

City of London Sustainability Review 2009/10



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Project management

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Foreword

The City of London Corporation has a proud 800 year-long history of looking to the welfare of current and future generations and is acutely aware that a clean environment and a prosperous economy go hand in hand with a good quality of life.

We recognise that the City of London is not an island of wealth and privilege, isolated from its surroundings. On the contrary, the City is wholly dependent for its success on the local, regional, national and international structures in which it is inextricably embedded. It is this interdependency which makes sustainability a priority.

In fact, the City of London Corporation has a dual responsibility. It not only has to ensure that the services and infrastructure it manages in supporting the Square Mile are delivered in a sustainable manner, but it also has to be seen to lead by example in ensuring that sustainability is put at the heart of its corporate culture.

This sustainability review seeks to demonstrate how the City Corporation is performing in its efforts to deliver a sustainable World Class City which ...

- ... is competitive and promotes opportunity
- ... supports our communities
- ... protects, promotes and enhances our environment
- ... is vibrant and culturally rich
- ... is safer and stronger

We hope that in transparently reporting our own organisational performance, we can highlight the challenges we face, as well as the progress we have made on our journey to a sustainable future, thus assisting us to focus our resources efficiently where action is most needed.



Alderman Alison Gowman
Chairman
Members' Sustainability Working Party



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Executive summary

This report assesses the City of London Corporation's performance with respect to sustainable development in a way that is consistent with the guiding principles of the UK Sustainable Development Strategy¹. The methodology underlying this report is based on that contained in the Global Reporting Guidelines and the Sector Supplement for Public Agencies².

The City of London Sustainability Review reports on 24 indicators covering the following areas -

- promoting a positive and sustainable workplace
- supporting our communities and working for a sustainable World Class City
- contributing to society and supporting socio-economic development
- addressing climate change, energy and resource use
- enhancing biodiversity
- promoting sustainable travel options.

The range of indicators used is designed to reflect progress towards the City of London Corporation Vision and Strategic Aims, as contained within the Corporate Plan and Community Strategy. For each indicator, data is displayed wherever possible in simple graphs. Where relevant, further information on related initiatives and projects is included.

The Sustainability Review 2010 is the first report of this type produced by the City of London Corporation. Whilst future reports will undoubtedly evolve with time, it is hoped that the indicators contained in this review will provide a baseline against which future progress can be measured. A summary of performance and direction of travel is detailed below;

1. Supporting our communities and working for a sustainable world class city

Whilst the City of London continues to enjoy a high degree of resident and business satisfaction as a place to live work and do business, satisfaction levels have dropped slightly - probably due to the difficult business climate. Likewise, the City continues to enjoy extremely low levels of crime, however the last year has seen small increases in drug and other offences. The Safer City Partnership is working to address this.

2. Contributing to society and supporting socio-economic development

The City of London Corporation performs exceptionally strongly in this area. Our history of engagement in regeneration projects that benefit neighbouring communities, the City Bridge Trust's comprehensive charitable grants programme, and innovative programmes such as the Local Procurement Project, all ensure that the City has a major positive impact on London and for Londoners.

¹ "Securing the future: delivering the UK Sustainable Development Strategy" (2005) available at <http://www.defra.gov.uk/sustainable/government/publications/uk-strategy/>

² Available at <http://www.globalreporting.org>

3. Addressing climate change, energy and resource use

The City of London has a long track record in addressing the issue of energy efficiency and climate change. To this end, whilst substantial challenges remain, steady progress is being made in this area. With respect to the broader area of resource use, good progress is being made on recycling and waste management, however, air quality continues to give cause for concern. A comprehensive Air Quality Strategy is due for publication in autumn 2010.

4. Enhancing biodiversity

The City of London Corporation continues to improve strongly in this area, primarily due to the dedication of its expert Open Spaces staff.

5. Promoting sustainable travel options

The City continues to be a beacon of best practice with respect to sustainable travel, and this is primarily down to excellent transport links. The City of London Corporation has been highly successful in promoting cycling, which has increased demand for cycle parking significantly. Unfortunately, a consequence of this increase in cycling has been an increase in the number of road traffic accidents involving cyclists. Transport planners, the City of London Police and our road safety teams are working together to address this issue.

6. Promoting a positive and sustainable workplace

The City of London Corporation has invested in its staff and is striving hard to be a considerate employer. The City performs well with respect to diversity and inclusion.

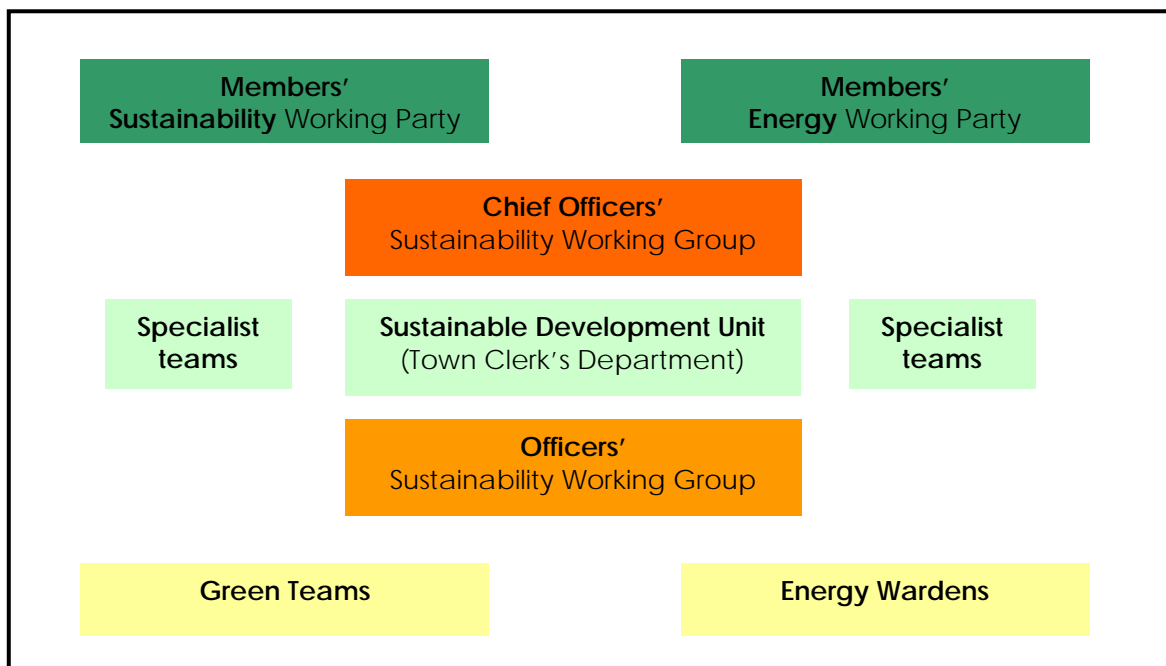
The Management of sustainability at the City of London Corporation

The City of London Corporation has a dedicated Sustainable Development Unit (located within the Town Clerk's Department) which acts as the nexus for specialist teams across the City Corporation, thus ensuring that sustainability is embedded in corporate policy and culture.

The specialist teams include the Energy Team, the Corporate Responsibility Team, the Corporate Performance Team and the Environmental Services Department, all of which support the activities of the various groups detailed below.

In order to ensure that sustainability is incorporated in decision-making at a strategic level, members of staff are required to incorporate sustainability considerations into all committee reports. A Chief Officers' Sustainability Working Group has been established to ensure that sustainability initiatives have senior leadership, and a Members' Sustainability Working Party has been established to ensure that strategic direction is given to our work in this area.

Sustainability and corporate organisational structure



Members' Sustainability Working Party

Created in 2009, the Sustainability Working Party provides the high-level scrutiny and strategic overview, in order to embed sustainability into the City's long term planning and services delivery. This Working Party reports to the Policy and Resources Committee and other committees as appropriate.

Members' Energy Working Party

Established in 1975 in response to the oil crisis the Energy Working Party provides the high-level scrutiny and strategic overview with respect to the City of London Corporation's energy procurement, use and generation. This Working Party reports to the City Lands and Bridge House Estates Committee.

Chief Officers' Sustainability Working Group

The Chief Officers' Sustainability Working Group provides high level consideration regarding strategic implications of the sustainability agenda for the City Corporation. The Group monitors the integration of existing sustainable development policies across the organisation and identifies corporate responses to mid and long- term challenges.

Officers' Sustainability Working Group

Meeting four times a year, the Sustainability Working Group comprises officers from all departments and aims to embed sustainability at the core of the City Corporation's activities. It facilitates the practical application of policy and performance management systems at an operational level.

Green Teams

Green teams are set up at a departmental level and comprise members of staff who share good practice and improve environmental behaviour within departments by engaging with colleagues through a range of initiatives.

Energy Wardens

There are currently around 30 Energy Wardens across the City Corporation who raise awareness of energy and water conservation amongst staff, identify areas of improvement and provide local support as well as feedback to the Energy Team.

Chapter 1 – Supporting our communities and working for a sustainable City

The City of London Corporation seeks to provide services that our varied communities need in an efficient and sustainable manner, as established through dialogue and consultation.

Hence, taking into account our stakeholders' views is key to delivering excellence by providing modern, efficient and high quality services and policing within the Square Mile for workers, residents, students, visitors and businesses.



Electronic voting is used at residents meetings to enhance engagement in consultations

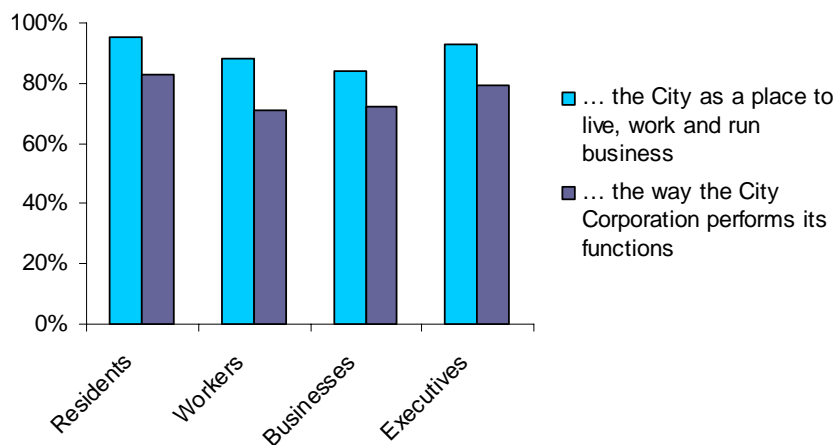
1.1 Who lives, works and does business in the Square Mile

The City is a unique, historic place. It has a relatively low number of residents compared with the high number of businesses and people commuting to the City every day, whether workers or students.

In **2009**, the City's communities comprised about

- 8,000 residents
- 16,000 students
- Over 15,000 business premises
- Over 310,000 workers commuting during weekdays.

Figure 7 – 2009 Stakeholders' satisfaction with...



Based on Stakeholder survey's results - Poll Performance 2009

- A major stakeholder survey, commissioned every three years, allows the City Corporation to see how satisfied people are with the organisation and its role.
- As shown in Figure 7, the City enjoys a high rating by all audiences as a place in which to live, work and do business with a 90% average satisfaction rate.
- Satisfaction levels are also high in relation to how well the City Corporation performs its functions, although this fluctuates among audiences with residents relatively more satisfied than workers and businesses.

Did you know...



The City Together is the local strategic partnership which brings together key public, private, voluntary and third sector providers in the City with representatives from the City's residents, businesses, workers and faith communities.

The Partnership is responsible for delivering The City Together Strategy, and it aims at promoting a world class City that ...

- ... is competitive and promotes opportunity
- ... supports our communities
- ... protects, promotes and enhances our environment
- ... is vibrant and culturally rich
- ... is safer and stronger

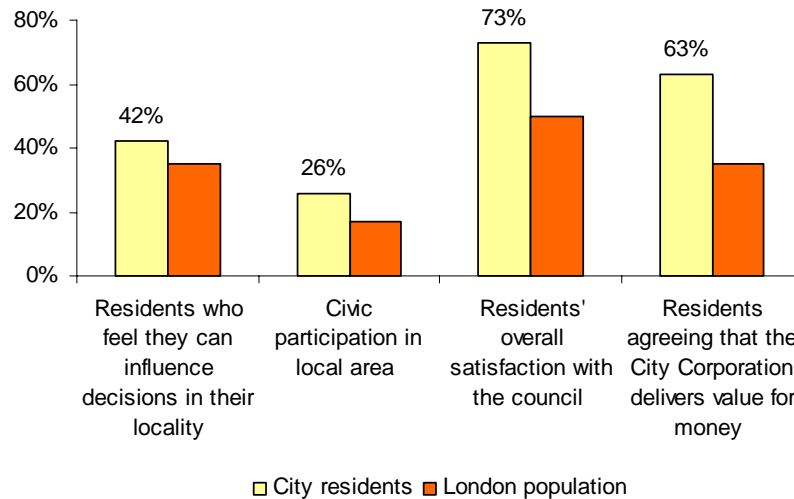
Info + www.cityoflondon.gov.uk/thecitytogether

1.2 City residents

- The City is currently home to approximately **8,000 residents** (official estimate).
- In 2008, estimated **life expectancy was 87.4 years for women and 82.1 for men.**
- Our population is predominantly working age.
- 1 in 5 residents (19%) does not identify itself as white british. Of these, 9% are of asian ethnicity, 4% of black ethnicity and 3% of "mixed" ethnicity.

(Source: JSNA 2008 and 2009)

Figure 8 - City residents' perceptions of the City Corporation



Source: The Place Survey 2008/9

- Around three in four residents (73%) are satisfied with the way the City Corporation performs its functions, which is substantially higher than across London as a whole, where on average only half the residents are satisfied with their local council. City residents are particularly satisfied with services related to recycling, parks and gardens, the Barbican Centre, the libraries and Museum of London.
- Around two in five residents (42%) feel they can influence decisions affecting their local area, which is again better than the London average (35%). The same applies to civic participation with one in four residents (26%) participating in local decision-making groups in the City compared to 17% for London.
- Finally, 63% of residents agree that the City Corporation delivers value for money compared with 35% for London and 33% nationally. This is particularly significant as value for money is a key driver for overall satisfaction.

Did you know...

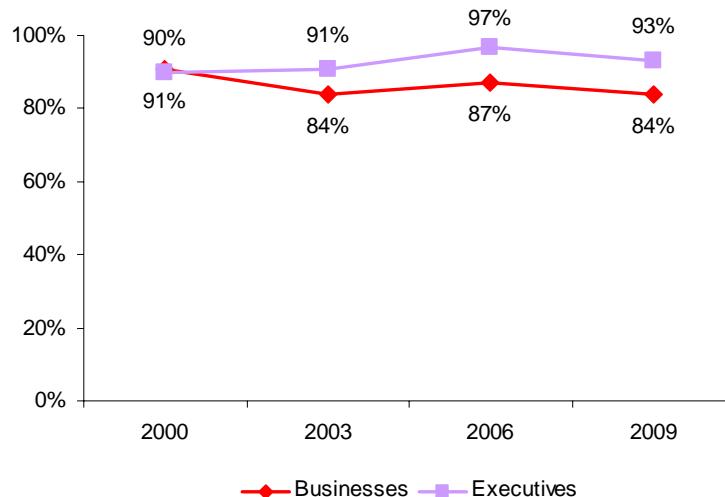
The City of London Corporation welcomes contact with our residents, workers, students, businesses and community groups as we believe this helps us make better decisions. For example, there is a programme of **residents' meetings** held on the four main estates in the City – the Barbican, Golden Lane, Mansell Street and Middlesex Street; there are also strategic City-wide meetings open to all residents and Rest of City meetings for all residents who live in the City but outside of the estates. The City-wide Resident Meeting held in July 2009 included environment workshops which attracted more than 30 people. Residents praised the City of London's work on open spaces, recycling and street cleanliness and provided suggestions on air quality and pollution related to noise and light.

Info + www.cityoflondon.gov.uk

1.3 Businesses in the City

- Over **15,000 business establishments** are based in the City of London.
- In 2009, City businesses contributed an estimated 2.4% to the UK economy³.
- **81.1%** of City business establishments **employ less than 50 people** and account for about **25%** of the City workforce. **1.8%** establishments **employ over 200 people** and account for **55%** of the people working in the City.

Figure 9 – Satisfaction with the City as a place to run business



Source: Stakeholder survey – Poll Performance 2009

- More than 80% of City businesses and executives are satisfied with the City as a place to run a business in 2009. Yet, their satisfaction levels have decreased by 4% (executives) and 3% (businesses) when compared to the previous Poll Performance survey carried out in 2006. This could be in part due to the consequences of the global economic recession.
- Businesses and executives were particularly satisfied with the City in terms of its central/good location, its convenient/good public transport and its close proximity to clients.
- However, they identified public transport and commuting, traffic congestion, reduced or improved regulations, as well as the promotion of the City as priorities for the City Corporation to further improve the City.

Did you know...

The City of London Corporation provides a range of direct and indirect services to City businesses to support them in integrating sustainability at the core of their activities. These include:

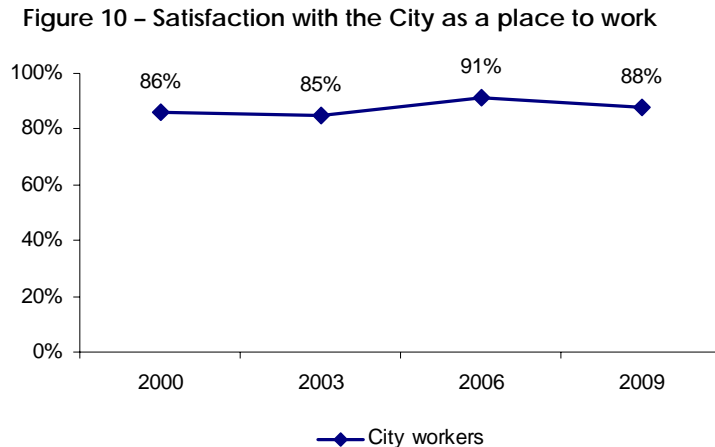
- The **City Environmental Forum** convenes quarterly representatives from businesses from the City and beyond to discuss pertinent sustainability issues with peers.
- The **City Procurement Project** offers City businesses advice and resources on how to embed sustainability throughout the supply-chain.
- The **Lord Mayor's Dragon Awards** celebrate Corporate Community Involvement across Greater London. The scheme is designed not only to improve the outlook for communities but also to foster team work and mutual respect between the businesses and their communities.
- **City Action** is a free volunteering matchmaking service for City-based companies and community organisations in the City and City fringe boroughs.

Info + on these and other projects, visit the www.cityoflondon.gov.uk/sustainability then select "business and sustainability"

³ Source – ONS and Oxford Economics 2009, www.cityoflondon.gov.uk

1.4 City workforce

- It is estimated that over **310,000** people work in the City⁴. This figure does not take into account self-employed individuals, of whom the City had an estimated 40,000 in 2009.
- About 75% of the City workforce works in banking, finance and related business services.
- The financial crisis clearly impacted on employment rates in the UK, although accurate figures for the City are not yet available. However, City jobs are projected to increase as suggested by the more than doubled figure of job vacancies in the first quarter of 2010 compared with that of 2009, thereby showing signs of recovery⁵.



- 88% of the City workforce is satisfied with the City as a place to work. However, satisfaction levels for businesses and executives, as well as for City workers have decreased by 3% since the previous Poll Performance in 2006.
- Workers praised working in the City in terms of career opportunities, central/good location and easy access⁶.
- However, they identified traffic congestion, public transport commuting and parking services as priorities for the City Corporation to improve the local area.

Did you know...

The City Corporation offers London school-leavers a head start through the **City of London Business Traineeship programme**. Now in its 16th year, funded by the City Corporation and delivered by Brokerage Citylink, the programme places A-level students from City fringe boroughs in internships that can span up to 13 weeks.

In 2009, 87 London students were placed at a wide range of City firms from insurance companies to investment banks and law firms. Moreover, 18 out of 87 had the opportunity to get work experience at the City of London Corporation.

Info + www.thebrokerage.org.uk/city-business-traineeship.html

The Local Recruitment in Construction Initiative encourages developers and contractors operating in the Square Mile to commit to the Employment Charter in Construction. The Charter aims to ensure that on-site employment and training opportunities are made accessible to local people. Since the launch in 2006, the Charter has been operated on 18 sites and has resulted in 151 City and City fringe residents being employed and 310 benefitting from construction-related learning opportunities.

Info + www.cityoflondon.gov.uk

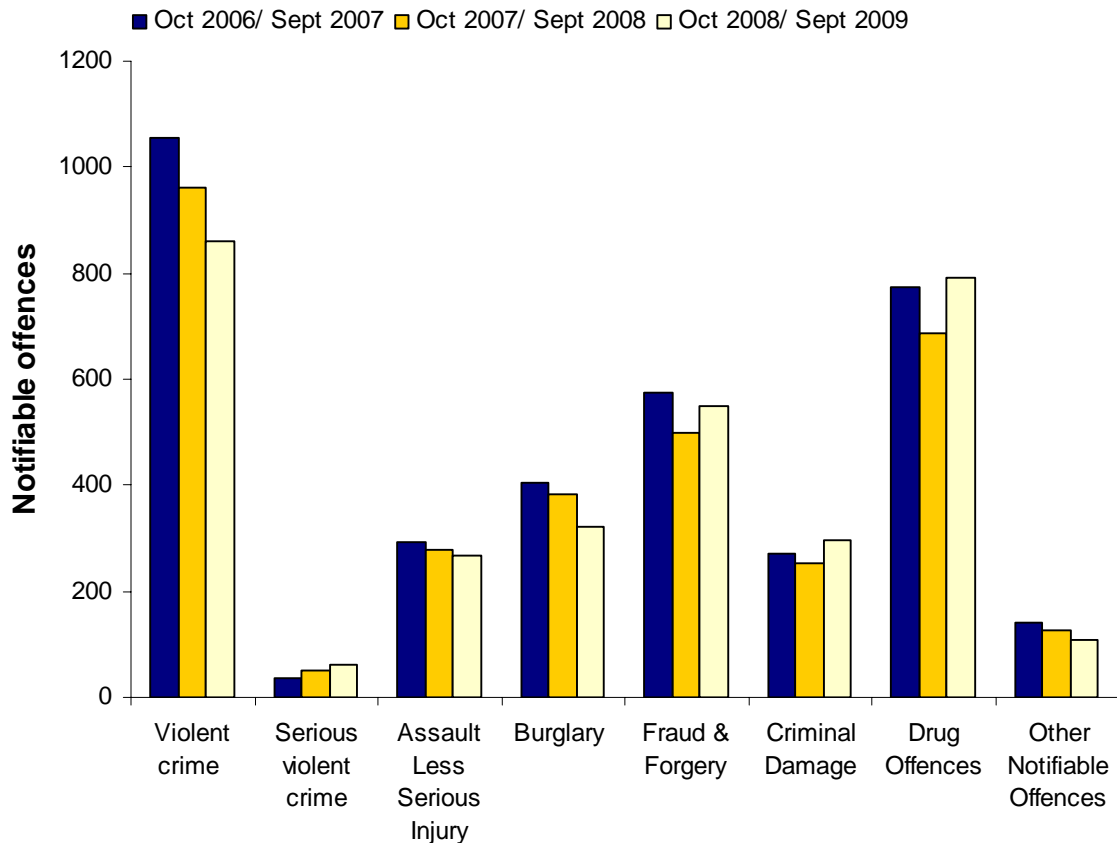
⁴ ONS and Oxford Economics 2009, www.cityoflondon.gov.uk

⁵ Centre for Economics and Business Research Ltd, "City jobs forecast revised up – 14,000 more workers this year", April 2010 www.cebre.com; Financial Times, "City sees job vacancies jump 120%" April 2010 www.ft.com

⁶ City of London Stakeholder Survey 2009, published in City View, January 2010

1.5 A safe City

Figure 11 - Crime overview



Source – based on figures from the Partnership Strategic Assessment from the Safer City Partnership, Feb. 2010

- The graph shows a decrease in the majority of offences⁷ in 2008/9 compared to 2007/8 with the most significant decline in robbery and burglary as well as for violent offences such as violent crimes.
- However, there has been an increase by 18% in criminal damage offences between 2007/8 and 2008/9, partly due to the G20 protest in March/April 2009.
- There is also a slight increase in drug offences although it is attributable to growing efforts to address drugs issues in the Square Mile. In fact, an increase in the frequency of controls tends to translate into an increased number of offences being counted.

Did you know...



The **Safer City Partnership** brings together a number of organisations including the City of London Corporation and the City of London Police. It aims at reducing the level of crime,

disorder, anti-social behaviour and drug use in the Square Mile. The City remains a safe place in which to live, visit and do business with an overall reduction in offences. The City of London continues to develop to meet the needs of its communities and methods of crime reduction must advance with it to protect the elements that make the City such an attractive and important place.

Info + www.cityoflondon.gov.uk/safercity

⁷ Violent crimes include violence against the person, sexual offences and robberies; serious violent crimes refer to homicide, child destruction, attempted murder, wounding with intent, grievous bodily harm, and death by dangerous/careless/drunk driving; assaults with less serious injury include actual bodily harm, racially and religiously aggravated actual bodily harm.

Chapter 2 – Contributing to society and supporting socio-economic development

The City of London Corporation provides dedicated services to the City, from essential infrastructure maintenance to strategic economic development as well as carrying out all the functions of a local authority.

Our services aim to make a contribution to wider economic, social and environmental well-being. Many of our services directly affect people outside the City's geographical boundaries and contribute to regional and national prosperity.



The City Business Library provides free advice and support to SMEs across London

2.1 City Corporation's procurement practices

Figure 12 - City of London expenditure

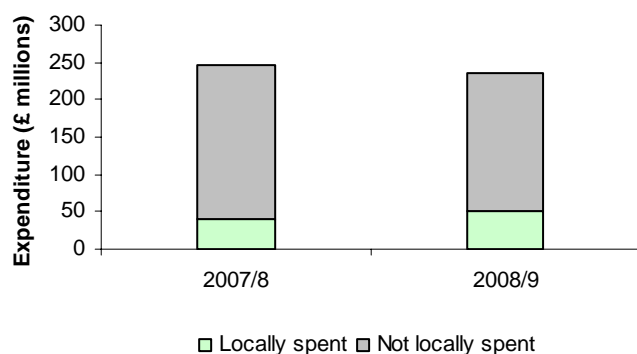
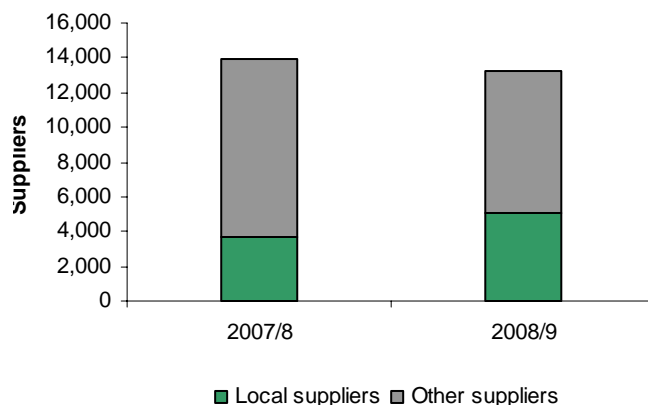


Figure 13 - City of London suppliers



- As shown in Figure 12, local expenditure increased by 4% between 2007/8 and 2008/9, accounting for 22% of the total expenditure in 2008/9.
- Figure 13 displays the proportion of purchases supplied locally compared to the total number of purchases recorded. As shown, purchases supplied locally account for 38.7% of all purchases in 2008/9 compared to 26.7% in 2007/8.
- Taken together, these graphs indicate that local procurement has increased both in terms of value and numbers of suppliers. This is consistent with the corporate Local Procurement Directive which requires City Officers to invite local suppliers to bid for works, supplies and services whenever possible.
- Local suppliers are identified by target boroughs and postcodes including the City of London and City fringe boroughs⁸.

Did you know...

The **City of London Procurement Strategy**, which was updated in May 2009, contains a commitment to "promote and deliver sustainability, local economic development, equality and diversity objectives throughout procurement activities".

This is reflected in the delivery of a number of initiatives including -

- the introduction of an **e-sourcing system** in September 2009 and the use of the London Tenders Portal⁹ to advertise contract opportunities
- the accreditation of the City of London as a **Fairtrade zone** since October 2007 was successfully renewed in April 2009. The City Fairtrade Steering Group comprises representatives of businesses, community groups and of the City of London and is actively involved in activities aimed at raising awareness of fair trade
- the City Corporation is a signatory to the **Mayor of London's Green Procurement Code**, a service for London-based organisations committed to reducing their environmental impact through responsible purchasing.

Info+ www.cityoflondon.gov.uk/procurement

⁸ Tower Hamlets, Hackney, Islington, Camden, Lambeth, Southwark and Newham.

⁹ www.londontenders.org

2.2 Tackling socio-economic disadvantage and supporting local economic development

The City Corporation runs a number of projects in neighbouring boroughs as part of its Regeneration Programme which focuses on three key themes of activity -

- training, skills and employment
- raising aspirations and attainment
- support for small and medium enterprises.

This is complemented by work with City businesses through our Corporate Responsibility programme (see sections 2.3 and 2.4).

In 2009/10

- 2,376 young people from City fringe boroughs were introduced to City-type jobs
- 2,178 City/City fringe residents were introduced to learning opportunities
- 129 City/City fringe residents were offered a job
- 1,428 City fringe small businesses received business development support

Examples of initiatives and partnerships include the following -

The Supply Cross River project – delivered by the Cross River Partnership since 2008 with the support of the City Corporation together with the City of Westminster and the London Boroughs of Southwark and Lambeth, and with funding from the European Regional Development Fund, the initiative aims to open up supply chain and procurement opportunities to SMEs across the City and the three Cross River Partnership boroughs and to promote supplier diversity and sustainable procurement to buyers. Up to February 2010, free workshop support had been provided to 178 SMEs to win new businesses and embed sustainability in the procurement process of larger businesses.

Info + www.crossriverpartnership.org

In 2009, the City Corporation also renewed its support for an employment scheme that offers careers guidance and support to “hard to reach” groups in an area that has one of the highest levels of unemployment in the country. The **City Spitalfields Training for Employment Project** (City STEP) is a two-year project to engage 90 unemployed people in the City and Tower Hamlets. City STEP follows in the footsteps of its predecessor, the Spitalfields Employment Project (2006-2008) which supplied job search support and employment preparation training to over 200 individuals and recruited 400 people to the scheme since its inception.

Info + www.employcityoflondon.org.uk

Community Benefits Clauses (CBC's) require City of London Corporation suppliers to procure a suggested 10% of their goods and services from the City fringe boroughs. CBC's are typically included in contracts above the EU procurement threshold. This City-led cross-borough initiative aims to increase awareness of the importance of community benefits, sharing best practice and identifying areas of development and future opportunities of working with neighbouring boroughs. In 2008/9, community benefits of over £5m were achieved through some of the City's larger contracts.

Info + on City Corporation Regeneration Programme www.cityoflondon.gov.uk/regeneration

Did you know...

The City of London Corporation was awarded a **Green Flag**¹⁰ in 2009 for its work in supporting small businesses and local communities across borough boundaries through the regeneration programme and support to Small and Medium Enterprises (SMEs) City- and City fringes- based.

¹⁰ Under the Comprehensive Area Assessment (a joint assessment made by a group of independent inspectorates about the performance of local public services), **Green flags** represent exceptional performance or outstanding improvement resulting in proven delivery of sustainable outcomes for local people.

2.3 Grant-making and donations

The City Bridge Trust

- Given over £220m in the form of grants since 1995
- In 2008/9 – 268 grants awarded totalling £15.235m
- In 2009/10 – 232 grants awarded for a total value of £15.372m

Established in 1995 by the City of London Corporation with a view of reducing disadvantage across London, the City Bridge Trust is the grant-making arm of the Bridge House Estates Trust and gives around £15m per year to charities for the benefit of Londoners. Priorities include making London more accessible to disabled people, bridging communities, improving people's mental health, improving the state of the environment, supporting older people, and strengthening the third sector.

Info + www.bridgehousegrants.org.uk/citybridgetrust/

The City Bridge Trust continues to promote good environmental behaviour through its grant-making activity: by including a section on environmental practices in the grant application form; by actively participating in various forums and networks at the London and UK level to encourage sustainability best practices through grant-making; and by providing advice through an eco-auditing scheme offered to charitable organisations.

First piloted in 2007, the City Bridge Trust extended the **Greening the Third Sector** initiative from 2008 to 2011. Charities can apply for free eco-audits to review their organisation's current position on waste, energy use, water, transport, raw materials and carbon emissions. This strategic initiative thus enables specific and measurable reductions in carbon and waste to take place. Moreover, it allows connections between environmental and social actions to be made whilst embedding and spreading good environmental practice throughout the sector.

In **2009/10**, nine charities took advantage of the opportunity for a **free eco-audit** funded by the City Bridge Trust and provided by 3 Acorns, London Sustainability Exchange or Global Action Plan.

Info + www.bridgehousegrants.org.uk/citybridgetrust/ then select "strategic initiatives"

Did you know...

Including support to the Barbican Centre, the City of London Festival, the Museum of London and the London Metropolitan Archives, the City of London Corporation is one of the most significant arts funder in the UK. The City is home to one of the UK most significant arts centres, and cultural activities in the City are estimated to provide over 3,600 jobs. In 2008/9, the City Corporation received a **Green Flag**¹¹ for making culture and leisure available to everyone.

¹¹ Under the Comprehensive Area Assessment (a joint assessment made by a group of independent inspectorates about the performance of local public services), **Green flags** represent exceptional performance or outstanding improvement resulting in proven deliver of sustainable outcomes for local people.

Chapter 3 – Addressing climate change, energy and resources use

The City of London has a long history of placing high importance on the environment. This is exemplified by the acquisition of over 10,000 acres of open spaces since the 19th century. In more recent years, environmental concerns have shifted to more far-reaching challenges such as climate change.

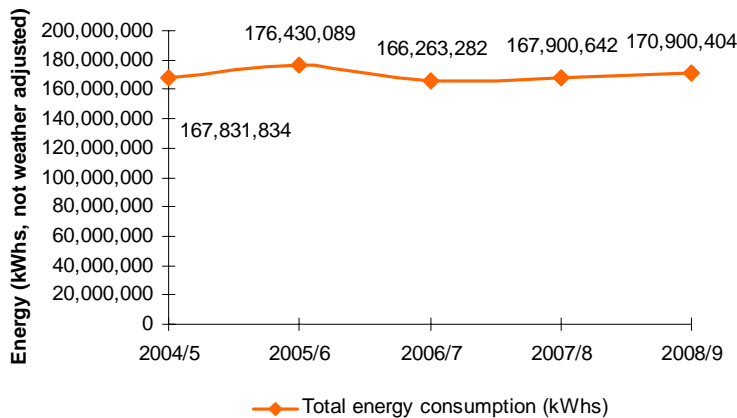
In order to protect the City and maintain its position as a World Class City, the City Corporation continues both to implement sustainable practices and support its stakeholders throughout the Square Mile in becoming more sustainable; aiming to provide our communities with a sustainable place to live, work and do business.



The City's CHP station at Smithfield services one of the most advanced heating and cooling networks in London

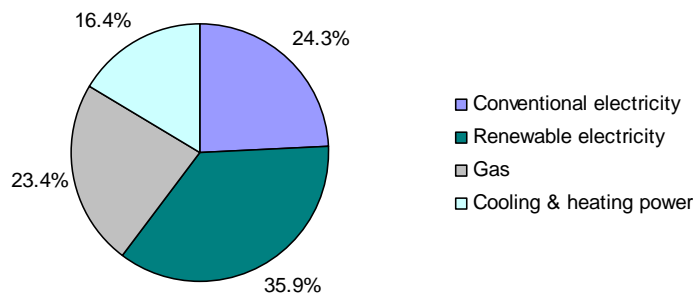
3.1 Energy and water use

Figure 14 – Corporate energy use



- Figure 14 displays total reported energy consumption at all City Corporation sites as well as the Barbican Estate. Total reported energy consumption amounted to 170,900 MWh in 2008/9 and has increased by 1.8% since 2004/5.

Figure 15 – Corporate energy mix 2008/9



- The proportion of renewable energy increased by 18% since 2004/5 and accounted for 35.9% of total energy use in 2008/9.
- In addition, the City Corporation relies on an advanced Combined Heat & Power system to supply cooling and heating to its main premises, accounting for 16.4% of the corporate energy mix in 2008/9.

The City of London Corporation set a target to reduce its energy consumption by 15% by 2015 from 2008/9 levels, by increasing energy efficiency across all sites, in order to reduce the burden of the energy bill and the City Corporation’s carbon footprint.

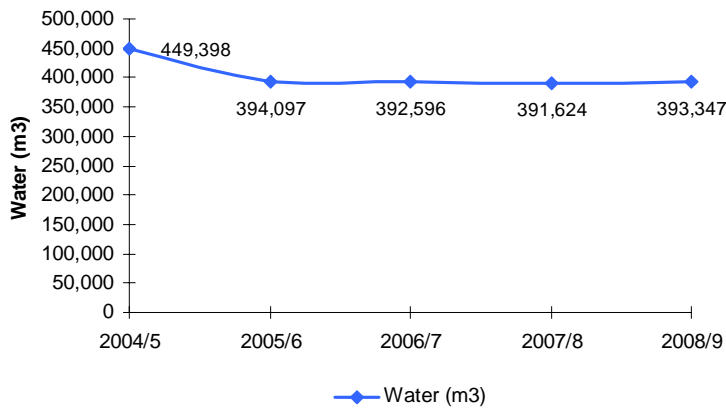
Did you know...

The City of London will be a full participant in the **Carbon Reduction Commitment (CRC) Energy Efficiency Scheme**, a mandatory national climate and energy scheme, which started in April 2010. The City Corporation supports the aim of a low-carbon future and seeks to maximise its contribution to the national effort of reducing greenhouse gas emissions. It has thus committed to achieving a significant emissions reduction in its own operations and encourages and supports communities within the Square Mile to achieve similar levels of reductions.

Info + www.decc.gov.uk

In 2009, the City of London Corporation was the first local authority in the UK to be awarded the Carbon Trust Standard by the Carbon Trust for its exemplary work in carbon management. The Carbon Trust Standard is a nationally recognised award recognising achievements in reducing carbon emissions by leading organisations in the private and public sectors. Certification under the scheme follows rigorous independent assessment in the measurement of energy and carbon emissions, management performance and leadership, staff awareness training and involvement, investment and auditable absolute reductions in carbon emissions. Info + www.carbontruststandard.com

Figure 16 – Corporate water usage



- Water consumption has been on a declining trend since 2004/5 except a slight increase in 2008/9 (by 0.4% compared to 2007/8).
- Overall, water usage has decreased by 12% in 2008/9 when compared with 2004/5.

Did you know...

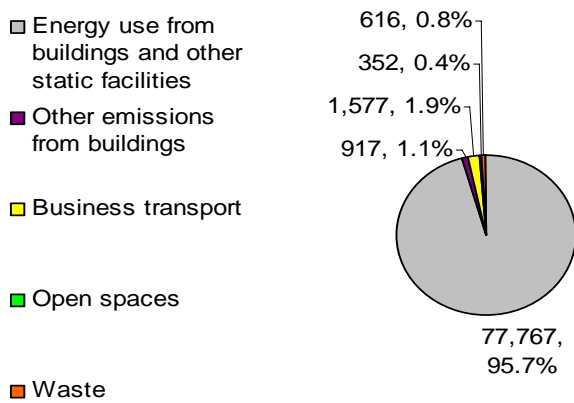
The City of London relies on the advanced **Citigen Combined Heat & Power system (CHP)** to supply 23,000 MWh of heating and 5,300 MWh of cooling a year to a number of its properties. The system was set up in 1993 and is one of the largest CHP community energy schemes in the UK. Heat, which is normally wasted in electricity generation, is captured and supplied to the local heat distribution network. The heat is also used to produce chilled water for air conditioning (sometimes referred to as "tri-generation"). The CHP represents a more sustainable option to supply energy as it is up to 70% energy efficient compared to 40% for a conventional power generator.

Given the limited potential for renewable energy generation in the Square Mile, using the heat and cooling supplied by the CHP is a useful step for the City Corporation in reducing its carbon intensity. The estimated CO₂ savings achieved at the City properties supplied by the CHP amount to about 3,700 CO₂ tonnes avoided each year.

Info + www.cityoflondon.gov.uk/sustainability then select "climate change"

3.2 Climate Change and carbon emissions

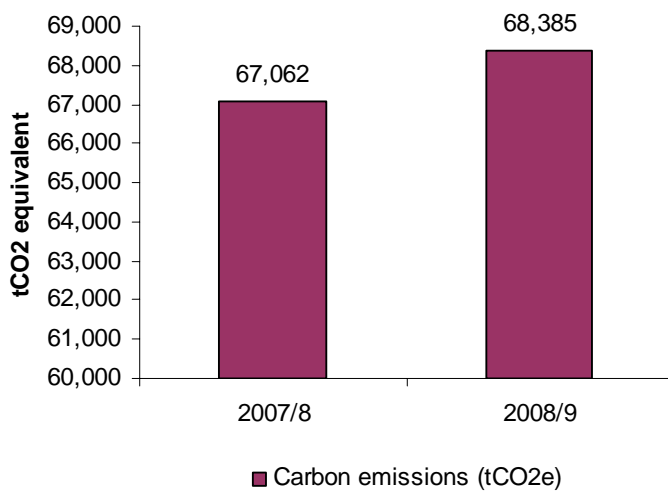
Figure 17 - City of London Corporation carbon emissions (tCO₂e) 2006/7



- In 2006/7, the City of London Corporation commissioned a comprehensive assessment of the Corporation's carbon footprint, which amounted to 81,229 tons of CO₂ equivalent. This calculation also unveiled that the Corporation's buildings accounted for 97% of the total carbon emissions, most of which arise from energy use.

The City of London Corporation has measured its carbon emissions since 1995 through its annual energy reports looking at the major operational buildings' energy usage including water usage and vehicles.

Figure 18 - Corporate carbon emissions



- Figure 18 shows a 2% increase in carbon emissions between 2007/8 and 2008/9. However, it should be noted that these figures have not been weather adjusted and that, in particular, the 2008/9 winter season was reported to have been colder than in 2007/8.
- An annual energy report includes energy usage from sites like the wholesale markets. These buildings are actually managed by the City of London Corporation whilst much of the energy use is at direct control of tenants.

Did you know...

In February-March 2010, the City of London Corporation released its new **Climate Change Adaptation Strategy**, following the first version published in 2007. This updated version ensures that services and infrastructure within the City are prepared to address the predicted impacts of climate change.

Info + www.cityoflondon.gov.uk/sustainability then select "climate change"

Set up by the City of London Corporation and Gresham College, the **London Accord** is a unique collaboration between investment banks, research institutes, academics and NGOs providing an "open source" resource for investors, policy-makers, NGOs and politicians. The London Accord presents a compendium of reports, written by a range of financial firms and providing insights into environmental, social and governance issues including renewable energy, carbon trading and microfinance. In 2010, the London Accord website listed over 80 published papers from 28 contributing organisations.

Info + www.london-accord.co.uk

3.3 Air quality

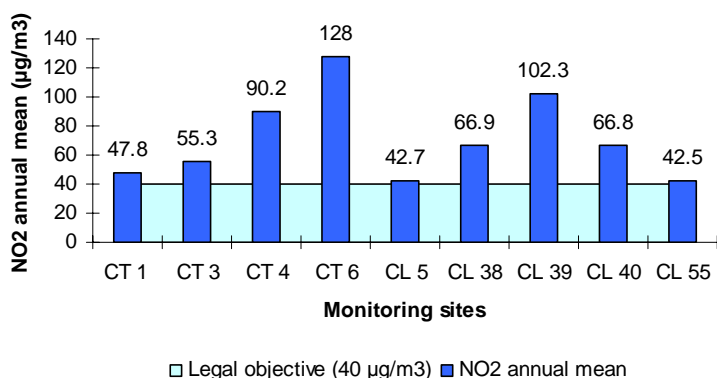
The City of London experiences some of the worst air quality in the UK, which is mostly due to the density of development and its location at the heart of London.

A range of gases and compounds affect air quality in the City, of which the most influential are nitrogen dioxide (NO₂) and fine particulates (PM₁₀)¹². Over time and in sufficient concentrations, these have detrimental impacts on both human health (eg respiratory and cardiovascular illnesses) and the environment (eg plant health, acid rain).

The major City-based sources of air pollution are road traffic, commercial heating and construction sites.

Air quality in the Square Mile

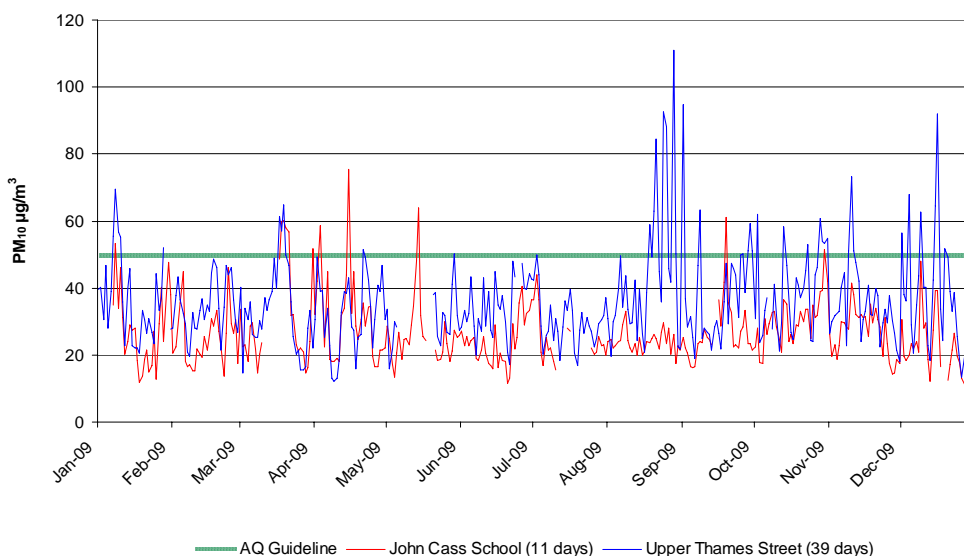
Figure 19 – Nitrogen dioxide (NO₂) levels in 2009



- Figure 19 shows annual mean levels of nitrogen dioxide (NO₂), monitored at nine locations in the Square Mile in 2009 and based on partially ratified data at the time of writing.
- Health based objectives are set by the European Commission and require certain concentrations of pollutants to be achieved by specific dates. As shown on the graph, the 40 µg/m³ annual mean was not met at any of the monitoring sites in 2009.

- Sites CT4, CT6, CL38, CL39 and CL40 are located by the roadside and therefore show particularly high annual mean levels of NO₂, whereas sites CT1, CT3, CL5 and CL55, which are set in urban background, exhibit NO₂ levels close to the objective¹³. Air pollution concentrations are generally higher closer to emission sources such as roads.

Figure 20 – Fine particulates (PM₁₀) daily concentrations in 2009



¹² Nitrogen oxides are formed when fuels are burned at high temperatures, mainly released by transportation vehicles and stationary combustion sources such as domestic and commercial heating systems. Fine particulates are mainly generated by road transportation and construction site sources.

¹³ A detailed map of all air quality monitoring stations can be found in Appendix 1.

- Figure 20 shows PM₁₀ daily mean concentrations recorded at Sir John Cass School and Upper Thames Street monitoring stations in 2009.
- In 2009, there were 11 days where the daily mean objective was exceeded at Sir John Cass School, an urban background monitoring station. This is consistent with the overall objective set in the UK Air Quality objectives for protection of human health¹⁴ (2007) which requires no more than 35 days above the 50 µg/m³ concentration.
- On the contrary, unratified results from the roadside site at Upper Thames Street exceeded this concentration on 39 days. It does not appear as though this site will comply with the objective.
- The difference in location, namely urban background and roadside is consistent with the finding that air pollutant concentrations are generally higher closer to emission sources such as roads.

Did you know...

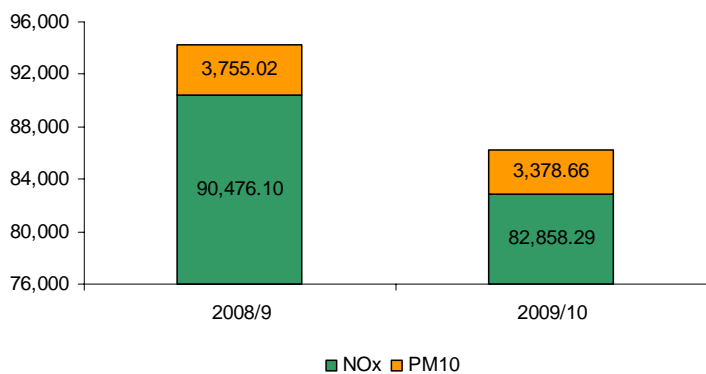
There are 13 air quality monitoring points in the Square Mile which are used to monitor air pollutants including nitrogen dioxide (NO₂), fine particulates (PM₁₀), very fine particulates (PM_{2.5}) and ozone (O₃).

Six sites use continuous analysers and seven use more simple diffusion tubes to monitor air quality in the City¹⁵. In addition, four continuous analyser sites report data to the **London Air Quality Network** which has a role in coordinating and improving air pollution monitoring across London.

Info + www.cityoflondon.gov.uk/Corporation/LGNL_Services/Environment_and_planning/Pollution and www.londonair.org.uk

Emissions arising from the City of London Corporation's operations

Figure 21 - Nitrogen Oxides (NO_x) and Fine Particulates (PM₁₀) emissions



- Figure 21 shows nitrogen oxides (NO_x) and fine particulates (PM₁₀) emissions arising from the City Corporation's buildings¹⁶ and vehicles fleet over the financial years 2008/9 and 2009/10.
- In 2009/10, PM₁₀ emissions decreased by 10% and NO_x emissions by 8.4% compared to 2008/9, thereby exceeding the target of 5% reduction for PM₁₀ and NO_x emissions by 2011/12 the City Corporation set in 2008/9.

Did you know...

The City of London Corporation is the only local authority service provider to place air quality as a high priority in its Local Area Agreement and set itself a target reduction in emissions.

Info + www.defra.gov.uk

¹⁴ The detailed UK Air Quality objectives for protection of human health (2007) can be accessed at www.airquality.co.uk/standards.php

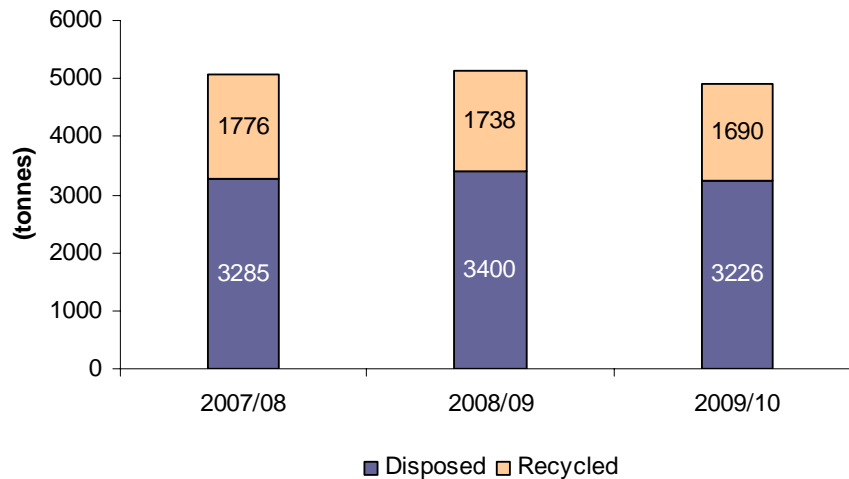
¹⁵ While diffusion tubes are less accurate than continuous analysers as a monitoring tool, they are more useful for obtaining annual averages. Tubes are exposed every month, collected and sent to a laboratory for analysis.

¹⁶ For the purpose of this indicator, City Corporation's buildings include the Guildhall complex, the Barbican Centre, Walbrook Wharf, Minorities Car Park, London Wall Car Park, Tower Hill Coach & Car Park, Baynard House Car Park, the City of London magistrates Court, Golden Lane leisure centre, Shoe Lane Library, Camomille Street Library, Mansion House, London Central Market, Sir John Cass Foundation Primary School, St Paul's Information Centre, Central Criminal Court, Meat inspector's office on Charterhouse St, the Guildhall School of Music & Drama, the City of London schools and the City Business Library .

3.4 Waste and recycling

The City of London Corporation collects waste and recycling from 5,984 households as part of its local authority services. In addition, the City Corporation provides a commercial waste service, collecting refuse from approximately 2,400 businesses and recycling from about 800 businesses.

Figure 22 – Household waste & recycling



- Figure 22 shows City household waste and recycling figures from 2007/08 until 2009/10.
- In 2009/10, the City Corporation collected 4,915.5 tonnes of household waste, 34.4% of which were recycled.
- In 2008/09, the City of London Corporation achieved the 5th position in the top 15 UK councils in terms of dry recycling performance with a recycling rate of 33.88%¹⁷.

Did you know...

Launched in 1994, the **Clean City Awards Scheme** is a free initiative by the City of London Corporation designed to develop a partnership with City businesses both large and small to achieve a clean environment through responsible waste management. The scheme recognises and rewards good practice by encouraging businesses to Reduce, Reuse and Recycle. Participating companies receive advisory site visits, access to advice on legislation and to networking seminars on responsible waste practices.

In 2009, the scheme comprised 1,647 participants. Five out of nine City Corporation's investment properties received Gold Awards for their efforts with respect to waste management.

Info+ www.cityoflondon.gov.uk/cleancity

The **New Spitalfields Market** is one of three wholesale markets owned and managed by the City of London and it is the UK's leading horticultural wholesale market. Like every other horticultural market, New Spitalfields deals with the "end of trade" assortment of mixed waste. In 2008/9, about 13,000 tonnes of waste were produced, 64% of which were recycled as chipped wood, pallets, compost, paper, steel, plastic and packaging increasing recycling by 7% compared with 2007.

Info+ www.cityoflondon.gov.uk

¹⁷ As stated on the [Let's Recycle website](http://www.letsrecycle.com)

Chapter 4 – Enhancing biodiversity

The City of London Corporation maintains its green Open Spaces for the benefit of both people and wildlife. It aims to ensure that current and future generations have the opportunity to fully appreciate these sites whether in the Square Mile or across London and the surrounding counties.

Acknowledging the pressures and threats to biodiversity, the City Corporation strives to ensure that our Open Spaces remain vibrant, viable and biologically varied.

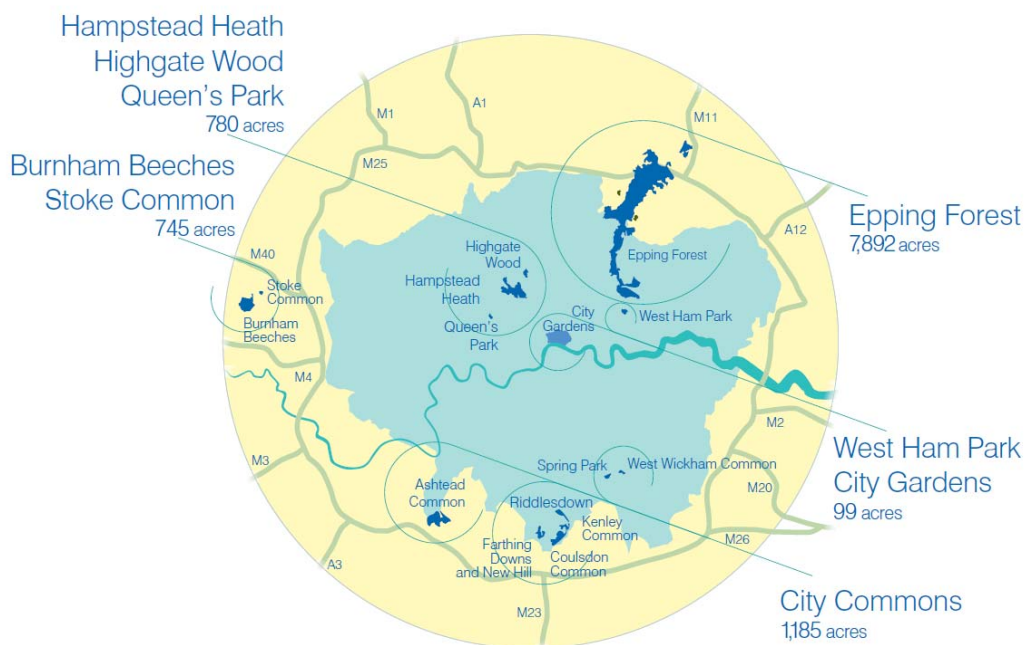


The green roof at 150 Cheapside has a spectacular view of St Pauls

4.1 Introducing the open spaces

The City of London owns and manages over 10,700 acres (4,330 hectares) of open spaces, parks and gardens in and around London as shown on the map below. Each Open Space is a unique resource managed for the use and enjoyment of the public and for the conservation of wildlife and historic landscape.

Figure 23 – Map of the Open Spaces owned and managed by the City of London



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Did you know...

In the 1870s, the City Corporation was concerned that access to the open countryside was being threatened and therefore promoted two Acts of Parliament. The Epping Forest Act and the Corporation of London (Open Spaces) Act were passed in 1878 to enable the City to acquire and protect threatened commons and open spaces from development.

In 2009/10, the City of London Corporation achieved national recognition for its role in managing Open Spaces in and around London. In fact, all the main sites, including the City of London Cemetery and Crematorium, achieved **Green Flag awards**, the national benchmark against which the quality of parks and green spaces is measured¹⁸. In addition, further distinctions included -

- Six **Green Heritage Awards** for Ashted Common, Burnham Beeches, Epping Forest, Highgate Wood, Hampstead Heath and West Ham Park.
- Special **Award for Innovation and Excellence in Management** at Burnham Beeches, Hampstead Heath and Queen's Park. We received three of the seven awards presented across the whole country.
- Gold award in the Borough category and three other awards for the City Gardens in the **London in Bloom Awards** were awarded for overall standards of horticulture, cleanliness, biodiversity and community participation. We have been invited to represent the capital in the 2010 Britain in Bloom competition.

These awards are recognition of the commitment and hard work contributed by members of the open spaces staff, contractors and significant numbers of local volunteers.

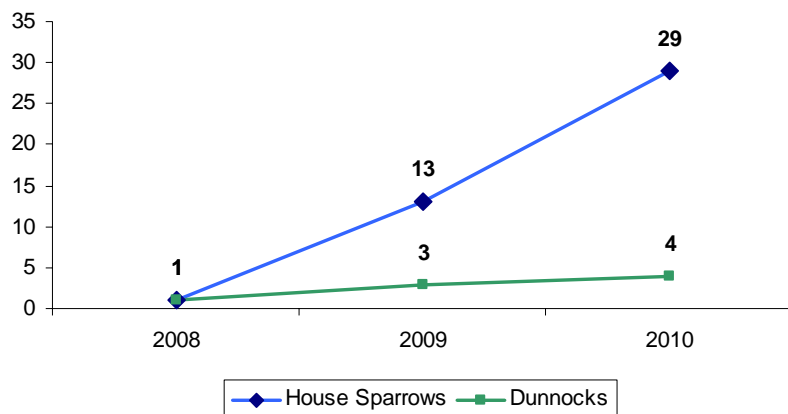
Info + www.cityoflondon.gov.uk/openspaces

¹⁸ More information on this scheme <http://www.keepbritaintidy.org/GreenFlag/>

4.2 Local urban biodiversity in the Square Mile

Urban green spaces are immensely important. In the City, parks, gardens and open spaces account for 32.19 hectares¹⁹ and provide a haven for birds, butterflies and other wildlife as well as space for rest and recreation to help workers, residents and visitors stay relaxed and more in contact with the natural world.

Figure 24 – Bird count: House Sparrows and Dunnocks



- Figure 24 shows the number of House Sparrows and Dunnocks recorded by volunteers during the annual bird count in the City as part of the RSPB's Big Garden Bird Watch²⁰. The count is a once a year snapshot of the maximum number of birds of each species that can be counted in each garden in an hour.
- **In 2010, 18 different species were identified and 170 birds counted**, compared to 17 species and 158 birds in 2009.
- Both House Sparrows and Dunnocks are threatened species that have experienced significant population declines in recent years. In particular, house sparrows were once among the most common birds in the UK. In the 1970's their population peaked at 12 million. However since then, they have seen a massive decline with a 62% reduction of the number of sparrows over the past 25 years. This is thought to have been caused by reduced plant food in winter, reduced insect availability for chicks and reduced availability of nest sites.
- As shown above, the upward trend in numbers for both species is encouraging especially as the City is an intensely built environment.
- City Gardens are increasingly being managed to improve biodiversity in the City. In fact, all of the City's Sites of Importance for Nature Conservation contain feeders for garden birds and nest boxes. Habitat improvements such as the planting of more native species, increased shrub cover and conversion of water features into birdbaths have also taken place in these areas. All of these measures contribute positively to increasing the diversity of birds and their population numbers in the City.

Did you know...

11 of the open spaces within the Square Mile are **Sites of Metropolitan, Borough or Local Importance for Nature Conservation** due to their importance for wildlife which is assessed in accordance with the criteria set out in the Mayor of London's Biodiversity Strategy²¹. These sites are identified by the Greater London Authority and represent the best wildlife habitats in London that also emphasise the value of access for people.

Info+ www.cityoflondon.gov.uk/citygardens

¹⁹ 23.31 hectares are publicly accessible - see Annex 2 for a detailed map of the City Gardens.

²⁰ For more information, please visit the RSPB website, www.rspb.co.uk

²¹ The Mayor of London's Biodiversity Strategy (2002) can be accessed at http://legacy.london.gov.uk/mayor/strategies/biodiversity/biodiversity_strategy.jsp

4.3 Biodiversity in our Open Spaces outside the Square Mile

Most of the City of London green open spaces are categorised as protected areas with respect to biodiversity, wildlife and habitats. The table below details the designations at the European, national and local level for all sites located outside the City. This highlights the uniqueness and value of our Open Spaces not only in terms of use and enjoyment by the public but also regarding the conservation of wildlife and historic landscape.

Figure 25 – Site designations for protected areas

Sites designation	SAC	SSSI	NNR	SM	SMINC	SLINC	Green Belt
► Open Spaces ▼ (excluding City Gardens)							
Ashtead Common		X	X	X			X
Farthing Downs & New Hill		X		X	X		X
Coulsdon Common					X		X
Kenley Common				X	X		X
Riddlesdown		X		X	X		X
Spring Park					X		X
West Wickham Common					X		X
Burnham Beeches	X	X	X	X			
Stoke Common		X					X
Epping Forest	X	X		X	X		X
Hampstead Heath					X		
Highgate Wood					X		
Queen's Park						X	
West Ham Park						X	

SAC – Special Area of Conservation (European level): as defined in the EU's Habitat Directive (92/43/EEC), SACs are set to protect the 200 types of habitat and over 1000 species which are considered to be of European interest.

SSSI – Site of Special Scientific Interest (National level): as notified under the Wildlife and Countryside Act 1981, SSSIs are protected areas in the UK.

NNR – National Nature Reserve (National level): denotes key places of wildlife and nature features in England.

SM – Scheduled Monument (National level): defines protected areas of historic environment in the UK as described in the Ancient Monuments & Archaeological Act 1799.

SINC - Site of Importance for Nature Conservation (County level): designation used in many parts of the UK for areas of wildlife importance at the county level.

- **SMINC – Site of Metropolitan Importance for Nature Conservation** designates areas that contain the best examples of London's habitats, e.g. rare species, significant populations or sites which are of particular significance within otherwise heavily built-up areas of London.
- **SLINC – Site of Local Importance for Nature Conservation** designates an area that is of particular value to the local community.

Green Belt designates rural land protected from excessive housing and other development.

Did you know...

The City of London looks after a remarkable number of **old pollard trees**. A pollard is a tree such as beech, oak or hornbeam that has been cut above head height, forcing the tree to send up new and multiple shoots. This ancient land management system produces a harvestable crop of wood from the trees, while livestock grazing the land surrounding the trees are unable to reach and eat the tender new shoots. In addition, constant pollarding extends the lives of the trees, so that they live for much longer than uncut trees. Sites with large numbers of old pollards are biologically very important because of the range of flora and fauna associated with old trees and decaying wood.

Burnham Beeches, for example, comprises 460 ancient beech and oak pollards. The Burnham Beeches team has been working to re-establish the ancient techniques of pollarding by creating new pollards while trying to keep the old pollards alive as long as possible and this has involved pioneering work using a variety of techniques. In **2008/9**, the team worked on **87 veteran beech and oak trees**.

Similar work is also being carried out at Epping Forest with an estimated 45,000-50,000 veteran pollards and Ashtead Common which manages over 2,300 ancient oak pollards.

Info + www.cityoflondon.gov.uk/openspaces

Chapter 5 – Promoting sustainable travel options

The City of London Corporation's vision for travel to and particularly within the City includes increasing the use of sustainable modes of travel and improving the quality of the public realm.

By achieving this aim, the City Corporation hopes to reduce traffic congestion, improve health and safety and enhance the quality of life of everyone studying, working and living in the City.



The Skyride in Cheapside attracts hundreds of cyclists

5.1 Sustainable travel options in the City

Public transport - the City of London is very accessible by public transport with a Public Transportation Accessibility Level rating of 6b (the highest level), according to Transport for London, thereby indicating excellent accessibility. As most of the numerous visitors, students, workers and residents travel to and from the City of London by public transport, these services can be overcrowded and congested especially during weekdays.

- **Underground** – seven of the 11 underground lines in London and the DLR serve the City via 13 separate underground stations.
- **Rail** – there are seven mainline rail stations, four of which are major rail termini.
- **Buses** – 52 bus routes use the City's streets as part of their itinerary and 19 of these terminate within the City's boundaries.

Cycling - an estimated 10,000 people cycle to and from the City every day. Currently the City Corporation provides public cycle parking facilities for 1,768 bikes, which meets about 18% of the existing City commuter demand, the remainder being met by private and informal parking. The City of London Corporation is currently considering the provision of an extra 250 cycle parking facilities in the Square Mile by September 2010. There is a huge unmet demand for parking places that would enable more people to cycle to the City. Quantification of that demand and investigation of the best solutions is currently taking place. In theory, an extra 27,000 parking spaces are required.

Walking – pedestrian flows are very high at various times particularly during weekdays. With an estimated 310,000 workers, 16,000 students and about 8,000 residents walking in the City, pedestrian facilities can be inadequate at peak times. This is in part due to the City's medieval street patterns which, in some instances, leave little space for a footpath in addition to a carriageway for motorised vehicles. However, the City Corporation is working to improve pedestrians' conditions by facilitating where possible the conversion of narrow lanes into footpaths and creating pedestrian zones which prohibit or restrict the entry of vehicles.

Info + www.cityoflondon.gov.uk/transport (including City public transport and cycling guides available for download)

Did you know...

The City of London has an ongoing commitment to facilitate more sustainable forms of transport and encourage healthy and environmentally friendly lifestyles. In September 2009, the City of London took part in the **European Mobility Week** and offered a range of activities including bike-to-work and walk-to-work days to increase awareness of sustainable travel options among residents, students, children and workers.

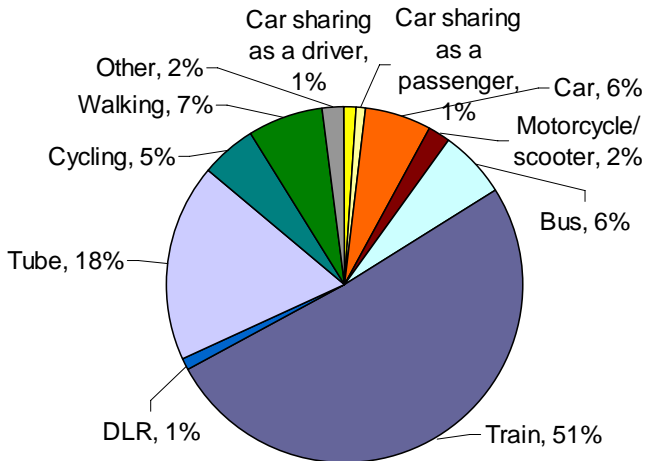
The City of London's European Mobility Week events were shortlisted for the official EU Mobility Awards. The City of London was one of 11 cities shortlisted out of 2,181 cities participating across Europe.

Info + <http://www.mobilityweek.eu/Three-finalists-to-the-European.html>

5.2 Corporate travel situation

In 2009, the City of London undertook a travel survey to understand how elected Members and staff travel to the City of London Corporation. The survey also aimed to identify what could be done to encourage further walking and in particular, cycling to the City Corporation.

Figure 26 – Staff travel survey: main modes of travel

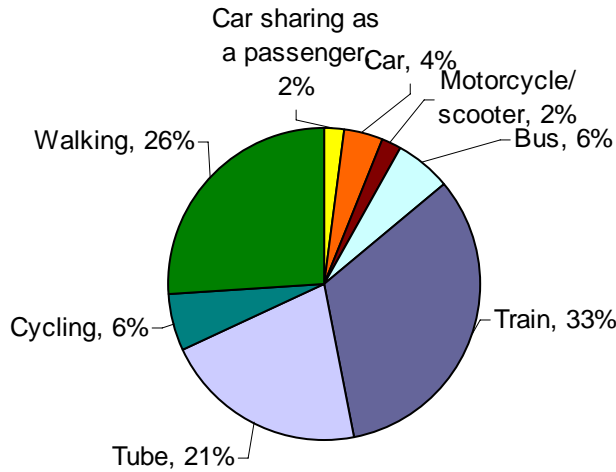


88% of City Corporation staff use public transport, walk or cycle to the City Corporation (based on a survey that 49% members of staff responded to).

Figure 26 shows that, according to these results, 12% of staff walked or cycled to work in 2009.

Respondents stated that other than distance; personal safety, lack of confidence and lack of facilities are barriers to walking or cycling more.

Figure 27 – Member travel survey: main modes of travel



92 % of elected Members use public transport, walking or cycling to the City of London Corporation (based on a survey that 42% of Members responded to).

The majority of Members cited that there are no barriers to walking, which is reflected by the significant percentage of Members walking (26%). For cycling, with exception of distance, Members mentioned that personal safety, lack of confidence and lack of secure parking are significant factors preventing them from cycling more.

Source: Colin Buchanan (2009) "City of London Corporation Travel Plan"

Did you know...

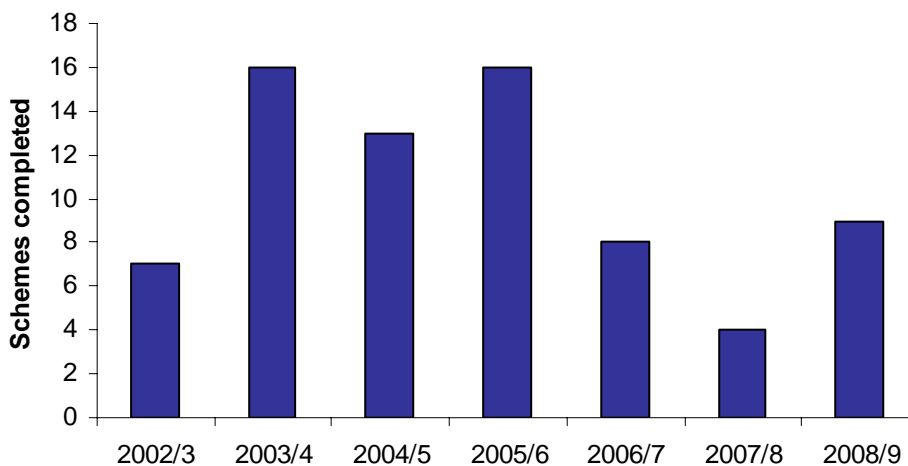
In 2009, the City of London decided to optimise servicing and deliveries to the City Corporation's premises including Guildhall, Mansion House and Walbrook Wharf. For example, stationery deliveries now take place only twice a week compared to daily deliveries in the past.

A 2008 pilot conducted at the City Investment Properties achieved a 30% reduction in carbon emissions caused by deliveries. The City of London Corporation decided to extend this initiative to its operational premises in 2009 in order to reduce freight activity, congestion and traffic related emissions including particulates, oxides and carbon emissions.

5.3 Sustainable street scene

Part of the corporate vision for a World Class City encompasses a “clean, pleasant and attractive City”, which includes protecting, maintaining and enhancing the street scene. In this respect, the City Corporation runs a number of enhancement projects each year to improve the quality of City streets at the same time as promoting environmental enhancement and providing advice on public realm improvements.

Figure 28 – Public realm enhancement schemes



- In 2008/9, nine public realm improvement schemes were completed, five more than in 2007/8.
- Examples of enhancement projects included (i) the re-landscaping of Fen Court including tree planting, lighting, and benches; (ii) the extension of Blackfriars ramp to improve pedestrian accessibility and safety between the riverside walkway and Blackfriars Bridge with an enhanced ramp design and lighting installation.

Info + www.cityoflondon.gov.uk

Did you know...

In 2009, a major enhancement project was completed at **Grant's Quay** on the River Thames. The project involved opening up the Thames Path and creating new landscaping including new lighting, seating and paving to improve accessibility and safety, as well as new planting to promote biodiversity and support wildlife in the area.

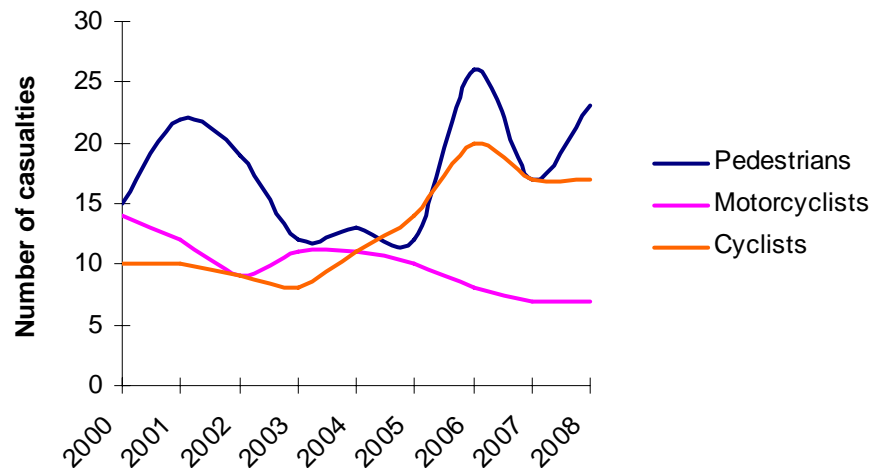
After completion of the scheme, monitoring has been carried out to assess changes in the way public areas are used, inform the design of future schemes and potentially highlight issues that may need to be resolved.

The resulting report, commissioned by Transport for London, indicates that the Grant's Quay scheme has been widely supported by the public, leading to increased dwell times and pedestrian use along the Thames Path. The area attracts a mix of locals, City workers and visitors to London. In addition, the monitoring also found an overall increase in satisfaction levels.

5.4 Road safety

The City of London Corporation takes the issue of road safety for all users very seriously whether pedestrians, cyclists, motorcyclists or vehicle drivers. By carrying out education, training and publicity to raise awareness of road safety issues, we aim to influence people's attitudes and behaviours to reduce road accidents in the City.

Figure 29 – Pedestrians, motorcyclists and cyclists killed or seriously injured 2000-2008



- Overall, there has been a consistent decrease in the number of motorcyclists killed or seriously injured. Conversely, the number of pedestrians and cyclists casualties has fluctuated in the last few years.
- In 2008, 23 pedestrians, 19 cyclists and 7 motorcyclists were killed or seriously injured in the Square Mile.
- The safety of motorcyclists and cyclists in the City has remained constant over the last three years. However, since 2000, the number of cyclists riding in the City has significantly increased, which may have contributed to the increase in numbers of accidents.
- Pedestrian casualties increased in 2008, when there were 23 pedestrian casualties compared to 15 in 2000. The main causes for pedestrian casualties are attributed to lack of attention, mobile phone use and advance stop line abuse.

Did you know...

The Road Safety Team devotes a substantial amount of time and effort to run and support road safety campaigns targeting pedestrians, cyclists and drivers. In 2009, 96 education, training and publicity programmes were run of which 37 had an education component and 47 included training activities. The overall objective is to raise awareness on safety for all road users.

Info + www.cityoflondon.gov.uk

Chapter 6 – Promoting a positive and sustainable workplace

The City of London Corporation is a uniquely diverse organisation which provides a full range of services to the City that also benefit London and the nation as a whole.

Delivering high quality services to our communities and stakeholders and achieving excellence would not be possible without a highly motivated and engaged workforce.

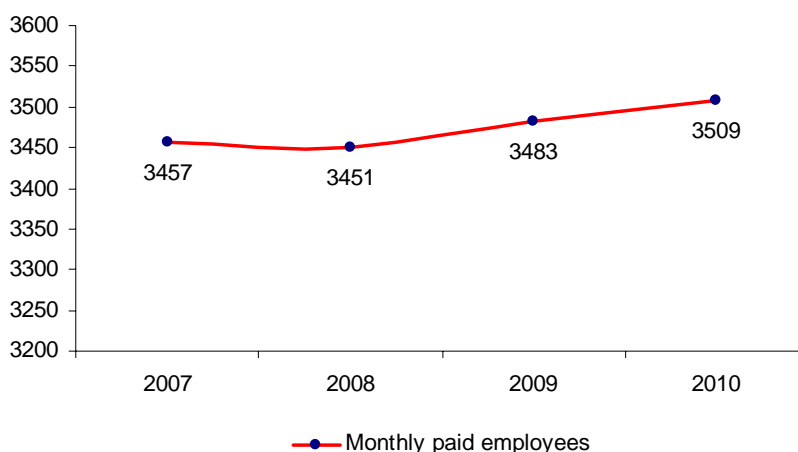
Valuing members of staff and promoting equality of opportunity are key values of the organisation. The City Corporation strives to promote a sustainable working environment and to act as a considerate employer.



Staff members have the opportunity to do voluntary work with local community groups and schools

6.1 The City of London Corporation's people

Figure 1 – City Corporation employees



- On 31st May 2010 the City of London Corporation employed 3509 members of staff. This figure included all monthly paid employees including staff at the Barbican Centre and at schools managed by the City Corporation, but excluded the City of London Police's civilians and seasonal and casual staff.
- The number of employees has stayed relatively stable since 2007, with a slight increase (by 1.5%) over the last four years.
- The average staff turnover in 2009 was 10.4% compared to 12.9% in 2007.
- Moreover, 92% of the City Corporation staff are employed on a permanent basis while about 8% are employed on a temporary or fixed term contract.

Did you know ...

Implemented in 2007, the City of London Corporation's **Local Recruitment Policy** sets out a number of effective ways for promoting employment with the City Corporation to local people. These include advertising jobs in local media and working closely with organisations that aim to assist City and City Fringe²² residents to gain employment. The City of London Corporation also creates work experience placements as one way to introduce young people to employment at the City of London Corporation. In 2009/10, 18 young people benefitted from this scheme at the City of London as part of the City of London Business Traineeship programme. Apprenticeships have also been promoted across departments. In 2009/10, eight apprentices were recruited, exceeding the set corporate target of six for the same period.

Info + cru@cityoflondon.gov.uk

²² The City Fringe boroughs include Tower Hamlets, Hackney, Lambeth, Southwark, Camden, Islington and Westminster.

6.2 Equalities and Representation

The City of London Corporation seeks to understand its employees' views and concerns. In 2009, following a prolonged period of organisational change, the City of London Corporation conducted an **Employee Satisfaction Survey** to get a sense of employees' views on key issues such as management style, training and development, communications as well as on the current level of employee engagement.

- With a 48% response rate, the survey revealed that **66% of the City Corporation employees are satisfied with their jobs**, compared to 65% in 2004 and **60% feel motivated by their jobs**.
- Overall, employees were satisfied with staff benefits and equal opportunities, the work environment, the learning and development opportunities, the overall management of people and the communication within departments.
- Following the survey, focus groups of employees have been set up to further discuss and identify which aspects relating to management and communication could still be improved across the Corporation.
- Employees' views and concerns are also represented by trade unions. The City of London Corporation has a collective bargaining agreement in place with Unite and GMB, who together represent around 50% of the workforce.
- Joint Consultative Committee meetings between the elected members and the recognised unions are held five times a year. In addition, meetings are held throughout the year to discuss a variety of matters.
- The City of London Corporation promotes equality of opportunity and diversity and considers it at all times in its employment policies and service provision. In 2009/10 15.6% of our workforce was from minority ethnic backgrounds, compared with 7.9% for the entire Local Government workforce in England and Wales.
- Overall there has been a rise in the representation of women and ethnic minorities within the City Corporation workforce, and recruitment remains the major driver for ethnic and gender diversification with 21.9% of new recruits coming from an ethnic minority background and 57.3% female in 2009/10

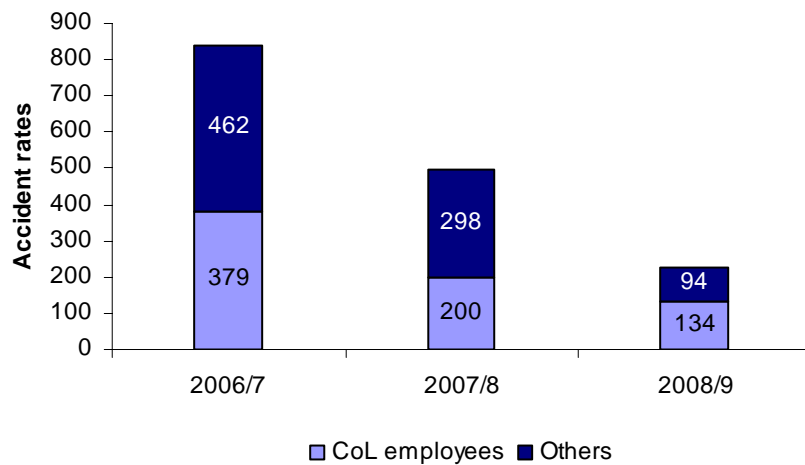
Did you know...



In 2009, the City of London Corporation adopted the **Equality Framework for Local Government**, which replaces the former Equality Standard for Local Government. Currently the City Corporation retains "Achieving Authority" status and has set a target date of March 2012 for the attainment of "Excellent Authority" under the Framework. This is in line with the programme for London's local authorities as set by Capital Ambition, London's Regional Improvement and Efficiency Body.
Info + www.cityoflondon.gov.uk

6.3 Health & safety

Figure 2 – Accident rates for all sites controlled by the organisation



“Others” account for accidents involving students, residents, commercial tenants, members of the public and contractors.

- Figure 2 shows the reported accident rates for all areas falling under the City Corporation’s control including operational buildings, open spaces, museums and schools.
- Part of the significant reduction in accident rates between 06/07 and 07/08 was as a result of changes in the way in which accident figures were collected (sport related injuries were excluded).
- It is believed that there is under-reporting of accidents on City of London Corporation premises. To counteract this, an education campaign will be rolled out to staff in the new year. This may have the effect of causing a peak in reported accidents.

Did you know...



Pioneered by the City of London Corporation in 1987, the **Considerate Contractor Scheme** is a co-operative initiative open to all contractors undertaking building and civil engineering in the City of London. The scheme aims to encourage building and civil engineering contractors working in the City to carry out their operations in a safe and considerate manner, with due regard to passing pedestrians and road users.

The scheme is free to join and uses a code of good practice as its foundation. Building sites and street works are judged annually on the basis of their overall performance during that year and on a site visit by a specially appointed judging panel.

Info+ www.cityoflondon.gov.uk/CCS

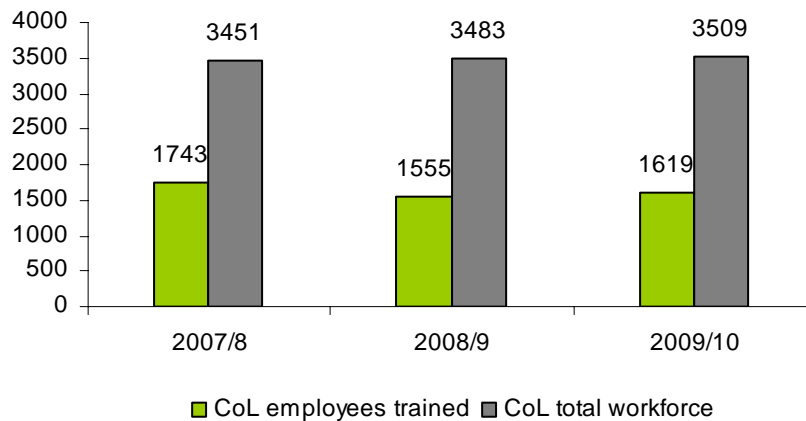
6.4 Corporate learning & development programme

The City of London Corporation considers staff development a priority. One way it delivers in this area is through the internal corporate learning & development programme.

Departments also have devolved learning & development budgets which enable them to provide specialist/technical skill development training.

While informal learning such as coaching, mentoring and volunteering is also available to support staff development, it is less easy to quantify in terms of impact and outcomes. This explains the focus of this section on more formal training opportunities and specifically on the corporate learning & development programme.

Figure 3 – Employees undertaking corporate training



- In 2009/10, 1619 City Corporation's employees took advantage of the internal corporate learning & development programme.
- 52% of the participants undertook mandatory training, 49% took courses from the open programme, 25% undertook health & safety training and 21% attended management development related workshops.
- 605 members of staff benefitted from e-learning opportunities in 2009/10.

Did you know...

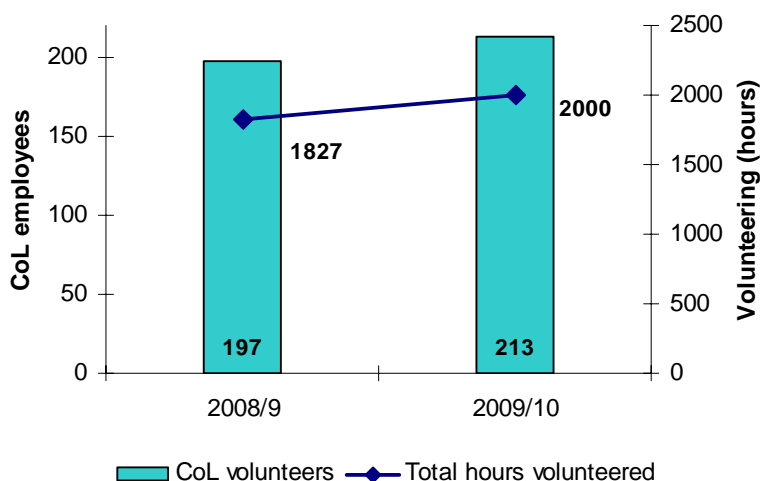


The City of London Corporation was first recognised as an **Investor in People (IiP)** in May 2005 and successfully retained the standard in June 2008. The IiP framework was originally developed by the Government in 1990 to help organisations become more effective at developing the skills of their employees in order to achieve the organisation's goals. The framework also enables staff to become more engaged in the overall strategy of the organisation, its vision and values. The City Corporation continues to embed the principles of the IiP and this is reflected in the appraisal process and business planning framework. The City Corporation's next IiP assessment will take place in May 2011. **Info +** www.investorsinpeople.co.uk

6.5 Volunteering opportunities

Launched in 2002, the Employee Volunteering Programme encourages staff to spend up to 14 hours of working time each year to participate in an approved volunteering activity. Volunteers use their personal or professional skills in local communities and support those organisations that are otherwise unable to access advice in areas such as HR, finance, legal and IT without incurring a significant cost. Volunteers can offer their knowledge and skills to charities for free, enabling them to better use their funds to directly benefit the community.

Figure 4 – Employee Volunteering Programme



- In 2009/10, 4.4% of the City Corporation's employees spent over 2000 hours of working time on volunteering activities including the support of over 40 charities.
- In 2009/10, the number of employees volunteering increased by 10%, compared to 2008/9, which reflects a growing interest for this type of community engagement.

Did you know...



The **CentriCity Awards** celebrate the outstanding contribution that City Corporation volunteers make to our local communities, whether in the context of the Employee Volunteering Programme or in an individual capacity. Each nominee can be awarded up to £500 for their chosen community organisation.

In 2010, 16 members of staff celebrated their volunteering efforts with community organisations via our CentriCity Awards.

Info + www.cityoflondon.gov.uk/corporateresponsibility

Research on the business case for volunteering, commissioned by the City Corporation, has detailed the skills and competencies developed by employees involved in employee volunteering schemes, as well as the financial value accrued by businesses running such schemes. The report found that the majority of respondents felt they had developed skills and competencies across a broad range of business-relevant areas as a direct result of their voluntary work. This evidence was corroborated by line managers who confirmed that staff who volunteered had acquired useful skills from their experiences.

Stemming from these findings, the Corporate Responsibility Team created a matrix of competencies that staff could develop through particular volunteering programmes, and promotes volunteering as an alternative learning & development tool.

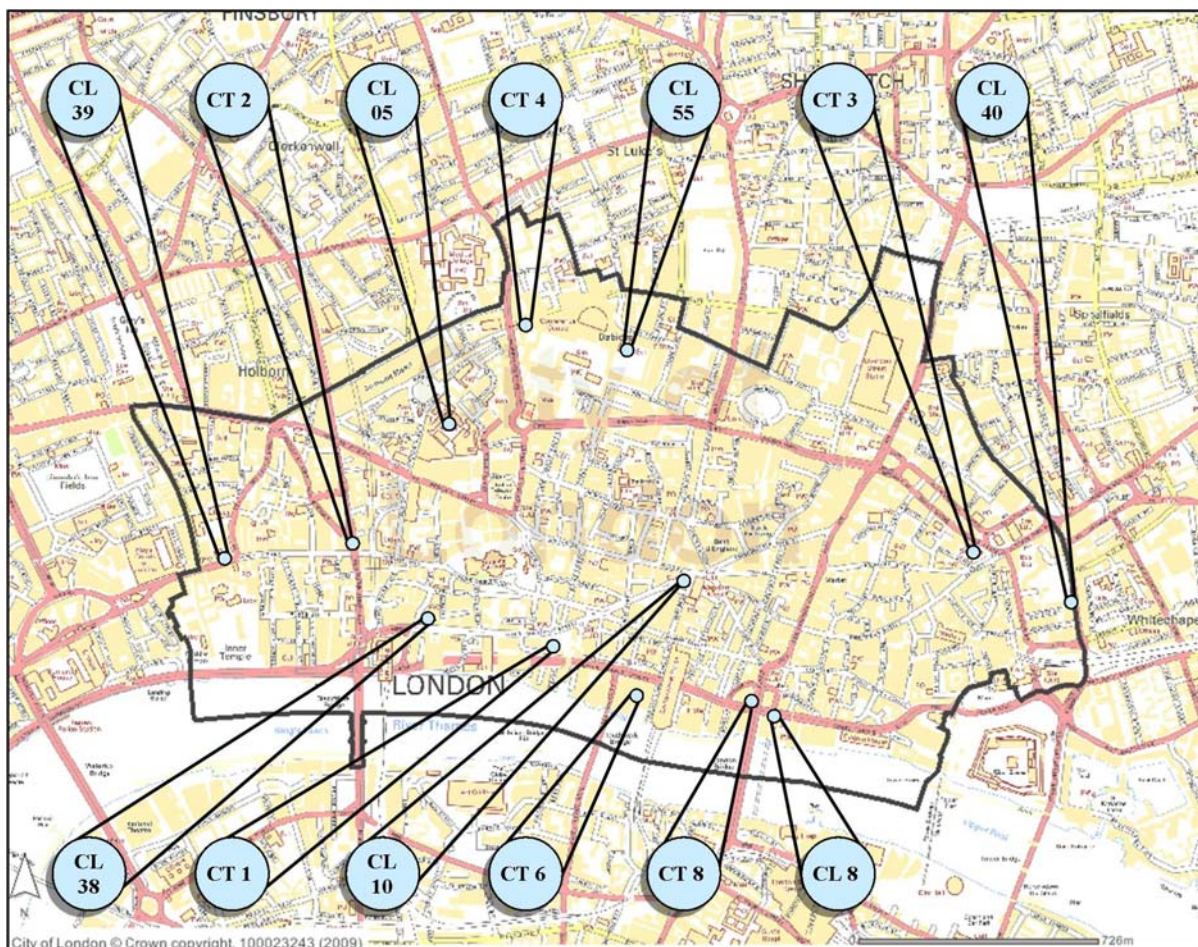
Info + www.cityoflondon.gov.uk/researchpublications

Appendices

Appendix 1 Map – Air quality monitoring stations in the City of London

Appendix 2 Map – City gardens

Appendix 1 – Locations of air quality monitoring stations in the City of London



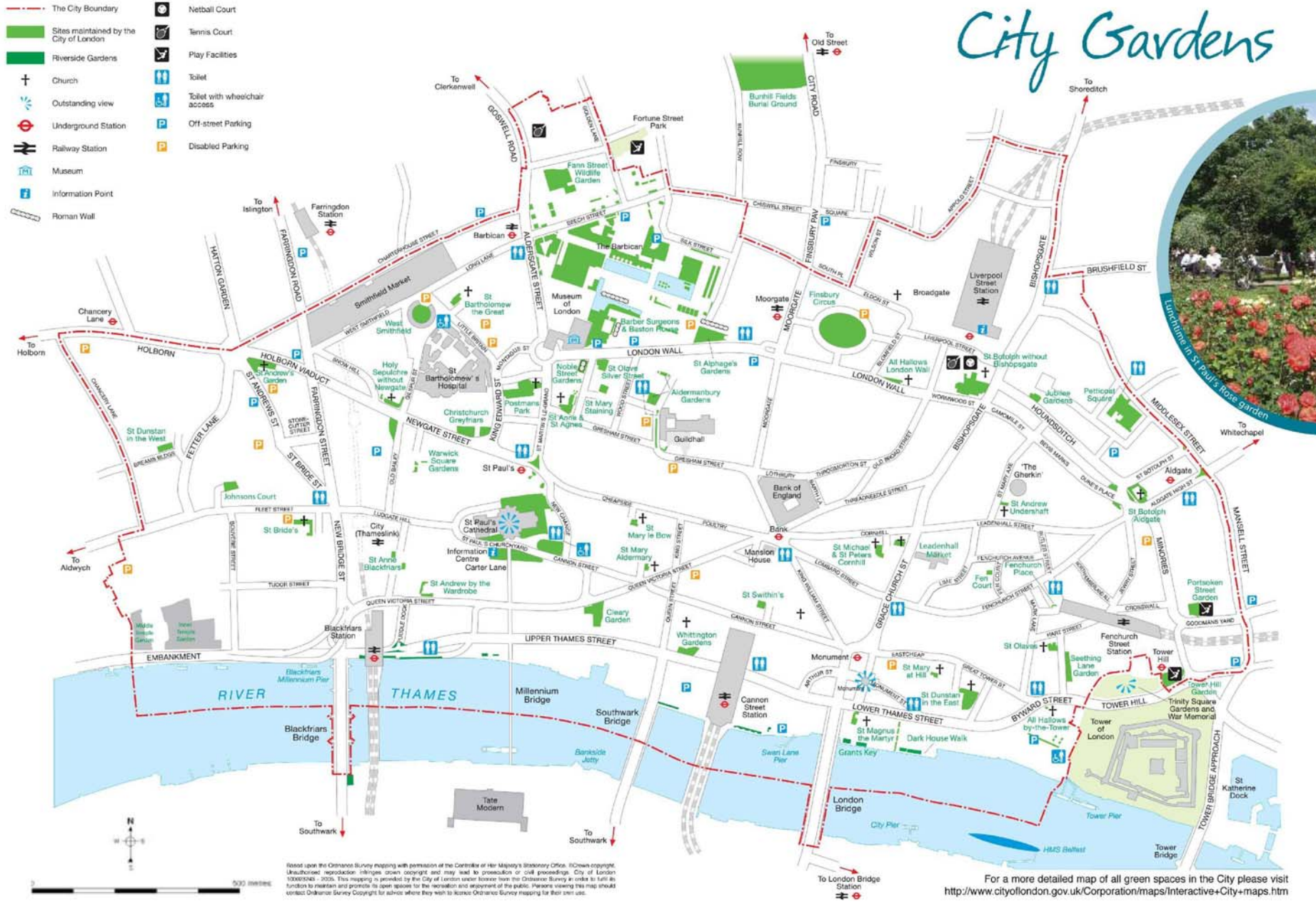
Site	Location	Site Type	Pollutants monitored
CT 1	Senator House	Urban Background	NO ₂ , SO ₂ , O ₃
CT 2	Farringdon Street	Kerbside	PM _{2.5}
CT 3	Sir John Cass School	Urban Background	NO ₂ , PM ₁₀
CT 4	Beech Street	Roadside	NO ₂ , PM ₁₀
CT 6	Walbrook Wharf	Roadside	NO ₂
CT 8	Upper Thames Street	Roadside	PM ₁₀
CL 5	St Bartholomew's Hospital courtyard	Urban Background	NO ₂
CL 8	St Magnus the Martyr, Upper Thames Street	Roadside	BTEX ²³
CL 10	Mansion House	Kerbside	BTEX
CL 38	St Andrew's Church, Victoria Street	Roadside	NO ₂
CL 39	St Dunstan's Church, Fleet Street	Roadside	NO ₂
CL 40	Guinness Trust Estate, Mansell Street	Roadside	NO ₂
CL 55	Speed House, Barbican	Urban background	NO ₂

²³ BTEX: Benzene, Toluene, Ethylbenzene, M+P-Xylene, O-Xylene

Appendix 2

Map - City gardens

- The City Boundary
- Sites maintained by the City of London
- Riverside Gardens
- Church
- Outstanding view
- Underground Station
- Railway Station
- Museum
- Information Point
- Roman Wall
- Netball Court
- Tennis Court
- Play Facilities
- Toilet
- Toilet with wheelchair access
- Off-street Parking
- Disabled Parking



City Gardens



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For a more detailed map of all green spaces in the City please visit <http://www.cityoflondon.gov.uk/Corporation/maps/Interactive+City+maps.htm>



The City of London Corporation is a uniquely diverse organisation with three main aims -

- to support and promote the City as the world leader in international finance and business services
- to provide high quality local services and policing for those working in, living in and visiting the Square Mile
- to provide valued services to London and the nation as a whole, including its role as one of the most significant arts sponsors in the UK and its support for the economic development of the surrounding boroughs.

The City Corporation is older than Parliament and its experience and tradition underpin its modern role as the provider of key services. Elected Members, headed by the Lord Mayor, operate on a non-party political basis.

Further information on the City of London and Sustainability

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