

MAYOR OF LONDON

Neil Garratt AM

Chairman of the London Assembly Economy
Committee

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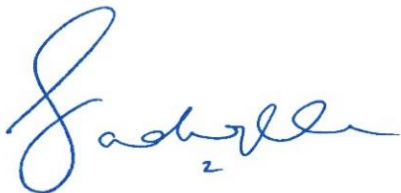
Date: 21 February 2022

Dear Neil,

Thank you for the letter from your predecessor of 7 December 2021 enclosing a copy of the report by the London Assembly Economy Committee: *Night Vision: Rebuilding London's Night-Time Economy*.

Please find below my response to each of the recommendations from the committee.

Yours sincerely,

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

Sadiq Khan

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Annex

Mayor of London's response to the recommendations of the London Assembly Economy Committee's report, *'Night Vision: Rebuilding London's Night-Time Economy'*

Recommendation 1

The Mayor should set and publish targets on how many additional workers from the hospitality sector will be trained and helped into good-quality work as part of the Mayor's Academies Programme.

The Mayor's Academies Programme (MAP) is designed to help address skills shortages in London's priority sectors, including hospitality and the creative industries, and to address underrepresentation in the workforce by supporting Londoners most affected by the pandemic into good work. The hubs element of the programme funds coordination resource to build partnerships and collaboration between organisations such as employers and training providers.

The MAP hubs funding opportunity was launched in the summer and successful hubs will progress into grants in Q4 2021/22. Once complete, informed targets for Londoners trained and moving into good quality work in the hospitality sector will be available.

Recommendation 2

Hospitality and creative hubs within the Mayor's Academies Programme should prioritise skills provision in areas where there is a particular shortage, including door security and certain technical roles in the creative industries. The Mayor needs to work with industry to identify where these shortages are when providing skills to help Londoners into work.

The MAP is committed to working with employers in the sectors key to London's recovery in order to address the skills shortage and ensure that Londoners are able to access good work outcomes. The hub element of the programme will fund coordination resource to ensure closer collaboration between employers and training providers to make sure that shortages, including those in creative technical roles, can be focussed upon and responded to in a timely fashion.

The Security Industry Authority licence, required for door supervision roles at licenced premises, cannot currently be funded by the Mayor's Adult Education Budget. Successful hospitality hubs will explore options for how the cost of this licence can be met from other sources, including by working with Jobcentre Plus and promoting other initiatives such as the Government's skills bootcamps.

Recommendation 3

The Mayor should work alongside employers and skills providers to improve perceptions and working conditions of jobs such as door supervisors and other roles in hospitality, in order to encourage more people to enter the sector. The Mayor, employers and providers should also work to improve the attractiveness of these jobs, ensuring they provide good-quality work and that there are progression opportunities in the sector, including through the Skills Academy hubs.

The Mayor is committed to working with London's employers to build awareness of sectors with employment opportunities so Londoners can access these roles. As part of the MAP and wider skills promotion, the Mayor has launched the Academies Programme which is a campaign to raise awareness of the support that is available and help Londoners into good jobs in sectors key to

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London's recovery, including hospitality and the creative industries. You can [find more information on the City Hall website](#).

The Mayor is committed to ensuring that employment is a route out of poverty. He continues to champion improved working conditions through his Good Work Standard, which establishes best employment practice. He encourages all employers, including those in hospitality and the creative industries, to sign up. The MAP hubs will only promote good work that pays at or above the London Living Wage, does not involve the use of zero hours contracts and lasts for a minimum of 16 hours per week for four weeks, to promote the importance of making employment pay.

Recommendation 4

The Mayor and Central Government should work together to ensure the UK's new visa and immigration system following the UK leaving the EU is working in the right way to address London's skills and labour shortages in the night-time economy.

Businesses and their representative groups have reported difficulty recruiting to a number of roles that are crucial to London's economy at night, particularly hospitality, food preparation and security. This is why the Mayor has backed calls for a new 'Covid Recovery Visa' and for devolved powers to create a regional shortage occupation list for London and other cities, which would give them the ability to attract and retain staff in the areas they have the greatest need.

Recommendation 5

The London Recovery Programme should include a strategy for supporting the night-time economy to build back from the pandemic. It should also explain how the success of this support will be measured.

Support for night time activity runs through many of the London Recovery Programme's missions – including the High Streets for All Mission, Helping Londoners into Good Work and Building Stronger Communities. Whilst the nine missions are central to the work of the Recovery Programme, they do not cover the entirety of London's recovery – and much work to recover the city's economy at night continues outside of the missions. Data on the capital's recovery is reviewed regularly by both the London Recovery Board and the London Recovery Taskforce. In future iterations, the London Recovery Programme will ensure specific data on night time recovery is included in this data pack.

Organisations represented on the Recovery Board report their contribution to the London Recovery Missions. The Greater London Authority (GLA) does so through the quarterly Performance and Finance Pack.

Recommendation 6

The Mayor should demonstrate what measurable impact the Women's Night Safety Charter has had since its implementation, and set out an action plan to increase the number of organisations signed up to the Charter.

The Women's Night Safety Charter (WNSC) has been a useful tool to upskill workers to help prevent and deal with the immediate impact of sexual assault in the night time economy.

In spring 2021, the GLA and Mayor's Office for Policing And Crime (MOPAC) provided funding to the Safer Business Network to promote the WNSC, re-engage signatories and carry out research to understand what help businesses need to implement the WNSC. The majority of signatories had already taken significant steps to implement the WNSC, including designing spaces to make women

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feel safer and training staff to ensure that all reports of sexual assault are believed and acted upon. The research also identified ways to increase the number of signatories, ensure the WNSC is being implemented and monitor its impact. Sophie Linden, Deputy Mayor for Policing and Crime, has approved additional funding to action the recommendations.

Recommendation 7

The Mayor should set out what action he is taking to improve safety for all groups in the context of the night-time economy.

The safety of Londoners is the Mayor's top priority. It is important that everyone feels safe at night, whether they are working, travelling or enjoying our night time venues.

Following record levels of City Hall investment, and the partial reversal of Government cuts, the number of police officers in the Metropolitan Police Service (MPS) has risen to over 33,000. The MPS announced in December 2021 that 500 officers will be joining 19 Town Centre Teams across London, while a further 150 will join London's Dedicated Ward Officers, who are already working in communities to drive down crime and problem solve local issues. They form part of the additional 650 officers that the MPS announced in October to provide greater visibility in busy locations, including those where women and girls can feel unsafe. These are welcome additions to frontline policing and their work in town centres will no doubt benefit a wide variety of Londoners who are using London's high streets at night.

MOPAC and the MPS have also been working together with criminal justice partners and businesses to deliver a programme of crime reduction and prevention throughout the year. This includes the refreshed Ask for Angela campaign and Welfare and Vulnerability Engagement training for frontline venue staff, which is being delivered by the Safer Sounds Partnership, as well as encouraging venues to sign up to the WNSC.

The GLA convenes the Licensing and Regulation Coordination Group, bringing together the MPS, borough licensing and regulation officers and businesses. It provides a forum for raising emerging issues, fast knowledge sharing and collaborative problem solving that supports the safe opening of our high streets.

Ongoing work to develop a Charter for Good Work in the Gig Economy will seek to reflect safety concerns for workers. Research with gig workers, platforms and other stakeholder groups is currently underway to understand needs.

Recommendation 8

The Mayor and TfL should set out an appropriate timetable to ensure that the rest of the night tube returns as soon as is feasibly possible, given its importance to the recovery of the nighttime economy, particularly in relation to feelings of personal safety. They should also provide as much notice as possible about this, to enable night-time economy businesses to plan for its return.

The return of the Night Tube on the Central and Victoria lines on 27 November 2021 was an important moment for London's economic recovery and for anyone travelling in London late at night, as it provides safe transport options. Night Overground services were reintroduced between Highbury and Islington and New Cross Gate on 17 December 2021. London's extensive night bus services continue to run throughout the night on well over 100 routes across the capital, and Taxi and Private Hire Vehicles also continue to offer alternative safe travel options at night.

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The full re-introduction of Night Tube services has not yet been possible. At the start of the pandemic, Night Tube train operators were seconded to support the running of Transport for London's (TfL) busier day services, filling gaps where train operators were not available because they were unwell or shielding, or because they had left their roles. The availability of train operators has also been impacted by the inability to do in-person training during the pandemic, which caused a delay in filling vacancies.

TfL has now boosted its resilience by consolidating its Night and Day Tube train operator grades, ensuring it can continue to cover shifts during absences due to illness or self-isolation. TfL is now working to reintroduce the Night Tube on the Jubilee, Northern and Piccadilly lines as soon as possible in 2022.

Operator training still needs to take place on these other lines. Their return must also be planned around vital engineering works, including the closure of the Bank branch of the Northern line which began in January to allow the completion of the upgrade works.

A timetable for the resumption of the remaining lines will be made available soon to give customers and businesses time to prepare. TfL will update the Assembly when this is announced.

Recommendation 9

The Mayor and London Councils should work with Central Government to review London's licensing arrangements, to ensure that schemes work for both businesses and residents. This work should be undertaken this winter to allow plans to be put in place in time for summer 2022.

During the last two years, several innovative licensing and regulation initiatives have emerged, helping businesses through the pandemic. This includes the use of new pavement licences to increase outdoor dining and has led to a number of these schemes being made permanent.

London Councils has published its Pledges for Business, which commit to local authorities providing business-friendly licensing services. The Mayor has also commissioned research to identify business-friendly licensing policies and practices and share best practice to enable regulators and businesses to work in partnership to help London's high streets recover.

The GLA convenes the Licensing and Regulation Coordination Group, bringing together the MPS, borough licensing and regulation officers and businesses. It provides a forum for raising emerging issues, fast knowledge sharing and collaborative problem solving.

Recommendation 10

The Mayor should work with local authorities to investigate the feasibility of meanwhile use of vacant premises for night-time businesses and events.

The High Streets for All Challenge programme is working with local partnerships in all London boroughs. It is helping to develop the capacity of local authorities and town centre partnerships to work with community groups and the private sector to plan for, safeguard and directly deliver a diverse, resilient and thriving mix of high streets and town centres at all times of the day and night.

The Challenge provides £4m of funding and expert support to 35 projects. Ongoing engagement by officers from the GLA Regeneration and 24 Hour London teams will maximise opportunities to activate vacant and underused buildings and public spaces in response to their local context. Feasibility work could include night time meanwhile activation, as well as more permanent uses.

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Recommendation 11

There needs to be clear and consistent messaging from the Mayor and the Government going forwards about the safety of London's night-time industries in relation to COVID-19, in order to help rebuild confidence in the sector.

Night time businesses have gone to great lengths to keep customers and staff safe during the pandemic. Despite ever-changing regulations and last-minute notice of changes, hospitality and culture businesses have consistently been part of the solution to the pandemic, not part of the problem. They will play an active role in London's economic and social recovery from COVID-19 and must be properly supported throughout the crisis.

London's world-class night time hospitality and culture offer has been central to the Mayor's Let's Do London domestic tourism campaign, which is designed to encourage and build consumer confidence, hospitality and culture, helping to drive spending and footfall.

It is clear that London's night time businesses have been hit hard again by the Omicron wave of COVID-19. The Mayor continues to make the case for adequate support that will help secure the long-term future of these sectors that are vital to London's economic recovery. Only once their future has been secured can we help to rebuild confidence.

Recommendation 12

The Mayor and Central Government should do more to celebrate and promote London's night time economy. The night-time economy should be seen as central to future domestic and international tourism campaigns. This should include the Mayor's future promotional activity once the Let's Do London campaign has concluded.

London's world-class night time hospitality and culture offer has been central to the Mayor's Let's Do London domestic tourism campaign. The campaign included a dedicated Lates Season, which saw a range of night time activities supported, ranging from exhibitions at the Science Museum to late-night shows at the Tate and Royal Opera House and free film screenings on Trafalgar Square.

Examples of night time activity, including alfresco dining and evening theatre shows, were featured prominently throughout the campaign, in TV advertising as well as out of doors and digital advertising.

Additionally, night time activity also had its own online hub on the Visit London website, as part of the Let's Do London Lates Season. This is part of the wider promotion of nightlife in London, which is continually publicised all year round on the [Visit London website](#), social channels and app. It covers a diverse range of activities from London's night time economy including theatre, music, food and drink, late night shopping and attractions.

Research shows that culture is a key decision driver for tourists and the Mayor will continue to promote London's diverse nightlife offer in future tourism campaign activity as part of showcasing London's unique and world-class cultural offer.