

MAYOR OF LONDON

Emma Best AM

Chairman of the London Assembly Health
Committee

C/o Tim.Gallagher@london.gov.uk

Our ref: MGLA150324-8891

Date: 4 November 2025

Dear Emma,

Thank you for the London Assembly Health Committee's report on Healthy Living for All. Please accept my sincere apologies for the delay in responding.

I am grateful to the Committee for its work on this investigation. Please find my response to the recommendations in the annex below.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Sadiq Khan', with a small '2' written below the name.

Sir Sadiq Khan

Mayor of London

MAYOR OF LONDON

Annex

Mayor of London's response to the recommendations of the London Assembly Health Committee's report on Healthy Living for All

Recommendation 1

The Mayor and Transport for London (TfL) should work with groups representing older and disabled Londoners, and with local authorities, to ensure that consultations on active travel schemes are sufficiently inclusive of underrepresented groups, including older people and disabled people.

Inclusion and accessibility are at the heart of TfL's engagement and consultation approach. Each consultation that TfL develops includes a marketing plan that targets the communities and stakeholders most likely to be impacted by the proposals and an Equality Impact Assessment to determine who with protected characteristics may be impacted. TfL uses a wide range of marketing tools to raise awareness of consultations, from bus stop posters to digital advertising, and ensures that materials are available in Braille, Easy Read, large print, audio and translated copy.

TfL raises awareness of all consultations with its stakeholders, such as community groups, local boroughs and pan-London business and charity stakeholders. Over the last two years, TfL has been taking steps to address inclusion and accessibility in its consultations by engaging with stakeholders and suppliers that are experts in this area. Some examples are the Consultation Institute, IC Works, Royal Association for Deaf People, Purple Goat, Talk London and other local or national organisations that deliver consultations. Through this engagement, TfL now uses new approaches to inclusion and accessibility, which include questionnaires for Londoners that are neurodiverse and British Sign Language videos.

Through its Inclusive Transport Forum, workshops and individual meetings, TfL regularly engages with a wide range of pan-London and national accessibility organisations, such as Transport for All, Inclusion London, Guide Dogs, AgeUK London and others. The Inclusive Transport Forum is used to discuss policy issues, such as active travel, and aims to facilitate open and productive dialogue, providing an opportunity for TfL to gather insights that can influence decision-making. A number of accessibility stakeholders also sit on other active travel stakeholder forums, such as TfL's Healthy Streets Advisory Group.

Recommendation 2

In his response to this report, the Mayor should set out which recommendations have been adopted by the GLA from Transport for All's 'Pave the Way' report, and which have not; and the rationale for these decisions. Once adopted, the Mayor should encourage and support local authorities to adopt the recommendations in 'Pave the Way', in order to mitigate the negative impacts of LTNs and ensure future schemes are more inclusive.

Low Traffic Neighbourhoods (LTNs) are borough-led interventions developed by local boroughs on their roads. They can be delivered with the help of TfL Local Implementation Plan (LIP) funding. TfL is committed to ensuring that they are inclusive and have a positive impact for all members of the community.

Noting that TfL does not deliver LTNs, the following recommendations are all adopted by TfL in its own schemes and expected to be adhered to by boroughs in scheme delivery:

- Ensure meaningful engagement with disabled people in the community
- Provide clear, accessible communication about schemes

MAYOR OF LONDON

- Ensure implementation is compliant with accessibility standards.

TfL also supports boroughs in using trials to provide a softer approach to implementation via the use of Experimental Traffic Orders where appropriate. The provision of dispensations for disabled people and how these are enacted will be dependent on scheme design and the local context, and therefore decisions on these are for the London boroughs.

Recommendation 3

The Mayor and TfL should increase representation of older and disabled people walking and cycling, including images of non-standard cycles, in Mayoral documents and communications, and TfL guidance.

TfL is committed to representing London's diversity in its publications, including older and disabled Londoners walking and cycling. Because disabled cyclists are currently under-represented in London's cycling population, they are often not captured in standard photoshoots of the network. TfL partnered with Wheels for Wellbeing, a charity supporting disabled people to take up cycling, to ensure disabled cyclists are captured and represented in TfL's image library and are being used in its publications. TfL took a similar approach with the charity Cycle Sisters to better portray and promote cycling to Muslim women, who are also under-represented in cycling.

TfL partnered with Wheels for Wellbeing to launch the Cycling Action Plan 2, with an event held at the Herne Hill Velodrome in summer 2023 during a cycle training session for disabled people. Attendees, including politicians, journalists and other stakeholders, were invited to try adapted cycles and learn more about the barriers and benefits of cycling for disabled people.

TfL's marketing campaigns and online material to promote cycling similarly aim to represent London's diversity. In summer 2023, TfL promoted walking and cycling in London in an inclusive advertising campaign that represented Londoners of different ages, ethnicities, genders and abilities.

To further increase visibility of disabled Londoners walking and wheeling, TfL introduced new green wheelchair user traffic light signals in December 2023, installed at five prominent pedestrian crossings across London in Earl's Court, King's Cross, Liverpool Street, Tower Hill and Whitechapel.

For recent publications that include multiple images of older and disabled people using the streets, please review The Leisure Walking Plan (November 2022), The Cycling Action Plan 2 (June 2023) and the 2024 Business Plan (December 2023). The Equity in Motion documents (February 2024) set out TfL's approach to addressing inequality and contain a wide range of images portraying people with protected characteristics using the transport and street network, including older and disabled people.

TfL is always striving to be more inclusive in its communications and represent disabled cyclists, as demonstrated in the 2024 Cycle Sundays campaign, which featured a disabled cyclist on social media as well as a calendar of events from Wheels for Wellbeing, which offers inclusive cycling sessions for disabled people of all ages and impairments, plus promotion of their adapted cycle loan scheme.

Beyond improving representation of disabled people in public-facing documents, TfL has taken proactive steps to improve the accessibility of its cycling infrastructure, including via enhanced design guidance (e.g., New Cycle Route Quality Criteria; Access Control Guidance Note), new concessions for Freedom Pass holders on the TfL Cycle Hire service, funding for community-led

MAYOR OF LONDON

projects for disabled people through the Walking and Cycling Grants programme, and the new Silvertown Tunnel Cycle Shuttle, which has been designed to accommodate adapted cycles.

Recommendation 4

TfL should work with local authorities through the Local Implementation Plan (LIP) funding programme to improve pavement infrastructure and accessibility. This should be prioritised when putting together plans for the 2024-25 programme.

LIP funding is allocated by TfL to boroughs for improvements to their road network that align with the Mayor's Transport Strategy. This includes significant funding for projects that contribute to building safer and more inclusive streets – including tens of new pedestrian crossings every year, alongside new School Streets and LTNs. TfL also allocates funding for accessibility improvements at bus stops, on pavements and at crossings, and will continue to review borough schemes to ensure that opportunities for accessible, uncluttered pavements are included within scheme designs. New cycle routes and bus priority improvements are also funded through LIP, and funding is available for drop kerbs.

In April, TfL published the LIP funding allocation for London's boroughs, confirming an investment of £87.6m across London boroughs and the City of London for 2025-26, a 9% increase (£7.2m) on last year's allocation.

Recommendation 5

The Mayor should publicise the Physical Activity Clinical Champions training programme, including through the London Health Board, to help increase uptake in London.

Physical activity has significant benefits for both physical and mental health, and the Mayor recognises the importance of increasing levels of physical activity to improve health outcomes for Londoners and reduce health inequalities. By equipping healthcare professionals with the skills and resources to embed physical activity into their clinical practice, the Physical Activity Clinical Champions (PACC) training programme has the potential to influence and improve the activity levels of so many of us who interact with the healthcare system. The Mayor encourages health and care services to raise awareness of the PACC programme among healthcare professionals.

Recommendation 6

The Mayor should build in healthy food standards with local authorities procuring school meals under the free school meals programme; and report back to the Committee on specific actions taken to ensure that the free school meals he is funding provide sustainably-sourced, healthy food for children.

The Mayor recognises the importance of healthy and sustainably sourced food – and that such food has a key role to play in helping to deliver the kind of fairer and greener London that he described in his election campaign. While school food standards are set by the Government, the funding grant for the Mayor's Universal Free School Meals scheme asks boroughs and schools to consider more sustainable and climate-friendly approaches to school menus.

The Mayor's team is also working with organisations such as ReLondon, ProVeg UK, Veg Power, Sustain, School Food Matters and the Food Foundation to promote their guidance around sustainable procurement in order to help schools source healthy food responsibly and produce more climate-friendly and nutritious menus.

MAYOR OF LONDON

The Mayor welcomes the Government's upcoming review of national School Food Standards, and officers are sharing learnings with them.

Recommendation 7

The Mayor should launch a publicity campaign aimed at raising awareness of Healthy Start in order to increase enrolment levels

The Mayor recognises the importance of a high uptake of Healthy Start in London and is supporting new approaches to improve this.

As a part of the Mayor's Food Roots programme, frontline organisations within food partnerships and relevant statutory services were offered specialist training to improve their knowledge of Healthy Start, helping them to signpost service users to Healthy Start and support them to make new applications. Nearly 1,000 staff and volunteers were trained during the programme. In the final month, the Food Roots programme also offered the opportunity for relevant staff to be trained to become new trainers, to help increase the sustainability and longevity of the programme. The final evaluation of Food Roots is expected this autumn and will inform future work to support Healthy Start uptake.

Separately, last year three London boroughs were supported to participate in a Healthy Start take-up campaign pilot using administrative data to identify eligible households. Forming part of the Mayor's ongoing benefit take-up work with London boroughs and Policy in Practice, the pilot identified and contacted more than 3,000 eligible families, with more than 250 going on to make successful claims, which, in total, have an annual value of over £30,000. The pilot saw claims in the boroughs that took part increase by 5.7% compared to a 0.7% decrease in other boroughs during the same time period. Due to the success of the pilot, an expanded campaign involving 16 boroughs is currently taking place.

Work is ongoing with the London Health Board to ensure these programmes and other work happening across London to improve Healthy Start uptake, are supported and amplified.

Recommendation 8

The Mayor should carry out a review of the effectiveness and impact of the Healthier Catering Commitment programme. If the programme is deemed successful, he should expand support for it and explore proposals such as providing incentives to businesses that sign up to the Programme. This will help the Mayor meet the commitments contained in the Health Inequalities Strategy around improving healthy eating habits.

The Healthier Catering Commitment (HCC) is a voluntary accreditation scheme that supports small independent cafes, restaurants and takeaways to improve their food offer through using different ingredients, improved processes and reduced portion sizes. Since 2022, the Mayor has supported the Association of Environmental Health Managers (ALEHM) to deliver the HCC across London.

ALEHM incentivises businesses to join the programme through the provision of free food hygiene training and marketing opportunities for businesses, to assist them in extending their customer base, and by improving how businesses can apply for HCC online. ALEHM also supports local authorities by providing resources and training aimed at increasing the number of officers able to deliver the scheme. Over 25 boroughs have adopted the HCC, and in 2023-24, 550 new businesses achieved HCC accreditation.

MAYOR OF LONDON

The Mayor's support for the HCC helped tackle health inequalities by improving access to nutritious meals across London. In this new term, the Mayor remains committed to putting children and young people at the heart of his health agenda – doing all he can to help them lead healthier, happier, and more active lives and continuing his investment in Free School Meals across London primary schools.

Recommendation 9

The Mayor should set out his policy on which retail outlets are granted leases on the TfL estate. He should also review TfL's policy on retail leases, with a view to improving the food environment for the passengers that use London's transport system.

TfL's Property Company, Places for London, has published *We Make Places for London Together*, which outlines how Places for London works in partnership with tenants across its estate to help them thrive and deliver inclusive growth.

Places for London supports over 1,500 businesses across its estate, of which 95% are small- and medium-sized enterprises. Places for London thoughtfully curates its estate, ensuring it attracts a wide range of tenants by responding to the modern demands of Londoners. Its asset strategies seek to maintain a broad mix of tenants, reflecting the diversity of London and providing customers with a wide choice of services for their local communities.

Diverse businesses provide a choice to customers and offer the best balance and variety to London and Londoners, supporting business growth and delivering the local quality customers expect.