

# Assessment of the GLA's impact on disability equality 2013

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## **1. Introduction**

### **1.1 Purpose of this paper**

This document forms part of the GLA's response to the Equality Act 2010. It provides an update on the Disability Impact Assessment published in February 2012.

This paper has revised data and builds on the priorities from the Disability Impact Assessment published in July 2010 as these were informed by disabled people and disabled people's organisations.

This paper seeks to review the effect the GLA's policies and practices have had, or will have, in furthering the aims of the general equality duty for disabled people (see appendix). It documents

- the demographics of London's diverse population (section 2)
- evidence of inequalities faced by disabled Londoners and how the Mayor is addressing them (section 3)
- conclusions and the way forward (section 4).

### **1.2 Who do we mean by disabled people?**

We recognise that there are a number of different ways of defining disability and the term "disabled people". The Equality Act 2010 defines disability as a 'physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities'. However, disabled people's organisations prefer the social model of disability. This includes understanding and addressing the physical and social barriers that prevent disabled people from participating on an equal level with others. The Greater London Authority has adopted this social model of disability.

The GLA recognises that many users of British Sign Language (BSL) do not see themselves as disabled but as part of the Deaf community, a linguistic minority with its own history and culture.

When we use the term "disabled people" in this document we include all the people covered by the Equality Act definition and all people who define themselves as disabled and many people who wouldn't necessarily think of themselves as disabled, but who do experience barriers and lost opportunities related to an impairment they may have acquired.

The term "disabled people" includes, for example:

- people with a wide range of mobility impairments (not just wheelchair users)
- blind and partially-sighted people
- Deaf and hearing-impaired people
- people with speech impairments and dyslexic people
- people with learning disabilities
- people with experiences of poor mental health
- people with hidden disabilities such as epilepsy, HIV and cancer
- people with facial disfigurements.

### 1.3 Disabled people in London

London's status as a world city has given it a diverse population. It is estimated that there are just under 1.3 million disabled adults in London<sup>1</sup>. This is equivalent to almost one in five (19 per cent) of the 16+ population of London. Just under half of all disabled adults (45 per cent) are aged 55 and above, whereas only a quarter (25 per cent) of the adult population are within this age group<sup>2</sup>. Young Londoners (16-24), make up 15 per cent of London's adult population, and just under one in 13 are disabled (8 per cent). The percentage of working-age disabled people from Black, Asian and minority ethnic (BAME) groups (16 per cent) is around the same as for White groups (17 per cent)<sup>3</sup>.

The GLA's population projections for London estimate an increase from 8,204,400 in 2011 to 9,656,500 for 2031<sup>4</sup>. This is an increase of nearly 18 per cent, but the number of older people (55 and over) will increase significantly more, at 39 per cent. As the disabled population tends to be older, ensuring London and its infrastructure is accessible and inclusive will become even more of a key priority.

#### London's population by disability and gender in 2011

London population 2011	All	Male	Female
<b>Adults (16+)</b>	6,574,500	3,221,100	3,353,500
<b>Disabled numbers (16+)</b>	1,272,600	584,500	688,900
% adults disabled	19.4	18.1	20.5
% share of total disabled population	100	46.4	53.6

Source: GLA Projections 2012 Round, Strategic Housing and Land Availability Assessment, Greater London Authority, and assessments based on the ONS Annual Population Survey

A report by the National Equality Panel<sup>5</sup>, found that the labour market prospects of disabled people are affected by type and severity of impairment, with mental health problems and severe impairment more associated with poorer job prospects, despite evidence that, with support, many disabled people could work, and want to work. In a national survey the Office for Disability Issues<sup>6</sup> found that 1 in 8 disabled people felt they had been treated unfairly or discriminated against because of their disability by not being offered a job, offered unsuitable hours or by being made redundant.

There are approximately 524,000 people aged 16 to 64 in London who do not possess a qualification, equivalent to around 9 per cent of the working age population. Within the disabled population, the proportion without qualifications rises to 21 per cent<sup>7</sup>. The gap in qualifications levels between disabled and non-disabled people persists within every age group.

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<sup>1</sup> Annual Population Survey 2011

The most accurate statistics on the number of disabled people is in the Annual Population Survey, however, this only covers adults aged 16+.

<sup>2</sup> GLA Projections 2012 Round, SHLAA

<sup>3</sup> Labour Force Survey, 2011 Q2

<sup>4</sup> GLA Projections 2012 Round, SHLAA

<sup>5</sup> An Anatomy of Economic Inequality in the UK, Report of the National Equality Panel, 2010

<sup>6</sup> Office for Disability Issues, Experiences and Expectations of Disabled People

<sup>7</sup> Annual Population Survey 2011

We know that disabled people are less satisfied with policing in London<sup>8</sup> and much less likely to say that they feel safe at night than non-disabled people. Other surveys have also shown that disabled people are significantly more likely to be victims of crime<sup>9</sup>.

Disabled people are less satisfied with transport than non-disabled people<sup>10</sup> and experience problems in getting into and around buildings and making themselves understood.

Taking into account all the evidence the GLA has gathered through our research, surveys and consultative work with disabled people and disabled people's organisations, some key priorities and concerns have emerged around a wide range of barriers experienced by disabled Londoners. These include the following:

- accessible housing
- accessible transport
- development of inclusive and accessible physical and social environments
- lower levels of employment and income
- disability hate crime, and concerns of widespread under-reporting, particularly amongst people with learning difficulties
- availability of social care and welfare services
- low levels of participation in leisure, sport and cultural activities.

#### 1.4 Involvement of disabled people

The Mayor's vision is to ensure that all of London's communities are provided with real opportunities to participate fully and to contribute to all areas of London life. Key to this is to ensure that all Londoners are able to have their say to influence the work of the GLA. We achieve this through extensive consultation and research, and use the feedback and comments to inform the development of policies and statutory plans. The GLA has a detailed policy on accessible communications which it follows to ensure it operates without barriers to communication with disabled people.

The GLA recognises that ensuring the Mayor's strategies and programmes are designed to take a proper account of disabled people's needs is both a challenge and an opportunity. Meetings are held every six months with organisations of and for disabled Londoners to ensure dialogue is maintained on strategic issues affecting disabled people in the Mayor's policies and programmes. The minutes of these meetings are published online at <http://www.london.gov.uk/priorities/equalities/disabled-and-Deaf-people/engaging-Deaf-and-disabled-londoners/minutes>.

Extensive work has been undertaken to ensure that disabled people are involved in the development and delivery of specific strategies and programmes, both one-off exercises and ongoing involvement mechanisms. These mechanisms are detailed throughout this document and include:

- The work of the **London Plan Review Access Advisory Group**, and facilitation of consultation events by Inclusion London in developing the **London Plan**;
- The Mayor's **Housing Forum** supports and advises the Mayor on the development and delivery of the London Housing Strategy;
- **Transport for London (TfL)** established an independent and representative Citizens'

<sup>8</sup> Annual London Survey, GLA 2010

<sup>9</sup> Equality and Human Rights Commission, *Promoting the Safety and Security of Disabled People*, 2009

<sup>10</sup> <http://www.tfl.gov.uk/assets/downloads/corporate/disability-and-Deaf-equality-scheme-2009-2012.pdf>

Jury involving disabled and Deaf people in the development of its Disability Equality Scheme. An Independent Disability Advisory Group advises TfL on accessibility issues;

- The GLA is collaborating closely with disabled young people through the **Peer Outreach team**. The team is involved in wide ranging exercises working with boroughs and other key local organisations to improve engagement with disabled young Londoners. This includes mystery shopping in the boroughs carried out by disabled and Deaf young people to assess potential experience of disability inequality.

In the production of this assessment, we have taken on board the views and experiences of disabled people which have gone into developing key strategies and programmes.

## 2. Areas of disability inequality and what the Mayor is doing to address this

### 2.1 Housing

#### Evidence of disability inequality

Evidence gathered to inform the Development of the Mayor's London Housing Strategy<sup>11</sup> has identified that:

- Around 180,000 households, six per cent of all households in London, include someone whose disability requires adaptation to the homes. This is a relatively low rate compared to other regions, probably due in large part to London's relatively young population.
- Twelve per cent of households in London who require a home adaptation are seeking to move to a home more suitable for coping with disability. This figure is relatively high in London and compares to a national rate of eight per cent.
- Disabled people are more than twice as likely to be living in unsuitable housing as other Londoners.
- Despite the large number of wheelchair user households with unmet housing need, only 35 per cent of wheelchair user households who moved into social housing in London in 2009/10 moved into wheelchair accessible housing.
- Nearly a fifth of wheelchair user households in London have an unmet need for wheelchair accessible housing compared to a national average of 13 per cent.
- With a projected increase of around 200,000 older people in London by 2025, there is a need to build much more inclusive and flexible housing and to ensure that the housing market responds effectively.
- Many disabled and older people live in unsuitable homes that prevent them from living independent and dignified lives. Households with multiple specific needs are three times as likely to be living in unsuitable housing as those with no identified specific needs.
- More than 100,000 households need redesigned or relocated bath or shower facilities.
- Disabled people can be excluded from Choice Based Lettings systems where accessible or adapted properties are not advertised or where there is a lack of information about the accessibility features of properties.

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<sup>11</sup> <http://www.london.gov.uk/publication/housing-london-2012>

## **How the Mayor is advancing disability equality**

In 2010, the Mayor published the first statutory London Housing Strategy<sup>12</sup> followed by a draft revised London Housing Strategy for public consultation in December 2011<sup>13</sup>. Statutory consultation on a revised draft will be undertaken in spring 2013 and the final strategy adopted thereafter.

In October 2012, the Mayor launched the second in his housing covenant series, with a new Care and Support Specialised Housing Fund of up to £60 million. The fund is aimed at encouraging the development of new homes that provide specialised housing for London's older people and disabled adults.

The benefits of this new programme are significant. It will help to transform the lives of older and disabled Londoners who, by moving to well-designed, accessible homes, with an appropriate level of care, will have renewed independence and dignity.

Over the past four years, the Mayor has sought to enhance older and disabled people's housing choices and meet their housing needs. The London Plan specifies that all new homes should be built to Lifetime Homes standards and at least ten per cent should be wheelchair accessible. Between 2008 and 2011, 53 per cent of new affordable homes were at Lifetime Homes standards and eight per cent were wheelchair accessible.

The London Housing Strategy has a policy that disabled people should be able to participate in choice based lettings schemes on an equal basis to other social housing applicants. The Mayor is committed to the London-wide roll out of the London Accessible Housing Register (LAHR), which was developed by the GLA. The LAHR provides comprehensive information about the accessibility features of a property, and forms an integral component of choice based lettings schemes.

In the 2008-11 investment round, the Mayor funded over 2,300 supported housing homes.

The Mayor has secured 68 social rented homes at the East Village (formerly the Athletes Village) for people across the capital, 10 per cent of which are wheelchair accessible.

The Mayor's Housing Forum brings together a wide range of partners to debate, discuss and share information about housing issues in London. It includes representatives from organisations with knowledge and expertise about different aspects of housing and equalities in London.

The Mayor will further the General Equality Duty by working with London boroughs to improve the supply of, and access to, accessible housing. Through the London Plan and the London Housing Strategy the Mayor is committed to:

- All new homes in London being built to Lifetime Homes standards.

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<sup>12</sup> <http://www.london.gov.uk/publication/london-housing-strategy>

<sup>13</sup> <http://www.london.gov.uk/publication/revised-london-housing-strategy-public-consultation>

- At least 10 per cent being wheelchair accessible or easily adaptable for residents who are wheelchair users.
- New minimum design and quality standards which have been introduced across all tenures, through the London Plan and Housing Supplementary Planning Guidance.
- Rolling out the implementation of the London Accessible Housing Register.
- Ensuring that older people become a higher priority for housing in London, by bringing together his powers in planning, health and housing to improve the provision of new housing, including extra care.
- Older and disabled people being enabled to adapt and maintain their homes to meet their needs, and exploring how the adaptations, including extensions, on offer to older people in London can be improved.
- Increasing the options available to older under-occupying social tenants who wish to move to a smaller home.
- Delivering around 800 supported homes in the current investment round.

## 2.2 Planning

### **Evidence of disability inequality**

In research carried out by the GLA<sup>14</sup>, there is evidence outlining some of the key inequalities experienced by disabled people in the built environment, including:

- A lack of affordable and accessible housing (built to Lifetime Homes and Wheelchair Accessible Homes Standards). Without this they lack real choice in terms of their accommodation. Many Londoners already require accessible or adapted housing in order to lead dignified and independent lives. 30,000 have an unmet need for wheelchair accessible housing. More Londoners are living longer and more older people are choosing to remain in their own homes rather than go into residential institutions.
- Difficulties accessing the built environment and public realm. Not all public transport is fully accessible to disabled people. Increased levels of car parking may be required either on or off street for disabled people in all developments and at social and health facilities.
- Many people are disabled by poorly designed, built and managed environments, and through the provision of solutions to access needs that create segregation rather than inclusion.
- Many disabled people experience discrimination when accessing key services and going about their daily business.
- Disabled people have concerns about their personal safety and security when on their own. Ensuring that the built environment meets their needs and is accessible for all is a key element of creating inclusive places and reducing these fears. Accessible environments also reduce dependence on other people which in turn increases dignity, choice and integration. Ensuring that the design of the built environment takes their needs into consideration by creating supervised and well used spaces, which include benches and access to public toilets, can reduce concerns for safety and security and increase confidence in the public realm for older and disabled people.

<sup>14</sup> <http://static.london.gov.uk/mayor/strategies/sds/further-alt/s/docs/equals-impact-summary.rtf>

## **How the Mayor is advancing disability equality**

The Mayor's London Plan<sup>15</sup> sets out an integrated economic, environmental, transport and social framework for the development of the capital over the next 20-25 years. The current Mayor's London Plan was published in July 2011 and covers all aspects of spatial development in the capital, including the provision of social infrastructure such as health provision, policing and safety, early years, education, places of worship, social care, and cultural, leisure and sport facilities. The London Plan contains policies to protect and enhance social infrastructure and facilities that remove barriers for disabled and older people. A number of policies address the design of new buildings in London and the Plan incorporates standards which help to achieve the highest standards of accessibility and inclusion.

A policy to promote Lifetime Neighbourhoods was introduced in the 2011 London Plan. This aims to create neighbourhoods where access to public transport, basic amenities, local shops, places to meet and relax, and green and open spaces are within easy reach of homes, and where facilities such as public toilets and seating are consciously planned into proposals at the outset.

One of the objectives of the new Plan is that London should be a city that meets the challenges of economic and population growth in ways that ensure a sustainable, good and improving quality of life for all Londoners, helps tackle the huge issue of inequality among Londoners, including inequality in health outcomes, and helps to achieve a more inclusive society.

Another key theme of the Plan is to ensure London's infrastructure is accessible and inclusive. The London Plan states that all London's future housing should be built to 'The Lifetime Homes' standards and 10 per cent should be designed to be wheelchair accessible or easily adaptable for wheelchair users. The policies and design standards on Lifetime Homes and Wheelchair Housing have been mainstreamed and incorporated into the Supplementary Planning Guidance (SPG) document, produced by the GLA, 'Housing' which was published in 2012, and can be found at:

<http://www.london.gov.uk/who-runs-london/mayor/publications/planning/housing-supplementary-planning-guidance>

Sports facilities should be accessible to all sections of the community (including disabled people) and should be within easy reach by walking, cycling and public transport and be affordable and safe.

The London Plan Team have prepared additional guidance on accessible hotel accommodation and on the implementation of accessibility management plans. This is due to be published in the 'Town Centres' SPG document in 2013. The London Plan seeks to achieve 40,000 additional hotel bedrooms by 2031, of which at least 10 per cent should be wheelchair accessible. The 'Town Centres' SPG provides additional guidance on how developers and operators can achieve this, and remove barriers disabled people can experience.

The London Plan states that developments should provide at least one accessible on or off street car parking bay designated for Blue Badge holders, even if no general parking is provided. It also states that any development providing off-street parking should provide at

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<sup>15</sup> <http://www.london.gov.uk/priorities/planning/londonplan>



least two bays designated for blue badge holders. Table 6.2 of the London Plan provides detailed guidance on Blue Badge parking levels by building or development type, and provides guidance on workplaces, shopping, recreation and leisure facilities, railway buildings, religious buildings and crematoria and sports facilities.

Inclusive design, a process that sets out to integrate the diverse needs of all Londoners into development proposals, can help to achieve a balance between all user needs and other demands on an environment. The principles of inclusive design have informed the London Plan policies along with other processes and mechanisms the Mayor uses to influence planning decisions in London.

Policy 7.2 'An Inclusive Environment' requires all new development in London to achieve the highest standards of accessible and inclusive design that seek to ensure that developments can be used safely, easily and with dignity by all, regardless of disability, and are convenient and welcoming with no disabling barriers, so everyone can use them independently without undue effort, separation or special treatment.

Supplementary Planning Guidance Document 'Accessible London' is due to be re-published in 2013 and will provide additional guidance on the policies contained in the London Plan regarding the creation and promotion of an accessible and inclusive environment. It will also give local planning authorities advice on how to incorporate and implement these policies. It will explain the principles of inclusive design and how these principles should be applied in London. It will give designers guidance on where to find good technical advice and guidance, and will also provide disabled people, older people and others who experience barriers in the built environment with an understanding of what to expect from planning in London.

The Mayor is working together with disability organisations in a number of ways:

- The London Plan Review Access Advisory Group helped the GLA to review the London Plan policies on accessibility, and examined how well inclusive design principles were embedded into the housing, transport, visitor infrastructure and other policies of the draft replacement London Plan.
- the London Access Forum (a network of local access groups) meet with the GLA Planning Decisions Unit monthly, and help to provide comments on whether strategic planning applications meet the highest standards of access and inclusion.
- GLA officers attend a number of access groups which have been set up around London, including the Stratford City Consultative Access Group, and the London Legacy Development Corporations' Built Environment Access Panel, which are made up of disabled people and have helped advise on a number of schemes in Stratford and the Olympic Park.

## **2.3 Transport**

### **Evidence of disability inequality**

The 2011 Annual London Survey found that over half of all respondents who had a disability or long-term illness cited transport as one of the best things about living in London, compared to 46% of people who did not have a disability or long-term illness<sup>16</sup>.

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<sup>16</sup> <http://www.london.gov.uk/get-involved/consultations/annual-london-survey/2011>

The key inequalities experienced by disabled people in the UK in research undertaken by the Office for Disability Issues<sup>17</sup> include:

- Lack of regular, accessible and direct public transport is a barrier affecting parents and carers of disabled children participating in all areas of life as well as adults with impairments.
- For all modes of transport, adults with impairments were more likely than adults without impairments to experience difficulty getting in and out of transport. For example, adults with impairments were six times as likely to experience difficulty getting in and out of local buses compared with adults without impairments (19 per cent and 3 per cent respectively) and five times as likely to experience difficulties getting in and out of local trains (11 per cent and 2 per cent respectively).
- Lack of seating at bus stops, lack of seating on the bus, wheelchair spaces being used by prams or luggage and bus drivers not lowering the bus to enable entry and exit from the bus.
- 75 out of every 100 adults with an impairment found it hard to use transport services like buses and trains. Only 60 out of every 100 adults without an impairment said the same.
- The condition of the roads (bumpy), making the journey particularly uncomfortable for people with pain in their limbs or back.
- Physical access, including having difficulty navigating the step onto the bus (especially if the driver could not lower it) or not having time to reach a seat before the bus drove off.
- The attitude of transport staff was a key issue for disabled people.
- Hate crime on public transport.<sup>18</sup>

### **How the Mayor is advancing disability equality**

The Mayor launched his Transport Strategy in May 2010 and set out a vision for transport in the capital over the next 20 years. More than 5,500 public and 151 stakeholder responses, including the views of disabled people, helped to inform the development of the final Mayor's strategy.

In his Transport Strategy the Mayor has committed to the provision of a more accessible transport system. London's transport system has become vastly more accessible in recent years. Among the improvements has been the widespread introduction of a low-floor bus fleet and accessibility improvements at bus stops, transformation of the urban realm at key locations through the Better Streets initiative, further step-free developments on the Docklands Light Railway, London Overground and Croydon tram networks, and completion of step-free access schemes at a number of rail and tube stations.

The key areas by which the Mayor has addressed the inequalities experienced by disabled people include:

**The implementation of the Freedom Pass:** The Mayor is committed to the Freedom Pass. This is a statutory scheme for older people and disabled people provided by the Boroughs which supplies a valuable concession for over a million older and disabled Londoners. The Mayor implemented the extension of the Freedom Pass to 24 hours and the latest statistics show that the over 60s make around 14m journeys a year on buses and 4m

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<sup>17</sup> *The Life Opportunities Survey 2009-2011*, Office for Disability Issues

<sup>18</sup> <http://www.tfl.gov.uk/assets/downloads/corporate/disability-and-Deaf-equality-scheme-2009-2012.pdf>

journeys a year on the Tube before 9am. The Mayor will continue to make the case to the train companies and the Department for Transport for the Freedom Pass to be valid 24/7 on National Rail services in London. In November 2012, the Mayor introduced the new 60+ Oyster Photocard scheme, providing free travel on all TfL services and some national rail services 24 hours a day, seven days a week, for users who are 60 years old and above.

**Improved journey planning:** Good quality information is essential to help disabled people plan their journey with confidence. Journey planning information is provided in a range of formats and increasingly on the move in real time. TfL runs two successful programmes to supplement its 'mainstream' information provision. These are the Travel Mentoring Service for disabled people and a Docklands Light railway (DLR) Community Ambassador scheme in east London.

**Buses:** London's fleet of buses is the most accessible bus fleet in the world. TfL set a target of ensuring its bus fleet of more than 8,000 vehicles was low-floor wheelchair accessible at the end of 2005. This was achieved long before it was due to become law for single deck vehicles in 2016 and double deck buses in 2017. Additional developments include:

- 68 per cent of bus stops are now accessible, up from 29 per cent in 2008, and TfL is working towards a bus stop accessibility level of 70 per cent or better by the end of 2012/13.
- The introduction of the new bus for London which has a larger wheelchair bay and space under the seats for assistance dogs.
- Online real-time service information for buses (i-Bus) was launched in September 2011, providing a new, improved Countdown system for all of London's bus stops via text message, smartphones and the web. These digital information channels will be complemented by 2,500 new on-street signs at key bus stops. Each bus provides both audible and visual information provision.
- An additional £50 million is being invested over the next ten years to improve the training given to bus staff

**Raising Tube and rail service standards:** There is an extensive programme of committed works to increase coverage of step-free access from street to platform – 38 per cent of all stops and stations across London's rail based public transport network (including National rail, Tube, DLR and Tram) are currently step-free. This will increase to around 47 per cent through the committed programme, most of which will be delivered by 2015. Additional improvements include:

- The provision of improved visual and audible information, help points, colour contrasting features, tactile markings, seating and 'wide aisle gates'. Service standards for the National Rail network are increasingly including these standards.
- TfL continues to lobby the government through the Access for All Scheme, to make sure that London gets as much money as possible to improve accessibility at London's rail stations. Over 30 stations across London will be made step free by 2014 through the Department for Transport's Access for All Programme.
- The gap between platform and train is being tackled with the introduction of new trains. On the Victoria line platform humps have been installed to bridge the height gap, whereas on the 'sub-surface' railway (Metropolitan, District, Hammersmith & City and Circle lines) new rolling stock will have lower floors.
- More than 250 wide aisle gates have been installed on Underground stations to provide easier access for wheelchair users and assistance dog owners.

**Door to Door to transport:** TfL provide a free multi-occupancy door-to-door transport local bus service for disabled people who cannot use other buses, trains or the Tube. In 2011, Dial a Ride made a record 1.3million trips, this was a 7.2 per cent increase on the previous year with 90,000 more journeys. There have been a number of service enhancements to the service including the introduction of more than 200 new low-floor minibuses, a centralised booking centre and improvements in staff training.

**Better Streets:** The Mayor set out his commitment to high quality urban realm in London in the document 'London's Great Outdoors' published in 2009. Approximately £310 million has been invested in over 80 public realm improvement projects, funding for which came from Transport for London, the London Development Agency and London's boroughs as well as other sources. Improvements have included widening pavements, re-aligned crossings, enhanced lighting, new street furniture, de-cluttering of pavements and improved 'way-finding' signage. Through this programme, the Southbank Accessibility Improvements scheme delivered a £4m package of improvements to increase accessibility along the South Bank in advance of the Olympic and Paralympic Games in 2012.

The Mayor's Transport Strategy includes an **Accessibility Implementation Plan**<sup>19</sup> that sets out what the current committed funding will deliver in terms of improved access to the transport system and identifies options beyond the current funding settlement. TfL has worked hard to deliver a number of improvements to the network, but there is still more to do if London is going to provide an accessible transport system for all.

In December 2012, the Mayor and TfL launched 'Your accessible transport network'<sup>20</sup>, a new accessibility action plan, demonstrating a renewed effort to make it easier for people to travel around the Capital. The plan details accessibility improvements to London's transport network including a further 28 step-free London Underground and London Overground stations over the next 10 years and an additional £17 million of investment to make 95 per cent of bus stops accessible by the end of 2016.

In addition, substantial improvements will be made to enhance the information and assistance available to customers – TfL's website is to be fully redeveloped, LU are reviewing and improving signage and way-finding throughout the Tube network, a team of accessibility champions are being introduced into the contact centres to better advise customers, and Tube staff and bus drivers are to receive enhanced training.

These improvements will benefit many people; there are a wide range of people who rely on accessible transport to travel around the city. On an average day, 1.3 million trips are made by disabled people, 4.9 million by passengers carrying heavy luggage, 1.5 million by people accompanied by a child under five and 0.7 million by those aged over 74. A total of 7.1 million trips a day are thus made by somebody with at least one of these barriers to mobility.

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<sup>19</sup> [http://www.london.gov.uk/sites/default/files/MTS\\_part\\_three\\_0.pdf](http://www.london.gov.uk/sites/default/files/MTS_part_three_0.pdf)

<sup>20</sup> <http://www.tfl.gov.uk/assets/downloads/your-accessible-transport-network.pdf>

## 2.4 Income and poverty

### Evidence of disability inequality in London

Older disabled people and disabled people of working age are more likely to be living in poverty, while parents of disabled children face high costs and greater difficulties accessing childcare. Disabled people are much less likely to be in employment, and when they are, their earnings are lower than non-disabled people.

- The risk of poverty amongst people of working age is higher in households where there is at least one disabled adult (43 per cent, after housing costs are taken into account) than in households where there are no disabled members (26 per cent).<sup>21</sup>
- The poverty rate of children living in households with at least one disabled adult is 49 per cent in London, after housing costs are taken into account, compared with 34 per cent for children in households with no disabled members.
- Fuel poverty disproportionately affects households with children, people over 60 and those with members who are disabled or long-term sick. The GLA's 2011 report found that 23.5% of London's vulnerable households fell within the definition of fuel poverty.<sup>22</sup>

### How the Mayor is advancing disability equality in London

The Mayor promotes the London Living Wage (LLW), which seeks to ensure that those in low income jobs are paid a wage that helps ensure 'work pays' by taking account of the capital's high living costs. In November 2012 the Mayor uplifted the LLW to £8.55 from £8.30 in 2011.

This rate has been implemented across the GLA group as contracts allow to ensure that all GLA group employees or contracted staff working on GLA group premises including caterers, security guards and cleaners are paid at or above the LLW. We estimate that so far more than 3,400 low-paid workers across the GLA group have benefited. Queen Mary University of London estimates that over 11,500 workers across London had benefited from the increased rate by the end of 2011.<sup>23</sup> The Mayor will continue to encourage London employers to adopt the LLW and will revise it in line with the findings of the Living Wage Unit's annual report.

The Mayor's fifth annual benefits take-up campaign was launched in January 2013, with the main focus on older people, disabled people and carers, through posters, handouts and advertising in local newspapers.

RE:NEW, the Mayor's home energy efficiency programme, has supported 87,000 homes with energy efficiency improvements either complete or being delivered. RE:NEW is currently being delivered in areas selected for their likelihood to include disadvantaged and low-income households that could qualify for available funding to improve the homes' energy efficiency. The current phase of RE:NEW includes benefits referrals alongside home surveys and is being delivered through April 2013. Using DECC local authority grant

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<sup>21</sup> Latest figures are the average for 2008/09 to 2010/11 from Households Below Average Incomes, DWP

<sup>22</sup> GLA Economics report published October 2011: Current Issues Note 33, 'A summary assessment of fuel poverty in London in 2009 and scenarios to 2013'

<sup>23</sup> <http://www.geog.qmul.ac.uk/livingwage/pdf/Livingwagecostsandbenefits.pdf>

funding, RE:NEW is also delivering £5.3 million worth of energy efficiency works to fuel-poor households across London that were unable to secure funding from previous Government schemes.

## 2.5 Economic activity and employment

### Evidence of disability inequality in London

The national picture shows disproportionate levels of disadvantage experienced by disabled people. This situation is exacerbated by the current economic climate. Unemployment in the UK peaked at 2.68m in November 2011 and has since fallen by 166 thousand (at October 2012). London's unemployment peaked at 417 thousands in January 2012 and has since fallen by 36 thousand.

Disabled people are less likely to be employed; only 47 per cent were employed in London in 2011, compared with nearly 73 per cent of non-disabled people. The gap has narrowed slightly in recent years, but still stands at 26 percentage points<sup>24</sup>. Among those disabled people in employment, earnings are lower on average than those of non-disabled people.

### Employment rate of disabled and non-disabled people aged 16 to 64 in London, 2004 to 2011

Year ending June	Employment rate of non-disabled people %	Employment rate of disabled people %	Employment gap %
2004	73.3	42.4	30.9
2005	72.7	43.8	28.9
2006	72.9	44.5	28.4
2007	73.3	44.0	29.3
2008	74.3	43.9	30.4
2009	72.8	44.9	27.9
2010	72.6	45.9	26.6
2011	72.7	46.5	26.0

Source: Annual Population Survey 2011, ONS

Disabled people make up just under 11 per cent of all Londoners in work, but over 17 per cent of the working age population<sup>25</sup>.

Just over 18 per cent of working age women in London are disabled.<sup>26</sup> They are less likely to be employed than both disabled men in London and disabled women in the rest of the UK. The employment rate for disabled women in London in 2011 was 41 per cent, compared with 50 per cent for disabled men in London, and 45 per cent for women in the UK as a whole.

Disabled women with children in London are also less likely to be in employment, compared with disabled women with children in the rest of the UK. In 2011 only 42 per cent of

<sup>24</sup> Annual Population Survey 2011

<sup>25</sup> Annual Population Survey 2011

<sup>26</sup> Annual Population Survey 2011

disabled women with children in London were in employment, compared with 47 per cent in the rest of UK<sup>27</sup>. However, the employment gap with non-disabled people is greater for men (34 percentage points) than for women (27 percentage points).<sup>28</sup>

The employment rate for BAME disabled Londoners is considerably lower (39.7 per cent) compared to White disabled Londoners (49.1 per cent).<sup>29</sup>

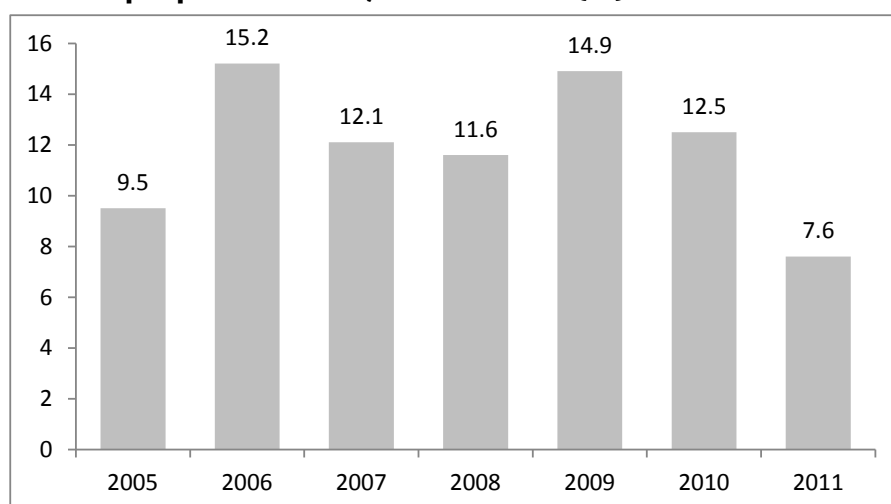
### Numbers and rates of people employed in London by disability and ethnicity in 2011<sup>30</sup>

	Disabled	Not disabled	Total	Disabled	Not disabled
White	271,000	2,188,000	2,460,000	49.1	78.4
BAME	145,000	1,058,000	1,203,000	39.7	63.1

### Disabled pay gap

The gap in median earnings between disabled people and non-disabled people working full-time decreased in 2011 to 7.6 per cent. In 2011, median earnings for disabled people in London were £13.89 per hour, compared with £15.03 for non-disabled people. It needs to be borne in mind that disabled people are more likely than non-disabled people to be working part-time (32 per cent compared with 23 per cent of those in employment), or not working at all.

**Chart 9 Gap in full-time median earnings between disabled people and non-disabled people in London, 2005 to 2011 (%)**



Source: Annual Population Survey

### How the Mayor is advancing disability equality in London

The Economic Development Strategy<sup>31</sup> (EDS) defines the Mayor's ambitions for London to be the World Capital of Business, have the most competitive business environment in the

<sup>27</sup> Annual Population Survey 2011

<sup>28</sup> Annual Population Survey 2011

<sup>29</sup> Annual Population Survey 2011

<sup>30</sup> Annual Population Survey 2011

<sup>31</sup> <http://www.london.gov.uk/who-runs-london/mayor/publications/business-and-economy/eds>

world, for all Londoners to share in London's economic success and for London to maximise the benefits of the 2012 Olympic and Paralympic games.

The EDS recognises that substantial numbers of people experience barriers which prevent them realising the opportunities provided by an economy with long-term growth. Those groups particularly affected include disabled people. The barriers include difficulties accessing suitable training and work opportunities

To address this, the EDS seeks to:

- Improve links between areas of employment growth and areas with residents in need of work so those most in need get the opportunities to work and train;
- Promote the London Living Wage and support more radical measures to reform the benefits system to address London's long standing worklessness. The EDS states that 'the Mayor supports the principle that the benefits and minimum wage system should be structured to ensure that all Londoners are 'better off in work'.'
- Allocate resources to support an increasing number of apprenticeships and employers to be encouraged to create more apprenticeship places. The Mayor is actively supporting apprenticeships, internships and progression within the GLA group workforce.

The Mayor's Education Inquiry seeks to raise standards of excellence in schools. Currently only half of London's young people achieve the base level qualification of five A\*-C GCSEs, including English and Maths. London's high value-add economy demands a higher level of skills than would typically be the case elsewhere.

The Mayor will make sure that the GLA group is an exemplar employer providing opportunities for disabled people.

Volunteering is a beneficial way of helping the long-term unemployed back into the employment market. The Mayor launched his Team London programme (see: <http://www.london.gov.uk/teamlondon>) to encourage volunteering in London, with a focus on ensuring that volunteering opportunities help to improve the long-term employability of participants

Through the GLA's activities with young people, the European Social Fund (ESF) Youth Programme 2011-13 aims to support young Londoners with learning difficulties and disabilities (LDD) aged 16-25 who are not in education, employment or training (NEET)/ at risk of becoming NEET or are economically inactive or unemployed, into sustained education, employment or training for a minimum of 52 weeks.

- Remploy Ltd and Leonard Cheshire Disability have been awarded grants to engage young people with learning difficulties or disabilities across London, working with them on a one to one basis to deliver a tailored jobs and skills action plan and help them to secure and sustain employment.
- Support will include vocational profiling to help young LDD people identify their skills and preferences for work; job development; job support to ensure employee and employer receive enough support to sustain the job; career support to help young LDD people think longer term about career progression.



## 2.6 Crime and Community Safety

### Evidence of disability inequality

Disability hate crime continues to blight the lives of many disabled people and can affect their well-being and physical and mental health. Disabled people are at greater risk of experiencing violence or hostility than the wider population. Often crimes which are considered disability hate crime by the victim are not prosecuted as such.

People with a disability or long-term illness are much less likely to feel safe walking alone at night in their neighbourhood (58 per cent) than those without a disability or long-term illness (80 per cent).<sup>32</sup>

The report produced by the Equality and Human Rights Commission on disability harassment, *Hidden in Plain Sight*,<sup>33</sup> reveals that harassment is a commonplace experience for disabled people, but a culture of disbelief and systemic institutional failures are preventing it from being tackled effectively. As well as reporting on the extent of harassment, the report also includes case studies and makes recommendations to public authorities to help them deal with the problems uncovered.

The figures from the Metropolitan Police Service, as noted below, would indicate that the reported rates of disability hate crime have decreased slightly. However, given the reports that have been produced by various organisations, as noted above, it would seem that disability hate crime remains hugely under reported. Further, it is likely that where there are incidences of disability hate crime, these may be reported as anti-social behaviour.

#### Hate crime figures (source: Metropolitan Police Service)

	Oct 10 - Sep 11	Oct 11 - Sep 12	Percentage Change
Disability Hate Crime	127	124	-2.4%

The detection rate<sup>34</sup> for disability hate crimes was also lower in 2011/12 than in 2010/11.

#### Overall sanction detections

	Oct 10 - Sep 11	Oct 11 - Sep 12
Disability Hate Crime	29.1%	21.0%

<sup>32</sup> Annual Population Survey 2009

<sup>33</sup> [http://www.equalityhumanrights.com/uploaded\\_files/disabilityfi/ehrc\\_hidden\\_in\\_plain\\_sight\\_3.pdf](http://www.equalityhumanrights.com/uploaded_files/disabilityfi/ehrc_hidden_in_plain_sight_3.pdf)

<sup>34</sup> This refers to the sanction detection rate. A sanctioned detection occurs when (1) a notifiable offence (crime) has been committed and recorded; (2) a suspect has been identified and is aware of the detection; (3) the CPS evidential test is satisfied; (4) the victim has been informed that the offence has been detected, and; (5) the suspect has been charged, reported for summons, or cautioned, been issued with a penalty notice for disorder or the offence has been taken into consideration when an offender is sentenced.

## **How the Mayor is advancing disability equality**

The Mayor has made combating hate crime a priority.

The Mayor's Office for Policing and Crime (MOPAC), working together with the Metropolitan Police Service (MPS) and other criminal justice partners, has a responsibility to ensure effective processes are in place to ensure that all hate crimes are dealt with appropriately.

MOPAC monitors the work of the MPS through regular performance reports and the publication of relevant data, which will facilitate further improvement in the MPS response and the sharing of good practice across London.

Community engagement is central to the delivery of effective policing, providing the means to ensure the MPS is providing a customer-focussed service and helping the MOPAC to reality check MPS performance in this area. The MOPAC has begun a programme of engagement with a series of focus groups which will inform future work programmes.

## **2.7 Health, social care and welfare services**

### **Evidence of disability inequality**

Through our consultation, the key health issues impacting on London's Deaf and disabled communities include:

- A lack of transparency and understanding about services and entitlements, and eligibility criteria for support services differing between local authorities.
- The cost of providing care in London is higher than in the rest of the country and London boroughs also have some of the most diverse communities in the country as well as some of the highest levels of need. This need is not fully recognised in the current social care funding model.
- Increasing pressure on services in London means that only those deemed in the highest category of need are likely to get services.
- Physical and attitudinal barriers to services and opportunities, including employment.

### **How the Mayor is advancing disability equality**

The Mayor has a statutory responsibility to produce a *Health Inequalities Strategy* and this was launched in 2010. There are specific actions to combat the health inequalities experienced by equalities groups. This includes promoting community development approaches to improve health and seeking to improve the accessibility of health and social care services to enable excluded groups to make effective use of relevant services.

In addition, there has been specific work to combat the stigma and taboo of HIV, a key health challenge in London. HIV is considered a disability from the point of diagnosis. Annie Lennox has been appointed the Mayor's HIV ambassador and an initial forum was convened with key stakeholder organisations to discuss areas for priority focus. The actions agreed include engaging with the media to support positive and non-stigmatising coverage of HIV in a way that is relevant to the context of Londoners' daily lives, and supporting the needs of vulnerable groups who are most affected. Key activities have included City Hall hosting awareness raising events which have secured positive media coverage, such as annual stakeholder receptions for World AIDS Day, and public art exhibitions that tell the

real stories of Londoners affected. City Hall has also convened expert roundtables to highlight particularly stigmatised issues, including most recently on supporting evidence-based approaches to tackling HIV and drug use.

To review the impact some of our work has on mental well being, the GLA will be looking into the possibility of utilising the Mental Well-Being Impact Assessment (MWIA) Tool. The MWIA provides a systematic approach to assessing how programmes, services, employers and projects can capitalise on opportunities to promote mental wellbeing, minimise risks and identify ways to measure success in achieving wellbeing. This will be used on existing programmes initially to measure well-being and then reviewed to see how best it can be rolled out further.

## 2.8 Sport

### Evidence of disability inequality

The Active People's Survey 5<sup>35</sup> suggests disabled people play sports less regularly and their participation rates are declining. They are also under represented in volunteering, club membership and tuition.

Fewer than eight per cent of disabled people take part in sport on a regular basis (i.e. at least three 30 minute sessions of physical activity each week). That compares with 16 per cent of the rest of the population. Rates of inactivity (i.e. those doing no sport or physical activity at all) for disabled people are estimated to be over 50 per cent.

Barriers to participation in sport for disabled people are significant and can include:

- Practical barriers – lack of accessible facilities or competitions, lack of suitable qualified staff, lack of suitable equipment, lack of transport to and from sporting facilities and venues, lack of information about what is available.
- Social and cultural barriers – there is a lack of role models, prejudiced attitudes and behaviour, harassment, parental influence, lack of media coverage.
- Personal barriers – body image, clothing and equipment, lack of self esteem, fear of personal safety.
- Institutional barriers – activities are often organised around the medical model of disability, rather than a social model.

### How the Mayor is advancing disability equality

- **Inclusive and Active 2** is the Mayor's strategy for increasing participation in sport among disabled people in London. The GLA has been working with NHS London and Interactive to ensure that it is rolled out as widely as possible. 76 organisations have formally adopted the strategy and now have an action plan in place for rolling it out. This includes 49 national governing bodies of sport, 12 local authorities and leading leisure providers. All sports organisations which receive a grant from the Mayor of London were required to adopt Inclusive and Active 2.
- The Mayor's **Participation Fund** has awarded £3.5 million to 32 different projects in the capital with the aim of increasing participation in sport amongst Londoners. Each

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<sup>35</sup> [http://www.sportengland.org/research/active\\_people\\_survey/aps5.aspx](http://www.sportengland.org/research/active_people_survey/aps5.aspx)

project must ensure that at least ten per cent of the participants it engages were previously inactive – i.e. doing no sport or physical activity at all. In many cases the percentage is far higher.

- The Mayor's **Skills Fund** provided subsidised training to Londoners who wish to receive training to help them with their role in a community club. In 2011/12 over 10,000 people received training, mainly to become sports coaches. The training has helped over 600 disabled people get a new job in the sports and leisure sector.
- **Mayor Sports Legacy Fund** seeks to get more people of all ages into sport and he has already invested more than £40 million in grass roots sports across the capital. He has pledged a further £7 million to improve the capital's sports facilities, help its clubs to train more coaches and offer more sports sessions to increase sports participation in London. Already 76 sports facilities have received funding, doubling user capacity in the city, and more than 15,000 coaches have been trained in a range of sports. On top of this 34 sports projects are also benefiting from extra investment allowing them to expand and the capital's mobile pools programme is helping 12,000 people learn to swim. The new funding will enable further sporting legacy programmes to benefit from investment across London, and the Mayor's sports team will identify specific organisations where investment will make its biggest mark to help deliver sporting legacy.

## 2.9 2012 Olympic and Paralympic Games

The London 2012 Games were seen as the “most accessible ever”. A BBC poll in December 2012 showed that three-quarters of Britons felt more positive about the role of disabled people in the UK following the Paralympics. Some 79% of 2,400 non-disabled people questioned by ComRes for the BBC also said they thought wider perceptions of disability had improved.

Key achievements include:

- London 2012 was the first Games where the Olympics and Paralympics were planned and delivered as one, with both given equal priority and attention.
- The UK delivered the largest and most accessible Paralympics ever, including the highest ticket sales and biggest media profile.
- Channel 4 broadcast almost five hundred hours of live coverage across multiple television and online channels during the twelve days – the most extensive Paralympic Games coverage ever in the UK.
- Around 1,700 guests visited London House (City Hall was transformed to London House during the Games) during the Paralympics participating in fifteen events on a range of Paralympic/disability topics.
- The Olympic Delivery Authority's (ODA) award-winning inclusive design standards and processes were applied to every stage of design and build/refit of all Games venues. This resulted in it being possible to hold most Paralympic events in exactly the same venues as the Olympic venues, with the minimum, lowest cost refurbishment undertaken during transition.
- Disabled people comprised 9% of both LOCOG's own and their contractor workforce, 5% of LOCOG's Gamesmakers and 1.5% of Team London Ambassadors.
- As of Sept 2012, the GLA's £15m 2012 Employment and Skills Legacy programme had supported more than 3,100 people into work, 6% of whom were disabled people

- The InclusiveLondon.com website<sup>36</sup> and app was developed in partnership with Direct Enquiries to promote accessible attractions, restaurants, bars, hospitality and other facilities, to enable visitors and Londoners with access needs to better plan their time in London.
- The Destination London<sup>37</sup> website was developed to provide a free online training course to assist staff in hospitality, retail and other and customer facing organisations to gain a better understanding of how better to meet the needs of those with access requirements.
- Going forward the rollout of Team London volunteering projects will continue improving accessibility and participation by disabled volunteers.
- The GLA will also support a project to enhance London's Shop Mobility Schemes by distributing reconditioned mobility scooters (those that were used in the very successful Games Mobility Scheme) and this will be launched in 2013.

#### London Legacy Development Corporation

London Legacy Development Corporation (LLDC)<sup>38</sup> is responsible for delivering the physical legacy: the long-term planning, development, management and maintenance of the Olympic Park and its facilities after the London 2012 Games.

Key achievements of the LLDC include:

- Adopting and extending the inclusive design standards and approach used by the ODA and LOCOG<sup>39</sup>, including detailed engagement with disabled people in the design process, which will result in the legacy development delivering higher standards of accessibility and inclusion.
- An innovative new swimming pool lift has been designed - the Pool Pod - commissioned specially for the Aquatics Centre, installed in Mile End Pool in September 2012 and due be installed in the London Aquatics Centre prior to its reopening in 2014.
- Investing up to £0.5m in the Waterways Accessibility Project.
- Funding an All Ability Cycling Scheme which has already reached 60 young people and is expected to reach a further 870 in 2013 and beyond. This provides cycling training for a range of young people, including a focus on disabled people.

Going forward, LLDC will ensure:

- Contracts with its tier 1 contractors for the post-Games transformation of the Park will guarantee jobs, training and volunteering opportunities for disabled people.
- An investment of £2m over three years in a Paralympic Legacy Programme that will reach more than 10,000 people directly and many more indirectly. In addition to the annual festival of Disability Sport, a Park Mobility Scheme will be established and engagement and outreach activity will encourage wide use of the Park.

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<sup>36</sup> <http://www.inclusivelondon.com/defaultTL.aspx>

<sup>37</sup> <http://www.london.gov.uk/destinationlondon/>

<sup>38</sup> <http://www.londonlegacy.co.uk/about-us/what-we-aim-to-achieve/>

<sup>39</sup> <http://www.londonlegacy.co.uk/the-park/accessibility-and-inclusive-design-2/>

## 2.10 Culture

### Evidence of disability inequality

The Mayor's Cultural Strategy<sup>40</sup> identifies a range of barriers that prevent disabled people from participating across a range of cultural activities. Evidence from research, Taking Part, cited in the Strategy, emphasises that disabled people have significantly lower levels of engagement with arts and culture. Disabled people have a significantly lower engagement in the arts than people without.<sup>41</sup>

These general findings have been echoed within specific cultural sub-sectors and amongst Londoners. For instance, 42 per cent of disabled people answered yes to the question 'have you visited a museum in the last 12 months', compared to 56 per cent without a disability.

The barriers disabled people experience in relation to culture include:

- A lack of access to information about events (disabled people are three times more likely than non-disabled people to have never used the internet.)<sup>42</sup>
- Lack of access to ticketing (when required)
- A lack of access to the event itself
- Lack of inclusion by artists with disabilities, or provision for them.
- Lack of positive images and promotions

As outlined in more detail below, the 2012 Paralympic Games achieved a step change in the inclusion of disabled artists and a celebration of what disabled people can achieve.

The Paralympic Opening Ceremony was watched by 11 million people in the UK – Channel 4's biggest audience for 10 years and more than three times the number who watched the Beijing equivalent in 2008.

### How the Mayor is advancing disability equality

The Mayor invests and supports various initiatives:

The Liberty Festival is an annual celebration of the talents of Deaf and disabled artists and performers. It includes newly commissioned work and a range of activities, including street arts, circus, comedy, visual arts, music and children's workshops. Between 2003 and 2010, the Liberty Festival took place at Trafalgar Square, in 2011 on the South Bank and in 2012 across multiple sites including the South Bank, Trafalgar Square and Live Sites.

The Mayor initiated and commissioned a large outdoor festival of free high quality performances across all areas of greater London, as part of the London 2012 Festival. The outdoor festival featured an inclusive roster of artists and shows, a full access campaign with accessible events throughout the programme for Deaf and disabled audiences (and

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<sup>40</sup> <http://www.london.gov.uk/who-runs-london/mayor/publications/culture/cultural-strategy>

<sup>41</sup> [http://www.culture.gov.uk/images/research/Taking\\_Part\\_2011\\_12\\_Quarter\\_4\\_Report.pdf](http://www.culture.gov.uk/images/research/Taking_Part_2011_12_Quarter_4_Report.pdf)

<sup>42</sup> <http://www.ons.gov.uk/ons/rel/rdit2/internet-access-quarterly-update/2012-q2/stb-internet-access-2012-q2.html>

Up to June 2012, 3.9 million disabled adults had never used the internet, representing around 34% of all disabled adults i.e. 1 in 3 disabled adults have never used the internet. The equivalent figure for non-disabled people is 1 in 10. Nearly half of all the people who have never used the internet are disabled people.

others with access barriers), a promotional/communications campaign and free access training for all partners. This work was inspired by the Liberty Festival which has taken this agenda forward over the last 10 years.

A full evaluation was conducted and is published online.

The GLA Events Team has in place an 'Events Framework', an approved roster of companies able to supply event services. Within the Events Framework is a clause which refers to equality and inclusion, this specifying a number of requirements intended to ensure compliance with equality standards. This is currently being renewed with a view to a new Framework being in place for 2014.

For events in Trafalgar Square organised by the GLA, a number of standard procedures are put in place, such as designated viewing areas for wheelchair users, site signage and event stewards. Trafalgar Square has disabled toilets and a lift from the upper to lower terrace. For events which anticipate a larger proportion of disabled people, e.g. Liberty Festival, additional access facilities are put in place. It is important that this good practice is captured and embedded within the events produced and funded by the GLA, with appropriate access plans produced for each event.

## 2.11 Disabled employees at the GLA

The GLA Corporate Health Indicator sets out that disabled employees should comprise 10 per cent of the workforce. The GLA's definition of disability is based on the social model of disability: 'a disabled person is someone who has an impairment, experiences externally imposed barriers and self identifies as a disabled person'.

The percentage of disabled employees at the GLA has remained at eight per cent for both 31 March 2011 and 31 March 2012. The numbers of starters who have stated they are disabled has remained constant for the year ending 31 March 2011 to the year ending 31 March 2012 and the number of leavers who have stated they are disabled has increased from four per cent for the year ending 31 March 2011 to eight per cent for the year ending 2012.

	In post				Starters				Leavers			
	31-Mar-11		31-Mar-12		31-Mar-11		31-Mar-12		31-Mar-11		31-Mar-12	
		%		%		%		%		%		%
Disabled	50	8	48	7	8	6	10	6	4	4	8	8
Non-Disabled	554	87	626	88	121	90	158	88	79	87	89	84
Not stated/ Refused	33	5	37	5	5	4	12	7	8	9	9	8
<b>Total</b>	<b>637</b>		<b>711</b>		<b>134</b>		<b>180</b>		<b>91</b>		<b>106</b>	

The number of disabled applicants who were appointed between April 2011 and March 2012 was proportionate to the number of disabled applicants who applied.

**Disabled candidates applying, being shortlisted and appointed, as a percentage of the total number of applicants at each stage at the GLA**

Year ending 31 March 2012	Posts	Applicants		Shortlisted		Appointed	
		Total	% Disabled	Total	% Disabled	Total	% Disabled
2009	79	1043	6	250	6	79	3
2010	160	2440	5	558	5	160	6
2011	101	2206	6	390	10	86	5
2012	125	1778	5	421	7	114	4

### How the Mayor is advancing disability equality

The GLA has a number of policies and procedures to ensure fair and open recruitment processes. Regular workforce equality reports are submitted to the Oversight Committee of the London Assembly<sup>43</sup> to monitor the number of disabled and other applicants as well as those within the workforce.

In addition, the GLA's Dignity and Inclusion at Work policy seeks to provide a workplace where every employee is treated with respect. As part of this policy, employees attend a course equipping them to understand what diversity and inclusion means within their role as well as how to recognise and challenge inappropriate workplace behavior.

The GLA also has a *Code of Ethics*<sup>44</sup> which sets out the GLA's expectations of its employees. This includes promoting equal opportunities, stopping discrimination, ensuring fair treatment and robust disciplinary and grievance procedures.

The GLA operates the Guaranteed Interview Scheme<sup>45</sup> for disabled candidates which guarantees an interview if they meet the essential criteria set out at application stage. Disabled candidates that do apply for jobs will have their access requirements met at the interview stage and reasonable adjustments will be made.

Reasonable adjustments are set for postholders, and where appropriate this is done in consultation with occupational health, so expert advice can be sought.

The GLA has guidance for managers managing disabled staff, and this includes the legal duty to make reasonable adjustments, the role of occupational health and managing sickness absence. There is also a process in place for recording the reasonable adjustments agreed between line managers and employees. This ensures that an accurate record is kept and minimises the need to renegotiate reasonable adjustments every time the employee changes job, is relocated or is assigned a new manager within the organisation.

<sup>43</sup> <http://www.london.gov.uk/moderngov/documents/s11575/Workforce%20Report%20-%20Appendix%201.pdf>

<sup>44</sup> [http://legacy.london.gov.uk/assembly/rulebook/code\\_ethics.pdf](http://legacy.london.gov.uk/assembly/rulebook/code_ethics.pdf)

<sup>45</sup> <http://www.london.gov.uk/jobs/guaranteed-interview-scheme>



### 3. Conclusion

This paper demonstrates that for disabled people in London, the built environment, accessible housing, transport, employment and addressing hate crime remain key priorities. Addressing these issues will go a considerable way in enabling disabled people to lead dignified and independent lives. The Mayor has sought to integrate the social model of disability throughout his policies and ensure that the equality needs of disabled people are properly mainstreamed into all other policy areas.

Going forward, the Mayor's transport accessibility plan, *Your Accessible Transport Network Plan* will further promote accessible transport and further disability equality in this area.

Through the London Plan and the revised London Housing Strategy, the Mayor will ensure that the equality needs of disabled people – including the provision of wheelchair accessible housing, minimum design and quality standards – are effectively considered.

The Mayor's overarching equality framework, *Equal Life Chances for All*<sup>46</sup>, includes the GLA's statutory equality objectives. This was published in February 2012.

The Mayor will continue to listen and be guided by disabled people and disabled people's organisations. Consultation with disabled people and key disability organisations will continue to inform Mayoral strategies, policies and projects.

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<sup>46</sup> <http://www.london.gov.uk/publication/equal-life-chances-all-2012>

## APPENDIX 1 – EQUALITY ACT OBLIGATIONS

The Equality Act 2010 places a duty on public sector organisations to pay due regard, in the exercise of its functions, to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and any other conduct which is unlawful under the Equality Act 2010
2. Advance equality of opportunity between people who share a protected characteristic, and those who don't have that characteristic. This means in particular:
  - a. Removing or minimising disadvantages suffered by people who share a protected characteristic that are connected to that characteristic
  - b. Taking steps to meet the needs of people who share a protected characteristic that are different from the needs of people who don't have that characteristic
  - c. Encouraging people who share a protected characteristic to participate in public life or in any other activity in which their participation is disproportionately low
3. Foster good relations between people who share a protected characteristic, and those who don't have that characteristic. This means, in particular:
  - d. Tackling prejudice
  - e. Promoting understanding.

The protected characteristics are

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation
- marriage and civil partnership