

MAYOR OF LONDON

Supporting Deaf and Disabled Londoners action plan

What we are going to do



Easy
Read

Easy Read

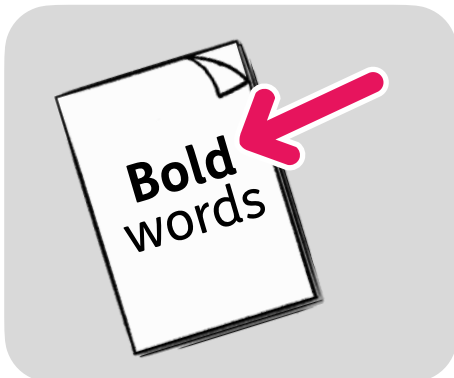


This is an Easy Read version of a longer plan by the Mayor of London. It is called the Action Plan for Deaf and Disabled Londoners 2026.

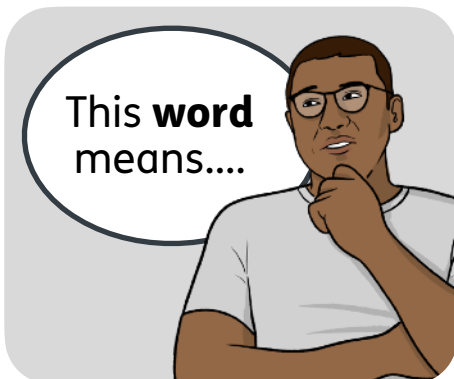
It uses easier words and pictures to tell you about some of the main things in the longer plan.



This Easy Read document is quite long so you do not have to read it all at once. Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

What is in this document

About this document.....	4
How we wrote this plan.....	5
How we made this Easy Read document.....	6
Deaf and Disabled Londoners.....	7
What the Mayor can do	11
Advice for people who do not have enough money	12
Police and staying safe	17
Accessible homes.....	22
Transport	29
Jobs and skills	33
How Greater London Authority services work	38
Working on the plan	45
Showing our thanks	46
Find out more	47

About this document

The logo for the Mayor of London, featuring the words "MAYOR OF LONDON" in white capital letters on a dark blue rounded rectangular background.

MAYOR OF LONDON

This document was written by the Mayor of London.



The Mayor is in charge of running London.



The Mayor wants to make London a fair and equal place for Disabled people.



So he and his team have written this action plan to explain what we are going to do to make this happen.

How we wrote this plan



We listened to the ideas of Disabled people.



They helped us to understand what matters most to Disabled people.



We worked with an organisation called **Inclusion London** to write this plan.



Inclusion London supports Deaf and Disabled groups across London.

How we made this Easy Read document



We work with people with learning disabilities to create and check our Easy Read documents.



Listening to their comments helps us to make good changes to all our documents.

Deaf and Disabled Londoners



We know that there are a lot of ways of talking about disability.



In this document, we will talk about **Disabled people**.



When we say this, we include anyone who:

- Has an **impairment** in their body or mind.
- Has a learning disability, or someone whose brain works differently from others.
- Is Deaf.

We explain what an **impairment** is on the next page.



An **impairment** is when people cannot do things that others do, because of an injury, illness or health condition.

For example, you might have an impairment with your hearing or you might not be able to walk.

Problems Disabled Londoners deal with



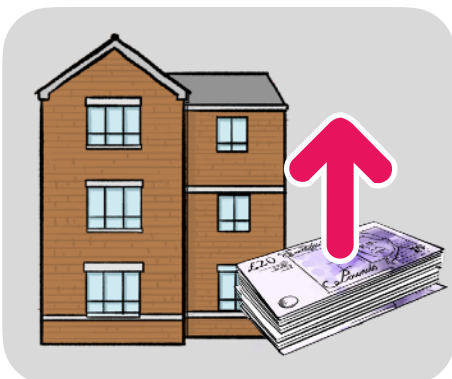
Many Disabled people worry about money.



They cannot always afford the things they need to live.



But it is also hard for them to find jobs that include them.



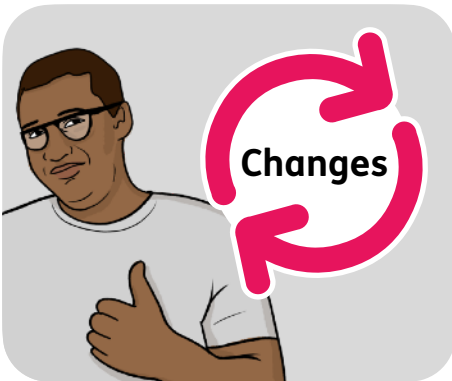
Many Disabled people are also worried about finding a home.

Many homes in London are very expensive.



Some Disabled people are worried about being safe and about **hate crime**.

Hate crime is being harassed or attacked because people think you are different.

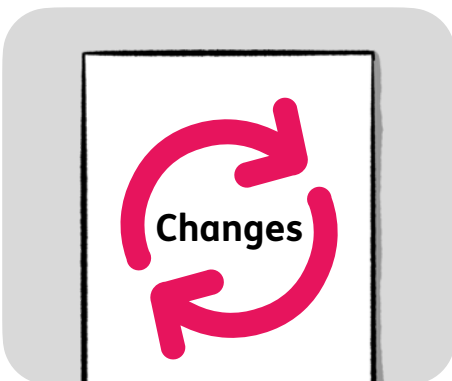


Disabled people have already helped us to make changes to London.



Their ideas helped us to make buses, trains and the Tube more **accessible**.

Accessible means that everyone can use them, including Disabled people.



This plan will help us to make more changes to make London accessible.

What the Mayor can do



The mayor can help make some of the changes Disabled people asked for, but cannot do everything.



He cannot make changes to benefits, adult health and **social care**.

Social care is the extra support some people need to live their lives, like support with eating or washing.



The Mayor is in charge of the Metropolitan Police, but does not tell them what to do each day.



So this action plan is about what he can do to make London a fair and equal place for Disabled people.

Advice for people who do not have enough money



Disabled people are more likely to be in **poverty** than other people.

Poverty means that they do not have enough money to pay for the things they need to live.

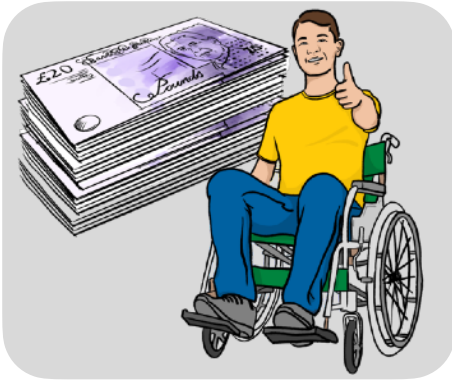
This might be because:



- They have to spend more money because of their impairment.



- They find it more difficult to get a job.



We want Disabled people to have enough money to live well, and have the same chances as other people.

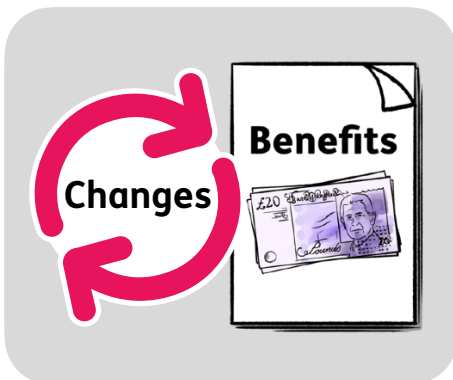


The Mayor will help Disabled people with getting advice about money.

Listening to Disabled people



Many Disabled people get money from the government, called **benefits**.



If benefits change, we will use Disabled people's ideas to help the Mayor speak up.



We will listen to Disabled people first.



This will help us to make sure that the government hears what Disabled people think.

Advice about money



Advice services are very important for people in poverty.



These services can tell them about benefits and support.



We will work to make advice services more accessible for Disabled people.

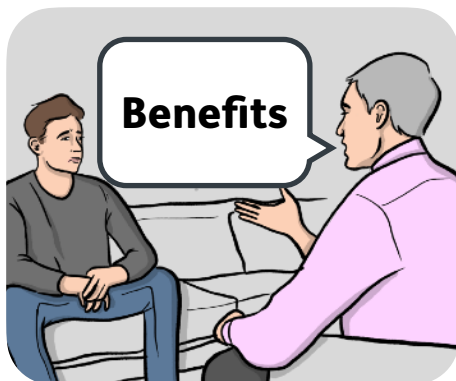


This will help to make sure that more Disabled people get the support they need.

Benefits



Many Disabled people do not get all of the benefits that they could get.



We want to help Disabled people know about all the benefits they could get.

Police and staying safe



We want to help Disabled people stay safe in London.



But many Disabled people are not happy with the support they get from the police.



We want all Disabled people in London to trust that the police will treat them well.



We want all Disabled people to feel safe in their homes.

Speaking up about crime



Disabled people need better support if they are victims of crime.



It can be hard to tell the police if a crime has happened.



So we will improve the ways people can tell the police that a crime has happened.



This work will improve accessibility for Disabled people.

Listening to Disabled people



The police will improve how they listen to a group of Disabled people, called the disability co-production group.

This will help them to:



- Understand what support Disabled people need from the police.



- Make better choices when supporting Disabled people.



- Use Disabled people's advice to decide how to do their work.



The police will also train police officers about respecting Disabled people.

Staying safe in emergencies



Disabled people in London should be safe in emergencies, like from fire.



But they cannot always get out of their homes safely.



We will work with the Fire Brigade, councils and building owners so Disabled people have the right support and plans to get out of residential buildings safely in an emergency.



We will help Disabled people to tell us about their experiences.



We will use their ideas to make London's plans for emergencies better.

Accessible homes

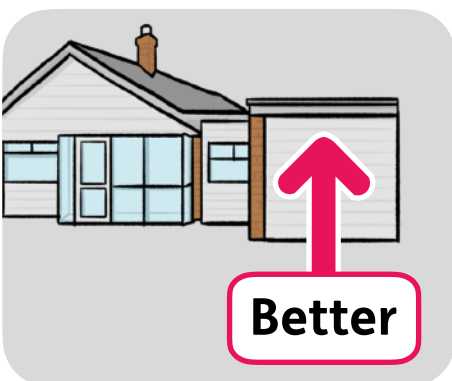


Everyone should have a safe home that they can afford.



But not all homes are suitable.

If homes are not suitable, this can make it hard for Disabled people to stay safe and healthy at home.



So it is important to have homes in London that are better for Disabled people.

The London Plan



We are writing a new plan for how buildings should be planned and built across London.

It is called **the Draft London Plan**.



We wrote the Draft London Plan to show how London must grow and change over the next 20 years.



It is a draft plan because we want to hear what people think about it.



The new London Plan will start in 2028.



The London Plan will mean that new buildings will be planned and built to high standards.



This will make sure Disabled people can access places where they live and spend time.



We want to try to make sure that building organisations think about Disabled people when they plan and build new homes and other places where they travel, live and spend time.



We will work to make sure that Disabled people can tell us what they think.

Domestic abuse



Domestic abuse is when people are hurt by someone they are close to, or someone they live with.



People who have been hurt by domestic abuse need safe homes to go to.



But these homes are not always accessible for Disabled people.



So we will work to make sure there are more safe homes that are accessible.

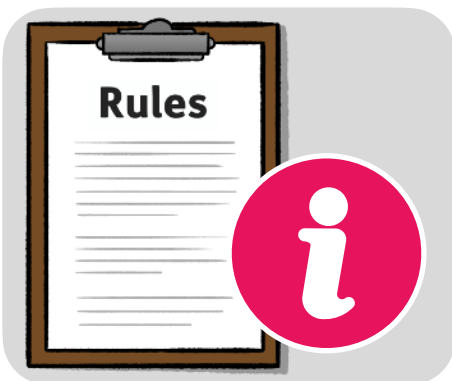
Data



Data is information. It can be written down or stored on a computer.



It is important to find out data about new accessible housing that is being built and how this meets the needs of Disabled people.



We will make new rules to collect better data about new housing and how it meets the standards that Disabled people need.



We will also share this data with Deaf and Disabled people's organisations so that it can be used by everyone.

Understanding what people need



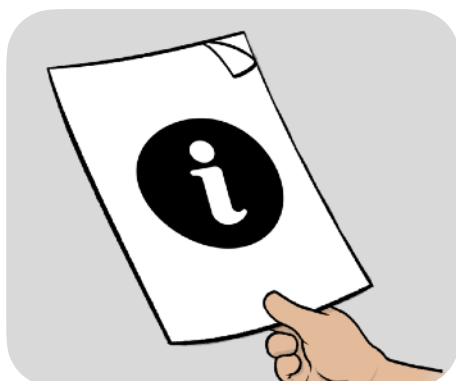
It is important to have good information.



But it is also important to make sure that building organisations understand it.



We will share information to help them to understand what Disabled Londoners need in the places they live and spend time.



We will also work with London Boroughs to collect and use information about people who live in homes where they get extra support, and what they need.

The right homes for Disabled people



Disabled people should be able to live in homes that are right for them.



We will look at ways to let Disabled people know about accessible homes.



This will help them to find homes that are right for them.



We will work with Deaf and Disabled people's organisations to listen and understand how to make homes better.

Transport



Transport means ways of getting around.

It can include buses, trains, the Tube, taxis and cycling.



Transport is not always easy for Disabled people in London.



It is not always accessible and can cost a lot of money.



This can stop them from getting to work or seeing friends.

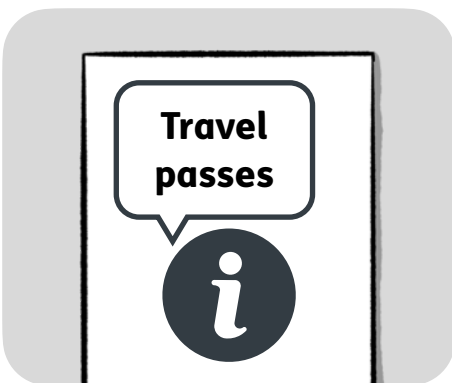
Telling people about travel passes



Disabled people may be able to get travel passes to help with the cost of travel when they use transport.



But people do not always know about these travel passes.



We will let more people know about them.



This will mean that more Disabled people know about travel passes.

Taxicard



Taxicard is a service that helps taxis cost less for people who cannot use other transport.



Many Disabled people find it hard to sign up for and use Taxicard.



We will listen to Disabled people's ideas for making Taxicard better.

Transport staff



Bus drivers and other transport staff do not always know how to support Disabled people.



So we will give disability training to bus drivers and taxi drivers.



This will mean that they understand more about how to support Disabled people.



We will also give disability training to transport managers.

Jobs and skills



Having a good job can help people to live well and do things for themselves.



But many Disabled people find it harder than others to find jobs.



Disabled Londoners should be able to work in jobs that are good for them.



They should be able to learn new skills.

These skills can help them get better jobs.

Supporting people to find jobs



We have services and programmes to help people find and keep jobs. For example, **Connect to Work**.



We work to make sure that we listen to what Disabled people think.



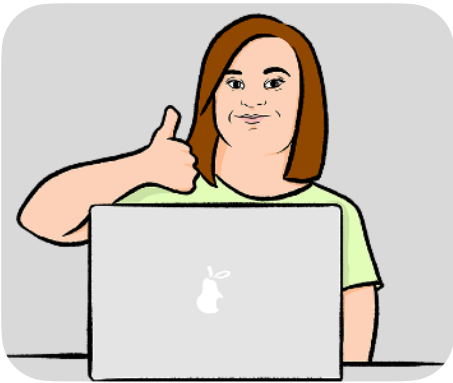
We will make a role for a Disabled person to give advice to the **Inclusive Talent Delivery Group**.

The **Inclusive Talent Delivery Group** works to help people in London get good jobs and stay in work.

This will help to make sure:



- Our services and programmes are accessible for Disabled people.



- Our services and programmes can do more to help Disabled Londoners find good jobs.

Accessible workplaces



Workplaces are the places where people work.



Disabled people tell us that workplaces are not always accessible.



So we are working to help companies make their workplaces more accessible.

Training and skills

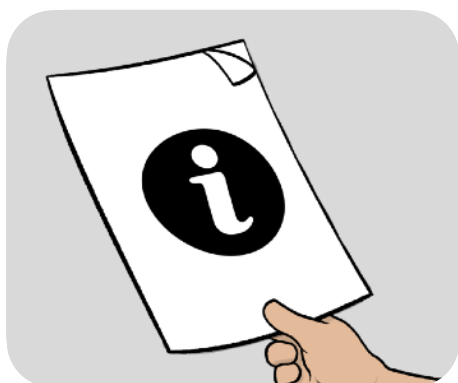


Services that support people in learning new skills are very important.



But they are not always accessible.

We will:



- Make sure that Disabled people know about these services.



- Work with the services to help them become more accessible.

How Greater London Authority services work



Disabled people told us they can find it hard to work with us and use our services.



For example, they cannot always understand the information we give them, or what happens to the advice they give us.



We have had some ideas to make ourselves more accessible.

How we work with Disabled people

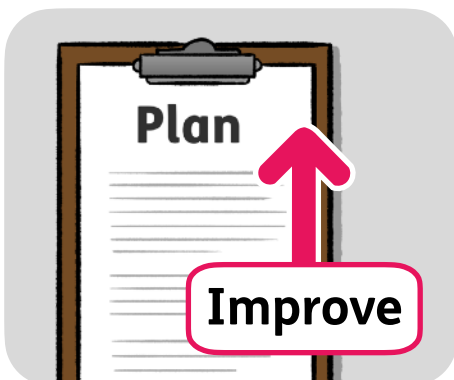


We will change the way we work with Disabled people.



We will make some changes to how we work with the **Deaf and Disabled people's organisations forum**.

The **Deaf and Disabled people's organisations forum**, or the DDPO forum, is a group that help us listen to Deaf and Disabled Londoners.



What people in the forum tell us helps us improve the Mayor's plans and services.



A Disabled person will **co-lead** the forum.

Co-lead means they will work with another person to lead the group.



We will choose **disability commissioners** to help us check that we are delivering this action plan.



Disability commissioners will be Deaf and Disabled people who are chosen to make sure that the Action Plan happens.

Our events and services



We are working on making our events and services more accessible for Disabled people.



We will share how to do this with everyone in the organisation, and work to make sure people follow this advice.



Our staff will work to better understand what Disabled people need when they come to our events or use our services.



Staff will carry on getting training and guidance about accessibility, disability and working with Disabled people.

Some of our training will carry on being given by Deaf and Disabled people's organisations.



We will have rules for events to make sure that Disabled people can take part.



This will mean that Disabled people can take part in our events and use our services like everyone else.

Supporting organisations using our programmes



We will work to make it easier for organisations to apply for money that helps them run programmes.



We will continue to work with organisations across London.



We will work with organisations to look at and understand the issues that Disabled people have.



We will work to find and fix things that make it harder for people to get money and support.



We will also find out how we can help organisations that are led by Disabled people.



We will also encourage organisations to create workplaces that are inclusive for Disabled people.

Working on the plan

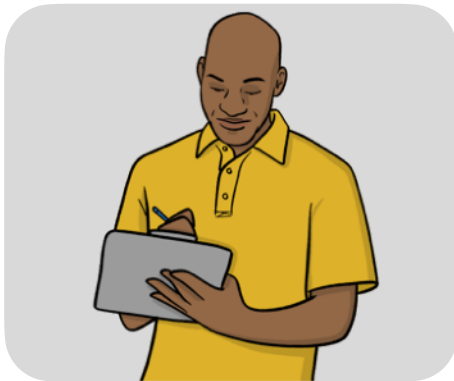


We will share more information about how well we are doing on each part of the plan.

Showing our thanks



We want to thank Inclusion London for helping us write this plan.



We also want to thank the organisations and people whose **lived experience** has helped us write this plan, and will help make sure we deliver it in the right way.



Lived experience is the knowledge and understanding of Disabled people, people with a health condition or carers.

Find out more



You can look at our website here:

www.london.gov.uk



You can contact us by:

- Post:
Greater London Authority
City Hall
Kamal Chunchie Way
London E16 1ZE



- Telephone: 020 7983 4000



What do you think about this Easy Read document?

Please fill in this survey to tell us what you think:

www.easy-read-online.co.uk/easy-read-feedback-survey

This Easy Read document was produced by easy-read-online.co.uk
The document includes images licensed from Shutterstock.