

Review of Progress 2018-2023

Over this five-year reporting period, the City of London Corporation has taken dedicated action to make a difference to the lives of those who live, learn, work and visit the Square Mile and our sites further afield, and use the varied services we offer. We are committed to creating positive impact to ensure a sustainable future where individuals and communities can flourish.

We have enhanced our partnership with public, private and voluntary sector organisations, ensuring we provide our local authority responsibilities to the best of our ability along with the broader services we offer for the benefit of Greater London and the whole of the UK. The City of London Police, the Square Mile's dedicated police force, has maintained the safety and security of those within our boundaries, before, during and after the Covid-19 pandemic.

Our collaborative approach with local employers enabled us to inspire, develop and promote responsible business while championing investment into City firms. Our efforts to make the Square Mile and the other sites we manage accessible to all, and our air and streets cleaner and quieter, have demonstrated our commitment to achieving an inviting, inclusive and sustainable environment.

The following pages summarise what we have achieved in the last five years to deliver our Corporate Plan outcomes.

We are contributing to a **flourishing society**

We are supporting a **thriving economy**

We are shaping **outstanding environments**

Our 2018-23 Corporate Priorities

Contribute to a Flourishing Society is underpinned by the following outcomes:

- That people are safe and feel safe;
- That they enjoy good health and well-being;
- That they have equal opportunities to enrich their lives and reach their full potential; and
- That communities are cohesive and have the facilities they need.

Support a Thriving Economy is underpinned by the following outcomes:

- That businesses are trusted, and socially and environmentally responsible;
- That the City of London Corporation have the world's best legal and regulatory framework and access to global markets;
- That we are a global hub for innovation in finance and professional services, commerce, and culture; and
- That we have access to the skills and talent we need.

Shape Outstanding Environments is underpinned by the following outcomes:

- That we are digitally and physically well-connected and responsive;
- That we inspire enterprise, excellence, creativity, and collaboration;
- That we have clean air, land and water and a thriving and sustainable natural environment; and
- That our spaces are secure, resilient, and well-maintained.

Review of Progress 2018-2023: Contribute to a Flourishing Society

- In 2018, our first Modern Slavery Statement was published to help us identify and eliminate modern slavery within our areas of responsibility. In 2020, we became a signatory to the UN Global Compact and its ten fundamental principles and sustainable development goals (SDGs). A progress report is available at: [Progress Report 2022.pdf](#)
- During the Covid-19 pandemic:
 - Our green spaces within the Square Mile and beyond (over 11,000 acres of open space) remained open to visitors, providing vital open spaces for people to safely enjoy during lockdown and as we emerged from the pandemic.
 - *Connecting Communities - Bridge to Success* is an initiative helping people overcome the impact of the pandemic on job prospects and supporting them along their career path.
- In June 2020, a Tackling Racism Taskforce was established to consider how we address racism in all its forms. It examined six themes: Staffing, Culture, Governance, Education, Police, and Business, resulting in 36 recommendations to take forward.
- Following an inspection in 2020, the quality and effectiveness of our services for children and young people in need of help and protection, looked-after children, and care leavers were assessed as outstanding. We have continued to deliver high-quality education through our family of schools, including during the Covid-19 pandemic. In 2022, a new City Junior School opened its doors, joining our three independent schools and the ten academies overseen as part of our school services provision.
- We have worked to improve the health and wellbeing for those living and working in the Square Mile. A new mental wellbeing centre was established in the City on an innovative payment model that supports people on lower incomes to access the services, and we hosted two pan-London Commissioning Programmes on sexual health and substance misuse.
- Over the last three years, the number of City of London Police Officers who are keeping the City safe from crime and protecting the country from economic and cyber-crime has increased. In 2022, crime in the City remained lower than pre-Covid levels (in 2019). A recent survey by the City of London Corporation identified that 88% of residents and 85% of workers think that the City is safe. The City of London Police is the first force in the country to screen detainees in custody for Attention Deficit Hyperactivity Disorder (ADHD).
- Artizan Street library was redeveloped, providing improved services to our communities. A cost-of-living programme was set-up to help residents maximise income and access financial support and warm spaces. We are delivering new affordable homes and investing in our current housing stock and 14 estates across London, including at Sydenham Hill and York Way, Islington.

Review of Progress: Contribute to a Flourishing Society –Supporting Facts

99.66% of all contracts deemed to be of high risk in terms of global Modern Slavery have had active interventions incorporated between November 2018 and November 2021.



Senior management positions filled by women in the City of London Corporation increased by **10%** between 2019 and 2022 to **43%**



19% decrease in anti-social behaviour compared with pre-Covid levels (2019).



The proportion of people who use services who have control over their daily lives increased from **78.8** in 2018/19 to **91.1**



In the last 3 years, there are **177 (22%)** more City of London Police officers who keep the City safe from crime and protect the country from economic and cybercrime.



The 2022-23 Ward List electorate stood at **19,595** – a **43%** increase and the highest figure for seven years



Review of Progress 2018-2023: Support a Thriving Economy

- In 2018, we published our Responsible Business Strategy, followed by our Responsible Investment Policy in 2021 and Responsible Procurement Policy in 2022. We were accredited as a Living Wage Employer in 2014 and in 2023 produced an Ethical Policy Statement, further detailing our commitments in these areas and others. City Corporation initiatives such as the Lord Mayor's Dragon Awards and Clean City Awards have recognised and celebrated businesses achieving excellence in social impact and sharing best practice.
- In 2019, we signed HM Treasury's Women in Finance Charter to support the progression of women into senior roles in the financial services sector. In 2020, the UK government commissioned the City Corporation to lead a two-year taskforce to boost socio-economic diversity at senior levels in UK Financial and Professional Services. In May 2022, this taskforce launched Progress Together, a new membership body that is the first of its kind to focus on driving socio-economic diversity at senior level across the financial services sector.
- A Covid-19 Business Recovery Fund of up to £50 million was launched in 2021 to help small and independent retailers and hospitality businesses together with those providing clinical and professional services (e.g., dentists and opticians). We have worked to ensure the Square Mile is an attractive place for residents, workers and visitors to visit and spend time in – both before and after the Covid-19 pandemic. This can be seen through strategies such as Destination City and Culture Mile, and with events such as the Golden Key in 2022 and the annual Lord Mayor's Show (only cancelled in 2020).
- The Barbican Centre continued to attract large numbers of visitors to the Square Mile to take advantage of the facilities and events offered. In 2021/22, as the Square Mile began to emerge from Covid-19 restrictions, over one million people visited the Barbican, with 580,000 of these attending at least one of the 3,483 events put on that year.
- In 2022, the Guildhall School of Music and Drama was placed sixth in the world for performing arts in the QS World University Rankings. Having consistently been among the top 10 universities for music study, it was ranked the top conservatoire in the 2023 Guardian University Guide.
- The City Corporation in partnership with HM Treasury established the [Centre for Finance, Innovation, and Technology \(CFIT\)](#) in February 2023. Alongside the Department for International Trade and the Investment Association, the City Corporation launched [Global Investment Futures](#) in February 2023. This is a new campaign to preserve and promote the UK as a leading investment management centre globally. We have hosted numerous [prestigious and impactful events and international conferences focussed on promoting the Square Mile, and the UK more widely, as a top destination for those operating and investing in financial and professional services (FPS).
- The City established the National Cyber Resilience Centre as a vehicle for strategic collaboration between the police, government, industry and academia to strengthen cyber resilience across small and medium sized businesses, benefiting the UK economy and making it a more attractive place to invest.

Review of Progress: Support a Thriving Economy – Supporting Facts

The number of jobs for City workers increased by almost **8% (45,000)** between 2019 and 2021.



There was an increase of **168%** in digital downloads at COLC libraries in 2020/21 from 2019/20



The issuance of green and sustainable UK bonds has increased by **\$16.17 billion** from 2018 to 2021



Between Nov 2018 and Nov 2021, **99.66%** of all contracts deemed to be of high risk in terms of global Modern Slavery with a combined value exceeding **£4 billion** have had active interventions incorporated



In 2020, the UK had an **11%** increase from the previous year and the biggest increase among peer International Financial Centres (IFC) for having access to International Talent



The number of Fintech deals increased by **127 (16%)** to **794** between 2018 and 2022

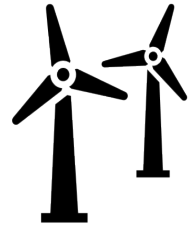


Review of Progress: Shape Outstanding Environments

- In November 2019, we set out to develop an ambitious organisational Climate Action Strategy for the City Corporation and the Square Mile. In 2021, this strategy was adopted as policy and a new and transformative programme of action began. From financial years 2018/2019 to 2021/2022 the City Corporation reduced carbon emissions from its own operations by 31% and overall energy consumption by 21%.
- In 2019, we adopted our Transport Strategy providing a 25-year framework for the design and management of streets and transport in the Square Mile. In 2021, we began our City of London Biodiversity Action Plan 2021-2026, which provides a strategic focus to ensure species and habitats are understood and considered throughout decision-making processes.
- We started our journey towards a zero-emissions vehicle fleet, supported renewable energy projects, and introduced sustainable waste management practices. These initiatives reduced the environmental impact and saved costs and contributed to the wellbeing of all who live, work, and visit the city.
- In 2021, only 6% of the area of the Square Mile accessible to the public had levels of the air pollutant nitrogen dioxide above legal limits, down from 70% in 2018.
- We continue to hold Green Flag Awards at 15 City Corporation-managed green spaces, including Burnham Beeches, Hamstead Heath and Epping Forest.
- In May 2022, the City of London Corporation hosted the Net Zero Delivery Summit, in association with the COP26 UK Presidency 2022 and the Glasgow Financial Alliance for Net Zero.

Review of Progress: Shape Outstanding Environments – Supporting Facts

Since 2018, **100%** of the electricity we have purchased has been from renewable sources.



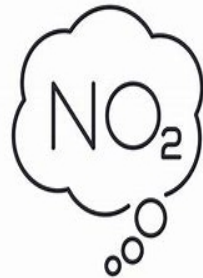
We have reduced carbon emissions from our own operations by **31%** since 2019.



Over **1200 sqm** of green roofs have been introduced to the Square Mile.



There was a **123%** increase in the area of the City (excluding the buildings) achieving the legal limit of nitrogen dioxide in 2020 from the previous year.



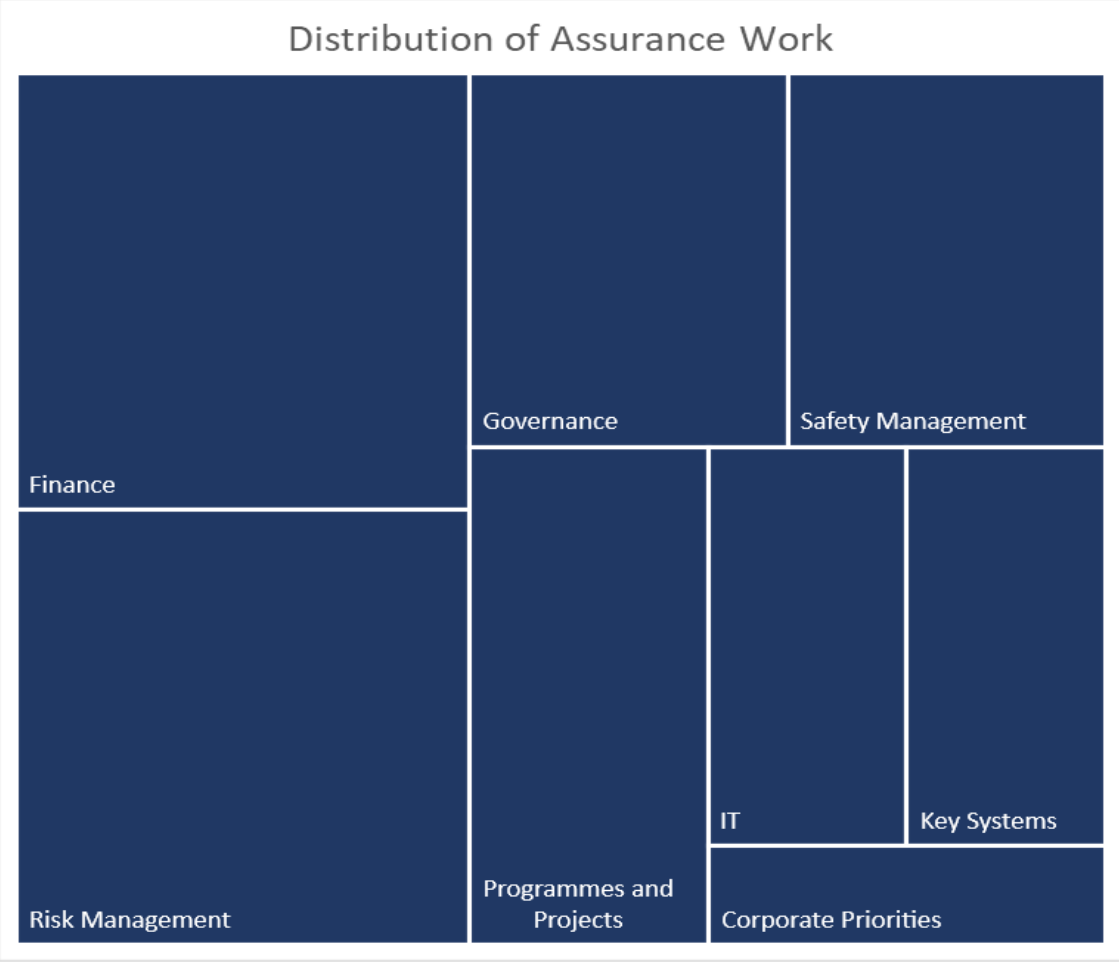
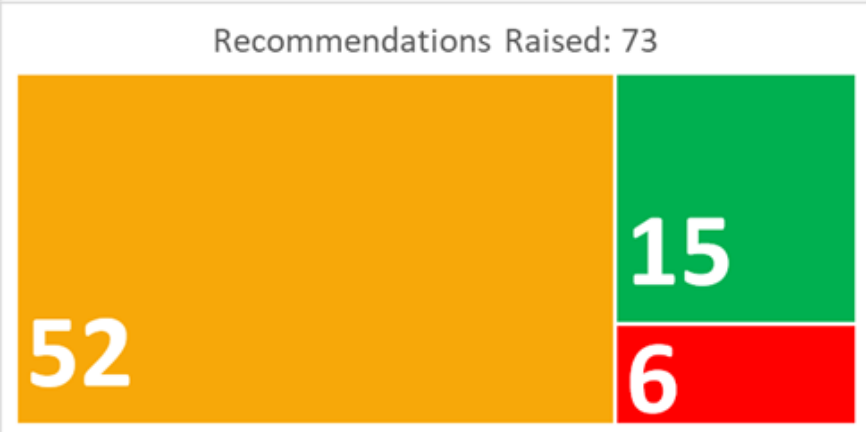
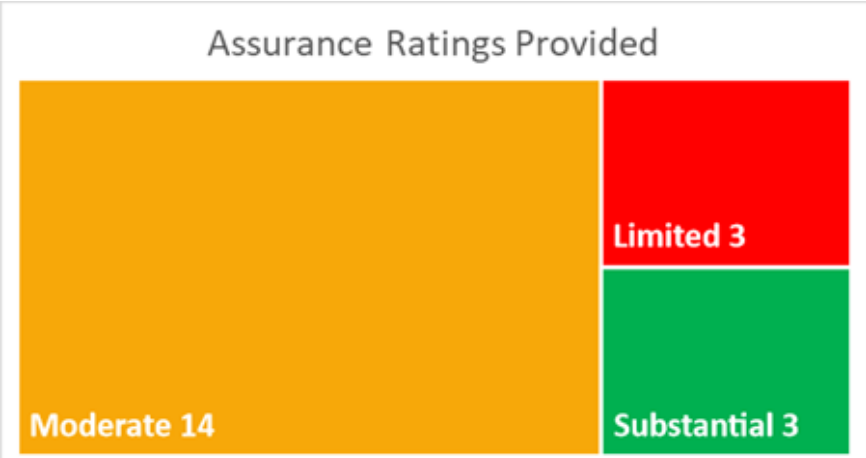
Since 2021 the City Corporation has promoted no use of single-use plastic across all operational sites.



Energy efficiency of our estate has had positive results year after year, there was a **4.1%** reduction in energy consumption in 2020 from the previous year.

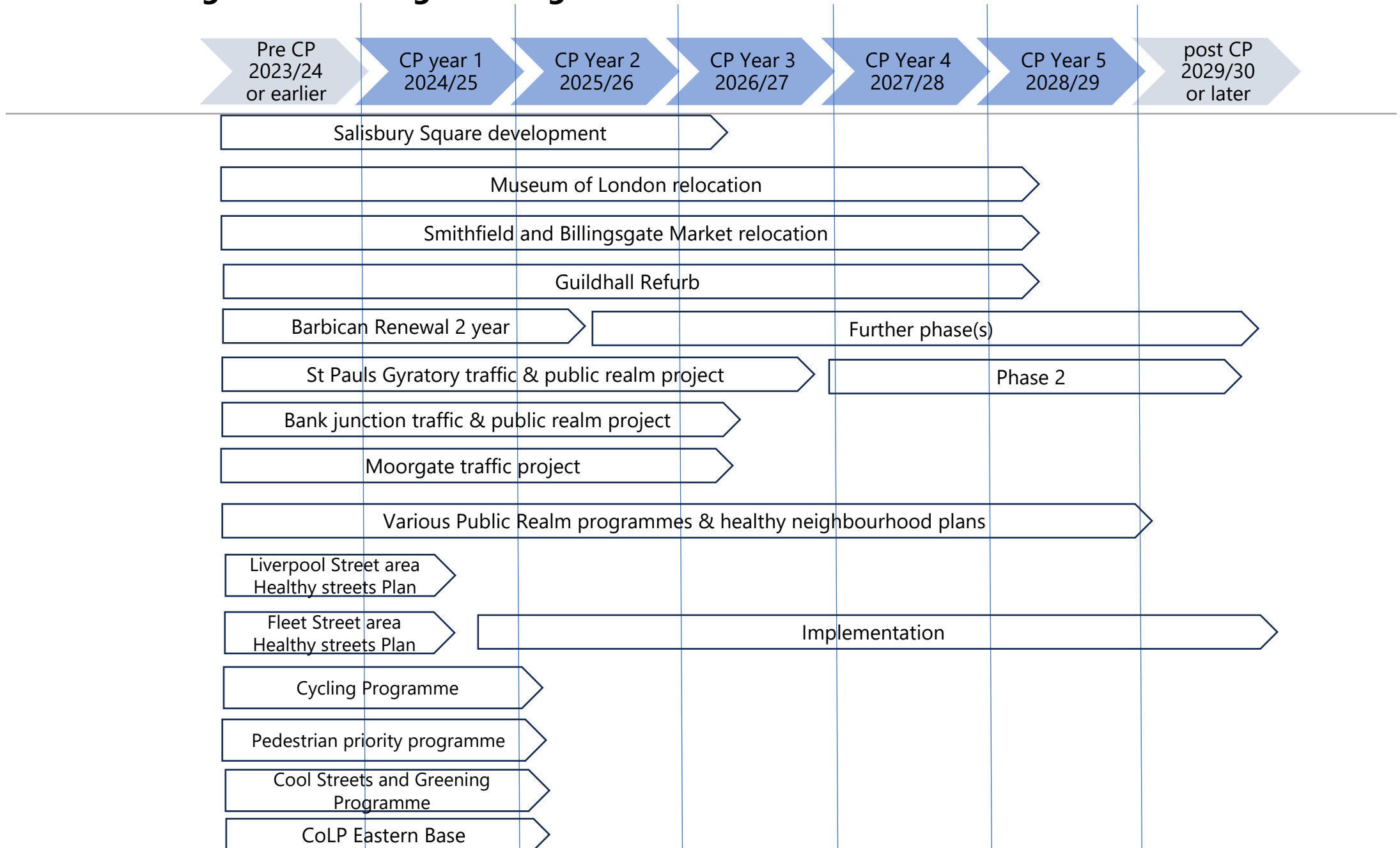


Our **Internal Audit** function provides independent and objective assurance across a range of City Corporation activities and services. The diagram opposite indicates the broad categorisation of assurance work within the Internal Audit programme of work in 2022-23, driven by an ongoing assessment of risk and priorities. 20 Internal Audit reviews were completed, with 14 final reports issued. 70% resulted in a Moderate Assurance opinion. A small number of Limited and Substantial Assurance opinions were given.



A total of 73 recommendations were raised by Internal Audit, 70% of which were given a Medium priority rating, requiring prompt attention. Almost 10% of recommendations raised were High priority, all of which resulted in prompt response from management.

Programmes in-flight during CP 2018-23 that continue into CP 2024-29



Key Strategies in flight that commenced during CP 2018-23 or are in development to commence in 2024

