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# **EQUAL LIFE CHANCES FOR ALL MEASURES REPORT 2011**

**MAYOR OF LONDON**

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**FOREWORD BY  
DEPUTY MAYOR  
RICHARD BARNES**

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I am pleased to introduce this report, which marks an important milestone in our work to promote Equal Life Chances for All, the Mayor's framework for creating a fairer city for everyone.

There are many hopeful signs of improvement – for instance, in terms of education and qualifications. London is well on its way towards fulfilling the promise of staging the most inclusive and accessible Olympic and Paralympic Games, along with lasting benefits for Londoners in some of the most deprived areas.



We recognise that challenges still remain and the Mayor is determined to do all he can to reduce inequality and encourage others to do the same. Possibly most important is improving employment prospects, especially for London's young people. That's why the Mayor launched a campaign to urge some of London's biggest employers to provide more apprenticeships, which resulted in more than 28,000 new opportunities in London by July 2011. The Mayor has led by example, creating around 2,000 apprenticeships within the GLA group and its contractors through his Responsible Procurement programme in the past two years.

Gaps in income are also crucial, and the Mayor supports the London Living Wage Campaign to improve the prospects of London's lowest paid workers. More than 100 London-based employers have now signed up to the London Living Wage, and around 10,000 workers have seen their pay boosted by an extra £60 million.

We cannot be complacent, encouraging though these measures may be. We shall continue to report on them and seek continued improvement from both ourselves and our partners.

A handwritten signature in black ink, which appears to read 'Richard Barnes'.

**Richard Barnes**  
**Deputy Mayor of London**

# 1. INTRODUCTION - MEASURES OF SUCCESS

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The Equal Life Chances for All framework, published by the Mayor in July 2009, sets out the desired outcomes for London in order to reduce inequality and improve the quality of life in the capital. Some of these are measures of delivery of policies and programmes directly under the control of the Mayor and his partners. Others are statistical measures outside the Mayor's direct influence, but included as part of the Mayor's role in spotlighting, for all our partners, the key equality issues affecting Londoners.

The GLA is making information on all the measures freely available, so that it can assist in promoting debate on equality and inequality across London. Some has already been published in the Mayor's Annual Equalities Report for 2009/10 and some in the form of bulletins containing more detail, disseminated to stakeholders and available from the GLA website.

This report sets out the most recent trends on the measures at mostly headline levels. For ease of reference they are listed in alphabetical order of topic headings, rather than in any priority order. Behind these figures are many nuances and qualifications. We are producing a series of bulletins which examine these issues in more detail and these are available from the GLA website, at <http://www.london.gov.uk/equalities-measuring-success>. For most measures it is only possible to break down the figures by gender, ethnicity, disability and age, at most. There is very little information available yet in relation to faith and sexual orientation, apart from hate crime, which we show here.

The summary gives red, amber and green ratings to highlight trends in particular areas which need particular attention. A red rating indicates an area of significant inequality, or where trends are moving away from greater equality. An amber rating shows where trends are unclear or changes are relatively insignificant in scale. A green rating is given where the level is already satisfactory or trends are moving towards a satisfactory level. For some measures, the ratings are used to indicate how representative the figures are of London's overall population. For instance, in terms of employment across the GLA group, the Equal Life Chances for All objective is to reflect London's diversity in all occupations and at all levels, so the ratings are used to indicate how close the proportions are to the corresponding proportions in London's overall working population. A green rating indicates that the levels are close to being representative, while an amber rating shows they are still some way off being representative, although heading in the right direction.

The appendix shows revisions to the indicators since the Equal Life Chances for All framework was published.

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# 2. KEY FINDINGS



The summary below shows, broadly speaking, a fairly positive picture: people feel safer in their neighbourhoods, they are more willing to report hate crimes and the detection rate for hate crimes and domestic violence has continued to increase. Gaps in the attainment of GCSEs by different groups are narrowing, as the overall level increases, and there are fewer adults without qualifications. There has been a decrease in levels of homelessness, although Black, Asian and minority ethnic (BAME) households are still disproportionately affected, and the proportion of new homes designed to meet the needs of disabled people has continued to increase. An increasing majority of Londoners feel there is less discrimination in their neighbourhood on the grounds of race or ethnic origin.

However, there are some measures which give rise to particular concern. These include child poverty rates, which remain at very high levels, and there are still significant gaps in earnings between men and women and between white people and BAME people. There are also large gaps in employment levels, especially for disabled people and certain BAME groups.

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# **3. EQUAL LIFE CHANCES FOR ALL – SUMMARY OF MEASURING SUCCESS INDICATORS**

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**Green** At a representative level or moving in the right direction – does not necessarily imply the level is satisfactory. **Red** Moving in wrong direction or indicating significant inequality. **Amber** No change/direction unclear

| Civic participation  |   |   |        |
|--|---|---|--------|
| Outcome sought   | Trends  |   | Rating |
| London's MPs, councillors and Assembly Members reflect the diversity of London | MPs   | Gender: 40% of London's MPs are women, compared with 31% in 2006.   |        |
|  |   | Ethnic group: London now has 7 Black, Asian and minority ethnic MPs, making up 10% of the total, compared with 7% in 2006.  |        |
|  |   | Disabled people: There is no reliable data on the number of disabled London MPs   |        |
|  | London Assembly   | Gender: The number of women on the London Assembly reduced from 9 (35%) to 8 (30%) following the 2008 election.   |        |
|  |   | Ethnic group: After the 2008 election, the number of BAME members of the London Assembly doubled to 4 out of 25 (16%).  |        |
|  |   | Disabled people: There is no data on the number of disabled London Assembly members   |        |
|  | London Councillors <sup>1</sup>   | Gender: In 2008, 36% of London borough councillors were women, a slight increase on 2004, when 32% were women.  |        |
|  |   | Ethnic group: In 2008, 16% of London councillors were from ethnic minority backgrounds, compared with 14% in 2004.  |        |
|  |   | Disabled people: The census of councillors found that of those from London who responded in 2008, 11% said they were <b>disabled</b> , compared with 9.4% in 2004. <sup>2</sup> |        |
| Mayoral appointments reflect London's diversity                                | As of September 2009, the gender and ethnic breakdown of the Mayor's appointments to the Metropolitan Police Authority (MPA), London Development Agency (LDA), London Skills and Employment Board (LSEB), London Fire and Emergency Planning Authority (LFEPA), and Transport for London (TfL) showed that appointments to the MPA were closest to a reflection of London's diversity, at 50% women and 23% BAME. Proportions had increased slightly at the LDA since appointments under the last mayoralty, but at TfL and LSEB, the proportion of BAME members reduced. |   |        |

| Crime and community safety  |   |        |
|---|---|--------|
| Outcome sought  | Trends  | Rating |
| Increase in the percentage of people who feel safe walking outside in their neighbourhood in the evening by themselves. | In 2011, 78% of Londoners said they felt very safe or fairly safe walking outside in their neighbourhood in the evening by themselves, continuing the marked increase since 2007, when 61% said they felt safe.   |        |
| Increase in reporting of hate crimes  | An increase in the number of hate crimes recorded is regarded as a positive indicator for equality, since it shows people are more willing to report such offences to the police. The reporting of all types of hate crime increased in the last two years, after dipping in 2007/08. In particular the number of disability hate crimes increased markedly in 2009/10. |        |
| Increase in the detection <sup>3</sup> rate following reports of homophobic, racist and faith hate crimes.              | The detection rate has continued to increase for homophobic, racist and faith hate crimes, apart from a dip in 2008/09 in the detection rate for faith hate crimes.   |        |
| Increase in the detection <sup>3</sup> rate following reports of domestic violence, rape and other sexual offences      | The detection rate for domestic violence offences has continued to increase, reaching 48% in 2009/10.   |        |
|   | The detection rate for rape and sexual offences went down in 2009/10 after a previously increasing trend, but this was against the background of an increase of 32% in rapes reported to the police and an increased number of prosecutions.  |        |
| Increase in satisfaction of different groups of users with the Metropolitan Police Service's overall services           | Overall: In general, there has been little change in levels of user satisfaction with the Metropolitan Police Service's overall services, which stood at 77% in the third quarter of 2010/11.   |        |
|   | Ethnic group: There has been little consistent change in the satisfaction levels of different groups of victims, except those of Black people, which declined from 74% in 2006/07 to 70% in the third quarter of 2010/11.   |        |
|   | Disabled people: Disabled users are somewhat less satisfied than non-disabled people, and this has shown little variation over the last five years.   |        |
|   | Age group: People aged 65 and over were most likely to be satisfied and this proportion has stayed at 90% over the last five years. Younger people's satisfaction levels are lower, but have also shown little change.  |        |

| Education   |   |        |
|---|---|--------|
| Outcome sought  | Trends  | Rating |
| Reduction in the gap in achievement of 5 GCSEs graded A* to C, including English and Maths, by groups of pupils as compared with average or comparator group. | Gender: In 2009/10, 61% of girls in London's maintained schools achieved 5+ GCSEs graded A* to C, including English and Maths, compared with 54% of boys. Results have improved overall and the gap between boys and girls has narrowed from 9 percentage points in 2007/08.  |        |
|   | Ethnic group: Achievement is highest among Chinese pupils – in 2009/10, 81% gained 5+ GCSEs graded A* to C, including English and Maths, followed by 65% of Asian pupils (in one group), and 55% of white and mixed groups. While Black pupils achieved the lowest level at 51%, their achievement has increased faster than other groups.  |        |
|   | Special educational needs (SEN): In 2009/10, 30% of London pupils with SEN, but without a statement and 9% of those with a statement achieved 5+ GCSEs graded A* to C, including English and Maths, compared with 70% of those with no identified SEN. The gap has narrowed slightly for those without a statement, but widened for those with a statement.   |        |
|   | Free school meals. In 2009/10, 42% of London pupils eligible for free school meals achieved 5+ GCSEs graded A* to C, including English and Maths, compared with 62% of pupils not eligible for free school meals. The gap has continued to decrease and is much less marked than the England average.   |        |
| Reduction in the percentage of young people aged 16 to 18 who are not in education, employment or training.   | Between 2006 and 2009, the number of young people aged 16 to 18 known to the Connexions Service and not in education, employment or training (NEETs) decreased in London from 7.5% to 5.3%. More recent data comes from a different source, the local authorities' Client Caseload Information System. In November 2010 to January 2011, this showed 5 % of 16-18 year olds known to London local authorities to be NEET. |        |

| Employment in London  |   |        |
|---|---|--------|
| Outcome sought  | Trends  | Rating |
| Reduction in the employment gap between different groups of Londoners:                            | <b>Employment levels are still low overall in London, compared with the rest of the UK and disproportionately impact certain groups</b>   |        |
|   | <b>Gender:</b> The gap between men's and women's employment rates stood at 13.5 percentage points in June 2010, compared with 15.5 percentage points in 2009 and similar figures in 2008 and 2007.  |        |
|   | <b>Ethnicity:</b> The gap in employment rates between all Black, Asian and minority ethnic groups and all white groups was 14.3 percentage points in June 2010, lower than in 2009 (15.4%), but higher than in 2008 (13.6%).  |        |
|   | <b>Disability:</b> The employment rate of disabled people was 27.6% lower than that of non-disabled people in June 2010, although the gap had decreased since 2008, when it stood at 30.2%.   |        |
| Reduction in the proportion of Londoners with no qualifications                                   | The overall proportion of Londoners of working age with no qualifications has been gradually reducing, from 14.4% in 2004 to 11.8% in 2009.   |        |
|   | <b>Disabled people</b> are still more than twice as likely as non-disabled people to have no qualifications.  |        |
|   | A higher proportion of <b>women</b> have no qualifications than men, but the gap is decreasing.   |        |
|   | <b>Pakistani and Bangladeshi</b> Londoners are more likely to have no qualifications than other ethnic groups, but the proportion is declining more rapidly than the overall rate.  |        |
| Increase in the numbers of apprenticeships  | The number of apprenticeships started in London has been increasing markedly in the last few years, reaching over 28,000 by the beginning of July 2011, compared with just over 11,000 in 2006/07. London's share of the UK total went up from 5% to 8.5% in the last year. |        |
| Increase in the proportion of apprenticeships taken up by BAME groups, women and disabled people. | No London breakdown available at present.   |        |

| GLA Group workforce – Part 1 all staff  |                           |   |        |
|---|---------------------------|---|--------|
| Outcome sought  | Trends                    |   | Rating |
| GLA Group workforce reflects London's diversity in all occupations and at all levels <sup>4</sup> | GLA                       | Women: 54% in March 2011. The proportion has been at a representative level since the start of the GLA.               |        |
|   |                           | BAME: 24% in March 2011. The ethnic breakdown for employees in post has remained fairly stable between 2007 and 2011. |        |
|   |                           | Disabled: 8% in March 2011, with similar proportions over preceding years.  |        |
|   | LDA                       | Women: 52% in March 2011, similar to the proportion in the preceding years.   |        |
|   |                           | BAME: 28% in March 2011, similar to the proportion over the last 3 years  |        |
|   |                           | Disabled: 4% in March 2011, slightly higher than the year before, but lower than in 2009.                             |        |
|   | LFEPA – operational staff | Women: 5.3% in March 2011, continuing a gradual increase.   |        |
|   |                           | BAME: 11.8% in March 2011, continuing an increasing trend.  |        |
|   |                           | Disabled: 2% in March 2011, the same as the year before, but higher than in 2009                                      |        |
|   | LFEPA-control staff       | Women: 73.6% in March 2011, continuing to be well above a level representative of London's population.                |        |
|   |                           | BAME: 9.9% in March 2011, similar to the year before.   |        |
|   |                           | Disabled: 4.1% in March 2011, similar to previous years   |        |
|   | LFEPA-support staff       | Women: 45.5% in March 2011, similar to previous years and close to a representative level.                            |        |
|   |                           | BAME: 26.4% in March 2011, similar to the previous 2 years, after an increasing trend.                                |        |
|   |                           | Disabled: 7.6% in March 2011, similar to the previous 2 years   |        |
|   | MPA                       | Women: 56% in March 2011, continuing an increasing trend  |        |
|   |                           | BAME: 30% in March 2011, similar to previous years  |        |
|   |                           | Disabled: 7.1% in March 2011, similar to previous years   |        |
|   | MPS – Police Officers     | Women: 23.6% in March 2011, continuing a gradually increasing trend   |        |
|   |                           | BAME: 9.6% in March 2011, continuing an increasing trend, but still a long way from being representative.             |        |
|   |                           | Disabled: 0.6% in March 2011, the same proportion as in 2010  |        |

## GLA Group workforce – Part 1 all staff

| Outcome sought | Trends                                      |   | Rating |
|----------------|---|---|--------|
|                | MPS – Police & Community Support Officers   | Women: 34.8% in March 2011, similar to the year before.   |        |
|                |   | BAME: 29.8% in March 2011, slightly higher than the year before.                                      |        |
|                |   | Disabled: 1.3% in March 2011, a similar proportion to the year before.                                |        |
|                | MPS – police staff                          | Women: 57% in March 2011, similar to the previous years   |        |
|                |   | BAME: 23.1% in March 2011, similar to the year before   |        |
|                |   | Disabled: 1.8% in March 2011, little change over previous year.                                       |        |
|                | MPS – metropolitan special constables       | Women: 30.8% in March 2011, slightly higher than the year before                                      |        |
|                |   | BAME: 29% in March 2011, similar to the year before and broadly representative of London's population |        |
|                |   | Disabled: 0.5% in March 2011, lower than in 2010  |        |
|                | Transport for London – overall <sup>5</sup> | Women: 22.3% in March 2011, similar to the previous year.   |        |
|                |   | BAME: 29.5% in March 2011, an increase on the year before   |        |
|                |   | Disabled: 2.5% in March 2011, little change over previous year.                                       |        |

## GLA Group workforce – Part 2 senior staff

| Outcome sought  | Trends                                      |  | Rating |
|---|---|--|--------|
| GLA Group workforce reflects London's diversity in all occupations and at all levels<br><br>(The total number of senior staff for 2010/11 is shown in brackets) | Greater London Authority (71)               | Women: 32% in March 2011, an increase on the year before                         |        |
|   |   | BAME: 16% in March 2011, a slight decrease on previous years.                    |        |
|   |   | Disabled: 8.5% in March 2011, a lower proportion but the same number as in 2010. |        |
|   | London Development Agency (66)              | Women: 44% in March 2011, similar to preceding years.                            |        |
|   |   | BAME: 16.6% in March 2011, an increase on the year before                        |        |
|   |   | Disabled: 6.1% in March 2011, a similar proportion as in the year before.        |        |
|   | LFEPA –Operational strategic managers (506) | Women: 3.3% in March 2011, similar to preceding years.                           |        |
|   |   | BAME: 7.1% in March 2011, similar to preceding years.                            |        |
|   |   | Disabled: None   |        |
|   | LFEPA – Control strategic managers (13)     | Women: 30.8% in March 2011, similar to preceding years.                          |        |
|   |   | BAME: None   |        |
|   |   | Disabled: None   |        |



| GLA Group workforce – Part 2 senior staff |  |  |        |
|---|--|--|--------|
| Outcome sought                            | Trends   |  | Rating |
|   | LFEPA- Support strategic managers (157)  | Women: 39.5% in March 2011, an increase on the year before                           |        |
|   |  | BAME: 11.5%, similar to the year before  |        |
|   |  | Disabled: None   |        |
|   | Metropolitan Police Authority senior staff (12)                                    | Women: 67% in March 2011, an increase on the year before.                            |        |
|   |  | BAME: 16.7% in March 2011, an increase in the proportion, but same number as in 2010 |        |
|   |  | Disabled: 7.7% in March 2011 (One person, compared with none the year before)        |        |
|   | Metropolitan Police Service- senior police officers (326) (Superintendent & above) | Women: 11.8% in March 2011, an increase on the year before.                          |        |
|   |  | BAME: 16.2% in March 2011, a slight increase on 2010.                                |        |
|   |  | Disabled: None   |        |
|   | Transport for London -senior managers (1,232)                                      | Women: 22.3% in March 2011, a slight decrease on the year before.                    |        |
|   |  | BAME: 9.3% in March 2011, a decrease on 10.2% in 2010.                               |        |
|   |  | Disabled: 2.8% in March 2011, the same proportion as in 2010.                        |        |

| Housing   |  |        |
|---|--|--------|
| Outcome sought  | Trends   | Rating |
| Decrease in the levels of homelessness                                    | The number of households accepted as statutorily homeless in London has been falling every year since 2004/05, dropping to 9,460 in 2009/10, but they still make up about a quarter of the England total.  |        |
|   | A disproportionate number of London's homeless households are from Black, Asian and minority ethnic communities, making up 60% of the total in 2009/10. This proportion has not changed over recent years.   |        |
| Increase in the amount of affordable housing                              | The number of newly built affordable homes has generally increased year on year over the last 10 years. However the proportion of affordable <sup>6</sup> homes, amongst the total number of new homes built each year, remains as a constant 37%.   |        |
| Increase in the amount of family size housing                             | The supply of new homes with three or more bedrooms in London fell as a proportion of total supply from over 30% at the start of the decade to 13% in 2008/09, rising slightly to 15% in 2009/10.  |        |
| Increase in the number of homes designed to meet Lifetime Homes standards | The proportion of approved new homes which are designed to meet 'Lifetime' homes standards has risen from 54% in 2008/09 to 70% in 2009/10. The proportion of approved new homes which are designed to meet 'wheelchair accessibility' standards has remained constant at 7%. <sup>7</sup> |        |

| Income and poverty   |  |        |
|--|--|--------|
| Outcome sought   | Trends   | Rating |
| Reduction in the proportion of children living in poverty                    | The child poverty rate in London has declined slightly over the last few years, but at 38% after housing costs in 2007/10 (three year average) it was still considerably higher than the UK average of 30%. On this measure London continues to be the region with the highest rate of child poverty.  |        |
|  | Children in certain ethnic groups, those with lone parents (mostly women) and in households with at least one disabled adult are more likely to be living in poverty. The highest rates in London were for children in Pakistani and Bangladeshi households (64%), and Black African/Black Other households (56%). 56% of children with a lone parent live in poverty and 54% of children in households with at least one disabled adult, compared with 34% of children in households with no disabled members. There has been little change in these proportions. |        |
| Increase in the number of employers who have adopted the London Living Wage. | As of May 2011, 114 London-based employers had signed up to the London Living Wage, continuing the increase in the numbers adopting the standard.  |        |
| Reduction in the pay gap between equality groups and their comparators       | <b>There are still large differences in median hourly earnings.</b>  |        |
|  | <b>Gender:</b> The gap between men's and women's median hourly earnings decreased to 13.1% in 2010, from a peak of 15.7% in 2008   |        |
|  | <b>Ethnicity:</b> Median pay for all Black, Asian and minority ethnic groups in London in 2009 was 25.2% lower than the median for all white groups. The gap has widened since 2007.   |        |
|  | <b>Disability:</b> The gap in median hourly earnings between disabled and non-disabled London workers decreased to 11.6% in 2009 from a peak of 15.2% in 2007.   |        |

### London 2012: Accessible and inclusive London 2012 Olympic and Paralympic Games with a legacy to benefit all Londoners

| Outcome sought  | Trends <sup>8</sup>  | Rating |
|---|--|--------|
| People from local boroughs and diversity of staff employed on 2012 Games related programmes   | In March 2011, just over 6,000 people were working for contractors on the Olympic Park, of whom 25% were from local boroughs and 60% from London as a whole. 21% were BAME, 4% were women (compared with 1-2% nationally working in manual trades) and 1.1% were disabled. The proportion of BAME people employed has increased since 2009, when it was 13% of the total.  |        |
|   | LOCOG has achieved its targets for 2012 for staff members who are women, disabled people and people under 30 and expects to achieve its targets for ethnicity, over 50s and LGBT.  |        |
|   | The Legacy Company directly employs 59% women, 15% who identified as BAME, 5% as disabled and 8% LGBT.   |        |
| London businesses obtaining contracts for 2012 Games related programmes.  | In 2011, nearly 39,000 London companies were registered on CompeteFor, out of over 134,000 businesses nationally – making up 29% of the total. 20% of the London companies are based in the host boroughs.   |        |
|   | Of the London-based companies, 17.7% were owned by BAME people, 20.3% by women, 1.7% by disabled people and 2% by LGBT people. These proportions appear to compare well with the overall profile of businesses in London. <sup>9</sup>   |        |
| Accessibility of Olympic park areas and routes to it. Evidence of accessible hotel rooms available, high quality information on accessible travel available, inclusive design standard. | <p>Physical infrastructure improvements have been agreed with rail networks. Information on transport is being improved with 2 accessible maps – one showing rail stations where staff will be able to offer assistance and one showing which stations have step-free access and staff available.</p> <p>The web-based portal Inclusive London (<a href="http://www.inclusiveLondon.com">www.inclusiveLondon.com</a>) was launched in March 2011 to offer disabled visitors information on accessible hotels, restaurants and other facilities.</p> <p>LOCOG has a common set of access and inclusion standards and the Legacy Company is committed to an inclusive design strategy.</p> |        |
| Jobs and employment training programmes for residents of the 5 host boroughs.   | <p>25% of the workforce on the Olympic Park and Village live in the host boroughs (compared with an ODA target of 15%) A quarter of the host borough workforce were previously unemployed.</p> <p>A total of 1,164 people received employment support under the Personal Best programme, of whom 47% were BAME, 41% women and 7% disabled.</p>   |        |

| Perceptions of diversity and discrimination  |   |        |
|--|---|--------|
| Outcome sought   | Trends  | Rating |
| Increase in the percentage of Londoners who see London's diversity as a positive aspect of living in the capital.          | In 2011, 19% of Londoners cited 'the mixture of people who live here' as one of the two or three best things about living in London. This was a decrease compared with 2010, when this was cited by 27% of respondents, but this appears to be mainly because of a large increase in support for the health services as one of the best things, pushing the mixture of people into fifth place. |        |
| Increase in the percentage of Londoners who feel there is less discrimination in their neighbourhood than three years ago. | An increasing majority of Londoners feel that there is less discrimination on the basis of race or ethnic origin in their neighbourhood than three years ago. In 2011, 58% of respondents agreed with this, compared with 56% in 2010 and 55% in 2009.  |        |

| Quality of life and health  |  |        |
|---|--|--------|
| Outcome sought  | Trends   | Rating |
| Increase in the percentage of Londoners who are satisfied with their neighbourhood as a place to live.                                | In 2011, 79% of Londoners were very satisfied or fairly satisfied with their neighbourhood as a place to live. This was a decrease from 86% in 2010, after a previously rising trend since 2006.   |        |
| Increase in average life expectancy in London and reduction in the gap between the areas with the lowest and highest life expectancy. | The average life expectancy in London has continued to increase. For males it increased from 75.8 years in 1999/2003 to 77.1 years in 2003/07, still just slightly below the England average. For females, life expectancy in London increased from 80.5 to 81.7 over the same period, and was slightly higher than the England average. |        |
|   | The gap between the wards with the highest and lowest life expectancy for males decreased from 19.4 years to 17.4 years,   |        |
|   | The gap between the wards with the highest and lowest life expectancy for females increased from 13.6 in 2000/04 to 14.7 in 2003/07. It is not yet clear if this is a continuing trend.  |        |

### Responsible Procurement

During 2011/12, the GLA group is updating its supplier diversity monitoring processes as part of its ongoing Responsible Procurement programme. The update will ensure we have the right combination of impact and process measures, and have consolidated a number of significant changes in our procurement operations and expenditure.

| Transport and road safety  |  |        |
|--|--|--------|
| Outcome sought   | Trends   | Rating |
| Reduction in the numbers of young people involved in road traffic accidents.                             | The number of children and young people involved in road traffic accidents increased in 2009 and 2010, after a previously falling trend. The number of people of all ages involved in accidents also rose in 2010. However, the number of fatal and serious casualties among children continued to fall.   |        |
| Increase in the percentage of Londoners who feel safe when using public transport in their neighbourhood | In 2011, 75% of respondents to the Annual London Survey said they felt safe using public transport in their neighbourhood, the same proportion as in 2010, and higher than in 2009 (72%).  |        |
| Increase in the percentage of women feeling safe on public transport alone at night.                     | In 2011 61.7% of women responding to the Annual London Survey said they felt very safe or fairly safe using the tube alone at night, 58.5% felt safe using local buses and 56.9% using local trains. All these percentages have been declining.  |        |
| Number of step-free underground stations & number of accessible overground stations.                     | <p>The number of step-free underground stations has increased from 48 in 2007/08 to 62 in 2010/11.</p> <p>The number of accessible London Overground stations has increased from 19 out of 55 (35%) in 2007/08 to 33 out of 78 (42%) in 2010/11.</p> <p><b>Transport for London is developing additional measures of accessibility to give a more comprehensive picture.</b></p> |        |
| Concessionary fares available for children, pensioners, jobseekers.                                      | Concessionary fares continue to be available for children, older and disabled people and jobseekers. Also extended to people on income support.  |        |

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**Notes for chapter 3**

1. Awaiting data from the 2010 Councillors Survey to reflect the 2010 borough elections
  2. Definition as used in the 2001 Census - Those who indicated that they have a long-term illness, health problem or disability which limits their daily activities or the work they can do
  3. The detection rate refers to the sanction detection rate, which means the percentage of offences which are dealt with through a charge summons, caution, or an offence previously recorded by the police taken into consideration at court when a separate offence is being considered.
  4. The figures on the proportion of disabled people are likely to be under-estimates, since disclosure is voluntary and staff may prefer not to make this information known to the employer, especially if they work in operational roles.
  5. In 2010/11 Metronet Rail became part of TfL
  6. The purchase price must be no greater than 3.5 times the household income limit specified (i.e. no greater than £224,000), or (for products where a rent is paid) the annual housing costs, including rent and service charge, should be no greater than 40 per cent of net household income.
  7. London Development Database, Greater London Authority
  8. The information in this section comes from the third report of the 2012 Equality and Diversity Forum, Working Towards an Inclusive Games 2010-11 available at [www.london.gov.uk/publication/working-towards-inclusive-games-2010-11](http://www.london.gov.uk/publication/working-towards-inclusive-games-2010-11).
  9. The last full report on the London Business Survey, previously undertaken annually by the LDA, was for 2006 ([www.lda.gov.uk/Documents/London\\_Annual\\_Business\\_Survey\\_2006.pdf\\_8307.pdf](http://www.lda.gov.uk/Documents/London_Annual_Business_Survey_2006.pdf_8307.pdf)). This showed majority female ownership at 16.3 per cent, Black and Minority ethnic ownership at 19.5 per cent and one per cent majority owned by disabled people. LGBT ownership was not included.
-

# 4. THE FIGURES BEHIND THE SUMMARY



## Civic participation

### *Mayoral appointments*

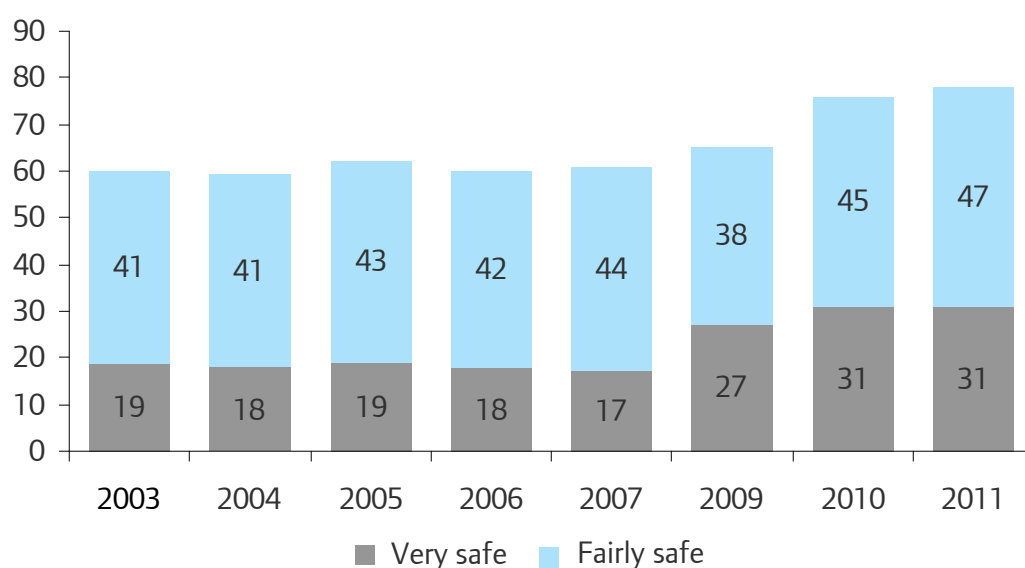
Table 1 shows appointments by the Mayor of the time, in April 2008, at the end of the 2004-2008 mayoral term and in September 2009, in the 2008-2012 mayoral term.<sup>10</sup>

| Mayoral appointments to:                   | April 2008   |         |        | September 2009 |         |        |
|--|--------------|---------|--------|----------------|---------|--------|
|  | Total number | % women | % BAME | Total number   | % women | % BAME |
| London Development Agency                  | 14           | 29      | 14     | 14             | 30      | 15     |
| Metropolitan Police Authority              | 23           | 48      | 26     | 12             | 50      | 23     |
| London Fire & Emergency Planning Authority | 16           | 38      | 32     | 17             | 29      | 29     |
| Transport for London                       | 15           | 27      | 20     | 16             | 25      | 6      |
| London Skills and Employment Board         | 22           | 27      | 19     | 21             | 24      | 9      |
| Cultural Strategy Group                    | n/a          | n/a     | n/a    | 24             | 42      | 13     |
| GLA Mayoral Team                           | n/a          | n/a     | n/a    | 12             | 30      | 20     |

Source: Questions to the Mayor

## Crime and community safety

**Chart 1 Percentage of Londoners who feel safe walking outside in their neighbourhood in the evening, 2003 to 2011**

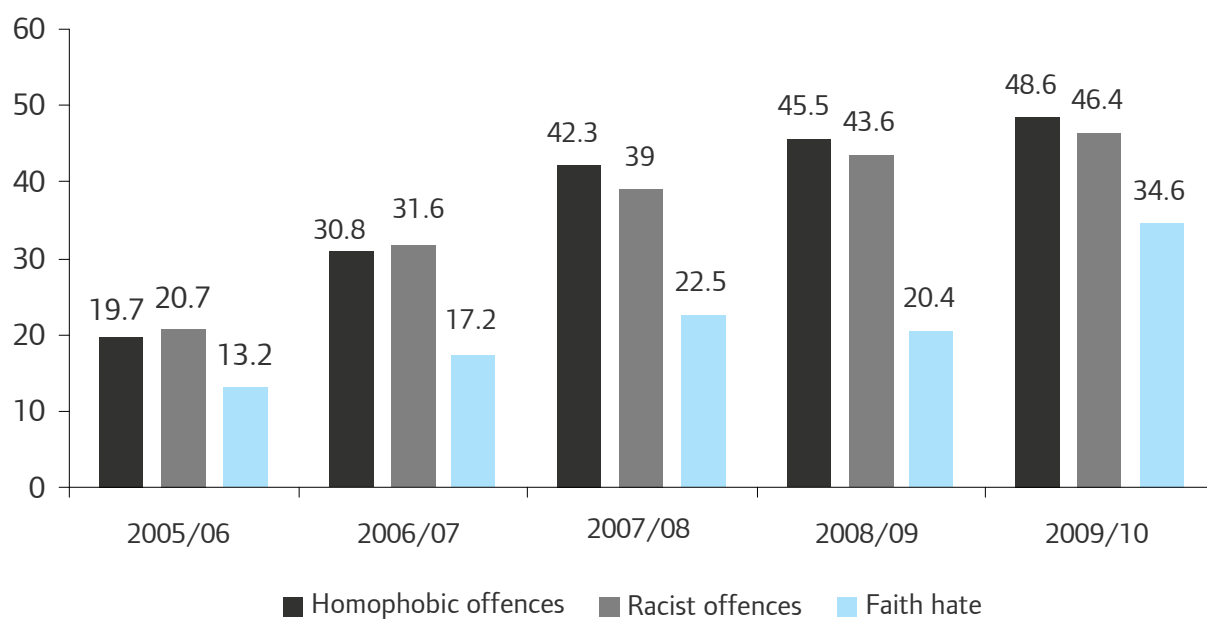


Source: Annual London Survey, GLA, 2003 to 2011

**Table 2 Number of offences flagged as hate crimes reported to the Metropolitan Police, 2005/06 to 2009/10**

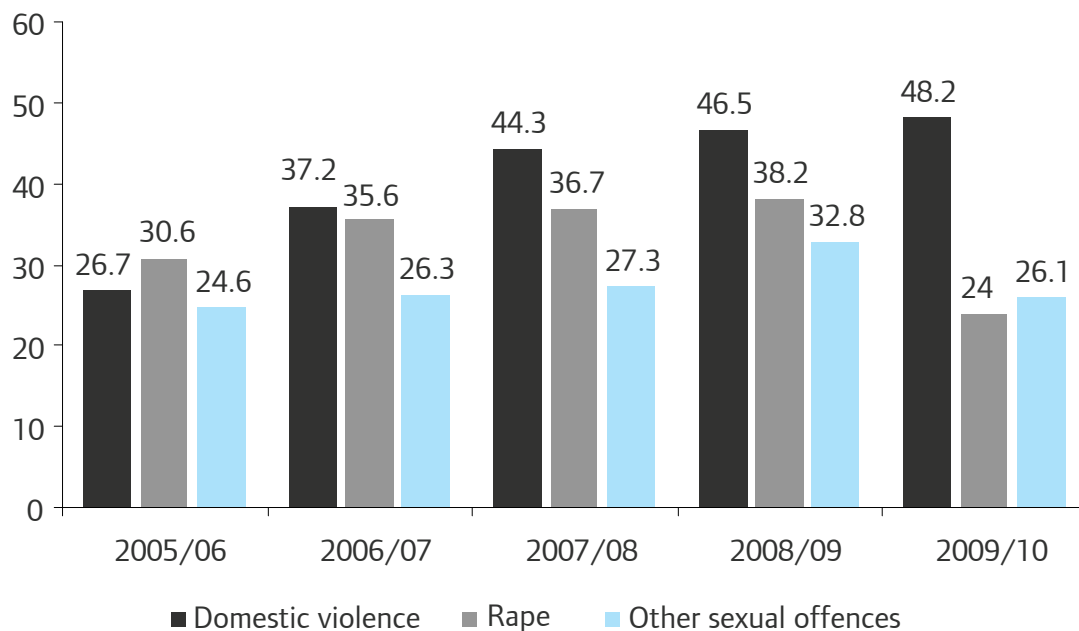
|                                     | 2005/06 | 2006/07 | 2007/08 | 2008/09 | 2009/10 |
|-------------------------------------|---------|---------|---------|---------|---------|
| Faith hate                          | 1,005   | 690     | 537     | 628     | 682     |
| Racial hate                         | 11,107  | 9,676   | 8,479   | 9,208   | 9,422   |
| Disability hate                     | 46      | 41      | 36      | 48      | 111     |
| Homophobic offences                 | 1,304   | 1,184   | 985     | 1,131   | 1,344   |
| Anti-semitic offences <sup>11</sup> | 202     | 200     | 147     | 237     | 204     |

Source: Metropolitan Police Service

**Chart 2 Detection rate following hate crime, 2005/06 to 2009/10<sup>12</sup> percentage**

Source: Metropolitan Police Service

**Chart 3 Detection rate following domestic violence, rape and other sexual offences, 2005/06 to 2009/10<sup>13</sup>**



Source: Metropolitan Police Service

The User Satisfaction Survey captures crime victims' perception of the service received from the police in relation to incidents of burglary, violent crime, vehicle crime, road traffic accidents and racially motivated crime. The survey consists of a random sample of around 18,000 victims of crime across the MPS, with interviews conducted over the telephone by an independent market research company six to 12 weeks after the report of the incident.

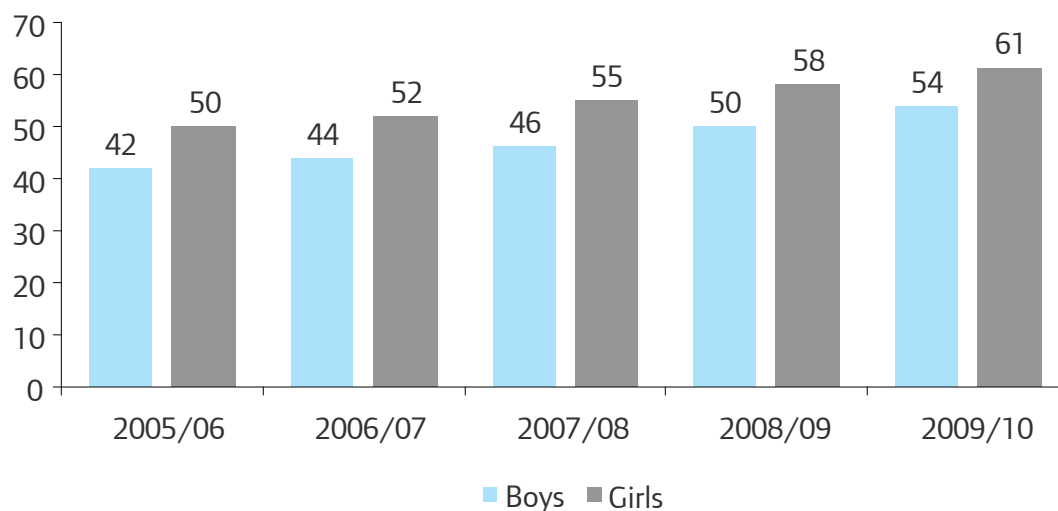
**Table 3 Overall satisfaction of victims with the service provided by the Metropolitan police, broken down by diversity strand.**

| Percentage satisfied |                 | 05/06 | 06/07 | 07/08 | 08/09 | 09/10 | Q3 10/11 |
|----------------------|-----------------|-------|-------|-------|-------|-------|----------|
| Ethnicity            | White           | 80    | 80    | 79    | 79    | 78    | 80       |
|                      | Black           | 74    | 74    | 71    | 71    | 70    | 70       |
|                      | Asian           | 72    | 75    | 74    | 74    | 72    | 73       |
|                      | Mixed           | 75    | 70    | 66    | 71    | 74    | 70       |
|                      | Chinese & Other | 71    | 70    | 71    | 71    | 72    | 73       |
|                      | Not Stated      | 67    | 65    | 64    | 69    | 64    | 67       |
| Gender               | Male            | 77    | 78    | 75    | 75    | 74    | 76       |
|                      | Female          | 80    | 79    | 79    | 78    | 77    | 77       |
| Disability           | Disability      | N/a   | 76    | 74    | 75    | 72    | 73       |
|                      | No Disability   | N/a   | 77    | 77    | 76    | 76    | 77       |
|                      | Refused         | N/a   | 62    | 67    | 72    | 69    | 69       |
| Age                  | Under 25        | 77    | 75    | 75    | 74    | 75    | 75       |
|                      | 25-34           | 77    | 76    | 74    | 74    | 72    | 74       |
|                      | 35-64           | 78    | 78    | 77    | 77    | 76    | 77       |
|                      | 65 or over      | 89    | 90    | 90    | 90    | 90    | 90       |
| Faith                | Christian       | N/a   | 78    | 79    | 79    | 78    | 79       |
|                      | Muslim          | N/a   | 73    | 73    | 73    | 69    | 71       |
|                      | Other Religion  | N/a   | 73    | 73    | 75    | 74    | 75       |
|                      | No Religion     | N/a   | 75    | 75    | 75    | 75    | 78       |
|                      | Refused         | N/a   | 67    | 69    | 71    | 67    | 70       |
| Sexual Orientation   | LGB             | N/a   | N/a   | N/a   | 78    | 74    | 77       |
|                      | Non LGB         | N/a   | N/a   | N/a   | 77    | 76    | 77       |
|                      | Refused         | N/a   | N/a   | N/a   | 73    | 73    | 71       |

Source: Metropolitan Police Service

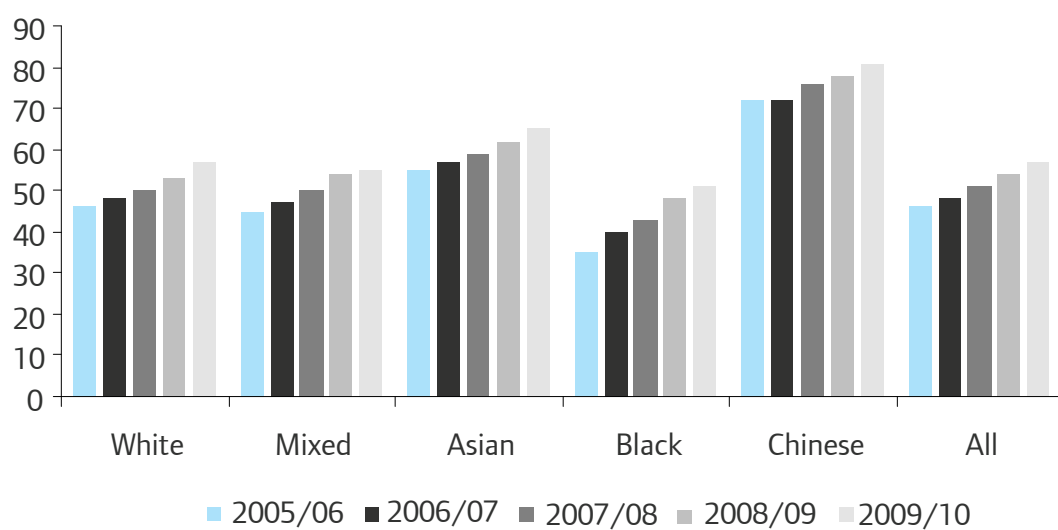
## Education

**Chart 4 Percentage of pupils in London maintained schools achieving 5 or more GCSEs graded A\* to C, by gender, 2005/06 to 2009/10**



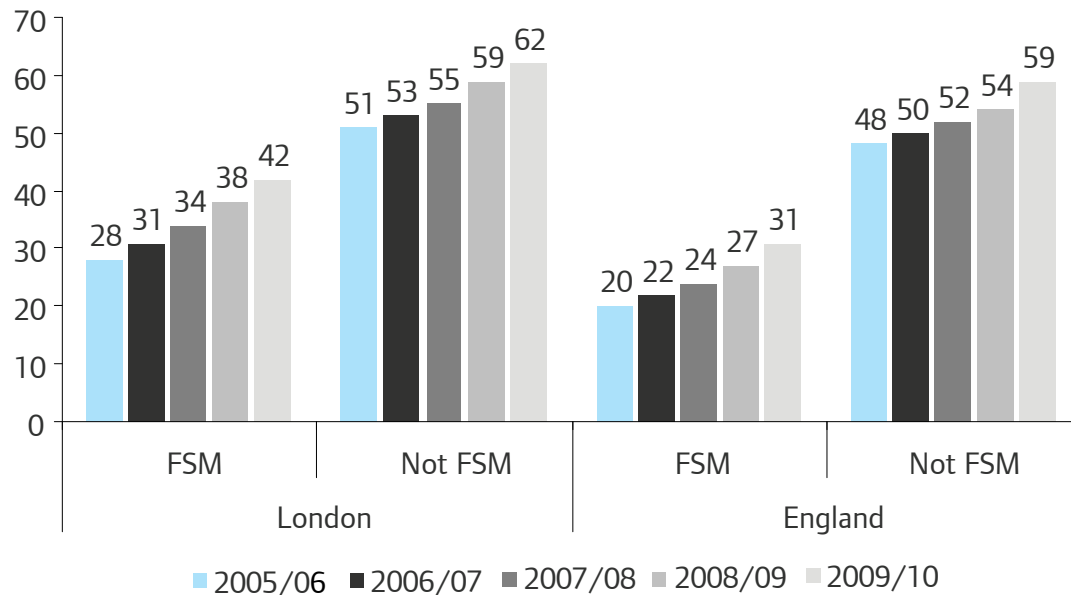
Source: Department for Education

**Chart 5 Percentage of pupils in London maintained schools achieving 5 or more GCSEs graded A\* to C, by broad ethnic group, 2005/06 to 2009/10**



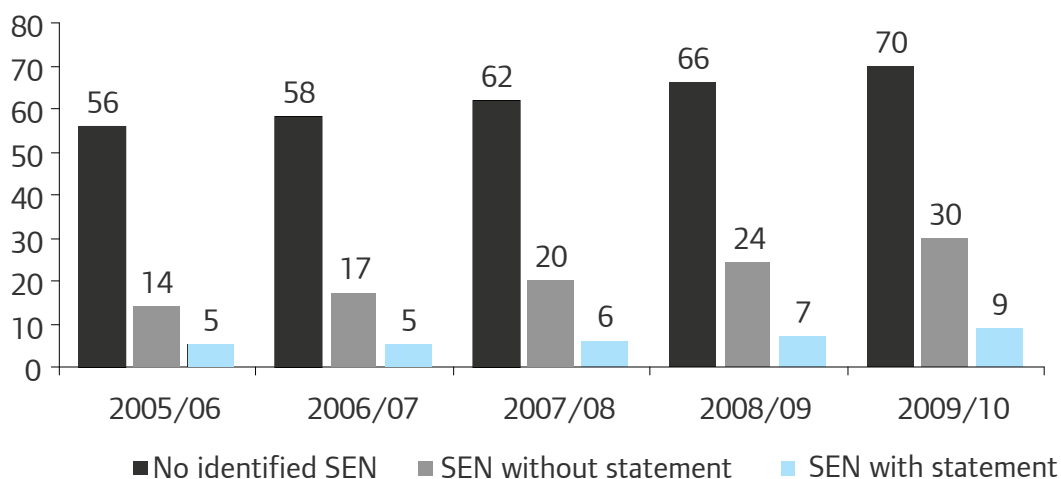
Source: Department for Education

**Chart 6 Percentage of pupils achieving 5 or more GCSEs graded A\* to C, by whether or not eligible for free school meals (FSM), London and England, 2005/06 to 2009/10**



Source: Department for Education

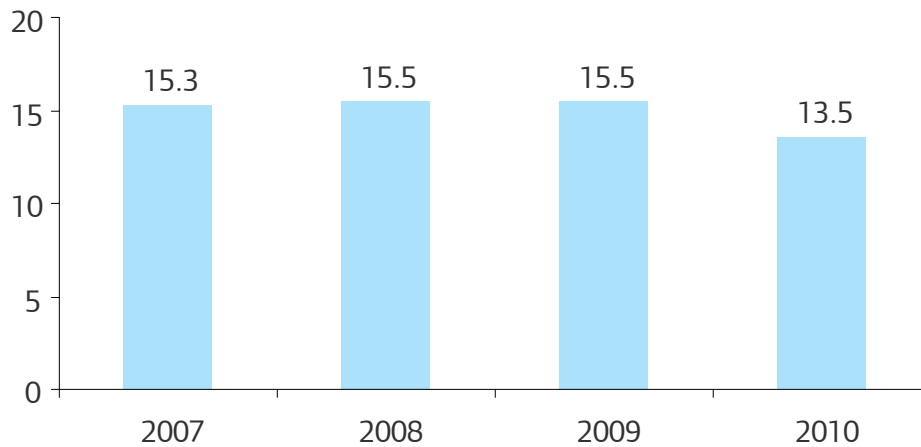
**Chart 7 Percentage of pupils achieving 5 or more GCSEs graded A\* to C, by whether or not have special educational needs (SEN), London, 2005/06 to 2009/10**



Source: Department for Education

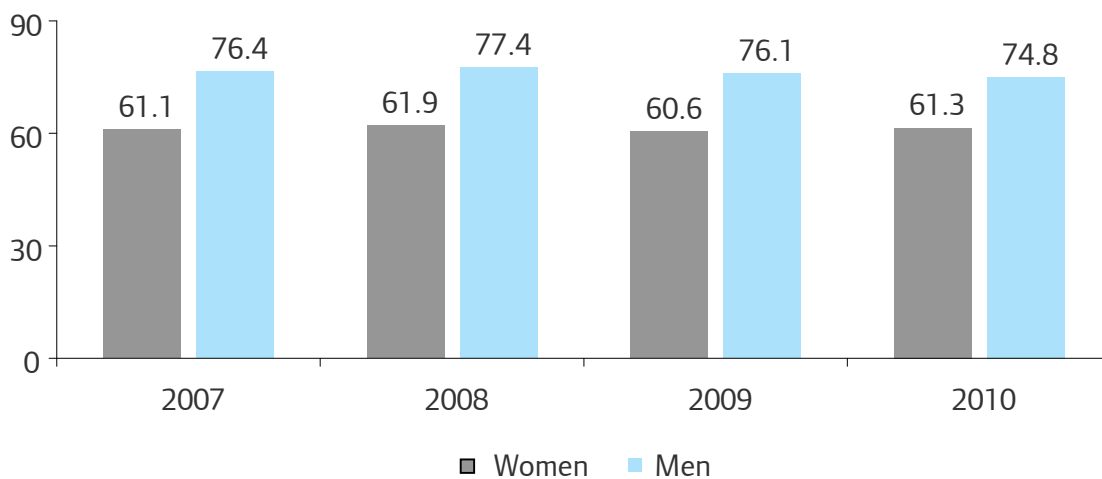
## Employment in London

**Chart 8 Gap in employment rates between men and women aged 16 to 64 in London, 2007 to 2010, percentages**



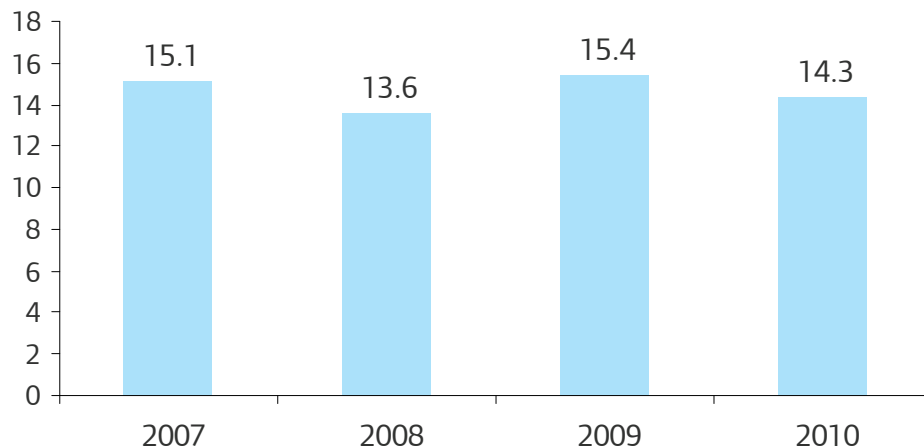
Source: Annual Population Survey, Office for National Statistics

**Chart 9 Employment rates of men and women aged 16 to 64 in London, 2007 to 2010, percentages**



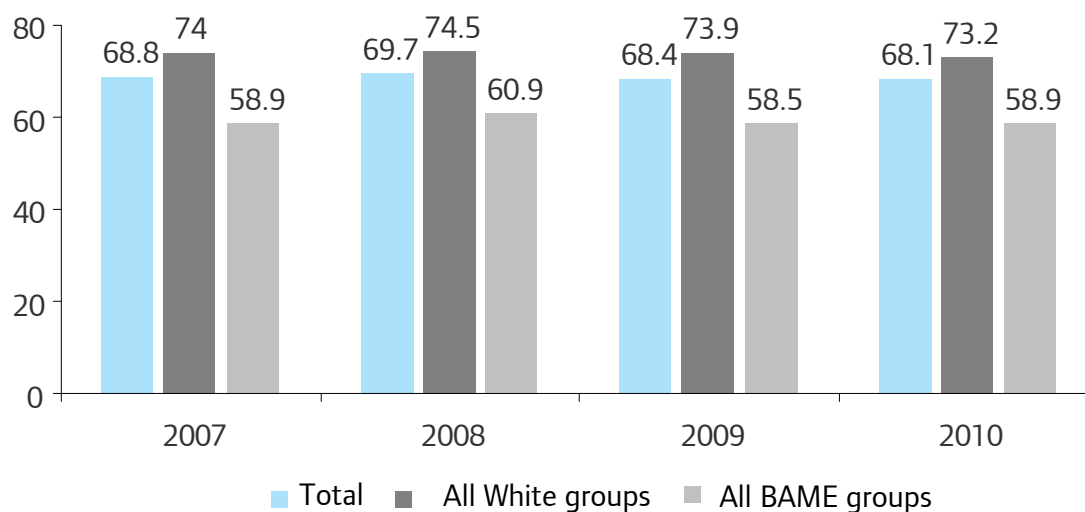
Source: Annual Population Survey, Office for National Statistics

**Chart 10 Gap in employment rates between all white people and all BAME groups in London, aged 16 to 64, 2007 to 2010, percentages**



Source: Annual Population Survey, Office for National Statistics

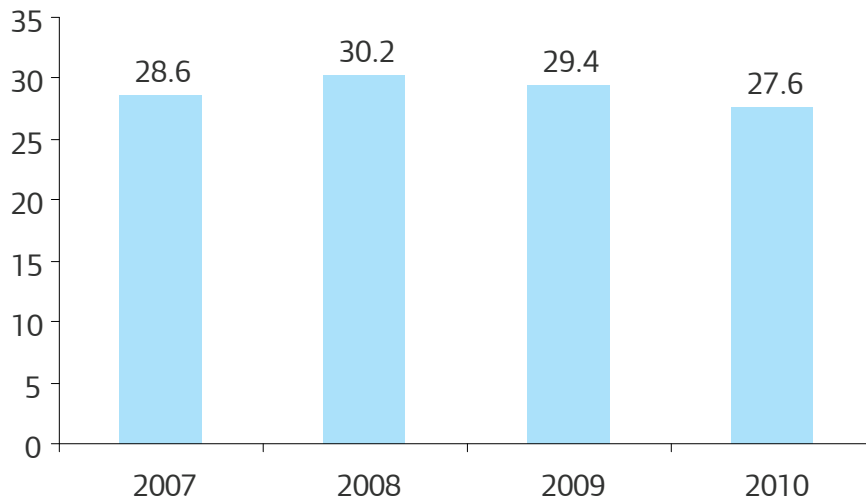
**Chart 11 Employment rates of all white groups and all BAME groups aged 16 to 64, London, 2007 to 2010, percentages**



Source: Annual Population Survey, Office for National Statistics

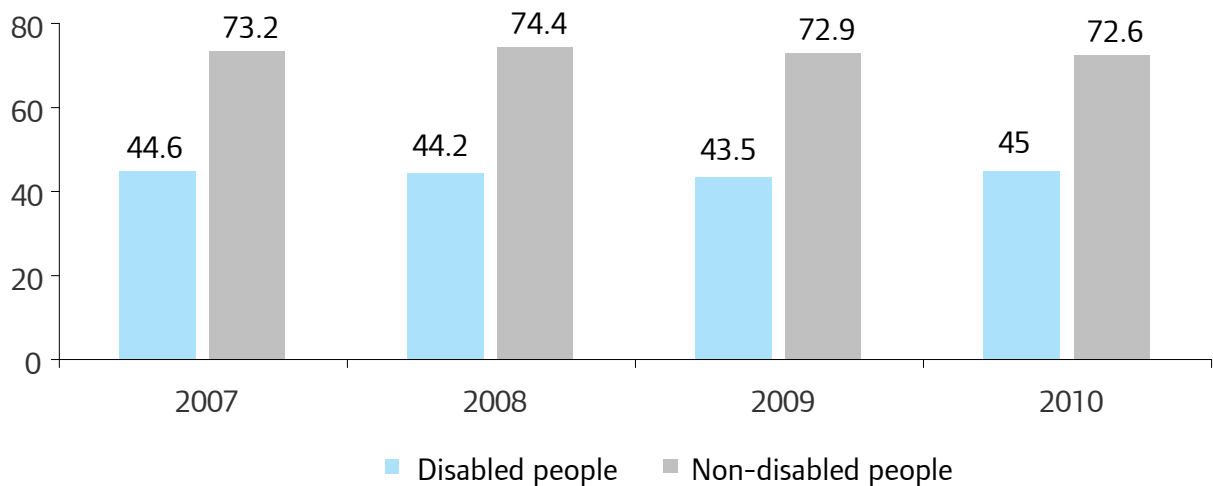


**Chart 12 Gap in employment rates between disabled and non-disabled people aged 16 to 64 in London, 2007 to 2010, percentages**

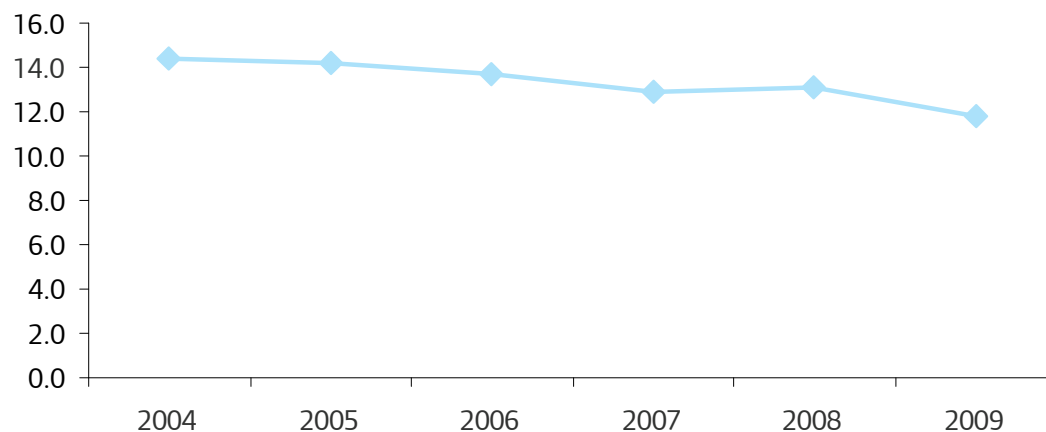


Source: Annual Population Survey, Office for National Statistics

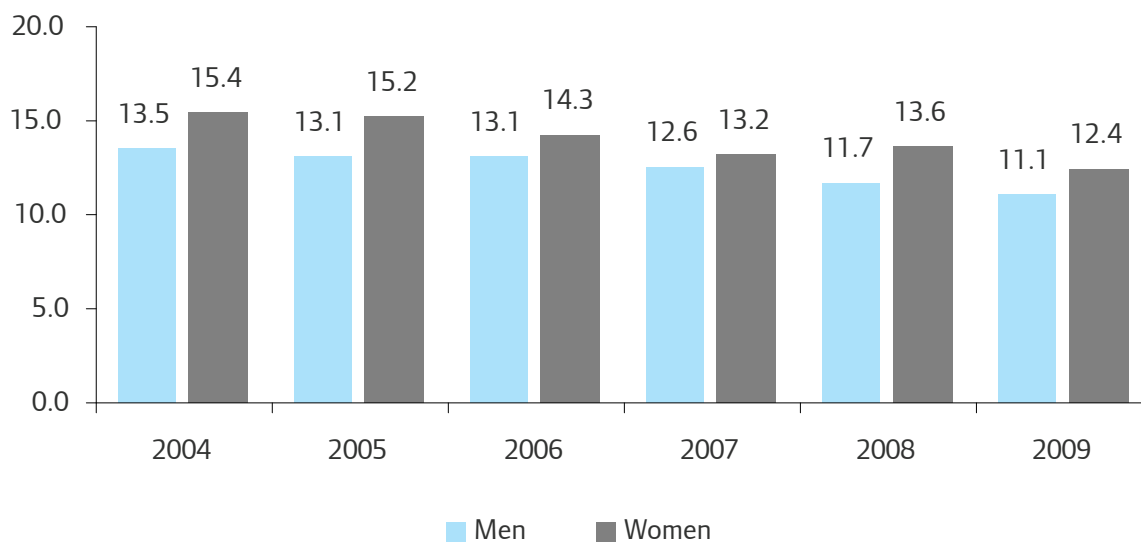
**Chart 13 Employment rates of disabled and non-disabled people aged 16 to 64 in London, 2007 to 2010, percentages**



Source: Annual Population Survey, Office for National Statistics

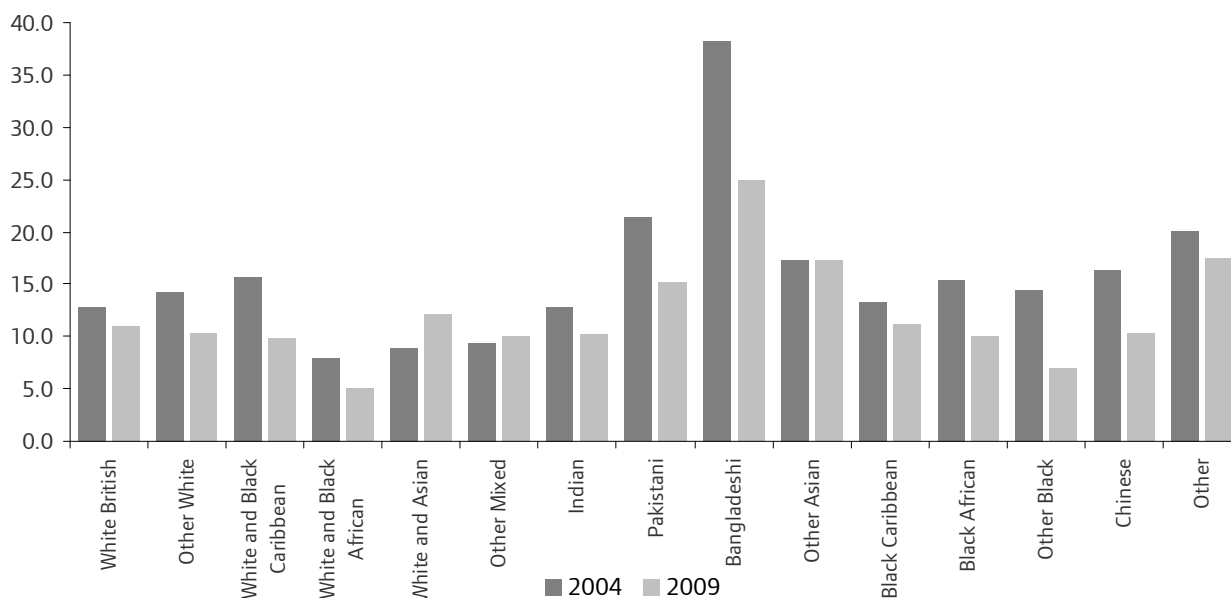
**Chart 14 Proportion of Londoners of working age with no qualifications, 2004 to 2009**

Source: Source: Annual Population Survey, Office for National Statistics

**Chart 15 Proportion of men and women of working age in London with no qualifications, 2004 to 2009**

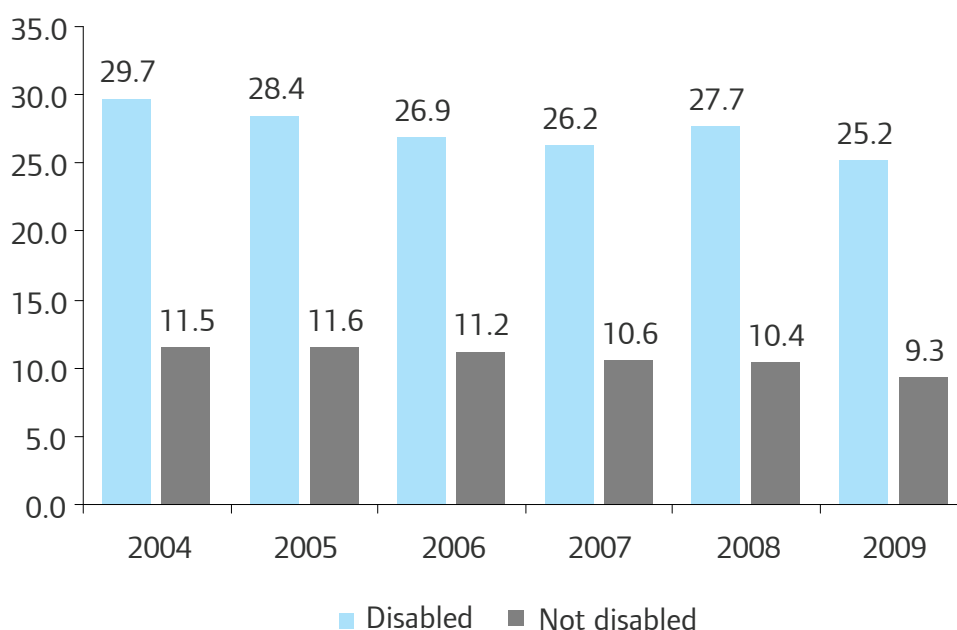
Source: Source: Annual Population Survey, Office for National Statistics

**Chart 16 Proportion of people of working age in London with no qualifications, by ethnic group, 2004 and 2009**



Source: Source: Annual Population Survey, Office for National Statistics

**Chart 17 Proportion of disabled people and non-disabled people of working age in London with no qualifications, 2004 to 2009**



Source: Source: Annual Population Survey, Office for National Statistics

## GLA Group workforce profile

The tables show the breakdown of staff for each organisation in the GLA Group, by the percentage of women, staff from Black Asian and minority ethnic (BAME) groups and those who have stated they are disabled.<sup>14</sup> The figures on disability are likely to be an under-estimate as many staff choose not to disclose this information, especially if they are in operational roles. Some of the organisations also ask staff for information voluntarily on faith and sexual orientation, but as this is so seriously affected by differing disclosure rates, this is not shown in our headline measures.

**Table 4 GLA Group Workforce profile - all staff, end of 2009/10 and 2010/11**

|                        | % women |        | % BAME |        | % disabled |        | Total number of senior staff |        |
|------------------------|---------|--------|--------|--------|------------|--------|------------------------------|--------|
|                        | 09-Oct  | 10-Nov | 09-Oct | 10-Nov | 09-Oct     | 10-Nov | 09-Oct                       | 10-Nov |
| GLA                    | 26      | 32     | 18     | 16     | 10         | 8.5    | 68                           | 71     |
| LDA                    | 46.9    | 43.9   | 14.6   | 16.6   | 6.3        | 6.1    | 96                           | 66     |
| LFEPA operational      | 3.2     | 3.3    | 7.2    | 7.1    | 0          | 0      | 348                          | 506    |
| LFEPA control          | 28.6    | 30.8   | 0      | 0      | 0          | 0      | 14                           | 13     |
| LFEPA support          | 39      | 39.5   | 11.3   | 11.5   | 0          | 0      | 150                          | 157    |
| MPA                    | 61.5    | 66.7   | 15.4   | 16.7   | 0          | 7.7    | 13                           | 12     |
| Senior Police Officers | 10.7    | 11.8   | 3.8    | 3.7    | 0          | 0      | 338                          | 326    |
| Transport for London   | 22.7    | 21.2   | 10.5   | 9.3    | 2.6        | 2.5    | 1,072                        | 1,232  |
| Total                  | 20      | 18.3   | 9.1    | 8.4    | 2          | 1.9    | 2,099                        | 2,383  |

### Senior staff

The definition of senior staff varies with each organisation as follows:

GLA and LDA – staff earning £60,000 per year or more.

LFEPA Operational Strategic Managers- all posts at Station Manager & above

LFEPA Support Staff Strategic Managers - FRS Grade F and above

MPA - Grade 3 and above, earning more than £61,171 per annum

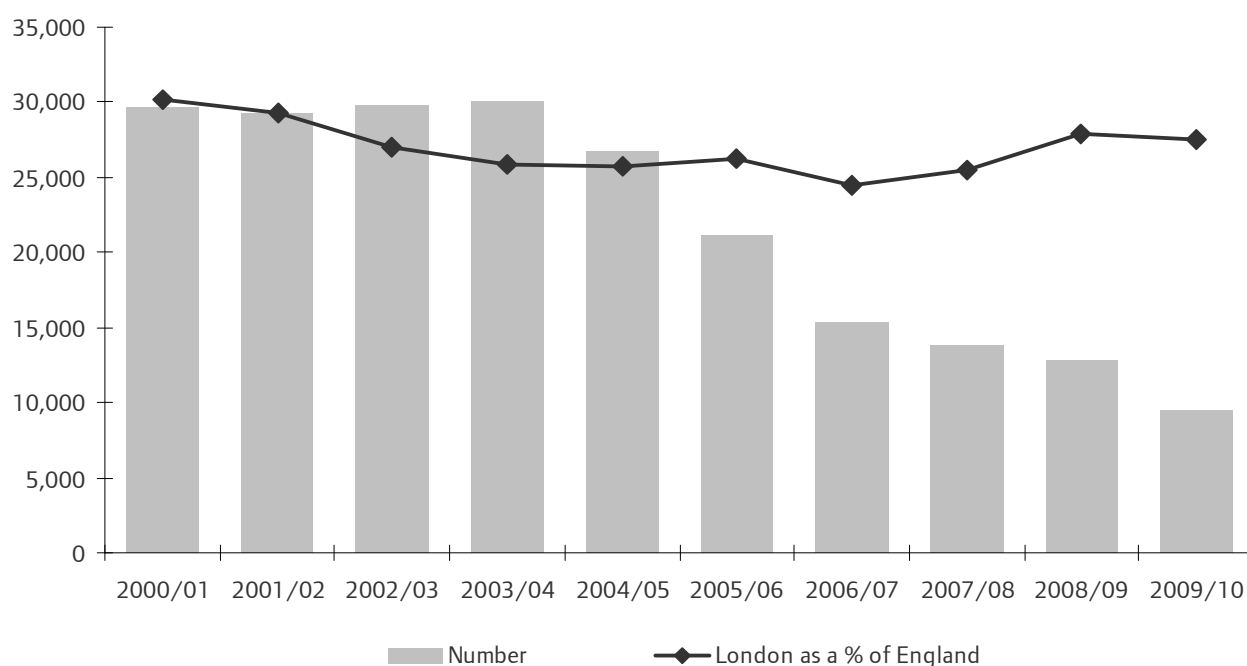
Senior Police Officers - Superintendant & above

Transport for London - Staff earning £50,000 or more per annum

**Table 5 GLA Group workforce profile – senior staff, end of 2009/10 and 2010/11**

|                        | % women |        | % BAME |        | % disabled |        | Total number of senior staff |        |
|------------------------|---------|--------|--------|--------|------------|--------|------------------------------|--------|
|                        | 09-Oct  | 10-Nov | 09-Oct | 10-Nov | 09-Oct     | 10-Nov | 09-Oct                       | 10-Nov |
| GLA                    | 26      | 32     | 18     | 16     | 10         | 8.5    | 68                           | 71     |
| LDA                    | 46.9    | 43.9   | 14.6   | 16.6   | 6.3        | 6.1    | 96                           | 66     |
| LFEPA operational      | 3.2     | 3.3    | 7.2    | 7.1    | 0          | 0      | 348                          | 506    |
| LFEPA control          | 28.6    | 30.8   | 0      | 0      | 0          | 0      | 14                           | 13     |
| LFEPA support          | 39      | 39.5   | 11.3   | 11.5   | 0          | 0      | 150                          | 157    |
| MPA                    | 61.5    | 66.7   | 15.4   | 16.7   | 0          | 7.7    | 13                           | 12     |
| Senior Police Officers | 10.7    | 11.8   | 3.8    | 3.7    | 0          | 0      | 338                          | 326    |
| Transport for London   | 22.7    | 21.2   | 10.5   | 9.3    | 2.6        | 2.5    | 1,072                        | 1,232  |
| Total                  | 20      | 18.3   | 9.1    | 8.4    | 2          | 1.9    | 2,099                        | 2,383  |

## Housing

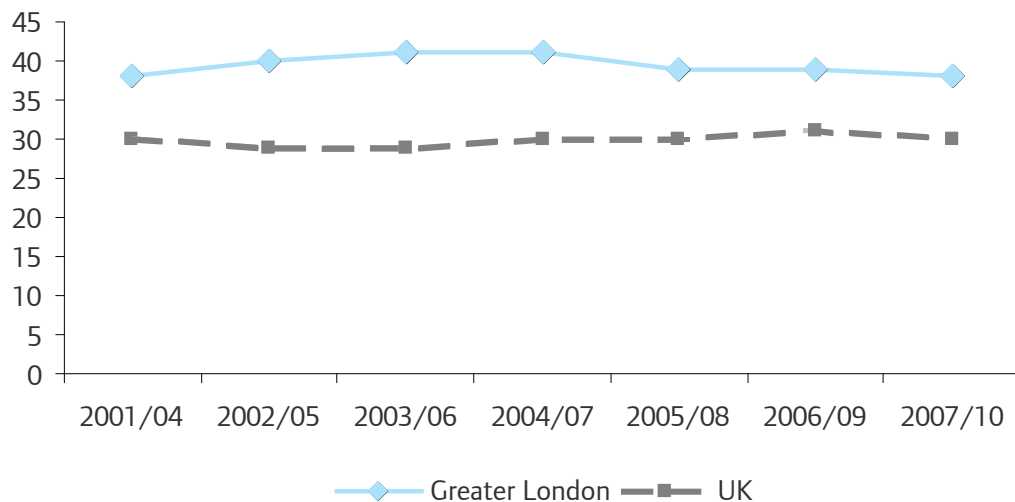
**Chart 18 Homeless households in priority need accepted by London boroughs, 2000/01 to 2009/10**

Source: Department for Communities and Local Government, P1E Homelessness returns

## Income and poverty

### Child poverty

**Chart 19 Proportion of children living in poverty, after housing costs, London and the UK, 2001 to 2010 (3 year averages)**



Source: Household Below Average Income series, DWP

This definition of poverty means the proportion of children living in households on incomes below 60 per cent of the national median, taking into account the number and ages of the children. For example, at 2009/10 prices, this would mean a couple with two children aged 5 and 14 would be living in poverty with a household income of £346 or less per week after housing costs, or just under £18,000 per year.

**Table 6 Percentage of children living in poverty in London by family type, disability and ethnic group 2005-08 to 2007-10, after housing costs.**

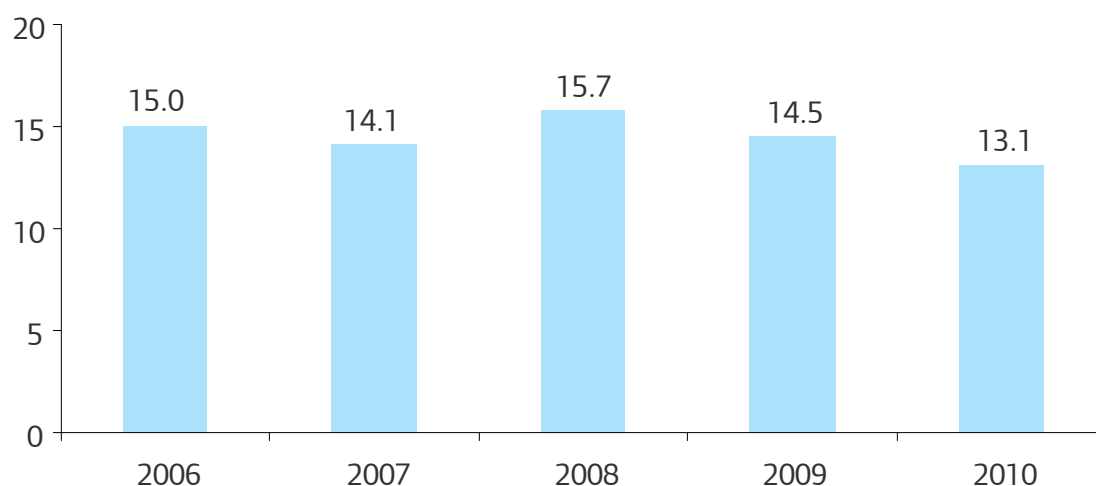
|  | 2005-08 | 2006-09 | 2007-10 |
|--|---------|---------|---------|
| <b>Family type</b>                                 |         |         |         |
| Lone parent  | 64      | 62      | 56      |
| Couple   | 30      | 31      | 31      |
| <b>Disability</b>                                  |         |         |         |
| Those living in families where no-one is disabled  | 36      | 36      | 34      |
| No disabled adult, 1 or more disabled child        | 35      | 45      | 41      |
| 1 or more disabled adult, no disabled child        | 56      | 55      | 54      |
| 1 or more disabled adult, 1 or more disabled child | 59      | 56      | 50      |
| <b>Ethnic group of head</b>                        |         |         |         |
| White  | 31      | 30      | 28      |
| Mixed  | 49      | 51      | 43      |
| Asian or Asian British                             | 52      | 52      | 51      |
| Indian   | 34      | 37      | 37      |
| Pakistani and Bangladeshi                          | 68      | 68      | 64      |
| Black or Black British                             | 50      | 54      | 51      |
| Black Caribbean                                    | 41      | 43      | 42      |
| Black Non-Caribbean                                | 55      | 60      | 56      |
| Chinese or other ethnic group                      | 51      | 49      | 57      |
| <b>All children</b>                                | 39      | 39      | 38      |

Source: DWP Household Below Average Income Series

## Income

Chart 20 shows the percentage by which men's median gross hourly earnings exceed those of women, for London residents employed full time. The earnings are shown in Table 7.

**Chart 20 Gender pay gap, London residents, 2006 to 2010, percentages**



Source: Annual Survey of Hours and Earnings, Office for National Statistics

**Table 7 Median gross hourly earnings, London residents working full-time, by gender, 2006 to 2010**

| £ per hour | 2006  | 2007  | 2008  | 2009  | 2010  |
|------------|-------|-------|-------|-------|-------|
| Men        | 13.85 | 14.38 | 15.06 | 15.44 | 15.38 |
| Women      | 11.77 | 12.35 | 12.69 | 13.2  | 13.36 |

Source: Annual Survey of Hours and Earnings, Office for National Statistics

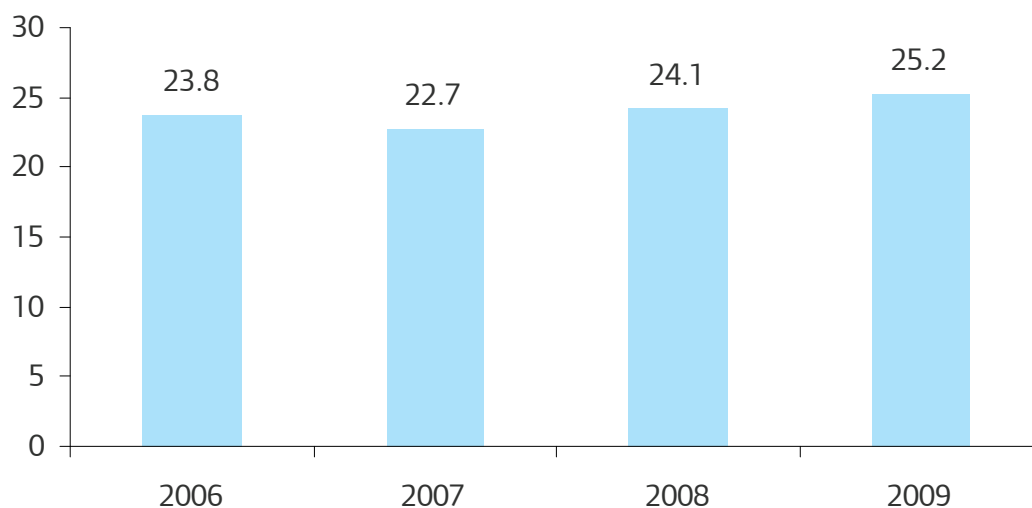
Chart 21 shows the percentage by which the median gross hourly earnings of all white groups exceeds those of all BAME groups, for London residents employed full time. The values of the median hourly earnings are shown in Table 8.

**Table 8 Median gross hourly earnings, London residents working full-time, all white groups and all BAME groups, 2006 to 2009.**

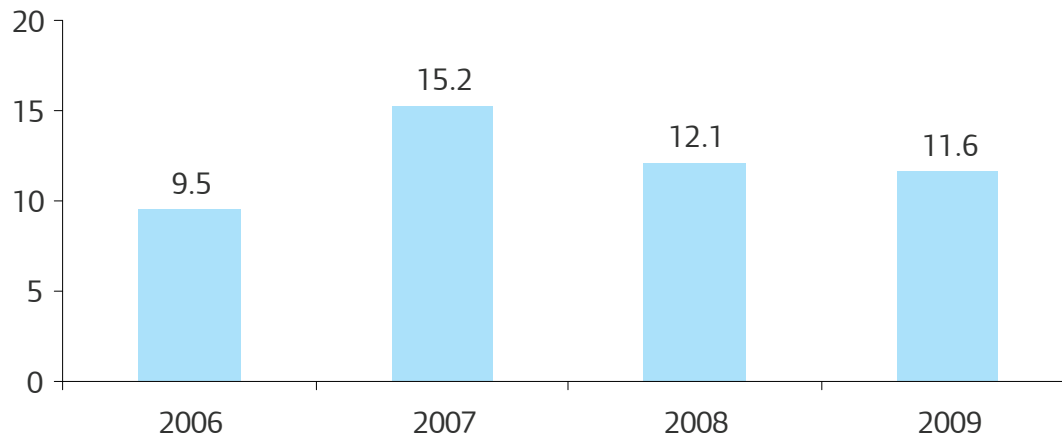
| £ per hour       | 2006  | 2007  | 2008  | 2009  |
|------------------|-------|-------|-------|-------|
| All white groups | 12.98 | 13.48 | 13.92 | 14.38 |
| All BAME groups  | 9.89  | 10.42 | 10.56 | 10.75 |

Source: Annual Population Survey, Office for National Statistics



**Chart 21 Ethnic pay gap, London residents, 2006 to 2009, percentages**

Source: Annual Population Survey, Office for National Statistics

**Chart 22 Disability pay gap, London residents, 2006 to 2009, percentages**

Source: Annual Population Survey, Office for National Statistics

Chart 22 shows the percentage by which the median gross hourly pay of non-disabled people exceeds those of disabled people, for London residents working full time. The values of the median hourly earnings are shown in the Table 9.

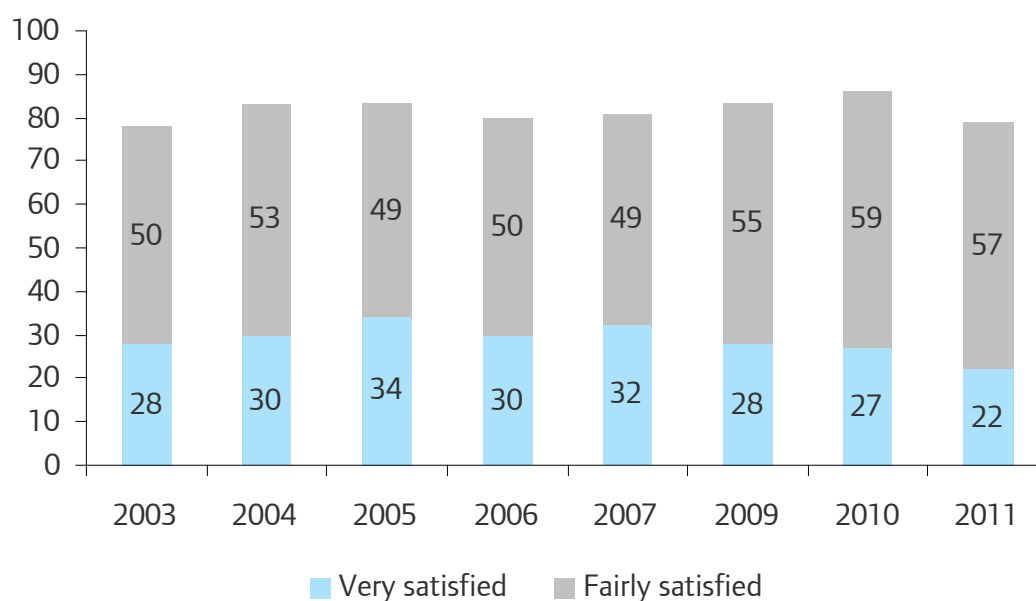
**Table 9 Median gross hourly earnings, London residents working full-time, disabled people and non-disabled people, 2006 to 2009**

| £ per hour          | 2006  | 2007  | 2008  | 2009  |
|---------------------|-------|-------|-------|-------|
| Disabled people     | 11.00 | 10.81 | 11.51 | 11.86 |
| Non-disabled people | 12.16 | 12.75 | 13.09 | 13.42 |

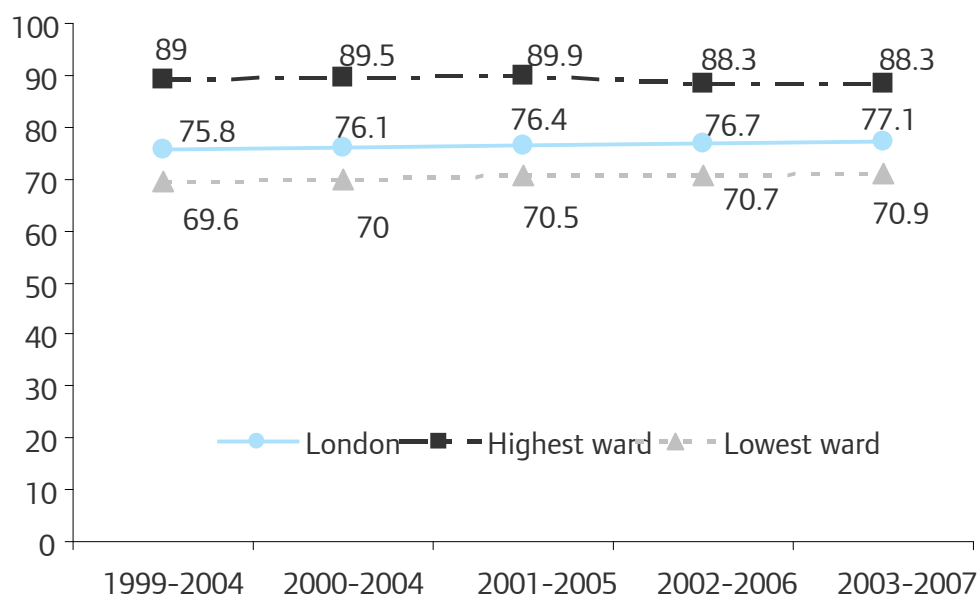
Source: Annual Population Survey, Office for National Statistics

## Quality of life and health

**Chart 23 Percentage of Londoners who are satisfied with their neighbourhood as a place to live, 2002 to 2011**



Source: Annual London Survey, GLA

**Chart 24 Life expectancy in London – males, 1999-2007**

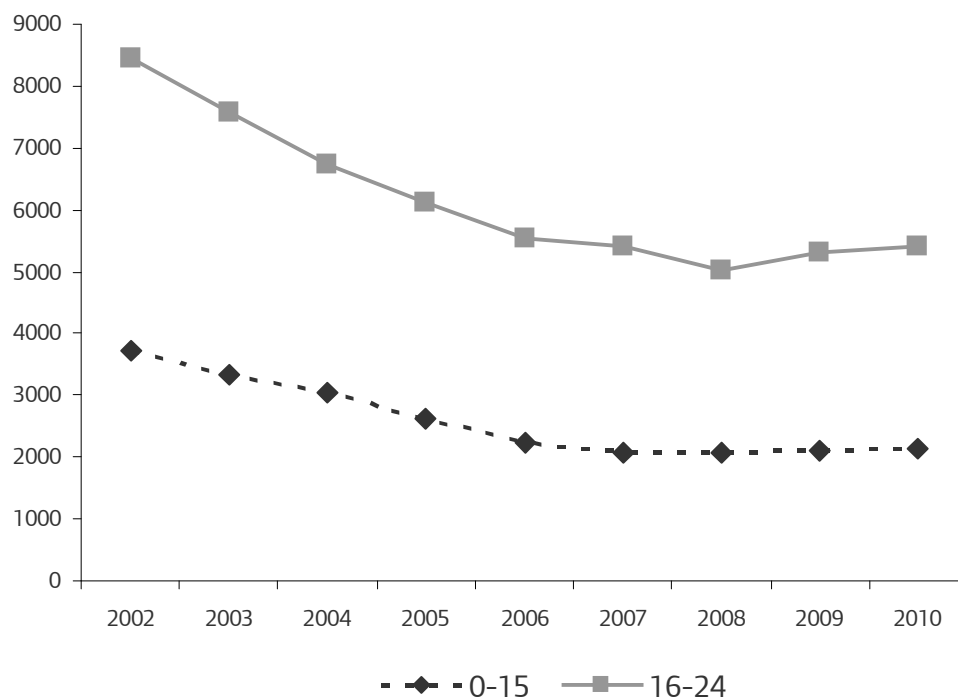
Source: Office for National Statistics

**Chart 25 Life expectancy in London – females, 1999-2007**

Source: Office for National Statistics

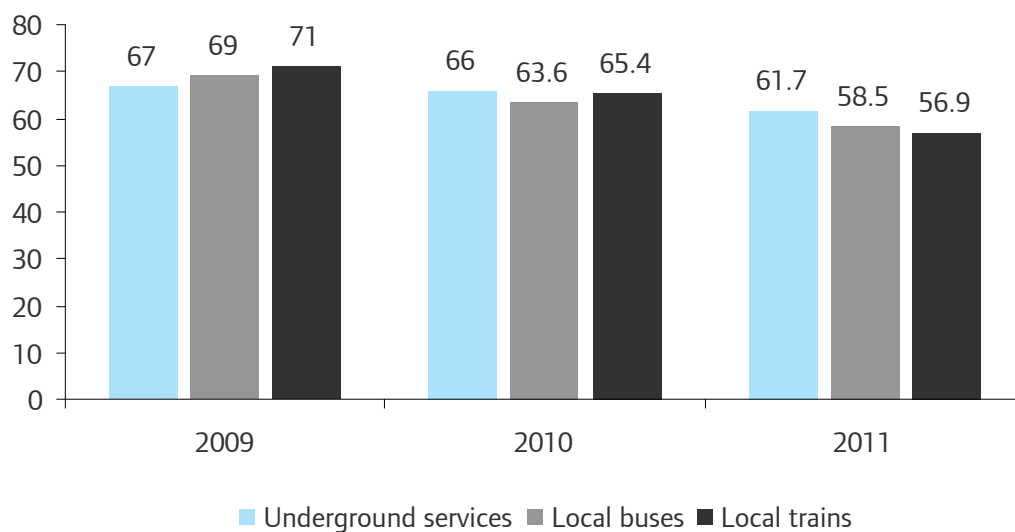
## Transport and road safety

**Chart 26 Number of road traffic casualties in London involving young people, 2002 to 2010**



Source: Transport for London Surface Transport, Better Routes and Places Directorate Fact sheets

**Chart 27 Percentage of women who felt safe using public transport alone at night, 2009 to 2011**



Source: Annual London Survey

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**Notes for chapter 4**

10. The membership structure of the MPA changed in October 2008. The Mayor now appoints 12 members.

11. Anti-semitic offences may also be recorded as faith or race offences

12; 13. These figures show the sanction detection rate, which means a detection achieved by a charge summons, caution or an offence (previously recorded by the police) taken into consideration at court when a separate offence is being considered.

14. While we show the total row for the whole GLA group for completeness, the percentages are heavily influenced by the larger organisations. During 2010/11, the LDA was going through a period of significant workforce reductions, winding down to its closure.

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## **Appendix: Changes to measures since Equal Life Chances for All framework July 2009**

We have made some changes to the outcome measures originally included in the framework, for the reasons shown below.

### **Improved quality of life for Londoners and reduced health inequalities.**

The exact indicators for these outcomes were left open in the framework, but were to be based on:

‘Relevant London Plan key performance indicators

London Sustainable Development Commission Quality of Life indicators

Improvement of outcomes against the London Health Commission’s health inequalities headline indicators

Measures will also be based on the final Health Inequalities Strategy key performance indicators’.

Many of the indicators in the documents cited are covered in other ELCFA measures, so for now we have included the following:

Increase in the percentage of Londoners who are satisfied with their neighbourhood as a place to live.

Increase in average life expectancy in London and reduction in the gap between the areas with the lowest and highest life expectancy.

### **Representation of equality groups among respondents to GLA consultation exercises.**

This has been dropped, as it is not possible to measure this in any consistent way.

### **Number of childcare places.**

Data is no longer published in a way which shows a breakdown in different types of children’s day care to enable a meaningful analysis.

### **Take up of subsidised childcare places under LDA Childcare Affordability Programme.**

This has been dropped as the scheme has finished.

### **Demonstrate leadership and best practice**

- GLA equality schemes updated and implemented
- GLA equality policies and practices in place

- Relevant strategic research and analysis published
- GLA still assessed as having reached the Excellence level of the Equality Framework for Local Government.
- GLA, GLA Group and London boroughs demonstrate continuous improvement in their diversity and inclusion programmes.

These are covered by arrangements in place to deliver the GLA's equality work and reported through narrative in the Mayor's Annual Equality Report.

## Other formats and languages

For a large print, Braille, disc, sign language video or audio-tape version of this document, please contact us at the address below:

### Public Liaison Unit

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### Chinese

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### Hindi

यदि आप इस दस्तावेज की प्रति अपनी  
भाषा में चाहते हैं, तो कृपया निम्नलिखित  
नंबर पर फोन करें अथवा नीचे दिये गये  
पते पर संपर्क करें

### Vietnamese

Nếu bạn muốn có văn bản tài liệu  
này bằng ngôn ngữ của mình, hãy  
liên hệ theo số điện thoại hoặc địa  
chỉ dưới đây.

### Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি  
(কপি) চান, তা হলে নীচের ফোন নম্বরে  
বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

### Greek

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος  
εγγράφου στη δική σας γλώσσα, παρακαλείστε να  
επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυ-  
δρομικά στην παρακάτω διεύθυνση.

### Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں  
چاہتے ہیں، تو براہ کرم نیچے دئے گئے نمبر  
پر فون کریں یا دیئے گئے پتے پر رابطہ کریں

### Turkish

Bu belgenin kendi dilinizde  
hazırlanmış bir nüshasını  
edinmek için, lütfen aşağıdaki  
telefon numarasını arayınız  
veya adrese başvurunuz.

### Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى  
الاتصال برقم الهاتف أو مراسلة العنوان  
أدناه

### Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ  
ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਹੇਠ  
ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਬਤਾ ਕਰੋ:

### Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં  
જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર  
ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.