



**CITY**  
UNIVERSITY OF LONDON  
EST 1894



# Your support is changing lives

Donor Impact Report 2019/20

# Thank you for making a difference



City, University of London is justifiably proud of its rich heritage and unrivalled relationship with the City of London and its institutions. When our forerunner, the Northampton Institute, was established in 1894, two Livery Companies – the Worshipful Companies of Saddlers and Skinners – provided the fledgling institution with generous financial support. We remain grateful to these organisations and the many individuals, trusts and foundations, corporations and other Livery Companies that have given and continue to give, to City.

Over the past year we have received vital donations from our alumni, staff and friends. These invaluable contributions have helped us to provide outstanding facilities for our students and many donors have supported students through scholarships and bursaries. Donations have also provided support to enable us to develop further our reputation for world-leading research.

Over those tumultuous twelve months we have continued our planning for Brexit, responded to the Covid-19 pandemic, decided to relinquish the name of our Business School and appointed Professor Anthony Finkelstein as our next President. He will assume office in June 2021.

Through all of these challenges City has remained the only university in London to be both committed to academic excellence and focused on business and the professions.

I am extremely grateful to all our friends who donate and I hope to be able to thank you personally if we are able to resume our traditional alumni and donor events in the coming academic year.

Your support really is helping to make a difference to current and future students and will make a lasting impact as City continues to develop.

Thank you.

A stylized, handwritten signature in black ink, likely belonging to Professor Sir Paul Curran.

**Professor Sir Paul Curran**  
President

# Measuring the impact of your support

Your support is already having a huge impact on the achievements and aspirations of our students and on City as a whole. Despite the global uncertainty that lies ahead, with your continued generosity City will be well placed to weather the storm and approach the future with optimism.

This year, thanks to our many benefactors and sponsors, we have been able to continue to develop and shape our institution and its students.

With generous gifts from individual donors, grants from charitable trusts and foundations, and important corporate sponsorships, it has been possible for us to continue supporting world-leading research at City, as well as offering a significant number of scholarships and bursaries to students who might not otherwise have been able to complete their education.

We would like to offer a special word of gratitude to all those who have agreed to maintain their support of City – in some cases even expanding it – during these unique and very difficult times.



**£3M**  
raised through  
donations in  
2019/20



**165**  
students benefited  
from Scholarships,  
Bursaries and  
Prizes funded by  
our donors



**189**  
mentors helped City's  
students through  
the Professional  
Mentoring  
Programme



**900**  
Future Fund  
donors

**£0.5M**  
of gifts in Wills  
generously left to City  
by former students



**50**  
startup companies  
supported through  
the City Launch Lab



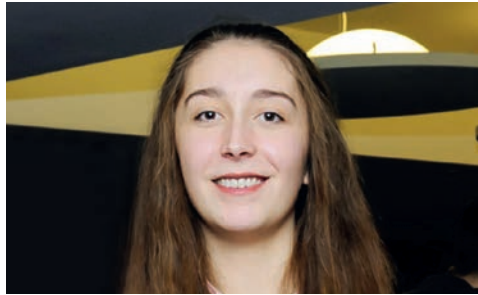
**1,000**  
students supported during the Covid-19  
pandemic with emergency grants utilising  
over **£160K** of new and repurposed  
donations

# You are contributing to our students' success

A university is nothing without its students. Through your generous donations, we have continued the vital work of providing life-changing opportunities to students from both the UK and the rest of the world.

Whether this is widening participation in higher education for students from less privileged backgrounds, giving an extra boost to those who are displaying talent and potential, or offering unique educational opportunities to students from developing countries, your support is truly changing lives.

Students embarking with trepidation on undergraduate degrees, those nervously approaching vital final exams and postgraduates and researchers taking their first steps in an academic career, have all benefited enormously from your help.



**“** I was fortunate enough to receive the George Daniels Bursary for the past two years. This has helped close the gap between my Student Finance maintenance loan and London living costs. It is daunting to start the academic year knowing that your loan does not cover the cost of living. Studying engineering means working long hours, so getting a part-time job to fund the cost difference is difficult. The Bursary has meant I can continue studying in London and be completely focused on my degree.

It was a great honour to receive the full Scholarship for the third year of my degree. Not only was it a huge financial relief, but also a reminder that hard work and high grades pay off. Throughout the past academic year, the Scholarship served as a motivator, ensuring that I always produced my best work so that the support would continue in my final year. Having a year's worth of paid tuition is a big relief, meaning that the debt we scholars carry forward into our working lives is not so heavy. **”**

**Aleksandra Court**  
MEng Aeronautical Engineering 2019/20  
George Daniels Educational Trust Scholarship



**“** Coming from a low-income background and being raised in a single-parent household, I have experienced many of the challenges and obstacles that students face at university. It was only thanks to the Columbia Threadneedle Scholarship that I was able to complete my degree without having to worry about how I would pay for my course. I was able to focus entirely on my education without fear or financial stress. Moreover, I could purchase vital study resources such as key textbooks and supplementary materials, all of which helped me to finish my degree with a first.

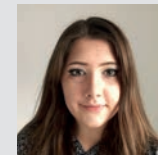
I was also able to dedicate time to key extracurricular activities, which really added value to my university education. For example, I was given the opportunity to tutor young students, many of whom came from a similar background to mine. This benefited me because I felt that I was giving back to the community and it also benefited the students as they geared up for their GCSEs. **”**

**Umar Zulqarnain**  
BSc Management 2019/20  
Columbia Threadneedle Scholarship



*“I would like to thank the Stelios Philanthropic Foundation and everyone who believed in me, helped me to pursue my dream and enabled me to expand my horizons at City. It was such a difficult year because of the global pandemic and the changes that were forced upon us all. Without the Scholarship I may not have had the opportunity to study here at all.”*

**Dimitra Bouchari**  
MSc Shipping, Trade and Finance 2019/20  
Stelios Philanthropic Foundation Scholarship



*“The Marjorie Deane Foundation Scholarship has given me the ability to focus on studying this year and to take advantage of all the opportunities that City has to offer. I am extremely grateful for all the help the Scholarship has given me and to the donors who made it possible.”*

**Amy Borrett**  
MA Financial Journalism 2019/20  
Marjorie Deane Foundation Scholarship



# The City and Business School Future Funds

The messages that we receive from alumni who participate in our autumn and spring telephone campaigns highlight just how many of you enjoy speaking to our current students, who in turn benefit immensely from this experience, receiving invaluable advice and inspiration from those who have preceded them.

It was therefore hugely disappointing to discover that, because of Covid-19, we would be unable to undertake our spring or autumn 2020 telephone fundraising campaigns. Nonetheless, we managed to speak to 1,290 of you during our 2019 autumn campaign, raising nearly £80,000 in the process. These funds have not only already made a real difference to many students, but will continue to do so in the challenging year that lies ahead. Furthermore, initiatives such as the CommuniCATE Aphasia project and our City Cares programme have benefited immensely from your support during recent fundraising campaigns.

We hope to be speaking to you all again in the near future. In the meantime, thank you so much for taking time out of your evenings and weekends to inspire and support our students and City.



*"The spring 2020 fundraising campaign would have been my fourth and I felt a real sense of sadness when I learned that it wouldn't go ahead because of the Covid-19 pandemic. Speaking to alumni who have studied exactly what I am doing now, picking their brains and getting wonderful advice is something that really complements my studies. I would go home every evening feeling inspired and with food for thought."*

**Eni Elezi**

**BSc Accounting and Finance 2017/18**

Currently on placement as a Portfolio Analyst at Lloyds Banking Group

The City and Business School Future Funds

# Continuing to CommuniCATE

Thanks to your donations and support, City's groundbreaking CommuniCATE Aphasia Clinic has maintained and extended its vital work and research over the past year, despite the challenges presented by Covid-19.



The Clinic's founding aim was to dramatically improve people's ability to communicate after a stroke. By making use of life-changing interventions through modern technology, the CommuniCATE project focuses on enabling and providing therapy to those with aphasia – an impairment of language affecting the production or comprehension of speech and the ability to read or write. For those living with this condition, the Clinic is now ensuring that stroke survivors receive at least six weeks of communication therapy.

The Clinic is also extending its reach by exploring innovative models of delivery such as greater use of therapy and increasing the number of practical applications that can be run on smartphones and tablets. Through research and publications, the CommuniCATE team is also making a vital contribution to the knowledge base of colleagues in the NHS and beyond. Benefits for City's Speech and Language Therapy students are provided through placements and internships, which enable them to develop skills in novel therapies.

## Overcoming uncertainty

Covid-19 and the subsequent lockdowns have presented many new demands, but the team rose to the occasion, swiftly moving all of the Clinic's vital activity online. When it had to close to face-to-face activity and therapy, key services continued remotely using video calling. This was often challenging, due to people's language and often physical, sensory and cognitive difficulties.

The team responded by continuing to develop techniques and technological resources to support people with aphasia. For instance, during the summer term, the Clinic provided therapy to 21 clients who were in Covid-19 lockdown in their homes. This included a continuation of its individual and group therapy service for reading and writing. An online supported conversation service was also introduced, helping clients to improve their communication skills and confidence, as well as reducing social isolation.

## Looking ahead with confidence

The CommuniCATE team remains deeply concerned about the impact of the pandemic and potential future lockdowns on people with aphasia who are vulnerable and already at high risk of social isolation. Looking ahead, the Clinic will continue to provide online therapy services and to research the feasibility and benefits of tele-rehabilitation for aphasia. None of this life-changing work would have been possible without your support.

## The City and Business School Future Funds

# Increasing access to higher education

Welcome acclaim for City's work to encourage and support care leavers and estranged students in their journey through higher education came in the form of success at last year's NEON Awards.

The NEONs are an initiative that recognises institutions working to widen access to higher education and enabling greater social mobility. In the 2019 edition, City was named 'Higher Education Institution of the Year'. The fantastic support that you have given to our care-experienced, young adult carers, young estranged students and asylum seekers has been a significant factor in allowing us to make life-changing inroads in this area, with this award standing as a testament to the impact made by your donations and support.

City's Care Leavers Initiative – City Cares – aims to not only attract more care leavers to the University through outreach work, but also to ensure that they have access to a comprehensive support package while they are here. This includes an annual bursary, a designated member of staff to offer them practical and pastoral support, priority accommodation that extends through the summer and priority for professional mentoring and mental health monitoring.



### Making the most of hands-on help

Christopher is just one of the many people who have benefited from City Cares and your generous support. Embarking on the final year of his Engineering degree, Christopher told us:

*“City Cares supported me and gave me hope and opportunity when I thought there wasn't any. They picked me up from nowhere and helped me get somewhere. I am studying for an undergraduate BSc in Engineering and the help from the bursary is vital. The staff are extremely helpful, super supportive, friendly and always keen to ensure my wellbeing. I thank City Cares and all the donors who have supported it for their dedication, generosity and the great difference that they are making to the lives of the less privileged. I simply would not have been able to do this course if it wasn't for them.”*

Helping young care leavers and estranged students to achieve their academic potential through our dedicated care programme is a priority for City. Breaking the social care cycle is instrumental in giving these young adults the chance to build a future that is full of promise and achievement. It's heartening to receive plaudits for our work, but much more rewarding to see your support making a real difference to the people who need it most.





# Responding to the challenges of Covid-19

It is now commonplace to hear 2020 described as an extraordinary year and that Covid-19 has posed enormous challenges for all. We have all had to make profound changes to our way of life in response to the global pandemic and City has been no exception.

Now, as we face an unpredictable winter laced with uncertainty about the path and the virulence of the disease, the world is left to wonder what the future will hold in terms of jobs, investment, international travel and more. The impact upon higher education cannot be overstated.

The ramifications of this crisis for different sectors of society, our economy and individual institutions have varied considerably and are not yet fully understood. However, we wanted to take this opportunity to tell you – our benefactors and alumni – how City is adapting to this new reality, about the obstacles we have had to overcome and about the contingencies we have put in place.

At City, as in so many educational institutions all over the world, our normal activities changed overnight. City moved quickly to make wider support available to the student community. All this against the backdrop of many students and staff, particularly in the medical professions, assisting in the frontline struggle against Covid-19.

We hope that reading about it here will encourage you to continue with your support. After all, while the future may look uncertain, the excellence of City's education, research and civic engagement activities is more relevant today than ever before.



## A safety-first strategy

From the middle of March and prior to the government's announced lockdown, City suspended face-to-face education and moved all academic activities online. Our objective was to protect staff and students from the developing risk of transmission and reduce the strain on the National Health Service (NHS).

Overnight, almost everyone started working from home. Classes, assessments, coursework and exams moved online. All on-campus events – including graduation ceremonies – were cancelled or postponed with immediate effect.

Sadly for many students, especially those in their final year or on one-year study programmes, this meant an abrupt end to their campus student experience. This group included many international students, almost all of whom returned home as soon as possible, curtailing their experience in one of the world's great capital cities.

## City's immediate response to Covid-19

- Several of our academics and hundreds of City student nurses and midwives in their final or second year of study, opted to spend all or part of their study time in clinical placement, supporting the NHS as part of the national fight against Covid-19.
- The current Student Hardship Fund, to which many of you make donations, was earmarked to assist all students adversely affected by Covid-19, with grants of up to £500 available for students who could demonstrate immediate need due to the current situation.
- Our startup incubator, the City Launch Lab, established a resilience fund to support companies. The fund provided grants of up to £5,000 for City startups to develop strategies, products and resources that help adapt and lay solid foundations to withstand future periods of instability and uncertainty.

To find out more about City's response to Covid-19 and to explore the resources available to students and staff during the pandemic, visit [city.ac.uk/about/coronavirus](https://city.ac.uk/about/coronavirus)



Responding to the challenges of Covid-19

# Your support helps students in crisis

Anticipating the financial problems that students would face because of the pandemic, City created the Covid-19 Emergency Fund in order to assist those most in need.



The Fund was designed to help students facing hardship as a result of the current situation, with grants of between £250 and £500 awarded to those who were struggling.

Several donations were repurposed to support the Fund and new donations were made specifically to support this initiative. We would particularly like to thank Santander, the Worshipful Company of Saddlers, the University of London and the Worshipful Company of Coachmakers for their generous support.



## Living with lockdown

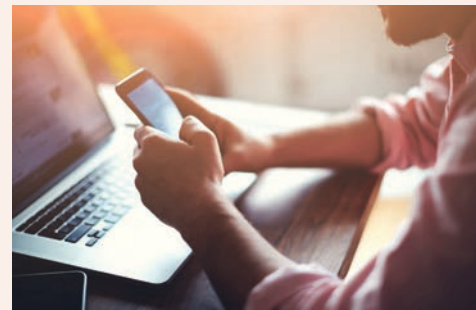
Almost 1,000 students received emergency funding over the course of the summer. Many of them had lost vital sources of income – either their own employment or family resources – that were critical to supporting their studies and basic living expenses. Without that income, they were unable to purchase groceries, pay rent and essential bills and, in some cases, ensure that they had the computer hardware or software needed for online learning.

*“I want to thank the donors to this fund for their generosity and their understanding of people in difficult situations. The true impact of their support goes way beyond monetary relief. I was able to help out my family and spend time at home, where I could focus on revising for my exams. If it wasn't for this generous donation, I do not believe I would ever have had the time to maintain the first-class grade I currently hold in my degree.”*

“ I am honoured to have been awarded a grant by the Covid-19 Emergency Fund. It has helped immensely in bridging a gap that would have been left in my studies due to the pandemic. Before Covid-19, I was a student who stayed late on campus, just so that I could meet my assignment and research work deadlines using the University’s computers. As a result of this grant, I have been able to buy my own laptop and continue my studies online. This has had a very positive impact on my learning outcomes and on my physical and mental wellbeing, as I am so much happier. For this reason, I would like to say thank you once again for being such a light in my path at a time like this. ”



“ I am so grateful for this hardship grant because it has helped provide for my family, including my three children. I have not been able to work because of the pandemic, so the grant has allowed me to pay for some tuition and a burden has been lifted from my shoulders. I really appreciate the fact I have received this grant as not only has it helped me with my studies, it has also helped my wellbeing. Thank you so much for providing me with this most welcome financial assistance. ”



“ The award of Covid-19 hardship funding was an enormous help, as it enabled me to defray more than half of my outstanding rent arrears. The grant not only came at a time when the issue of my debts was gathering momentum, it also rescued me from a sudden drop in income after I lost one of my part-time jobs due to the national lockdown. I am profoundly grateful to all the donors involved with this fund for their generosity in setting aside money to help people like me who faced significant financial challenges during this period of hardship. ”

“ The first year at university is all about settling in, meeting people and understanding your new life. The lockdown measures have made that incredibly difficult. I had various networking events, jobs fairs and insight weeks cancelled within a matter of days. Just like that, my first year at City effectively came to an end.

I lived with my mum and younger brother before university and the hardest aspect of my decision to leave my job and come to City was always going to be financial. My mum could not afford to help me financially and I knew I would have to work to fund my studies, so I was thrilled to get a job at the University, earning money regularly to pay for rent and other necessities.

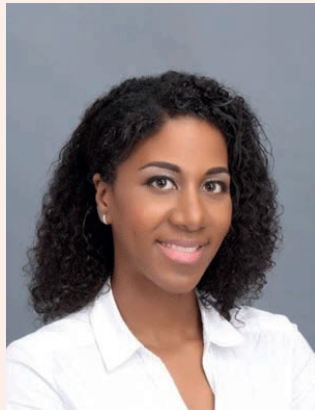
Unfortunately, owing to the Covid-19 situation, this could no longer go ahead. It was extremely stressful and frustrating to lose a source of income and I soon began to rely on my overdraft for essentials. Luckily, support was available through City’s Student Hardship Fund and the Covid-19 Emergency Fund. This has not only given me the financial security I needed, but also the peace of mind necessary to focus on achieving the best results I can. Thank you so much to all those who supported myself and the rest of the student body. You have helped us immensely. ”

## Responding to the challenges of Covid-19

# You are helping us to plan for the future



City's strong relationship with the Santander banking group has not only helped our students to deal with the direct impact of Covid-19, but also to plan with confidence for the challenges and opportunities that lie ahead.



**Lauren Le Franc**  
Bar Professional Training Course 2017

Santander Universities is involved with a range of activities at City. As well as supporting the Covid-19 Emergency Fund, it also allowed City's Launch Lab to repurpose funds into setting up the Business Resilience Fund. This was established to support student startups in City's incubation space that have been affected by the pandemic.

Lauren Le Franc undertook the Bar Professional Training Course in 2017 and is the founder of the Little Coffee Company. Her business relies on shipment and sales and, unsurprisingly, faced great difficulty during the pandemic. To Lauren's relief, the Business Resilience Fund stepped in to help out:

**“** *We didn't fall into the requirements for support from the government, so the Santander fund was the only option we had. We will be using the money to help design, develop and source our new packaging. During the pandemic, we realised that we would have to pivot to better cater to at-home coffee drinkers. The Fund has been instrumental in helping us to react quickly and increase our marketing on all social media platforms. We have been able to run online campaigns with companies such as Panda Packaging, UJUNN and we are now successfully stocked with Daisy and Tilly's, Social Supermarket and Cluedup Coffee.* **”**



## Broadening the scope of support

Santander Universities also made an additional donation of £25,000 to support City students during the pandemic. This was used to provide hardship grants for students in financial difficulty who needed more than the Emergency Covid-19 fund could cover.

It also offered funding to entrepreneurial students taking part in our Side Hustle programme, which aims to diversify the entrepreneurship ecosystem with more female and BAME involvement. Grants of up to £1,000 could be used for students to fund their venture, paying for essential equipment, training or marketing activities.

## The Business School Covid-19 Emergency Scholarship Fund

As it became clear that the global pandemic would have a lasting impact on our students, the Business School (formerly Cass) and the Business School Alumni Board established a one-off Covid-19 Emergency Scholarship Fund to support students for MSc and MBA courses starting in September 2020.

Robert Legget, Chairman of the Alumni Board, made a special appeal to all alumni of the Business School to support the fund. He asked for a minimum donation of £500 to become part of the Cass 500: the number of donations required to hit the £250k target. Robert and the entire Board have already donated, adding to donations from the Business School's alumni.



## Responding to the challenges of Covid-19

# Working on the front line

From training schemes designed for people working on the NHS front line to voluntary services set up by students, the City community is playing an important role in the international effort against Covid-19.



**Leanne Aitken**  
Professor of Critical Care

Leanne Aitken, Professor of Critical Care at City, was asked to join the team setting up the NHS Nightingale Hospital to provide training and education to the healthcare staff who would be working there:

*“Having appropriately knowledgeable and skilled staff working in intensive care has always been a priority and has been shown to make a big difference to patient outcomes after critical illness. It was therefore very rewarding to be able to contribute to the emergency response to Covid-19 by helping develop the induction and training programme for clinical staff working in NHS Nightingale London. Given the enormous challenge of preparing several thousand staff in just a couple of weeks, I was reminded of the value of good teamwork.”*

Munira Meza Patel, a City Student Nurse and recipient of the Ede & Ravenscroft Prize, gave us a first-hand insight into her experiences working as a nurse during the pandemic:

*“Nursing is a profession that you truly have to enjoy, otherwise you won’t last very long in it. It’s been a long, bumpy road to becoming a nurse but I am finally about to qualify, receive my registration from the Nursing and Midwifery Council and start my first nursing job in cardiac surgery.*

*Covid-19 impacted the NHS very quickly, well before the official lockdown and specific hospital policies came into place. Many services were put on hold and our academic studies were severely disrupted, despite City’s best attempts to continue our education and assessments in an alternative format. At the start of the pandemic, final-year nursing students were still on full-time unpaid placements and we were looking after patients whose Covid-19 test results had not come back from the lab yet, but who showed all the signs and symptoms of infection. We were only allowed to use basic personal protective equipment (PPE) and then their results would come back and we would have to self-isolate.*

*At the height of the pandemic, all nursing students across the country were given the option of opting-in to a paid placement to help out, while being guaranteed that they would complete their nursing course requirements on time. For me, not working during this situation was never an option – this is what I had been training for. That said, my decision came at a cost. Like many others in the NHS who have had to shield from vulnerable family members, I had to keep away from my dad who has severe asthma. And that is not easy to do when you live in the same house.*

*I was placed in a cardiac surgery ward. All elective surgeries were halted and, although it freed beds, the emergency cases coming in would inevitably be very unwell and dependent post-operatively. This was especially challenging because visitors were not allowed into the hospital. A big part of recovery is emotional and psychological and I made sure to try to act as a support for patients and be their advocate to the wider medical team.*

*The support from City and the Trust’s Nursing Education team has been invaluable. This pandemic has shown me how much I can give to society as a nurse and brought out the resilience that is innate in this respected profession.”*



**Munira Meza Patel**  
City Student Nurse

# Thank you for volunteering

We would like to extend our sincere appreciation to the alumni volunteers who generously shared their time and talents during the 2019/20 academic year, enhancing the student and alumni experience, boosting graduate career prospects and providing valuable strategic advice and guidance.

Whether you mentored a student, shared your experience and insights, started an alumni network or became active in an existing one, served on a board or committee, organised a reunion, hosted or spoke at an event, helped us recruit a speaker, or provided or helped us access an event venue – your support is greatly appreciated.

At a time of global challenge and uncertainty, we would like to say a special “thank you” to all our alumni and alumni volunteers who have continued to keep in touch, shared their stories and supported current students and their regional alumni networks.

We are grateful for the time, expertise and energy you contribute to City and our efforts to connect and engage the worldwide City community.



We are grateful to all those who have contributed to the City and Business School Future Funds, as well as those listed below who have made substantial donations in the last year

Acuris	Clélia Haji-Ioannou	Anthony Simon
Iain Allan	The Henry Smith Charity	The late Peter Sinclair
Chloe Arnold	Barry Hurdall	Sir John Cass's Foundation
Aziz Foundation	ICAEW Foundation	The Sterry Family Foundation
BAE Systems Plc	Insurance Regulatory Authority - Kenya	Gašper Svetlik
Hugh Baker	Intralinks Ltd	Swanton Consulting Limited
Michael Blank	The Leathersellers' Company	Temporary Works Forum
Bloomberg	The late John G. Lucas	University of London
Bureau van Dijk	The Marjorie Deane Financial Journalism Foundation	Wentworth House Partnership
Cass Centre for Charity Effectiveness Trust Ltd	Thanassis & Marina Martinos	The Will of Dr Janet Wolf
Columbia Threadneedle Foundation	The Mercers' Charitable Foundation	The Worshipful Company of Bakers
Cosaraf Charitable Foundation	Middlesex Masonic Charity	The Worshipful Company of Coachmakers & Coach Harness Makers
The Cullum Family Trust	The Nick Lewis Memorial Trust	The Worshipful Company of Cooks
Daiwa Anglo-Japanese Foundation	Richard O'Connor	The Worshipful Company of Cordwainers
The David Tebutt Trust	Punit Oza	The Worshipful Company of Cutlers
Guy Davis	The Patrick Rowland Foundation	The Worshipful Company of Dyers
Defne and Muhtar Kent Educational Foundation, Inc	Maureen & the late Professor Barrie Pettman	The Worshipful Company of International Bankers
Easygroup Ltd	The Randeree Charitable Trust	The Worshipful Company of Marketors
Ede & Ravenscroft	Refinitiv	The Worshipful Company of Saddlers
Dr Jerry Fishenden	Richard Reeve's Foundation	The Worshipful Company of Skinners
Friends of City, University of London Inc	The Rupert Cornwell Trust	
George Daniels Educational Trust	The Sandhu Charitable Foundation	
The Great Britain Sasakawa Foundation	Santander Universities	
The Guild of St Bride	September 11th Insurance Trust	
Hadyn and Joanna Cunningham Charitable Trust	Carol F Sergeant	

To all our donors, supporters, mentors and ambassadors, thank you for your support during this particularly challenging year.



City, University of London  
Northampton Square  
London  
EC1V 0HB  
United Kingdom



**Find out more, visit**  
[www.city.ac.uk/  
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**Telephone enquiries**  
+44 (0) 20 7040 5564



**Email enquiries**  
[SupportCity@city.ac.uk](mailto:SupportCity@city.ac.uk)



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City, University of London is an independent member of the University of London, which was established by Royal Charter in 1836. It consists of 18 independent member institutions of outstanding global reputation and several prestigious central academic bodies and activities.



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