



City of London Transport Strategy Review Engagement Plan

Department of Environment

November 2022 – April 2024

Contents

Executive Summary	3
Introduction	6
Stakeholder Groups	9
Engagement activities	10
Inclusion and proportionality of engagement.....	10
Engagement methods	10
Monitoring and evaluation of engagement	11
Progress to date.....	18
Phase 1: Preliminary engagement and Strategy development with stakeholders	18
Focus groups with Engage Communicate and Facilitate	18
City Streets Survey	21
Industry professional stakeholder workshop	22
City Property Association event	23
City of London Access Group Workshop	23
City Plan/ Transport Strategy Workshops	24
One-to-one meetings	25
Phase 2: Stakeholder consultation on proposed changes to Transport Strategy..	27
Commonplace online consultation	27
Consultation drop-in sessions	29
Industry Professionals Stakeholder follow up workshop and one to one meetings	29
City of London Access Group engagement follow-up workshop	30
Accessibility in the City event.....	32
Engagement on Proposal 1b.....	32
Next Steps.....	33
Appendix	34

Executive Summary

In the period since November 2022 Streets & Walkways Committee, we have undertaken a comprehensive programme of engagement with stakeholders to inform the Transport Strategy Review. This report contains the outcomes of the two phases of engagement, which influenced the Second Edition of the Transport Strategy, 2019-2044 , subject to Committee reviews and approvals.

Phase 1a and Phase 1b

These phases included, but were not limited to, engagement with transport and logistics professionals, neighbouring local authorities, early career representatives, Equality, Diversity and Inclusion representatives, City businesses, senior and executive business leaders, hospitality and retail representatives, schools, residents, non-governmental organisations etc.

The following key themes emerged from a number of workshops, events and one to one meetings (some held jointly with the City Plan team):

- Support for accessibility improvements and inclusive design, for a more inclusive City. Recommendations included:
 - engaging with diverse communities to understand their views
 - ensuring all the Transport Strategy proposals supports equality, diversity and inclusion
 - ensuring street closures or access restrictions consider the needs of disabled people, and those who are reliant on motorised transport
- Support for more natural, open spaces and public realm, in addition to, increasing climate resilience on our streets
- Support for making the Square Mile a desirable destination
- Support for more, and improved walking infrastructure including wider pavements, priority of crossings and improved wayfinding
- Support for maintaining access for essential traffic to the Square Mile freight deliveries, personal mobility, and safety.

Between 28 November and 19 December 2022, a public survey of 693 workers, 200 residents, 39 students, and 49 visitors was undertaken. It contained wide ranging questions about participants' current travel patterns and perceptions of transport in

the Square Mile. Through a combination of telephone interviews, an online panel, and face-to-face interviews nearly 1000 responses were recorded.

981 respondents ranked the following Outcomes as most important:

- Create streets that are accessible to all
- Make City streets a great place to walk
- Make streets safer by reducing traffic collisions and road danger

Stakeholder feedback was incorporated into the draft changes to the Strategy Outcomes and Proposals, which were reviewed by Planning & Transportation Committee in October 2023 and approved for public consultation. .

Phase 2a

This Phase of engagement included the public consultation on the Proposed changes to the Strategy and further engagement on *Proposal 1b: Embed inclusion in our approach to transport planning and delivery*.

Utilising the online engagement platform, Commonplace, stakeholder workshops and public drop-in sessions, over 800 contributions from more than 400 participants were gathered in the seven-week consultation from 16 November 2023 to 7 January 2024. Respondents to the consultation included transport and logistics professionals and groups, neighbouring local authorities, early career representatives, Equality, Diversity and Inclusion representatives, residents, workers and visitors.

Corporation officers also hosted an “Accessibility in the City” event in partnership with City Belonging and Google to discuss accessibility issues in the City of London and gather feedback from businesses and residents. Further targeted engagement with the City of London Access Group, City Corporation Diversity Networks and interested stakeholders was undertaken up to April to inform Proposal 1b.

Key findings from the engagement activities highlight strong support for improving accessibility, fostering inclusivity, and enhancing the public realm. Specific recommendations include better infrastructure for walking and cycling, more natural open spaces, and considerations for the needs of disabled individuals in transport planning. The public consultation phase, facilitated through various platforms and events, demonstrated significant public interest and participation, with many

respondents emphasizing the importance of making City streets safer and more accessible.

Next steps involve incorporating additional feedback, and presenting the revised Transport Strategy Outcomes and Proposals to relevant committees, ensuring alignment with existing policies and strategies.

Introduction

The City of London Transport Strategy, adopted in May 2019, provides a 25-year framework for the design and management of the City's streets, to ensure the Square Mile remains a great place to live, work, study, and visit.

The purpose of the Transport Strategy review is to ensure it continues to reflect the priorities of City residents, workers, and businesses, changing circumstances and developments in transport technology. The current review period was originally scheduled for 2022 but has been extended to 2024 to:

- Align with the review of the City Plan 2040
- Allow time for travel and work patterns to settle post Covid-19
- Allow for further engagement and consultation

It is proposed that future reviews take place every five years.

This plan sets out the proposed approach for engaging and consulting with stakeholders, including the public, on the review of the Transport Strategy. It is a live document that will capture engagement to date and will be revised as work on the Transport Strategy Review progresses.

Alignment with the City Plan

The Engagement Plan has been developed to ensure that stakeholder engagement and consultation for the Transport Strategy Review is aligned with the timescales, methods, and audiences of the City Plan 2040.

The City Plan Review has its own Engagement Plan, which sets out the key steps for engaging on the Plan the Statement of Community Involvement and a complementary Developer Engagement Guidance document. Whilst the anticipated date of adoption of the City Plan is later than that of the Transport Strategy, many of the audiences are the same, and the City Plan includes pre-engagement during a similar period as the Transport Strategy Review. Opportunities to work together on engagement have been taken wherever possible, to minimise meetings and consultation fatigue.

Transport Strategy Review Engagement Objectives

The objectives of this Engagement Plan are to:

1. Identify and engage key stakeholders to understand their needs and priorities.
2. Build on existing relationships and establish new ones, noting that they will vary significantly according to level of engagement and interest.
3. Proactively engage unrepresented groups to ensure that the review of the Transport Strategy is informed by a wide range of stakeholders and reflects the needs of City workers, residents, businesses, students, and visitors.
4. Build support for the Transport Strategy by clearly setting out the challenges for transport in the City of London and involving stakeholders in the development of solutions to these challenges.
5. Keep all stakeholders engaged and informed on the Transport Strategy Review at a level that meets their expectations. A clear hierarchy of communication between stakeholder groups will ensure that groups closer to the project are engaged and kept informed ahead of the wider groups.
6. Ensure there are no surprises for any stakeholder at any stage through clear and regular communication.
7. Ensure that communication and the engagement approach is transparent and inclusive.

The Engagement Plan outlines how the engagement objectives will be achieved, including a programme of engagement throughout the life of the project. It takes into consideration recommendations from the Transport Strategy Equality Impacts Assessment (EqIA) Version 2.1 to use inclusive language and a wide range of engagement methods, and reasonable adjustments to engage with our communities.

The project team recognises participation itself is a barrier and to mitigate this has taken a number of actions including:

- using accessible venues
- hosting hybrid workshops
- offering remuneration for some workshops
- providing aids or services (reasonable adjustments) at workshops and events

- allocating resources to the solicitation and recruitment process to help achieve representation across all protected characteristics
- offering clear written information and using various communication channels and materials – online, hardcopy, large print, presentations
- offering drop in sessions at local libraries or community centres
- offering one to one meetings for interested parties who may be uncomfortable in workshop settings or prefer to talk in private

The types of engagement activity will vary according to the stakeholder groups being engaged, and the stage of the Strategy Review.

Please note: This is the fourth version of the Engagement Plan following previous iterations in November 2022, May 2023 and September 2023.

Stakeholder Groups

Stakeholders with similar levels of interest and influence have been grouped together to ensure a consistent level of engagement. Stakeholder groups closer to the project will be kept informed of project developments sooner, and to a greater level of detail than the wider groups (Table 1).

Table 1: Stakeholder groups and their predicted level of engagement

Stakeholder Group	Stakeholder Group Role	Group Members (non-exhaustive list)
Decision Makers	Political members making decisions on the Transport Strategy Review	<ul style="list-style-type: none"> • Policy and Resources Committee • Planning and Transportation Committee • Streets and Walkways Committee
Project Advice & Scrutiny	Stakeholders central to the delivery of the project. Responsible for project direction.	<ul style="list-style-type: none"> • Senior Leadership Board • Transport Strategy Board • Working Group • City Plan Team
Primary Stakeholders	Stakeholders that have a significant influence on overall direction.	<ul style="list-style-type: none"> • Transport for London • Greater London Authority • Environment Department • City of London Police • Neighbouring boroughs
Actively Interested Stakeholders	A wider group of stakeholders not directly involved with the project's direction, but influential in specific areas.	<ul style="list-style-type: none"> • Business Improvement Districts (BIDs) • Business representative groups e.g., Heart of the City, Active City Network, City Property Association • City of London Access Group • City Resident Associations • National Health Service (NHS) • Trade representative groups, e.g., Licensed Taxi Drivers Association • Modal & special interest groups e.g., London Cycling Campaign, Living Streets, Transport for All
Wider Public Engagement	All other stakeholders. Includes the public and businesses that are not otherwise engaged.	<ul style="list-style-type: none"> • City workers • City residents • City visitors / tourists



Detail of Information
Interest
Influence

Engagement activities

Inclusion and proportionality of engagement

In planning and delivering our engagement on the Transport Strategy Review, we have sought to involve the full cross-section of the communities that live, work and travel within the Square Mile. This document sets the benchmark for public engagement and forms the heart of our approach to this work.

We have sought to develop the deepest understanding of our communities' requirements and have ensured that our engagement and consultation activities follow an inclusive approach. This is essential for ensuring our stakeholders feel they can engage with us and that people who may currently be underrepresented in the City of London, have the opportunity to input into the Strategy Review.

We have also sought to ensure venues are accessible and chosen to minimise travel requirements. Meetings were held at times that did not exclude those who may have caring responsibilities. A mixture of virtual and in-person meetings were available. Hybrid meetings have ensured that participants attending in-person and online are given equal opportunity to contribute. However, it was also imperative that we achieved proportionality in our engagement, ensuring that the views and opinions of the greatest number of users of the City's streets i.e., city workers, made up most responses in our engagement programme.

Engagement methods

Ongoing engagement took place with all stakeholders, with the public engaged at key points in the process. The engagement approach included regular meetings with internal project steering and working groups to report and discuss project progress. Streets and Walkways Sub-Committee has been the main forum for Member engagement and reviewed progress, steered the project, and advised officers on the review of the Strategy.

Key engagement activities included:

1. Updates for Members of the Streets and Walkways Committee and Planning and Transportation Committee.
2. Focus groups to bring together specific groups of stakeholders, some of whom could have been underrepresented in the wider survey. This approach

allowed the review to take a more focussed look at transport issues and aspects of the emerging strategy.

3. A public sentiment and behaviour survey to understand perceptions on transport and the public realm within the City, and compared this against previous engagement activities, to inform ongoing studies and Transport Strategy Review.
4. Presentations and workshops with stakeholder groups through roundtable events, as well as, one to ones to communicate updates and gather feedback.
5. Social media to reach the representative audience when promoting the public sentiment and behaviour survey, and wider consultation.
6. Engagement events, complemented by drop-in sessions, jointly with the City Plan team, to allow residents and workers to discuss transport issues directly with Officers.
7. Online consultation tool (website) to engage and consult the wider public.

The two phases of the Transport Strategy Review are as follows, with stages 1a and 2a being the two engagement and consultation phases respectively, each followed by redrafting and Committee engagement:

- Phase 1a (Engagement) – Preliminary engagement with stakeholders and public (November 2022 to July 2023)
- Phase 1b – Transport Strategy drafting following pre-engagement and informed by Committee Review and approval (April 2023 to November 2023)
- Phase 2a (Consultation) – Stakeholder consultation on proposed changes to Transport Strategy (November to January 2023)
- Phase 2b – Transport Strategy final amendments, Committee review and approvals and Strategy adoption (February to October 2024)

Monitoring and evaluation of engagement

As part of the Transport Strategy engagement activity we evaluated:

1. Reach – what did the stakeholders see, for example media and social media coverage, events attended, direct contact etc.

2. Engagement / Consultation – how did the stakeholders get involved, for example: Partnerships, endorsements, visits to websites, sharing content etc.
3. Actions – commitments made in response to points raised through the surveys and focus groups.

A detailed outline of the engagement is presented in Table 2 below, with the engagement activity at each phase of the Review. Further information on the outcomes of the Transport Strategy Engagement can be found in the Progress to Date section.

Table 2: Detailed engagement activity and target groups

Activity	Type and date of events	Target groups
<p><u>Committee updates:</u></p> <p>Updated members central to the delivery of the project.</p> <p>Approvals for consultation activity and changes to Transport Strategy</p>	<p>Phase 1 and Phase 2 engagement</p> <p>Streets & Walkways sub- committee – 8 November 2022</p> <p>Streets & Walkways sub-committee – 23 May 2023</p> <p>Streets & Walkways sub-committee – 9 July 2024</p> <p>Planning & Transportation Committee – 7 March 2023 (City Plan approval for consultation)</p> <p>Planning & Transportation Committee – 3 October 2023</p> <p>Planning & Transportation Committee – 23 July 2024</p> <p>Policy and Resources Committee – 26 September 2024</p> <p>Court of Common Council – 10 October 2024</p>	<p>Decision makers</p>
<p><u>Focus groups and roundtable workshops:</u></p> <p>Bringing stakeholders together to explore themes for discussion.</p> <p>Workshops provided an opportunity to gather feedback and allow stakeholders to hear from each other.</p>	<p>Phase 1 Preliminary engagement</p> <p>Transport Strategy only workshops in November – August 2023.</p> <ul style="list-style-type: none"> • 12 specific focus group and round table workshops invited over 200 business and industry leaders, Equality, Diversity and Inclusion Network Leads, City of London Business Improvement Districts (BIDs), Active City Network (ACN) Board members, City of London Access Group (CoLAG) members and the Secondary schools (City of London school and City of London School for Girls) to take part in preliminary engagement. <p>City Plan and Transport Strategy workshops invited residents, businesses, students and university professionals to take part in:</p> <p>Topic-based Workshops in June – August 2023</p> <ul style="list-style-type: none"> • Building a Healthy and Inclusive City 	<p>Primary Stakeholders</p> <p>Actively Interested Stakeholders</p>

	<ul style="list-style-type: none"> • Building in Culture (Destination City) • Retrofitting and Building a Sustainable Future <p>Area-based Workshops in June – September 2023</p> <ul style="list-style-type: none"> • Fleet Street & Ludgate • Smithfield & Barbican • Thames Riverside, Pool of London, and Blackfriars • City Cluster and Liverpool Street • Aldgate, Tower and Portsoken <p>Phase 2 Consultation</p> <p>Follow-up workshops were held with Industry professional stakeholders, CoLAG members and the ACN board.</p> <p>“Accessibility in the City” event on the 7 Dec 2023 delivered in partnership with Google, City Belonging and Framestore invited City Business to learn and discuss Accessibility barriers in the City of London, communicated the proposed changes to the Accessibility outcome of the Transport Strategy Review and gave participants the opportunity to feedback to officers on Proposals and Outcomes changes.</p>	
<p><u>Survey:</u></p> <p>Representative surveys to understand perceptions of travel, transport and public realm and the approach being taken to review the Transport Strategy.</p>	<p>Phase 1 Preliminary engagement</p> <p>SYSTRA public sentiment, behaviour and perceptions survey undertaken 28 November - 19 December 2022 targeting workers, residents and visitors to the City of London</p>	<p>Actively Interested Stakeholders</p> <p>Wider Public Engagement</p>
<p><u>Briefings and one to ones:</u></p>	<p>Phase 1 and Phase 2 engagement</p> <p>One to one meetings were held with stakeholders during both phases of engagement / consultation.</p>	<p>Project Advice & Scrutiny Actively Interested</p>

<p>Updated stakeholders central to the delivery of the project and project direction.</p> <p>Attended scheduled events such as resident and special interest group meetings.</p> <p>Meetings and workshop with other departments or teams on relevant overlap of strategies needing connection or partnership working.</p>	<p>Examples of one to ones include:</p> <ul style="list-style-type: none"> • Motorcycle Action Group (MAG) in November 2022 and December 2023 • London Cycling Campaign (LCC) in January 2023 • Transport for All in April 2023 • Port of London Authority (PLA) in April 2023 • London Councils in April 2023 • City Bridge Foundation in January 2024 • London E-scooter trial operational board January 2024 <p>One to one meetings invited stakeholder to submit consultation feedback on Proposals via email. More than eight organisations including the BIDs, the City Property Association and Transport for London responded to the Transport Strategy in this way.</p> <p>City Corporation Diversity Networks and Divisions with relevant overlap of Strategies were engaged on Proposal 1b: Embed inclusion in our approach to transport planning and delivery between December and April 2024.</p>	<p>Wider Public Engagement</p>
<p><u>Drop-in sessions:</u></p> <p>Viewing documents or speaking to officers in Guildhall were made possible during the consultation phase.</p> <p>These drop-in sessions were held jointly with City Plan team and were for residents and members.</p>	<p>Phase 2 Consultation</p> <p>12 locally hosted face-to-face drop-in sessions were held throughout November and December 2023. Furthermore, City Corporation officers also joined residents City Question Time and hosted an Accessibility event, which gave participants to give further opportunity for interested parties to gather information, pose questions and give feedback.</p> <p>Barbican Library - Silk St, Barbican, EC2Y 8DS</p> <ul style="list-style-type: none"> • Monday 13 November 11am-2pm • Tuesday 14 November 5pm-7pm • Saturday 25 November 11am-2pm <p>Artizan Library Community Centre - 1 Artizan St, E1 7AF</p>	<p>Primary Stakeholders Actively Interested Stakeholders Wider Public Engagement</p>

	<ul style="list-style-type: none"> Monday 20 November 5pm-7pm Tuesday 21 November 11am-2pm <p>Shoe Lane Library - Hill House, 1 Little New St, EC4A 3JR</p> <ul style="list-style-type: none"> Tuesday 14 November 4.30pm-6.30pm Wednesday 22 November 11am-2pm <p>London Centre - 3 Aldermanbury, EC2V 7HH</p> <ul style="list-style-type: none"> Thursday 23 November 1pm-5pm Tuesday 28 November 11am-2pm <p>Guildhall - North Wing, EC2V 7HH</p> <ul style="list-style-type: none"> Tuesday 5 December 11am-2pm Thursday 7 December 11am-2pm Tuesday 12 December 8am-6pm <p>City Question time - Old Bailey, EC4M 7AN</p> <ul style="list-style-type: none"> Tuesday 14 December <p>Accessibility in the City - 28 Chancery Lane, WC2A 1LB</p> <ul style="list-style-type: none"> Thursday 7 December, 8.30am-10am 	
<p><u>Online engagement:</u></p> <p>Use of website and newsletters to reach as wide an audience as possible during Phase 2a for consultation.</p>	<p>Phase 1 Preliminary engagement</p> <p>City Plan / Transport Strategy Workshops were advertised on the City Corporation website, City Plan commonplace website, City Corporation e-shot and Fleet Street Newsletter in May.</p> <p>Phase 2 consultation</p> <p>Transport Strategy consultation took a similar approach and the online consultation and drop-in sessions were advertised on:</p> <ul style="list-style-type: none"> Commonplace website City Corporation website City Corporation CoLNET (Internal) City Estates Newsletters 	<p>Primary Stakeholders</p> <p>Actively Interested</p> <p>Wider Public Engagement</p>

	<ul style="list-style-type: none"> • City Resident Newsletter • Dragon Café in the City Newsletter <p>Posters were placed in Local Libraries.</p>	
<p><u>Social Media and Press:</u> Presence on all relevant City social media platforms.</p> <p>Promoted content will target City workers and residents.</p> <p>Stakeholder organisations will also be encouraged to promote engagement activities to widen reach</p>	<p>Social media was used throughout both Phases, to advertise and raise awareness of the opportunity to engage and feed in views as required.</p> <p>Phase 1 Preliminary engagement</p> <p>ECF workshops were advertised on Social Media Platforms, such as LinkedIn, Eventbrite and Facebook.</p> <p>City Plan / Transport Strategy workshops were advertised on LinkedIn, Twitter, Facebook, and Eventbrite. Further publicity and press releases through City Resident in May 2023, City AM, City Matters</p> <p>Phase 2 consultation</p> <p>Transport Strategy consultation, drop-ins and workshops were advertised on City Corporation LinkedIn, with further publicity in City Matters published Nov 2023.</p> <p>The consultation was further advertised on the Commonplace website and a social media campaign was run on the following channels including: Facebook and Instagram.</p>	<p>Actively Interested Stakeholders</p> <p>Public</p>

Progress to date

The following section summarises the engagement activity that has taken place over the Transport Strategy Review.

Phase 1: Preliminary engagement and Strategy development with stakeholders

This section covers the preliminary engagement with stakeholders and public took place between November 2022 to July 2023 (Phase 1a). Followed by engagement on the “proposed changes” to Outcomes and Proposals within Transport Strategy between April 2023 and November 2023 (Phase 1b).

Various engagement methods including stakeholder workshops, public drop-in sessions, surveys etc, were used to gather feedback from a wide and demographically diverse variety of workers, commuters, visitors, stakeholders, residents and others.

Focus groups with Engage Communicate and Facilitate

A two-stage focus group programme with Engage Communicate and Facilitate (ECF) sought to gather in depth feedback from stakeholder groups. The first stage included three focus groups, which were held during November 2022, themed by the different groups of representatives that were invited:

1. Young and early career network representatives
2. Professional and workplace Diversity Network representatives
3. Representatives from City businesses

These focus groups involved representatives from equality and diversity networks within the business community, including disabled people and other people with protected characteristics as defined in the 2010 Equalities Act. Representatives from business in the City including senior business representatives and Chairs / Directors of relevant business groups, and finally young people.

Topic discussions included existing challenges to travelling around the Square Mile, safety, attractiveness, accessibility and inclusivity, and opportunities to improve travelling in the City. Key discussion outcomes included:

- Participants would like to see more open spaces for people to enjoy during breaks at work.
- The need for more step free access was noted, including on narrow streets and in many Underground stations.
- Attendees highlighted that poorly lit streets reduce the visibility of traffic and oncoming vehicles.
- The timing of traffic lights is insufficient for all to safely cross.
- Some participants stated that prolonged periods of construction around the Square Mile made the surroundings look unattractive and blocked pavements.

Key discussion outcomes from the session identifying opportunities to improve travelling around the City included:

- Create streets that are accessible to all - making it clearer where dropped kerbs are, ensuring pavements are not blocked by parked vehicles, improved ramp, and hand-rail access and to ensure pavements are non-slip.
- Better, more accessible communication with communities – information to be more accessible and more readily available to users, including traffic updates, diversions, and locations of accessible infrastructure.
- More cycle infrastructure to ensure people of all abilities feel safe to cycle.
- Better public realm - additional planters or other street furniture
- Better freight management - designated loading bays in the vicinity of businesses that have regular on-site deliveries.

The second phase of engagement took place from March to May 2023 and consisted of the following activities, each with targeted outreach, methodologies, and prompts:

1. Targeted focus groups with Senior and Executive Business Leaders and Early Careers Professionals.
2. One-to-one interviews with Disability, Equality and Inclusion representatives, hospitality representatives and retail representatives.
3. Dedicated school workshops with the City of London School and the City of London School for Girls.

Specifically, activities addressed the engagement gap with Accessibility and Inclusivity Group representatives from the first round of engagement and engagement with people aged 18 - 35. The following key themes emerged:

- Support for increasing accessibility, inclusive design, and more inclusive communication. Recommendations included:
 - using simplified language and definitions in the Transport Strategy
 - engaging with diverse communities to understand their views
 - raising awareness of transport users with disabilities, whether visible or invisible and how to support other transport users,
 - ensuring dockless bikes and e-scooters do not continue to render pavements and streets inaccessible,
 - ensuring taxi vehicles continue to be allowed access to the Square Mile for circulation, mobility, and safety reasons.
 - requests for greater wayfinding and signage within the Square Mile.
- Support for enhanced safety through brighter streetlights and better night-time visibility in certain areas, specifically around the Barbican. Concerns were raised that the City Corporation's performance in achieving the safety and Vision Zero Outcome was not satisfactory.
- Support to make the Square Mile more desirable and a destination for workers, students, and visitors, including maintaining a 'city buzz' and more spaces for unstructured and free socialising.
- Concern that the Square Mile is an attractive location for business, however, a reduced service on key public transport routes, especially buses and trains, risks threatening this. Furthermore, a lack of bus prioritisation on Square Mile streets means it is a slow mode of travel and subsequently deters users.
- Support for increased use of the Thames for travel and freight, with a caveat that this should be a regulated and affordable way to travel.
- Requests for an integrated, central information hub that highlights key information on network changes and accessible/inclusive methods of travel. Suggestion to partner with Ewan's Guide to aid this effort.

City Streets Survey

Between 28 November and 19 December 2022, a public survey of workers, residents, students, and visitors was undertaken to understand perceptions on transport and the public realm.

It contained wide ranging questions about participant's current travel patterns and perceptions of transport in the Square Mile through a combination of telephone interviews, an online panel, and face-to-face interviews.

It had 981 respondents was made up of:

- 693 workers.
- 49 visitors.
- 200 residents (representative by age and gender); and
- 39 students.

The outcomes ranked as most important overall were:

- Create streets that are accessible to all,
- Make City streets a great place to walk; and
- Make streets safer by reducing traffic collisions and road danger.

Overall, perceptions of transport and the walking environment within the City of London were positive. Most respondents found travelling to/from and around the City easy, with older respondents tending to find this more difficult than younger respondents.

Nearly half of respondents stated that they do not experience any barriers or challenges when travelling to, from or around the City. The most common barriers or challenges identified by respondents were:

- Congestion on the road network,
- Impacts of strikes,
- Delays/cancellations to public transport; and
- Crowding on public transport and streets.

Despite this, respondents were positive about the walking environment in the City, with around three quarters agreeing that:

- The walking environment in the City is pleasant,
- City streets are well-lit at night; and
- It is easy to cross the street in the City.

There were concerns expressed about air quality in the City, with around two in five respondents perceiving the air in the City to be unclear - the most disagreed with of all the positive statements listed in the survey.

70% of respondents felt that the outcomes were important or very important. The only exception was around the outcome to enable more people to cycle, which was the outcome that fewest respondents stated was important or very important.

Industry professional stakeholder workshop

On 19 January 2023, 30 people from 28 different organisations ranging from industry professionals, campaigners, transport representative groups and public sector bodies came together to discuss the review of the Transport Strategy.

Discussion focused on the most significant changes since the publication of the 2019 Strategy and key asks for the update to the Strategy. There was broad agreement from the attendees that the headlines and strategic direction of the Transport Strategy are still relevant and fit for purpose over the period of the Strategy.

Key themes of discussion included the:

- Importance of sustainable last mile freight deliveries,
- Importance of a robust and effective freight and servicing strategy
- Need for appropriate management of the kerbside to support the outcomes of the Transport Strategy
- Benefits of collaboration between central London highway authorities,
- Priority to improve accessibility of the City's streets.
- Continued commitment to deliver Vision Zero and improve air quality in the Square Mile

City Property Association event

On 28 February 2023, the Transport Strategy Review was presented to a breakfast briefing event of the City Property Association. The event was attended by over 100 attendees from developers, planning consultants and industry professionals. Survey of City residents and workers

Between October and December 2022, a polling organisation conducted a survey of City residents and workers, asking a wide range of questions relating to life in the Square Mile. A number of these related to transport and the findings are summarised below.

- In the results of the poll, '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 nine out of 10 would strongly or somewhat agree that the City is safe, clean, visually attractive, has good transport connections, enjoyable to walk around.
- The number one comment with regards to good things about living in the City was 'transport links,' with 32% of residents stating this.
- As with residents, good transport connections are the highest rated attribute among workers, with seven in ten stating they strongly agree.

City of London Access Group workshop

A workshop was held on 27 June 2023 to offer City of London Access Group (CoLAG) members the opportunity to feed into the Strategy Review. Participants made suggestions on how the City Corporation could improve accessibility and inclusion.

These included:

- Ensuring we use inclusive design and engage with our communities early to ensure meaningful change can happen.
- Integrating inclusivity into other strategic transport outcomes, rather than regarding it as a separate outcome, which is an approach bound to fail in terms of delivering accessibility and inclusion.

- Improving disability awareness and understanding that the requirements of different groups of disabled people vary and can at times be contradictory. It was felt that often when people think about access, and particularly physical access from a mobility perspective, people often think you can either walk or use a wheelchair. CoLAG members felt it was important for Officers to recognise that some people can only walk 10 to 15 steps without experiencing severe breathlessness or discomfort. So having transport to the doorway of your destination is often essential and it is important that this is not overlooked when delivering the objectives of the Transport Strategy.
- Street closures or access restrictions need to be flexible and consider the needs of disabled people, people with fluctuating health conditions, and people who are reliant on motorised transport (who may be disabled or neurodivergent).
- It was noted that only one third of London's tube stations are accessible with step free access. Underground stations in the City are not all accessible and the City Corporation needs to work more closely with Transport for London to ensure this is improved.

Concerns were raised that policy aspirations and regulations aimed at reducing air pollution to improve health and to improve the environment were frequently counter intuitive, because they do not take into consideration the unintended health and safety consequences on disabled people. These discussions focused on improving engagement and monitoring, coordinating internal processes, reviewing policies in line with the Equality Act 2010 and making the City's streets more accessible.

City Plan/ Transport Strategy workshops

During the summer of 2023, public engagement was undertaken to inform the development of the City Plan 2040 and the Transport Strategy Review.

Ten public events were held, split between those covering specific themes and those related to the City's seven Key Areas of Change. Below are some key themes that emerged relevant to the Transport Strategy:

- Support for more, and better infrastructure for people walking, using mobility aids and pushchairs/buggies. Suggestions were made to increase pavement widths,

improve wayfinding and crossings, ensure lifts are in working order, ensure dropped kerbs are present and that pavements are continuous and not obstructed.

- Support for more, and better cycle routes and cycle parking infrastructure. In addition to support for encouraging businesses to switch from motor vehicle deliveries to cleaner modes/cargo bikes.
- There was support for more natural, open spaces and public realm to relax and rest with requests for additional amenities including toilets, benches, drinking water and childcare facilities. Urban Greening and increasing climate resilience on our streets and in our public spaces was also discussed. Suggestions included introducing more diverse forms of planting and landscaping, providing more seating areas and dwelling spaces, and promoting the existing open spaces and parks, routes and events happening in the City (and improve connectivity between them).
- Discussions were held on using closure of streets to make public spaces and buildings more welcoming. Suggestions included removing cars from Cheapside with attendees noting that the City's relationship between cars and people is much better than it used to be. There were also expressions of interest for Bank Junction to be similar to Time Square.
- There was support for improving transport connections to the City. Attendees discussed Elizabeth line and made suggestions to improve nighttime transport.
- Support to improve safety and help people feel safe, including improving lighting, upgrading alleyways, activating the ground floor of buildings and hosting events and installations.

All the outcomes of engagement for the public events and the Commonplace engagement platform were reported to Planning and Transportation Committee by the City Plan team in November 2023.

One-to-one meetings

Several one-to-one meetings with stakeholders have also been held, including with Transport for London, the Port of London Authority (PLA), Transport for All, London

Cycling Campaign, Living Streets, City Bridge Foundation, Heart of the City, London Councils, and the Motorcycle Action Group (MAG).

Each of these stakeholders has provided detailed input specific to their area of expertise which has contributed to the ongoing development of the Transport Strategy.

Stakeholders who sent responses to the Phase 2 consultation via email included:

CoLAG members, the City of London BIDs (including EC BID, Culture Mile, Aldgate and Fleet Street Quarter), City Property Association, London Cycling Campaign, Port of London Authority, UK Coach Operators Association, London Borough of Islington, Transport for London, as well as members of the public.

Phase 2: Stakeholder consultation on proposed changes to Transport Strategy

This section covers the outcomes of the public consultation and further engagement on Proposal 1b: Embed inclusion in our approach to transport planning and delivery (Phase 1a).

Utilising the online Commonplace engagement platform, stakeholder workshops and public drop-in sessions, over 800 contributions from more than 400 participants were gathered. These participants included a wide and demographically diverse variety of industry professional stakeholders, workers, residents and others.

Commonplace online consultation

A seven-week online consultation on the recommended changes to the Transport Strategy Outcomes and Proposals ran from Thursday 16 November 2023 to Sunday 7 January 2024. The consultation invited anyone (group or individual), whether a resident, business owner, worker or visitor, with an interest in the area to view and comment on the recommended changes. With the choice of providing comments by responding to the questions asked, and/or leaving comments as necessary.

The consultation received responses from over 433 individuals, across the 13 separate surveys (some individuals made more than one contribution). The 'Key Changes' section received the most responses, with the following topics providing the most popular responses:

- revising the Vision and including a new Proposal (Proposal 1b) to take a more inclusive approach section received 384 responses,
- proposed changes to the Cycling section received 386 responses,
- and proposed changes to the Road User Charging section received 352 responses

The changes to the Resilience outcome (18 responses), Innovation benefiting the Square Mile (18 responses) and Delivering the Strategy sections (17 responses) received the lowest number of responses.

The main positive feedback focused on reducing motor traffic, accompanied by endorsement for the ethos of enabling active / sustainable travel and movement, with an anticipated reduction in air pollution. A real focus/prioritisation on people, rather than vehicles, together with public realm and safety improvements for people who walk and/or cycle (creating a more pleasant, healthy and 'people-based' environment in which to move through and spend time in) were also mentioned.

Respondents noted a perceived failure to recognise a practical need for motor transport by some people due to age, mobility issues or circumstance. This linked strongly to the second theme of inequality as a result of restricted motor vehicle access. Responses highlighting a perceived failure to tackle dangerous behaviour by people cycling, were received predominantly from City residents.

In terms of demographics of respondents, the majority of consultation participants (61%) described themselves as a man. 27% described themselves as a woman, 7% preferred not to say and 5% identified as non-binary or another gender. The highest proportion of respondents were aged 55-64 (24%), followed by 45-54 (21%) and 65-74 (20%). 23% of consultation participants indicated a limitation of their day-to-day activities due to a physical or mental health condition or disability. Resident postcodes included SE (16%), N1 (11%) and EC (10%), with an income of over £100,000 the most common response for the household's approximate annual income. It is noted that these socioeconomic circumstances are not reflective of London as a whole and demonstrates that the kind of individuals that engaged with the consultation or have a vested interest in the City may not reflect all that visit or travel through it. Leisure visitors (54%), workers (32%) and business visitors (26%) were the three main connection types to the area.

Two social media campaigns on Facebook & Instagram were supported by Commonplace. The results are shown in

Table 3 and describe the following:

- Impressions: indicate the number of times your content is displayed.
- Landing Page Visits: indicate the number of people who visited the Commonplace website.

- Contributions: indicates the number of comments made on Commonplace website, as a result of the social media campaign.

Table 3: Commonplace social media campaign results

Social Media Campaigns	Impressions	Landing Page Visits	Contributions
28 November to the 11 December	1033075	7895	90
2 January to 7 January	208000	1838	32

Consultation drop-in sessions

12 locally hosted face-to-face drop-in sessions were held throughout November and December 2023 to engage residents, employees, students and visitors in the consultation. Drop-in sessions took place at the City of London Libraries, The City Centre and the Guildhall.

The timings and dates were chosen to coincide with other events, for example:

- Barbican Library consultation drop in on Saturday 25 November took place to coincide with “Rhyme Time” to try and engage with carers and parents.
- Shoe Lane Library consultation time on 22 November took place to coincide with “Rhyme time” and “Dragon Café in the City”.

City Corporation officers also joined “City Question Time” (230 people registered) to engage with residents.

Feedback from drop-in sessions was collated and used to supplement the Commonplace online consultation data.

A Transport Strategy Review Consultation Report will be presented to Streets & Walkways sub-committee on the 14 of May and Planning & Transportation Committee on the 16 May 2024.

Industry professional stakeholder follow-up workshop and one-to-one meetings

To collect feedback from a wide range of stakeholders – including those in the logistics industry, transport associations and professionals, a hybrid online/in-person workshop was held in late November 2023.

The workshop was attended by 26 representatives and Officers updated attendees on the progress made in reviewing the Strategy since the previous stakeholder engagement session in January 2023, giving them the opportunity to feed back the proposed changes. A further plenary session explored the views of attendees on Strategy delivery.

Feedback from drop-in sessions was collated and used to supplement the Commonplace online consultation data.

City of London Access Group follow-up workshops

Workshop was held to facilitate the consultation with CoLAG members on 16 November 2023 and gather feedback on changes to proposals. During the session, the proposed changes to the Transport Strategy were presented by City Corporation, whilst Transport for All facilitated and gathered feedback:

- It was agreed that the addition of the inclusivity proposal, Proposal 1b was a positive change. Members noted that that equity is mentioned and that this is very positive. They also welcomed proposals to improve disability awareness and an understanding that the requirements of different groups of disabled people vary and can at times be contradictory. Members stressed the importance of provide different options as people have different accessibility requirements and communication preferences for engagement. Members also touched on the importance of collecting qualitative data and reporting back to engaged stakeholders on results and monitoring.
- It was noted that the Strategy needs a more consistent use of language reflecting the social model of disability, i.e. “disabled people” instead of “people with disabilities”.
- Members requested further investigation into the use of Walking and Wheeling needed to be carried out before adoption.

- Noted that electric scooters are dangerous, frequently used on pavements, and cause obstruction.
- Concerns were raised around the Strategy's policy aspirations and the practical implementation of proposals.

CoLAG were further engaged on *Proposal 1b: Embed inclusion in our approach to transport planning and delivery* at a workshop on the 19 January 2024.

- Members highlighted support for several aspects of the proposal, including:
 - the idea of inclusion as a shared responsibility between the public and the City Corporation.
 - more robust and transparent Equality Impact Assessments (EQIAs)
 - additional training and improving disability awareness
 - having regard to the fact that equity is not the same as equality and that our approach will work aim to provide additional support to those who need it most
 - CoLSAT (City of London Street Accessibility Tool) and encouraging more people to use it
 - Adopting the social model of disability in language (e.g. disabled people, not people with disabilities)
- Members requested the City appoint an accountable officer for inclusion and/or accessibility to act as a main point of contact to champion accessibility and deal with related issues when they arise.
- Members noted transparency and accountability are both key to the delivery of the strategy and expressed support for ensuring there are appropriate communication channels with the right officers at the City Corporation.
- Members requested the Strategy focus on removing more than just physical barriers to inclusivity and accessibility (e.g. socio-economic barriers and perceptions).
- Members requested the Strategy to do more to influence better behaviours and support the City of London Police to improve safety and the feeling of safety.

- Members expressed a desire for an “operational plan” that would outline how compliance and monitoring of actions within this proposal are tracked and reported

Accessibility in the City event

Accessibility in the City event on the 7 Dec 2023, held in Partnership with Google, City Belonging, Framestore, Fieldfisher and others invited City Business to learn and discuss Accessibility barriers in the City, the proposed changes to the Transport Strategy and feedback to Officers on changes to the Strategy Proposals and Outcomes.

70 people from around 50 organisations registered to attend the event and main themes from the event highlighted the need to:

- promote a culture of inclusivity at work and in our policies
- continue to work together to improve street, transport and workplace accessibility to encourage behaviour change and equitable access to all
- encourage community participation and engagement

Further engagement on Proposal 1b

Internal City Corporation Divisions, Sections and Diversity Networks were engaged to review Proposal 1 in January and February 2024. Our Equal Opportunities Statement notes that *“The City Corporation’s vision is to build and support strong, sustainable and cohesive communities by ensuring our policies, processes and employment are inclusive”*. Thus it was important to engage with the Networks and Divisions where there was evident overlap of Equality Diversity and Inclusion ambitions and strategies.

Feedback was received from Chairs of the following:

- the Young Employees Network,
- the Carers and Parents Network,
- the City of London Ethnicity & Race Network,
- the Multi-Faith Staff Network,
- the Women’s Inclusive Network,
- the City Pride Network,
- and the Social Mobility Network,
- Equality Diversity and Inclusion Team,
- City Plan Team,
- Transportation and Public Realm Team,

All were supportive of the Proposal and its ambitions and noted the importance to align the Proposal with existing policies or strategies for coherence, identifying how inclusivity goals will be achieved, showing a holistic approach across the City Corporation.

Network Chairs noted a lack of “representation” of certain groups in our wording in this Proposal and though the original Strategy. There is strong support for the addition of more (clearly defined) protected characteristics groups.

Next Steps

Stakeholder engagement and feedback has been incorporated in the final draft changes to the Transport Strategy Outcomes and Proposals. These changes will be presented to the Streets & Walkways Sub-Committee and Planning & Transportation Committee in July 2024.

We will work with our partners and stakeholders to inform any further changes resulting from our Committees.

The Equality Impact Assessment will be reviewed in line with the proposed changes to the Strategy resulting from the public consultation in line with the Public Sector Equality Duty (PSED) and the Equality Act 2010

Appendix

Appendix 1: Engagement phases and main tasks

Appendix 2: List of stakeholders engaged in the Transport Strategy from 2022 to February 2024

Appendix 1: Engagement phases and main tasks

Startup phase

Purpose	Activity/Deliverables	Stakeholder Group	Dates	Transport Strategy	City Plan
To identify stakeholders with an interest in the transport strategy and ensure appropriate levels of engagement	Stakeholder identification and categorisation	Project Advice and Scrutiny Group (see table 1 above)	September / October 2022	✓	✓
Ensure appropriate membership of all groups within Project Advice and Scrutiny.	Appoint members to Steering Group and Working Group and hold kick-off meetings.	Project Advice and Scrutiny	November 2022	✓	✓
Agree stakeholder engagement plan with Committee	Local Plan Sub Committee	Decision Makers	September 2022	✓	✓
	Planning & Transportation Committee		November 2022	✓	✓
	Streets & Walkways Committee		November 2022	✓	

Phase 1a (Engagement) – Preliminary engagement with stakeholders

Purpose	Activity/Deliverables	Stakeholder Group	Dates	Transport Strategy	City Plan
Procure relevant consultants to support the Review	Draft and appoint consultants for focus group, surveys, resident focus groups	Project Advice and Scrutiny	September / October 2022	✓	✓
Ensure compliance with relevant guidelines and policies for Data Protection and Equalities Act	Undertake a Data Protection Impact Assessment Review all Privacy Notices	Project Advice and Scrutiny	September 2022 to October 2023	✓	✓
Stakeholder engagement development	Finalise and launch online engagement tool – Sentiment Survey	Project Advice and Scrutiny	November 2022	✓	✓
	Undertake thematic focus group workshops (first round)	Actively Interested Stakeholders	November 2022	✓	
	Prepare website and social media material as required		June – September 2023	✓	✓

Purpose	Activity/Deliverables	Stakeholder Group	Dates	Transport Strategy	City Plan
Stakeholder engagement development	Launch webpages and social media as required	Project Advice and Scrutiny	June/July 2023	✓	✓
Establish and undertake engagement with all levels of stakeholder	Roundtable stakeholder workshops	Primary Stakeholders	November– August 2023	✓	
	One to one briefings	Actively Interested Stakeholders	November – August 2023		
Establish and undertake engagement with all levels of stakeholder	Undertake resident / employee focus group workshops with City Plan.	Actively Interested Stakeholders	June – September 2023	✓	✓

Phase 1b – Transport Strategy drafting following engagement and Committee Review

Purpose	Activity/Deliverables	Stakeholder Group	Dates	Transport Strategy	City Plan
Engagement monitoring and review of results	Review all engagement Monitoring and Results Report writing	Project Advice and Scrutiny	March 2023	✓	
Committee reporting	Reporting Phase 1a engagement results to Streets & Walkways Committee Reporting Phase 1a engagement results and headline strategy amendments to Planning & Transportation Committee	Decision makers	May 2023 October 2023	✓ ✓	
Redrafting of the Transport Strategy	Redrafting of the Transport Strategy based on Planning & Transportation and Streets and Walkway Committees and Phase 1a engagement		May 2023 October 2023	✓ ✓	

Phase 2a (Consultation) – Stakeholder consultation on proposed changes to Transport Strategy

Purpose	Activity/Deliverables	Stakeholder Group	Dates	Transport Strategy	City Plan
Consultation with stakeholders on Draft Strategy, building on earlier engagement work.	Undertake focus group workshops and 1-1 with already engaged Stakeholders as necessary	Actively Interested Stakeholders Public Engagement	November/January 2024	✓	
Consultation development	Update Transport Strategy Website with draft Strategy details for consultation	Actively Interested Stakeholders Public Engagement	October 2023	✓	
Consultation with stakeholders on Draft Strategy, building on earlier engagement work.	Undertake drop-in sessions for residents and members at local libraries	Actively Interested Stakeholders	November/January 2024	✓	
Consultation with stakeholders on Draft Strategy, building on earlier engagement work.	Roundtable workshop session	Primary Stakeholders	November/January 2024	✓	

Phase 2b – Final amendments, Committee and Strategy adoption

Purpose	Activity/Deliverables	Stakeholder Group	Dates	Transport Strategy	City Plan
Committee Reporting	Reporting Phase 2a consultation results to Streets and Walkways Committee	Decision Makers	July 2024		
Committee Reporting	Reporting Phase 2a draft final Strategy to Planning & Transportation Committee	Decision Makers	July 2024		
Committee Reporting	Policy and Resources Committee	Decision Makers	September 2024		
Committee Reporting	Court of Common Council	Decision Makers	October 2024		
Development and publication	Revised Strategy published online	N/A	November 2024		

Appendix 2: List of stakeholders engaged in the Transport Strategy Review from November 2022 to April 2024.

City Corporation Departments, Divisions and Diversity Networks

City Bridge Foundation

Children and Community Services

City Corporation Carers and Parents Diversity Network

City Corporation City of London Ethnicity and Race Staff Network

City Corporation Disability, Ability and Wellbeing Network

City Corporation Equality, Diversity and Inclusion team

City Corporation Multi-Faith Staff Network

City Corporation Public Health

City Corporation Social Mobility Network

City Corporation Women's Inclusive Network

City Corporation Young Employees Network

City Corporation Highways Division

City of London Ethnicity & Race Network

City of London Police Enabling Network

City Operations - frontline services, such as street cleansing, highway maintenance, domestic waste collection, gardens maintenance and parking enforcement, with core public service duties including road safety management, highway licensing, utility street works and major on-street events.

City Plan and Planning Division

Climate Action Strategy Team

Corporate Strategy and Performance Team

Destination City Team

Air Quality Team

Port Health and Public Protection – formerly part of Markets & Consumer Protection and deals with public protection by providing comprehensive and effective environmental health, trading standards and licensing services for the City of London.

Road Danger Reduction Partnership

City of London Police (CoLP)

London Fire Brigade (LFB)

London Ambulance Service (LAS)

Transport for London (TfL)

Public agencies and professional groups

Action Vision Zero

Brewery Logistics Group

City Bridge Trust
City Bridge Foundation
City Property Association (CPA)
City Youth Forum
City of London Access Group (CoLAG)
City of London Cycling Association
E-scooter trial operational board
Footways
Greater London Authority (GLA)
Heart of the City
Institute of Couriers
John Lewis
Licenced Taxi Drivers' Association
Licensed Private Hire Car Association
Living Streets
Logistics UK (United Kingdom)
London Councils
London Cycling Campaign (LCC)
London Travel Watch
Momentum Transport
Motorcycle Industry Association (MCIA)
Motorcycle Action Group (MAG)
Network Rail
Port of London Authority
Road Haulage Association
Royal National Institute of Blind People (RNIB)
Solace Women's Aid
Transport for All (TFA)
Transport for London
UK Coach Operators Association
United Cabbies Group

National Health Services

St Bartholomew's Hospital
NHS Green travel sub group

Business Improvement Districts

Cheapside Business Alliance

Chancery Lane Association/Primera
Aldgate Partnership
Eastern Cluster Partnership
Culture Mile Partnership
Fleet Street Quarter

City of London Schools

City of London Boys School
City of London School for Girls

Neighbouring Local Authorities

London Borough of Southwark
Camden Council
Hackney Council
London Borough of Islington
Westminster City Council
London Borough of Lambeth
London Borough of Tower Hamlets

Businesses*

Allen Overy
Brookfield Properties
McCann
British Land
Baker McKenzie
Spice Design
Brookfield Properties
Broadgate Estates
Momentum Consultancy
Nomura
Fieldfisher
Land Securities
John Lewis
Metro Bank
Freshfields
Dawai Capital Markets
Weightmans LLP
Pedal Me

Spice Design
Arcadis LLP
Royal Bank of Canada

[\[1\] *197 businesses invited to engage in the ECF workshops, furthermore a suite of businesses were invited to engage with the City Plan and Transport Strategy Workshops, approximately 1200 individuals were invited to the Accessibility event through the 'City Belonging' mailing list.](#)

City Residents Associations

Golden Lane Estate Residents Association
Barbican Association
Middlesex Street Estate Residents Association

Accessibility in the City (registered businesses and professionals)

AbilityNet
Aldgate Connect / Cheapside Business Alliance
Allen & Overy
Arup
Barbican centre
Bates Wells
BJSS
BNY Mellon
City Corporation
City of London Access Group
City of London Police
CMC Markets
De Montfort University
ERM - First Option
Fidelity
Fieldfisher LLP
Fleet Street Quarter
Google
Harshita Patel
Hays
Hiscox
Irwin Mitchell
Kennedys
LGIM
Mediorite

Mercer Limited
MS Amlin
MSF UK
Nanyang Technological University, Singapore
Natixis
Phoenix
Portfolio Career
RBC
Saffery
Schroders
SEAM Advisory
Slaughter and May
The Barbican
The Helen Hamlyn Centre for Design, RCA
The Lord Mayor's Appeal
The Phoenix Group
Transport For London
TT Group
Uptree
VINCENT BURKE COMMUNICATIONS
WCIT
Wells Fargo
We Swim
WSPUK

Please note the public consultation included additional responses from individuals who live, work, visit and study in the City of London.