
MAYOR'S ANNUAL EQUALITIES REPORT 2010/11

MAYOR OF LONDON

COPYRIGHT

Greater London Authority
January 2012

Published by
Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA

www.london.gov.uk

enquiries 020 7983 4100

minicom 020 7983 4458

ISBN

Photographs ©

Copies of this report are available
from www.london.gov.uk

Contents

Foreword	1
Summary	4
1 Introduction	6
1.1 Purpose of this report	7
1.2 Format of this report	7
2 How the Mayor promoted equality of opportunity In 2010/11	8
2.1 Summary of arrangements	9
2.2 Strengthening	10
2.3 Mainstreaming	10
2.3.1 Revised Transport Strategy	10
2.3.2 'The Right Direction' - the Mayor's strategy for further improving safety and security on public transport	11
2.3.3 Cultural Strategy	12
2.3.4 Air Quality Strategy	12
2.3.5 Climate Change Mitigation and Energy Strategy	12
2.3.6 Municipal Waste Management Strategy and Business Waste Strategy	13
2.3.7 Children and young people	13
2.3.8 London Health Inequalities Strategy	13
2.3.9 Refugee and Migrant Integration Strategy	14
2.3.10 London 2012 Olympic and Paralympic Games	14
2.3.11 Workforce Diversity	15
2.4 Equality Impact Assessments	15
2.5 Identifying the needs of different groups	16
2.6 Delivering programmes	17
2.6.1 Children and young people	17
2.6.2 Safety	19
2.6.3 Poverty	21
2.6.4 Diversity Works for London	22
2.6.5 London Living Wage	23
2.6.6 Responsible procurement	23
2.6.7 London 2012 Olympic and Paralympic Games	24
2.6.8 Sport	26
2.6.9 Health Inequalities	28
2.6.10 Housing	29
2.6.11 Connecting communities	30
2.7 Listening and responding	30
2.8 Providing information and making the case for London	32
2.9 Measuring success	34

TITLE OF REPORT

3	How the London Assembly promoted equality of opportunity in 2010/11	36
4	Conclusion	40
5	References and Notes	42

FOREWORD FROM THE MAYOR

I launched my vision, Equal Life Chances for All, in 2009 to focus on what needs to be done to achieve a more equitable society in London. This report sets out how we go about turning my vision into reality and what we achieved over the year 2010/11. I am proud of the progress made so far.



Equality of opportunity for all Londoners is an integral part of our core business. As I develop my strategies and policies they are assessed for the impact they will have on the life chances of Londoners and to ensure they bring positive outcomes for the capital's communities.

A good start in life has been shown to be key in determining people's chances throughout their lives. I am investing in Early Years programmes and schools. I am putting money into programmes providing skills and employment opportunities to young people, especially ex-offenders and those who are not in education, work or training, giving them the leg up they need to get on.

I have provided young people with the opportunity to take part in the arts, music and sport. Thanks to a deal I have struck; one in eight of London's 10 – 18 year old school children will have the opportunity to receive a free ticket to the 2012 Games.

Youth violence is one of my particular concerns. I have held Community Conversations to gather ideas of how to tackle this issue. I have made it possible for young people to be mentored and to join uniformed and non-uniformed groups.

I have made the city safer. At the end of my term there will be more warranted officers, on the capital's streets and on the public transport network, than at the beginning. And more than 11,000 knives have been removed from London's streets since 2008.

In the last year I delivered my promise to protect and expand London's Rape Crisis provision. There are four Rape Crisis Centres, now that the three new centres have been opened in the north, east and west of the capital, adding to the existing south London centre in Croydon.

Some Londoners still live in poverty and I have tried to alleviate this by helping people find work, by encouraging people to take up those benefits to which they are entitled and by helping people to reduce their fuel bills, through making their homes less energy hungry.

I have urged employers across the capital to improve the diversity of their workforce through Diversity Works for London, to pay all their staff at or above the London Living Wage, to offer apprenticeships to our young people and to be responsible procurers.

I have delivered nearly 40,000 of the 50,000 affordable homes I promised, with the rest to be completed in 2012 - more than in any previous Mayoral term.

With London 2012 soon upon us, I increased activity to make sure equality and diversity is integral to the Games and to meet my pledge to make them the most accessible ever.

I have made sure data about London and the lives of Londoners is readily available so that I and others can robustly make the case for improving the quality of life in the city.

I strengthened my Equal Life Chances for All framework by putting in place a senior level group to overview and monitor the delivery of the objectives and outcomes of the framework and by taking an in-depth look at the specific issues faced by and the needs of particular groups in London.

Finally, and importantly, I have been measuring and reporting progress that has been made on achieving the desired outcomes that I set out in my vision for equal life chances for all.

The GLA and its partners have achieved a lot in the last year, but much still needs to be done. I will continue to be unceasing in bringing real progress to sharing the opportunities the World's Best City has to offer with all London's communities and in making sure no-one is held back by discrimination and disadvantage.

A handwritten signature in black ink, appearing to read 'Boris Johnson', with a long horizontal flourish extending to the right.

Boris Johnson
Mayor of London

SUMMARY

In 2009 the Mayor launched his Equal Life Chances for All framework on what needs to be done to achieve a more equitable society in London and set about putting mainstreaming processes in place to deliver the vision. Throughout 2010/11 these processes were deepened and strengthened. He looked into the issues facing particular groups in London, delivered numerous programmes and initiatives, strengthened some of the mechanisms for the delivery of initiatives, listened and responded to the views of people from different communities in London and made the case for improving Londoners' life chances.

1 INTRODUCTION

1.1 Purpose of this report

This report is one of the ways that the Mayor communicates what he has been doing to achieve his vision of equal life chances for all London's communities. It also fulfils the Greater London Authority's (GLA) legal duty¹ to publish a statement every year about its arrangements to ensure its activities have due regard to the principle of equality of opportunity, together with an assessment of the effectiveness of these arrangements. Ensuring compliance with the Mayor's legal duties sits within the Mayor's wider Equal Life Chances for All framework.

1.2 Format of this report

Section 2 sets out the Mayor's arrangements to ensure the principle of equality of opportunity is firmly embedded in the work the GLA does and presents information on how effective these arrangements were in 2010/11.

Section 3 sets out the London Assembly's contribution to promoting equality in 2010/11.

Section 4 draws out some broad conclusions on achievement and the way forward.

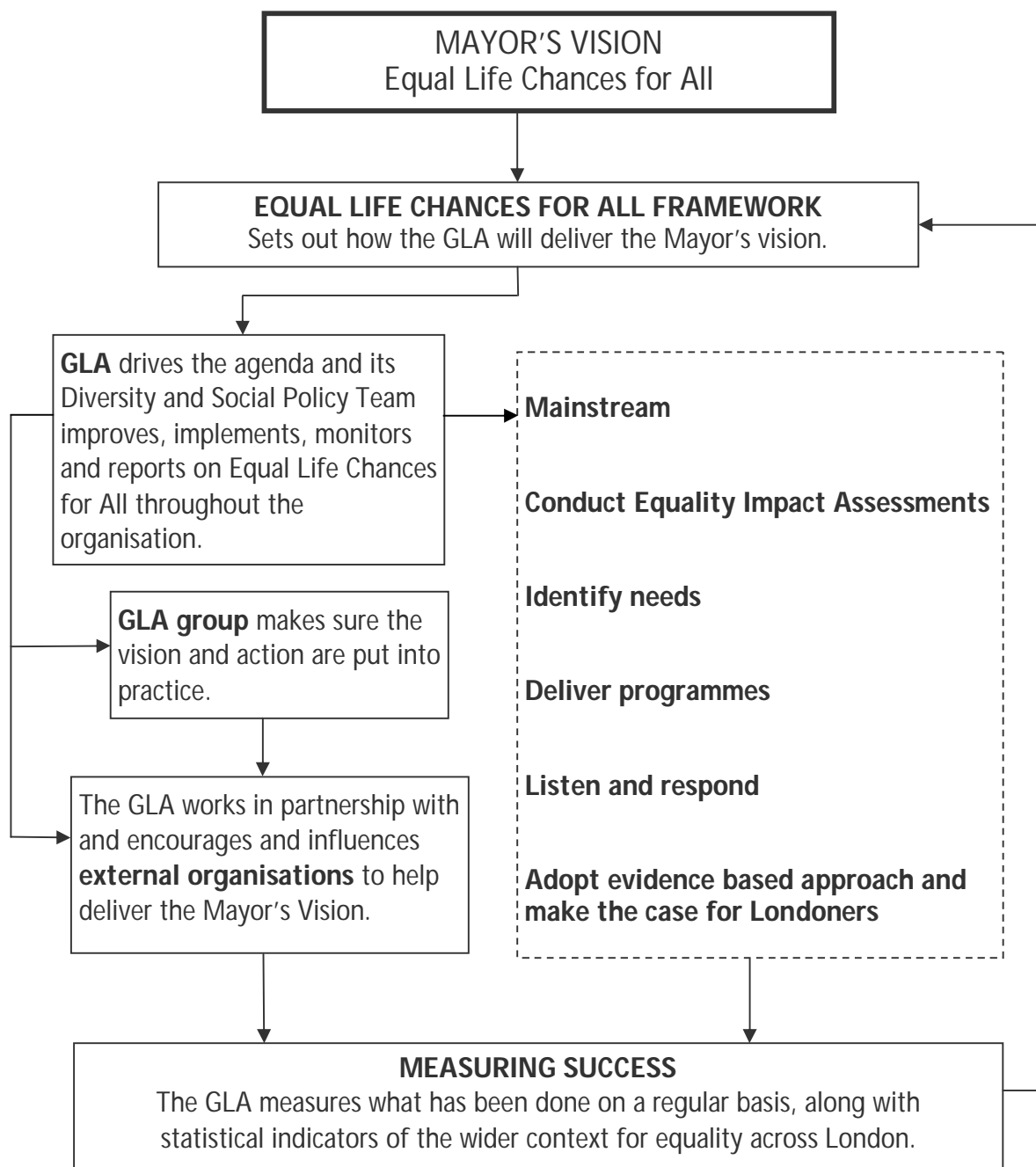
2 HOW THE MAYOR PROMOTED EQUALITY OF OPPORTUNITY IN 2010/11

This section sets out

- the GLA's arrangements for ensuring that equality of opportunity is embedded in the work the GLA does
- activity by the GLA and GLA group during the year ending 31 March 2011, demonstrating how effective we have been in promoting equality of opportunity.

2.1 Summary of arrangements

The Mayor's arrangements to ensure there is due regard to the equality of opportunity in all activities are summarised as follows:



- Most importantly we use the process of mainstreaming – where equality is integrated into the organisation's core business.
- We carry out an appropriate equality impact assessment or integrated impact assessment on all strategies.
- We identify the needs of different groups.
- We deliver programmes that improve the life chances of Londoners.
- We listen to Londoners and respond to what they say.
- We follow an evidence-based approach where we seek quantitative and qualitative information and undertake research into inequality and disadvantage experienced within London and use this to inform internal and external strategies and policies that affect Londoners.
- Lastly we regularly make available information on what has been achieved in promoting equal life chances and on the wider indicators of equality in London.

2.2 Strengthening

In 2010 the Mayor's Equal Life Chances for All framework was strengthened by putting in place the **GLA Group¹ Equal Life Chances Delivery Group**, to provide senior level oversight and monitoring, across the GLA group, of the delivery of the objectives and outcomes of the Mayor's Equal Life Chances for All framework.

The Delivery Group was established in early 2011. Senior officers from the GLA and each of the functional bodies met for the first time in March, under the chairship of the Mayor's Statutory Deputy Mayor. It agreed its terms of reference, considered plans for future monitoring and reporting processes, reviewed the key achievements and challenges of delivering equal life chances for all in 2010/11 and considered plans for delivering in 2011/12.

2.3 Mainstreaming

The core business of the Mayor of London is to develop and deliver strategies and the London 2012 Olympic and Paralympic Games for London, with support from the Greater London Authority and its permanent body of staff. The process of ensuring the Mayor's equality objectives are achieved, whilst carrying out core business, is known as mainstreaming equality.

New and revised strategies

Equalities was mainstreamed into the following strategies, which were revised or published for the first time in 2010/11.

2.3.1 Revised Transport Strategyⁱⁱ

The Mayor published his revised Transport Strategy in May 2010. It set out his commitment to providing a more **accessible** transport system, by

- providing additional capacity on the transport network through the delivery of the Tube Upgrade programme and Crossrail

¹ In 2010/11 the GLA group was made of the GLA itself, the London Development Agency (LDA), London Fire and Emergency Planning Authority (LFEPA), Metropolitan Police Authority (MPA) and Transport for London (TfL). These bodies work under the policy direction of the Mayor.

- improvements to step-free access from street to platform at Tube and National Rail/London Overground stations by installing lifts, platform humps and with new trains, such as those on the Victoria Line
- improvements to the physical accessibility of streets, bus stops and vehicles
- enhancing the provision of information through initiatives such as Legible London and Countdown 2 which will improve the reliability of real time bus information at bus stops
- providing more visible and better-trained staff
- considering the needs of all Londoners when developing interchanges.

Fares are kept under review, ensuring they are **affordable** (both to passengers and to TfL), and offer concessions to those most in need. In October 2010 the Mayor announced his fares decision for 2011, pledging to protect in full concessions for older and disabled people, young people, students in full time education and war veterans.

Action is being taken to reduce the rate and fear of **crime** on London's transport network through more effective policing and enforcement by Transport for London, the boroughs and police. Staff resources will focus on times and places when and where people feel particularly vulnerable or which are known to be hotspots for criminal activity.

Reducing the opportunity for crime through careful design, good use of lighting and closed circuit television (CCTV) will also make people feel safer and improve surveillance.

The public realm will be improved to make streets more accessible and to rebalance priority between traffic and pedestrians and cyclists. Advice on staying safe will be provided through road **safety** campaigns aimed at young people and the Mayor's cycle safety action plan.

The strategy contains plans to improve **transport in deprived areas**. At the beginning of 2011 the Mayor opened the new £1 billion East London line, offering a boost to efforts to regenerate some of London's poorest boroughs. The line will extend to Clapham Junction in 2012, creating a continuous loop. Crossrail will provide a new, fast route stretching 74 miles from Maidenhead and Heathrow in the west, under Central London, to Shenfield in the east and to Canary Wharf and Abbey Wood in the southeast. Both of these programmes will improve connections between London's communities and offer easier access to essential services, jobs and education and leisure opportunities.

2.3.2 'The Right Direction' - the Mayor's strategy for further improving safety and security on public transportⁱⁱⁱ

In November 2010 the Mayor published 'The Right Direction', his strategy for further improving **safety and security on public transport**. It sets out how he will work with TfL, the Metropolitan Police Service (MPS), British Transport Police (BTP) and City of London Police to ensure that Londoners, especially young people, older people and women, feel safe for their whole journey, door-to-door. It focuses on theft and antisocial behaviour, increasing the confidence of older people when travelling in London and improving the safety of young people especially on the way home. To help deliver these priorities, the Mayor has created 32 new Safer Transport Teams at transport hubs across London, doubled the number of cab enforcement officers, established a new cycle task force and

provided funding through TfL to increase the number of British Transport Police across the capital to nearly 900 officers.

Public transport has become increasingly safer, with for example, robbery on the bus network coming down by 38 per cent over the three years to March 2011.

2.3.3 Cultural Strategy^{iv}

The Mayor published his Cultural Strategy 'Cultural Metropolis' in November 2010. It set out how he will ensure that there are more high quality **local cultural services** in those places in the capital which currently do not have them; how he will address specific **transport** issues that prevent people from accessing and participating in high quality arts and cultural activities; and how he will improve **access** to culture by supporting free events and festivals across London.

A significant section of **young people** do not access the cultural opportunities London has to offer. The Mayor has been attempting to address this through his annual Rhythm of London event and his Making Music Matter: Music Education Strategy for London 2010–2012. The Mayor's Music Education Fund is supporting over 5,000 young musicians to work with some of London's top professional orchestras. Building on this he will look to raise the quality of educational provision across other art forms.

Air Quality Strategy^v

The Mayor published his air quality strategy 'Clearing the Air' in December 2010. The strategy recognises that air pollution particularly affects people who are more vulnerable, such as children, older people and those with heart and respiratory conditions.

Poor air quality also disproportionately affects people living in deprived areas, in part because these areas are often near busy roads, which tend to have higher levels of pollution caused by road traffic.

In addition to the strategy's aim of reducing air pollution in London, it will also improve information for the most vulnerable Londoners to enable them to reduce the risk to their health, when air quality is poor.

2.3.5 Climate Change Mitigation and Energy Strategy^{vi}

The Mayor published his draft Climate Change Mitigation and Energy Strategy 'Delivering London's energy future' for public consultation in October 2010. It recognises that the consequences of fuel poverty can be severe and wide-ranging, affecting families both directly, in areas such as health, and indirectly, in areas such as education. Children, disabled people, older people and people in poor health can suffer serious health implications including respiratory infections, bronchitis, asthma, heart attacks, strokes and hypothermia. Fuel poverty is also associated with a significant number of winter deaths.

The strategy set out the Mayor's vision for those who are the most vulnerable to have lower energy bills and better access to the support and benefits that they are entitled to, resulting in them being better able to pay their energy bills and improve the energy efficiency of their homes. It proposed to

seek, where possible, to implement policies and actions to achieve multiple benefits for London, such as reducing fuel poverty, tackling inequalities and stimulating job creation.

The main programmes for delivering this are:

- The Low Carbon Employment and Skills Programme, which aims to enable disadvantaged Londoners to secure sustainable employment within the low carbon economy and
- energy efficiency programmes such as RE:NEW, which aim to increase the provision of energy efficient affordable housing and the uptake of benefits and energy efficiency measures.

2.3.6 Municipal Waste Management Strategy and Business Waste Strategy^{vii}

The Mayor published his draft statutory Municipal Waste Management Strategy and his non-statutory Business Waste Strategy for public consultation in October 2010. It recognised the challenge of effectively communicating details about local waste and recycling services to London's diverse and transient population. (Both these strategies were published for final adoption in November 2011).

2.3.7 Children and young people

In July 2010, the Mayor launched 'Young Londoners – successful futures'^{viii} - his agenda for children and young people. It set out his plans for the rest of his Mayoral term, focussing on the following priorities

- making London a safer city for young people and reducing serious youth violence
- giving children and young people a voice and opportunities to participate in decision making
- providing young people with volunteering and other opportunities
- tackling child poverty and disadvantage and improving the life chances of children and young people
- providing early interventions and family support, including in relation to health
- supporting young people's education and opportunities to gain skills and training and reducing the number of children and young people not in education, employment and training (NEET)
- supporting vulnerable children and young people, such as those in care and refugee and asylum seeking children
- tackling bullying, including homophobic bullying and
- providing leisure, culture and sports opportunities.

Existing strategies

During 2010/11, the Mayor published documents in which he indicated how equalities would be mainstreamed into the **implementation** of existing strategies and programmes. The following are examples of these.

2.3.8 London Health Inequalities Strategy

In April 2010, the Mayor published 'First Steps to Delivery to 2012',^{ix} setting out his priority plans for implementing his Health Inequalities Strategy^x up to 2012, to achieve the following objectives

- empower individuals and communities to take control of their lives, with a particular
- focus on the most disadvantaged people

- moving towards more equitable access to high quality health and social care services
- improving health by reducing income inequality
- improving health through access to work and well-being at work and
- improving health through healthy homes and neighbourhoods and access to nature and green spaces.

2.3.9 Refugee and Migrant Integration Strategy

In March 2011, the Mayor published 'London Enriched: Year 2 Implementation Plan'^{xi} detailing how progress will be made towards achieving the following core objectives set out in 'London Enriched' - his refugee and migrant integration strategy^{xii}

- ensuring access to appropriate tuition in English for speakers of other languages
- ensuring access to channels for housing provision
- improving the ability of all refugees to find employment, reducing underemployment and enhancing progression by promoting access to training and skills development, and high quality employment advice and support for enterprise
- ensuring health needs are met by eliminating the specific disadvantages faced by refugee and asylum seekers in obtaining appropriate services and support
- overcoming the specific challenges faced in London in order to improve the health, wellbeing, safety and educational attainment of refugee and asylum seeking children and young people and ensuring the same life chances as all London's children and young people
- strengthening the ability of migrants to meet the needs of their own communities and engage effectively in civic, political and community life.

2.3.10 London 2012 Olympic and Paralympic Games^{xiii}

With the Games fast approaching, the Statutory Deputy Mayor, who chairs the London 2012 Equality and Diversity Forum, increased the frequency of the Forum's meetings throughout 2010/11 to better ensure the mainstreaming of equality and diversity in the preparation and delivery of the Games and their legacy. In August 2010, the Forum published 'Working towards an Inclusive Games, the Second Annual Report of the London 2012 Equality and Diversity Forum',^{xiv} which presented progress made against its key equality and diversity indicators, throughout 2009/10.²

The year's focus was on delivering employment opportunities in construction on the Olympic Park; opening up access to sports activities to communities that have traditionally been under represented; and communicating the volunteering and business opportunities to every section of the community. Achievements included the Olympic Delivery Authority being awarded an Opportunity Now Innovation Award for its gender equality programme, which led to five per cent of women making up the contractors' workforce on the Olympic Park – over three per cent more than the national average of between one and two per cent; as well as the Government's legacy plan, 'London 2012: a legacy for disabled People', which is the first of its type and was praised by the International Olympic Committee and the International Paralympic Committee.

² The third annual report 'Working Towards an Inclusive Games 2010-11' was published in May 2011. See <http://www.london.gov.uk/publication/working-towards-inclusive-games-2010-11>

2.3.11 Workforce Diversity

The Equal Life Chances for All framework aims to ensure that the GLA has a workforce that reflects London's diversity in all occupations and at all levels.

The GLA **monitors** staff by age, disability, ethnicity, gender, religion and sexual orientation in all employment areas, such as recruitment, training, staff in post, salary, sickness absence and turnover. Reports on the findings are regularly reported to the London Assembly Business Management and Administration Committee and reviewed by Directors.³

The **Chief Executive's Workforce Equality Group** was set up in January 2010 to achieve a workforce across the GLA, which is representative of London's communities at every level. It worked throughout 2010 to identify which groups were under-represented in which areas within the organization and to implement a number of initiatives to reduce under-representation. These included providing applications to shortlisters with identifying information removed and offering work placement opportunities to people from under-represented groups, as well as apprenticeships to young people.

Work began on developing a **reasonable adjustment form** for disabled staff to work with their line managers to note their needs on their personal file, so that if they move roles, for instance, on promotion, their needs can be accommodated quickly.

2.4 Equality Impact Assessments

Assessing the impact on equality is an important part of the development process of GLA strategies, policies and major projects. An assessment is made to ascertain the impact of these on people with protected characteristics (age, disability, faith, gender, race and sexual orientation) to ensure positive outcomes for all Londoners.

The aim is to identify active steps the GLA can make to promote equality of opportunity. A systematic assessment is made of the likely, or actual, effects of policies on people with protected characteristics. This includes looking for opportunities to promote equality of opportunity that have previously been missed or could be better used, as well as negative or adverse impacts that can be removed or mitigated, where possible.

The aim is to identify active steps the GLA can make to promote equality. A systematic assessment is made of the likely, or actual, effects of policies on people with protected characteristics. This includes looking for opportunities to promote equality that have previously been missed or could be better used, as well as negative or adverse impacts that can be removed or mitigated, where possible.

Major strategies undergo an Equality Impact Assessment (EqIA), either as a stand-alone assessment or as part of an Integrated Impact Assessment (IIA). The assessments that the GLA completes or

³ See <http://www.london.gov.uk/moderngov/mgConvert2PDF.aspx?ID=1636> for April to September 2010 workforce report and <http://www.london.gov.uk/moderngov/mgConvert2PDF.aspx?ID=4217> for 2010/11 annual report.

commissions are available on our website,^{xv} which also presented detailed information on the EqIA process. In 2010/11, published assessments were carried out on the following:

- Cultural strategy^{xvi}
- Air quality strategy^{xvii}
- Disability Equality Scheme, Gender Equality Scheme and Race Equality Scheme^{xviii}
- Climate Change Mitigation and Energy Strategy^{xix}
- Municipal Waste Management Strategy and Business Waste Strategy^{xx}
- Minor Alterations to the consultation draft replacement London Plan (Spatial Development Strategy for Greater London) Gypsies and Travellers (including travelling show people) and Aggregates.^{xxi}

Post adoption statements document how the views of the consultees and the considerations and recommendations of the IIAs of the draft strategies have been taken into account in the final adopted strategy. The following post adoption statements were published in 2010/11.

- Economic Development Strategy^{xxii}
- Revised Mayor's Transport Strategy^{xxiii}
- Air Quality Strategy.^{xxiv}

Further work will be undertaken by the Diversity and Social Policy Team during 2011/12 to ensure that the way we assess our impact on equality is the most efficient and effective.

2.5 Identifying the needs of different groups

In 2010/11 mainstreaming of the Equal Life Chances for All framework was further underpinned by an in-depth look at the specific issues faced by and the needs of particular groups in London.

In early 2010 this was done by gathering evidence that showed where disability, ethnicity or gender plays a significant role with regard to inequality or disadvantage; by highlighting the actions and initiatives undertaken by the GLA and its functional bodies⁴ to address these issues and by setting out the Mayor's future plans. The resulting Disability,^{xxv} Gender^{xxvi} and Race^{xxvii} Equality Schemes, respectively, were published for consultation in the summer of 2010.

Later in the year, evidence was gathered showing where older age⁵, gender identity, religious belief or sexual orientation plays a significant role with regard to inequality or disadvantage. Information was also gathered on actions and initiatives undertaken by the GLA and its functional bodies to address these issues and consideration given to future possible ways forward. Documents reporting these findings will be published in the latter half of 2011.

⁴ Throughout 2010/11 the functional bodies were the London Development Agency, the London Fire and Emergency Planning Authority, the Metropolitan Police Authority, the Metropolitan Police Service and Transport for London

⁵ Issues facing children and young people and how the Mayor is addressing them are set out in Young Londoners – Successful Futures, the Mayor's agenda for children and young people, which is mentioned elsewhere in this document

2.6 Delivering programmes

Throughout 2010/11 the Mayor delivered a number of programmes to tackle discrimination and increase the life chances of disadvantaged Londoners, including

- children and young peoples' programmes
- work to improve safety
- initiatives to reduce poverty
- the Diversity Works for London programme
- the London Living Wage
- the Responsible procurement programme
- providing opportunities through the London 2012 Olympics and Paralympics programme
- sports programmes
- tackling health inequalities
- improvements in housing and
- connecting communities.

2.6.1 Children and young people

The Mayor believes that young people need the foundation that comes from a good education and a sound skills base so that they can make a go of their careers; also that a skilled workforce is the bedrock of London's global competitiveness. In September 2010, the Mayor officially opened two new **academies** in the London Borough of Enfield. He is supporting yet more. He is also working to support and raise the profile of community groups and charitable organisations that work on **Saturday schools** and **after school clubs**. In 2010 he leveraged £150,000 over three years from Nomura bank for Civitas to create two new Saturday schools in Camberwell and King's Cross.^{xxviii} In November 2010, the Mayor launched **Widening Horizons**,^{xxix} a new guide highlighting the different and varied types of after school provision available in the capital.

The Mayor is supporting **The Challenge Network**.^{xxx} Additional funding enabled nearly 500 16 year-olds in South and West London to be involved in summer outward-bound camps and community volunteering during 2010. This paved the way for London to secure nearly 2,000 places in the National Citizen Service pilots in 2011.

A pattern of **truancy** is common to almost all young offenders. The Mayor is working with schools and councils to keep children in school. Towards the end of 2010/11 the GLA began a project with five boroughs to explore different ways of supporting parents of excluded pupils, so that the young people in question can swiftly return to mainstream education. He is also looking at ways to reduce bullying and violent behaviour at school and to work with families to reduce absences.

The Mayor has been supporting young people at risk of unemployment through a £23 million three year programme to open up **education, training and skills** opportunities to young people not in education, employment or training (**NEET**) and to young ex-offenders.

The Mayor has been working with the National Apprenticeship Service to address the low level of apprenticeships available in London. He believes an apprenticeship can make all the difference to a young person providing a step onto the career ladder, as well as economic benefits to London. He is

striving to achieve a target of 20,000 new apprenticeships in London in 2011 and is well on track to achieve this. The GLA group is also on track to hit its own target of 3,000 apprenticeships internally by 2012. (The Mayor's apprenticeship drive has been so successful that he has now upped his target to 100,000 by the end of 2012).

The Mayor has paid particular attention to tackling the blight of **youth violence**. During 2010/11, the Mayor made considerable progress in pursuing this agenda by implementing 'Time for Action'^{xxxi} his **long term strategy** to prevent and reduce youth violence in the capital. A key strand in Time for Action is building character, respect and responsibility by working with and promoting the work of uniformed and non-uniformed youth groups, and by providing appropriate mentors to boys and young men at risk of offending.

The Mayor is working with YOU London, an umbrella organisation bringing together all of the **uniformed groups** in London (such as Scouts, Cadets and Guides). He is investing £1.3 million to build their capacity, so that over the next three years, they can take on 8,000 more young people, from all backgrounds, across the capital. Within that, the Mayor has set a target that 25 per cent are either not in education, employment or training or are at risk of becoming involved in criminal behaviour.

The Mayor has supported robust but fair policing. 'Operation Blunt 2' has taken many thousands of **knives** off London's streets, with a particular focus on places where young people congregate. A concerted and intelligence led approach is tackling violence and criminal activity perpetrated by gangs.

In December the Mayor attended the first of a series of **Community Conversations** that he is hosting in areas of London that suffer from high levels of serious youth violence. At these, the Mayor and his team listened carefully to community concerns and considered collaborative solutions. By the end of March, three Community Conversations had taken place: in Croydon, Waltham Forest and Brent. In addition, the Mayor used these events to encourage people to sign up for his **mentoring** programme, which aims to match appropriately trained mentors with black boys aged ten to 16. Over 1,500 potential mentors registered between its launch in the New Year and the end of March 2011.

Youth violence fell by more than six per cent in 2010/11. In March 2011, the Mayor's new **Oracle** website went live, which is intended to be a comprehensive repository of the approaches that work best in tackling youth violence.

The Mayor believes that, when young people fall into the criminal justice system, they should be prevented from getting trapped in a cycle of **re-offending**. He is supporting initiatives providing young offenders with extra and intensive help to get on, and stay on, the right track, after their release.

The Mayor's **sports** strategy is helping young people to reap the benefits sport can bring, such as improving performance at school and building confidence.

The £15.5 million Mayor's **Sport's Legacy fund** has trained sports coaches and officials and awarded grants to numerous community organisations providing sports and fitness activities, some of which work with young people, including the Federation of London Youth Clubs, which is building long-term capacity in youth sports.

The GLA is also funding projects with

- Panathlon, a programme of sport and coaching for seriously disabled children and young people, culminating in a large regional sports competition
- Cricket for Change, which supplies equipment and trains teachers to provide cricket for school-age disabled young people across London
- Salmon Youth Centre, to run a range of sporting opportunities in their centre in Southwark
- Fight for Peace Academy in North Woolwich, which uses boxing and martial arts, combined with education and personal development, to help disadvantaged young people.

'Make a Splash' took mobile **swimming** pools to six London boroughs and, by December 2010, 5,000 people (around 11,000 individuals by December 2011) – mostly young Londoners – had been involved, learning to swim or improving their swimming skills.

The Mayor recognised that too many young Londoners, especially those from poorer families, were missing out on the chance to develop their musical talents due to patchy provision and a lack of clear information about opportunities. He has commissioned a major survey of **music education** provision to ensure that future funding is directed to areas of greatest need.

In 2010 the Mayor ran a £100,000 pilot project, enabling 5,000 young musicians to learn and play alongside professional performers. (The success of this project led him to launch his **Mayor of London's Fund for Young Musicians**, in May 2011). This new music charity aimed to raise philanthropic funding to provide free lessons for hundreds of talented children who cannot afford them, and opportunities for thousands of children to work with London's top professional musicians.

Once again the Mayor ran his annual **Rhythm of London Festival** and **Busking Underground** competitions, which attracted significant media coverage, allowing the Mayor to spotlight some of London's talented young musicians.

Young Londoners have also been involved in the **arts** through Children's Art Day, supported by the Mayor, which has reached thousands of children since 2008 and the Big Dance Schools Pledge, which was delivered with the British Council. The Fourth Plinth Schools' Award was launched in 2010 and received over 500 entries.

2.6.2 Safety

Making London safer is the Mayor's top priority. The Mayor has focussed on putting more police on the beat, taking knives off our streets (more than 11,000, since 2008), and building connections between the police and communities.

The Mayor places a high priority on ensuring all Londoners feel safe on London's transport network and in all public spaces.

Between coming into office and March 2011 the Mayor created 32 new **Safer Transport** Teams at transport hubs across London, doubled the number of cab enforcement officers, established a new cycle task force and provided funding through TfL to increase the number of British Transport Police across the capital to nearly 900 officers.

Public transport has become increasingly safer, with for example, robbery on the bus network coming down by 38 per cent over the three years to March 2011. Far from making him complacent, in November 2010 he launched The Right Direction- his strategy for further improving safety and security on public transport – mentioned earlier (see Mainstreaming).

In March 2011 the Mayor announced the first winners of his **Safer Parks** Award. The 32 winning parks have been revitalised as a result, once again becoming shared places that people can enjoy. It is hoped the Award winners' success stories will inspire others and disperse sound, practical ideas for improving park safety across the capital.

The Mayor has paid particular attention to tackling the blight of youth violence (see Children and Young People) and to making sure women and girls are safer at home and when out and about.

Throughout 2010/11 the Mayor made good progress on 'The Way Forward'- his **strategy for tackling violence against women and girls**.^{xxxii}

During 2010/11 the GLA worked in partnership with the charity Eaves to develop an online directory for women and practitioners of support services available across London for women and girls who are victims of violence. (www.london.gov.uk/nowheretogo was launched in April 2011).

The Mayor is promoting a new film, 'Where is your line?' which is being shown in schools to underline the importance of respect and consent in sexual relationships.

In the period 2010/11, the Mayor delivered on his promise to protect and expand London's **Rape Crisis provision**. Three new centres were opened in the north, east and west of the capital. In addition to the existing south London centre in Croydon, this brought the total to four. Throughout the year, the South London centre helpline received over 6,000 calls and provided support to over 3,000 people. Over 1,000 women accessed its counselling service.

He also launched a new **website: www.rapecrisislondon.org**. The site makes it easier for victims to access support, counselling, and therapy services; provides a resource for friends and family of rape victims, offering advice on how they can help; and signposts men and boys to relevant specialist services.

Through the MPS, the Mayor has improved referral links between the rape crisis centres, the Havens (London's three sexual assault referral centres) and the MPS's own Sexual Assault Investigation Unit (Sapphire).

The GLA has developed **guidance for boroughs** on how to develop their own, complementary strategies to coordinate and strengthen the fight against violence against women and girls at the local level, which will be published in early 2012.

The GLA has commissioned a report to look at how agencies in London can improve the response to black, Asian, minority ethnic and refugee (BMER) women who experience harmful practices, particularly **female genital mutilation, "honour based" violence and forced marriage**. The report will look at prevalence to address a knowledge gap and develop services and policy based on need. (The report was launched in November 2011).

The Mayor is committed to tackling **hate crimes** and believes it is important for people to report such crimes whenever they occur. Reports for race hate crimes decreased significantly for nearly all ethnic groups in 2010/11 with both racist and religious hate crimes decreasing by 12 per cent from the previous year. Reports for disability hate crime increased by nine per cent, however, the rate of increase was significantly lower than in the previous year. Reported homophobic hate crime remained steady.^{xxxiii} An increase in the number of hate crimes recorded can be an indication of people being more willing to report such offences to the police.

2.6.3 Poverty

The Mayor is addressing poverty - especially child poverty, which remains higher in London than in any other region - by a number of means. Throughout 2010/11, he worked with the LDA on programmes to support parents into work and promoted parent-friendly **employment** through Diversity Works for London. He also worked with the Government to look at ways to address the high costs of **childcare** in London.

He launched the third annual Know Your Rights **benefits** take-up campaign in January 2011. Organised in partnership with Citizens Advice, Age Concern/Age UK in the boroughs and the Department for Work and Pension's Pensions, Disability and Carers Service, it encouraged people to access their rights and increase their take up of the benefits and tax credits, to which they are entitled.

The area-based RE:NEW programme, funded by the GLA, in partnership with London Councils, the Energy Saving Trust and every London borough, is the biggest scheme of its kind in the country. It offers London homes free energy surveys and free 'easy to install' energy and water efficiency measures. Where appropriate, it also signposts households to further measures, such as loft and cavity wall insulation, under existing schemes delivered in London. In addition to 817 homes retrofitted under technical trials in 2009/10, nine demonstration projects were completed in 2010/11 in the London boroughs of Camden, Croydon, Harrow, Haringey, Havering, Hillingdon, Kingston, Lewisham and Southwark. An average of 25 per cent of homes in targeted areas took a home energy visit

leading to 8,119 properties being treated. Households also realised big savings on their fuel bills - an average of £154 per home - making a contribution to reducing **fuel poverty**.⁶

During 2010/11 the Mayor secured funding of nearly £6 million to accelerate the RE:NEW scheme. Working with boroughs, he aims to expand the scheme to 55,000 homes by spring 2012.

All existing free and concessionary **travel** schemes have been protected, including the 24 hour Freedom Pass for veterans and older and disabled Londoners, half price bus travel for Londoners who are on job seekers allowance and income support and the free bus and tram fares ZIP scheme and discounted travel on tube, DLR and London overground for those young Londoners in education and training.

In 2010, the London Waste and Recycling Board– chaired by the Mayor's representative James Cleverly, provided £362,000 funding for Fareshare to set up a surplus **food** distribution centre in Park Royal, West London, which distributes 300 tonnes of surplus food – the equivalent of 800,000 meals – to charities working with homeless and other vulnerable people each year.

Increasing the **London Living Wage** and the number of employers paying it (see below) also helped to further reduce poverty levels in the capital.

2.6.4 Diversity Works for London^{xxxiv}

The Mayor's Diversity Works for London programme, delivered by the LDA in 2010/11, provides practical help to businesses to harness the benefits of a diverse workforce and a diverse supplier base, supporting them to employ a workforce that is reflective of London's population and to widen their supplier base.

The programme enables companies to improve performance through diversity by offering an interactive on line resource incorporating case studies, good practice guides and a range of business support products, a framework for continuous improvement and accreditation against the following two standards:

- **Procurement Standard** for Equality and Diversity – which certifies businesses to a baseline level of diversity performance
- **Gold standard** for Equality and Diversity – which certifies businesses to the highest levels of diversity excellence.

By the end of March 2011 over 4,500 businesses had registered to access the programmes tools and products.

The changes in the employment rates of people from different age groups, those from black, Asian and minority ethnic communities, disabled people and men and women in London from 2007 to 2009 is reported in the appendices to Mayor's Annual Report for 2010/11.^{xxxv}

⁶ Households that need to spend more than 10 per cent of their income on fuel to maintain a satisfactory heating regime, as well as meeting their other fuel needs (lighting and appliances, cooking and water heating), are considered to be living in fuel poverty.

2.6.5 London Living Wage

As part of his vision of a Fairer London, the Mayor continues to promote the London Living Wage (LLW) for all employees in London. In May 2010, the Mayor uplifted the London Living Wage to £7.85, an increase of 15 pence over the previous year and £2.05 above the national minimum wage, for people aged 22 or over at that time. (In May 2011, there was a further increase to £8.30 per hour - the biggest annual increase since the wage was introduced in 2005.)

This rate has been applied across the **GLA group**, as contracts allow, and means 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 London Living Wage. By the end of March 2011, over 3,000 low paid workers on GLA contracts had had their pay increased to the level of the London Living Wage.

The Mayor is determined to increase the number of **businesses** paying the Living Wage. The Mayor believes this not only benefits employees, but employers too. Paying a decent wage results in increased productivity and loyalty from staff and reduces recruitment costs. Following concerted lobbying during the year, a number of major banks and law firms signed up. By the end of March 2011, 121 London-based employers were paying the London Living Wage – a three-fold increase since 2008.

2.6.6 Responsible procurement

The GLA group's procurement expenditure amounts to more than £3 billion per year, representing more than 20 per cent of all local government expenditure in London. The group has established a group-wide **Responsible Procurement programme** to ensure procurement is carried out fairly and openly, and delivers value for money.

The programme also creates a major opportunity to use the GLA group's purchasing power to work in partnership with London's public, private and third sectors to deliver economic, social and environmental benefits to people, businesses and the city. The aims of the programme include encouraging a diverse base of suppliers; promoting fair employment practices; promoting the welfare of employees; encouraging employment and training opportunities for under-represented groups; and seeking a positive impact on local communities.

In December 2010 the Mayor published 'Unlocking public value: Leading London to smarter procurement',^{xxxvi} **reporting the progress** being made by his Responsible Procurement programme.

- Throughout 2009/10, some £448m, or 13 per cent of the total GLA group procurement expenditure of £3.4 billion, had been spent with **small and medium sized enterprises (SMEs)**.⁷
- A 'Routes Into Work' pre-employment project was established, which aimed at supporting **young Londoners not in employment, education or training**. A vital part of this was the

⁷ Expenditure excludes spend on the large long-term contracts for operating the London Underground. This figure excludes expenditure from the former Metronet and Tubelines public private partnerships contracts.

support from GLA group suppliers, who highlighted the range of career options open to participants, and wherever possible offered employment, work experience or taster sessions in their business.

- Between April 2009 and March 2010, the first full year of activity, almost 650 **apprenticeship** positions were created in GLA group's supply chain, and 300 **unemployed** Londoners entered jobs with GLA group suppliers. These outcomes were from contracts ranging from Barclays Cycle Hire to bus services and facilities management.
- In April 2010 a free, easy-to-use online responsible **procurement learning tool** was launched, receiving 1,300 hits by December. A supplier module, enabling GLA group suppliers to understand responsible procurement and GLA group requirements, was added in June 2010.

The programme received two **accolades** during the year. The first was the award by an independent auditor of a Level 5 assessment under the Government's Sustainable Procurement Flexible Framework. This framework provides a benchmark for measuring an organisation's approach to responsible procurement. Level 5 is the highest rating – achieved by very few public sector authorities so far. The second was being a finalist in the 2010/11 National Government Opportunities (GO) magazine Sustainability Initiative of the Year Award.

As required in the Mayor's Equal Life Chances for All framework, the GLA group Central Responsible Procurement Team have been developing an appropriate **measure** to monitor the diversity of GLA group supply chains from 2011/12 onwards.

2.6.6 London 2012 Olympic and Paralympic Games

The Mayor continued to deliver on his pledge to make London 2012 the most **accessible** Games ever. Funding was secured to make the Southbank Walkway between Jubilee Gardens and Tower Bridge more accessible to disabled people.

To help disabled visitors and Londoners plan their time in the capital, during the Games and beyond, the Mayor launched a new website – **www.inclusivelondon.com**, in March 2011. This allows people to search for hotels and restaurants that can meet their access needs. It is the first of its kind for a Host City. The website will also let people add information about the accessibility of places they visit. In its first month alone, Inclusive London provided details on more than 20,000 accessible locations and received over one million hits.

Throughout 2010 the Olympic Park and Athletes Village workforce continued to exceed industry standards for both the numbers of local people on site and workers who were **previously unemployed**. In addition **apprenticeships** were provided and ground-breaking programmes to **train** groups traditionally under-represented in construction were delivered.

In March 2011, the Mayor announced Government funding of £14 million over the next three years to help Londoners find **employment** or improve their job prospects as a result of the Games. Similar initiatives in the capital have already helped 25,000 unemployed Londoners into work.

By the end of March 2011, nearly 39,000 London companies had registered on CompeteFor - the London Development Agency's online portal, which makes London 2012 and public sector contract opportunities easily accessible to all **businesses**. Twenty per cent of the London companies are based in the boroughs which are hosting the Games. Nearly 18 per cent of these companies were owned by black, Asian or minority ethnic people, 20 per cent by women, 1.7 per cent by disabled people and two per cent by lesbians, gay men or bisexual or trans people. Its success was acknowledged by being a finalist of the 2010/11 National Government Opportunities magazine Best Supplier Engagement Initiative Award.

In 2010 the Mayor secured a deal to provide 125,000 tickets for London's school children, so that one in eight 10 – 18 year olds can see the 2012 Games for free. In addition, he looked into ways to involve **young people** in London 2012, including the Cultural Olympiad and test events in the Olympic Park.

In February 2011 the **Olympic Park Legacy Company** (OPLC), which was formed by the Mayor and Government to undertake the long-term planning, development, management and maintenance of the Olympic Park and its facilities after the London 2012 Games, published a draft Inclusive Design Policy and Equality and Inclusion Policy, and begun consultation on these priorities. Feedback was very positive and final documents are expected towards the end of the year. Other OPLC activities included

- establishing a Built Environment Access Panel of disabled people and consultants
- ensuring the women into construction project will continue
- helping to refine the design for the ArcelorMittal Orbit, to ensure it is accessible to disabled people
- making a commitment to ensure the submersible pool lift stays after the Games.

In February 2011 the Mayor published for public consultation his proposals to re-form the Olympic Park Legacy Company as a **Mayoral Development Corporation** centred on the Olympic Park, but also incorporating a large part of the surrounding area. The proposals reflect the fact that the Mayor has identified this area as 'London's single most important regeneration project for the next 25 years', because it is where the opportunity of the 2012 Games meets some of the greatest need in the capital.

Much was done on developing the Mayor's draft Olympic **Legacy Supplementary Planning Guidance** which seeks to

- create a network of well-connected Lifetime Neighbourhoods designed to meet the needs of existing and future communities across the main Olympic and Paralympic Games site at Stratford
- enable healthy and active lifestyles
- maximise opportunities for family housing
- promote community cohesion, and
- provide access to employment opportunities, local shops and community and social infrastructure.

The guidance will be put out for consultation later in the year.

Much work was also carried out on developing the Mayor's Olympic and Paralympic **Transport Legacy** Action Plan. This includes

- commitments for TfL to use the opportunity of the Paralympic Games, (before, during and after) to raise awareness of physical accessibility issues and specific needs of disabled travellers
- using the Paralympic Games to encourage other disabled people, where appropriate, to use the public transport network or cycle
- encouraging cycling amongst communities that do not normally cycle.

In March 2011 a commitment was made to integrate diversity and inclusion into the London 2012 City Operations Team's wider sustainability management system, which will be compliant with BS8901. This is an industry standard which requires organisations to identify and understand the effects that their event-related activities have on the environment, society and the economy; and to put measures in place to minimise negative impacts and maximise opportunities.

2.6.7 Sport

'A Sporting Future for London', the Mayor's **strategy** for boosting the number of people who participate in sport, is helping a diverse cross-section of Londoners to reap the benefits sport can bring, such as improving health, preventing social exclusion and building confidence.

This strategy is largely effected through the £15.5m **Mayor's Sports Legacy Fund**, which has three distinct elements:

1. The £7m **Facilities Fund** is helping communities to transform their sporting facilities, bringing many up to modern access standards. Particularly of note are
 - an upgrade of Vale Farm Sports Centre disabled changing room development in Brent
 - the redevelopment of Queen Elizabeth II Stadium changing facilities
 - a new Multi-Use Games Area (MUGA) for Treehouse School, a specialist school for children and young adults with severe autism
 - a new bouldering wall at Westway Sports Centre, bouldering being more suitable for younger or disabled participants in the sport; and
 - a new squash courts for Coolhurst Lawn Tennis and Squash Club, which will allow the racketball section of the club to flourish. Racketball is a far less demanding form of squash and is enjoyed by older players unable to continue with the traditional form of the game.
2. The £3m **Skills Fund** has provided over 6,000 subsidised training places to over 4,000 people, 21 per cent of whom consider themselves to be from BAME communities. The training has helped provide more coaches, officials and volunteers in sport. In return for the subsidised training, participants agree to give at least 25 hours of their time to sports volunteering. In this way the scheme is helping those on low incomes access the skills they need to continue to work in the sports sector, but also to increase the availability of low-cost community sports coaching. It has also part-funded the development of an e-learning module for organisations adopting 'Inclusive and Active 2', a strategy that has been published jointly by the GLA, NHS

London and Interactive - the lead body for sport for disabled people in London. The learning package is designed to help people embed the principles of 'Inclusive and Active' into their organisation.

In addition, the skills fund

- trained 46 people in the skills they need to work with people with a disability and
- recruited 53 disabled people in the sports sector, providing them with the necessary skills and assisting them in finding employment.

Due to the late start of the programme the numbers are expected to be much higher in 2011/12.

3. The **Sports Participation Fund** gives grants directly to delivery organisations to provide sports activities for Londoners. As well as funding projects aimed at specific groups with 'protected characteristics' (age, disability, faith, gender, race and sexual orientation), it is also seeking to help mainstream equalities within the community sports sector. For example, all projects were assessed on their approach to equalities at the time of application, and the adoption of 'Inclusive and Active 2' is a mandatory condition of funding.

Projects funded, which are aimed at groups of people⁸ who may otherwise find barriers to participating in sport, are

- Maccabi: provides sports events for the Jewish community, particularly Orthodox Jews, and Jewish people with a disability
- Age UK Bromley: provides a whole range of sports and fitness classes for older Londoners
- GB Wheelchair Basketball: revolutionising wheelchair basketball in London, setting up nine new clubs, providing necessary equipment and league infrastructure to allow an extra 7,000+ Londoners to participate in the sport
- Proactive Central in conjunction with Independance: raises the confidence of teenage girls through dance lessons and competitions and
- Tottenham Hotspur Foundation: are providing sports activities and intensive support to care leavers to help them become more employable / prepared for further education or training.

The **Freesport programme** allows community sports organisations to access up to £1,500 each in return for providing free taster sessions in their sport. This scheme helped over 17,000 Londoners participate in sport in 2010/11.

All the projects provide sport at low or no cost, and so help overcome income inequality as a barrier to sports participation.

The GLA has also been instrumental in helping the **Inclusive Fitness Initiative**, which will transform gyms around London. The inclusive fitness Initiative has four key strands, providing accessible

⁸ see the Children and Young People section for sports projects aimed at them

facilities, inclusive fitness equipment, staff training in disability awareness and support, and inclusive marketing and engagement strategies.

2.6.8 Health Inequalities

Throughout 2010/11 the Mayor supported the London Health Commission. The Commission's **Well London** Programme piloted an integrated, community-led approach to improving health, focusing on 20 of London's most disadvantaged neighbourhoods. The programme built on what was already being delivered locally, to make it easier for people to make healthier choices and to make positive changes in their communities. The **Good Jobs** Programme spread the message to employers that healthy jobs make good business sense.

The GLA worked with partners on a number of projects. It collaborated with the NHS and Jobcentre Plus to support Londoners, including developing a briefing for clinicians and practitioners to raise awareness about the **incapacity benefit** reassessment process and what it means for those affected. It also worked with takeaways and fast food outlets to encourage them to offer **healthy meals**.

Intervening early to improve the life chances of those children in greatest need has a well evidenced impact on health inequalities throughout life. The GLA is working with the boroughs to support and invest in **early years** programmes that are targeted to reach the right families. The GLA published analysis on the economic case for investing in early years – the first of its kind in the UK – to encourage and shape how boroughs, the NHS and police invest in these programmes.^{xxxvii}

The Mayor worked with his unpaid **HIV** Ambassador – the musician and campaigner Annie Lennox – to raise awareness and break down the stigma of HIV. A roundtable was held in June 2010 with representatives of HIV organisations and people living with HIV to develop a programme of activity to tackle the challenges faced by people affected.

The Mayor's **sports** strategy is helping to tackle health inequalities by encouraging the least active in society to get involved in fitness activities. Nearly 50 per cent of Londoners are currently defined as 'inactive'. NHS London puts the cost of this inactivity at £105m per year.

The following projects have been chosen to particularly tackle health inequalities:

- Dare2Dance – a dance programme for girls to encourage fitness and confidence. Although all the girls are of school age, 27 per cent of them had done less than 30 minutes physical exercise in the month before starting the programme.
- Hitz – a rugby programme based in areas of multiple deprivation designed to appeal to 'larger' young people.
- Access Sport – BMX programme based in the five Olympic host boroughs. East London has very low levels of participation in sport.
- Sport for Social Change Networks – these strive to ensure that sporting opportunity is multigenerational and available to all across London, irrespective of ability, income, age, ethnicity or gender.

In 2010 the **Big Dance** promoted healthy living through hundreds of events across the capital, including visits to town centres and events by the Big Dance Bus. In 2012 Big Dance will be rolled out nationally to reach over one million people.

2.6.9 Housing

The Mayor is committed to providing housing in the capital that meets the varying needs of Londoners and providing more affordable housing that is both better quality and more accessible.

By the end of March 2011, the Mayor had delivered just over 40,000 **affordable homes**, putting him on track to meet his target of 50,000 by 2012 – more than in any previous Mayoral term and despite the biggest downturn in the market for many years.

The Mayor has committed the capital to halving severe **overcrowding** in social housing by 2016, the first commitment of its kind in the UK and as a part of this commitment 41 per cent of social rented homes funded in 2008 to 2011 were family sized (with three bedrooms or more).

The Mayor is committed to ensuring that housing needs for older and vulnerable people in London are met and by the end of March 2011 over 2,300 homes for **supported housing** were funded.

Through the Mayor's Targeted Funding Stream, as of March 2011, 4,145 **empty homes** were brought back into use and 22,008 private sector homes occupied by vulnerable people were brought to **decent homes** standard.

In August 2010 the Mayor published his **Housing Design** Guide, setting sensible space and quality standards. All new affordable housing had to comply with the design guide. (This has been applied to all types of housing in London following adoption of the 2011 London Plan).

A '**First Steps**' website was developed, to complement the Mayor's programme of the same name, which helps Londoners on low and middle incomes get onto the property market. The website (which was launched in April 2011) simplifies the task of finding and applying for a low cost home, and of working out the monthly cost of renting or buying.

By the end of March 2011, 29 boroughs had made an in principle agreement to implement the London **Accessible Housing Register** (LAHR) and 25 were active implementers. Nine of the G15 group of housing associations^{xxxviii} were actively engaged in discussions about the LAHR and scoping their options for implementation.

The work of the London Delivery Board, which the Mayor had set up in 2009, had, by the end of March 2011, led to three-quarters of the capital's most entrenched **rough sleepers** being helped off the streets of London.^{xxxix} The board, which is made up of charities, the boroughs, the police and others, also launched new services targeted at London's street population, such as outreach on London's night buses and a street doctor.

The government has devolved £34 million of funding to the Mayor to tackle rough sleeping in London for the next four years. This will help the Delivery Board to step up a gear in reaching the Mayor's target that no one is living on the streets by the end of 2012.

From April 2012, the Mayor will have greater housing powers which will give him direct responsibility for **housing investment** in London. The new arrangements, governed in partnership with boroughs, will put London in a unique position, with a directly elected Mayor bringing together the strategic decision-making and investment on key infrastructure to underpin the development of the homes London needs.

2.6.10 Connecting communities

The Mayor believes in a united London and a city where all London's communities can benefit from all that London offers.

Early in 2011 the Mayor secured £2 million of funding from the Reuben Foundation, a charity, to support Team London – his action plan for volunteering. He matched this with a further £2.5 million. Over the year these funds are going to be distributed to a number of volunteering initiatives, bringing people together to work across three priority areas: cutting crime, improving quality of life and increasing opportunities for young Londoners. These will focus on programmes that improve youth literacy, promote sporting activities, clear waiting lists of young people waiting to join uniformed groups, train mentors for at risk boys, and improve quality of life by building stronger neighbourhoods and cleaning and greening London.

2.7 Listening and responding

It is crucial that Londoners have a say on how their city is run, which is why the Mayor consults Londoners on each and every strategy he produces, as well as undertaking regular engagement with the public and specific groups of Londoners.

Throughout 2010/11 he continued to engage with communities across London, to find out about and respond to their views and the issues that concerned them. He used a range of means including

- his Statutory Deputy Mayor's engagement meetings
- Community Receptions
- People's Question Times
- the Annual London Survey and
- consulting on his draft strategies
- his consultation meetings
- responding to letters and emails sent by Londoners.

Strategic engagement with representatives from London's **diverse communities** is pivotal for ensuring that 'inclusive engagement with London's excluded communities informs the development and delivery of all GLA strategies, plans and programmes'.^{xi} In addition, engagement meetings provide groups an opportunity to raise key priorities and enable the Mayor to establish where influence can be used to positively affect change.

The Statutory Deputy Mayor held his regular engagement meetings with key women's organisations; carers organisations; organisations of and for disabled and Deaf Londoners; faith organisations; trans organisations; and lesbian, gay and bisexual organisations. As chair of the London Strategic Migration Partnership (LSMP), he also engaged with organisations who monitor and respond to the impact on London of migration and immigration policy.^{xli} The LSMP is advised by the Migrant and Refugee Advisory Panel, whose members are drawn from migrant, refugee and asylum seeker communities.

Engagement with older people and older people's organisations was carried out through the London Older People's Strategies Group, the Mayor's Older People's Advisory Forum and the annual Older People's Assembly. The voice of young people was captured through the Mayor's 'Lynk Up Crew' of young advisors (a cross-section of London children between the ages of 7 and 15) and the team of over forty Peer Outreach Workers (15 to 25 year-olds). The Statutory Deputy Mayor also held numerous ad hoc meetings with a range of other organisations and community groups.

In June 2010 the Mayor held the **State of London Debate**, his main vehicle for consulting Londoners on his Annual Report. He held two **People's Question Time** events, giving Londoners the chance to question him and the London Assembly about their plans, priorities and policies for London. One was held in Camden in November 2010, the other in Wandsworth in March 2011.

In July 2010 he held his first **community reception**. Six events were held in 2010/11, with five more planned up to 2012. People from all backgrounds and life experiences from one geographical area in London are invited to attend each event. They recognise some of those who contribute to the city's success and give Londoners an opportunity to share their ideas for tackling London's challenges.

The GLA commissions an **Annual London Survey**, as well as telephone surveys, on specific strategies, to contribute to policy formulation and priority-setting. The responses are analysed by characteristics such as age, gender and ethnic profile. This provides robust information on how issues and policies affect London's diverse communities, along with their views on priorities. The tenth Annual London Survey took place in February and March 2011. (The findings were published in June. See <http://www.london.gov.uk/get-involved/consultations/annual-london-survey/2011>).

Throughout 2010/11 the Mayor put out for public **consultation** his draft Culture, Economic Development, Municipal and Business Waste, Climate Change Mitigation and Energy **strategies**, as well as his Disability, Gender and Race Equality Schemes. He also held four **consultation meetings**, each focusing on a specific issue.^{xlii} One focused on affordable housing and another on opportunities for young Londoners.

The Mayor makes sure what Londoners tell him informs his policies and programmes. He also lets the public know how he has done this, for example, by publishing his **responses** to the consultation on his draft strategies and schemes.⁹

⁹ Examples include the draft Mayor's Transport Strategy consultation report and post adoption statement (<http://www.london.gov.uk/publication/transport-strategy-integrated-impact-assessment>) and the draft Economic Development Strategy consultation report and post adoption

Two **equality schemes** consultation reports were published.^{xliii} One set out how the consultation **responses** had been and would be used to drive the work of the GLA and the GLA group. It also featured the GLA's responses to the wider issues raised during the consultation. The second contained those responses to the consultation which related to actions that fall within the remit of the GLA and the GLA group, setting out what the GLA group was doing or planning to do with regard to these specific actions.

Respondee to the consultation identified three substantive gaps. One was the lack of activity to increase the participation and representation of people from diverse backgrounds in **public life** (roles such as school governors, councillors and MPs). In response the Mayor used the centenary of International Women's Day, in March, as an opportunity to promote and celebrate the civic participation of women. Also in March, the Statutory Deputy Mayor hosted a round table to identify obstacles to better civic participation from London's diverse communities. A facts and figures bulletin was drafted. (It was published in December 2011).

The second gap was the lack of a single strategic body to look at how Mayoral strategies and programmes impact on **black, Asian and minority ethnic communities**. A **forum**, chaired by the Statutory Deputy Mayor of London has been established.

The third was the low level of activity to address the **abuse of disabled people**. The Mayor is working on this with the MPA and MPS. In 2010 both the MPS and TfL participated in the Equality and Human Rights Commission inquiry into disability-related harassment.^{xliv}

Finally, the Mayor was pleased to receive the thousands of letters and emails sent to him last year. He endeavoured to make sure each one was responded to in less than 20 working days.

2.8 Providing information and making the case for London

The GLA collects and publishes information on London and its communities and makes this information readily available to all those who want or need it.

The GLA's **Intelligence Unit** researches and publishes reports on a wide range of statistics, such as Census data, which includes information on age, disability, ethnicity, gender and religion, where available, as well as aspects of inequality, such as poverty and life expectancy.

Equalities-related reports published by the Intelligence Unit in 2010/11, included

- **'Focus on London' reports,**^{xlv}
 - 'Population and Migration' and
 - 'Labour Market: Beyond Headlines'. This provided data on the employment rates and pay of Londoners with different characteristics (age, disability, ethnicity and gender) and compared London with other regions and the UK average.

▪ **Intelligence Unit Up-dates**

- Disabled Londoners and the Labour Market in London^{xlvi}
- 'Poverty figures for London: 2008/09' and 'Children in Poverty'^{xlvii}
- '2009 Mid-Year Population Estimates' and 'Population by Country of Birth and Nationality: 2009'^{xlviii}
- 2010 Round Demographic and Ethnic Group Projections^{xlix}
- Migration Indicatorsⁱ and
- 'English Indices of Deprivation 2010: A London Perspective'.ⁱⁱ

GLA Economics produces reports on particular aspects of the economy in London, many of which have implications for equalities issues.^{lii} In 2010/11, these included the 'Women in London's economy - Update 2010'.^{liii}

The Mayor is keen to enhance free access to London's data. The London **Datastore** (<http://data.london.gov.uk/datastore>) is an on-line portal with hundreds of different information sets, covering a wide-range of topics, from the accessibility of London Underground stations to violence against women services in London.

The GLA has an **Accessible Communications** Policy which sets out the requirements for GLA publications. Information offering other formats and languages appear prominently in published documents. Publications are available on request in other languages and in Braille and large print, on audio tape, via interpreters and as pdf and rtf files on disc and for the website. Throughout 2010 there were 21 requests for documents in alternative formats. 17 were for translations into other languages (12 for Chinese languages, two for Turkish, and one each for Japanese, Spanish and Urdu). The others were for an Easy Read, electronic, large print and printed version, respectively. The availability of London specific data makes it possible for the Mayor, and other individuals and organisations, to robustly make policies and to evidence the case for London.

The evidence used by the Mayor as the basis for his own strategies and policies is published in the documents themselves or alongside them as separate reports, making them open to public examination.

The GLA Economics 'Economic Evidence Base to support the London Plan, the Transport Strategy and the Economic Development Strategy' report,^{liv} published early in 2010/11, highlighted relevant equalities issues and informed the development of these **strategic documents**.

The GLA Economics report 'A Fairer London: The 2010 **Living Wage** in London'^{lv} informed the Mayor's decision to raise the rate for the London Living Wage, which he promoted to employers across London.

The Mayor commissioned research of the evidence base on **migration and integration** in London^{lvi}, as well as a groundbreaking survey of refugees living in London. Both are informing the challenges and maximising the opportunities for integrating refugees and migrants.

He also uses the intelligence that he gathers from collecting data and engaging with London's communities to stand up for London, making the case regionally, nationally and internationally for improving the lives of and increasing opportunities for London's communities.

The Intelligence Unit report 'Life Opportunities Survey, Interim Results, 2009/10' published the London findings from a new large-scale longitudinal survey of disability in Great Britain.^{lvii} This informed the Mayor's response to the government consultation on the **Disability Living Allowance**.^{lviii}

GLA Economics 'Working Paper 43: **Review of Fair Pay in the Public Sector**'^{lix} formed the Mayor's submission to the Hutton Review, the government's independent Review of Fair Pay in the Public Sector.

The GLA Economics report '**Early Years Interventions** to address Health Inequalities in London - the Economic Case'^{lx} and the Intelligence Unit's 'Health: Children and Young People'^{lxi} report informed the Mayor's response to the national review on early years intervention.

GLA Economics research on the potential impact of a Tier 4 **immigration cap** on UK and EU-domiciled student fees^{lxii} was used to inform the response from the Mayor and London and Partners to the government consultation on its proposed policies for the student immigration system. As a consequence of all the responses received, the government removed its proposed restriction on international students coming to the UK for their degree and post graduate level study.

The Mayor has worked with the government to ensure that arrangements are in place to mitigate any potential unintended consequences of **Housing Benefit reform** on the capital.

He liaised with the Department for Education to ensure that the new **bursary scheme** for those aged 16 to 19 who are in full-time education and facing financial hardship, which will replace the Education Maintenance Allowance, supports the most disadvantaged Londoners.

Finally, his Statutory Deputy Mayor responded to the government's consultation on the specific duties of the Equality Act 2010's public sector **equality duty**.^{lxiii} These set out what it is that public bodies must do in order to promote equality. The Mayor's Office feels the statutory expectations do not provide sufficient momentum and drive for eradicating the significant inequalities, which many Londoners face. Nor do they offer a clear road map for achieving equality.

2.9 Measuring success

The Equal Life Chances for All framework 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 the 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.

There were originally 46 overall measures and many of these are able to be further broken down to show the impact on particular groups, most frequently men and women, different age groups,

disabled people and people from black, Asian and minority ethnic groups. Occasionally a breakdown is also available for faith groups and those without a faith. Information broken down by sexual orientation is available for very few measures.

The GLA is working towards making information on all the measures freely available, so that they can assist in promoting debate on equality and inequality across London. In 2010/11 the GLA published the first three of a suite of bulletins, which aim to report progress on the framework's desired outcomes. Bulletin 1 presented data on the pay gap. Bulletin 2 presented data on the employment gap. Bulletin 3 presented data on Londoners' views on diversity and discrimination.

Further bulletins will be released throughout the rest of 2011/12.^{lxiv} The Equal Life Chances For All Annual Measures Report 2011 sets out progress against all the framework's outcomes, where available. In some cases it has been necessary to drop or modify some of the original outcomes.

3 HOW THE LONDON ASSEMBLY PROMOTED EQUALITY OF OPPORTUNITY IN 2010/11

The London Assembly is elected to hold the Mayor to account and investigate issues of importance to Londoners. The following paragraphs provide some examples of the Assembly's equalities-related work during 2010/11. More information about the Assembly's work, and how the public can get involved, is available at www.london.gov.uk.

Door-to-door transport

Transport for London provides more than a million door-to-door journeys for disabled people each year. In 2009, in response to complaints from service users, the Transport Committee's review of the service raised a range of concerns on behalf of service users about the quality and reliability of the service.

In June 2010, the Committee published findings from its follow-up review of the service. The review drew on the views of service users gathered by the committee. It revealed that, although some improvements had been made, some of the issues raised by the Committee, in its report of March 2009, had still not been addressed. For example, Dial-a-Ride was still providing fewer journeys than it did in 2001/02 - despite a large increase in operational expenditure - and remains significantly below target in its performance. Users were also still experiencing long waiting times and often make repeated attempts to get through to book a ride.

In response to the report, Transport for London agreed to review the Dial-a-Ride customer charter, publish more information about the performance of the service, and amend its methods for collecting service users' views, in order to get better quality feedback about the service.

Accessibility of Public Transport

More than one in ten people in London are excluded from large sections of the public transport network because buses, trains and stations are not accessible to people with reduced mobility. In November 2010, the Transport Committee published a report on this issue based on consultations with service users and experts, and made recommendations to Transport for London to make public transport more accessible.

In response to the report, Transport for London agreed to review the potential for manual ramps to be used at Underground stations and temporary level access solutions during the London 2012 Olympic and Paralympic Games. TfL also responded positively to the Committee's recommendations which sought the publication of TfL's future plans for accessibility improvements for consultation. In response to these recommendations, TfL published the following document in June 2011. This explicitly mentions the Committee's work on accessibility (page 15). As mentioned previously the Committee is now producing a response to this document.

<http://www.tfl.gov.uk/assets/downloads/corporate/taking-forward-the-mts-accessibility-implementation-plan-report.pdf>

The Mayor's fares decision 2010

The Budget and Performance Committee published its report on the Mayor's 2010 fares decision in August 2010. The Committee concluded that the case for above-inflation fares increases had not yet been made, and made recommendations aimed to mitigate the impact of fares increases on unemployed people and those on low incomes.

The Mayor's equalities framework – responses to consultations

In September 2010, the Business Management and Administration Committee responded to the consultation on the Mayor's draft gender, race and disability equality schemes. The response raised issues for consideration as the GLA prepared for the new requirements of the Equality Act, and looked forward to the integration of equality policies into a single framework supported by a clear plan of actions.

Swine Flu

In April 2010, the Health and Public Services Committee published a report on London's response to the swine flu pandemic.^{lxv} The report identified lessons to be learned from the response for NHS London and its partners, in order to inform their planning for future pandemics. The committee identified a potential for more effective working at a local level to ensure that public information campaigns effectively reach all Londoners.

NHS London's response included an update on the actions being taken to build on the good practice that was identified, for example, through the appointment of a local authority director of adult social care to the London Health Emergency Planning Forum, to help facilitate communications between the NHS and social care providers.

Olympic Ticketing

The Economic Development, Culture Sport and Tourism Committee published its second report on ticketing for the Olympic and Paralympic Games in March 2011. The report welcomed the London Organising Committee of the Games' (LOCOG) acceptance of the Committee's earlier recommendations in respect of tickets for disabled Londoners; in response to the Committee's earlier work, LOCOG had developed a Ticketcare scheme enabling disabled people to be accompanied by carers or personal assistants free of charge.

Assembly events and public engagement

The Assembly organises events and meetings to enable Londoners to engage in the government of London.

The Assembly conducts a proactive programme of engagement with schools and colleges in London as well as the London region of the UK Youth Parliament. This includes a programme of visits to City Hall for Mayor's Question Time. Assembly Members also participated in a Parliamentary Outreach event aimed at engaging young people in politics.

Working with the London Civic Forum the Assembly organises briefing sessions for representatives of community groups to help them understand how best to influence policy at City Hall.

The Assembly has also held events to recognise the important contribution of London's Irish community to the economic and cultural life of the capital and a reception for volunteers who run grassroots sports clubs in London.

The Assembly jointly hosts an annual Holocaust Memorial Ceremony in partnership with the Mayor, the Holocaust Memorial Day Trust and the Holocaust Education Trust.

Work carried out by individual Assembly Members

Assembly Members serve as members of the Metropolitan Police Authority and the London Fire and Emergency Planning Authority, and they pursue equalities issues through those bodies as well as through their Assembly work.

Members meet the Mayor in public ten times per year for Mayor's Question Time. Members ask questions to hold the Mayor to account, and these have covered a range of issues relating to diversity and social inclusion.

The Assembly debates motions at plenary meetings, and Members present petitions on behalf of Londoners. Details of motions and petitions can be found on the GLA's website.

Finally, Members in their representative roles carry out a range of activities to promote equality of opportunity.

4 CONCLUSION

The arrangements that were put in place during the first three years of the current Mayoralty have enabled critical equality issues to be mainstreamed within the GLA.

Over the coming year we will draw on the assessments of the effectiveness of these arrangements from the last three years to make revisions to improve them. In particular the Mayor will be revising his Equal Life Chances vision and framework. This will be informed by the progress made against the desired outcomes in his first Equal Life Chances vision and framework, which he has published in his Equal Life Chances for All Annual Measures Report 2011.^{lxvi} The GLA will also be revising its equality impact assessment process and updating and revising its guidance for staff.

Over the next year the Mayor will be making sure the GLA is responding to the new requirements of the Equality Act 2010, by publishing information on how he is eliminating unlawful discrimination, harassment and victimisation, is advancing equality of opportunity and is fostering good relations between people, as well as setting out his objectives for making further progress in these areas.

5 REFERENCES AND NOTES

ⁱ The GLA Act sets out the statutory powers and duties of the Mayor and the GLA. The Mayor's responsibilities are wide-ranging, embracing the police, transport, fire and emergency planning, regeneration, sustainability, planning, environmental issues, cultural affairs, health concerns and equality issues, as well as the general promotion of London.

Statutorily, all policies must contribute to the health of Londoners, promote equality of opportunity and be sustainable. While the GLA does not provide services directly to the public in these areas, it works closely with the four members of the GLA group (often known as functional bodies) – Transport for London, London Development Agency, London Fire and Emergency Planning Authority and the Metropolitan Police Authority – and other public bodies in London, which have responsibility for front line services.

Section 33(1) of the GLA Act (1999 and 2007) requires the Authority to make appropriate arrangements with a view to securing that –

- (a) in the exercise of the power conferred on the Authority under section 30 (of the Act),
- (b) in the formulation of the policies and proposals to be included in any of the strategies mentioned in section 41(1) (and additional strategies in the 2007 GLA Act), and
- (c) in the implementation of any of those strategies, there is due regard to the principle that there should be equality of opportunity for all people.

The power referred to in (a) is to do anything which the Authority considers will further any one or more of its principal purposes, which are set out in section 30(2):

- (a) promoting economic development and wealth creation in Greater London;
- (b) promoting social development in Greater London;
- (c) promoting the improvement of the environment in Greater London.

Section 33(2) provides that after each financial year the Authority shall publish a report containing:

- (a) a statement of the arrangements made in pursuance of subsection 33(1) which had effect during that financial year; and
- (b) an assessment of how effective those arrangements were in promoting equality of opportunity.

ⁱⁱ <http://www.london.gov.uk/publication/mayors-transport-strategy>

ⁱⁱⁱ <http://www.london.gov.uk/publication/right-direction>

^{iv} <http://www.london.gov.uk/who-runs-london/mayor/publications/culture/cultural-strategy>

^v <http://www.london.gov.uk/air-quality>

^{vi} <http://www.london.gov.uk/priorities/environment/climate-change/climate-change-mitigation-strategy>

^{vii} <http://www.london.gov.uk/consultation/waste-strategy>

^{viii} <http://www.london.gov.uk/publication/young-londoners-successful-futures>

^{ix} <http://www.london.gov.uk/priorities/health/tackling-inequality>

^x <http://www.london.gov.uk/priorities/health/tackling-inequality>

^{xi} <http://www.london.gov.uk/publication/london-enriched-year-2-implementation-plan>

^{xii} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/refugee-integration-strategy>

^{xiii} <http://www.london.gov.uk/priorities/london-2012-olympic-and-paralympic-games>

^{xiv} <http://www.london.gov.uk/publication/working-towards-inclusive-games>

^{xv} <http://www.london.gov.uk/eqiaguide/completed.jsp>

^{xvi} <http://www.london.gov.uk/who-runs-london/mayor/publications/culture/cultural-strategy>

^{xvii} http://www.london.gov.uk/sites/default/files/MAQS_IJA_FINAL_0.pdf

^{xviii} <http://static.london.gov.uk/mayor/equalities/docs/draft-disability-gender-%20race-equality-schemes-2010-EqIA-summary.pdf>

^{xix}

<http://www.london.gov.uk/sites/default/files/CCMES%20Intergrated%20Impact%20Assessment.pdf>

^{xx}

<http://www.london.gov.uk/sites/default/files/IJA%20Report%20on%20MWS%20and%20BWS%20FINAL%204%20Nov%202010.pdf>

^{xxi} <http://www.london.gov.uk/shaping-london/london-plan/docs/IJA%20Policy%20Alterations%202010.pdf>

^{xxii}

<http://www.london.gov.uk/sites/default/files/Appendix%203%20LDA%20Post%20adoption%20statement.pdf>

^{xxiii} <http://www.london.gov.uk/publication/transport-strategy-integrated-impact-assessment>

^{xxiv} <http://www.london.gov.uk/sites/default/files/Post%20Adoption%20Statement%20FINAL.pdf>

^{xxv} Equal Life Chances for All Londoners - Disability Equality Greater London Authority Draft Disability Equality Scheme 2010-2011, Greater London Authority, 2010

^{xxvi} Equal Life Chances for All Londoners - Gender Equality Greater London Authority Draft Gender Equality Scheme 2010-2011, Greater London Authority, 2010 <http://www.london.gov.uk/gender-equality-scheme>

^{xxvii} Equal Life Chances for All London's Communities Greater London Authority Race Equality Scheme 2010-2011, Greater London Authority, 2010 <http://www.london.gov.uk/race-equality>

^{xxviii} http://www.london.gov.uk/media/press_releases_mayoral/mayor-welcomes-banks-cash-boost-after-school-and-saturday-teaching

^{xxix} <http://www.london.gov.uk/publication/widening-horizons>

^{xxx} <http://www.the-challenge.org/>

^{xxxi} <http://www.london.gov.uk/who-runs-london/mayor/publications/safety-and-policing/time-action>

^{xxxii} <http://www.london.gov.uk/priorities/crime-community-safety/tackling-priority-crimes/violence-against-women/way-forward>

^{xxxiii} Further data can be found in the appendix to the Mayor's Annual Report <http://www.london.gov.uk/sites/default/files/Annual-Report-2010-11-app-rev2.pdf> and the Equal Life Chances for All Measures Report 2011

^{xxxiv} <http://www.diversityworksforlondon.com/>

^{xxxv} <http://www.london.gov.uk/who-runs-london/mayor/publications/government/mayors-annual-report-201011>

^{xxxvi} <http://www.london.gov.uk/rp/docs/respro2010.pdf>

^{xxxvii} <http://www.london.gov.uk/who-runs-london/mayor/publication/early-years-interventions-economic-case>

^{xxxviii} www.g15.org.uk

^{xxxix} Further data can be found in the appendix to the Mayor's Annual Report <http://www.london.gov.uk/sites/default/files/Annual-Report-2010-11-app-rev2.pdf>

^{xl} Equal Life Chances for All, Greater London Authority, 2009

^{xli} <http://www.london.gov.uk/london-strategic-migration-partnership>

^{xlii} <http://www.london.gov.uk/get-involved/public-meetings/consultation-meetings>

^{xliii} <http://www.london.gov.uk/publication/draft-equality-schemes-consultation-reports>

^{xliv} <http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/hidden-in-plain-sight-the-inquiry-final-report/>

-
- ^{xlv} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/facts-and-figures/focus-on-london>
- ^{xlvi} <http://www.london.gov.uk/sites/default/files/dmag/Briefing%202010-08%20Disabled%20people-labour%20market%202009.pdf>
- ^{xlvi} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/facts-and-figures/poverty>
- ^{xlvi} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/facts-and-figures/population>
- ^{xlvi} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/facts-and-figures/poverty>
- ^{xlvi} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/facts-and-figures/population>
- ^l <http://www.london.gov.uk/who-runs-london/mayor/publications/society/facts-and-figures/population>
- ^{lii} <http://www.london.gov.uk/gla-economics-publications>
- ^{lii} <http://www.london.gov.uk/publication/working-paper-45-women-london%E2%80%99s-economy-update-2010>
- ^{liv} <http://www.london.gov.uk/who-runs-london/mayor/publications/business-and-economy/economic-evidence-base-may-2010>
- ^{lv} <http://www.london.gov.uk/who-runs-london/mayor/publications/business-and-economy/2010-living-wage-london>
- ^{lvi} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/evidence-base-migration-integration>
- ^{lvii} <http://www.london.gov.uk/sites/default/files/dmag/Update%2028-2010%20Life%20Opportunities%20Survey%20-%20Interim%20Results.pdf>
- ^{lviii} <http://equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-disability-related-harassment/>
- ^{lviii} <http://www.london.gov.uk/sites/default/files/Disability%20Living%20Allowance%20consultation%20response.pdf>
- ^{lix} <http://www.london.gov.uk/publication/working-paper-43-submission-hutton-review-review-fair-pay-public-sector>
- ^{lx} <http://www.london.gov.uk/who-runs-london/mayor/publication/early-years-interventions-economic-case>
- ^{lxi} <http://www.london.gov.uk/who-runs-london/mayor/publications/society/facts-and-figures/focus-on-london/health>
- ^{lxii} <http://www.london.gov.uk/publication/potential-impact-tier-4-immigration-cap-uk-and-eu-domiciled-student-fees>
- ^{lxiii} <http://www.london.gov.uk/priorities/equalities/equality-act-consultation-gla-responses>
- ^{lxiv} <http://www.london.gov.uk/equalities-measuring-success>
- ^{lxv} <http://www.london.gov.uk/sites/default/files/swine%20flu%20report%20final%20draft%202015%206%20%282%29.pdf>

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

Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA

Telephone **020 7983 4100**
Minicom **020 7983 4458**
www.london.gov.uk

You will need to supply your name, your postal address and state the format and title of the publication you require.

If you would like a summary of this document in your language, please phone the number or contact us at the address above.

Chinese

如果需要您母語版本的此文件，
請致電以下號碼或與下列地址聯絡

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 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 دیئے 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.