Plan.

Financial implications

- 11. The Corporate Affairs Team has an established budget for all party conference and engagement related activity. Any sponsorship of ad-hoc policy projects is currently funded via the Policy Initiatives Fund according to decisions of the Policy and Resources Committee.

Resource implications

None

Legal implications

None

Risk implications

None

Equalities implications

None

Climate implications

None

Security implications

None

Conclusion

- 12. Members are asked to note the ongoing work of the Corporate Affairs Team.

Kristy Sandino

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Committee(s): Communications and Corporate Affairs (Policy & Resources) Committee – For information	Dated: 14/02/2023
Subject: Parliamentary Team Update	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	6,7,8,9,11
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Paul Double, City Remembrancer	For Discussion
Report author: William Stark, Parliamentary Engagement Officer	

Summary

This summary updates Members on the main elements of the Parliamentary Team’s previous and planned activity in support of the City of London Corporation’s political and parliamentary engagement since the last formal update to the subcommittee on 12 December 2022.

Recommendation(s)

Members are recommended to note the report.

Main Report

Legislative Programme Update

1. The return of Parliament following the Christmas recess has seen the Government progress a number of major Bills, such as the **Financial Services and Markets Bill**, **Online Safety Bill**, **Levelling-up and Regeneration Bill** and **Economic Crime and Corporate Transparency Bill**. However, as the parliamentary session enters its tenth month, indications are that a number of measures announced in the late Queen’s Speech will not be progressed. The proposed **Transport Bill** due this session was dropped in October, and other measures such as the **Data Protection and Digital Information Bill** have not made progress. The future of other legislation, such as the **Bill of Rights Bill** also remain uncertain. The commentary below provides an update on relevant Bills which have been considered before either House since the last update in December. Other Bills in which the City is interested but await further consideration are noted subsequently.
2. **Financial Services and Markets Bill** - The Financial Services and Markets Bill is making progress through the House of Lords, having completed it Commons

stages. The Office has engaged on the Bill in both Houses. There has been extensive collaboration with financial services trade bodies to promote sectoral views. The Bill has received a generally positive response in the upper House, with Labour spokesperson Lord Tunnicliffe describing the legislation as having “successfully struck a difficult balance between protecting financial stability and unlocking the potential of the sector to boost the UK’s growth and international competitiveness.” Indications are that the Bill will not face any significant opposition during the remainder of its passage.

3. **Online Safety Bill** – Culture Secretary Michelle Donelan’s announcement of amendments to the Online Safety Bill to assuage Conservative backbench concerns about its impact on freedom of speech (as reported in the December update) has allowed the Bill to progress to the House of Lords. The Bill was recommitted to a Committee in the Commons to allow such changes to take place, before completing its Commons stages. Such changes prompted concerns from MPs that provisions protecting children online had been weakened. As such, the Government has committed to introduce an amendment to establish senior management liability where senior managers have conspired or connived to ignore enforceable requirements, risking serious harm to children. While this amendment is unlikely to impact the City’s main interest in the Bill (provisions relating to online fraud), the Office will monitor for any calls for an expansion of senior management liability to include other priority offences, including fraud and financial crime.
4. **Economic Crime and Transparency Bill** – The Bill has continued its swift progress and has received its Second Reading in the House of Lords. The legislation has received wide support, with dissent generally focusing on the need for the Government to do more to tackle economic crime. Consequently, Security Minister Tom Tugendhat announced the Government’s intention to bring forward a “failure to prevent” economic crime offence for businesses in the upper House. This measure is likely to receive widespread support, and is aligned with City of London Police messaging in support of the Bill and wider steps to tackle economic crime. The Office will consult with City Police and Police Authority Board colleagues on its response to the Government’s announcement and engagement on these new provisions.
5. **Levelling-up and Regeneration Bill** – In its progress through the Lords, Peers repeated the themes of discussions in the Commons. The Minister confirmed that levelling up “Missions” (the target by which levelling up will be gauged across the country) will be settled outside the framework of the Bill. It should be noted that much of the Government’s “levelling up agenda” falls outside the scope of the Bill. Speaking to provisions contained in the Bill, the Minister confirmed proposals to digitise the public interface with the local planning process and gave assurances that environmental protections would not be “eroded” under the Bill. The Bill awaits Committee Stage in late February.
6. **Procurement Bill** – The Bill is intended to make public procurement more accessible for new entrants, enabling them to compete for public contracts. It retains the core of the EU procurement regime, and encourages contracts with SMEs and social enterprises. Drafting aspects in respect to the City are

currently being considered. The Bill will also ultimately repeal and replace the vast majority of the not yet passed **Trade (Australia and New Zealand) Bill**, which implements changes to procurement law to facilitate the coming into force of free trade agreements with Australia and New Zealand. The latter Bill is still being pursued as it is likely to reach the statute book first.

7. **National Security Bill** – The Bill, which replaces existing counter-espionage laws with a framework for countering hostile state activity, faced resistance regarding provisions introducing a foreign influence registration scheme and the potential impacts of this on business. The Bill places requirements for the registration with the Home Office on a public register of any “political influence activities” by or on behalf of a “foreign principal.” In the Lords, the Minister said the Government was reviewing feedback from industry on the scheme, with indications the provisions may be amended. The Office is actively monitoring any amendments to these provisions and trade body responses to any changes.
8. **Retained EU Law (Revocation and Reform) Bill** – The Bill is currently awaiting Second Reading in the House of Lords, where it is expected to face fierce criticism from across the House for its “sunset” provisions, which will automatically revoke any Retained EU Law (REUL) that is not expressly preserved by 31 December 2023. Concerns have been expressed about the capacity of the Civil Service to sufficiently examine or even identify all REUL ahead of the deadline, which has been described as “arbitrary.” This reflects concerns expressed in the Commons, though the lack of a Government majority in the Lords means it is likely to face stiffer opposition in the upper House. The Corporation’s evidence to the Public Bill Committee, mirroring many other business sources, highlighted these timescale concerns, and in particular the potential risks this may pose to business. Such risks include creating an uncertain regulatory landscape, making it harder for businesses to plan ahead and make investment decisions, as well as resource implications and the risk of unintended consequences if regulation fall away in an uncoordinated manner. The Bill is being actively monitored to ensure that the Corporation is fully briefed on its implications for the rule of law and the functioning of the UK-EU relationship. The Office is in close contact with other financial and professional services bodies, including the Law Society and TheCityUK, regarding their approach to the Bill.
9. **Public Order Bill** – The Government was defeated on two amendments to the Bill in Report Stage in the House of Lords in late January. The Bill aims to address the use of new protest tactics by establishing new criminal offences, including those of “locking-on” and “going equipped to lock-on”. These new offences are of interest to the City of London Police, given the prevalence of protests within the Square Mile. The Bill has attracted controversy in both Houses due to its perceived impact on the right to protest, and the Government defeats are likely to cause a tense period of “ping pong” between the two Houses. The Bill has been reported to the Police Authority Board and the Board will continue to receive updates on its progress.

10. **Bill of Rights Bill** – Despite comments in November from Lord Chancellor and Secretary of State for Justice Dominic Raab that the Bill was one of his “legislative priorities,” it still awaits a date for Second Reading in the Commons. The controversial Bill has been criticised by legal professional bodies and Parliament’s Joint Committee on Human Rights calling for the Government not to proceed with it. While the long delay to Second Reading may indicate that the Bill is unlikely to progress in its current form, wider pressure within the Conservative Party to leave the jurisdiction of the European Court of Human Rights remains.
11. **Electronic Trade Documents Bill** – The Law Commission proposed Bill to reform rules around certain types of documents used in trade and trade finance is undergoing a special procedure in the House of Lords for Bills of a technical nature. The Bill considers trade documents which function on their ability to be (physically) possessed. Currently, the law does not recognise the possibility of “possessing” electronic documents, with the Bill seeking to update this, and a number of other technical points of trade law.
12. **Strikes (Minimum Service Levels) Bill** – The Government’s Bill to introduce minimum service levels for certain services during strikes cleared the Commons quickly, despite vociferous opposition from Labour. Awaiting Second Reading in the Lords, the Bill is likely to face further challenges on civil liberties grounds.
13. Bills of note which have not made progress since the last update include the **Data Protection and Digital Information Bill, Social Housing (Regulation) Bill**, and the **Northern Ireland Protocol Bill**.

City Corporation Private Legislation

14. The City of London (Markets) Bill received its First Reading in the House of Commons on 30 January and at the time of this report’s submission, the Bill awaits its formal Second Reading on 6 February, the result of which will be reported at the meeting of the Sub Committee.

Forward Look

15. Chancellor Jeremy Hunt will give his first formal Budget on 15 March. As usual the Office, in collaboration with other departments, will monitor the announcement and issue a Public Policy Bulletin to members shortly afterwards.
16. The Office will continue to engage with parliamentarians through the final stages of the passage of the Financial Services and Markets Bill. Peers were appreciative of briefing material issued during initial stages in the House of Lords, with many reflecting City messaging in their speeches. The Office will also continue its wider engagement on financial services priorities, including consulting with the APPG for Financial Markets and Services on its upcoming programme of events.

17. In coming months, the Office will seek to implement the new plan for political engagement for the Policy Chairman, created in collaboration with the Corporate Affairs team. Both teams are in consultation with the Policy Chairman's office to facilitate the scheduling of meetings with priority targets for engagement.
18. The Office will consider further engagement with Liberal Democrat parliamentarians following a successful meeting between the Police Authority Board Chair and Sarah Olney MP to discuss the work of Action Fraud and wider policing priorities, following written parliamentary questions on the matter. Olney, who is also the Liberal Democrat's Treasury Spokesperson, also heard from AC Pete O'Doherty of the City of London Police during his oral evidence to the Public Accounts Committee in December 2022.
19. Work continues on a proposed visit by parliamentarians from the APPG for Theatre to the Guildhall School of Music and Drama and the Barbican Centre, to promote the Corporation's contribution to culture. In line with the interests of the APPG's Chair, former actor Giles Watling MP, the visit will include a visit to the School's Production Arts courses.
20. Following the attendance of the Vice-Chair of Policy and Resources, Tijs Broeke, at the launch of a guide for MPs on sustainable finance organised by the APPG on Sustainable Finance, the Office will explore opportunities for further collaboration with the APPG.
21. A report was put before the Civic Affairs Sub-Committee proposing a reception for Parliamentary Researchers on 28 February. The proposed event would provide an opportunity to strengthen relationships with researchers from across both Houses and update them on the work of the City Corporation and its policy priorities.
22. The Office has facilitated the hosting of a panel discussion and early evening reception on 21 March for the Standing International Forum of Commercial Courts. The Corporation has supported SiFOCC and its work from its inception. The forum supports best practice in commercial dispute resolution around the world, and the Rule of Law. Its current focus includes managing complexity in disputes, technology, cross border conflicts, and the commercial disputes that climate change will bring. SIFoCC boasts a large membership, with the majority of the judiciaries of the G20 nations now members, including India, China, Brazil, Japan and South Korea.
23. The Office will explore opportunities for parliamentary promotion of the work of the Livery in supporting education and skills. Officers met with John Taylor, Chairman of the Livery Companies Skills Council, to discuss a number of Livery skills initiatives and opportunities for engagement.
24. The Office will continue its long-term engagement to improve air quality in the City, with particular focus on plant emissions and fine particulate matter. The Office recently briefed Co-President of London Councils Lord Tope ahead of a debate on regulations which set long-term targets for fine particulate matter. In

the debate, Lord Tope referenced his 2019 Emissions Reduction (Local Authorities in London) Private Members' Bill which the Corporation drafted with London Councils, and his amendments to the Environment Bill which followed.

25. Further consideration will also be given to parliamentary promotion of the Skills for a Sustainable Skyline Taskforce and Progress Together initiatives -over following months.

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