

YOU SAID, WE DID

2024-25



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Introduction from the Policy Chairman

This month's You Said, We Did – our first of 2025 – is something of a bumper edition, following our City Residents' Forum in the Guildhall in December.

Over the past year, hundreds of residents have joined us at of our City Question Time events, which we held at historic sites across the Square Mile – from the Guildhall to St Katharine Cree to the City of London School. I look forward to answering more of your questions throughout 2025 at more of the sites that help make our Square Mile such a wonderful place to live and work.

This document responds to queries from the October and December City Question events – ranging from your questions about policing in the Square Mile to housing and green spaces.

I started these City Question Time events to give you a proper opportunity to ask your elected representatives the questions you really care about – and I view them as a key pillar of our Residential Reset. Your feedback and queries at these sessions have enabled us to make changes, big and small, to make the City of London an even better place to be.

Thank you for your attendance and for your questions – working together, there is no limit to what we can, and will, achieve. I hope you find this first You Said, We Did of 2025 a useful document.

Chris Hayward



POLICING



What is being done to combat phone snatching in the City?

Tackling phone theft in the City is a priority for the City of London Police (City Police). The City Police are conducting regular patrols with 'high vis' cycle squad officers. Marked units are dispatched to areas following reports of snatching, or sightings of snatchers.

The City Police are working closely with the Metropolitan Police Service (MPS) and British Transport Police to share information and resources. Recently a man who used an electric motorbike to steal 24 phones in an hour was sentenced to two years in jail – thanks to City Police action. The cycle squad have also seen recent success with their campaign against illegal e-bikes.

There were 25% fewer phone snatchings in December 2024 than the previous month, and 20% fewer than December 2023.

25%
Fewer phone snatchings

A white line-art icon of a smartphone. A coiled spring is attached to the side of the phone, with one end pointing towards the screen and the other end pointing away from the screen.

Does the City of London Police have ward representatives?

The City Police divide the City into six clusters and each cluster has two DWOs. In the last 18 months, the City Police have outlined their Neighbourhood Policing Strategy, focussing on preventing and tackling neighbourhood crime. There is also additional investment with dedicated neighbourhood teams and ward based officers who undertake regular engagement through cluster panel meetings.

What is being done to support students targeted for theft?

The City Police take all forms of theft, seriously. The City Police have dedicated policing activity specifically in relation to schools, Dedicated Ward Officers (DWOs) work closely with schools in the City to give crime prevention advice and work closely with the MPS on cross-border operations.

Ward officers continue to work in partnership with officers from the MPS and any appropriate support will be investigated as required. Whilst the City remains one of the safest places to live and work in the United Kingdom, City Police are not complacent and remain committed to preventing crime, protecting victims and bringing offenders to justice.

How is the City of London Corporation enforcing the Barbican Podium's byelaws?

City Walkway byelaws derive from legislation that sets out specific offences – such as bringing a vehicle onto the Walkway, dog walking without a lead and littering. Enforcement of City byelaws can include fines of up to £20.

How does Clare's Law support City residents?

The Domestic Violence Disclosure Scheme (DVDS) otherwise known as Clare's Law is there to support any victim of domestic abuse or any person that has concerns regarding a potentially abusive partner, as it does nationwide. It enables members of the public to request information from the police regarding a current or ex partner.

You can make a DVDS application if you believe you are personally at risk of abuse or are concerned on behalf of a close friend or relative.

How will recent government funding announcements affect the City of London Police?

This year, the City of London Police have received £6.5 million in additional funding, a 7.5% increase. This will help to put more neighbourhood police officers on our streets, and better recognise the increasing demands for policing events in the City.

The City Police have a complex funding structure, incorporating a mix of support from the City Corporation, Government, and the private sector.

In addition to the Government's core funding settlement each year, the City Police receive an array of grants for pensions, counter-terrorism resourcing and national work on fraud, economic and cyber crime.

The impact of this settlement will be worked through during the 2025 February Committee cycle, where approval will be sought for the detailed budget for the City of London Police for 2025/26.

To contact your City Police Dedicated Ward Officer scan the QR code or visit:
www.cityoflondon.police.uk/area

**£6.5m
in additional
funding**



What is being done to tackle dangerous cycling?

The City of London Police Cycle Team are committed to making the City as safe as possible with their 'three E approach': Engagement, Education, and Enforcement – all with an overall aim for a behavioural change. As part of their engagement approach, the City Police high-visibility cycle team are key to dealing with the issue around cyclists and other road users not stopping at red lights and committing other cycle offences.

Officers stop offenders and explain why they must stop at lights, have their lights on and that their bicycle needs to be in good working order. The Cycle Team can escalate to formal enforcement, including a £50 fine or court summons.

The team also carry out our 'Exchanging Places' events, once a month. This is done alongside partners such as the Road Danger Reduction Team who help fund cycle marking, Speedy Hire who provide a heavy goods vehicle (HGV) for cyclist to sit in to see the view a driver has, and local Business Investment Districts (BIDS).

This is all part of our aim of changing the behaviour of those cyclists who feel it is okay to go through red lights, and builds community confidence around road safety for pedestrians and cyclists, our most vulnerable road users.

What is the City Corporation doing to deal with dockless bikes?

We have a requirement for dockless bikes to be left in designated bays. Operators (such as Lime) warn and fine their users when they leave bikes outside these bays. Despite this, bikes are often abandoned – leading to pavements being obstructed. The popularity of dockless bikes means that even a small proportion of users not parking correctly can lead to many bikes being abandoned.

We will be installing new parking bays in February and March, to help deal with this problem. These will bring the total of parking spaces from 600 available to around 900.

We have plans for a further 600 spaces by the end of 2026. Alongside this, the operators are working to improve compliance, for example through enhanced end-of-ride monitoring using AI.

Operators have also increased the number of staff they have in the City to move abandoned bikes and manage parking bays.



**50% INCREASE
IN PARKING
BAYS BY
SUMMER 2025**



What happens if I see a broken or unsafe pavement?

Our survey data suggests the City's footways are generally in good condition but defects will inevitably still occur. Inspections are undertaken monthly with repairs prioritised depending on the risk level.

If you have a particular defect to report please do so via the City Corporation's website at **mycity.cityoflondon.gov.uk**.

If developers damage public areas, who will pay and how will this be fixed?

Pre-condition surveys are undertaken before major developments take place, and any damage caused is repaired at the expense of the developer.

What is being done to green the Smithfield regeneration site?

We are currently developing proposals to improve the public realm around the new London Museum. These will include trees and planting where possible. The location and amount of greening that the project will deliver and the timeframe to deliver them is still to be determined through the design process.

What can be done to prevent people from feeding pigeons in St Michael's Churchyard, as this encourages rodents?

New signs will be ordered, erected and the site monitored.

What is the policy on churchyard opening and closing times?

The City Gardens team close and lock the majority of churchyards within the City. Gardens are opened at 8am and closed at 7pm or dusk, whichever is earlier. Some churches close the churchyards themselves, this should be in line with the timings given above.

CLEANING



What is being done to implement more litter bins in the City?

At the moment litter bins are placed in areas of the public realm where people tend to dwell such as parks or areas with seating. We have found in the past that placing bins in other areas does not necessarily decrease the amount of littering but conversely can contribute to an increase in fly tipping and pavement staining. Obtaining good quality recycling from them is also not possible.

“We have the cleanest streets in London.”

We currently deploy an intensive street cleansing operation and believe in most areas this is the best way to tackle litter and maintain a high standard of cleanliness throughout the City. We undertake regular independent audits of our street cleanliness and are well above the benchmark for our neighbouring boroughs and according to *Keep Britain Tidy*, we have the cleanest streets in London.



What can be done to mitigate risk around dangerous litter (e.g. broken glass)?

Litter of any type but specifically dangerous litter can be reported via the City Corporation's online reporting system, which can also be downloaded to smart phones and function as an app. Dangerous litter, such as broken glass, should be cleared within one hour of the contractor being notified.

The reporting app can be found by scanning the QR code or visiting: registers.cityoflondon.gov.uk/applications/RAP



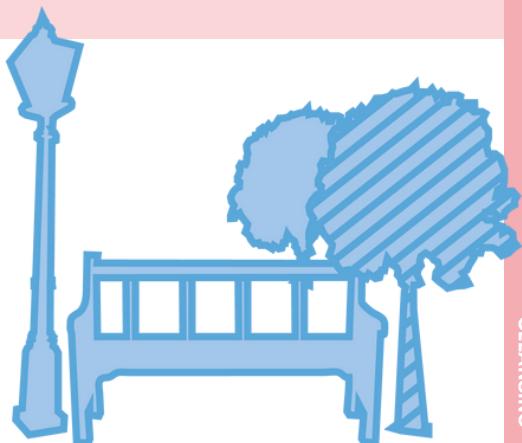
We are looking into how the reporting app can be more effectively promoted.

What is the City Corporation doing to keep buildings clean?

It is the responsibility of private buildings to ensure they are maintained and cleaned to a suitable standard. Where graffiti is present on a vacant property, enforcement officers locate the building owner and issue them with a series of notices to remove the graffiti, which although can take some time, is effective.

What can be provided in the City for disposal of dog fouling?

Dog mess can be placed in litter bins throughout the City.





REFUSE & RECYCLING

How can residents be better supported to know where to leave their refuse for collection?

Residents with internal waste collection and bin stores should be signposted to these by their building management team. Those residents without bin stores can place waste and recycling on the street between 6pm and 8pm Monday to Saturday.

Find out more on our bin store webpage, scan the QR code or visit: www.cityoflondon.gov.uk/privateflatswithoutbinstore



Can coffee cup recycling be extended to doorway collection?

Unfortunately, the process for dealing with recycling coffee cups is specific and can lead to contamination of the rest of the recycling stream. Our street sweepers do collect them separately for onward recycling, but separate containers and bags for household recycling would be logistically challenging and expensive.

What is the City Corporation doing to ensure proper commercial waste collection?

Businesses within the City can have their waste collected by any licensed waste carrier that they choose. The City Corporation have a commercial waste partnership with Veolia, but do not directly manage the individual contracts or agreements between Veolia and other businesses.

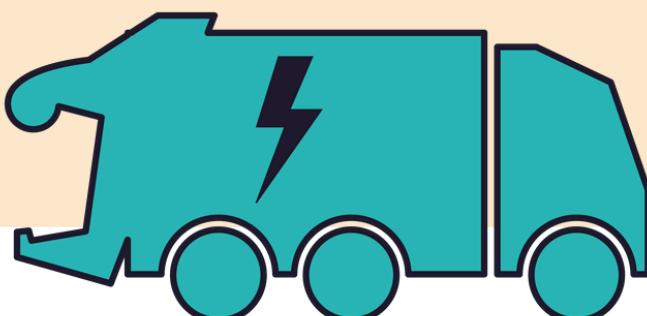
The City Corporation have a team of Enforcement Officers who work 24 hours a day, 364 days a year (not Christmas Day), to ensure businesses and waste carriers are compliant with the law. We also have our own time banding regulations which prohibit waste being placed on streets between 8am and 6pm.

Enforcement notices will be issued to businesses which have waste out on the street in contravention of these regulations. In the last year officers have issued over 900 notices for environmental offences, including littering and incorrect presentation of waste.

"In the last year officers have issued over 900 notices for environmental offences, including littering and incorrect presentation of waste"

Can the recycling bags be thicker?

Officers will investigate this issue to ensure that the current bags are fit for purpose.



HOUSING



The Middlesex Street Estate heating payments have not been included in rent, when will residents receive these charges?

The Middlesex Street Estate heating system project is expected to be completed by April 2025. Until we secure a heat metering contract, residents will continue to be billed based on property size. We are actively working on this and aim to appoint a metering contractor by Autumn 2025. Once this contract is in place, residents will start receiving itemised bills, ahead of the regulatory changes that will make this compulsory from April 2026.

There is a tree that overshadows the Golden Lane allotment, what can be done to support?

We will take advice from tree care experts, to decide what might be done to allow more light into the allotment, while retaining the tree. Residents will be kept informed about this matter, and their views sought before any work is done to the tree in question.



Why do the residential balconies of the new Black Raven Court block overlook the school playground of CoLPAI, and is this a potential risk to the children?

The design of City of London Primary Academy Islington (CoLPAI) and Black Raven Court underwent extensive scrutiny, both with City of London Corporation and Islington residents and Members, five Design Review Panels and extensive planning discussions.

Black Raven Court was built to be a part of the Golden Lane Estate and was conceived as the 'missing piece' of the estate. It was agreed that the residential block would feel more part of Golden Lane if the social spaces looked into the Estate. It was agreed that as this started at the fifth storey, that they were sufficiently far away from the school playground. At that time, it was also noted that there are no planning policies which identify overlooking.

CoLPAI is satisfied that any potential risk to children is mitigated by their risk assessment of the school site and neighbouring and overlooking structures in the context of their safeguarding arrangements. The school will continue to update their risk assessments and safeguarding processes accordingly once residents have moved in.

If residents have any specific matters they would like to raise to the school's attention their input will be welcomed. They can email

office@islingtonprimary.cola.org.uk,
telephone 020 7504 0556 or
pop into the front office/reception
at 15 Baltic Street West.



How is the City Corporation meeting the demand for social housing?

We are adding to the supply of housing in the City, and on our estates in neighbouring boroughs. This includes 110 new properties on Sydenham Hill Estate in Lewisham, and 91 on York Way Estate in Islington (pictured).

We are also working to improve the turnaround time of empty homes, so that they are ready to be occupied by new tenants as soon as possible.



What opportunities exist for residents to grow their own food?

There are resident-led community groups on several of our estates (both in the City and outside) which involve gardening activities, including growing vegetables.

These activities are advertised locally. If residents have any ideas about gardening projects, they can speak to their local team or contact **resident.involvement@cityoflondon.gov.uk**

What is the process for moving to Tudor Rose Court, and what is available for elderly residents in the City who can no longer manage living alone?

Tudor Rose Court is run by Anchor and not the City of London Corporation. Nominations for the social rented properties are made by the Housing Needs Team at the City of London (hadvice@cityoflondon.gov.uk) who you can contact to apply for one of these properties.

For further information about other Anchor properties, visit their website www.anchor.org.uk/our-properties or contact their Customer Centre on 0800 731 2020.

Find out more about Tudor Rose Court by scanning the QR code or visit: www.anchor.org.uk/our-properties/tudor-rose-court-london



The City Corporation manages three sheltered housing schemes, but these are not in the Square Mile.

For information on these schemes, scan the QR code or visit: www.cityoflondon.gov.uk/housingforolderpeople



For more information on housing options, including details of our allocations policy, please visit www.cityoflondon.gov.uk/housingregister



Adult Social Care can also provide support and advice to adults who are struggling to manage living alone. Our aim is to support people to remain independent in their own homes for as long as possible by providing equipment, adaptions or arranging for care and support. For those who can no longer manage at home we can advise and support around options for residential and nursing care.

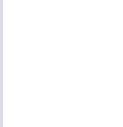


NOISE

What can be done to more effectively tackle noise control?

If you have concerns regarding noise in the City, our public protection team are on call 24 hours a day, 364 days a year. For immediate action, they can be reached at 020 7606 3030.

For information on noise disturbances scan the QR code or visit www.cityoflondon.gov.uk/disturbedbynoise



This year we are looking to refresh our Noise Strategy and will be consulting to hear residents' views.

What can be done to mitigate noise pollution from motorbikes?

There is legislation aimed at dealing with such noise. Regulations lay down maximum permitted noise levels from exhausts and are enforced by the City Police.

Following previous feedback, the City Police added spot checks on noise limits and illegal exhausts to their safety campaigns with motorcyclists. We are raising the matter again with City Police colleagues.

The City Corporation has put itself forward for the Department for Transport trials of noise cameras.

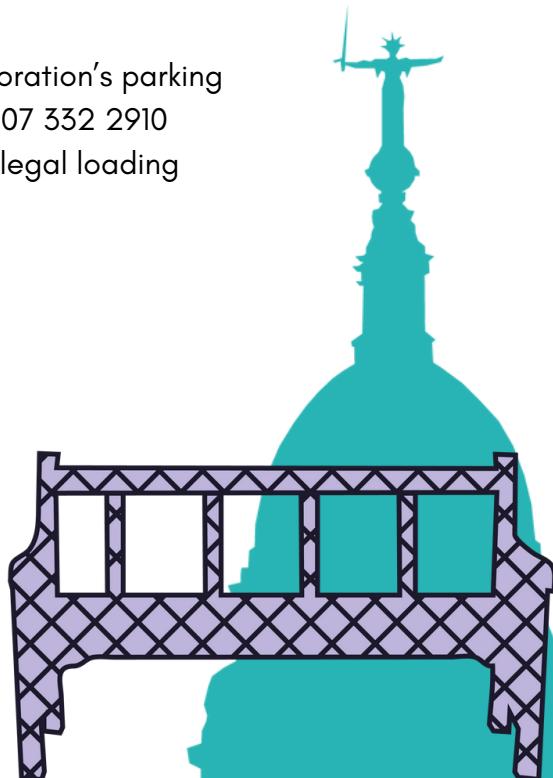
There is rubbish being collected at 7:30am on the Barbican Estate, posing a disturbance. Can this be collected later in the day?

Waste collections should not occur from the Barbican Estate until after 8am. We have contacted our contractor and will monitor the situation.

What is the City Corporation doing to minimise noise pollution from loading vehicles?

If residents are disturbed by deliveries either outside of the permitted hours (Mon-Sat 0700-2300hrs) or that are being undertaken on the public highway, please call the City Corporation's 24/7 noise service on 020 7606 3030. When issues are raised, we investigate, in order to resolve disturbances.

In addition, call the City Corporation's parking enforcement team directly 0207 332 2910 should residents witness any illegal loading from the street.



PLANNING

How will the City Plan impact residents?

The City Plan 2040 has been developed with contributions from a diverse range of stakeholders, including City residents. Throughout the process, there has been numerous opportunities for residents to share their views, most recently during the *Regulation 19* consultation held between April and June 2024. Feedback at each stage has been fully considered, and in many cases has directly influenced the final form of the policies contained within the plan. Those who have responded to the most recent consultation will be able to submit evidence to the City Plan examination and appear at the public hearing sessions in March/April 2025. Once adopted the City will benefit from having an up-to-date Development Plan, which, alongside the London Plan (2021) will set the framework for all planning decisions within the Square Mile.

Residents will also benefit from specific policies within the plan, including those that will provide an enhanced offer to residents, visitors and workers. These include new cultural offerings, required alongside office space, as seen with projects like the Migration Museum and other new elevated public spaces. The City Plan outlines the acceptable locations for new residential accommodations and shows how the housing targets set by the London Plan can be met. This approach aims to address local needs while ensuring a balanced mix of uses throughout different areas of the City. Specific policies in the Plan address various issues that affect residents including daylight and sunlight; overshadowing and privacy; lighting and noise; night time uses, including dispersal routes; air quality and construction logistics; freight and servicing.

(continued)

New policies will also address infrastructure requirements, mandate higher standards of inclusive design, sustainability and accessibility, ensure the provision of publicly accessible toilets, and promote training and skills development opportunities for residents. The City's environment will be enhanced through public realm enhancements, urban greening, improved air quality, and a continued shift away from vehicular use.

Community Infrastructure Levy (CIL) contributions will fund infrastructure projects that support the growth outlined in the City Plan. Additionally, policies within the City Plan detail how Section 106 agreements will mitigate the impacts of development, particularly on residential areas. The Neighbourhood portion of the CIL will also be allocated to projects that enhance the quality of life of the City's communities. For instance around £10million CIL funding is being used to refurbish the Golden Lane Leisure Centre.

What is happening with the development at 1 Bury Street?

The Planning Applications Sub-Committee considered the planning application on December 13 and resolved not to support the officer recommendation to approve the Bury Street Planning application.

What will be done to ensure the London Wall West construction traffic will not cause a disturbance?

The impact of construction arrangements will be considered through the Construction Logistics Plan which will need to be submitted by the applicant prior to the start of works.

SERVICES & SUPPORT

Is the Children's Centre in the Aldgate School closing, and where are alternative nursery locations?

Members have decided to sustain financial support in relation to the childcare arrangements at The Aldgate School, for one academic year, ending in August 2026. This will allow time to ensure that we understand what parents and carers want and need in relation to childcare for children aged 0-2 years across the City.

There are several early years settings located within in the City of London:

City Child Bright Horizon: 1 Bridgewater Square, Barbican, London, EC2Y 8AH

7:30am-6:30pm | Age range: 3 months to 5 years

Tel: 033 0828 7550 | Email: City.Child@brighthorizons.com

Vacancies in September 2025: 10 places but opening another room for 5 extra children

Smithfield House Nursery: 14 West Smithfield, EC1A 9HY

8am-6pm | Age range: 8 weeks - 5 years

Tel: 020 7236 1000 | Email: office@smithfieldnursery.co.uk

Vacancies in September 2025: 12 places (usually 15 but 3 places already booked)

Hatching Dragons: Ironmongers Hall, EC2Y 8AA

8am-6.30pm | Age range: 6 months to 5 years.

Tel: 020 39122900 | Email: citymanager@hatching-dragons.com

Vacancies in September 2025: 6 places (usually 12 but 6 places are already booked)

Newpark Childcare Centre: 1 St Giles Terrace, Barbican, EC2Y 8DU

7am-7pm | Age range: 4 months to 5 years

Tel: 020 7638 5550 | Email:

barbican.nursery@newparkchildcare.co.uk

Vacancies in September 2025: 2 places available

Barbican Playgroup: Level 01 & 02, Andrewes House, Barbican, EC2Y 8AX

Mon 9am-1pm | Tue 9am-2:45pm | Wed 9am-2:45pm | Thu 9am-2:45pm | Fri 9am-1pm

Age range: 2.5 to 5 years

Tel: 020 7638 2718 | Email: **maryroseclackson@yahoo.co.uk**

Vacancies in September 2025: 10 places for children over two and a half.

*September 2025 vacancies are correct as of December 2024.

What resources are available to support families in the City with special educational needs and disabilities (SEND)?

Our Family Information Service provides information about local services and events available to children and young people with SEND and their families.

Scan the QR code or visit:
www.fis.cityoflondon.gov.uk



Resources for Autism provide practical services for children and adults with a diagnosis of autism and for those who love and care for them.

Scan the QR code or visit:
www.resourcesforautism.org.uk



The City Corporation also has two supported apprenticeships available for young people with SEND.

What support is there for people with disabilities?

Any adult with a disability can have an assessment under the Care Act 2014 to assess their needs and eligibility for long-term care and support from Adult Social Care, along with information or advice. Assessment and support is also available for any unpaid carers.

Adult Social Care can also provide:

- Occupational Therapy assessments around function and home environment, including access to the community for essential facilities such as GP, shopping, community groups. This can include:
 - Support with short term goals
 - Provision of equipment
 - Sharing needs of the resident with housing, such as the property needs and access to essential facilities
 - Recommendation of minor adaptations
 - Recommendation of larger scale/major adaptations (over £1k) and referral for these to be completed with the Housing team at the City Corporation or via Home Improvement Agency for private landlords/registered social landlords and leaseholders/owner occupiers
 - Support with access to assessments for sensory impairment
- Moving and handling assessment of identified risks to adult, carer and agency carers. To provide equipment to mitigate and reduce risks around manual handling and provide a handling plan to support the adult and carers of how to use specific provided equipment and techniques for an individual.
- Liaising with and joint working with community therapies and referrals for community rehab (intense and longer term).
- Liaising with and referrals to wheelchair services.

(continued)

Additionally, City Advice can provide a range of advice and support including support with benefit maximisation.

Scan the QR code or visit:

www.cityoflondon.gov.uk/cityadvice



Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

Scan the QR code or visit:

[www.gov.uk/access to work](http://www.gov.uk/access-to-work)



What is the City Corporation doing to ensure inclusivity for disabled people?

Within the Department of Community & Children's Services, our Children's Social Care team, Early Help team and Education and Early Years team ensure the children and young people are involved with their assessments and reviews. Children and young people with disabilities were engaged as part of the SEND and Alternative Provision Strategy 2025-29 development and the City Parent Carer Forum has been involved in various projects. Adult Social Care is creating an engagement group for service users.

What emotional support services for carers are there?

The City Corporation has commissioned a company, Imago, to deliver the Carer's Support Service in the City. A range of activities will be developed to support carer's health and wellbeing.

The City & Hackney Carers Centre has advised that City of London carers can access the information and advice service, counselling, listening ear services and wellbeing activities.

The Carer's Strategy 2023-27 includes a priority around the health and emotional wellbeing of carers. Actions include analysing the demand for, and viability, of an emotional support service for carers in the City and activities to tackle social isolation among carers.

Non carer-specific support is also available from the Dragon Café and City Memory Group. Our libraries offer a range of activities to support wellbeing. Mind in the City, Hackney and Waltham Forest can also be accessed for support as well as the NHS City & Hackney Talking Therapies programme.



What is the City Corporation doing to support vocational education?

The City Corporation uses its unique position to provide world-class vocational education, emphasising skills development across various learning environments. Using its extensive employer networks within and beyond the Square Mile, it connects learners with diverse opportunities, including apprenticeships, internships, work placements, and university pathways. Building on its success with initiatives like the London Careers Festival, the City Corporation plans to expand its efforts through new complementary programmes.

The City Corporation also has an Adult Skills and Education Service which works in partnership with community and voluntary organisations, schools, children's centres and libraries to offer training and education to adults living in the City.

Together with partner organisations we provide:

- A wide range of family learning courses
- Employment skills training
- Literacy programmes
- English as a second language courses (ESOL)
- Activities for older people

A full list of our courses can be viewed within the 'Learning in the City Prospectus 2024/25', to view scan the QR code or visit:
bit.ly/prospectus24-25



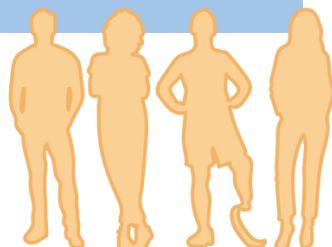
Why was the Tomlinson Report about the funding of education by the City Corporation not made public?

The Tomlinson Review, approved in 2021, was an independent review of City Education Grant Funding. Its final report was not made public because it investigated the financial and business arrangements of a number of educational entities independent of the City Corporation. The review discussed the City Corporation's private money (known as City's Estate) and was therefore deemed non-public under the Local Government Act (1972).

What community funding is available for individuals or community groups, as applicants need to be part of registered bodies?

Many grant funding streams, including those from the City Corporation, require applicants to be registered or constituted to ensure public funds are used responsibly. The Community Infrastructure Levy Neighbourhood Fund is one such scheme that groups can apply to for financial support for a community initiative. While some community funds may allow unregistered or unconstituted organisations to apply, these opportunities are more limited and typically ad hoc.

Find out more about the Community Infrastructure Levy Neighbourhood Fund by scanning the QR code or visit: www.cityoflondon.gov.uk/neighbourhoodfund



What is being done to support small and medium-sized enterprises (SMEs) that struggled during COVID?

Support for SMEs is a key priority for the City of London Corporation and as a result, the City Corporation launched its first City of London: Small and Medium Enterprise Strategy in June 2024 demonstrating how important start-up businesses and SMEs are for the economic growth of the Square Mile. The main strategic goal of the five-year SME Strategy is to support growth in the Square Mile by developing a targeted and proactive offer that can be deployed in specific sectors and sub-sectors, aimed at early growth firms, in line with the wider economic goals of the City Corporation. The SME Strategy will also look at how we can support under-represented and diverse founders to thrive in the City of London.

To view the strategy scan the QR code or visit: bit.ly/smestrategy



Officers contacted all SME businesses who received a City of London Corporation COVID grant. This was to check in with these businesses and offer additional support and advice. Services at the Small Business Research + Enterprise Centre (SBREC) include access to free business data and research, business advice, free workspace, free mentoring, free digital skills support and free events and networking. Additional support from the City Corporation includes net zero training, cyber security training and support through the City of London Police, responsible procurement support and start-up business loans via Samuel Wilson Loan's Trust. The SBREC is also connected to the wider London SME ecosystem and can signpost SMEs to external business support if relevant.

To find out more about SBREC, scan the QR code or visit: www.cityoflondon.gov.uk/sbrec



GREEN SPACES

What is being done to create more green spaces in the City?

We seek to incorporate greening in projects whenever we can. This includes planting new trees on-street, installing planters and, if possible and appropriate, reallocating road space to create new public spaces.

New planting that also captures rainwater was delivered through projects such as All Change at Bank. Examples of where we are reallocating road space to new public spaces include Finsbury Circus Western Arm and Greyfriars Square, which is part of the St Paul's Gyratory project.

We have also enhanced existing spaces such as New Change Gardens and Jubilee Gardens, and the improvements to Finsbury Circus will be completed later this year.

How can bigger green spaces be developed for children to access?

While space is limited in the City, new developments and renovations of existing areas are being designed with children in mind. This includes things like:

- New playgrounds: A brand new play area is planned for Greyfriars Square.
- Improved playgrounds: Tower Hill playground is going to get a makeover with new equipment.

The City Corporation is committed to making the most of its green spaces for everyone, including children.

TRANSPORT

What can the City Corporation do to raise with Transport for London (TfL) issues around bus stop information being inconsistent?

We have regular liaison with TfL, at all levels, over various aspects of their service in the City, including buses.

Problems with bus stops can be raised directly with TfL using their Streetcare online reporting tool. Using this service should be the quickest way to get the problem fixed. If the problem does not get fixed or there is a recurring issue, then please email

policy.projects@cityoflondon.gov.uk

and we will raise it with our counterparts at TfL.

Access Streetcare reporting by scanning the QR code or visit:
<https://streetcare.tfl.gov.uk>



What can be done about market vehicles blocking resident cars on market days (Petticoat Lane)?

Traders are expected not to block the entrance to the residential parking area within the estate. Our parking and licensing teams will monitor the situation and enforce against those vehicles as required. In addition, residents can call the City Corporation's parking enforcement team directly on 0207 332 2910 if any illegal behaviour is witnessed.

Why are disabled parking bays disappearing across the City?

It is sometimes necessary to remove parking, including disabled bays, to facilitate other changes such as pavement widening. Bays may also be suspended due to street works or construction activities. If disabled bays are removed, we will, wherever possible, provide an alternative parking bay nearby. We are also reviewing existing disabled parking provision to identify areas that may need new or additional bays.

Join the resident mailing list

Stay up to date with news & updates from the City Corporation, consultations from around the Square Mile, events and opportunities to get involved.

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