

Inclusive London

The Mayor's equality, diversity and inclusion strategy

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Mayor's foreword

As the Mayor of London, I am proud of our city's rich diversity and long tradition of openness towards people of all faiths, nationalities and backgrounds. It is what truly defines us and sets us apart as the greatest city in the world.

For generations, London has shown the world how people from different countries, cultures and classes can live side-by-side together and prosper. That is because, by and large, Londoners respect, embrace and celebrate each other's differences. They recognise that our diversity is not just an added extra, but one of our most valuable assets. You would be hard pressed to find a nationality that is not represented here; more than 300 languages are spoken on our streets and young and old, rich and poor, live side-by-side. Our city is also home to more than a million EU citizens, as well as a vibrant lesbian, gay, bisexual and trans (LGBT+) community.

London can be described as 'the world in one city'. Our amazing diversity is clear for all to see; it is everywhere from our food, drink and sport to our culture and economy. There is no doubt that we draw huge strength from the contribution of immigrants who have made their homes here. Not only are we grateful for the economic benefits they bring to our city, we are aware of the many ways in which they have enriched – and continue to enrich – our society, communities and shared way of life.

I want our city to remain proud of its diversity, a city that others around the world look to for inspiration. This is one of the reasons why I launched my #LondonIsOpen campaign. However, to achieve this, we must make sure our approach is inclusive. Everyone should be able to share in our prosperity regardless of their age, disability, gender, gender identity, marital status, race, religion, sexual orientation, social class, or whether they are pregnant or on maternity leave.

In the past few years, I have broken my fast in a London synagogue and marched in solidarity with members of our city's LGBT+ community. It has made me realise that a commitment to diversity is at the very core of our identity as Londoners. But I also know that we are not perfect and more needs to be done to build bridges between our communities, and to strengthen the bonds between people from different walks of life.

This task is even more pressing following the Brexit vote and with London facing some huge challenges – from the widening gap between rich and poor and the rise in the number of hate crimes, to the growth of online radicalisation and the continued threat of terrorist attacks. It also takes on an even greater urgency in the wake of the tragic fire at Grenfell Tower, which highlighted some of the stark inequalities that still exist in our city, despite it being one of the richest in the world. I am more determined than ever not only to

ensure justice is done in the aftermath of this horrific fire, but to implement the changes we need to create a fairer, more inclusive and more equal city.

Now, more than ever, we must build strong, thriving and connected communities and I will be seeking to engage all Londoners in pursuit of this vital goal. We rightly take pride in our city's reputation for tolerance, respect and unity but we must not take this for granted – we must remain vigilant to new threats and challenges to our social fabric. As Mayor, I want us to do everything we can to overcome the barriers and inequalities that still hold back too many Londoners, including racism, sexism, homophobia, transphobia and all other forms of discrimination including on disability, age, faith or family status. My vision is for a city where everyone can reach their full potential, and I am confident we can make real progress in the years ahead. Together, we can create a more equal, integrated city – a city that works for all Londoners.

Executive summary

A successful city needs to work well for all residents. Everyone should be able to share in its prosperity, culture and community life regardless of their age, social class, disability, race, religion, gender, gender identity, sexual orientation, marital status, or whether they are pregnant or on maternity leave. This is the Mayor's vision for the city – to create a truly inclusive London.

While it is a great place to live, London is not immune to the long-standing inequalities and discrimination that affect all major cities. Child poverty – already at an unacceptable level – is set to rise owing to government decisions on tax and benefit levels, and disparities in educational attainment for some black, Asian and minority ethnic (BAME) groups and lower-income children persist despite the success of London's schools. In addition, areas of the city and its transport network are inaccessible to older or disabled people with reduced mobility, and there are employment and pay gaps and glass ceilings that women, BAME groups and disabled people face. There is also the reality of knife crime, which particularly affects young black men as both victims and perpetrators.

This document sets out how, in all his policies and programmes, the Mayor will work to help address these problems, helping to create a fairer and more inclusive city where all people feel welcome and able to fulfil their potential.

Some of the Mayor's aims require dedicated, targeted action to help specific people, while others can be achieved through wider policy initiatives. Many of our most significant challenges – such as the lack of decent, affordable homes – disproportionately affect certain groups, so wider efforts to improve London can help to reduce inequality.

The 39 equality, diversity and inclusion objectives set out in this document and summarised on p10-17 establish a strategy for change over the next four years. On some of these, work can be led by the Mayor, but many require support and action from national and local government. Equally important are the everyday actions of Londoners, whose efforts to make the city a better place have led to real change. Working together, we can create a London that is open and fair to all.

Chapter 1 – A great place to live

The communities Londoners live in should help them to reach their full potential. From the quality of people's homes to their ability to engage with their neighbours, making London a great place to live is an important part of this strategy.

The Mayor wants all Londoners to have a good quality home at a price they can afford, and the cost or availability of housing should not push people into poverty, overcrowded living conditions or homelessness. Increasing the supply of genuinely affordable homes to rent or buy, and improving social housing and rental standards, will help to support groups that are particularly affected by these issues, including young people, those on low incomes and from BAME groups. Making sure there is a way for every person rough sleeping in London to get off the streets will provide support for those in most need. Improving the range of housing available will help to address the particular accommodation challenges some groups face, including older and disabled Londoners.

London must prosper and grow in a way that benefits everyone. The principles of 'good growth' will be applied across the city to make sure new development creates places that are well connected through active and sustainable forms of travel, with quality services, public spaces and jobs, and genuinely affordable homes. Ensuring Londoners have more of a say in the development of their city, will help make sure growth brings the best out of existing places, and creates stronger, safer and healthier communities.

Development in London should always create inclusive, barrier-free environments. By placing the principles of inclusive design at the heart of the planning process, the Mayor will make sure the needs of all Londoners – but in particular older and disabled people and those with young children – are acknowledged and addressed.

Many health issues are exacerbated by environmental factors, with problems like air pollution, a lack of access to green space and fuel poverty disproportionately affecting disadvantaged groups. The Mayor is tackling air quality through the Toxicity Charge and planned introduction of the Ultra Low Emission Zone (ULEZ). His Fuel Poverty Action Plan will address a particularly important issue for people living on low incomes.

Chapter 2 – A great place for young people

Childhood experiences – particularly those relating to learning and health – set the course of every Londoner's life. Tackling emerging inequalities early on is vital.

We must not tolerate the existence of child poverty in a city as prosperous as London. Parents should not have to choose between feeding their family and heating their home, and children should not be condemned to lifelong poverty by the circumstances of their birth. Certain groups of children, including those from black, Pakistani or Bangladeshi backgrounds; disabled children and those for whom only one parent works, are at higher risk of living in poverty, and work to address the factors that perpetuate this – including welfare policy, housing, childcare and transport costs, pay and working conditions – can help to reduce these inequalities.

There are significant inequalities between communities in indicators of child health and wellbeing, including obesity and mental health. The Mayor will explore all opportunities to work with others to reduce these particularly damaging inequalities, including by increasing opportunities for active travel and play and through the work of Thrive London – a city-wide mental health movement supported by the Mayor.

The earlier a child starts to learn, the better they are likely to do at school and in later in life. However, London has a lower take-up of free early years places than other parts of the country, with levels also varying across different social groups and particularly low take-up for two-year olds from families on low incomes. Making early years education more affordable and easier to access will improve young Londoners' educational attainment and provide opportunities for them to mix with others.

The Mayor wants every child in London to have the opportunity to attend a good or outstanding local school. Many of the factors that contribute to this are controlled by government, and the Mayor will continue to push for the necessary resources and inclusive educational policies. The city's schools have made huge strides in closing attainment gaps in recent years, and Mayoral programmes like Schools-for-Success - a professional development programme for London's teachers with a focus on low-achieving students – will continue to help.

Chapter 3 – A great place to work and do business

Inequalities remain widespread in the labour market, from pay gaps to a lack of boardroom diversity. Helping to make London a great place to work and do business will support the city's economy, while allowing people to fulfil their potential.

All Londoners should have access to the learning and employment opportunities they need to get on in life, and shortfalls in this area tend to affect disadvantaged groups the most. Using initiatives like the Skills for Londoners capital fund and investing the soon-to-be-devolved Adult Education Budget will improve many people's life chances and help make sure businesses can employ a diverse, skilled workforce.

Some groups – including mothers and carers, disabled people and some BAME groups – remain under-represented in the workforce. Working with others, the Mayor will aim to remove the barriers that can prevent people from entering employment. and progressing in London's labour market. This must include a close look at the discrimination and bias that results in pay gaps and fewer opportunities for progression for certain groups, as well as a lack of diversity at senior levels. Specific approaches from industry leaders are needed to address these issues in different fields, and the Mayor's Good Work Standard will set a bar for employers to reach. The Mayor will also work with employers to make workplaces more inclusive for the most under-represented groups.

Entrepreneurs can face barriers based on their ethnicity, gender or disability, and tackling these barriers will make London fairer and cement its status as Europe's business capital. The Mayor will use his own funding streams and the support provided by the London Growth Hub – the gateway to business support in the capital – to help make progress in this area.

Chapter 4 – Getting around

Traffic dominance, affordability, safety and accessibility issues can prevent some people from going out to enjoy their city, getting to work, or engaging with their communities, which can have a profound impact on their health and wellbeing. The Mayor and Transport for London (TfL) have adopted the Healthy Streets approach to help address these problems, putting people and their wellbeing first to create a healthy, inclusive and safe city for all.

The Mayor wants London to be a city that prioritises the movement of people over cars. Using inclusive design to make streets more appealing will help to make walking and cycling the obvious choice for shorter trips, and public transport the best option for longer journeys. It will also help to improve people's health and allow them to engage more with their neighbourhoods and the city as a whole.

The most basic barrier to travel is affordability, and an inability to get around London can limit job prospects and social integration. The Mayor has frozen TfL fares until 2020 and protected all transport concessions to help keep travel affordable.

London's historic transport network can present accessibility challenges that can make journeys complicated and put some people, including disabled and older Londoners, off travelling altogether. By building accessibility into all new transport infrastructure, and working to improve existing stations and stops, the Mayor aims to make this less of a problem.

Neither crime, nor the fear of crime, should deter people from using London's streets and transport system. The Mayor and TfL will design places that feel welcoming and secure, and work with policing partners to help keep people safe.

Chapter 5 – A safe, healthy and enjoyable city

Inequalities exist beyond education, work and transport. Some of the challenges of modern city life – personal safety, health and people living unconnected lives – affect

some groups more than others. Tackling these problems will go a long way to making London a more inclusive city.

Certain groups and communities are more vulnerable to, and fearful of, crime with issues like hate crime and domestic violence more likely to affect them. Violence against women and girls is a particular concern. Focusing on those young people who could become victims or offenders will help to provide support and prevent crime – in particular knife crime. Greater diversity, inclusion and engagement in the police force will also increase public confidence, as will remaining vigilant to the disproportionate use of stop and search.

London has the widest health inequalities in England, with people in poor neighbourhoods living shorter lives and spending more time suffering from ill health. HIV is becoming more prevalent among certain groups, with mental ill health and suicide higher among LGBT+ communities and young men. Work with a wide range of stakeholders is required to tackle these issues, and the Mayor and his agencies will help to lead this.

The Mayor wants to understand and reduce the inequalities and barriers that affect Londoners' ability to participate in their communities and in public life. By doing so, our work on social integration can be properly focused and more effective.

London has a world-class cultural offer, but more needs to be done to help low-income groups, older people, disabled people and BAME groups to make the most of it. The cultural heritage of specific groups, for instance LGBT+ communities, also needs to be protected. The Mayor will help socially isolated people and those from different communities to come together through culture and sport and other activities.

Chapter 6 – Leading by example

The Mayor expects workforces to become more representative of the city's diversity, and it is right that this should start with the Greater London Authority (GLA) group. At City Hall and within the functional bodies, the Mayor will foster a culture where everyone is treated with respect, feels able to speak up and contribute, and has their health and wellbeing supported.

The GLA group can spread these values through responsible procurement, working with the supply chain to ensure a commitment to equality, diversity and inclusion. The Mayor and the GLA will continue to engage with, and celebrate, the diversity of London's communities and will make sure campaigns, events and communications are fully accessible to everyone.

Strategic equality, diversity and inclusion objectives with relevant groups

Chapter	Strategic objectives	Particularly relevant groups
A great place to live	1. To work with housing associations, councils, developers, investors and government to help increase the supply of homes that are genuinely affordable to buy or rent. This will help to tackle the inequalities experienced by certain groups of Londoners most affected by the city's shortage of affordable homes.	BAME groups, children and young people, low-income households, migrants, refugees
	2. To work with councils, landlords and government to help improve property conditions, management standards, security and affordability for private renters. This will help to support the growing numbers of households with children in private rented homes, as well as groups who are more likely to live in the sector.	BAME groups, children and young people, low-income households, migrants, refugees, disabled people
	3. To work with government, councils, housing associations, communities and neighbourhoods to better protect Londoners living in social housing, including those affected by estate regeneration projects, to ensure that their views are properly heard and acted upon. This will benefit disabled people, BAME groups and single parent households who are most likely to live in social housing.	BAME groups, single parent households, disabled people, lower income households
	4. To work with councils, housing associations, government and communities to help improve the supply of homes available to meet Londoners' diverse housing needs, including for accessible and adapted housing, specialist and supported accommodation, and gypsy and traveller sites.	Older people, including older LGBT+ and BAME people, disabled people, care leavers, gypsies and travellers, LGBT+ Londoners,
	5. To work with councils, government, the voluntary sector and communities to make preventing	Young people, LGBT+ Londoners, BAME groups, Londoners with

	homelessness a priority and make sure that people who lose their home are helped into sustainable accommodation.	mental ill-health, refugees and asylum seekers, women, veterans, single people on low-incomes
	6. To work with government, councils, the voluntary sector and communities to ensure rough sleepers are helped off the streets as quickly and sustainably as possible. There should be a way for every rough sleeper in London to leave the streets.	Non-UK nationals, young people, LGBT+ people, single men, those with mental health issues,
	7. To work with boroughs, communities, transport providers and businesses to help regenerate the most deprived parts of London in a way that supports good growth and opens up opportunities for the most disadvantaged groups.	BAME groups, young people, disabled people, lower income households
	8. To work with government, boroughs, communities, businesses, schools, transport providers and others to help protect and provide the social infrastructure needed by London's diverse communities.	LGBT+ Londoners, BAME groups, older people, younger people, migrants, faith groups
	9. To work with government, boroughs, developers, businesses and communities to promote the use of inclusive design through planning, procurement and commissioning of projects and programmes. We will also contribute to the development of national technical standards, initiatives, training and professional development programmes.	Older people, disabled people, parents, women, people from low-income households
	10. To support effective ways to involve communities in the development of their neighbourhoods and the wider city.	Older people, disabled people, parents, BAME groups, deprived neighbourhoods, faith communities

	11. To work with all relevant partners to ensure actions to improve levels of air quality and mitigate the effects of air pollution are informed by an understanding of the groups most likely to experience poor air quality.	BAME groups, low-income households, children and young people, older people, disabled people
	12. To work with government, businesses, transport providers, voluntary groups and all relevant partners to help ensure our approach to tackling fuel poverty and improving green spaces is inclusive.	Low-income households, older people, younger people, disabled people, BAME groups
A great place to grow up	13. To work with government, boroughs, early years and childcare providers and businesses to help address the root causes of child poverty. These include affordability of housing, childcare and transport, low pay and lack of flexible working as well as the welfare system.	BAME groups, single-earner families, women, disabled people
	14. To help understand which groups of children and young people are most likely to experience physical and mental health issues and help them to access treatment and support.	BAME groups, children from low-income families, disabled children, LGBT+ children, cared-for children
	15. To work with London Councils, boroughs and childcare providers to support improved access to high quality, flexible early education and childcare for all. Provision should respond to the diverse needs of London's families so children from low-income families in particular have better access to all forms of childcare and early years provision.	BAME groups, low-income households, parents of disabled children,
	16. To work with schools, boroughs and London Councils to support higher levels of educational	Cared-for children, low-income white boys, black pupils, gypsy

	progress for the lowest attaining groups and to reduce disparities in exclusions.	and traveller pupils, disabled pupils,
	17. To work with London businesses, boroughs and the voluntary sector to create more opportunities for young people to gain work experience and wider career and employment opportunities, especially in the STEM, digital, cultural and creative sectors.	BAME groups, children from low-income families, disabled children, cared-for children and care leavers, girls – especially Asian Muslim girls
A great place to work and do business	18. To work with boroughs, education and skills providers, businesses and voluntary and community groups to help increase the number and diversity of people gaining the skills they need. This includes progression through further/higher level learning and training, and higher level and degree apprenticeships, and into higher skilled work.	BAME groups, older women, Disabled people, people from low-income households,
	19. To work with employers, education and skills providers, and voluntary and community organisations so that as many Londoners as possible can participate in, and benefit from, employment opportunities in London. This includes providing employability and skills support for those who are disadvantaged in London's skills, enterprise and jobs market.	BAME groups, older women, Deaf and disabled people, low-income households, lone parents, ex-offenders, veterans, carers, care leavers, refugees, migrants
	20. To work with employers and their organisations, unions, and the voluntary sector to help ensure London's employers have fair and inclusive employment practices to retain and help their employees progress. There will be a focus on those groups that experience major barriers at work.	Women, BAME groups, migrants, disabled people, carers, older people, low-income households
	21. To work with skills and training providers, as well as employers, to help increase the diversity of the	Women, BAME groups, low-income households

	workforces in vital sectors in London. These include digital, construction, creative and the built environment.	
	22. To work with important stakeholders to encourage inclusive growth in London through better planning and provision of business support, including access to finance for BAME-, women- and disabled-led businesses.	Women, BAME groups, disabled people
Getting around	23. To work through TfL and with the London boroughs, development partners and other planning authorities to help change London's streets and public places to address barriers to walking and cycling, and make sure they focus on accessibility and inclusion issues in particular.	BAME groups, older people, disabled people, women, low-income households
	24. To work through TfL and with London boroughs, London Councils and other transport and travel information providers to offer more affordable transport and make people more aware of the cheapest travel options on offer.	BAME groups, older people, disabled people, low-income households
	25. To work through TfL and with London boroughs, development partners and other planning authorities to ensure that inclusive design is an important principle in all new transport schemes and those where major renewal work is being done.	Older people, disabled people, parents
	26. To work through TfL and with other transport providers to help increase staff awareness and understanding of how to offer an inclusive service, including providing disability equality training.	Older people, disabled people, parents

	27. To work through TfL and with the London boroughs, transport providers, the Metropolitan Police Service (MPS), the British Transport Police (BTP) and the City of London Police (CoLP) to help reduce crime, and the fear of crime, on London's streets and transport system.	Women, LGBT+ Londoners, older people, disabled people, BAME groups
A safe, healthy, green and enjoyable city	28. To work with local authorities, the MPS, criminal justice agencies and voluntary and community sector partners to help reduce the disproportionate impact of crime on children and young people, who are at risk of becoming either victims or perpetrators of crime.	Young people – especially young black men, girls
	29. To work with local authorities, the MPS, criminal justice agencies and voluntary and community sector partners to help address the impact of crime on those groups and communities disproportionately affected, particularly with respect to hate crime, domestic violence and violence against women and girls.	BAME groups, women and girls, LGBT+ Londoners, migrants, refugees
	30. To work with all relevant partners to help reduce differences in groups' experiences of policing, victim satisfaction and perceptions of policing and the criminal justice system, holding the MPS Commissioner to account for the exercise of duties relating to equality and diversity.	BAME groups, LGBT+ people, migrants, refugees
	31. To work with government, local authorities, the MPS, criminal justice agencies and voluntary and community sector partners to help reduce inequality and disproportionate representation within the criminal justice system.	BAME groups, particularly black Londoners
	32. To work with all relevant partners to help understand and reduce the gap in risks of fires between different	BAME groups, older people

	communities, and engage local communities to better understand and respond to their needs.	
	33. To lead, and help coordinate, work to understand and address health inequalities and support at-risk communities to increase their health skills, knowledge and confidence.	BAME groups, low-income households, older people, disabled people – including those with learning difficulties, gypsies and travellers, migrants, refugees, men who have sex with men, trans Londoners, prison leavers
	34. To work with communities, employers and the voluntary sector to ensure London's diverse populations no longer experience stigma associated with mental ill-health.	BAME groups – especially young black men – LGBT+ Londoners, low-income households, men
	35. To work with others to address the inequalities and barriers that limit some Londoners' ability to build strong relationships and be active citizens.	BAME groups, migrants, refugees, older people, parents of young children, LGBT+ Londoners,
	36. To work with employers, communities, voluntary sector organisations and others to help reduce the barriers that prevent some people from volunteering.	BAME groups, low-income households, older people, young people, disabled people, women migrants and refugees
	37. To work with London boroughs, businesses, venues and voluntary and community groups to help organise and promote relevant and accessible activities so that more Londoners can experience, and engage with, the city's culture.	BAME groups, low- income households, young people, older people, disabled people, LGBT+ Londoners
	38. To work with London boroughs, businesses, developers and voluntary and community groups to help support, save and sustain diverse cultural places and spaces, by promoting good growth	BAME groups, low-income households, LGBT+ Londoners, children and young people

	39. To work with community organisations, the grassroots sport sector, London Sport and other strategic partners to help ensure diversity, inclusion and social integration are important principles of the new sport programme and strategy.	Older people, disabled people, LGBT+ Londoners, Muslim women
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Introduction

The Mayor has a role to play in leading, shaping and responding to changes in London through the work of the GLA group¹. This strategy sets out how he will help address the inequalities, barriers and discrimination experienced by groups protected by the Equality Act 2010². For the first time, this Mayor will go beyond these legal duties and contribute towards addressing wider issues such as poverty and socio-economic³ inequality, as well as the challenges and disadvantage facing groups like young people in care, care leavers, single parents, migrants and refugees. He also wants to understand and respond when people face multiple barriers owing to, for instance, their race and their gender.

Many of the barriers and challenges that people face are shared across different groups. As a consequence, this strategy is structured not by protected characteristics or groups, but around the issues that Londoners face. Throughout, we identify those groups that the evidence suggests are particularly affected by different issues. Our wider work on social integration, as set out in the Mayor's Social Integration Strategy, has as a central objective the promotion of better relationships between communities and people from different backgrounds.

This strategy was developed in response to feedback and evidence gathered during a consultation in the summer of 2017. We involved a wide and diverse range of Londoners and used a variety of events and communication channels. The consultation informed the development of 39 long-term, strategic equality, diversity and inclusion objectives that will influence the work of the GLA group (see summary on pages 10 to 17). They reflect and build upon commitments and plans set out in the Mayor's statutory strategies.

Our objectives are based on evidence of inequalities in London. To track this evidence, we will continue to use a small set of high-level indicators that will show how London's most significant inequality issues are changing over time. They will also help us to determine whether our approach and objectives are still relevant. We will publish these indicators this summer.

Given the wide range of issues covered by this strategy, and the fact that inequality and discrimination in London affects different groups in different ways, our strategic objectives are necessarily broad and high level. Through the implementation of this strategy, the GLA

¹ London Fire and Emergency Planning Authority (LFEPA), the London Legacy Development Corporation (LLDC), the Mayor's Office for Police and Crime (MOPAC), The Old Oak and Park Royal Development Corporation (OPDC) and Transport for London (TfL), and through them the London Fire Brigade (LFB) and the Metropolitan Police Service (MPS).

² The law protects the nine characteristics of age, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion and sexual orientation.

³ See glossary

Group will ensure that each objective is underpinned by at least one action plan. These plans will set out the specific measures and actions we will take in delivering against our objectives as well as who is responsible for those actions. We will report on the progress of our action plans on an annual basis.

We have also identified ten additional objectives to ensure that our practices are exemplary. These are outlined in chapter 6, Leading by Example.

We will continue to grow and share our equality evidence base, and to fill evidence gaps. This will support those in the private, public and voluntary sector who want to create a more inclusive London. We will work with these groups and organisations to make change happen.

This strategy is published as a number of the Mayor's statutory strategies are being published and consulted on. Where material from draft strategies⁴ is referenced in this strategy, it reflects the proposed intention in the draft strategies at the time of writing. Once those strategies are complete, we will adjust objectives and priorities in this strategy as appropriate.

⁴ Draft strategies include the draft London Plan, the draft Culture Strategy, the draft Health Inequalities Strategy, the draft Housing Strategy."

Chapter 1 – A great place to live

1.1 Good homes

The Mayor wants all Londoners to have a good quality home, at a price they can afford. The cost or availability of housing should not push people into poverty, overcrowded living conditions or homelessness. Those with specific needs or requirements should be able to access housing that allows them to live independently in their communities.

1.1.1 Safe, good quality, affordable homes

Key equality, diversity and inclusion evidence

London has some of the highest housing costs of any city in the world – an issue that affects everyone. The proportion of households that either own their own home or live in social housing is in decline, and private renting is projected to match home ownership as the most common housing tenure by 2025⁵. This increases challenges around the quality and security of Londoners' living conditions, which affect different groups to varying extents. In many cases, general improvements to housing affordability, security and quality will be especially beneficial to vulnerable people and minority groups.

Increasing the supply of affordable homes will benefit those who most struggle to cover the costs of housing, including young people, households on low and medium incomes and people from BAME groups

Average private rents have risen faster than average earnings in London over the past five years, making housing less affordable for tenants. Between 2005 and 2016, average private rents went up 38 per cent, while average individual earnings increased by just 21 per cent⁶. Young and BAME Londoners are disproportionately represented in the rapidly expanding private rented sector (PRS), and the number of households with children renting private has grown⁷.

The growing shortage of housing has resulted in prices and rents rising rapidly, with more than a quarter of Londoners living in poverty once housing costs are taken into account. The expense has long been an issue for Londoners, but in 2016 the gap between average

⁵ Housing in London 2017, GLA

⁶ Ibid.

⁷ London Housing Strategy Impact Assessment, GLA, 2017

house prices in the city and the rest of the country became greater than ever recorded. Those renting privately or trying to buy their first home feel the pressure acutely.

Those on low incomes are being increasingly locked out of London's housing market. The average private rent for a one-bedroom home in London is now more than the average for a three-bedroom home in every other English region⁸. In particular, the problem affects younger people⁹, those from lower socio-economic status groups¹⁰ and BAME households¹¹.

Some small business owners and public service workers are considering leaving London because of high housing costs¹² ¹³. Even where people are not priced out, the pace of change to neighbourhoods can leave some residents feeling alienated.

Welfare reforms are making the PRS unaffordable for low-income Londoners

Around 250,000 of London's 1.3 million privately renting households receive housing benefit to help pay their rent, up from around 100,000 at the start of the century – an increase from 15 per cent to almost 19 per cent¹⁴. Welfare reforms that limit the extent to which housing benefit covers the cost of renting privately are making the sector significantly less affordable, which is disproportionately likely to include people above the state pension age, women, disabled people and BAME Londoners¹⁵.

Reducing overcrowding will benefit children and BAME and white other groups

Overcrowding is a problem for many Londoners¹⁶, forcing them to live in unhealth, undignified conditions. But it disproportionately affects some groups. One in five of the city's children live in overcrowded conditions¹⁷, with Bangladeshi, black African, Pakistani, black other and gypsy/traveller groups experiencing greater than average levels¹⁸.

⁸ Housing in London 2017, GLA

⁹ The 16-24 and 25-34 age groups saw sharp falls in levels of owner-occupation between 1990 and 2016 – Labour Force Survey household datasets.

¹⁰ Census, Office of National Statistics (ONS)

¹¹ Race Disparity Audit, Cabinet Office, 2017

¹² Living on the Edge: Housing London's Blue Light Emergency Services, London Chamber of Commerce and Industry, 2016

¹³ RCN London Housing Survey, Royal College of Nursing, 2016

¹⁴ GLA analysis of DWP StatXplore database

¹⁵ GLA analysis of 2015/16 English Housing Survey, Ministry of Housing, Communities and Local Government (MHCLG)

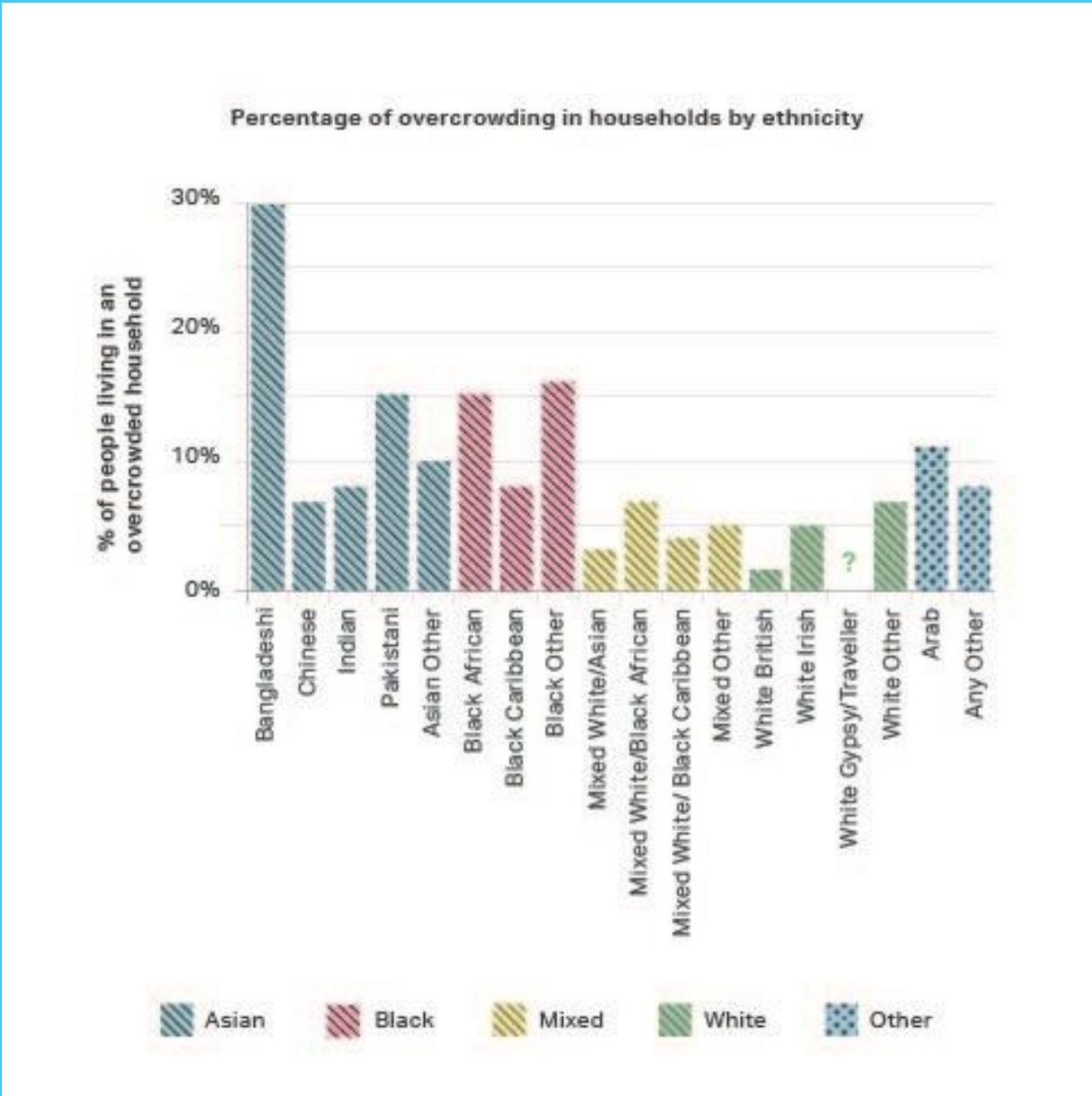
¹⁶ One household in 12 is overcrowded in London – English Housing Survey, MHCLG

¹⁷ English Housing Survey 2012/13 to 2014/15, MHCLG

¹⁸ Census, ONS

Figure 1: Overcrowding by ethnicity, UK

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¹⁹ English Housing Survey, 2013-14, 14-15, and 15-16

Improving private rental conditions and terms will support children, BAME groups and immigrants

The PRS is characterised by some of the worst housing conditions and relative insecurity. These factors, combined with rising rents and welfare reform, mean that the termination of a PRS tenancy is the most common cause of rising homelessness²⁰. Certain BAME groups²¹ and households that include children, especially those born outside the UK²², are particularly likely to be found in this tenure. Migrants, and BAME groups who are UK nationals, can face barriers in accessing the PRS as a result of the government's 'Right to Rent' regulations^{23 24}.

Protecting social housing tenants will support disabled people, BAME groups and single parent households

Disabled people²⁵, BAME groups²⁶ and single parent households²⁷ (usually single mothers) are the groups most likely to be living in social housing. They are therefore most likely to be negatively affected by any changes to policies that would increase rents or jeopardise tenancies²⁸.

Strategic objectives

Strategic objective 1: To work with housing associations, councils, developers, investors and government to help increase the supply of homes that are genuinely affordable to buy or rent. This will help to tackle the inequalities experienced by certain groups of Londoners most affected by the city's shortage of affordable homes.

More affordable homes

The Mayor wants more Londoners to be able to access genuinely affordable homes in mixed, culturally vibrant neighbourhoods. He wants to ensure all Londoners feel included, not alienated, by change.

²⁰ MHCLG data shows that almost four in ten cases of homelessness in London in 2016/17 resulted from the end of a private sector tenancy, up from one in ten in 2009/10.

²¹ Census, ONS

²² Ibid.

²³ Joint Council for the Welfare of Immigrants

²⁴ Evaluation of the Right to Rent scheme: Full evaluation report of phase one, Research Report 83, Home Office, 2015

²⁵ Census, ONS

²⁶ Ibid.

²⁷ Ibid.

²⁸ Housing in London, GLA



The Mayor's Affordable Homes Programme, explained in the London Housing Strategy, will see £3.15bn invested to support 90,000 more affordable homes in the city. And the new draft London Plan provides a fast-track route through planning for developments on public sector or industrial land that provide 50 per cent affordable housing, and other developments that deliver 35 per cent.

To help make sure the homes he funds are genuinely affordable and meet Londoners' diverse needs, the bulk of the Mayor's investment through his Affordable Homes Programme will support:

- London Affordable Rent homes, allocated to low-income households via local authority Housing Needs Registers. This prioritises, for instance, people who have been homeless or have a medical or welfare reason to move, and those in overcrowded or unsatisfactory housing.
- London Living Rent homes for people with household incomes of less than £60,000. Tenants will pay rents based on a third of average local household incomes for up to ten years to help them save for a deposit.
- London Shared Ownership homes, allocated to those with household incomes of less than £90,000.

Strategic objective 2: To work with councils, landlords and government to help improve property conditions, management standards, security and affordability for private renters. This will help to support the growing numbers of households with children in private rented homes, as well as groups who are more likely to live in the sector.

Improving private renting

The Mayor has established a Private Rented Sector Partnership to support the boroughs' work to enforce standards in the PRS. It allows them to share information and best practice and work together to tackle rogue landlords. It will help those groups more likely to live in the sector and/or who are more vulnerable to the impacts of poor housing. The Mayor has also launched a Rogue Landlord and Agent Checker to help identify landlords and letting agents who have broken the law.

The Mayor will press government to raise standards in London's PRS by:

- Urging it to get rid of the discriminatory Right to Rent policy which particularly affects migrants and BAME Londoners
- Calling for the devolution of powers over council landlord licensing schemes, so that boroughs' resources can be targeted on those landlords that behave unscrupulously or unlawfully.

- Working with him on options for a new deal that offers tenants greater stability and helps to protect the rights of landlords.
- Addressing the upfront costs and fees that private renters must pay and focusing on long-term affordability for London's renters.

Strategic objective 3: To work with government, councils, housing associations, communities and neighbourhoods to better protect Londoners living in social housing, including those affected by estate regeneration projects, to ensure that their views are properly heard and acted upon. This will benefit disabled people, BAME groups and single parent households who are most likely to live in social housing.

Improving our estates

The Mayor is committed to working with government to strengthen the voice of social housing residents, many of whom are from groups affected by other equality issues. He will make sure the system for regulating social housing is genuinely responsive to their concerns. As part of this work, he will also press for a more streamlined process that social housing tenants can follow when referring complaints to the Housing Ombudsman. This includes a review of the stringent requirements that must be met before tenants' issues are investigated. Finally, he is calling for the introduction of an independent Commissioner for Social Housing Residents, to champion the views and interests of tenants and leaseholders.

In 'Better homes for local people: The Mayor's good practice guide to estate regeneration' the Mayor sets out his expectations for the provision of estate regeneration schemes. It promotes the involvement of those living on social housing estates and focuses on three principles:

- An increase in affordable housing
- Full rights to return or remain for social tenants
- A fair deal for leaseholders and freeholders.

These three principles will support the Mayor's vision for estate regeneration which is to deliver better homes and communities for local people.

1.1.2 Accessible, specialist and supported homes

Key equality, diversity and inclusion evidence

Disabled and older people suffer from a lack of accessible or adaptable homes

These homes have an important part to play in ensuring disabled people have accommodation that meets their needs, and that they can also get out and about. There is a growing need to provide housing that adapts as people age. Roughly six per cent of households in London (180,000) say the illness or disability of one or more household members means they require home adaptations²⁹. Around 25,000 households in London are trying to move somewhere more suitable to help them cope with disability³⁰. Many households are being forced into debt to pay for adaptations to their homes³¹.

Older Londoners – including LGBT+ and BAME people – can benefit from specialised and supported housing

Specialist and sheltered housing can help older and/or disabled people make the most of their independence and avoid residential care. There is a lack of tailored housing provision and options for older LGBT+ Londoners³². Also, older BAME people are growing more concerned about their housing needs, especially those from communities with low levels of home ownership³³.

Gypsies and travellers face a shortage of pitches

There are around 30,000 gypsies and travellers in London. They face a shortage of pitches on local authority sites and around 85 per cent of families must live in housing, or on roadside encampments³⁴. Much of this is down to failures in the planning system and government policy³⁵. Also, some existing pitches are of poor quality.

Strategic objectives

Strategic objective 4: To work with councils, housing associations, government and communities to help improve the supply of homes available to meet Londoners' diverse

²⁹ Housing in London 2015, GLA, 2015

³⁰ English Housing Survey, 2014/15, MHCLG, 2015

³¹ Breaking point: the crisis in accessible homes, Muscular Dystrophy Society, 2015

³² LGBT housing futures: a feasibility study, Stonewall Housing, 2016

³³ A Sense of Place, Retirement Decisions Amongst Older BME People, Runnymede, 2012

³⁴ London Gypsy and Traveller Unit (LGTU) - www.londongypsiesandtravellers.org.uk/why-were-needed

³⁵ Planning for the accommodation needs of Gypsies and Travellers, LGTU, 2016

housing needs, including for accessible and adapted housing, specialist and supported accommodation, and gypsy and traveller sites.

Through the Affordable Homes Programme and the draft London Plan the Mayor will:

- Invest £75m in supported accommodation for older and disabled Londoners.
- Ensure more of the city's new and existing homes are accessible and appropriate for disabled Londoners, older people and families with children. The draft London Plan will include requirements for at least ten per cent of all new build homes to be designed for wheelchair users. All other new build homes must be accessible and adaptable.
- Increase opportunities for older homeowners to move to accommodation more suitable for their needs. This includes incorporating borough-level benchmarks for specialist older people's housing in the draft London Plan, and operating schemes that allow older social housing tenants to move.
- Encourage boroughs to work with providers to identify sites suitable for specialist older people's housing. Sites must be well connected in terms of contributing to an inclusive neighbourhood and offer access to social infrastructure, healthcare and public transport facilities. Account should also be taken of the increasing need for accommodation suitable for people with dementia.
- Seek changes to government funding for major adaptations to make homes suitable for disabled people.
- Fund housing that meets the needs of specific groups, for example certain BAME groups, foster carers, older people including those who identify as LGBT+, and people moving on from homelessness hostels and refuges for victims of domestic abuse. He has set aside £50 million to fund 800 homes for the latter group.
- Encourage social landlords to make sure their services are inclusive for people who identify as LGBT+ by, for example, using Stonewall's Service Delivery Toolkit which helps ensure services are inclusive for LGBT+ people.



Gypsy and traveller sites

For establishing levels of need for sites, the draft London Plan has a new comprehensive definition of 'gypsy and traveller' that includes those with a tradition of nomadism, or living in a caravan, whatever their race or origin. It also includes people who are living in bricks and mortar dwellings but have a cultural preference not to – a group whose needs are not recognised in national planning policy. It will require local authorities to conduct a Gypsy and Travellers Accommodation Needs Assessment (GTANA). Boroughs will be expected to audit existing sites and identify areas of overcrowding and refurbishment needs. The Mayor will make funding available to develop new gypsy and traveller sites, or improve existing ones, through his Affordable Homes Programme 2016-21.

1.1.3 Homelessness

Key equality, diversity and inclusion evidence

Homelessness is a growing issue in our city. A recent study³⁶ estimated that one in 59 Londoners is now homeless, including people who are sleeping rough and those living in temporary accommodation and hostels. The true extent is likely significantly greater, since other forms of homelessness are hidden – for instance, when people are staying with family or friends, ‘sofa surfing’, or facing eviction. Londoners in temporary accommodation are spending longer periods of time there³⁷ and are increasingly likely to be housed outside of their local area³⁸. While people can become homeless for a variety of reasons, the shortage of affordable housing – compounded by welfare reforms, including reductions in Local Housing Allowance rates and the benefit cap – are important factors.

Black and Asian groups, refugees and asylum seekers, LGBT+ Londoners and young people are at a greater risk of homelessness

Asian households have seen the biggest increase in homelessness since 2010/11, while black Londoners are the largest single homeless group by ethnicity³⁹. This can probably be explained by higher levels of poverty in these groups, a greater likelihood of living in the PRS and being at risk of eviction, as well as racism and cultural factors⁴⁰. Single parent households disproportionately experience homelessness. Also at risk are new refugees and asylum seekers⁴¹, LGBT+ people⁴², young Londoners⁴³ and those who have suffered domestic abuse⁴⁴.

Strategic objectives

Strategic objective 5: To work with councils, government, the voluntary sector and communities to make preventing homelessness a priority and make sure that people who lose their home are helped into sustainable accommodation.

³⁶ Far from alone: Homelessness in Britain in 2017, Shelter, 2017

³⁷ P1E statistics, MHCLG (Cited in GLA, Housing in London, 2017)

³⁸ P1E statistics, MHCLG

³⁹ Homelessness statistics, 2012/13 to 2016/17, MHCLG, 2017

⁴⁰ Linking black and minority ethnic organisations with mainstream homeless service providers, Race Equality Foundation, 2010

⁴¹ Refugees Welcome? The Experience of New Refugees in the UK, All-Party Parliamentary Group on Refugees, April 2017

⁴² LGBT Youth Homelessness Report, The Albert Kennedy Trust, 2015

⁴³ Young and homeless 2015 report, Homeless Link, 2015

⁴⁴ Solace Women's Aid, 2016

The Mayor will work with councils, government and charities to support a greater focus on the prevention and reduction in the number of cases of homelessness, including by:

- Asking government to review the financial support available to private renters and welfare reform measures, which are fuelling rising homelessness.
- Supporting the Homelessness Reduction Act⁴⁵ and pressing for adequate funds for councils to carry out their new duties.
- Investing in accommodation for young people at risk of homelessness and calling for Government to overturn changes in housing benefit that have made it harder for young people to secure and sustain accommodation.

The Mayor will work with councils and government to make sure those who lose their homes are supported into sustainable accommodation by:

- Investing in accommodation for homeless Londoners through the Innovation Fund in his Affordable Homes Programme, including precision-manufactured homes that can be relocated on temporary sites.
- More effectively coordinating the procurement of accommodation for homeless households. By combining their buying power, councils will be better placed to secure appropriate accommodation in a fiercely competitive market. The Mayor has co-funded a feasibility study with government that considers different options and he will look to support the implementation of recommendations.
- Building a case for fairer funding for accommodation for homeless households.

Focused intervention on domestic abuse

The Mayor's Housing Strategy sets out plans for interventions that focus on domestic abuse and housing. These include:

- Providing funding to establish new refuges and refurbish existing ones, and to develop move-on homes for those ready to leave hostels and refuges.
- Working with government, boroughs and providers to explore a London-wide approach to provision that incorporates both housing and support costs.
- Asking housing providers to sign up to the Domestic Abuse Housing Alliance's National Domestic Abuse Service Standards, against which they can measure themselves to spot gaps in provision and improve services.
- Supporting the Pan-London Reciprocal Agreement, administered by Safer London on behalf of the Mayor's Office for Policing and Crime (MOPAC), which enables social housing tenants to move to alternative social accommodation.

⁴⁵ The Homelessness Reduction Act 2017 places a responsibility on English local authorities to provide meaningful assistance to everyone who is homeless or at risk of being homeless

- Introducing a new priority in the Housing Moves scheme – which allows London's social tenants to move to a home in another borough – for victims of domestic abuse and sexual violence.

1.1.4 Rough sleeping

Key equality, diversity and inclusion evidence

The latest data shows there were 8,108 rough sleepers in London during 2016/17, a record high and twice the number seen in 2010/11 (3,975)⁴⁶.

Most rough sleepers in London are non-UK nationals

More than half of London's rough sleepers (53 per cent) are from outside the UK, with about three quarters coming from other EU countries⁴⁷. Factors include new arrivals not having current or past employment, which is required to access benefits to cover the cost of housing. Also, for non-EU nationals, there can be complex immigration issues.

Strategic objectives

Strategic objective 6: To work with government, councils, the voluntary sector and communities to ensure rough sleepers are helped off the streets as quickly and sustainably as possible. There should be a way for every rough sleeper in London to leave the streets.

The Mayor is bringing partners together for the No Nights Sleeping Rough taskforce, which is looking for new solutions to rough sleeping. He has also joined the government's Rough Sleeping Advisory Panel and is publicising opportunities for Londoners to make a real difference to some of the most vulnerable individuals in the city, for example by supporting the Streetlink service.

The Mayor allocates around £8.5m a year to pan-London rough sleeping services. He will also:

- Use additional and future funding, including £4.2m secured from government, to develop:
 - A Social Impact Bond which provides personalised and intensive support to the 350 most entrenched rough sleepers.

⁴⁶ CHAIN Annual report: Greater London, April 2016 to March 2017, GLA and St Mungos, 2017

⁴⁷ Ibid.

- The Safe Connections service, which is an assessment and UK-wide reconnection scheme for people who are relatively new to the streets and have no links to the area in which they are sleeping.
- An outreach initiative to refer those sleeping rough on the city's night transport network into appropriate services.
- Make up to £1m available to promote new projects through a Rough Sleeping Innovation Fund.

The Mayor will work with councils and others to improve the provision of accommodation for rough sleepers. This includes:

- Developing a Hostel Clearing House to help local authority commissioners and providers swap different types of hostel and move-on accommodation.
- Providing up to £30m to fund hostel places for single people.
- Earmarking up to £50m to provide accommodation for people leaving hostels or refuges, and urging government to subsidise this type of accommodation.

1.2. Places where people and business can prosper

The Mayor wants London to prosper and grow in a way that benefits everyone. This means delivering 'good growth', learning the lessons from history on how regeneration and economic development done badly can actually divide communities. Good growth means regenerating areas of the city to the economic benefit of all, and in an environmentally sustainable way. It means providing better local services, high quality public spaces, sustainable jobs and genuinely affordable homes. It also means ensuring Londoners have more of a say in the development of their local area to build stronger, safer and healthier communities that meet their current and future needs.

Key equality diversity and inclusion evidence

London is one of the richest cities in the world. Yet some London boroughs and neighbourhoods are among the poorest in the country. While areas in inner London tend to have higher levels of deprivation, this is also apparent in some parts of outer London. On measures of income deprivation, Tower Hamlets, Barking and Dagenham, Hackney, Newham, Islington, Southwark, Lambeth and Haringey are among the most deprived local authorities in the UK.

BAME groups are more likely to live in poor areas

People on low incomes, especially those from BAME groups, are more likely to live in areas of London with poorer schools and transport links. This affects their health, wellbeing and job prospects, making escape from poverty harder⁴⁸.

Older and LGBT+ Londoners place particular value on social, cultural and community infrastructure

Some aspects of social, cultural and community infrastructure are particularly important for certain groups. For example, high streets are valued by older Londoners as locations of leisure and of cultural and community exchange rather than just for shopping⁴⁹. For many groups, including the LGBT+ community, pubs can play a valuable role as places of social and cultural exchange, yet the number of London pubs has fallen by a quarter since 2001⁵⁰.

⁴⁸ Economic Evidence Base for London 2016, GLA, 2016

⁴⁹ High Streets for All, GLA, 2017

⁵⁰ Closing Time, GLA Economics, 2017



Strategic objectives

Strategic objective 7: To work with boroughs, communities, transport providers and businesses to help regenerate the most deprived parts of London in a way that supports good growth and opens up opportunities for the most disadvantaged groups.

The Good Growth Fund

The Good Growth Fund is a £70 million regeneration fund to support good growth across London. Through this fund, developed with LEAP, we will provide Londoners with social, environmental and economic benefits that are long term and sustainable. By pooling funding from various sources, making the application process simpler and more accessible, providing development support, and encouraging a range of scales and types of projects, we can work with more community and third-sector organisations. All major capital projects will be scrutinised by the London Review Panel – made up of experts from the built environment profession – to ensure they meet the principles of inclusive design⁵¹.

An important objective of the Good Growth Fund is 'Making Better Places', which is about enhancing London's public spaces, community infrastructure, high streets and work premises. It will improve how buildings, spaces and places are designed and managed, with a particular focus on accessibility and inclusion for disabled people, older people and those with pushchairs. Making Better Places is also about providing a balanced combination of housing, mixed-use development, commercial space and access to high quality cultural and community areas, and green spaces, that support London's diversity.

High Streets for All

The GLA's High Streets for All report⁵² looked at the case for continued public sector involvement and investment in high streets and town centres. We will consider how to implement its recommendations for the regeneration and growth of high streets in a way that makes them more inclusive, particularly for disabled people, young people and older Londoners.

Good Growth by Design

This Mayoral programme aims to improve the quality of our built environment and recognise the role of design in achieving good growth. It sets out how the built environment sector should be designing for the diverse needs of Londoners and thinking about social value and diversity in procurement processes. As part of this work, we will research how best to design for diverse groups, for example those on lower incomes, older people, children and young people. The programme is supported by the Mayor's Design

⁵¹ Inclusive design is the design of mainstream products and/or services that are accessible to, and usable by, as many people as reasonably possible without the need for special adaptation or specialised design.

⁵² High Streets for All, Greater London Authority, 2017

Advocates, a pool of diverse built environment experts who will scrutinise the quality of projects and helping produce guidance on key design issues facing London.

Crowdfund London

The Mayor's Crowdfund London programme was set up to support community projects by inviting citizens to propose ideas to benefit their community on an online platform to seek crowdfunding and Mayoral support. This programme includes looking at new, more accessible methods of engagement that encourage integration between communities that do not normally come together. We will research how to increase participation among groups under-represented in public life, such as disabled people, young people and BAME Londoners.

Strategic objective 8: To work with government, boroughs, communities, businesses, schools, transport providers and others to help protect and provide the social infrastructure needed by London's diverse communities.

London Plan

Through the draft London Plan, the Mayor will support social infrastructure that meets the needs of the city's diverse communities. The draft Plan promotes restoring unused or underused facilities, where possible, to help provide space for communities and the voluntary sector, as well as encouraging additional use or reuse of places of worship for other traditions or faiths and wider community functions. By adopting a 'Healthy Streets' approach, the draft Plan will ensure London's social infrastructure can be easily accessed by walking, cycling and public transport.

Community and cultural facilities

The draft London Plan also includes policies to protect community and cultural facilities such as pubs where they have a heritage, economic, social or cultural value to local communities. Boroughs will be asked to back proposals for new pubs in appropriate locations to stimulate town centre regeneration. By introducing the 'Agent of Change' principle – which says that the person or business responsible for a change associated with a new development is responsible for managing the impact of the change – into the draft London Plan, the Mayor will ensure new residential developments near existing cultural venues are properly soundproofed, minimising the risk of noise complaints from new residents. The GLA's Cultural Infrastructure Plan will ensure that culture is planned in a similar way to other vital services, such as housing and transport.

1.3. An inclusive and accessible city

Development in London should always create inclusive, barrier-free environments that encourage social integration. This is central to the Mayor's vision of Good Growth. By putting the principles of inclusive design⁵³ at the heart of the planning process, the Mayor will help ensure the needs of all Londoners are acknowledged and that the city better accommodates their diverse needs.

Key equality, diversity and inclusion evidence

Inclusive design aims to remove the barriers that cause segregation. It enables everyone to participate equally, confidently and independently in everyday activities. While, by definition, it benefits everyone, inclusive design can help overcome the challenges that particular groups face⁵⁴.

Older people, disabled people and those with young children can experience exclusion from public spaces

Blind, Deaf and disabled people, and older Londoners, can face barriers to getting around the city as a result of poorly positioned street furniture and clutter⁵⁵, shared surfaces without a clear boundary between vehicles and pedestrians⁵⁶, a lack of Blue Badge parking spaces⁵⁷ and poor access to essential services, shops and homes⁵⁸. Many of these barriers also affect those with young children.

Older Londoners, especially those with physical or cognitive impairments like dementia, face barriers that can affect their confidence and ability to access buildings, places and spaces, adding to feelings of social isolation⁵⁹. Poor road gritting in winter, inadequate separation between pedestrians and cars, insufficient benches in public places and not enough time to cross at traffic lights also create challenges⁶⁰.

⁵³ See glossary

⁵⁴ The Principles of Inclusive Design, The Design Council, 2006

⁵⁵ Campaigning on Streets Ahead, Guide Dogs, 2017

⁵⁶ The impact of shared surface streets and shared use pedestrian/cycle paths on the mobility and independence of blind and partially sighted people, Guide Dogs for the Blind, 2010

⁵⁷ Disability in the United Kingdom, Facts and Figures, Papworth Trust, 2016

⁵⁸ Ibid.

⁵⁹ An Age Friendly City: How far has London come? Kings College London, 2016

⁶⁰ Ibid,



A wide range of groups rely on public toilets

Public toilets are a vital facility, especially for older people, those with babies and young children, disabled people and pregnant women. They are also important for tourists and visitors who may be less familiar with an area. Public toilets can help businesses attract customers by giving people the confidence to spend more time in a place or space.

Strategic objectives

Strategic Objective 9: To work with government, boroughs, developers, businesses and communities to promote the use of inclusive design through planning, procurement and commissioning of projects and programmes. We will also contribute to the development of national technical standards, initiatives, training and professional development programmes.

Planning for inclusive design

The draft London Plan will require all development proposals to achieve the highest standards of accessible and inclusive design. This will ensure everyone can use the built environment safely, easily and with dignity. Development should be convenient and welcoming with no disabling barriers, providing independent access without further effort, separation or special treatment. This will help create spaces and places where people can lead more interconnected lives, meaning more inclusive communities.

To achieve this, all planning applications must have an 'inclusive design statement' that should:

- Explain the design concept and illustrate how an inclusive design approach has been incorporated.
- Show that the potential impacts of the proposal on people and communities who share a protected characteristic have been assessed.
- Set out how inclusion will be maintained and managed, including fire evacuation procedures.
- Detail how relevant best practice standards and design guidance have been applied.
- Show how relevant planning policy and legal requirements, including the Public Sector Equality Duty, have been responded to.
- Outline engagement with relevant user groups like disabled or older people's organisations.

The Mayor will work closely with boroughs and other agencies to promote awareness and understanding of inclusive design. He will provide further guidance where necessary, help

to develop national technical standards and support training and professional development. He will encourage initiatives that draw on best practice exhibited through Mayoral programmes, such as the LLDC's inclusive design standards.

The Old Oak and Park Royal Development Corporation (OPDC) Local Plan will be delivered in line with draft London Plan principles, including those that help create inclusive neighbourhoods and Healthy Streets. It will mean that accessible and inclusive design is an essential element of new developments.

By establishing new standards, the Mayor will take the lead in helping boroughs, partners, suppliers and communities understand how to apply inclusive design to the built environment. He will also offer expertise at pre-application meetings and on planning applications referred for a Mayoral decision. This will help ensure that draft London Plan policies on inclusive design are translated into practice.

Fire safety

The draft London Plan requires buildings to achieve the highest standards of fire safety and:

- Be designed to incorporate appropriate features that reduce the risk to life in the event of a fire.
- Be constructed in an appropriate way to minimise the risk of fire spread
- Provide suitable and convenient means of escape for all building users
- Adopt a strategy for evacuation that all building users can have confidence in
- Provide suitable access and equipment for firefighting

Policies on inclusive design will ensure that development proposals incorporate safe and dignified emergency evacuation. In buildings where lifts are installed, at least one per core should be a fire evacuation lift that is suitable for people who need level access.

Public toilets

The draft London Plan will ensure a range of free, publicly accessible toilet facilities are provided across London in new large-scale commercial developments. These include unisex accessible toilets, separate accessible baby change/family toilets, and cubicles for people with ambulant mobility impairments. Developers will also be asked to consider providing gender-neutral facilities. Public toilets that open around the clock are important to those making the most of London's 24-hour economy and services, and should include facilities suitable for all genders and disabled people. In larger developments where people are expected to spend long periods of time or where there are no other facilities, Changing Places toilets - which are larger than standard accessible toilets, designed for assisted use and have additional features – should be provided.



Strategic objective 10: To support effective ways to involve communities in the development of their neighbourhoods and the wider city.

As well as having responsibility for producing the London Plan – the overall spatial development strategy for London – the Mayor is also consulted on all planning decisions that are of potential strategic importance to London⁶¹. In addition, he works with boroughs to identify and set the planning frameworks for ‘opportunity areas’ – areas with significant potential for development including new housing, jobs and infrastructure.

For too long, Londoners have seen their city grow in ways that leave many people feeling excluded. So in exercising his responsibilities, the Mayor has, and will continue to, involve communities to ensure their knowledge and experience help shapes London’s growth.

Draft London Plan

The development of the draft London Plan was informed by an extensive consultation exercise, starting with the production of the A City for All Londoners vision document. A series of events were held which were attended by a wide range of community and stakeholder groups. The GLA also organised separate focus groups with people from different BAME groups; disabled people; LGBT+ people; older people; women; and young people to discuss the needs of London’s communities and to try to link policy with people’s daily lives

Following the publication of the draft London Plan, a number of community-focused consultation events were also held.

Inclusive Design and disability

The Mayor’s Inclusive Design and Access Panel consists of members appointed for their personal experience of disability, and/or their professional expertise. It provides feedback on:

- planning applications of strategic importance that are ‘referable’ to the Mayor
- items of strategic planning policy, for example the draft London Plan

⁶¹ The Mayor of London Order (2008) outlines which planning applications are of potential strategic importance to London and when the Mayor should be consulted or should become the planning authority. An application is referable to the Mayor if it includes: development of 150 residential units or more; development over 30 metres in height (outside the City of London); or development on Green Belt or Metropolitan Open Land. The Mayor then has an opportunity to provide comments to the local planning authority on the application. Following the local planning authority’s decision, the Mayor may then decide whether to allow the decision to stand, to direct refusal or to take over the application thus becoming the local planning authority. To be able to take over an application, it would have to meet three policy tests: that the development would have a significant impact on the implementation of the London Plan; that it would have significant effects that are likely to affect more than one London borough; and that there are sound planning reasons for intervention.

- large-scale strategic developments in Opportunity Areas.

We will continue to review the role of the panel to ensure it provides an effective and relevant service. We will also explore new opportunities to work across the GLA group to promote inclusive design. The Mayor will encourage similar panels to be set up on a local scale – a good example is the LLDC's Built Environment Access Panel, which focuses on developments in and around Queen Elizabeth Olympic Park.

Opportunity areas

The draft London Plan sets out an expectation that Opportunity Area Planning Frameworks (OAPFs) should be prepared in a collaborative way with local communities and stakeholders, and that borough should produce strategies for their town centres that are inclusive and representative of the local community. Making this a reality means working with local communities and protecting and promoting the places that communities particularly value, including cultural venues and social infrastructure.

The forthcoming OAPF for the Isle of Dogs and South Poplar – the first to be published after the publication of the new draft London Plan – has involved extensive engagement by GLA officers with the local community, including regular meetings with local groups, attendance at several Neighbourhood Planning Forum AGMs, and meetings with and local tours hosted by community groups.

Case study: Global Disability Innovation Hub

Technology can encourage inclusion, improve accessibility and reduce the employment gap. Innovation can change attitudes and provide the infrastructure, resources and equipment needed to change the lives of the world's one billion disabled people.

The Global Disability Innovation Hub is a legacy of the London 2012 Paralympic Games. Based at Queen Elizabeth Olympic Park, it is a research, teaching and practice centre, where disability innovation is viewed from a new perspective. It is at home in the heart of east London, an area quickly becoming Europe's leading tech eco-system.

By working with disabled people to develop new approaches and ways of working, the team at the hub is helping the next generation to harness the power of technology for good. It is led by University College London with involvement from the London College of Fashion, Loughborough University London, Leonard Cheshire Disability, Sadler's Wells Theatre, the V&A and The Helen Hamlyn Centre for Design. Also playing an important part are the disabled people, communities and experts who helped deliver London 2012.

1.4. Greener London

The Mayor has made tackling London's polluted air a top priority. This means acting to identify and help those groups most likely to live or go to school in the most polluted areas. All Londoners should be able to enjoy the benefits of the famous green spaces with which this city is blessed and the factors that push certain groups into fuel poverty will be identified and addressed.

Key equality, diversity and inclusion evidence

There is a strong relationship between deprivation and air quality

Nitrogen dioxide (NO₂) levels continue to exceed EU limits. Research commissioned by the GLA shows there are still considerable variations between communities, with those living in more deprived areas experiencing higher NO₂ and particulate levels. The pattern is less pronounced when considering variations in exposure between different ethnic groups, because of the mixed ethnic geography of London. However, people living in places with high proportions of some BAME groups are more likely to be exposed to above EU-limit NO₂ concentrations than those in areas with a high proportion of white people. This effect is not seen for areas that are mostly home to Asian groups⁶².

Some 25 per cent of London's education institutions (nurseries, schools and HE institutions) are exposed to air quality that breaches UK and EU limits⁶³. This means our children breathe dangerously polluted air, putting them at greater risk of respiratory conditions⁶⁴.

Poorer Londoners have less access to green space

The poorest areas of the capital fare worse in terms of the quantity and quality of access to green space. This is essential for good mental and physical health and childhood development. Fewer children in London (62 per cent) regularly visit a park or green space than in any other part of England (78 per cent in the North East). This is especially so for BAME children and those from lower income households⁶⁵.

⁶² Updated Analysis of Air Pollution Exposure in London, Aether, 2017

⁶³ Ibid.

⁶⁴ Mayor's new air quality audits to protect thousands of school kids, GLA, 2017, <https://www.london.gov.uk/press-releases/mayoral/mayors-air-quality-audits-to-protect-london-kids>

⁶⁵ Monitor of Engagement with the Natural Environment pilot study, Natural England, 2016



Fuel poverty has a particularly damaging effect on the old, the young and disabled Londoners

According to the latest data, more than 335,000 households in London are fuel poor⁶⁶ and around a third of those include children⁶⁷. The groups most likely to be fuel poor are families with children, disabled Londoners and people from BAME groups. Single parents account for the highest proportion at 23 per cent (2015 figures)⁶⁸. Parents on low incomes with young children tend to go without food themselves in order to heat their homes⁶⁹. Under-heated housing has been shown to harm children's educational attainment⁷⁰ and adolescent mental health⁷¹.

In 2016/17, there were 3,400 excess winter deaths – the extra deaths that occur during in winter above the level that would otherwise be expected – in the capital⁷². Older people account for the vast majority of excess winter deaths⁷³. Conditions that lead to higher deaths, namely cardiovascular diseases, also have a higher prevalence amongst particular BAME populations⁷⁴. There is also some evidence that cold housing linked to fuel poverty is a trigger for sickle cell disease crises⁷⁵.

The effect of fuel poverty on disabled people is made worse by the fact they often have greater energy needs⁷⁶.

Strategic objectives

Strategic objective 11: To work with all relevant partners to ensure actions to improve levels of air quality and mitigate the effects of air pollution are informed by an understanding of the groups most likely to experience poor air quality.

Reducing air pollution levels

⁶⁶ See glossary

⁶⁷ Sub-regional fuel poverty England statistics, BEIS 2017

⁶⁸ Annual Fuel Poverty Statistics Report, DBEIS, 2017

⁶⁹ Understanding the behaviours of households in fuel poverty, Department of Energy and Climate Change, 2014

⁷⁰ The Dynamics of Bad Housing: National Centre for Social Research, 2003

⁷¹ Unhealthy Consequences: Energy Costs and Child Health, Child Health Impact Working Group, 2006

⁷² All data related to excess winter mortality in England and Wales: 2016 to 2017 (provisional) and 2015 to 2016 (final), ONS 2017

⁷³ Households in fuel poverty by ethnicity over time, Department for Business, Enterprise, Innovation and Skills (DBEIS), 2017

⁷⁴ Ethnic differences in cardiovascular disease, British Heart Foundation, 2010

⁷⁵ Keeping warm with sickle cell disease, Cronin de Chavez, 2015

⁷⁶ Being disabled in Britain, EHRC, 2017

Cutting emissions from all sources will improve air quality across London and, in particular, deprived areas, where residents experience pollution that generally exceeds acceptable limits⁷⁷.

The Mayor will encourage a shift to more sustainable forms of travel like walking, cycling and using public transport. He is also committed to policies that support phasing out fossil fuels in transport, especially diesel, and that encourage the take-up of zero-emission vehicles, including the bus and taxi fleet. As well as road traffic – where the Toxicity Charge will encourage older, more polluting cars off the road, the Mayor is taking targeted measures to reduce the contributions from non-road transport sources – including construction and demolition sites, large-scale generators and industrial and waste sites.

Reducing emissions from non-transport sources will not only benefit all Londoners but can be targeted at areas with some of the worst air quality, or where people are facing some of the toughest everyday challenges. Growth and regeneration areas identified for development in the draft London Plan include some of the poorest areas in the capital: policies to reduce emissions from construction and non-road mobile machinery will directly benefit these areas.

The Mayor, through the new draft London Plan, will set policies that ensure new developments are suitable for their location, taking into account air quality. They will help to reduce occupants' and users' exposure to existing poor air quality through design or mitigation strategies. These measures will apply equally to new social and affordable housing, new social infrastructure, and new development in areas with particularly high levels of pollution.

The Mayor's OPDC Local Plan will support the Healthy Streets approach through the establishment of Air Quality Focus Areas. These will limit car parking, except for people needing Blue Badge spaces, minimise emissions and improve the urban environment.

Mitigating the impact of air pollution

The Mayor will help to make sure Londoners have access to the right information and, if appropriate, see that emergency action is taken to minimise exposure to poor air quality, particularly for the more vulnerable, including children, older Londoners and disabled people.

Timely air pollution alerts give vulnerable people a chance to protect themselves, for example by reducing their exposure, or simply by carrying their medication. Schools, hospitals, GP surgeries and care homes are among places visited by those most affected. The current air quality information system will be targeted at these organisations.

⁷⁷ Updated Analysis of Air Pollution Exposure in London, King et al, GLA, 2017

Through the London Environment Strategy, the Mayor will aim to do more to protect children by reducing their exposure to poor air quality. He will encourage boroughs to use the TfL funding available to them, through Local Implementation Plans, to improve air quality and reduce exposure, especially around schools and on journeys to and from school. He will provide air quality audits and advice to 50 schools located in the worst affected areas where pupils, we know, include higher numbers of BAME children.

Strategic objective 12: To work with government, businesses, transport providers, voluntary groups and all relevant partners to help ensure our approach to tackling fuel poverty and improving green spaces is inclusive.

Green spaces

Plans to help more Londoners, including those from poorer neighbourhoods and BAME residents to have more opportunities to experience high quality green spaces, include:

- Introducing a Greener City Fund to support tree planting and management by local communities and establishing and renovating locally important green spaces, particularly in areas that have low quality or limited access to such places.
- Supporting better and safer access to existing green spaces and creating greener streets through the Healthy Streets initiative.
- Protecting London's most important green spaces from development through the draft London Plan and introducing an Urban Greening Factor that requires developers to incorporate green infrastructure into new developments.
- Providing access to green space and nature through regeneration programmes and major infrastructure projects.

The LLDC will continue to manage its low carbon energy network and make sure heat is competitively priced against gas. It will continue to build to very high energy efficiency standards to keep fuel consumption and bills low for residents. Through its Internet of Things programme, it will involve diverse communities in mapping air quality and appreciating biodiverse green spaces.

The OPDC will support active lifestyles by creating three local parks, a range of Pocket Parks and green streets including new connections to Wormwood Scrubs.

Fuel poverty

Through his Fuel Poverty Action Plan and Energy for Londoners programme – a package of measures targeted at Londoners struggling with their fuel bills -, the Mayor will help to reduce the levels and impact of fuel poverty in the capital. This includes:

- Allocating more than £10m over the next four years to new energy efficiency programmes, including an initiative that builds on the success of his Better Boilers scheme⁷⁸.
- The Energy Leap pilot project to retro-fit existing homes so they are near-zero carbon. Tenants will benefit from lower bills, which will ease financial pressures.
- Providing boroughs and social housing providers with technical support to help make their housing stock more energy efficient and reduce carbon emissions and energy bills (and investigating how we can better engage the private rental and owner-occupier sectors).
- Tendering for the Energy for Londoners Supply Company - which will offer fairer energy bills to Londoners – with the aim of offering fairer energy bills.
- Working with the industry to identify the barriers to rolling out smart meters in London and establishing programmes to reduce household energy bills for vulnerable people.
- Providing up to £500,000 over the next four years for local advice and referral networks, for instance home visiting services to improve the living conditions of fuel-poor households.
- Using community engagement and accessible, inclusive communications to ensure our fuel poverty programmes reach the groups most affected.

⁷⁸ £1m fund that replaced or repaired inefficient or broken boilers.

Chapter 2 – A great place for young people

2.1. Child poverty

There is no excuse for child poverty in a city as prosperous as London. No parent should have to decide between feeding their children or feeding themselves, or providing a meal or heating their home. Children born into poor households should not be destined to become poor adults.

Key equality, diversity and inclusion evidence

London's child poverty rates remain the highest in the country – but the nature of child poverty has changed

London has the highest child poverty rates of any region in the country. Thirty-seven per cent of London's children – equivalent to roughly 700,000 children – live in poverty, compared to 29 per cent nationwide⁷⁹. This is significantly driven by high housing costs. Child poverty is predicted to increase over the next five years owing to tax and benefit changes⁸⁰.

Child poverty in London is increasingly characterised by 'in-work poverty' and by families living in private rented accommodation. Between 1996/97 and 2015/16, the number of London children in poverty living in working households grew from roughly 200,000 to 500,000, while the number in unemployed households fell from 450,000 to 200,000⁸¹. There are now 300,000 London children living in the private rented sector, the most prevalent form of housing tenure⁸².

More worryingly, there are 90,000 children living being housed in temporary accommodation such as B&Bs or hostels by London's councils⁸³.

⁷⁹ Poverty in London: 2015/16 Intelligence Update 2016-17, GLA

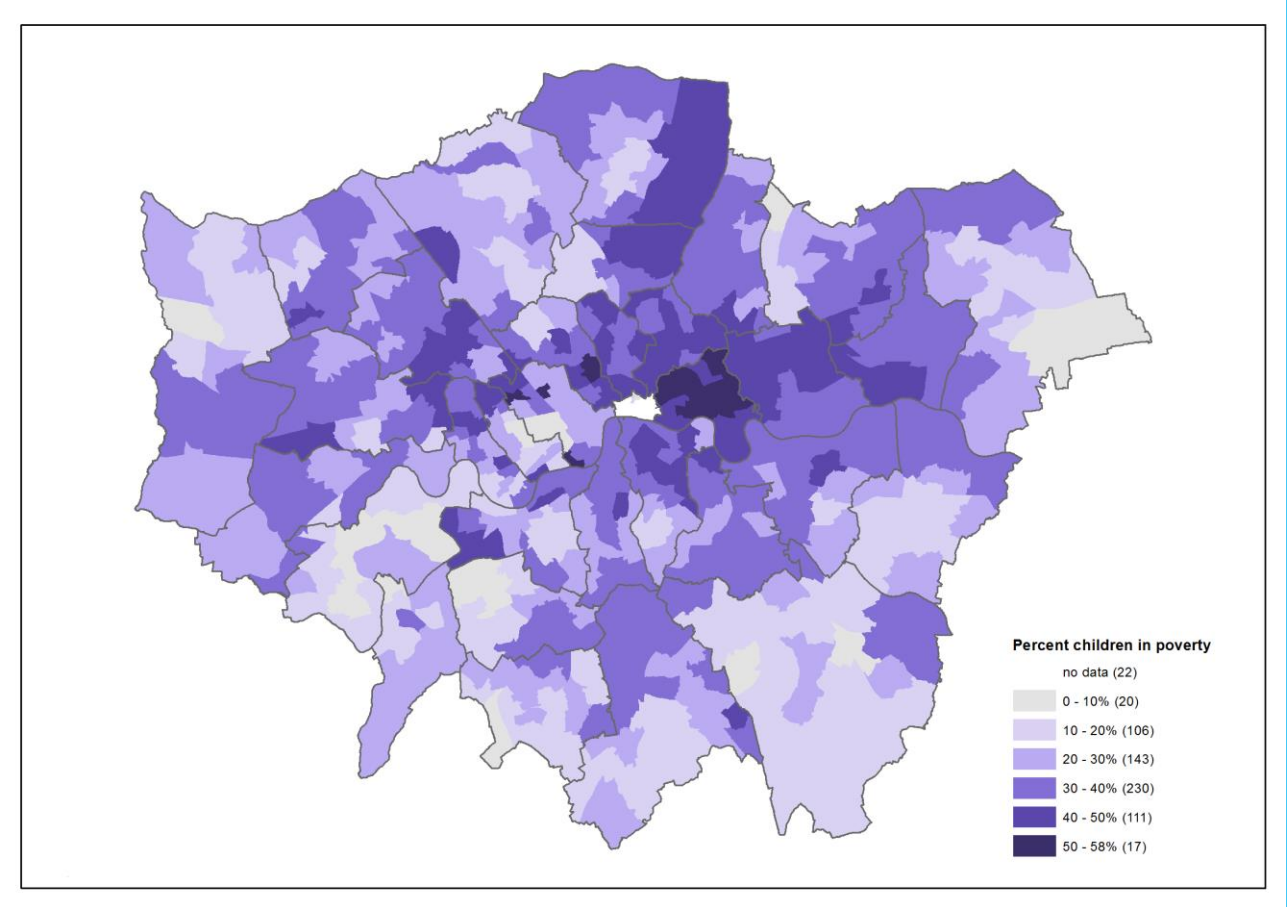
⁸⁰ Living standards, poverty and inequality in the UK: 2017/18 to 2021/22, Institute for Fiscal Studies, 2017

⁸¹ London Poverty Profile, New Policy Institute, 2017

⁸² Ibid.

⁸³ P1E data, 2016-17, DCLG, 2017

Figure 2: Child poverty rates in London



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⁸⁴ End Child Poverty, 2018

Some BAME groups, migrants and families with non-working mothers are at greater risk of living in poverty

Poverty levels are higher than average in black Caribbean, Bangladeshi and Pakistani families, while children with parents born outside the UK are twice as likely to experience poverty. We know there is a growing risk for children in households containing both working and workless adults (most often a non-working mother)⁸⁵ and, in London, four children in 10 live in such circumstances, compared with three in 10 across the UK⁸⁶. Single parents' risk of poverty has fallen over the past decade, but single parent families remain twice as likely to be in poverty than couple families⁸⁷.

Women and children – especially those from BAME groups, and disabled people have lost out from welfare reforms

Children and women – especially black and Asian women – and disabled people⁸⁸ have been particularly affected by welfare reforms⁸⁹. Evidence also suggests that families from BAME groups are less likely to take up tax credit support for their children to which they are entitled⁹⁰.

Child poverty affects children's future social mobility

Children who grow up in poverty are found to have lower educational attainment, have higher incidence of behavioural problems and risky behaviours as well as the early signs of latter life health problems such as obesity. These are all known to be contributing factors to patterns of social mobility, health inequalities and poverty in future generations of children⁹¹.

⁸⁵ Households below average income: 1994/95 to 2015/16, Department for Work and Pensions (DWP), 2017

⁸⁶ Dataset: Children in households by region and combined economic activity status of household members (Table M), ONS

⁸⁷ Single parent statistics, Gingerbread, 2018

⁸⁸ Forthcoming cumulative impact assessment on welfare reforms, EHRC/NIESR, 2018

⁸⁹ A cumulative gender impact assessment of ten years of austerity policies, UK Women's Budget Group, 2016

⁹⁰ The experience of black, Asian and minority ethnic communities within HRMC services, Ipsos MORI, 2011

⁹¹ Child poverty casts a long shadow over social mobility, Economic and Social Research Council (ESRC), 2012



Strategic objectives

Strategic objective 13: To work with government, boroughs, early years and childcare providers and businesses to help address the root causes of child poverty. These include affordability of housing, childcare and transport, low pay and lack of flexible working as well as the welfare system.

The Mayor's role in reducing child poverty in London is to help address its root causes and contribute to improving the lives of children in low-income households by:

- Working with others to increase the availability and affordability of housing and to improve the PRS. The Mayor has already co-funded with Government a feasibility study of different options for boroughs to combine their buying power so that they are better placed to secure accommodation that meets the needs of homeless households, including those with children, within a fiercely competitive market.
- Taking further actions to address the high living costs that can drive families with children into poverty, by freezing TfL fares and working with partners to increase the availability and affordability of high quality early education and childcare.
- Helping to raise and stabilise incomes by promoting the London Living Wage and developing the Mayor's Good Work Standard (see page 90).
- Raising awareness, and improving take-up, of the various forms of support for which low-income families are eligible.
- Partnering with boroughs to demonstrate the impact of Universal Credit on low-income families in London.
- Lobbying government and working with others to monitor and mitigate against negative impacts of welfare changes, especially on children living in poverty or at risk of poverty.
- Building a social evidence base to measure and understand patterns of poverty and deprivation in London, drawing on a range of indicators and sources of evidence.

2.2. Healthy childhoods

It cannot be right that London's communities experience significant differences in child health and wellbeing, and that some children from some backgrounds and neighbourhoods are at high risk of ill health. The Mayor is determined to explore all opportunities to work to improve the physical and mental health of young Londoners.

Key equality, diversity and inclusion evidence

By the time children start school, health inequality is already well established. Poor physical and mental health in early years and childhood has been shown to have long-term consequences.

Disabled children, cared for children and those with neuro-diverse conditions are more likely to experience mental health conditions

Almost ten per cent of young Londoners aged between five and 16 experience some sort of mental health issue, which can have adverse and long-lasting effects⁹². Around 70 per cent of children and adolescents who experience mental health problems have not had appropriate interventions at an early enough age⁹³. Mental health conditions are also more prevalent among disabled children, especially those with learning disabilities and neuro-diverse⁹⁴ conditions⁹⁵. Almost half (45 per cent) of looked-after children aged five to 17 experience a mental health issue⁹⁶.

More than half (55 per cent) of younger LGB people experience homophobic bullying in Britain's schools, which can contribute to symptoms consistent with depression⁹⁷. More than 80 per cent of trans young people have experienced name-calling or verbal abuse; 60 per cent have experienced threats and intimidation; and 35 per cent have been physically assaulted⁹⁸.

London's children are more likely to be overweight or obese – especially those from deprived areas and some BAME groups

London has a higher proportion of overweight children than any other region in England, and boroughs with the highest obesity rates are among the most deprived. The city's

⁹² Public Health Profiles – Fingertips online data tool, Public Health England (PHE), Accessed: 5 July 2017

⁹³ Early Adolescence: Applying All Our Health, PHE, 2015

⁹⁴ Neuro-diversity includes those with dyspraxia, dyslexia, attention deficit hyperactivity disorder, dyscalculia, autistic spectrum, Tourette syndrome, and others

⁹⁵ Mental health of children and adolescents with intellectual disabilities in Britain. The British Journal of Psychiatry, 2007

⁹⁶ London Mental Health Report, London Assembly Health Committee, 2014,

⁹⁷ Mental Health Foundation, written submission to London Assembly health committee, October 2016

⁹⁸ Trans key stats, Stonewall, https://www.stonewall.org.uk/sites/default/files/trans_stats.pdf

black African and Bangladeshi children are more likely to be overweight or obese. London has a higher proportion of overweight children than any other region in England⁹⁹, and boroughs with the highest obesity rates are among the most deprived¹⁰⁰. The city's black African and Bangladeshi children are more likely to be overweight or obese.

Strategic objectives

Strategic objective 14: To help understand which groups of children and young people are most likely to experience physical and mental health issues and help them to access treatment and support.

Through his Health Inequality Strategy – which outlines the main issues that lead to inequalities in the health of different groups of Londoners, and a set of objectives for reducing them – the Mayor will work with partners to help tackle the root causes of many child health issues. Poverty and underlying inequalities in London's social, economic and physical environment are obviously vital to this. The Mayor is committed to doing all he can to make sure London's babies have the best start in life, and will also help to ensure early years settings and schools look after children and young people's health and wellbeing.

Childhood obesity

The Mayor is establishing a London Child Obesity Taskforce to help more children and families to achieve and maintain a healthy weight, while specifically focussing on closing inequality gaps that exist between communities in London. The Mayor, through the Taskforce, will seek to involve experts on a range of related issues including from young people and families from London's diverse communities

The draft London Plan is proposing that new hot food takeaways should not be permitted within 400m walking distance of a school. It also proposes that where they are allowed, the operators will need to sign up to the Healthy Catering Commitment standard.

As well as providing leadership and coordination, the Mayor will play his part in giving children healthy childhoods by:

- Supporting and championing the work of Thrive London, which is building a citywide movement to improve mental health and wellbeing. Thrive will in particular encourage and promote work with children and young people who have experience of being

⁹⁹ National Child Measurement Programme – England, National Health Service (NHS), 2015-16

¹⁰⁰ Excess Weight by IMDB and Ethnicity, unpublished data, PHE, 2017

looked-after, are homeless, have left care or the youth justice system, or are currently going through it.

- Encouraging businesses to put flexible working practices in place, including family-friendly policies that support breastfeeding, through the London Healthy Workplace Charter.
- Supporting the NHS and London boroughs to launch the Child Health Digital Hub. This is an online tool to help parents keep track of screenings, vaccinations and a child's physical development.
- Piloting a new Healthy Early Years Awards programme. This will provide London's 18,000 childcare settings with a framework for good child health so they can create healthy places where under-fives can play and learn.
- Continuing to support the Healthy Schools London programme, which helps children and young people to lead healthy, happy lives and achieve their full potential and has been particularly successful in deprived areas.
- Convening London-wide action to tackle childhood obesity, including promoting initiatives to improve access to a healthy diet and increase the physical activity levels of London's schoolchildren.

Helping children to develop

The Mayor has also created the £45 million Young Londoners Fund to help London's children and young adults make the most of our amazing city. It will help vulnerable children and young adults develop, particularly those who have been left behind or marginalised, and work to prevent them being drawn into crime.

Sport, culture, citizenship, environment, education and volunteering will be central to successful bids. The 3-year fund will see £10m a year made available for local communities, charities and schools. The remaining £5m a year will be invested to expand existing projects funded by City Hall that support young Londoners.



2.3. Childcare and early years education

We know that the earlier a child starts to learn, the better they tend to do at school and later in life. The Mayor is determined to do everything in his power to improve access to high quality early education provision for all Londoners.

Key equality, diversity and inclusion evidence

The proportion of London's children doing well at age five has increased in recent years¹⁰¹ and take up of early years entitlements has risen year-on-year¹⁰². However, there are still significant challenges in ensuring all families have access to high-quality early years provision.

London has the highest childcare costs in the country, with Londoners paying around a third more than the national average (more than £8,000 a year for a part-time nursery place)¹⁰³. This can lead to some families spending all of one parent's earnings on childcare¹⁰⁴. London parents are also less likely to use their entitlement to free part-time places¹⁰⁵ than counterparts elsewhere. As well as affordability, there are other childcare availability issues, with only half of London boroughs having enough places to meet the needs of families with parents who work full-time¹⁰⁶.

Low-income children and those from some BAME groups are less likely to use their entitlements to free early education

Despite having the greatest proportion of two-year-olds entitled to a free part-time early education place, London has the lowest uptake with just over half in early education (57 per cent)¹⁰⁷. This is particularly prevalent among lower income households and some BAME groups¹⁰⁸.

Across most of London, parents with irregular work patterns or disabled children suffer from a lack of appropriate childcare

Flexible childcare is needed by many of the 1.4 million workers in sectors such as retail, transport, hotel and catering, or health and social care where jobs frequently involve shift-work outside normal office hours. But the numbers of childminders – who are often more flexible and can often meet a parent's request to provide extra hours of care at the

¹⁰¹ Early years foundation stage profile results: 2015/16, Department for Education, 2016

¹⁰² The Future of Childcare in London, Institute for Public Policy Research (IPPR), 2017

¹⁰³ Childcare Survey, Family and Childcare Trust (FCT), 2017

¹⁰⁴ Ibid.

¹⁰⁵ The Future of Childcare in London, IPPR, 2017

¹⁰⁶ Childcare Survey, FCT, 2017

¹⁰⁷ The Future of Childcare in London, IPPR, 2017

¹⁰⁸ Childcare and early years survey of parents 2014 to 2015, DfE, 2016

beginning or end of the day – have fallen in recent years¹⁰⁹. Only five per cent of areas in outer London and nine per cent of those in inner London have enough childcare for disabled children¹¹⁰.

Low-income children are less likely to do well when they start school

There is a link between deprivation and early years attainment. A gap of 13 percentage points exists between the 10 per cent most deprived children and 10 per cent least deprived children in London (based on them having a good level of development at the age of five¹¹¹).

There is segregation in early years settings according to ethnicity, disability and deprivation

Children from deprived areas, from certain BAME groups, and disabled children, are likely to be concentrated in certain types of early years provision and therefore miss out on the opportunity to mix with children from different backgrounds. The proportion of children with special educational needs and disabilities is three times higher in maintained settings than in private nurseries¹¹². More than 83 per cent of Bangladeshi children attending nursery are in a maintained setting, compared with 39 per cent of black Caribbean children¹¹³. More than two thirds of those in maintained settings are from the poorest 30 per cent of neighbourhoods, compared with less than half of children in private settings and one in six in independent school nurseries¹¹⁴.

Strategic objectives

Strategic objective 15: To work with London Councils, boroughs and childcare providers to support improved access to high quality, flexible early education and childcare for all. Provision should respond to the diverse needs of London's families so children from low-income families in particular have better access to all forms of childcare and early years provision.

The Mayor is working with others to increase the take up and quality of early years education in London, especially for those on low-incomes. This includes helping to improve access to, and the quality of, early education and childcare, finding more space

¹⁰⁹ Childcare for London parents with atypical work patterns, FCT, 2015

¹¹⁰ The Future of Childcare in London, IPPR, 2017

¹¹¹ Early years foundation stage profile results: 2016/17, additional tables by pupil characteristics: SFR60/2017, DfE, 2017

¹¹² Social Mix in London Early Years Provision, FCT, 2016

¹¹³ Ibid.

¹¹⁴ Ibid.

for childcare provision and helping to improve skills in the sector. He is working towards achieving this objective by:

- Funding three Early Years Hubs to develop area-based activity to support children and parents. These will bring early childhood services and partners together to benefit London's poorest families and generate best practice to influence provision elsewhere.
- Helping to increase the supply of childcare facilities and recognising the importance of provision in the draft London Plan.
- Developing his new healthy early years programme.
- Supporting the boroughs to provide a more accurate picture of the city's childcare provision and helping families find childcare that is right for them by producing a Childcare Sufficiency Assessment template.
- Helping boroughs to complete Childcare Sufficiency Assessments by providing early years data at a borough level. This includes details of early years providers and places, take up of the free entitlements and providers' Ofsted ratings.
- Setting out London's needs to government to make sure early years provision is properly supported in policy and funding.
- Exploring, in partnership with the boroughs, the issues and opportunities involved in providing childcare for disabled children.
- Launching the new London Family Fund that will invest £600,000 over three years in projects that engage a diverse range of parents and families, including those on low incomes. Projects must demonstrate new ways to promote more diverse social networks for parents, help to reduce parental isolation and improve child wellbeing.

2.4. Inclusive, accessible education

The Mayor wants every child in London to have the opportunity to attend a good or outstanding local school, and to achieve their full potential. This means continuing to build on the huge strides that London's schools have taken to improve prospects for children from different backgrounds. It also means resisting policies that could increase inequality and segregation.

Key equality, diversity and inclusion evidence

London has a positive story to tell on education, with pupils regularly outperforming their national counterparts at both primary and secondary levels. We also lead the way in terms of poorer children's achievements – all boroughs except Havering are above the national average for Attainment 8 scores for pupils eligible to receive free school meals¹¹⁵.

Children in care, those with special educational needs (SEN), and children from low-income white and black ethnic groups, are less likely to do well at school

The performance of children and young people who have been looked after by their local authority falls below the average at both Key Stage 2 and Key Stage 4¹¹⁶. White British boys get the lowest GCSE grades of any ethnic group, with the exception of the gypsy and traveller community¹¹⁷. Black Caribbean boys from families with middle or high socio-economic status achieve less than might be expected, relative to white pupils from similar backgrounds¹¹⁸. Black children have lower attainment levels than their peers in 27 out of 32 boroughs¹¹⁹, and are more likely to be excluded¹²⁰. Children with SEN also achieve less than their peers and are more likely to be excluded¹²¹.

¹¹⁵ Attainment 8 and Progress 8 are secondary school performance measures for students that superseded the A*-C grade measurement. Average Attainment 8 score is an average number (not percentage).

¹¹⁶ Outcomes for children looked after by LAs: 31 March 2016. Data: Local authority tables: SFR12/2017, DfE, 2017

¹¹⁷ Revised GCSE and equivalent results in England: 2015 to 2016. Characteristics national table: SFR03/2017, DfE, 2017

¹¹⁸ Ethnicity, gender and social mobility, Social Mobility Commission, 2016

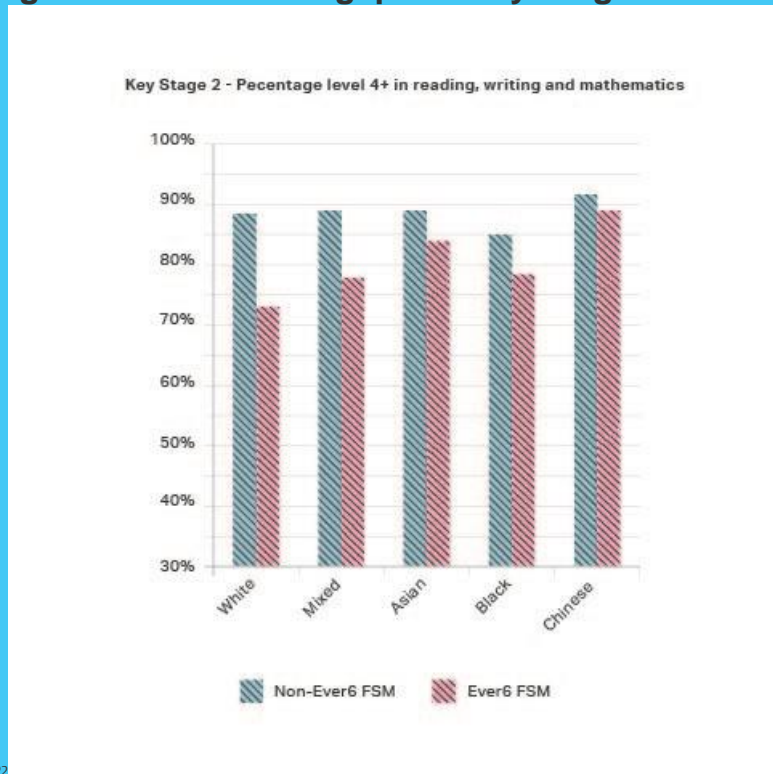
¹¹⁹ Revised GCSE and equivalent results in England: 2015 to 2016. Characteristics national table: SFR03/2017, DfE, 2017

¹²⁰ The EHRC Triennial Review, 2016

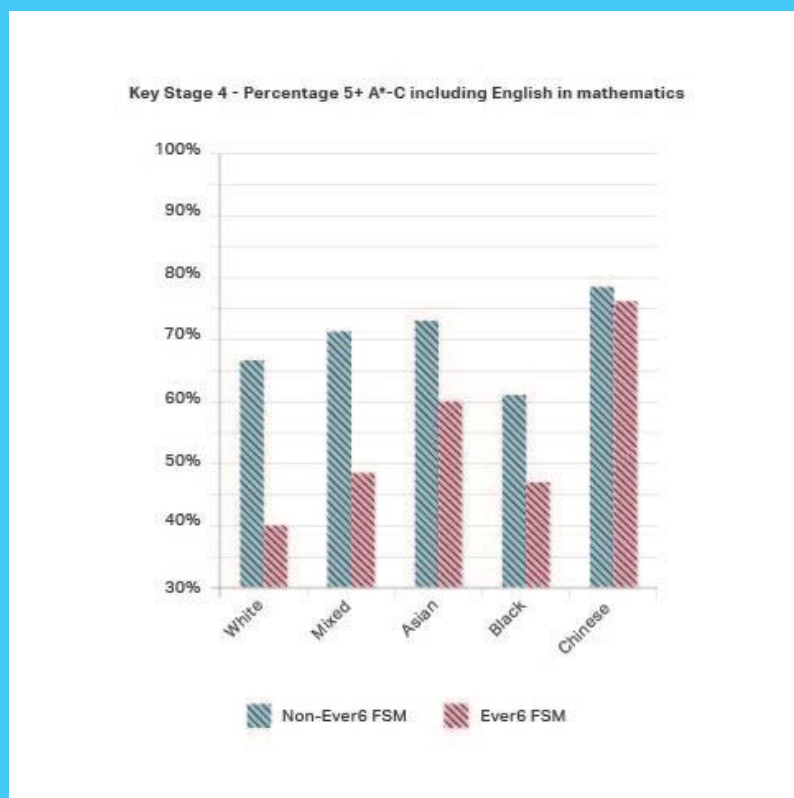
¹²¹ Revised GCSE and equivalent results in England: 2015 to 2016. Characteristics national table: SFR03/2017, DfE, 2017



Figure 3: Attainment gaps at Key Stage 2 and Key Stage 4 in London



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¹²² Analysis of National Pupil Database. 'Ever6 FSM' refers to pupils known to have been eligible for FSM over the past six years

LGBT+ and disabled children are more likely to suffer from bullying at school

Nearly half of all lesbian, gay and bisexual pupils (45 per cent) and 64 per cent of trans students have been bullied, with one trans student in ten receiving death threats¹²³. This inevitably has an impact on school attendance. Disabled children are also at higher risk of bullying, particularly during critical times in their development¹²⁴.

Girls, black pupils and Muslims face greater barriers in turning school performance into careers

Boys continue to do less well than girls across all ethnic groups at school¹²⁵. However, while girls are more likely to attend higher education (HE) for a given level of GCSE attainment, they are less likely to attend Russell Group universities – the UK's leading research-focused universities.¹²⁶ After the age of 16, choices are also marked by inequalities in socio-economic status and ethnicity, for pupils living in similar neighbourhoods and with similar levels of GCSE performance¹²⁷. The Social Mobility Commission has identified a 'broken social mobility promise' – whereby school attainment does not translate into career outcomes – for Asian Muslims, particularly women¹²⁸. We also know fewer girls than boys study STEM subjects¹²⁹.

Strategic objectives

Strategic objective 16: To work with schools, boroughs and London Councils to support higher levels of educational progress for the lowest attaining groups and to reduce disparities in exclusions.

Schools for Success

The Mayor's Schools for Success award programme was launched in 2017 to recognise schools that have made significant progress with their low prior attainment pupils, with the

¹²³ School report: The experience of lesbian, gay, bi and trans young people in Britain's schools, Stonewall, 2017

¹²⁴ Doubly Disadvantaged? Bullying Experiences among Disabled Children and Young People in England, Chatzitheochari, Parsons, Platt, 2016

¹²⁵ Revised GCSE and equivalent results in England: 2015 to 2016. Characteristics national table: SFR03/2017, DfE, 2017

¹²⁶ Social and ethnic inequalities in choice available and choices made at age 16, Social Mobility Commission

¹²⁷ Ibid.

¹²⁸ Ethnicity, gender, and social mobility, Social Mobility Commission, 2016

¹²⁹ Annual London Education Report 2017 – Analysis of the National Pupil Database, GLA, 2017

ultimate aim of raising the standard across London. All Schools for Success have agreed to share their good practice so others can reach the same levels.

We will also work with a range of stakeholders including the LGBT+ community and schools to highlight and challenge transphobia and LGBT+ bullying. We will promote acceptance of gender diversity. Through Healthy Schools London, Thrive London and other organisations, we will identify extra support available to schools on these issues. We particularly want to help teachers respond to bullying and mental health issues before they affect attendance and achievement.

Teaching sector

The Mayor will continue to highlight the benefits of training and developing teachers. He will work with London schools, the boroughs and the DfE to address the projected shortage of head teachers in the capital. This includes activity to encourage a workforce that represents the diversity of the city's young people. The Mayor's Getting Ahead London programme provides training and support to talented deputy head teachers to help them progress. They are given coaching, leadership development, help with job applications and opportunities to network with the business community.

Strategic objective 17: To work with London businesses, boroughs and the voluntary sector to create more opportunities for young people to gain work experience and wider career and employment opportunities, especially in the STEM, digital, cultural and creative sectors.

London Ambitions portal

The Mayor is working with London Councils, the London Economic Action Partnership (LEAP) and others on the London Ambitions portal. The aim is to help schools and colleges offer students good careers education and work experience. Nearly one third of the city's secondary schools are now signed up. In future, we will focus on improving STEM and arts opportunities and attracting more primary schools.

Careers Clusters

We have secured £8m through the European Social Fund (ESF) to create 12 Careers Clusters. Through the project, secondary schools and further education colleges will work together to design a top-quality careers guidance offer. This will help teachers understand London's job opportunities, and match and support students, including those with SEN, into work placements and internships.



Science Technology Engineering and Mathematics (STEM)

The Mayor's STEM Partnership Plan will use existing programmes like the London Curriculum, London Ambitions portal and Team London Enterprise Advisers – business volunteers who help to prepare young people aged 5-18 for the world of work, by connecting businesses with London schools - to encourage pupils to continue studying STEM subjects and understand the wide range of careers this can lead to. The programme will:

- Use the Mayor's London Scientist programme - a new initiative to inspire more young Londoners to consider a career in STEM sectors – to help create opportunities for all students.
- Tackle gender equality and stereotyping at a young age and highlight these issues to parents, the early years sector and businesses.
- Promote career opportunities to young people who are not studying and help young Londoners get qualifications in English and maths.

Innovation

The Mayor will also encourage young people into work and training through:

- The Youth Innovation Fund (co-financed by the ESF) for 16 to 24-year-olds. We have funded two projects, Helping Care Leavers into Work and Getting Back on Track. The latter supports young people who have recently dropped out of school or college.
- The Big Lottery Edge of Care Social Impact Bond, which is a £10m programme commissioned by the London Borough of Tower Hamlets and developed with other boroughs. It helps teenagers remain with their families and stay out of the care system.
- The Mayor's Peer Outreach Team which runs a media-based programme at New City College working with SEN and excluded students. The nine-month youth led programme helps to improve students' confidence and educational attainment. It will be expanded in 2018 across the New City College sites in Hackney and Tower Hamlets.

Chapter 3 – A great place to work and do business

3.1. Lifelong learning

The Mayor wants all Londoners, young and old, to have the opportunity to benefit from high quality adult education and for employers to be able to access people with the skills they need. Making sure Londoners have the right mix of skills will encourage inclusive economic growth and tackle inequality.

Key equality, diversity and inclusion evidence

While London has more jobs than ever before and is a high-skill city – with more than half of all workers educated to at least degree level – there is evidence that its labour market is becoming 'hollowed out', with the number of mid-skill roles in decline¹³⁰. Certain groups are more likely than others to be affected by this. Londoners applying for high-skill jobs are competing in an international labour market. Meanwhile, there is evidence that skills shortages are hindering the city's productivity¹³¹.

Some BAME groups, older women and deaf and disabled Londoners are particularly likely to have no qualifications

Too many Londoners are still without qualifications. This is the case for more than half of all gypsies or travellers, and one in four Londoners from Bangladeshi backgrounds¹³². The white Irish ethnic group includes the highest proportion of residents with no qualifications¹³³, with those aged 65 and over, especially women, more likely to have no qualification than their younger counterparts¹³⁴. More than half of all disabled Londoners

¹³⁰ The Hourglass Economy: An analysis of London's labour market, London Assembly Economy Committee, 2016

¹³¹ Economic Evidence Base for London 2016, GLA, 2016

¹³² Census 2011 via NOMISDC5202EW – Qualifications x Ethnic group x Age

¹³³ This is mainly due to this group's unique migration history and older age profile.

¹³⁴ Census 2011 via NOMISDC5102EW – Qualifications x Sex x Age

are in the same situation, compared with 12 per cent of non-disabled residents¹³⁵. One in three deaf Londoners have no qualifications¹³⁶.

¹³⁵ Census 2011 via NOMISDC5301EW – Qualifications x Long-term health problems or disability

¹³⁶ Census 2011 via NOMISDC2208EW – Main language x Qualification



Disabled and older Londoners are more likely to lack basic digital skills

Poor basic digital skills (managing information, communicating, transacting, creating and problem solving) can be a barrier for some groups, and can stem from a lack of confidence or affordability issues¹³⁷. Disabled¹³⁸ and older Londoners, as well as women and those on low incomes are more likely to be digitally excluded, which includes having no access to the Internet¹³⁹.

London has low levels of apprenticeship participation, especially among disabled people

Only 0.8 per cent of London's 16 to 64-year-olds started an apprenticeship in 2015/6, which is low compared with the rest of the country¹⁴⁰. While women¹⁴¹ and people from BAME groups¹⁴² are well represented among apprenticeship starts in the city, disabled Londoners have lower participation rates than disabled people across the rest of the country¹⁴³.

Black students and students from low income backgrounds are at risk of not completing HE courses

London sees a large number of young people getting to university. In 2015/16, 68,000 young Londoners progressed to higher education, the highest number ever¹⁴⁴. However, the capital's retention rates are the worst of all English regions – nearly one in ten students drop out during their first year of study. Black students and those from low income backgrounds have the highest drop-out rates¹⁴⁵. Individuals from lower socio-economic backgrounds are also less likely to graduate with a first or 2:1¹⁴⁶.

There is wide variation by ethnicity in Londoners' high-skill levels

London's Chinese and Indian communities have the highest percentage of residents with a level 4 qualification¹⁴⁷ and above. People from the Asian/Asian British group also have above average numbers of people with this standard of qualification.

Black/African/Caribbean/black British Londoners are less likely to have reached this level or above, unless they are aged over 50¹⁴⁸.

¹³⁷ Home Internet and Social Media Use, ONS, 2016

¹³⁸ The real digital divide? Understanding the demographics of non-users and limited users of the internet, Good Things Foundation, 2017

¹³⁹ Labour Force Surveys, 2011-2015

¹⁴⁰ Nomis, ONS population estimates

¹⁴¹ Further Education (FE) Statistical First Release and London Skills Funding Agency (SFA) Data Cube, 2015/16, GLA, 2016

¹⁴² FE data library: apprenticeships, DfE, 2018

¹⁴³ FE Statistical First Release and London SFA Data Cube, 2015/16, GLA, 2016

¹⁴⁴ The Higher Education Journey of Young Londoner Residents, London Councils, 2017

¹⁴⁵ On course for success? Student retention at university, Social Market Foundation, 2017

¹⁴⁶ Ibid.

¹⁴⁷ Level 4 qualifications are similar in standard to BTEC professional diplomas, certificates and awards, NVQs at level 4, key skills level 4 and certificates of HE.

¹⁴⁸ Census 2011 via NOMISDC5209EWIa – Qualifications x Ethnic group

Strategic objectives

Strategic objective 18: To work with boroughs, education and skills providers, businesses and voluntary and community groups to help increase the number and diversity of people gaining the skills they need. This includes progression through further/higher level learning and training, and higher level and degree apprenticeships, and into higher skilled work.

Adult Education Budget (AEB) devolution

London needs a comprehensive, localised skills system that can respond to people's diverse needs – devolution of the AEB to the Mayor from 2019/20 is a chance to start building it.

As part of our planning for devolution, we will make sure the AEB prioritises the needs of Londoners who need extra support to gain skills, for example those on low incomes, care leavers and disabled people. The aim is to meet the needs of a wider range of adult learners, including people who are unemployed and inactive, those with lower-level qualifications and Londoners with specific learning needs.

An important priority will be to improve basic skills and progression in English, literacy and numeracy as well as digital awareness and broader employability skills. This will help all Londoners to participate in society and prosper in the labour market. An entitlement to digital skills training will be available to those aged 19 and over.

We will also fund digital skills training as part of the Mayor's Digital Talent Programme – co-funded by the ESF and LEAP – which will provide a mixture of soft and basic digital skills that young Londoners need for employment in our increasingly digital economy for 16-24 year olds who are not in education or employment, young women and young BAME Londoners.



London Skills and Adult Education Strategy

Ahead of skills devolution, we are working with important stakeholders to develop the London Skills and Adult Education Strategy. Giving all Londoners the chance to access the education and skills they need to take part in society and progress in education and work is one of its three core themes. The other two focus on meeting the needs of London's economy and employers, now and in the future, and delivering a strategic, city-wide technical skills and adult education offer.

Skills for Londoners Capital Fund

The £114m Skills for Londoners Capital Fund will help to create fit-for-purpose, inspiring further education and adult learning environments. Through the programme, we will tackle diversity and inclusion issues by asking bidders to demonstrate how their proposals reflect the needs of all learners, and how they help to reduce the disability, gender and race employment gaps.

Digital inclusion

The Mayor is committed to opening up the digital world to more Londoners. The Mayor has appointed a Chief Digital Officer who will oversee the Mayor's approach to digital inclusion. City Hall has signed the government's Digital Inclusion Charter, which aims to get everyone who wants to be, online by 2020. We will prioritise support for disabled people, older people, new arrivals and those who are more excluded by:

- Delivering and sharing learning from the Mi WiFi pilot project, which will investigate whether lending WiFi enabled tablets through three library hubs in Lewisham will help to reduce digital exclusion in the borough. This project is the first of its kind in the capital and is targeting groups with the highest rates of digital (and social) exclusion – older Londoners, disabled people and those on low-incomes.
- Improving collaboration on digital projects across the GLA, boroughs and the city's public services. We will set up a new London Office of Technology and Innovation to combine boroughs' resources and funding so we can help those who are digitally excluded to get more from their online experiences.

Apprenticeships

The Skills for Londoners Apprenticeship Task and Finish Group is helping to shape City Hall policy in this area, in the context of the introduction of the Government's Apprenticeship Levy. It is important that employers, both levy-paying and non-levy paying, recognise the benefits of a diverse workforce, so new apprenticeships are open to everyone. The Mayor is lobbying government to ensure its wider apprenticeship reforms do not have a negative impact on any groups that already experience barriers to participation.

The LLDC will continue to work closely with leading industry employers to develop innovative ways to address the lack of diversity in construction and built environment

apprenticeships. The Mayor will encourage successful initiatives to be adopted across this sector in London.

The Department for Education (DfE) has announced that, in partnership with local areas, it will establish Diversity Hubs in London, Birmingham, Manchester, Bristol and Leicester. These hubs will focus on creating more apprenticeship opportunities and boosting BAME representation.

Research on education and skills participation for 16 to 19-year-olds

London's schools have been transformed over the past 15 years, but this progress is not sustained after the age of 16. City Hall, working with London Councils, has commissioned new research to better understand what young people from different backgrounds do when they leave school, and what shapes post-16 education performance in London. The research will cover the subjects young people study and which institutions they attend, their progress and results, and their education or employment destinations. It will look at trends by socio-economic status, gender and ethnicity, and patterns that occur among disabled young people and those with special educational needs. The findings will help us prepare for devolution and the Mayor's wider plans for skills in London.

Post-16 special educational needs (SEN) review

During the government's review in 2015 of post-16 education and training institutions in London, it was agreed that data on students with SEN and high needs provision in the capital needed updating. We have commissioned a pan-London review of demand and supply for 16+ SEN education over the next five years. This will be crucial in developing a more ambitious approach to service provision for young people with SEN.

Higher Education

We will research the higher drop-out rates for the city's HE institutions and how this affects students from different backgrounds. We will look at good practice, for example King's College London's extended medical degree that works with A-level students from non-selective state schools. The findings will be used to support young people making subject and HE decisions, going to university and leaving university. The Mayor will meet senior leaders from London universities to identify how best to address the higher non-continuation rates, in particular for black students.

3.2. Finding employment

London's labour market should be open and accessible to everyone but, currently for too many Londoners this is not the case. The Mayor is determined to do all he can to address the under-representation of some groups in the workforce

Key equality, diversity and inclusion evidence

Disabled people, young black men, veterans, carers, care leavers, mothers, older Londoners and homeless people are all under-represented in the workforce

The employment gap for **disabled** Londoners has remained constant, despite an increase in overall employment rates – only 51 per cent of working-aged disabled people have a job compared with 78 per cent of the non-disabled population¹⁴⁹. There is a broader range for people with specific impairments, from just 14 per cent for people with mental health issues¹⁵⁰, through to 25 per cent for blind or partially sighted Londoners¹⁵¹, and 65 per cent for those with hearing loss¹⁵². Barriers to employment for disabled people include negative attitudes and discrimination, inaccessible transport, the availability of flexible working and employers' poor awareness¹⁵³.

A lack of flexible working can often lead to **carers** leaving their job owing to the stress of juggling full-time work and caring commitments¹⁵⁴.

Maternal employment in London is the lowest of any region in the UK (60 per cent compared with 68 per cent nationally). For 40 per cent of unemployed mothers, childcare is the main barrier to getting a job. Some BAME groups in London have particularly low levels of maternal employment. Low maternal employment can lead to increased child poverty, which can affect children's development, health and wellbeing¹⁵⁵.

¹⁴⁹ Annual Population Survey, 2016, using the Equality Act and Census questions

¹⁵⁰ odi.dwp.gov.uk/fulfilling-potential/index.php

¹⁵¹ Quarterly Labour Force Survey: October 2011 – September 2014

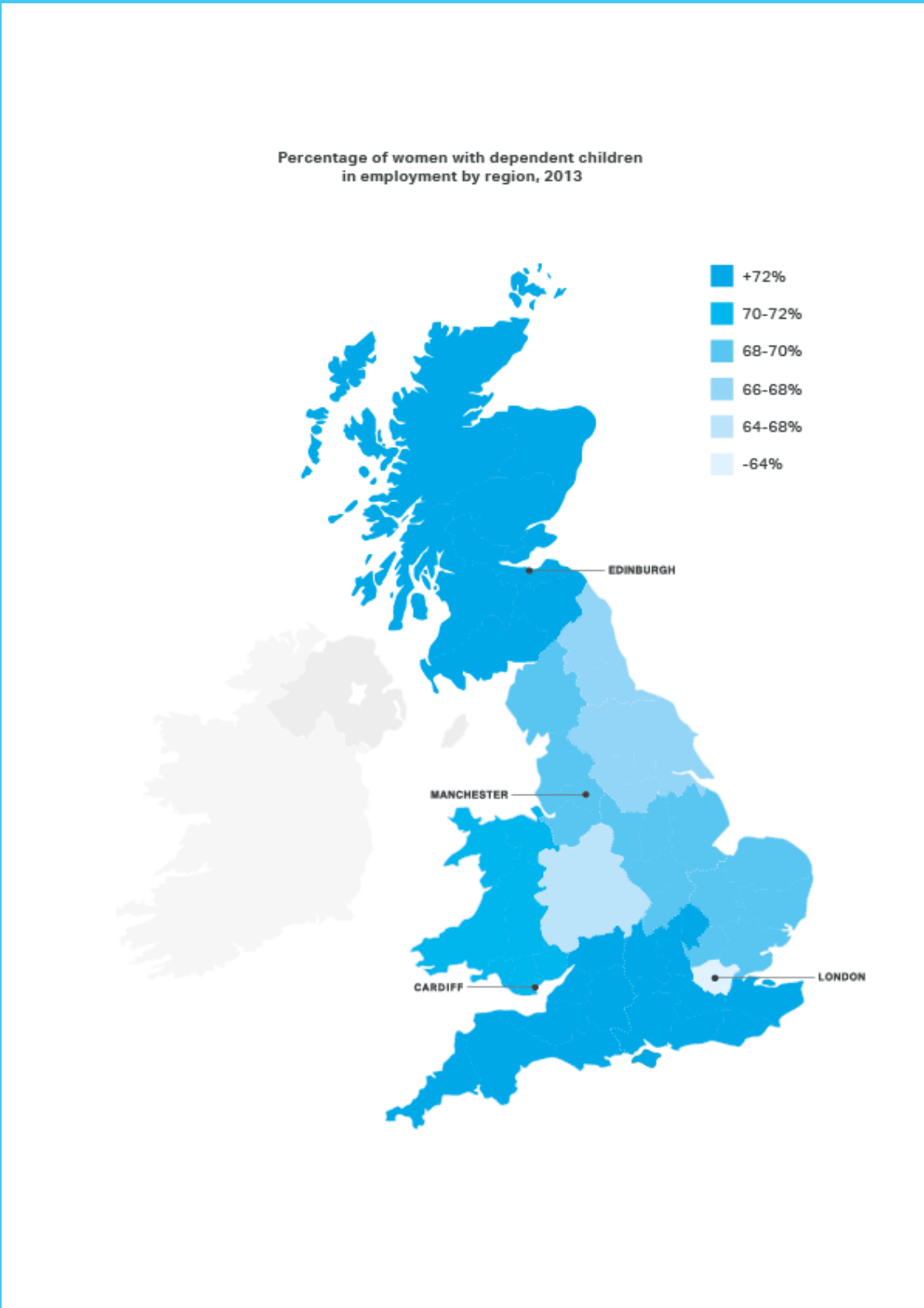
¹⁵² What Works: Hearing Loss and Employment, DWP 2017

¹⁵³ Disability Facts and Figures 2016, Papworth Trust, 2016

¹⁵⁴ Facts about Carers, Carers UK, 2014

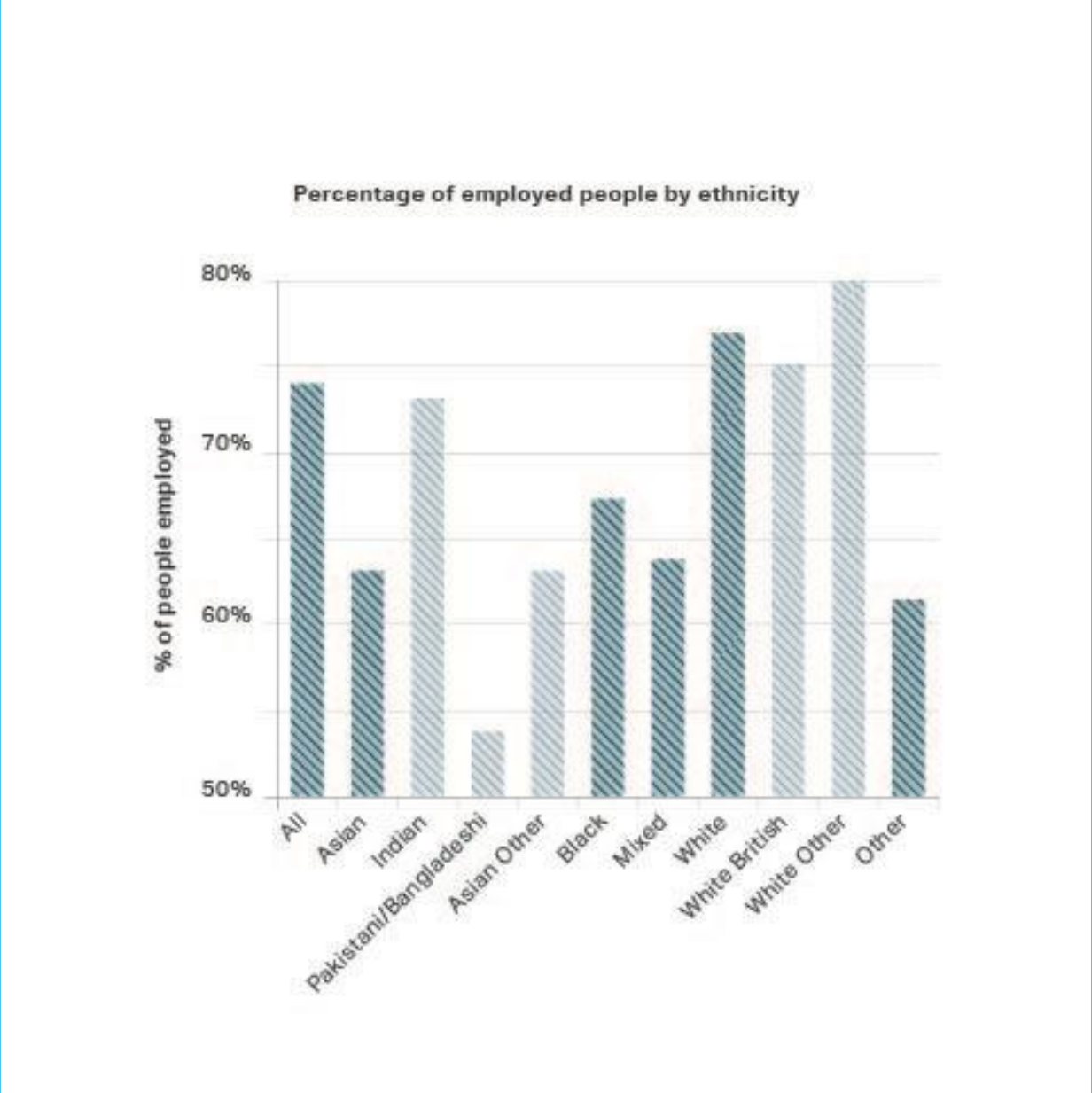
¹⁵⁵ The Future of Childcare in London, IPPR, 2017

Figure 4: Maternal employment by region



¹⁵⁶ Office of National Statistics, 2014

Figure 5: Employment rates by ethnicity, UK



Economic activity and employment rates in London vary hugely, including between different **ethnic** groups. Despite strong improvements in educational attainment for young black men, the unemployment rate for this group remains double that for young white men¹⁵⁸. Black university graduates are twice as likely to be unemployed as white university graduates¹⁵⁹. Gypsies and travellers also experience low employment – 46 per cent for men and 29 per cent for women – and have the highest proportion of long-term sick or disabled people of all ethnic groups¹⁶⁰. Bangladeshi and Pakistani women have the lowest employment rates overall¹⁶¹.

Among almost all ethnic groups, women are less likely to be economically active, with the exception of those in the black Caribbean population¹⁶². Several factors may contribute to lower employment rates amongst some groups. These may include language barriers, family structures, cultural influences, caring responsibilities and poor health¹⁶³. But such disparities also raise understandable concerns about race discrimination in the job market that must be taken seriously. London's large and growing Latin American communities, which include many EU citizens, often face similar challenges including language issues and difficulty finding work that suits their qualifications.

People who have left the **armed forces** can sometimes struggle to find employment owing to a physical, sensory or mental health condition, a lack of digital skills¹⁶⁴, negative stereotypes about recruiting ex-service personnel and a lack of awareness regarding their transferrable skills¹⁶⁵.

Evidence suggests that **ex-offenders** also face major barriers when looking for work, with a significant issue being employers' attitudes. Reasons cited for not recruiting ex-offenders include concerns around reliability, capability and trust, and the potential impact on the image of the business¹⁶⁶.

Homeless people experience challenges that stem from a lack of basic numeracy and literacy skills, formal qualifications and recent work experience. They also face practical barriers such as online access, appropriate clothing for interviews or work, transport costs and having no fixed address. Many homeless people also have physical or mental health

¹⁵⁸ GLA analysis of the Annual Population Survey. Data combined over three years, 2014 to 2017. Comparison of groups by age, ethnicity and gender shows that young black men have the highest unemployment rate along with Bangladeshi young men. Other groups with high unemployment rates include young mixed ethnicity men and women. The analysis also shows that young people in general – across ethnicity and gender - have higher unemployment rates than their older counterparts.

¹⁵⁹ Black and ethnic minority workers need a bigger living standards reward for their astounding progress in getting degrees, Resolution Foundation, 2017

¹⁶⁰ Health status of Gypsies and Travellers in England, Parry, van Cleemput et al, 2007

¹⁶¹ Ethnic Minority Disadvantage in the Labour Market, Joseph Rowntree Foundation, 2015

¹⁶² Census 2011 via NOMISDC6201EW – Sex x Age x Ethnic group x Economic activity

¹⁶³ Ethnic Minority Disadvantage in the Labour Market, Joseph Rowntree Foundation, 2015

¹⁶⁴ A UK Household Survey of the Ex-Service Community, Royal British Legion, 2014

¹⁶⁵ Veterans work: Recognising the potential of ex-service personnel, Forces in Mind Trust, 2016

¹⁶⁶ Support for ex-offenders, House of Commons Work and Pensions Pension Committee, 2016

conditions. At the same time, employers can still have negative perceptions about taking on a homeless person and assume they have never worked before¹⁶⁷.

Young people are nearly three times as likely to be out of work compared with other age groups. Factors include lower attainment levels, poor educational experiences, financial pressures, lack of a permanent address, little work experience, and a competitive labour market¹⁶⁸.

The barriers faced by **older** Londoners include poor digital skills, a lack of confidence about their skills being relevant, and careers advice and guidance being focused on younger people¹⁶⁹.

Strategic objectives

Strategic objective 19: To work with employers, education and skills providers, and voluntary and community organisations so that as many Londoners as possible can participate in, and benefit from, employment opportunities in London. This includes providing employability and skills support for those who are disadvantaged in London's skills, enterprise and jobs market.

ESF skills and employment programmes

Much of the Mayor's work to address the specific barriers to work that some groups face is funded by London's ESF programmes. Working with LEAP, he has committed around £295m from the city's ESF allocation for skills, employment and youth programmes. This will support more than 30 different initiatives and will help participants gain the skills they need to succeed in education and prepare for work. Programmes are targeted at specific groups, including young BAME people, BAME women who are economically inactive, Londoners over 50, disabled people, refugees, ex-offenders, veterans, carers, lone parents and those with mental health issues.

Through a £25m co-financed ESF programme, we provide a range of skills and employability training. This includes our Forces For London project that supports veterans and early service leavers and improves their skills and access to jobs.

Lobbying and advocacy

¹⁶⁷ Work Matters, St Mungo's Trust, 2010

¹⁶⁸ Tackling unemployment among disadvantaged young people, Institute for Employment Studies, 2016

¹⁶⁹ Fuller Working Lives: Background Evidence, DWP, 2014

Following the vote to leave the EU, the ESF programme is now at risk. Not only are we committed to maximising the remaining ESF support, by seeking to match-fund it with the devolved AEB, we must work with government to make sure successor funding is suitable for London. The Mayor and London's boroughs will continue to lobby and negotiate with government to ensure that London gets a fair funding settlement in the UK Shared Prosperity Fund¹⁷⁰ - this funding should be at least the same level as the current European Structural and Investment Fund (ESIF) and be fully devolved to London.

Workforce integration

As outlined in section 4.1, as part of our commitment to social integration, we will encourage employers to improve job opportunities for groups that are currently under-represented in London's workforce, starting with young black men.

Case study: Love London Working

A £13.3m ESF-funded programme, Love London Working is run by a partnership of 16 social housing providers and is led by Clarion Housing. It helps those who are long-term unemployed and economically inactive into work and offers support that is tailored to individual needs. Project partners are well-known in communities where there are higher numbers of people from BAME backgrounds, over 50s not working, disabled people and single parents.

Individuals start with an assessment then get help to tackle the barriers to work. They receive counselling and support on mental health and family/relationship issues, and health and lifestyle advice, and take part in group sport activities. They can also join wellbeing workshops and courses; take advantage of financial advice, including Better off in Work calculations; get support to improve their confidence, self-esteem and motivation; receive help with childcare, including access to mobile crèches; and benefit from basic skills, IT and English for speakers of other languages (ESOL) training.

Participants also receive mentoring during their first 26 weeks of employment.

Overall, Love London Working is expected to support 21,000 individuals, including 5,250 lone parents (25 per cent of all participants), 7,350 BAME Londoners (35 per cent), 3,150 disabled people (15 per cent), 12,599 women (60 per cent), 3,570 people aged 50 and over (17 per cent) and 4,500 Londoners without basic skills (21 per cent). In total, 3,780 people will be supported into work that is sustained for six months

¹⁷⁰ The future growth funding that the Government has said will replace European funds. See: www.parliament.uk (2017) 'Prosperity Fund: Written question – 2384'

Enterprise Advisers

The London Enterprise Adviser Network prepares young people for employment by connecting schools and local businesses. Enterprise Advisers are senior professionals who volunteer to help schools develop their careers plan. In the 2017/18 academic year, we will recruit 60 new secondary schools and have up to 200 Advisers. The programme will be offered in all state schools in many London boroughs (it is currently active in 18). This will ensure that young Londoners, especially those from BAME backgrounds, get the support and direction they need to make informed choices about their futures.

HeadStart London

We will build on the HeadStart programme of volunteering, peer networking and access to business with a new initiative. It targets disadvantaged young people who are in school but risk becoming part of a group not in employment, education or training (NEET). We will also work with the 'forgotten middle' – young people who show no sign of problems so become less visible. We want to make sure they are not at risk of becoming NEET and are equipped for post-16 education or a career.

2Work

Following successful pilots, we are launching a three-year, jointly funded 2Work programme with the ESF. This will help 720 young Londoners improve their skills, and 350 18 to 25-year-olds will achieve long-term education, employment or training. Each participant will get tailored training and support and will do at least ten hours of volunteering. This will help them gain a better understanding of their own capabilities and the opportunities open to them. It will also encourage more BAME young Londoners to volunteer.

The Mayor's OPDC will help local people to develop successful careers in construction and other growth sectors, particularly through the West London Construction and Future Skills Campus. This project will give them the skills to fill apprenticeship roles and vacancies created through early developments on site, the High Speed 2 construction programme and regeneration projects across west London. The OPDC will also encourage economic activity through Innovation Hubs. These will support new or growing sectors by offering affordable space for start-ups and providing business assistance, helping to reduce costs and creating platforms for them to gain and share knowledge.

East Works, the LLDC's employment and skills programme, will continue to link up with developers, operators, tenants and other employers in and around Queen Elizabeth Olympic Park to address sector-specific skills gaps. It will help local people and under-represented groups to access employment, training and apprenticeship opportunities.

The programme will also generate significant job opportunities through park-based construction activity, the operation of park venues and the influx of businesses in important growth sectors – for instance digital, automotive, creative and cultural – at sites on the park including Here East, International Quarter London, and the future cultural and education district.

3.3. Good work and careers

London's diverse population and powerful sense of culture and global identity, presents employers with a unique opportunity to employ talented and committed workers from a huge range of backgrounds and experiences. But workplaces and work cultures are all too often not inclusive. Too many Londoners are stuck on low pay. Career success in London for some is still limited by discrimination and bias. The Mayor is determined to do all he can to address this and will ensure the GLA's employment practices are exemplary (see Chapter 6).

Key equality, diversity and inclusion evidence

Part-time workers and those in certain sectors are more likely to experience low pay

It is estimated that, in Britain, one employee in five is low-paid¹⁷¹. Adopting a different measure in the capital in 2017, a similar proportion of workers – nearly 700,000 – received less than the London Living Wage¹⁷². This is likely to be the case, in particular, for part-time workers¹⁷³ and those in sectors such as hospitality or retail¹⁷⁴. People working part-time in poorly paid jobs are less likely to be offered training, giving them fewer opportunities to progress¹⁷⁵.

Women and those with caring responsibilities are more likely to work part-time. A higher proportion of Pakistani (60 per cent) and Bangladeshi (73 per cent) employees in semi-routine occupations earn less than the Living Wage compared with white employees (49 per cent) in the same kinds of jobs¹⁷⁶. Disabled people are more likely to work part-time in low paid roles. Young people are also over-represented in low-wage sectors¹⁷⁷.

Women, BAME men – especially immigrants – and disabled people experience pay gaps

In some sectors and jobs, there are also disparities in pay for different groups doing equivalent work. For both full-time and part-time employment, the gender pay gap stood at 18.4 per cent in April 2017¹⁷⁸. Some of this is down to the fact that women are significantly more likely to work in part-time roles than men. However, on a like-for-like comparison,

¹⁷¹ Defined as gross hourly earnings below two-thirds of the median – Low Pay Britain, Resolution Foundation, 2015

¹⁷² UK Poverty: Causes, Costs and Solutions, Joseph Rowntree Foundation, 2016

¹⁷³ Ibid.

¹⁷⁴ London's Poverty Profile 2017, Trust for London

¹⁷⁵ UK Poverty: Causes, Costs and Solutions, Joseph Rowntree Foundation, 2016

¹⁷⁶ Ibid.

¹⁷⁷ Ibid.

¹⁷⁸ The Gender Pay Gap, House of Commons Library, 2017

women are either paid less than men for doing equivalent jobs or are working in lower-paid roles¹⁷⁹. Women managers earn £12,000 a year less than their male counterparts, a gap of 26.8 per cent¹⁸⁰.

There are a number of different ethnicity pay gaps, with significant variations between white British men and Bangladeshi, Pakistani and black Caribbean men, especially if they are immigrants¹⁸¹. BAME women experience smaller pay gaps relative to white British women.

The gap in median hourly earnings between disabled and non-disabled people continues to widen. In 2015/16, disabled people earned £9.85 compared with £11.41 for non-disabled people¹⁸². There is also a pay gap experienced by people from a working-class background¹⁸³.

Women, carers, disabled and older people are held back by a lack of flexible working opportunities

Three-quarters of single parents in the UK work part-time¹⁸⁴. The lack of flexible employment opportunities is a barrier for many, in particular carers, older people, disabled people and parents, especially single parents¹⁸⁵. Many women are forced to leave their jobs because of harassment and discrimination during pregnancy, maternity leave and on their return to work. Issues include being turned down for flexible working, missing out on a promotion and being put under pressure to hand in their notice¹⁸⁶.

Women, BAME groups and those from lower socio-economic backgrounds are under-represented in STEM and creative professions

London has one of the strongest and most productive science and technology sectors in Europe¹⁸⁷ and the capital's creative economy accounts for one in six jobs¹⁸⁸. However, across the UK, girls are less likely to study STEM subjects and women are less likely to have STEM careers¹⁸⁹. Of Londoners employed in the creative sector, five per cent are from less advantaged socio-economic backgrounds¹⁹⁰, 23.4 per cent are from BAME

¹⁷⁹ The Gender Pay Gap, EHRC, 2017

¹⁸⁰ 'Gender pay gap: New transparency rules show female managers earn £12k less than male colleagues', Chartered Management Institute, 2017

¹⁸¹ Ethnicity Pay Gap, EHRC, 2017

¹⁸² Being disabled in Britain: A journey less equal, EHRC, 2017

¹⁸³ Social Mobility, the Class Pay Gap and Intergenerational Worklessness: Social Mobility Commission, 2017

¹⁸⁴ Mums forced out due to lack of flexible jobs, Working Mums, 2016

¹⁸⁵ Ibid.

¹⁸⁶ Pregnancy and Maternity Related Discrimination and Disadvantage: EHRC, 2015

¹⁸⁷ Jobs and Growth Plan, London Enterprise Partnership (LEP), 2013

¹⁸⁸ Creative Industries in London 2017 Update, GLA Economics, 2017

¹⁸⁹ Higher Education Statistics 2015, Wise, 2016

¹⁹⁰ Creative Industries in London 2017 Update, GLA Economics, 2017

groups and 37 per cent are women, compared with 45 per cent across the wider London economy¹⁹¹.

Women and BAME groups are under-represented at senior levels in the workplace

There are fewer people from BAME backgrounds in many workplaces in senior roles¹⁹² – only 1.5 per cent of directors in FTSE 100 companies are from BAME groups¹⁹³. Sixty per cent of black employees feel their career development falls short of their expectations, compared with 30 per cent of their white peers¹⁹⁴. BAME employees across the UK are more likely to perceive the workplace as hostile, are less likely to apply for – and be given – promotions and are more likely to be disciplined or judged harshly by their employer¹⁹⁵. While women tend to do better than men in terms of education, they also remain under-represented in senior management roles¹⁹⁶. For example, women hold just 26 per cent of director positions in the FTSE 100¹⁹⁷.

Strategic objectives

Strategic objective 20: To work with employers and their organisations, unions, and the voluntary sector to help ensure London's employers have fair and inclusive employment practices to retain and help their employees progress. There will be a focus on those groups that experience major barriers at work.

London Living Wage

The Mayor has made promoting the London Living Wage and economic fairness a top priority. His work on sharing best practice in the workplace will help tackle variations in employment experiences and pay. This includes between men and women, disabled people and non-disabled people and between different ethnic groups in London. He will work with experts and stakeholders from business and civil society to promote the highest standards of equality, diversity and inclusion at work.

Good Work Standard

The Mayor's Good Work Standard will target employers committed to implementing the very best employment standards. With fair pay and the London Living Wage at its heart,

¹⁹¹ Ibid.

¹⁹² Race in the workplace: The McGregor-Smith Review, DBEIS, 2017

¹⁹³ Boardrooms: Ethnic diversity in the boardrooms across the FTSE 100, Ernst and Young, 2016

¹⁹⁴ Race at Work, Business in the Community, 2016

¹⁹⁵ Race in the workplace: The McGregor-Smith Review, DBEIS, 2017

¹⁹⁶ Women in Business: A Different Perspective, RBS Group, 2012

¹⁹⁷ Boardrooms: The Female FTSE board report, Cranfield University School of Management, 2016

the Mayor's Good Work Standard will support employers to adopt best practice and achieve high standards in areas such as working conditions, diversity and inclusion (including the employment of older workers and disabled people), flexible working, health and wellbeing, apprenticeships and training, and communication with employees.

ESF work progression programmes

As well as promoting the London Living Wage, ESF-funded programmes focus on progression at work and helping low-paid workers, particularly parents, to move out of poverty. To help achieve this, providers of the Young BAME programme are financially incentivised to raise wage levels.

All-age careers offer

All Londoners, including older workers, should have access to the information, advice and guidance they need to be part of the capital's workforce. We will work with schools, colleges, providers, employers, universities and the boroughs to review progress against the London Ambitions report¹⁹⁸. Building on this, we will develop a coherent and accessible careers information, advice and guidance offer for Londoners of all ages. This will address the barriers faced by many Londoners, (including older workers, some BAME people, women and disabled people,) face in accessing good quality information and opportunities.

Strategic objective 21: To work with skills and training providers, as well as employers, to help increase the diversity of the workforces in vital sectors in London. These include digital, construction, creative and the built environment.

Built environment sector

Working with a range of partners, we have established a new social enterprise called Public Practice that brokers one-year placements for planning and place-shaping experts with local authorities. It will help promote inclusion in the public sector by increasing the diversity of professionals working in the built environment. Public Practice will engage with disadvantaged groups including disabled people, women and BAME Londoners.

As part of the Mayor's Good Growth by Design programme, we will carry out research into the diversity of the sector, focusing in particular on the number of women, disabled people and BAME Londoners in the industry. We will also look at the demographic make-up of

¹⁹⁸ London Ambitions is a joint report between the GLA, London Councils and previous London LEP on shaping a successful career offer for young Londoners.

young people entering built environment education, working with professional bodies and the Stephen Lawrence Foundation.

Construction sector

The Mayor's Construction Academy Scheme (MCAS) will help address the gender imbalance in the sector and the under-representation of BAME and younger employees. It will do this by, for example, joining forces with employer partners on recruitment initiatives to create more inclusive workplaces.

Alongside the MCAS, the Mayor will lead a campaign to promote careers in the sector and help ensure London's construction and housing industries have access to the skilled people they need. We will also work with the boroughs and wider sector to support a more flexible approach to section 106¹⁹⁹ local labour requirements, so all Londoners can benefit from meaningful apprenticeship, training and employment opportunities.

The Mayor will ensure that successful construction and built environment apprenticeship programmes, such as those led by the LLDC and employers at Queen Elizabeth Olympic Park, are further developed. He also wants lessons learned to be shared across the sector in London.

Creative sector

The creative industries are worth £46bn to the capital's economy and account for one job in six. We want to bring greater diversity to the sector by helping more Londoners access skills and job opportunities. We will:

- Push regulators to pro-actively create meaningful targets and set aside dedicated resources for improving diversity and combating discrimination
- Use independent research to collect good recruitment practice
- Champion best practice in offering new creative employment opportunities to more Londoners. This includes advocacy through the Mayor and his Cultural Ambassadors, and finding practical ways to open up the creative industries to a broader range of potential employees, including through film, design, games and fashion.
- Invest in the British Fashion Council and Film London to provide training and apprenticeships.
- Promote opportunities in the sector through the East Works programme led by LLDC and business partners at Queen Elizabeth Olympic Park.

Digital sector

The capital's economy is becoming increasingly digital and requires people with a new set of skills. The Mayor's Digital Talent programme will help young Londoners get digital roles in all sectors of London's economy. Aimed at 16-24 year olds it is particularly focused on groups that are under-represented in the digital and tech workforce, including young

¹⁹⁹ A section 106 is an agreement between a developer and a local planning authority about measures that the developer must take to reduce their impact on the community.

women, BAME young Londoners and those that are not in education employment or training. The Mayor will also use East Works – LLDC's socio-economic programme that aims to capitalise on opportunities arising on the Queen Elizabeth Olympic Park – to promote the development of digital talent.

3.4. Thriving businesses

The Mayor is determined to be the most pro-business Mayor yet and will do all he can to support enterprises of all sizes and ensure London remains Europe's business capital. He believes remaining open to Europe and the rest of the world is vital for our future prosperity. He wants the UK to stay in the Single Market with qualified freedom of movement so the city's businesses can access the talent they need. He also wants an immigration system that ensures London remains the first choice for international students and is cemented as a great place to do business, where entrepreneurs can start and grow.

Key equality, diversity and inclusion evidence

BAME-led businesses aid productivity

London has more BAME-led businesses than the rest of the UK, often clustering in specific geographical areas²⁰⁰. In total, 16 per cent of small and medium enterprises (SMEs) in the capital are BAME-led²⁰¹. Many of these businesses provide jobs and support the local economy. Those that have at least 50 per cent owners from BAME groups are more likely to introduce new products and services, work in new ways and bring in more than 10 per cent extra revenue²⁰². BAME-led businesses are also more able to enter international markets using existing networks and language skills²⁰³.

Businesses led by BAME groups, women and disabled people sometimes face barriers in accessing finance

BAME-led businesses face challenges that make access to finance more difficult. Issues include collateral shortages, poor credit worthiness, lack of savings, a poor financial track record and language barriers²⁰⁴. Evidence suggests people from black African, black Caribbean, Bangladeshi and Pakistani backgrounds are more likely to have their loan applications rejected than Indian and white owned businesses.

Women-led businesses have to start with less capital and are more likely to use external finances²⁰⁵. Those who look for investment from venture capitalists can face specific barriers. One study found investors were more than twice as likely to back a business if they thought a man led it, even when the information they were given was identical²⁰⁶.

²⁰⁰ Longitudinal Small Business Survey Year 1 (2015): SME employers, DBEIS, 2016

²⁰¹ Small Business Survey 2016, DBEIS

²⁰² London Business Survey 2014, GLA Economics, 2014

²⁰³ Economic Evidence Base for London, GLA Economics, 2016

²⁰⁴ Ethnic Minority Businesses and Access to Finance, DBEIS, 2013

²⁰⁵ Small Business Survey 2016, DBEIS

²⁰⁶ Investors prefer entrepreneurial ventures pitched by attractive men, Brooks, Huangh, Kearney and Murray, 2014

Research into the needs of disabled entrepreneurs has shown that confidence can be a major barrier, particularly for those with mental health conditions²⁰⁷. Mentoring has been identified as an important way to help address these issues. Access to finance also has a significant impact on disabled entrepreneurs. This is because of their limited funds, poor credit ratings and a lack of accessible information from banks²⁰⁸. The benefits trap is also a very real issue when becoming self-employed, as income is less predictable. Finally, poor disability awareness among business advisors can affect the quality of support given to disabled-led enterprises²⁰⁹.

Strategic objectives

Strategic objective 22: To work with stakeholders to encourage inclusive growth in London through better planning and provision of business support, including access to finance for BAME-, women- and disabled-led businesses.

Growth Hub

The Mayor, through LEAP's Growth Hub – the gateway to business support in the capital – will encourage people to take part in programmes that support start-ups and growing businesses. He will help entrepreneurs and offer skills and training so businesses can innovate and develop. The Growth Hub aims to give people the knowledge and skills they need to survive and thrive.

As the hub expands to provide face-to-face support for entrepreneurs and small enterprises, we will prioritise businesses owned by women, disabled people and BAME Londoners. The hub's website will also offer extra information to assist and connect groups that face particular challenges. This includes accessibility for disabled entrepreneurs and barriers to finance for women. We will provide opportunities to network and trade with businesses that have specific requirements based on belief (for example sharia-compliant trading). We will also use the website and our business support events to promote the benefits of embracing diversity and inclusion. In addition, the Growth Hub will explore options for engaging and supporting social enterprises.

²⁰⁷ Business Support Needs of Disabled Entrepreneurs in the East Midlands, East Midlands Development Agency, 2009

²⁰⁸ Ibid.

²⁰⁹ Ibid.

Workspace

London has a broad range of workspaces, from high-spec city centre offices to low-cost premises in railway arches and industrial areas. Much of the low-cost space accommodates micro and small businesses, including those run by, and employing, people from diverse communities. In some areas of the city, these sites face pressure to be redeveloped for higher-value uses. To address this, the draft London Plan will require developers to re-provide or offer alternative workspace of a similar type and specification in the same area, when development proposals involve the loss of lower-cost space in areas with an identified shortage.

The draft Plan will also encourage boroughs to consider introducing policies that require dedicated affordable workspace, particularly for sectors with cultural and social value. It will also encourage start-up, incubation and accelerator space for micro, small and medium-sized enterprises. In particular, it will promote workspace that is tailored to provide opportunities for women and people from BAME backgrounds.

As part of the Growth Hub, an accessible workspace map has been developed covering more than 500 co-working locations, maker spaces – where people with shared interests can share equipment and ideas – and artist studios. It aims to open up these sites to all Londoners and highlight more affordable options, including those with specific facilities such as on-site crèches.

An important aim of the Good Growth Fund (see page 38) is to secure and create workspace, including affordable options, for sectors and places that lack appropriate supply, particularly where businesses with social, cultural and local economic value are unable to afford the highest rents. Securing long-term ownership, where workspace is under pressure from rising property markets, is particularly important and this can be achieved through repayable grants.

Supporting good growth on GLA group-owned land

Through the LLDC and OPDC Local Plans, and through development on land owned by these and other members of the GLA group, the Mayor will encourage good growth by providing workspaces for small and medium-sized businesses. He will also support the retention or relocation of local existing businesses within new developments, as appropriate. The Mayor's agencies will help small, medium and large enterprises compete for contracts that result from new infrastructure and investment in development areas. They will also help businesses to benefit from peer-to-peer networks and opportunities that arise as global brands move into these locations.





Chapter 4 – Getting around

4.1. Inclusive, accessible streets

The Mayor wants London to be a city that prioritises the movement of people over cars. Walking and cycling should become the default choice for shorter trips, and public transport for longer ones. This will require new ways of thinking about how we make streets more accessible and inclusive and transport networks easier to use. Achieving this will help make the city healthier, safer and less expensive.

Key equality, diversity and inclusion evidence

During 2016, fatalities on London's roads were at the lowest level on record. However, pedestrian casualties increased²¹⁰. In the past two years, pedestrians have accounted for roughly half of all fatalities and a third of serious casualties²¹¹.

Disabled and older Londoners experience barriers to walking

In London, disabled and older people are less satisfied than non-disabled people with the streets and pavements and are less likely to walk at least once a week²¹². Reasons include pollution, noise levels, unevenness of pavements, inconvenient routes, pavement parking, not enough dropped kerbs and people cycling on pavements²¹³. Street clutter is a particular problem for blind and partially sighted Londoners²¹⁴. Fear of crime can also prevent a wide range of groups from walking, especially at night in poorly-lit areas with lots of litter and graffiti²¹⁵.

Lower socio-economic groups, women and older people experience barriers to cycling

While the number of cycling trips has increased significantly since 2000²¹⁶, this still represents a very small proportion of journeys made in the capital each day. More affluent Londoners are still more likely to cycle, with 18 per cent of people in the highest socio-

²¹⁰ Casualties in Greater London during 2016, TfL, 2017

²¹¹ Casualties in Greater London during 2015, TfL, 2016

²¹² Streets Management Customer Satisfaction Survey report, TfL, 2015

²¹³ Understanding the travel needs of London's diverse communities, TfL, 2015

²¹⁴ Campaigning on Streets Ahead, Guide Dogs, 2017

²¹⁵ Safety and security annual report 2015, TfL, 2016

²¹⁶ Travel in London 10, forthcoming TfL publication

economic group cycling compared with five per cent in the lowest²¹⁷. Reasons given by those who do not cycle include perceptions around safety, too much traffic, a fear of having their bike stolen and a lack of time and confidence²¹⁸. However, previous research into barriers to cycling for low-income groups identified social identification issues (the assumption that cycling 'wasn't for them') as the biggest barrier, along with a lack of storage space or parking facilities²¹⁹. Men are more likely to cycle than women²²⁰ (17 per cent cycle regularly compared with 10 per cent for women) while older Londoners rarely cycle²²¹.

Evidence suggests that separating cyclists from traffic is an effective way to encourage more women, and a wider age range, to cycle²²².

Older people and BAME groups are most affected by road danger

Slower traffic is particularly important for people over 60 whose risk of fatality is almost twice as high, if in a collision with a vehicle, than younger people (47 per cent compared with seven per cent)²²³.

Strategic objectives

Strategic objective 23: To work through TfL and with the London boroughs, development partners and other planning authorities to help change London's streets and public places to address barriers to walking and cycling, and make sure they focus on accessibility and inclusion issues in particular.

Walking and cycling

To get more people walking and cycling we need to reduce the dominance of motor traffic. The Mayor has made this a priority and has appointed London's first Walking and Cycling Commissioner to lead work in this area. Encouraging people to cycle if they do not already do so (including groups who are less likely to cycle) is partly about creating appealing places in which to ride, especially for local trips. It is also about addressing the barriers to cycling experienced by some groups, and enabling more accessible cycling through adapted bicycles.

²¹⁷ Attitudes to Cycling 2016, TfL, 2017

²¹⁸ Ibid.

²¹⁹ Barriers and tipping points to cycling among low income target groups, TfL, 2011

²²⁰ Attitudes to Cycling 2016, TfL, 2017

²²¹ An Age Friendly City – How far has London come?, Kings College London, 2016

²²² Unpublished TfL data

²²³ Road accidents and safety statistics, Department for Transport, 2015

Figure 6: The 10 Healthy Streets Indicators



People feel safe – Women, older people, and residents of deprived areas are more likely to feel unsafe on the street

Things to see and do – Streets need to be engaging places with a mix of uses so that people can access the services they need easily. People who live in low density, car oriented environments travel less actively and tend to spend more money on travel

People feel relaxed – Busy, cluttered, dirty streets without enough space for walking, cycling and spending time on are intimidating and stressful. These streets are more commonly found in deprived areas and particularly affect children, disabled and older people

Clean air – Poor air quality most affects those who live, learn or work near busy streets; or are more vulnerable because of their age or existing medical conditions

Pedestrians from all walks of life – Environments that are not welcoming and accessible for everyone create inequalities in activity levels and social interaction and can exclude disabled people, children, BAME groups and older people

Easy to cross – The effect of busy streets being difficult or impossible to cross on foot or by bicycle is more likely to affect people living in deprived areas, disabled people and their carers, children and older people

Shade and shelter – Older people are particularly vulnerable to excess heat, as are people with heart, respiratory and other serious health problems

Places to stop and rest – Older people, people with injuries and mobility impairments and those accompanying young children, all rely on places to stop and rest. Without places to stop and rest these groups can become socially isolated

Not too noisy – Socially disadvantaged people are more likely to live in noisy environments near busy streets

People choose to walk, cycle and use public transport – older people, children and car owners, are less likely to travel actively enough to get the activity they need to stay healthy.

Healthy Streets

The Mayor and TfL have adopted the Healthy Streets Approach (see figure 6). It puts people first in decision making, creating a healthy, inclusive and safe city for all. The approach contains 10 indicators, which have relevance to different groups. For example, streets that make people feel safe are important for women, older people and residents of deprived areas; streets that are not welcoming and accessible for everyone can exclude disabled people, children, BAME groups and older people.

The Mayor's Transport Strategy outlines how this approach requires action on many levels, including direct improvements to the streets themselves.

TfL has launched a £2.1bn Healthy Streets Portfolio, which puts walking and cycling at the heart of its investment. Over the course of TfL's Business Plan to 2021/22, an average of £154m a year will be spent on infrastructure and initiatives to promote cycling – almost twice the £79m a year spent during the last Mayoral term.

Public health evidence has been used to develop ten Healthy Streets indicators to inform this work. Good performance against each one means that individual streets are appealing places for all people to walk, cycle and spend time. Improvements against all indicators will transform the day-to-day experience of living in London.

The Mayor has committed to TfL using the Healthy Streets Check for Designers on street schemes. This assesses projects against a series of metrics that sit behind the Healthy Streets indicators. They relate to issues that will improve streets for all people – for example, reducing traffic volumes and speeds, planting more trees and providing sufficient bus stops. Many of these will benefit older and disabled people and young children. They in particular. These include making streets easier to cross, ensuring footways are even and wide, providing lighting and resting points, and allowing inclusive access to bus stops and Tube stations.

Vision Zero

Fear of road danger is the most common reason people give for choosing not to cycle²²⁵. It also has a big impact on how easy and appealing it is for people to walk around their local communities. TfL has adopted Vision Zero, which is a commitment to eliminating all deaths and serious injuries from London's streets by 2041. This approach will also make our public places more accessible and inclusive and will mean people of all ages can enjoy their communities and make the most of everything the city has to offer.

²²⁵ Attitudes to Cycling, TfL, 2016

4.2. Affordable transport

An affordable, efficient public transport system can play a vital role in allowing people to make the most of their city. Those for whom affordability is a barrier to using the transport system can be denied these benefits. That's why the Mayor is determined to maintain the priority he has placed on keeping Londoners' transport costs as low as possible.

Key equality, diversity and inclusion issues

Those more likely to be on low incomes struggle with transport costs

The cost of transport is more likely to be an issue for those with household incomes of below £20,000²²⁶. In London, this means that transport costs are more likely to be problematic for certain BAME groups, young people, disabled people and women who are more likely to work part-time or be economically inactive²²⁷. BAME Londoners are more likely to say public transport is expensive²²⁸. Black and young Londoners use buses frequently, which research suggests is partly down to bus travel being less expensive²²⁹.

Older Londoners are particularly reliant on subsidised transport

Research and consultation tell us that older Londoners greatly value the Freedom Pass – which grants holders free travel across London. They say that without it, their quality of life would be seriously impaired, increasing the risk of them being housebound and isolated. The Dial-a-Ride service – TfL's free door-to-door service for those with permanent or long-term disabilities – has improved in recent years, but some older people still experience long waits to book through call centres and have trouble getting regular bookings. Restrictions on Taxicard travel are also frustrating for older Londoners²³⁰.

Strategic objectives

Strategic objective 24: To work through TfL and with London boroughs, London Councils and other transport and travel information providers to offer more affordable transport and make people more aware of the cheapest travel options on offer.

²²⁶ Understanding the travel needs of London's diverse communities, TfL, 2015

²²⁷ Ibid.

²²⁸ Ibid.

²²⁹ Ibid.

²³⁰ An Age Friendly City: How far has London come? Kings College London, 2016



The Mayor has already made travelling in London more affordable. He has frozen TfL fares and introduced a new Hopper fare that allows customers to make unlimited bus or tram transfers in the hour. The Mayor has committed to protecting all existing travel concessions, including the Freedom Pass, the 60+ bus pass and schemes for disabled people, children, apprentices, veterans and others. This has been backed up in subsequent TfL Business Plans.

With TfL, the Mayor is working to provide even more affordable transport for Londoners. He is lobbying for more suburban rail services to be devolved to TfL, which will make travel more affordable and accessible. Fares would also be simpler and consistent across all services, so customers pay the same whether they travel by Tube or rail.

4.3. An inclusive transport network

The Mayor believes that public transport should not prevent any Londoner or visitor from enjoying all the city has to offer. He will explore all opportunities to promote inclusive, accessible design in developments so the capital's growth benefits everyone.

Key equality, diversity and inclusion issues

Disabled and older Londoners and parents (particularly mothers) experience physical barriers to accessing the transport network

Among working disabled Londoners, 46 per cent agree that the accessibility of the transport network affects their ability to get to work²³¹. The lack of universal step-free access is a barrier for wheelchair users, parents (usually mothers) with pushchairs and those who find it hard to use stairs.

Disabled and older Londoners and those on low incomes rely on easily accessible travel information

More disabled people are now planning their journeys online. However, many disabled people and older people are not confident enough, or able, to use digital information. Disabled Londoners and those over 65 are least likely to have Internet access (76 per cent and 64 per cent compared with 99 per cent for younger Londoners)²³².

Disabled and older Londoners and parents are put off from travelling by overcrowding and antisocial behaviour

After physical access, disabled people say the main barriers to using public transport are cost, comfort, overcrowding, unsuitable seating or a lack of it, availability, reliability and the attitudes or behaviour of other customers²³³. Overcrowding and antisocial behaviour are the two main factors deterring older people from using the Tube, buses and London Overground network²³⁴. Meanwhile, overcrowding makes it hard to manoeuvre a pushchair or keep children safe²³⁵.

Good customer service is important for disabled and older Londoners

Disabled people are concerned about customer service levels. They think bus drivers and station staff should have disability equality training, so they can better understand

²³¹ Ibid.

²³² Ibid.

²³³ Ibid.

²³⁴ Ibid.

²³⁵ Ibid.

travellers' needs²³⁶. Reduced staffing at stations can also disproportionately affect older Londoners, who rely on support and information.

Strategic objectives

Strategic objective 25: To work through TfL and with London boroughs, development partners and other planning authorities to ensure that inclusive design is an important principle in all new transport schemes and those where major renewal work is being done.

Inclusive design

To create a fully accessible transport network we need to ensure that inclusive design is built into all schemes. That way we can create environments where everyone can travel confidently and independently, making choices that best suit them.

The Mayor is committed to making 40 per cent of the Tube network step-free by 2022. We know that inclusive design goes beyond step-free access so we will continue to make wider improvements, such as introducing tactile paving, soft-touch handrails and accessible ticket machines. The use of hearing aid induction loops will be extended across the network and TfL will reduce the physical clutter that can hinder passengers' journeys. More seating will be provided and smartphone technologies like the iBeacon system, which sends information to users depending on their location, will be trialled to help visually impaired people get around.

TfL recently updated its Accessible Bus Stop Design Guidance and will make sure 95 per cent of all bus stops are accessible for people who use wheelchairs and mobility scooters. TfL will also work with those who design and maintain bus stops to address the wider accessibility needs of bus passengers.

Inclusive design must also focus on a person's journey to and from their station or stop. Areas around stations can be cluttered and hard to navigate, with inconsistent cycle parking provision and complex interchanges between services. In future, TfL's stations and stops will be designed for active, inclusive and sustainable onward journeys.

TfL wants to support all disabled Londoners and is working with organisations to better understand customers' needs. The new 'Please offer me a seat' badge and card is supporting those with invisible impairments, conditions and illnesses.

²³⁶ Ibid.



Information

Quality customer information will also help to make London's transport network more inclusive. Older and disabled people often need more personalised information to plan journeys that best suit them, and make changes when delays or issues occur. This is a priority for TfL, so it is expanding the information it makes available, from accessible bus stop locations to the number of steps at stations.

TfL is working closely with developers to make more information available via smartphones.

However, disabled and older Londoners are less likely to use the Internet or own a smartphone, so TfL will maintain the current paper maps and guides, including the Step-Free Tube Guide. For people with sensory impairments, buses and trains are fitted with audio/visual information, which is continually being improved. A third of buses are fitted with hearing loops and TfL is working on a project to improve provision at Tube stations.

A dementia-friendly city

The Mayor and TfL share the Alzheimer's Society's aim of making London the world's first dementia-friendly capital city. As more people are diagnosed with the condition, we must make sure our services help them to lead full and active lives. TfL will work with the charity to improve infrastructure, signage and customer information, and has now appointed a Dementia Friends Champion to train staff. It will also soon launch a Mental Health Strategy to raise staff awareness, improve support for customers and remove the barriers that stop people using its services.

Strategic objective 26: To work through TfL and with other transport providers to help increase staff awareness and understanding of how to offer an inclusive service, including providing disability equality training.

Well-trained staff are a vital part of ensuring an accessible transport system. TfL will continue to offer staff disability equality training, and will make sure they are available and easy to find at stations. It is also committed to providing a consistent turn-up-and-go service across the Tube, London Overground and TfL Rail networks so that disabled people never need to book assistance in advance unless they want to.

TfL is aware that bus driver training is an area of concern for many disabled and older people, so works with bus operators to improve customer service. In 2016, it introduced a training programme for all 25,000 London bus drivers that will run until summer 2018.

Among other things, it focuses on resolving the competition for the designated wheelchair space that can exist between wheelchair users and customers with buggies. TfL will continue to make sure drivers meet their obligations to give priority to wheelchair users.

4.4. Safer journeys

Neither crime, nor the fear of crime, should be a deterrent to people from using London's streets and transport system. The Mayor will work with all partners to do everything in his power to ensure this is the case.

Key equality, diversity and inclusion evidence

Crime – and fear of crime – on the transport network is a barrier for a number of groups

Levels of crime on the transport network are at their lowest since 2011²³⁷. However, along with antisocial behaviour, it remains an issue for some Londoners. This particularly affects disabled and older people, women and those from BAME groups²³⁸. Women are more worried than men about their personal security, as are adults over 65, disabled people and BAME groups²³⁹. Older women are most likely to feel unsafe walking alone after dark and this can have a negative effect on their willingness to use public transport. In London, women are half as likely to use unbooked minicabs as men (13 per cent compared with 26 per cent)²⁴⁰.

Women – especially young and LGBT+ women – are disproportionately likely to experience unwanted sexual behaviour on public transport

In 2015, women were more likely, on average, to have experienced unwanted sexual behaviour on the transport network in the previous 12 months. In particular, this was the case for young women aged 16 to 34 (20 per cent), and LGBT+ women (19 per cent). Only 11 per cent of unwanted sexual behaviour incidents are reported²⁴¹.

²³⁷ Crime and incident bulletins, TfL

²³⁸ Safety and security annual report 2015, TfL, 2016

²³⁹ Understanding the travel needs of London's diverse communities, TfL, 2015

²⁴⁰ Crime Survey for England and Wales March 2015, ONS, 2015

²⁴¹ Safety and security annual report 2015, TfL, 2016

Strategic objectives

Strategic objective 27: To work through TfL and with the London boroughs, transport providers, the Metropolitan Police Service (MPS), the British Transport Police (BTP) and the City of London Police (CoLP) to help reduce crime, and the fear of crime, on London's streets and transport system.

The Mayor launched the first 24-hour Underground services in August 2016 and he is determined to make sure Night Tube passengers have the same confidence as those who travel during the day. He is investing £3.4m to ensure dedicated BTP officers are on hand to offer support and visible reassurance at night.

Safety will continue to be a priority for the Mayor and he is working with TfL, transport operators and the police to address Londoners' concerns. If people do not feel safe on public transport, they will choose other ways to travel, including their car.

TfL is prioritising those issues where customers are facing inequalities or discrimination when using its services. This includes unwanted sexual behaviour and hate crime. TfL is keen to ensure that victims may feel confident about reporting issues and that appropriate action will be taken when they do so.

Launched in March 2017, TfL's Report it to Stop it campaign raises awareness of how to tackle unwanted sexual behaviour on public transport. People are encouraged to text 61016 or call 101 to report any offences – texts will be responded to within 24 hours and an assigned officer will help them through the process.

Chapter 5 – A safe, healthy and enjoyable city

5.1. A safer city

London compares well to many other major global cities in terms of safety. However, this does not mean it is without its challenges, or that certain groups or communities are not disproportionately affected by crime. The Mayor is determined to do all he can to ensure London is safe for all residents and visitors and will address the different experiences some groups have with regard to policing, victim satisfaction and the over-representation of certain groups in the criminal justice system.

5.1.1 Community safety

Key equality, diversity and inclusion evidence²⁴²

After years of falling figures, crime is now on the rise in England and Wales – including in London²⁴³. We know that certain groups and communities are more vulnerable to, and fearful of, crime than others.

Young Londoners – especially young black men – are particularly at risk of being victims of knife crime

There has been a rise in the number of young people being injured in knife crimes, with almost 2,000 injured between 2016/17. Young men are more at risk from knife crime, gang-related crime and violence²⁴⁴. Black Londoners record higher victim rates for violence. Also, black people are twice as likely to be the victim of a common assault or serious wounding, compared with white people²⁴⁵.

²⁴² All data in this section is taken from the [MOPAC dashboard](#) unless otherwise stated.

²⁴³ Year-end crime statistics 2016/17, MPS, 2017

²⁴⁴ A Safer City for All Londoners: The Mayor's Police and Crime Plan, 2017-2021, GLA, 2017

²⁴⁵ Unpublished analytics, MOPAC

Certain groups are disproportionately affected by different types of crimes

Women are more likely than men to be victims of domestic or sexual violence. There were more than 146,000 domestic abuse incidents in the year to June 2017 and 76 per cent of victims were women. Rape offences increased by eight per cent.

People from South Asian communities are most likely to be victims of acquisitive crimes such as burglary or robbery, while Chinese, Japanese and other South-East Asian groups have the highest victimisation rate of theft from the person²⁴⁶.

In 2016/17, nearly ten per cent of victims of crime were recorded as vulnerable by the MPS, with higher rates for sexual offences (46 per cent), robbery (22 per cent) and violence (19 per cent). In total, 48 per cent of all vulnerable victims were recorded as coming from BAME groups. In addition, 26 per cent were described as having mental health issues.

Women, young people and BAME groups are disproportionately victims of crimes characterised by repeat victimisation

Certain communities have different experiences of victimisation. In October 2017, there were 60,078 recorded victims of crime in London. Of these, 11,368 were identified as repeat victims of any crime type in the preceding 12 months (18.9 per cent). In addition:

- A third of victims of domestic abuse (35.5 per cent) were victims in the previous 12 months.
- In October 2017, nearly nine per cent of rape victims had been the victim of a rape recorded in the previous 12 months.
- More than 10 per cent of knife crime victims, in October 2017, had been knife victims in the previous 12 months.

BAME groups, migrants and LGBT+ Londoners are particularly likely to be the victims of hate crime

In all parts of the country, race or ethnicity is by far the biggest category of hate crime recorded by the police. In the 12 months following the EU referendum, there was a 19 per cent increase in hate crime, causing fear amongst migrant communities²⁴⁷.

In 2017, there was also a sharp rise (35 per cent) in LGBT+ hate crimes in London²⁴⁸. Some 42 per cent of the LGBT+ community have been a victim of hate crime in the past 12 months and more than two thirds worry about being a victim of it. Only a quarter reported the most recent hate crime they experienced. Barriers to reporting include the belief that it will not change anything or be taken seriously and being unsure if it is a crime. For those who did come forward, 40 per cent said they did not find the reporting process

²⁴⁶ Unpublished data, MOPAC

²⁴⁷ Hate Crime, England and Wales 2016/17, Home Office, 2017

²⁴⁸ Nearly half of LGBT+ people in London say they've experienced hate crime, Pride in London, 2017

straightforward, with the main reason being the perception that justice professionals were not trained in LGBT+ issues²⁴⁹.

Strategic objectives

Strategic objective 28: To work with local authorities, the MPS, criminal justice agencies and voluntary and community sector partners to help reduce the disproportionate impact of crime on children and young people, who are at risk of becoming either victims or perpetrators of crime.

The Mayor will help protect children and young people who are at risk of becoming victims or perpetrators of crime. He has already published his full and comprehensive Knife Crime Strategy for London, which emphasises a public health approach whereby youth workers are stationed in major trauma centres and hospital A&E departments to help steer young Londoners who have been involved in knife crime away from violence in future.

The Mayor has also announced a £45 million Young Londoners Fund to help those most at risk of getting involved in crime. The fund will see £15 million invested in each of the next three years to both scale up existing projects, but also to allow local communities, charities and schools to bid for funding.

Working through MOPAC and the MPS, he will develop initiatives including:

- Provision of new funding to support grass-roots community groups involved in protecting young people and ridding our communities of violence.
- A knife crime reduction seed funding programme to support grass-roots community groups in areas disproportionality affected by knife crime.
- A co-ordinated prevention programme in four Croydon schools to tackle the issues of gangs, serious youth offending and violence against women and girls.
- A specialist service for children and young people who become victims of crime.

The Mayor's Peer Outreach Team (see chapter 2) engages with those who are at risk of, or involved in, violence and makes sure that young people's views are heard. These insights will help MOPAC tackle knife crime.

²⁴⁹ The Hate Crime Report 2016, Homophobia, biphobia and transphobia in the UK, Galop, 2016

Strategic objective 29: To work with local authorities, the MPS, criminal justice agencies and voluntary and community sector partners to help address the impact of crime on those groups and communities disproportionately affected, particularly with respect to hate crime, domestic violence and violence against women and girls.

Domestic abuse and sexual violence

Working with the voluntary sector, the Mayor has secured backing from the Home Office Police Transformation Fund to run the innovative DRIVE project in London. This supports a more effective multi-agency response to domestic abuse and aims to tackle repeat victimisation by working with perpetrators to reduce offending. He has also extended £4m in funding to the capital's four sexual assault referral centres, which support survivors of sexual violence. MOPAC will commission a new model for sexual violence services with the aim of offering more seamless support.

Sex workers

As part of the review of the Violence Against Women and Girls Strategy, we are focusing on the harm caused by prostitution in London, including to the safety, health and mental health of those involved. We are committed to reducing risk and vulnerability and offering support so people can move away from prostitution.

Women's Night Safety Charter

The Mayor believes all Londoners should be able to travel, work and go out safely and confidently without fearing that they could become victims of crime. This includes ensuring the safety of women who travel and go out at night, or who work as part of the capital's night-time economy. There must be a zero-tolerance policy and every report of harassment or sexual intimidation must be taken seriously and appropriate action taken.

The Women's Night Safety Charter will set out the Mayor's policy commitment. It was developed in consultation with charities and voluntary organisations that attended London's first Women's Night Safety Summit in July 2017, which was convened by the Mayor's Night Czar. The consultation highlighted that vulnerability can be different for LGBT+, BAME and disabled women so they may require different support.

Tackling hate crime

The Mayor will work with partners to address the rise in hate crime in London. He will use the national online hate crime hub – on which crimes can be reported – to increase reporting and prosecutions and refer more victims to specialist support services. The Hate Crime Victims' Advocates scheme now gets referrals from across the MPS area. It has already supported 238 victims, with 82 per cent of those saying that they felt safer as a

result. In 2018, MOPAC will develop a community ambassadors programme to help communities support each other and become more resilient to hate crime and intolerance.

5.1.2 Confidence in policing

Key equality, diversity and inclusion evidence

People who have trust and confidence in the police are more likely to cooperate with them and comply with the law. However, we know that Londoners from different backgrounds can have varied experiences of policing, crime and criminal justice.

BAME groups have lower levels of victim satisfaction and more negative perceptions of policing

More than three quarters of crime victims from white backgrounds believe the police provide a good response. Data shows that those from BAME groups are less likely to believe this is the case, with only 68 per cent, 64 per cent and 57 per cent respectively agreeing with this statement. We also know that different groups have different perceptions of policing. For example, only 64 per cent of black and 69 per cent of mixed ethnicity Londoners think the police treat everyone fairly, compared to 77 per cent of white British people²⁵⁰.

The use of stop and search has decreased – but black Londoners are still disproportionately searched

Stop and search has, at times in the past, been used inappropriately and ineffectively, particularly against black Londoners. That practice exacted a huge cost on the relations between black Londoners and the police which, in some regards, continues to this day. In recent years there has been a real and strong commitment on behalf of the police and others to improve the use of stop and search and the police should be given credit for that.

There were over half a million searches in 2011/12; by 2016/17 this had fallen to 134,598²⁵¹. This fall is mainly due to the Metropolitan Police's 'STOP IT' initiative – which emphasised intelligence-led searches – as well as a significant reduction in the use of Section 60 stop and search – where individuals are searched without the need for 'reasonable grounds'. Further, of the half a million searches in 2011/12, less than one in every 12 resulted in an arrest. Last year one in every five searches resulted in an arrest and one in three searches produced either an arrest, a cannabis warning or a community resolution. Even with these improvements in how stop and search is used, black

²⁵⁰ Public Attitude Survey, Mopac, 2017

²⁵¹ Unpublished Mopac analysis

Londoners are still 4.1 times more likely to be stopped and searched than white Londoners compared to their relevant population numbers.

Recent cases have had a potentially damaging effect on LGBT+ Londoners' confidence in the police

The Metropolitan Police Service has admitted that opportunities were missed to catch Stephen Port - who killed four people and committed multiple rapes and sexual assaults. The LGBT Advisory Group, which advises the MPS on identifying community concerns, risks to community confidence and broader LGBT+ cultural and life experiences, has stated that LGBT+ Londoners do not always receive the same level of service from the police across all boroughs in London, and has pledged to work with the MPS to identify organisational learning from the Stephen Port case²⁵².

BAME groups are discriminated against in the criminal justice system

The Lammy Review (2017) found bias, including overt discrimination against BAME groups, in the UK criminal justice system. BAME groups are also over-represented in our prisons, accounting for a quarter of the prison population and four per cent of those in the youth justice system (compared to a BAME population share of only 14 per cent)²⁵³. BAME people are less likely to trust legal advice to plead guilty, even when it is appropriate and would help keep them from custody²⁵⁴. Perceived discrimination and distrust of prison staff can lead to offenders rebelling and reoffending, rather than rehabilitating²⁵⁵.

Respondents to the consultation that informed this strategy highlighted a potential link between disproportionality in school exclusions and over-representation in the criminal justice system²⁵⁶. Overall numbers for permanent exclusions are declining in London²⁵⁷, and although fixed-term exclusions affect only 2 per cent of all London pupils, this equates to 25,000 young people a year, with black Caribbean boys over-represented in this group²⁵⁸.

²⁵² Stephen Port Trial: LGBT Advisory Group Statement, LGBT Advisory Group, 2016

²⁵³ An independent review into the treatment of, and outcomes for, Black, Asian and Minority Ethnic individuals in the Criminal Justice System, The Lammy Review, 2017

²⁵⁴ Ibid.

²⁵⁵ Ibid.

²⁵⁶ BAME consultation event, The Mayor's Vision for a Diverse and Inclusive City, September 2017

²⁵⁷ Permanent Exclusions from School, Borough, London Datastore, 2017

²⁵⁸ Permanent and fixed-term exclusions in England: 2015-16, DfE, 2017



Strategic objectives

Strategic objective 30: To work with all relevant partners to help reduce differences in groups' experiences of policing, victim satisfaction and perceptions of policing and the criminal justice system, holding the MPS Commissioner to account for the exercise of duties relating to equality and diversity.

Stop and search

Where the misuse of powers is found to have occurred it should be dealt with firmly. This will ensure there is confidence that police officers will be accountable to the communities they serve and that the public know that their complaints will be taken seriously. But, just as importantly, firm disciplinary action where misconduct has taken place is vital to protect the reputations of officers who are exercising their powers responsibly.

A diverse police service

The Mayor, through MOPAC and the MPS, wants to increase the trust and confidence of all Londoners in the police service. MOPAC has oversight of MPS' work on equality, diversity and inclusion and publishes detailed quarterly information on workforce diversity.

The MPS has three equality, diversity and inclusion objectives with respect to its own officers and staff:

- Making the MPS more reflective of the city they serve, reducing inequalities in interactions with the people of London and developing culture, behaviour and internal processes. Specifically, the MPS is working with the College of Policing to develop a new examination process for officer applicants aimed at reducing barriers in recruitment.
- Developing training to ensure leaders respect and embrace difference and tackle discrimination in all its forms.
- Maintaining oversight of the delivery of the Equality and Human Rights Commission's recommendations²⁵⁹ to ensure officers and staff feel able to come forward and report concerns and are treated with fairness and respect.

Engagement

The Mayor will continue to work with London's communities to build on the consultations carried out on knife crime, violence against women and girls and public access and engagement. This includes hosting a Big Talk with young people on the Knife Crime Strategy, and a sector-led engagement programme, with survivors, on the Violence

²⁵⁹ Section 20 investigation into the Metropolitan Police Service, EHRC, 2016

Against Women and Girls Strategy.

In partnership with the LGBT Independent Advisory Group (LGBTAG) to the Metropolitan Police Service, and LGBT+ anti-violence charity Galop, MOPAC will review the findings of the Independent Police Complaints Commission's (IPCC) report into police failings when investigating the Stephen Port murders, to ensure that similar failings do not further damage the reputation of the Met Police Service's ability to appropriately police London's LGBT+ communities. The IPCC report is expected in Spring 2018.

Strategic objective 31: To work with government, local authorities, the MPS, criminal justice agencies and voluntary and community sector partners to help reduce inequality and disproportionate representation within the criminal justice system.

Trident Matrix review

In line with the recommendations of the Lammy review, the Mayor, through MOPAC, is working with the MPS and others to review the way that information on the most harmful gang members is gathered, verified, stored and shared, with specific reference to BAME disproportionality. This review is due to be completed this year.

Wider engagement

Through the Mayor's consultation on the Public Access Strategy – which outlines his plans for how the public can access the police - he worked with communities to consider new ways for the police and MOPAC to engage at a local level. This will help shape a new approach for the future.

We will also run a £500,000 programme that works with women who are either leaving custody or serving their sentence in the community. It will reach 950 women offenders across London and will boost support services in ten London boroughs. This includes specialist care in the areas of domestic and sexual abuse, trauma counselling, employment support, parenting and housing.

5.1.3 Fire safety

Key equality, diversity and inclusion evidence

Both younger and older people are at risk of death or injury from fire

Some sections of the capital's communities are more at risk of fire or injuries from fire. This includes young Londoners renting in high-density social housing. People most likely to die from fire are those over 65 with reduced mobility, who live alone and who either smoke or use candles or naked flames at home²⁶⁰.

Strategic objectives

Strategic objective 32: To work with all relevant partners to help understand and reduce the gap in risks of fires between different communities, and engage local communities so that we can better understand and respond to their needs.

Grenfell Response and Fire Safety

The Mayor has made clear that, following the tragic Grenfell Tower fire, all high-rise blocks must be safe for residents. Where buildings cannot be made safe through improvements, or where improvements cannot be made without compromising a building's safety, he has said they should be demolished and replaced. In these cases, the Mayor is calling on government to fund any financial gap that arises when ensuring all social housing is replaced, like for like.

The Mayor also wants to make sure that questions about the safety of high-rise blocks built in the 1960s and 70s are answered in the independent review of building regulations and fire safety. He will play a full part in this work and will update his Housing Strategy to reflect any relevant recommendations, which must then be acted on in full.

The Mayor is also clear that residents' views must be at the heart of decision-making by councils and housing associations.

London Fire and Emergency Planning Authority (LFEPA)

Through the LFEPA and London Fire Brigade (LFB), the Mayor will ensure that equality, diversity and inclusion is embedded in the fire safety services. These must be accessible

²⁶⁰ Community Safety Risk Reduction – Targeting and Delivery, LFEPA, 2016

to everyone and meet the needs of all communities. Practising equality, and having a workforce that reflects the people it serves, the fire service will build trust. The Mayor will:

- Work to put fire stations at the heart of the community. The LFB will encourage an open culture that builds on the public's trust of firefighters. It will also make fire stations available as resources for community groups and havens for vulnerable people.
- Promote the community facilities at stations and hold station outreach days. These help to communicate fire safety messages, advertise career opportunities and publicise cadet and apprenticeship schemes.
- Develop an Inclusion Excellence standard to encourage teams, especially at fire stations, to be the most inclusive they can be and to reward them accordingly.
- Use LFB's local knowledge about risks in the community to shape work to improve safety.
- Commission research among other blue-light partners to better understand how and why different communities use LFB services. This will lead to a more responsive service.
- Create a regular engagement forum with under-represented communities to seek their views on any proposals for change.

5.2. Healthy Londoners

Overall, Londoners' health is improving. However, we still have the widest health inequalities in England. People in poor neighbourhoods live shorter lives and spend more of their time experiencing ill health²⁶¹. The variations that exist for different groups of Londoners cannot be tolerated. The Mayor, in fulfilling his legal duty to produce a health inequalities strategy, will work with all relevant agencies to reduce these inequalities while working to raise awareness of, and reduce the stigma associated with, mental health issues.

5.2.1 Physical health

Key equality, diversity and inclusion evidence

People from poorer parts of London and those with learning difficulties and mental health conditions have lower life expectancy

People in poor neighbourhoods live shorter lives and spend more of their lives with ill health²⁶². There are also significant inequalities between the health of disabled and non-disabled people. Those with learning difficulties and mental health conditions die 12 to 20 years sooner than non-disabled people²⁶³.

Refugees and asylum seekers, prison leavers and Londoners with drug and alcohol problems are at higher risk of contracting tuberculosis (TB)

Much progress has been made in reducing the number of new TB cases in the capital. However, London still accounts for 40 per cent of TB cases in England and has among the highest rates of any European capital²⁶⁴. Certain groups are at greater risk of contracting the disease including current or former prisoners, rough sleepers, people with drug and alcohol problems, refugees and asylum seekers. As a result, the rate of TB incidents varies considerably across the city.

Men who have sex with men, trans people and black African Londoners are at higher risk of contracting HIV

²⁶¹ Institute of Health Equity, Fair Society Healthy Lives, 2010

²⁶² Ibid.

²⁶³ Confidential Inquiry into premature deaths of people with learning disabilities, Pauline Heslop, Peter Blair, Peter Fleming, Matt Hoghton, Anna Marriott, Lesley Russ, 2013

²⁶⁴ Public Health England, Health Matters: Reducing the Burden of Tuberculosis, 2017

HIV prevalence is more than twice as high in London as it is in England as a whole²⁶⁵. It disproportionately affects some minority communities, particularly men who have sex with men, trans people and those from black African communities²⁶⁶. People living with HIV frequently report social stigma or anxiety. Two in five Londoners living with HIV are afraid it will lead to them being viewed differently by their GP²⁶⁷. This fear of stigma can also be a barrier to early diagnosis. LGBT+ Londoners are also not fully supported by the healthcare system, which focuses on their sexual health at the expense of understanding their specific needs²⁶⁸.

A range of vulnerable groups are at greater risk of contracting other communicable diseases

Evidence suggests that some people are disproportionately at risk of contracting other communicable diseases. For example, drug users are particularly at risk of contracting Hepatitis C. Those living in overcrowded conditions are more likely to acquire respiratory diseases. There are also health inequalities linked to low take-up of immunisation. Disabled children and those with learning difficulties plus children with single or teenage parents, looked-after children, those from certain BAME groups and asylum seekers all experience a greater risk of not being fully immunised²⁶⁹.

Levels of smoking and alcohol and drug misuse are higher in poorer areas

Although smoking rates continue to fall, they remain relatively high in poorer areas and are highest among people who already suffer from health problems and other disadvantages. Smoking is more than 1.5 times more common among England's most deprived ten per cent of people as it is among the ten per cent least deprived²⁷⁰. Those from white and mixed ethnic groups are most likely to smoke²⁷¹. Deprived communities also see the worst concentrations of alcohol and drug misuse.

Welfare recipients, asylum seekers and undocumented migrants are at risk of food poverty

Food poverty can lead to chronic poor nutrition, health issues and psychological stress²⁷². In areas of London where Universal Credit has been fully introduced, there has been a 17 per cent increase in referrals for emergency food with single people, couples and families most affected. This is more than twice the national average, which stands at seven per cent. Long waiting periods for the first Universal Credit payment (six weeks and more) can lead to food bank referrals, debt, mental health issues, rent arrears and eviction²⁷³. Some

²⁶⁵ Public Health England, 2017

²⁶⁶ Ibid.

²⁶⁷ People Living with HIV Stigma Survey, Stigma Index UK, 2015

²⁶⁸ Unhealthy attitudes: the treatment of LGBT people within health and social care services, Stonewall, 2015

²⁶⁹ UK Trends in Infectious Diseases, Parliamentary Office of Science and Technology, 2017

²⁷⁰ Public Health Outcomes Framework, Public Health England, 2013-15.

²⁷¹ Race Disparity Audit, Cabinet Office, 2017

²⁷² Beyond the Food Bank: London Food Poverty Profile, Sustain, 2017

²⁷³ Early Warnings, Universal Credit and Foodbanks, Trussell Trust 2017

of London's poorest children, including asylum seekers and undocumented children²⁷⁴, are ineligible for free school meals and only receive them at the discretion and expense of their individual school²⁷⁵.

Strategic objectives

Strategic objective 33: To lead, and help coordinate, work to understand and address health inequalities and support at-risk communities to increase their health skills, knowledge and confidence.

Issues of poverty and economic unfairness underpin some of the health inequalities affecting London. The Mayor's actions to address this are outlined in Chapter 1.

To tackle some of the city's specific health inequalities the Mayor will:

- Work with the TB Control Board and implement wider policies to improve housing, reduce rough sleeping and empower Londoners to stop the disease spreading.
- Support the Fast Track Cities initiative, which brings together all partners responsible for HIV in the capital to work in a more joined up way, define a London-wide vision for tackling the disease and maximise additional investment for HIV services. The Mayor is also committed to ensuring people and communities are supported to prevent HIV and reduce the stigma surrounding it.
- Support partnership work across the city to help reduce smoking and harmful drinking, especially among young people.

Food Strategy

The Mayor is considering options for monitoring levels of food insecurity in London, given the inadequate nature of food bank statistics. The Mayor's forthcoming draft Food Strategy aims to support children, people on low incomes, older Londoners, refugee and migrant communities and other groups most affected by food poverty. He will work with partners to highlight issues of malnutrition and hunger. The Mayor wants to help cut, and ultimately end, the need for charitable food provision in London. He also wants to reduce school holiday hunger by 2020. This will be done by offering holiday food for children from low-income families through schemes like Kitchen Social, delivered by the Mayor's Fund for

²⁷⁴ Economic impact on the London and UK economy of an earned regularisation of irregular migrants to the UK, GLA, 2009

²⁷⁵ Report of the parliamentary inquiry into asylum support for children and young people, 2013

London which wants to help 330 London community organisations to offer healthy food and social development provision during school breaks.

Health promotion

The Mayor will help address health inequalities by helping ensure all Londoners have the skills, knowledge and confidence to improve their own health. More and more health information is available online so we must make sure people can access it. Community-led approaches that use social networks to improve skills and knowledge can target harder-to-reach groups including disabled people, older Londoners and those from some migrant and BAME groups, as well as gypsies and travellers.

Social prescribing

The Mayor also wants to promote social prescribing, which connects patients with non-medical support sources in the community. This could include local walking groups, cultural activities and befriending services, or help to get a job. Social prescribing is an important way to harness the resources available through the community and voluntary sector and the Mayor believes it can help the most disadvantaged Londoners to improve their health and wellbeing.

Planning

Those involved in planning and development must help to increase the availability of healthy food options and restrict those that are unhealthy. The draft London Plan is proposing that hot takeaways are not be permitted within 400m walking distance of a school. Where they are allowed, the operators will need to sign up to the Healthy Catering Commitments Standard.

Use the OPDC Local Plan to support Londoners' health and wellbeing by prioritising walking, cycling and using public transport. It will also tackle rising obesity by restricting hot food takeaways, specifically in areas near schools.



5.2.2 Mental health

Key equality, diversity and inclusion evidence

A large minority of Londoners will experience mental ill health – and the stigma and discrimination associated with it

In London, more than two million people experience some form of mental health issue every year. Mental health has traditionally been taken less seriously than physical health and people with mental illness are less likely to receive treatment than anyone else in the health and social care system²⁷⁶. A number of groups are more likely to experience mental ill-health. These include households living in poverty, people with chronic health conditions, people exposed to violence and abuse, and some BAME groups^{277 278}.

Many groups are more likely to experience mental ill-health and some – including young black men and LGBT+ Londoners – experience associated issues relating to stigma and discrimination

Households living in poverty, people with chronic health conditions, people exposed to violence and abuse are more likely to experience mental ill-health²⁷⁹. Some BAME groups are more likely to experience a mental health problem, irrespective of socio-economic status²⁸⁰, and are less likely to have mental health problems identified by their GP²⁸¹.

Nearly nine out of ten people affected by mental ill-health say that stigma and discrimination have a negative effect on their lives²⁸². In addition, people often struggle to find and keep employment. Only ten to 16 per cent of people with a mental health condition (excluding depression) have a job, despite 85 per cent wanting to work²⁸³. People in the capital with severe and prolonged mental illness are likely to die, on average,

²⁷⁶ Adult psychiatric morbidity in England, 2007: results of a household survey, McManus, S. et al., The NHS Information Centre for Health and Social Care, 2009

²⁷⁷ Faculty of Public Health, 2010

²⁷⁸ Mental health statistics: black, Asian and minority ethnic groups, Mental Health Foundation, Accessed from <https://www.mentalhealth.org.uk/statistics/mental-health-statistics-black-asian-and-minority-ethnic-groups> on 6th March 2018

²⁷⁹ Better Mental Health for All, Mental Health Foundation/Faculty of Public Health, 2016

²⁸⁰ Kirkbride, J.B. et al. (2008). Psychoses, ethnicity and socio-economic status. The British Journal of Psychiatry, 193(1), pp.18–24.

²⁸¹ National Institute for Mental Health in England (2003). Inside Outside: Improving Mental Health Service for Black and Minority Ethnic Communities in England. Department of Health, London

²⁸² Stigma and discrimination, Mental Health Foundation, 2017

²⁸³ London Health Commission, 2014

15 to 25 years earlier than others. They are also more likely to experience disability, stigma and discrimination, social exclusion and poverty²⁸⁴.

London's BAME groups – especially younger African and Caribbean men^{285 286} – experience stigma associated with mental ill health. This is a result of language, cultural and religious barriers; a lack of awareness of, and support from, professional services; plus as increased likelihood of them living in poorer or overcrowded conditions²⁸⁷.

Mental health is an area of real concern in the LGBT+ community. Some 22 per cent of gay and 26 per cent of bisexual men experience moderate to severe levels of depression. Research in 2012 found that 27 per cent of gay men had thought about taking their own life – rising to 35 per cent for BAME gay men, 38 per cent for bisexual men and 47 per cent for gay and bisexual disabled men. This compares with just four per cent of men overall²⁸⁸.

Men – especially those who are low skilled – are more likely to commit suicide than women

Men are three times more likely than women to take their own lives. Nationally, suicide is the largest cause of death in men aged between 15 and 49. For those working in the lowest skilled occupations, the risk of suicide is higher²⁸⁹.

Strategic objectives

Strategic objective 34: To work with communities, employers and the voluntary sector to ensure London's diverse populations no longer experience stigma associated with mental ill-health.

The Mayor's vision is for London's public, private, voluntary and community sectors to work together to prevent mental ill health. He also wants to ensure those affected have the support they need so will:

- Campaign to reduce the stigma and discrimination associated with mental health issues.

²⁸⁴ Faculty of Public Health, 2010

²⁸⁵ Healing a divided Britain: the need for a comprehensive race equality strategy, EHRC, 2016

²⁸⁶ From Surviving to Thriving, the final report of the Lambeth Black Health and Wellbeing Commission, 2014

²⁸⁷ Perceived barriers to accessing mental health services among black and minority ethnic (BME) communities: a qualitative study in Southeast England, Mental Health, 2016

²⁸⁸ Mental health, Stonewall, 2012

²⁸⁹ Suicides in the UK: 2015 registrations, ONS, 2016

- Champion the new Thrive London programme to empower and support Londoners. This includes a particular focus on the most deprived communities and those groups at higher risk of developing mental health issues. The aim is to tackle the causes of poor mental health and reduce stigma
- Consider, through this work, mental health and mental health inequalities in the same way he would consider physical health inequalities. And he will challenge others to do the same. In his role as London Health Board chair, he will advocate for people to have proper access to mental health services.
- Champion effective schemes to recruit and retain people with mental ill health. Through the Healthy Workplace Charter, he will support London's employers to be more inclusive.
- Encourage more Londoners to have mental health first aid training. This will give them knowledge and practical skills so they can understand mental health issues and assist those in distress.
- Aspire for London to become a zero suicide city, since every suicide is preventable. As a first step, he wants to meet the national target of a ten per cent reduction in the number of suicides. He will also campaign to raise awareness and will encourage people to talk about suicide and seek support.
- Help London become the world's first dementia-friendly capital by 2020. Priorities include working with local health authorities to improve diagnosis rates, and with TfL to make getting around safer and easier. It will also include tackling stigma and increasing public understanding so those with dementia can get on with their daily lives.

5.3. Strong, connected communities

Social integration is one of the Mayor's top priorities. It is about how we all live together. It is about shaping a city in which all Londoners can relate to each other as equals, lead lives that are connected with others, and play an active part in their city and the decisions that affect them.

5.3.1 Social integration

Real social integration benefits all Londoners. Stronger, more diverse social networks can help people from all backgrounds access opportunities such as a new job or involvement in community life. This can support social mobility and help to reduce inequality, isolation and loneliness. Newcomers to London, arriving from other countries or from elsewhere in the UK, need to be able to integrate to benefit from the city's success, fully contribute and feel they belong²⁹⁰.

Key equality, diversity and inclusion evidence

Some groups experience structural inequalities or specific barriers that prevent social integration

Inequalities in accessing the labour market prevent some groups from enjoying the networks and professional relationships that help people get on in life²⁹¹. For example, young black men aged 16 to 24 experience particularly high rates of unemployment, at 32 per cent compared with 14 per cent among young white men²⁹². Research indicates that many trans people are prevented from fully participating in their communities because of fear of abuse and humiliation. They also feel disadvantaged when using public services that do not meet their needs including workplaces, schools, the criminal justice system and healthcare²⁹³. Thousands of young Londoners have grown up here but cannot access HE or work because of their migration status²⁹⁴. Meanwhile, as a result of the uncertainty over

²⁹⁰ Social Integration: A Wake-Up Call, Social Integration Commission, 2014

²⁹¹ Friends' Networks and Job Finding Rates, Institute for Social and Economic Research Working Paper Series 2011-21, 2011 Based on the British Household Panel Survey, which asked respondents to name their three best friends and provide information on their characteristics, including employment status.

²⁹² GLA analysis of the Annual Population Survey. Data combined over three years, 2014 to 2017.

Comparison of groups by age, ethnicity and gender shows that young black men have the highest unemployment rate along with Bangladeshi young men. Other groups with high unemployment rates include young mixed ethnicity men and women. The analysis also shows that young people in general – across ethnicity and gender – have higher unemployment rates than their older counterparts.

²⁹³ A Vision for Change – Acceptance Without Exception for Trans People, Stonewall, 2017

²⁹⁴ Economic impact on the London and UK economy of an earned regularisation of irregular migrants to the UK, GLA Economics 2009

their future in the UK, many European Economic Area nationals say they feel unwelcome and report a rise in discrimination and hate crime²⁹⁵.

Isolation and loneliness are a problem

Londoners are more likely to experience social isolation than people in other parts of the UK²⁹⁶. In 2014, 20 per cent said they did not have a spouse or partner, family member or friend they could rely on if they had a serious problem²⁹⁷. This lack of support is more common among people aged 20 to 24 (29 per cent), 25 to 29 (22 per cent), and 55 to 59 (24 per cent)²⁹⁸.

Parents of young children are missing the opportunity to mix with parents from different backgrounds

After having a child, people are more open to mixing with others from different backgrounds²⁹⁹. However, owing to the relatively segregated nature of early years services in London – distinct use patterns can be seen among children living in more and less deprived areas and from different ethnic backgrounds, and for disabled children³⁰⁰ – the potential for nurseries, playgrounds and creches to encourage better integration is not being harnessed.

Strategic objectives

Strategic objective 35: To work with others to address the inequalities and barriers that limit some Londoners' ability to build strong relationships and be active citizens.

The Mayor's Social Integration Strategy sets out his work in this area in more detail, including how we will understand and tackle the inequalities and barriers that affect certain groups. We will produce a set of measures to help us better understand levels of social integration in the capital, and identify opportunities. We will launch initiatives which help tackle barriers and inequalities that can prevent social integration, create more shared experiences for Londoners and promote active citizenship among people from all backgrounds.

²⁹⁵ European voices: EU Londoners speak, London Assembly, EU Exit Working Group session, 2017

²⁹⁶ Older Londoners and the London Plan: Looking to 2050, GLA, 2016

²⁹⁷ GLA Analysis of Understanding Society, 2013/14

²⁹⁸ Ibid.

²⁹⁹ First 1,000 Days Fund, unpublished research, The Challenge, 2016

³⁰⁰ Social Mix in London Early Years Provision, Family and Childcare Trust, 2016



Tackling barriers and inequalities

To create genuine social integration, we must reduce barriers that affect certain groups, and inequalities that affect all Londoners. The Mayor will:

- help improve access to work and do what he can to reduce discrimination for all Londoners through the Good Work Standard, Skills Strategy, Mayor's London Scientist, Mayor's Construction Academy Scheme, Digital Talent Programme and the London Enterprise Adviser Network
- launch WIN, a new Workforce Integration Network to increase employment rates for black and minority ethnic (BAME) groups who are currently underrepresented in London's workforce
- support Londoners with insecure status to access their legal rights to citizenship and residence, partnering with civil society through the Citizenship and Integration Initiative (CII – see page 138)
- confront barriers and discrimination faced by migrants and refugees by facilitating the London Strategic Migration Partnership and advocating for fairer outcomes for migrants and refugees
- help remove barriers to communication by launching ESOL Plus pilots to improve the suitability and availability of English for Speakers of Other Languages (ESOL), as well as pioneering ways to improve digital skills and access for Londoners facing digital exclusion

The Mayor is also committed to working with the LGBT+ community, schools, police and others to highlight and challenges presented by transphobia, which remains all too prevalent, and promote acceptance of gender diversity. The GLA will respond to the review of the Gender Recognition Act when it is announced by government.

Promoting shared experiences

Real social integration is about living lives connected with others. The Mayor's vision is to support Londoners to build meaningful relationships with individuals from different backgrounds as well as their own. Achieving this means supporting Londoners to have more positive and frequent shared experiences. The Mayor will:

- launch The London Family Fund to help improve social networks and reduce isolation during the crucial period of early parenthood
- partner with civil society to develop a response to new identities research, helping Londoners celebrate and be proud of an inclusive London identity
- develop an approach to welcoming newcomers to the city, building on the successes of existing welcome groups

The OPDC will work with various community groups and stakeholders to achieve its vision and objectives, including through the Great Place Scheme. This is a three-year programme of activities, events and projects that provides opportunities for local people, businesses and organisations to celebrate art, culture and heritage. The initiative supports social integration – 2,000 volunteers are working together to develop a programme that will engage all local schoolchildren in community-led research.

Supporting Londoners to be active citizens

Improving social integration also means supporting greater participation. This is how Londoners play an active role in their community and city, and become involved in the decisions that affect them. The Mayor will:

- work with the Citizenship and Integration Initiative (CII) – a partnership between the Mayor, Trust for London, Unbound Philanthropy and civil society organisations to improve social integration in the capital – to encourage greater involvement in democracy among new citizens through citizenship ceremonies, and among school leavers through political literacy resources
- Producing political literacy resources for secondary schools as part of the London Curriculum (see below), to help young people and school leavers understand how they can participate in public and political life.
- enable more Londoners to give their time and resources to help refugees by promoting community sponsorship, which brings together the goodwill and expertise of businesses and communities to welcome refugees

The London Curriculum Citizenship programme helps secondary teachers to inspire young people and get them thinking about their identity as Londoners, focusing on what matters to them and how they can get their voices heard. The resources are used in more than 80 per cent of secondary schools and are particularly popular among schools in deprived boroughs. New resources will help children and young people to become active citizens and will encourage understanding between communities. Through Healthy Schools London, we will support teaching on all forms of bullying, including LGBT+ bullying.

5.3.2 Volunteering

Volunteering can have a real impact on a person's wellbeing and health. It can help them develop new skills, knowledge and experience while providing a vital role to society. However, some groups face barriers to volunteering.

Key equality, diversity and inclusion evidence

Poorer Londoners, old people, young people, disabled people, women, BAME groups and those unsure of their migration status face barriers to volunteering

In 2016/17, more than 32 per cent of adults in the UK had volunteered in the previous 12 months, but the figure for lowest socio-economic status group was only 23 per cent³⁰¹. Young people can be put off volunteering by the cost, time involved and negative perceptions about their own skills and what it entails³⁰². For older people, barriers include the cost, transport considerations, time constraints and caring responsibilities³⁰³. Research shows we need to focus on engaging older people who are not well connected and are less wealthy and less healthy³⁰⁴. Seeing disabled people as recipients of care rather than volunteers can also prevent some from getting involved. Organisations sometimes pigeonhole disabled volunteers and fail to focus on their interests³⁰⁵.

For some women, their family and caring commitments can be a barrier to volunteering³⁰⁶. In addition, people from some BAME groups have access to fewer volunteering opportunities so can feel less included³⁰⁷. Some people are prevented or put off from volunteering owing to their immigration status – asylum seekers can volunteer, but working without holding leave to enter/remain in the country is a criminal offence³⁰⁸.

Strategic objectives

Strategic objective 36: To work with employers, communities, voluntary sector organisations and others to help reduce the barriers that prevent some people from volunteering.

Team London Ambassadors and major events volunteers

The Team London Ambassador volunteers welcome visitors at tourist hotspots across the city. In 2018, we will increase the number of 18 to 24-year-olds and disabled people on the programme. We are also working with partners to support the Big Half, which will

³⁰¹ Volunteering, inequalities and barriers to volunteering, Leeds Beckett University, 2016

³⁰² Ibid.

³⁰³ Ibid.

³⁰⁴ The benefits of making a contribution to your community in later life, Centre for Ageing Better, 2016

³⁰⁵ Volunteering, inequalities and barriers to volunteering, Leeds Beckett University, 2016

³⁰⁶ Ibid.

³⁰⁷ Ibid.

³⁰⁸ Permission to work and volunteering for asylum seekers, Home Office, 2017

encourage volunteers from Southwark, Lewisham, Tower Hamlets and Greenwich. The Mayor will continue to support programmes that focus on particular events or locations, such as the LLDC's Park Champions volunteering team at Queen Elizabeth Olympic Park.

Volunteer reward and recognition

We will create a culture in London where volunteering is part of everyday life. To achieve this, we must get more people involved and find ways to reward them. We are working with vInspired and trialling an incentive scheme to encourage young Londoners to volunteer. Ultimately, we hope to help more people who traditionally face barriers to become active citizens.

Skill-UP

We will launch Skill-UP, a programme that matches business volunteers with staff from small charities. This will help them develop their skills and flourish in their roles. It will also enable organisations to become as effective and efficient as possible, while continuing to support those in the community who are most in need.

Case study: Team London Young Ambassadors

The Team London Young Ambassadors programme has been a huge success, growing phenomenally since it began in 2013. It now works with more than 2,000 schools, almost 80 per cent of all those in London. However, gaps were identified in the diversity of its volunteers and it became clear work was needed to reach more Pupil Referral Units (PRUs) and schools catering for children with special educational needs and disabilities (SEND).

Team London worked closely with Spirit of 2012, which helped to introduce the programme to schools in a more inclusive way, outlining what could be delivered and the expected results. An emphasis was also placed on training. School speakers were experienced in disability awareness so were able to show how the programme could be adapted to suit all students' needs.

The programme now works with 57 SEND schools from a total of 145 in London, and 30 PRUs out of 61. Its future looks assured, with the #iwill social action campaign providing funding to ensure the diversity gap continues to close.

5.4. Inclusive culture and sport

Our city offers world-class culture and sports and this is one of the main reasons why people visit. But it also enriches the lives of Londoners and brings communities together. The Mayor wants these benefits to be enjoyed by everyone. He wants to create a city-wide blueprint for how culture and sport can help promote tolerance, respect and community, and build a more socially integrated London.

5.4.1 Inclusive culture

Key equality, diversity and inclusion evidence

Participation rates in cultural activities vary between different communities and groups

A number of groups are less likely to access London's cultural offer³⁰⁹:

- Older people have lower participation rates for all cultural venues³¹⁰.
- Only 41 per cent of disabled people had visited a museum or gallery compared with 62 per cent of non-disabled people³¹¹.
- Many disabled people do not feel able to access the culture on their doorstep owing to cost, lack of information and accessibility issues³¹².
- Men are less likely to use cultural venues³¹³.
- The higher a person's income, the more likely they are to visit a museum or gallery³¹⁴.
- In the decade following the introduction of free admissions, the number of BAME visitors to government-sponsored venues increased by 177 per cent.³¹⁵

Fear of crime is a barrier to women, older and disabled Londoners experiencing London's 24-hour culture

There are groups of people who, for a variety of reasons, avoid town centres and night-time activities. Issues include physical barriers and lack of facilities for disabled and older people. There are also perceptions around safety and security, particularly for women.

³⁰⁹ Taking Part, Focus One: Barriers to Participation, DCMS, 2015

³¹⁰ Ibid.

³¹¹ Disability Equality Indicators, Office for Disability Issues, 2010

³¹² Taking Part, Focus One: Barriers to Participation, DCMS, 2015

³¹³ Ibid.

³¹⁴ Ibid.

³¹⁵ 10th anniversary of free admissions to national museums, DCMS, 2011

Others feel excluded for socio-economic reasons and because of attitudes towards, and awareness of, LGBT+ and BAME groups³¹⁶.

The loss of venues and facilities affects some groups' cultural heritage

The cultural heritage of LGBT+ people is part of London's social fabric. Research shows that LGBT+ nightlife is an important contributor to our 24-hour economy, culture and community life. Since 2006, the number of LGBT+ venues in the capital has fallen from 121 to 51. The most valued LGBT+ spaces are seen as non-judgemental places where people of diverse gender identities and sexual orientations are respected³¹⁷.

Rising land and workspace costs threaten cultural diversity

Creative enterprises and artists struggle to find workspace and secure long-term financing and business support. Their activities are perceived to be risky or of non-commercial value.

London has also lost 40 per cent of its grassroots music venues since 2007³¹⁸ and rising property prices are forcing out the creative communities that have helped to revive parts of the city.

Strategic objectives

Strategic objective 37: To work with London boroughs, businesses, venues, cultural organisations and voluntary and community groups to help organise and promote relevant and accessible activities so that more Londoners can experience, and engage with, the city's culture.

Culture Strategy

The Mayor's Cultural Leadership Board will steer the delivery of the Mayor's policy pledges for the culture and creative industries, and will shape his Culture Strategy. This will include policies to increase rates of participation in cultural activities and support diverse communities, so everyone can enjoy what the city has to offer.

London Borough of Culture

As part of the Mayor's London Borough of Culture initiative, boroughs compete for more than £1m to run a year of local events. The funding will enable them to reach the most

³¹⁶ From good night to great night, A vision for London as a 24-hour city, GLA, 2017

³¹⁷ Infrastructure in London: Night Venues, 2006–2017, Ben Campkin and Laura Marshall, 2017

³¹⁸ Saving London's Music Venues, GLA, 2017

disadvantaged children, young people, families and schools. The aim is to celebrate local culture and communities and encourage more Londoners to do the same.

London Music Fund

The Mayor wants to make sure that arts and cultural activities are available to all children. He will increase money allocated to the London Music Fund to help talented Key Stage 2 and 3 students who cannot afford to continue their music lessons. The programme also gives young musicians the chance to learn alongside professionals and play in venues like the Royal Albert Hall. The Mayor will continue to run Gigs, his annual busking competition for young Londoners. This opens up a range of opportunities through the Busk in London programme – which encourages public and private landowners to open up space to busking - including exclusive performance opportunities and paid gigs.

Live music

The Mayor asked the Metropolitan Police to review the use of the event risk assessment Form 696³¹⁹, which many people felt unfairly targeted BAME artists. As a result of the review, the Metropolitan Police have decided to remove Form 696 from use.

24-hour city

The Mayor has appointed London's first Night Czar and a Night Time Commission to support his ambition for London to become a leading 24-hour global city. As part of this work, he has published his vision *From Good to Great Night*, which outlines ten principles that will help the capital compete with the likes of Berlin, Tokyo and New York.³²⁰

To make the city's night-time culture more enjoyable and inclusive, we must ensure a wide range of activities are available for the city's diverse communities. The Mayor will encourage boroughs to work with landowners, investors and businesses to address barriers to accessing the night-time economy and enhance the experience of London after dark.

The Night Czar will hold regular night surgeries as a way to consult directly with the public. The main focus will be to meet Londoners working in the night-time economy, who are disproportionately BAME people and women. We will work with the Trade Union Congress to research the specific needs of this workforce, particularly BAME, LGBT+ and disabled people.

³¹⁹ Form 696 is a risk assessment form which the London Metropolitan Police requested promoters and licensees of events complete and submit 14 days in advance of an event in 21 London boroughs. Non-compliance with this may have resulted in police opposition to event licences being granted.

³²⁰ A vision for London as a 24-hour city, GLA, 2017

Strategic objective 38: To work with London boroughs, businesses, developers and voluntary and community groups to help support, save and sustain diverse cultural places and spaces, by promoting good growth

Promoting culture through the London Plan

Through the draft London Plan, boroughs will be encouraged to better understand future opportunities and the existing cultural offer in their areas. They should consider how it serves different people, for instance young Londoners, BAME groups and the LGBT+ community. They should also look at any gaps.

Boroughs should develop policies and strategies to make sure cultural facilities cater for diverse groups and communities are protected – especially facilities that are used in the evening and at night.

LGBT+ venues

To stop further closures of LGBT+ nightlife venues, the Mayor has launched the LGBT+ Venues Charter – a practical, five-point tool that developers, venues and pub companies can use to demonstrate their commitment to London's LGBT+ community.

The Mayor will use investment and monitor engagement and diversity through:

- A Culture Micro Grant Programme to support and boost grassroots cultural activity aimed at the smaller communities and groups that often miss out on funding.
- A Culture at Risk Office to work directly with community groups, businesses, local authorities, developers and others to help identify and protect cultural infrastructure at risk of closure. This includes pubs, grassroots music venues, theatres, artists' workspaces and LGBT+ venues.
- Scoping work to establish the viability of setting up of a Creative Land Trust to stem the flow of creatives and artists leaving the capital.



5.4.2 Inclusive sport

Key equality, diversity and inclusion evidence

Certain groups – including Muslim women and older, disabled and LGBT+ Londoners – are less likely to participate in sporting activities

Women, disabled people, those over 65, Muslim women, LGBT+ people and Londoners on lower incomes participate less³²¹.

Despite an increase in the number of young people playing sport, the cost – for instance gym fees – remains the most significant barrier³²². Older people who did sport before retiring are more active post retirement. However, many believe they can no longer take part because of their age³²³. Some 64 per cent of the 1.4 million Deaf and disabled people in London want to do more physical activity. However, 41 per cent of coaches do not feel as comfortable as they would like regarding coaching disabled participants³²⁴.

Only 42 per cent of LGBT+ people achieve the level of physical activity required for good health, which compares with 59 per cent of the general population³²⁵. The main reasons cited are poor personal experiences and fear of discrimination. Those who are trans or not cisgender³²⁶ feel particularly uncomfortable when taking part or using changing facilities. Experiences at school have been shown to influence how LGBT+ young people feel about sport³²⁷.

Muslim women are less likely to participate for reasons including a fear of discrimination and negative attitudes from service providers. Other factors are difficulties changing and showering in communal facilities, lack of women-only sessions, dress codes and costs³²⁸.

Strategic objectives

³²¹ Active People Survey analysis tool, Sport England, 2013

³²² Moving the Goal Posts: Poverty and Access to Sport for Young People, London School of Economics, 2015

³²³ Understanding participation in sport, Sport England, 2006

³²⁴ An Active, Inclusive Capital: A Strategic Plan of Action for Disability in London, London Sports, 2017

³²⁵ Lesbian, Gay, Bisexual and Trans People and Physical Activity, what you need to know, LGB & T Partnership, 2016

³²⁶ Cisgender denotes someone whose gender identity corresponds with their birth sex

³²⁷ Sport, Physical Activity and LGBT, Sports England, 2016

³²⁸ Muslim Women in Sport, Women's Sport and Fitness Foundation and Sporting Equals, 2010

Strategic objective 39: To work with community organisations, the grassroots sport sector, London Sport and other strategic partners to help ensure diversity, inclusion and social integration are important principles of the new sport programme and strategy.

Community investment

The Mayor will ensure all partners and organisations that receive GLA funding for major sporting events provide community development programmes that foster greater social integration and participation, and promote unity, respect and community. He will also launch a new £5.8m community sport investment programme that will contribute to making London the world's most active and socially integrated city. Specifically, the programme will back initiatives that use sport to bring communities and people from different backgrounds together, and provide opportunities for less active Londoners to get involved. It will harness the unique power of sport to create shared experiences. It will also help people to connect and build relationships, often across cultural, social and generational divides. The Mayor will look to invest in three areas:

- sport for social integration
- active Londoners
- workforce and capacity building.

The LLDC will continue to work with partners to provide an inclusive community sports programme at Queen Elizabeth Olympic Park. It will use the park and venues, plus the recently opened London Marathon Community Track, to inspire diverse communities and encourage them to get involved in sport and physical activity.

Sport for Social Integration

Under the banner of Sport for Social Integration, we will work with organisations that may not have provided physical activities before. We will fund initiatives that tap into community networks, create new partnerships, target socially isolated people and combine sport with other activity. In addition, we will invest in initiatives that work intensively with communities in specific geographical areas.

Active Londoners

The Active Londoners funding will provide affordable, local opportunities for people who tend not to participate in sport, including women and girls, older people, disabled people and those from some BAME groups and LGBT+ groups. It will also focus on people with mental health issues, complementing the objectives of Thrive London. The programme will be underpinned by investment in technology, training and development for people on the frontline of community sport, including volunteers and the sharing of best practice; and comprehensive monitoring and evaluation.

Chapter 6 – Leading by example

6.1. An inclusive employer

The strategic diversity and inclusion human resource objectives for the GLA group are:

1. To recruit and retain a workforce across the GLA group that better reflects London's diversity including at senior levels.
2. To recruit or appoint to non-executive boards and advisory panels across the GLA group in a way that better reflects London's diversity.
3. To reduce pay gaps between different groups so that they are not statistically significant.
4. To take the steps needed to ensure that all organisations within the GLA group have open and inclusive cultures and are great places to work.

This strategy has set out the Mayor's vision for a more equal and inclusive London – a city where no one is held back or left behind because of who they are or their background. He is also determined to lead by example in areas where he has direct responsibility, both at City Hall and in the functional bodies. This includes ensuring a diverse workforce across the GLA group that reflects the make-up of London³²⁹.

He wants to break the glass ceiling that stops many employees – particularly carers, disabled people, women, LGBT+ staff and BAME people – from reaching leadership positions, especially at executive level. BAME and disabled people are currently under-represented throughout the GLA group so we must attract more diversity to TfL, the MPS and the LFB.

The Mayor is creating an inclusive culture across the GLA group. He wants everyone to feel able to speak up and contribute, especially to suggest fresh ways of working. He will make sure all our employees, partners and suppliers are treated with dignity and respect and their health and wellbeing is valued. Culture change is essential if we are to recruit and retain the talent we need to help the Mayor lead London. To achieve this:

- We have developed the Diversity and Inclusion Action Standard for the GLA group, which will act as a benchmark for diversity and inclusion in employment. It will also provide a development tool and enable us to share good practice.

³²⁹ Details of the diversity of our workforce can be found in our [Annual Report 2016/17](#)

- We will develop tools to help City Hall directorates and units, and GLA group organisations, to put the standard into practice. Organisations will assess their own performance then this will be followed by a peer review. Each organisation will put action plans in place to encourage further improvements and measure progress year-on-year.
- We will measure our progress against these objectives using the Diversity and Inclusion Action Standard.

The GLA

Our Diversity and Inclusion Management Board brings together senior managers plus trade union and staff network representatives to track progress. The aim is to help the organisation more accurately reflect London's diversity at every level. It oversees work that involves:

- Using equality monitoring data to provide team-level analysis and inform improvement action plans.
- Reviewing gender pay gaps, analysis, transparency and action planning, with a view to doing the same for ethnicity.
- Benchmarking our work against, for instance, Stonewall's Workplace Equality Index and The Times Top 50 Employers for Women list.
- Making sure all roles are available and advertised through the part-time and flexible working jobs board Timewise on a job-share or flexible working basis.
- Recruiting a more diverse workforce by providing hiring managers with training on the Equality Act. As part of our recruitment, we use unconscious bias, name-blind shortlisting and diverse interview panels wherever possible.
- Reviewing recruitment campaigns to ensure diverse shortlists.
- Supporting and collaborating with staff groups including the Women of City Hall Network and the LGBT+ Network.

The London Fire and Emergency Planning Authority (LFEPA)

LFEPA wants a diverse and inclusive workforce at every level of the organisation. Making sure that all staff take part in the induction process, which outlines its diversity, inclusion and respect values, will help to achieve this. It is also investigating a formal route for successful cadets to become trainee firefighters, especially as cadet schemes attract more diverse candidates than existing recruitment processes.

In addition, LFEPA aims to create more inclusive cultures in its fire stations and offices using a behavioural framework for staff and guidance for managers. It encourages greater use of mediation to resolve problems early on and is reviewing its complaints procedures and processes to make sure they work well and provide fair results in a timely manner. It is

also building on its mental health support arrangements for staff who are exposed to trauma through their work. This includes exploring initiatives like trauma risk management used by other emergency services. In addition, LFEPA wants to provide additional support for an ageing workforce, including introducing fair operational fitness requirements.

The Commissioner, Dany Cotton, chairs LFEPA's Inclusion Board, which oversees policy in this area. Staff support groups volunteer their time to provide professional and personal support to colleagues from under-represented groups. This includes disabled employees, women, those from BAME groups and LGBT+ people. The organisation is creating a network of inclusion champions from its senior leadership team. They will support staff groups, champion their work and provide mentoring opportunities. This will help develop an understanding of inclusion and diversity at all levels.

Case study: #FirefightingSexism

Women make up just under seven per cent of the LFB's operational workforce so, in 2016, it commissioned a study to look at the barriers to them becoming firefighters.

The #FirefightingSexism campaign conducted research among female firefighters, a sample group of women from across London and professionals with expertise in increasing the number of women in organisations. Findings revealed that:

- There is a lack of awareness of what the firefighter role involves, which often results in women creating perceived barriers.
- The actual role only appeals to women with the drive and desire to become a firefighter. However, there are others who could be convinced if the right opportunity arose.
- There are a number of unnecessary barriers that dissuade women from applying, such as the application process, the website and the fact that the job is not sold to them.

In 2017, the LFB designed a new recruitment campaign to attract applications from women, as well as people from BAME and LGBT+ communities. It explains what being a firefighter means and is supported by a new website and a film showing what the job involves. This work is the start of a longer-term approach to firefighter recruitment.

London Legacy Development Corporation (LLDC)

To meet its commitment to recruiting a diverse workforce, the LLDC uses a blind application process. This removes all personal details and promotes most roles as flexible. Equality monitoring helps to identify any under-representation at each stage of the recruitment process. The LLDC is also a Disability Confident Employer and guarantees an interview to disabled candidates who meet the minimum criteria.

The LLDC's policies on grievances, equality and diversity, bullying and harassment, plus recruitment and selection are regularly reviewed and updated. There is also an induction programme for all new starters that features mandatory equality and inclusion training covering unconscious bias, policies, behaviours and a code of conduct. Flexible working policies are promoted, as are the benefits of a good work/life balance.

A Learning and Development Strategy outlines the LLDC's commitment to leadership and management training. It includes mentoring programmes and Women in Leadership events, and all line managers receive training to manage mental health at work. The strategy is designed to make sure that under-represented groups are well equipped for promotion opportunities.

The LLDC will review its board membership in 2018 and has asked a recruitment search company to make sure diversity is considered during the selection process. This work is supported by action plans that focus on the gender pay gap, mental health and wellbeing, and diversity and inclusion.

Mayor's Office for Policing and Crime (MOPAC)

The Mayor, through MOPAC, is committed to treating everyone fairly, with respect and dignity. It wants to increase diversity and promote equal opportunities. Equality issues must also be part of planning, consultation and service delivery processes. The Governance and Risk Group will monitor this with support from the senior leadership team, which reviews workforce data, pay gap audits and action plans. Through MOPAC, the Mayor's approach will be based around three important areas:

- HR and organisational development – this includes learning and skills, workforce diversity and ensuring equality in all HR policy and practice.
- Policy and delivery – looking at how equality is built into decision-making, policy-making and service delivery. Also, how staff understand their own roles and obligations in terms of promoting equality and reducing discrimination.
- Oversight of the MPS – how it meets its legal duties to hold the Commissioner to account for equality and diversity. This includes in the treatment of both staff and service delivery to the public.

Through MOPAC, the Mayor will also:

- Review its HR policies in 2018, including for diversity and inclusion and recruitment. During this work, policies will be screened for equality impact.
- Ask staff to update their equality information to help establish an accurate workforce profile.
- Conduct a training needs assessment and offer relevant training on equality, diversity and inclusion issues.

Old Oak and Park Royal Development Corporation (OPDC)

To meet its commitment to equality, diversity and inclusion the OPDC will:

- Monitor, analyse and publish workforce data, including on its gender pay gap, and implement initiatives to address any issues.
- State publicly on all adverts that it is committed to becoming a diverse employer.
- Review membership of its Board and committees in 2018, building on learning from TfL Board appointments. It will also use targeted recruitment agencies to ensure diversity among members of its Board and committees, and for senior appointment shortlists.
- Work with Transitions, a not-for-profit careers and employment service that specialises in identifying refugees from professional backgrounds for short-term placements.
- Train all hiring managers on diversity and unconscious bias.
- Help hiring managers to consider diversity issues at every stage of the recruitment process.
- Make every effort to ensure all interview panels are gender and/or ethnically diverse.
- Ensure HR is represented on all interview panels for senior roles
- Try new ways to recruit a more diverse workforce, for example by using name-blind shortlisting.

An inclusive culture is vital to the work of the OPDC. It is developing a leadership programme that will focus on building trust among teams and will provide guidance on starting difficult conversations. It will also continue to provide dignity and inclusion training for all new starters, with refresher courses encouraged every two years.

Where appropriate, the OPDC will mirror the GLA's good practice in relation to diversity and inclusion. It has also signed up to the London Speaker Diversity Pledge, which publicly demonstrates its commitment to diversity.

Transport for London (TfL)

TfL promotes equality, diversity and inclusion for all staff and stakeholders and believes that Every Person Matters. It is:

- Developing a framework for talent management and succession planning to help retain and promote women and BAME employees.
- Reviewing its approach to reasonable and workplace adjustments, so staff can best fulfil their roles and make the most of their abilities.
- Using situational strengths tests during the recruitment process to assess a candidate's potential rather than their current capabilities.
- Engaging schools, especially female students, to help tackle under-representation in the industry and raise aspirations of BAME and working class young people.

- Running a schools' skills programme with industry partners and suppliers to encourage young Londoners to consider a STEM career, particularly in the transport sector.

This work is supported by diversity and inclusion governance with clear lines of accountability and performance management alongside a measurement framework. TfL will continually improve its approach to recruiting and promoting a diverse workforce and will introduce name-blind shortlisting, more diverse interview panels and diversity targets for shortlists. It will use training and development programmes to address the lack of diversity in leadership positions and will provide unconscious bias training to help encourage a more inclusive culture.

6.2. A responsible procurer

The GLA group spends around £11bn on procurement activities every year. The scale and diversity of our buying power presents huge opportunities for developing effective partnerships and encouraging behaviour change.

Responsible procurement, led by the GLA group and championed by the Mayor, can include identifying innovative ways to deliver products and services. It can also improve job opportunities and standards of living in organisations within our supply chain. Ultimately, it means using accessible procurement processes to give London's businesses and organisations equal opportunities.

Through responsible procurement, the Mayor can create apprenticeships, encourage suppliers to pay the London Living Wage and help to reflect the city's diversity in their workforces.

The strategic diversity and inclusion procurement objectives for the GLA group are:

5. To ensure that our procurement, commissioning and investment processes are accessible and inclusive to support community-led regeneration and to encourage supplier diversity including women-led, BAME-led and disabled-led businesses.
6. In our procurement, commissioning and investment of work across London, ensure our partners and suppliers support the Mayor's vision on diversity and inclusion as set out in this strategy.

The Mayor will achieve this across the GLA group by:

- Removing barriers in our procurement processes that could make it harder for minority-led businesses and SMEs to enter our supply chain.
- Reviewing our procurement processes to ensure they remain transparent and open to the whole of the supplier community.
- Paying our suppliers promptly and acknowledging the specific challenge around poor cash flow for many SMEs.
- Making sure that when we procure goods and services from our suppliers, we consider how they can support our work on diversity and inclusion. This could mean ensuring their software is accessible and their services cater for everyone's needs.
- Identifying opportunities to encourage our suppliers to adopt inclusive design principles.
- Looking for ways to work with companies (and their supply chains) that have a good track record and can clearly demonstrate their commitment to promoting equality, diversity and inclusion

Case study: The Architecture, Design and Urbanism Panel

As a joint GLA and TfL procurement framework, the Architecture, Design and Urbanism Panel can be used by the GLA group, London boroughs and any public sector authority. Focused on design and the built environment, it was established to help the Mayor achieve his priorities for housing, transport, planning and regeneration.

To increase opportunities for SMEs to join the panel, financial requirements have been lowered. However, organisations must provide an equality and diversity policy, an action plan that sets out how they will translate policies into practice, a comprehensive training plan and a general outline of their approach to addressing equality, diversity and inclusion on a daily basis and through design commissions.

6.3. An open and engaged organisation

6.3.1 Community engagement

Our strategic community engagement objectives are:

7. To develop stronger relationships with disadvantaged and excluded communities in London so that we can develop policy and projects that are better informed by the lived experience of Londoners
8. To work with London's Civil Society organisations to strengthen London's diverse voluntary and community sector

We will provide London's communities with more opportunities to engage with us, in more ambitious, innovative ways. We will make sure the capital's diverse groups are connected to City Hall so they can help to shape our policies and activities – and we can reflect their needs. We will also support high quality consultation on the Mayor's work.

We will involve excluded and marginalised groups and encourage civic leadership in these communities. We will also promote social integration by funding groups that do not usually engage with us. In addition, we will raise the profile of London's diversity through events and celebrations, gather diversity data and insights to inform policy.

Finally, we will publish an annual review of communities in London to show how they are changing, and what issues they're facing.

The Small Grants programme provides funding to help charities recruit volunteers. In partnership with Thrive London, grants totalling £600,000 will support youth-focused social action projects that deal with mental health and wellbeing. Open to community groups, charities, schools and individuals, the programme will also fund activities that underpin the themes identified in the #iwill health and social care action plan:

- keeping healthy: health champions, peer educators and social prescribing
- having your say: co-producing services, youth forums and campaigning
- supporting your community: community activities, befriending and helping patients.

Through our new Civil Society Strategy, we will work with voluntary and community sector support organisations to promote resilience in London's civil society. We will consider how to help Londoners do their bit and encourage volunteering and giving. We will also measure and track the impact of our work.

6.3.2 Campaigns and events

Our strategic campaigns and events objective is:

9. To celebrate London's rich diversity and bring communities together through a series of high profile accessible and inclusive events and campaigns.

This year marks the centenary of the passing of the 1918 Representation of the People Act, which gave some women the vote for the first time. It paved the way for the introduction of universal suffrage ten years later, when women won equal voting rights. However, significant gender inequality still exists. The 100-year anniversary presents an opportunity to celebrate the progress made by women and highlight the work still to do. The Mayor is therefore running #BehindEveryGreatCity, a 12-month gender equality campaign.

He launched the #LondonIsOpen campaign following the EU referendum to show that London is united, open for business, entrepreneurial and full of creativity and possibility. It also sets out to reassure the more than one million foreign nationals living here that they will always be welcome. We will not tolerate any form of discrimination and the Mayor continues to urge everyone to show their support for the #LondonIsOpen message.

The Mayor delivers a series of community and cultural events to celebrate significant festival dates and cultural heritage. These help people feel part of our city and bring communities together, supporting social integration. They are also a chance for individuals to better understand their fellow Londoners and they help us to engage with the city's faith and community groups.

We will continue to develop our festivals to ensure they are high quality, cultural events. We will work with communities to ensure our programme reflects their needs. We will also explore events that reach newer groups or those we do not yet work with, for example Latin American communities.

Our events team is working to achieve bronze standard Charter for Best Practice in Event Accessibility by the end of 2018. This will be for the outdoor public events in the Mayor's programme and the long-term aim is to achieve silver then gold standard. We will also work with our external events partners to encourage them to achieve the charter or adopt its principles.

6.3.3 Inclusive communications

Our strategic communications objective is:

10. To ensure that the work the GLA group delivers is open and transparent to London's communities through accessible and inclusive communication.

We want all our visual marketing materials to reflect the diversity of London, so we follow the Royal National Institute of Blind People's See It Right guidelines for creative work. Our publications are also available on request in accessible formats and various languages. The Mayor is committed to providing a more accessible service to Deaf Londoners by adopting the British Sign Language (BSL) Charter. This is a five-point plan to increase the accessibility of information and services for Deaf people using BSL. In terms of online communications, we work to AA accessibility standards on [London.gov.uk](https://www.london.gov.uk). We want our information to reach all of London's communities so rely on general activity alongside more targeted digital and social communications.

Glossary

Affordable housing: The Mayor has established a clearer definition of what homes are affordable for Londoners on low and middle incomes to rent and buy. These include homes at around social rent levels for Londoners on low incomes; London Living Rent homes for middle income Londoners struggling to save for a deposit; and shared ownership homes for Londoners who cannot afford to buy on the open market.

BAME stands for black, Asian and minority ethnic and is used to refer to members of non-white communities in the UK.

BAME-led businesses are businesses where more than 51 per cent of the senior management team, or its owners, are from a BAME group.

Carer is anyone who cares, unpaid, for a friend or family member who owing to illness, disability, a mental health problem or an addiction, cannot cope without their support.

Community engagement is a process that involves communities in deliberation, decision-making and practical action. It can be done using a wide range of methods and can include both face-to-face and online engagement.

Disability as defined by the Equality Act 2010, is a physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities. The social model of disability defines it as the effect of the barriers, discrimination and disadvantages faced by disabled people, not the impact of their specific impairment.

Diversity is about recognising, respecting and valuing a wide set of differences and understanding that the opportunities we get are impacted by characteristics beyond those protected by legislation. This includes class, family background, political views and union membership.

Draft London Plan: The London Plan is the overall spatial development strategy for London, setting out an integrated economic, environmental, transport and social framework for the development of London over the next 20-25 years. The Mayor's new London Plan has been published in draft form for consultation.

Educational attainment is the highest level of education an individual has received. It does not take educational proficiency, quality or grades into account.

Employment rate: The number in employment expressed as a percentage of everyone in that age group (in this case, all those of working age).

Equality is about recognising and respecting differences, including different needs, to ensure people can live their lives free from discrimination, know their rights will be protected, and have what they need to succeed in life. It is about ensuring equality of opportunity by tackling the barriers that some groups face, and making London fairer by narrowing the social and economic divides that separate people. The characteristics protected by equality legislation are age, disability, gender, gender reassignment, ethnicity, pregnancy and maternity, religion and/or belief and sexual orientation.

Food insecurity: The state of being, or at risk of being, without reliable access to a sufficient quantity of affordable, nutritious food – at different life stages.

Fuel poverty: Households that spend more than ten per cent of their income on fuel to maintain a satisfactory heating regime, as well as meeting their other fuel needs (lighting and appliances, cooking and water heating).

Good growth: The Mayor has defined good growth as being about designing a city that is inclusive, environmentally sustainable, attractive and accommodates a variety of uses. It means addressing the stark inequality that exists here.

Hate crime is any crime that is targeted at a person because of hostility or prejudice towards that person's actual or perceived disability, race or ethnicity, religion or belief, sexual orientation or trans identity. This can be committed against a person or property.

Homelessness is the state of lacking a place to live that is supportive, affordable, decent and secure. While rough sleepers are the most visible homeless population, most homeless people live in hostels, squats, bed and breakfasts or in temporary and insecure conditions with friends and family.

Inclusive design creates environments that everyone can use to access, and benefit from, the full range of opportunities available and they can do so confidently, independently and with choice and dignity. Inclusive design avoids separation or segregation and is made up of places and spaces that acknowledge diversity and difference, meeting the needs of everyone in society.

Inclusive growth is economic growth that creates opportunity for the whole population and distributes the dividends of increased prosperity, both in monetary and non-monetary terms, fairly across society.

Inclusion means removing barriers and taking steps to create equality, harness diversity and ensure safe, welcoming communities and cultures that encourage innovative and

fresh ways of thinking and allow people to speak up, especially to suggest where things could be done better.

Older people refers to people over 50, but also recognises that those above retirement age and those over 70 may have certain requirements.

Pay gap is the difference between the average pay of two different groups of people, for example men and women, or groups from different ethnic backgrounds.

Protected characteristics are the nine characteristics protected under the Equality Act 2010. They are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Poverty is defined relative to the standards of living in a society at a specific time. People live in poverty when they are denied an income sufficient for their material needs and when these circumstances exclude them from taking part in activities that are an accepted part of daily life in that society.

Social integration is the extent to which people interact and connect with others who are different to themselves and is determined by the level of equality between people, the nature of their relationships, and their degree of participation in the communities in which they live

Socio-economic status or National Socio-Economic Classification (NS-SEC) is a proxy measure for social class, produced since 2001 by the Office for National Statistics, that is based on a person's occupation.

Special educational needs is defined in legislation as a child or young person with a learning difficulty or disability which calls for special education provision

Sustainable regeneration is redevelopment that meets the needs of the present without compromising those of future generations.

Small or medium-sized business: A small business is one that has a turnover of not more than £6.5m, a balance sheet total of not more than £3.26m and not more than 50 employees. A medium-sized company has a turnover of not more than £25.9m, a balance sheet total of not more than £12.9m and not more than 250 employees.

Appendix 1 - Key protected characteristics summary

Disabled Londoners

Disabled people are more likely than other groups to be living in poverty, often linked to very low rates of employment relative to non-disabled Londoners. There is a clear case for skills and employment support for disabled Londoners (chapter 3). We also urge employers to play their part in creating inclusive workplaces where reasonable adjustments are made for disabled employees. The Mayor is committed to inclusive design, a way of working that goes beyond accessibility, placing disabled people at the heart of the planning process, including in relation to public transport (chapter 1). These principles are also embedded in the way the Mayor leads on London's transport system including providing disability equality training to transport staff (chapter 4). We also respond to the need for a more affordable and safe transport system and what the Mayor can do to support this.

Some disabled people also have particular housing needs and our response to this is outlined in chapter 1. We know that there is a link between housing and the health inequalities affecting disabled people (chapter 5) and the health of Londoners is paramount in the Mayor's approach to tackling fuel poverty, which is a serious issue impacting many disabled people. Ways to reduce barriers to education faced by disabled children will be considered in the Mayor's work to support early years and education provision in the capital (chapter 2).

Women

Low maternal employment rates (chapter 3) contribute to the poverty levels experienced by women in London (chapter 1), especially those who are single parents. Given women tend to be the primary carer, these challenges are exacerbated by high childcare costs (chapter 2) as well as the cost of housing and transport coupled with low wages and lack of flexible working. For women with or without children, a pay gap still exists and they are less likely to be working in certain sectors including London's growth sectors of tech, construction and culture. The Mayor's Good Work Standard (chapter 3) as well as his role as an employer (chapter 6) will promote diversity and inclusion in the workplace and measures to reduce occupational segregation.

Tackling violence against women and girls (VAWG) is one of the Mayor's priorities and some of our work is detailed in this strategy (chapter 5) including support for victims of domestic violence, where the majority of victims are women. A separate VAWG strategy

will also be published. The Mayor's approach to addressing the homelessness caused by domestic abuse is also outlined in this strategy (chapter 1). Finally, the health inequalities experienced by women, especially disabled women, are addressed in chapter 5, as is the work we have planned to help more women benefit from the culture and sporting opportunities that London offers.

Older Londoners

The Mayor's support for lifelong learning for older Londoners is matched by a commitment to providing employment support for this group (chapter 3). Vital to both these aims are the plans we have for the digital inclusion of older Londoners. The Mayor's Healthy Streets approach will benefit older Londoners who we know are more at risk from road accidents and traffic pollution (chapter 4). The Mayor is also keen to address the concerns that older Londoners have regarding affordability, accessibility and safety on public transport (chapter 4).

We know that many older Londoners need accessible, specialist or supported housing and rising rents in the private sector can impact a group with few options for increasing their income. Poverty levels also contribute to the isolation experienced by this group (chapter 1). Fuel poverty is particularly concerning for older Londoners (chapter 5) and the Mayor's Fuel Poverty Action Plan is designed to address this. The Mayor is committed to promoting more inclusive spaces and places, including accessible toilets and neighbourhoods where older Londoners can access facilities and meet other people (see chapter 1).

Black, Asian and minority ethnic (BAME) Londoners³³⁰

The Mayor can play a leadership role in highlighting and addressing the link between poverty, ethnicity and housing (chapter 1). Breaking this cycle – and delivering his commitment to social mobility – will need a coordinated approach that reduces the impact of welfare changes; high housing, childcare and transport costs; low pay and low employment rates for many BAME groups. Tackling increasing levels of race hate crime is an important priority for the Mayor as is playing his part in reducing the race-related inequalities in the criminal justice system (chapter 5). We also look at the positive contributions of London's BAME groups towards the success of our city, including the role played by minority-owned businesses (chapter 3).

Black Londoners face barriers throughout education and employment and the Mayor's focus on skills and employment training is vital to addressing this (chapter 3). Black Londoners also experience significant challenges in relation to homelessness (chapter 1) and mental health (chapter 5), which the Mayor will address through his Health Inequality

³³⁰ While we have tried to include evidence in the strategy that relates to issues faced by specific ethnic groups, often data only exists at a high level, for instance relating to a broad BAME group.

Strategy. London's Bangladeshi and Pakistani communities face similar challenges including higher levels of poverty and lower levels of employment and pay, particularly for women (chapters 1 and 3). Plans to reduce the barriers faced by gypsies and travellers are considered in relation to housing (chapter 1), school attainment (chapter 2), skills and employment (chapter 4) and health inequalities (chapter 5).

Faith communities

Inequalities experienced by Londoners in relation to faith are often closely linked to ethnicity, for example poverty (chapter 1). The exception is the increase in faith-related hate crimes in London in the past two years (chapter 5). We also understand the positive contribution that faith communities make to London's social infrastructure, and by supporting social integration and volunteering (chapter 1).

Lesbian, gay, bisexual and trans (LGBT+) Londoners

The Mayor is committed to highlighting and challenging transphobia and promoting acceptance of gender diversity (chapter 1). Tackling LGBT+ bullying in schools will be embedded into his work on London's Curriculum (chapter 2) and reducing LGBT+ hate crime and supporting victims is important to his policing work, which is led by the Mayor's Office for Policing and Crime (chapter 5). We outline the health inequalities experienced by the LGBT+ community and what we will do to address these (chapter 5.) We also have specific work under way to meet the housing needs of LGBT+ Londoners, including addressing the high numbers of homeless LGBT+ people and the lack of supported housing for older LGBT+ Londoners (chapter 1).

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