

MAYOR OF LONDON

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# FRIENDLY LONDON

A Great Place To Live, Work And Visit



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# FOREWORD FROM THE MAYOR

In the summer of 2012 thousands of people flocked to our city to be part of what were, at that moment, the greatest show on earth – the London 2012 Olympic and Paralympic Games.

To greet every spectator and athlete we dispatched an army of citizens. Heading the ranks were Team London Ambassadors. Resplendent in eye-popping pink and purple uniforms, they enthusiastically brandished a weaponry of smiley faces, giant pointy foam fingers and unlimited rations of help and information.



We beguiled the world with our natural charm and humour, and London residents happily joined in as unofficial guides, advising, aiding and accompanying our visitors on the right path to venues, accommodation, and transport routes.

Among all our aims, I was unwavering in the decision to make London 2012 the most accessible ever. This meant designing ways for people to get about easily by public transport; creating and building inclusive Games venues – including the Park and the Athletes' Village; organising free-to-view sites and attractions across the city; and putting on free culture shows to keep people entertained outside the sporting arenas. Everyone who wanted to be part of the action would be included.

Although it is nearly three years since we packed away our Olympic and Paralympic bunting and flags, what we continue to enjoy are the repercussions of a friendlier city. We have a legacy of massive improvements to London's transport infrastructure and accessibility; improved knowledge of designing buildings, homes and public spaces to make them inclusive. And we have a huge uplift in people's positive attitudes towards disability and disabled people.

My Deputy Mayor, Victoria Borwick AM, has brought together all the different ways that organisations across London, including the Greater London Authority group, are contributing to making London a friendly city. From employers making their workplaces more accessible and friendly, to commuters treating fellow passengers with respect; from neighbours popping next door to check on an older person living alone, to citizens rallying to 'do their bit' through volunteering, or simply having their say on how our city is run.

There are a myriad of ways in which we can play our part to make London one of the friendliest cities on the planet.

A handwritten signature in black ink, which appears to read 'Boris Johnson'.

**Boris Johnson**  
Mayor of London

# EXECUTIVE SUMMARY

## Background

This report draws its inspiration from two distinct sources. The lasting impact of London's remarkable efforts to plan for and prepare itself as a friendly, welcoming host city of the Olympic and Paralympic Games and the World Health Organisation's age friendly cities' concept<sup>1</sup>.

To give academic credence to this report we commissioned King's College London to produce research on how London presently performs as an age friendly city<sup>2</sup>.

### An age friendly city

The World Health Organisation recognises that physical and social environments are critical for determining whether people can remain healthy, independent and autonomous long into their old age. It highlights eight areas where cities and communities can better adapt their structures and services to the needs of older people. These are the built environment, transport, housing, social participation, respect and social inclusion, civic participation and employment, communication, and community support and health services.

We present the topic themes in chapters. Together they comprise the journey of a citizen from their home and out into wider society. First we look at the friendliness of people's housing and surrounding communities. Moving beyond a citizen's immediate environment, we explore the friendliness of neighbourhoods and the travel network. We then examine the activities in which people engage - in culture, volunteering, citizenship, and in employment. Finally we report on the friendliness of access to health services, the information people get to help live their lives, and how we treat each other.

Each chapter concludes with several next steps setting out how the Mayor of London plans to take London to the next level of friendliness.

## Summary findings

Despite its huge size and scale, London has become a progressively friendlier city, especially in its planning, travel network and urban design. But it is clear we need a sustained momentum beyond the impact of London 2012 to ensure the city has an even friendlier future.

### Homes and neighbourhoods

The availability of quality, affordable housing remains a critical policy issue. People need greater choice, not only about where they live, but also the type of home they live in. We need to find ways of helping more people have the chance to own their homes, and to increase fairer treatment by landlords. And we must pursue how we create characterful neighbourhoods, with mixed styles of housing, in homes that suit or can be easily adapted to people's different life stages

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<sup>1</sup> [http://www.who.int/ageing/age\\_friendly\\_cities\\_guide/en/](http://www.who.int/ageing/age_friendly_cities_guide/en/)

<sup>2</sup> An Age Friendly City – How far has London come?, King's College London, 2015

Public space must be designed for everyone. Further use of the ‘lifetime neighbourhoods’ concept will make our communities more diverse and inclusive. Retaining and increasing our wealth of green spaces will make the city better for both people and nature.

### **Travel**

It has become much easier to get about town. Public transport is now more accessible, while a range of fares and payment methods mean that it is now affordable and convenient. Free or discounted travel for older people is hugely popular. This has enormous secondary health and social benefits and boosts wellbeing.

Transport planners want to make more stations and routes accessible, and are looking at ways to improve journey planning information. Getting people to walk and cycle, especially for shorter journeys, is a top priority. Choosing ‘active travel’ benefits both people’s health and the environment.

### **Culture, volunteering and public life**

London has a staggering array of free culture on offer. However, we need to find ways to extend the arts into neighbourhoods not usually reached. We must think more about opening venues fully to disabled people, and to making cultural activities more inclusive, both for spectators and participants.

Volunteering has grown significantly since London 2012, helping make London feel more welcoming and safe. There is also a notable appetite for citizenship duties and engaging in discussion about managing London. We must find ways to nurture and grow these commitments to public life. One way to do this is to highlight how much satisfaction people get from voluntary and public duties.

### **Employment, skills and business**

There are lots of opportunities for gaining skills, getting a job or setting up a business in London. However, we need to do more to extend these opportunities to everyone. That way we can harness the talents of all Londoners, irrespective of their background. The campaign for a living wage has an excellent foundation of support, with employers increasingly aware that fair salaries and healthy workplaces create a better working environment and productive employees.

### **Health, communication and respect**

The life expectancy of all Londoners is increasing. Yet both rates of living longer, and living longer in good health, are higher in more affluent areas. We have policies to help close this health gap. That means both supporting and encouraging people to adopt healthier lifestyles and providing universal good quality health services for all.

### **Communication**

Technology has broadened and accelerated how we communicate, and public information is now available at the swipe of a fingertip. However, we must stay aware of those for whom the digital revolution is a perplexing and at times frustrating experience, or one that’s financially out of reach. Personal, human-to-human contact is something we all value. That means it should be seen as a crucial asset to enhancing technology, not something set apart from it.

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### **Respect and social inclusion**

Londoners are very diverse and tolerant. But some residents are still targeted simply because of who they are. Also, too many are without a home and too many are socially isolated. We need to do more to redress intolerance and tackle isolation, especially among older and vulnerable citizens.

### **Find out more**

This report includes lots of examples of good practice. If you'd like to join in, or find out more about the organisations, projects and policies we mention, contact details are in the Appendix. The more we all do, the friendlier London will be.

**For queries or further information about this report please contact  
[sue.johnson@london.gov.uk](mailto:sue.johnson@london.gov.uk)**

# 1 INTRODUCTION

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London is a city that exudes confidence and success. In summer 2012, it also showed it could be one of the friendliest places on earth.

In the seven year run up to the Games, a huge amount of planning and building went on to get London ready. Londoners topped off this hard work by doing all they could to make the city a warm, welcoming place in that Olympic summer. It seemed everyone wanted to offer a helping hand or strike up a conversation with strangers. As the Mayor himself said, people were “suffused with a ‘Ready Brek’ glow of happiness” by the London 2012 Olympics and Paralympic Games.

We want London to keep that friendly vibe. That means thinking about how we plan the city’s future, and how we make it a desirable, welcoming place where everyone can enjoy life.

This report aims to see how the improvements and preparations for London 2012 are still helping to make our city a friendlier, easier place to live. And we mean improvements for everyone – from families to tourists and students, from the oldest residents and disabled people to visitors on business trips. We wrote to organisations to ask them what they’ve done to make London a friendly city. And we asked all different types of Londoners to let us know where London can still improve.

If you ask Londoners where they live, they’ll answer ‘Brixton’, ‘Walthamstow’, ‘Blackheath’, and so on. That’s because London is a city of ‘villages’ – local communities each with their own distinct character.

Across the city, acts of kindness take place every day. For the purposes of this report, we are focusing on the features the World Health Organisation’s identified as ones that make for a friendly city.<sup>3</sup>

We’re also conscious of the need to bring all our ambitions together, to make collaborative learning possible. Just as we planned for the Games, we’ve swept aside artificial barriers to get a closer look at the whole experience of living, working and enjoying leisure time in London.

There are now more than eight million people living in London. A further 900,000 people commute into the city daily<sup>4</sup> and we attract over 17 million international visitors a year<sup>5</sup>. We must use our economic strength wisely to create a city that’s friendly and accessible – as well as busy, energetic and competitive.

We want a city where people

- have a choice of quality, affordable housing that suits their needs
- can enjoy and take part in London and what it has to offer
- get involved in shaping services
- treat each other with respect regardless of who they are
- feel more connected to their community, and less isolated

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<sup>3</sup> [http://www.who.int/ageing/age\\_friendly\\_cities\\_guide/en/](http://www.who.int/ageing/age_friendly_cities_guide/en/)

<sup>4</sup> Office for National Statistics, Labour Force Survey

<sup>5</sup> Office for National Statistics, International Passenger Survey, year to end September 2014

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Where...

- it's easy to travel and navigate the city
- streets are safer, and neighbourhoods are attractive and vibrant, with easy access to services, thriving local businesses and pleasant, open spaces
- people are healthier and fitter
- the air quality is good and we have green parks and clean rivers.

The themes covered in this report follow the journey of a single individual. It begins in their homes and then moves out into their neighbourhoods. We reflect on how they travel and take part in culture and leisure, and volunteering and citizenship responsibilities. And we look at employment, and people's experience of health services. Other themes explore how people receive the information they need to manage their daily lives and how people are treated as they move around the city.

Each chapter reviews each of these themes in turn. At the end of each chapter we set out a list 'next steps'. These outline the Mayor's priorities for making London even friendlier.

We will have been successful in our aims if, in the years ahead, people describe London as one of the friendliest places in the world.

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# 2 HOUSING

Having a place to call home is one of the most basic human needs.

Housing is one of the biggest issues facing London today. Giving Londoners more housing choice is a top priority for the Mayor, as reflected in his London Housing Strategy and the London Plan. It's up to every borough to make sure they provide a range of different housing, including affordable homes. They must also provide specialist housing for older and disabled people in order to help them stay in their community. We must increase the supply of housing of all types and tenures to meet the rising demand from a growing and increasingly diverse population.

That includes planning for an older population. People are living longer than previous generations, but many will spend years with some forms of disability or dementia. To keep pace with this trend, housing stock must adapt to reflect people's changing needs over time. In particular, new homes must be designed flexibly so they can more easily be adapted to suit people's changing physical and family needs. In this way, more people can choose to stay living in a familiar home for longer.

A socio-economically balanced, sustainable housing policy is one that creates a mix of dwellings to satisfy current and future demographics, market trends, and the needs of different occupancy households, from families to people living alone.

### **Encouraging fair treatment in the private rental market**

More than 17,000 households were made homeless in London in 2013/14<sup>6</sup>. The number of low paid jobs also increased to 640,000 in 2013 from 420,000 in 2007<sup>7</sup>. Both these factors mean there is growing demand for affordable homes for rent in the city.

London's landlords and letting agents offer rented accommodation to two million citizens. While most provide a good service and meet their legal obligations, a small minority don't. For vulnerable renters this can lead to exploitation through unfair rents, illegal demands for fees, or poorly maintained or unsafe accommodation.

To make private renting more transparent, landlords more accountable and to help protect tenants, the Mayor introduced the London Rental Standard in summer 2014. This is being managed by City Hall in partnership with seven existing landlord accreditation schemes. All participating landlords and letting agents must meet a set of core standards on issues like fees, property conditions, response times for repairs and maintenance, and deposit protection.

While the London Rental Standard is not a statutory code, we hope that by offering incentives and training to members, and publicising the benefits of joining, landlords will be keen to sign up.

### **Choice, affordability and mobility**

People want to have more choice about both the type of homes they live in and where they live. To help, the Mayor has widened the choice of homes available to those on lower incomes to rent or buy. He has launched an affordable housing programme and First Steps, an initiative to help those on

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<sup>6</sup> [www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness](http://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness)

<sup>7</sup> [www.londonpovertyprofile.org.uk/](http://www.londonpovertyprofile.org.uk/)

intermediate incomes buy their own homes. The Mayor's on target to build 100,000 affordable homes over his two terms, and over 48,000 Londoners so far have brought their home through First Steps.

For disabled people, the Accessible Housing Register offers up-to date information on the availability of accessible social rented properties across London. The property mobility scheme, *Housing Moves*, run by the Mayor, gives London tenants the flexibility to move outside the borough they live in to a different part of the city.

## Regeneration and new quality homes

The rising population puts pressure on demands for housing, and increases the need for new homes. Building to higher standards in a densely populated city, where space is at a premium, is a dual challenge. Development must use land efficiently, but do so with forethought and skill, combining good design and management. New homes need to be functional and attractive, cheap to heat and fit in with the surrounding environment. They need to be within neighbourhoods where there are shops, workplaces and local community facilities and people can feel like they are living within a community.

In 2012, the Mayor introduced planning guidance for housing<sup>8</sup>. It sets out his aspiration for attractive, individual, spacious and green housing in the capital, using six main principles



- Shaping good places – well-designed housing shapes the city. The spaces between and around buildings are as important as the spaces within.
- Housing in a diverse city – a mix of housing sizes, types and tenures is needed to provide for the diverse needs of Londoners.
- From the street to the front door – the design of an approach to a home is central to improving environmental quality and safety.
- Dwelling space standards – higher minimum standards must be set, and better use made of the space available.
- Home as a place of retreat – Londoners need light and privacy within their homes.
- Climate change mitigation and adaptation – homes must be energy efficient and suited to a changing climate of warmer summers and wetter winters.

Improving the energy efficiency of homes makes them more comfortable, helps to cut household bills and reduces the number of people living in fuel poverty<sup>9</sup>.

## Existing housing stock: meeting the Decent Homes Standards

While new housing stock in London is being built to far higher standards than in previous generations, many older dwellings urgently need upgrading.

<sup>8</sup> [www.london.gov.uk/priorities/planning/publications/housing-supplementary-planning-guidance](http://www.london.gov.uk/priorities/planning/publications/housing-supplementary-planning-guidance)

<sup>9</sup> 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).

In March 2013, more than 90,000 council or housing association properties in London fell below the Decent Homes Standards. This is a quality mark for all social housing in England that evaluates a home against four criteria. To qualify a property must:

- meet minimum safety standards (using the Housing Health and Safety Rating System)
- be in a reasonable state of repair
- have reasonably modern facilities and services
- have efficient heating and effective insulation

Research by King's College London found older people are greatly affected by the condition of their homes, with a direct impact on health<sup>10</sup>. Lack of handrails, poor lighting on steps, doorways or stairs, defective wiring, uneven paths and tiling, and cold and damp from poor heating and insulation all contribute to illness and injury.

To tackle the backlog of improvement works, the Mayor secured £821 million of government funds in the 2011–15 spending round for London's boroughs to improve the condition of some 52,000 homes. However, even after this investment, London will still have 11 of the 13 local authorities in the country where more than ten per cent of housing stock fails to meet the Decent Homes Standard. To provide further support, the Mayor has sourced an extra £145 million for priority improvements.

### **Building adaptable homes**

Nineteen per cent of Londoners (around 1.5 million people) have a long-standing illness or disability<sup>11</sup>. Many Londoners need more accessible housing to lead independent and dignified lives.

Estimates suggest some 30,000 Londoners need wheelchair accessible housing, and more than 100,000 people need bathrooms with adapted washing facilities.<sup>12</sup> Some 240,000 householders, representing eight per cent of all homes in London, say that the disability of a household member means they need a specially adapted home<sup>13</sup>. Of these, more than one in ten says they are attempting to move to somewhere better suited to the needs of the disabled person<sup>14</sup>.

### **Paralympic legacy: inclusive design**

Having hosted the most accessible Olympic and Paralympic Games in history, the government and the Mayor are both committed to a lasting Paralympic legacy. In December 2012 they jointly set up the 2012 Paralympic Legacy Advisory Group. The group were keen to ensure the lessons learnt from the inclusive design process and the specific building and urban design knowledge gained was further developed. They want this in all future development projects not just in the continuing work in Queen Elizabeth Olympic Park.

This inspired the launch of the Built Environment Professional Education Project (BEPE). This aims to make inclusive design a key part of education and training for all architects, designers, planners,

<sup>10</sup> An Age Friendly City – How far has London come?, King's College London, 2015

<sup>11</sup> GLA analysis of English Housing Survey 2008/09 to 2011/12

<sup>12</sup>

<https://www.london.gov.uk/sites/default/files/137AccessAssociationLondonandSERegionGroupResponse.pdf>

<sup>13</sup> GLA analysis of English Housing Survey 2008/09 to 2011/12

<sup>14</sup> Ibid.



surveyors and other built environment professionals. Jointly supported by the Office for Disability Issues, the Department for Business, Innovation and Skills and the Department for Communities and local government, fifteen professional institutions and industry organisations have now signed up to support the project.

While many older people are choosing to remain in their own homes for longer, some ten to 15 per cent express interest in moving to specialist housing suited to their age group. However, across the UK there's a lack of accommodation for many older home owners that is conveniently placed for services, suitably designed, and affordable. While self-contained homes in privately run retirement villages is increasing, this type of housing often has potential drawbacks with lease conditions, charges and resale restrictions. This means that many older people live in homes that are no longer ideal for their needs.

The Mayor's taking action to radically improve the quality and flexibility of London housing stock. At least ten per cent of new housing must be wheelchair accessible or easily adaptable for residents who are wheelchair users. And every new dwelling must conform to the Lifetime Homes Standard. This is a set of 16 design features that makes a property accessible and inclusive. This means it can suit the household at different life stages, or be easily adapted, if the circumstance of a household member changes – for example, if they become disabled<sup>15</sup>.

None of the Lifetime Homes principles are complex or expensive to include, yet each contributes to a better, more flexible living environment for everyone. Many of the specifications have multi-generational benefits. For example, the standard specifies the outside approach to a home should be level, or gently sloping with no steps. This makes leaving or entering the home easier, whether pushing a buggy, pram or bike, carrying heavy luggage or shopping, or using a wheelchair. Stairs are designed so that a chairlift can be easily fitted.

To help ensure boroughs plan for the accommodation requirements of older Londoners, borough level benchmarks for older person accommodation have been incorporated into the Further Alterations of the London Plan<sup>16</sup>. The Alterations require boroughs to demonstrate in their Local Plans and other relevant strategies how they will address the housing needs of older Londoners, drawing on these benchmarks. Further guidance on this will be provided in an update of the London Housing Supplementary Planning Guidance

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<sup>15</sup> <http://www.lifetimehomes.org.uk/pages/revised-design-criteria.html>

<sup>16</sup> <http://www.london.gov.uk/priorities/planning/london-plan>

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## Transforming the London 2012 Games Athletes Village



The accommodation provided for athletes in Queen Elizabeth Olympic Park was designed to be remodelled into a new, permanent neighbourhood.

It has now become East Village, a new community of 6,000 residents. Designed to tough, inclusive design standards, all housing meets the Lifetime Homes Standard. It offers a mix of property sizes and tenures, with wheelchair accessible and adaptable homes evenly distributed around the neighbourhood.

East Village has won several awards, including 'Best New Place to Live' in the February 2014 London Planning Awards, and 'Development of the Year' in the residential property market RESI Awards in May 2014.

### Next steps: to make London a friendlier place to access housing we'll

- encourage boroughs to use only those landlords signed up to the Mayor's London Rental Standard
- increase the supply of a range of homes, including affordable homes, First Steps homes and family sized homes
- ensure all new homes are built both to the Mayor's housing design standards and the Lifetime Homes standards, with ten per cent wheelchair accessible
- improve housing standards to increase the number of decent homes, make new housing stock better suited to climate change and improve resident satisfaction

# 3

# NEIGHBOURHOODS AND GREEN SPACES

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A friendly London means creating neighbourhoods that are great places to live, work and enjoy life – whatever your age or circumstance.

Whether someone's just arrived or is a lifetime resident, a thriving community is one with convenient, accessible local services and facilities that support daily life. People also want to feel safe and secure, and to have surroundings that reflect local character and heritage.

While London is densely populated and there is a consequent pressure on available space, the most popular, friendliest developments are those that link the built environment sympathetically to outside surroundings. People thrive best when they have access to attractive public space that supports recreation and social interaction with family, friends and colleagues. Practical considerations are necessary too, with good lighting and smooth pathways and creature comforts, such as somewhere to sit and toilets.

The Mayor has adopted the philosophy of lifetime neighbourhoods<sup>17</sup>, and supports initiatives that make outside life more pleasant for everyone.

He also recognises that green spaces and London's 'urban forest' need protecting, and extended in both quality and quantity to support healthy, liveable neighbourhoods. Green roofs, green walls and tree-lined streets are especially important in softening high-density development. Local parks and community gardens are also vital. These all create calmness and tranquillity amid the hustle and bustle of the city. A greener London creates space for nature too.



## Lifetime neighbourhoods

Age Concern and Help the Aged were the first organisations to develop the idea of lifetime neighbourhoods.<sup>18</sup> They promoted the concept that well planned and maintained local amenities can help relieve isolation among older people, especially when neighbourhoods are both accessible and walkable. And while improvements and modernisations are both inevitable and desirable, so too are links with the past. Heritage gives residents a sense of belonging through continuity and connection.

Studies by King's College London recommend that lifetime neighbourhoods are most successful when older residents get the opportunity to contribute to plans and changes for their area.<sup>19</sup> Local authorities must ensure there is a 'bottom up' approach to planning, using the experience of older citizens and their ideas for using space in different ways, including activities that stimulate community involvement.

<sup>17</sup> London Plan, Greater London Authority, July 2011

<https://www.london.gov.uk/priorities/planning/publications/the-london-plan>

<sup>18</sup> Towards Common Ground: The Help the Aged manifesto for lifetime neighbourhoods, Help the Aged, 2008

<sup>19</sup> An Age Friendly City – How far has London come?, King's College London, 2015

## London Strategic Access Panel

The Mayor is setting up a Strategic Access Panel (SAP). Members will be drawn from disabled people's organisations, both locally and nationally. SAP will make sure that all large regeneration projects in London are inclusive and advise planning applications where there's no borough access group involvement or access officer on the project.



## London Legacy Development Corporation's Built Environment Access Panel

Older residents in particular want areas around where they live to be safer and quieter. Many of the improvements they ask for also benefit people of different age groups. These include paths and pavements that are smooth and easy to walk on without trips or hazards, streets less cluttered by signs, bollards and railings, and greater availability of accessible public toilets.

King's College researchers note that older people often express concerns about neighbourhood crime and disorder. Such fears discourage them from venturing outside their home, especially after dark. Many also voice the need for more police 'on the beat' and community projects that foster better mutual understanding and respect between the generations.

The Mayor has adopted the philosophy of lifetime neighbourhoods, and made it broader in context. In developing London's communities and the public realm, urban planning now focuses on the needs of young, disabled and older Londoners. This improves quality of life for the whole community<sup>20</sup>.

## Prize winning community centre and café

The Timer Lodge café and community centre nestles in the natural landscape of the north of Queen Elizabeth Olympic Park. It's the perfect place for visitors to rest and relax over a drink while the kids discover new adventures in the Tumbling Bay playground.

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<sup>20</sup> Accessible London Supplementary Planning Guidance, Greater London Authority, October 2014  
<https://www.london.gov.uk/priorities/planning/publications/accessible-london-achieving-an-inclusive-environment>





The café's friendly design suits people of all ages and needs. It has level access, accessible toilets, including a Changing Places toilet facility, separate accessible baby changing facilities, a multi-faith prayer room and space for cultural events. The centre also produces its own green energy using solar panels.

The LLDC's Built Environment Access Panel was involved in the design of Timber Lodge café and Tumbling Bay playground, which won the Selwyn Goldsmith Award for Universal Design at the 2014 Civic Trust Awards.

To create cohesive, successful and sustainable neighbourhoods, the Mayor's new London Plan wants to achieve three main qualities for every locality to improve life for people of all ages. These are

- ways to get around easily – with well-connected, walkable neighbourhoods
- a better choice of homes that are accessible and adaptable over time, and which are close to transport and services, places to work and leisure facilities
- a sense of community cohesion to support social interaction and social capital.

Underpinning these aims is inclusive design. This is now a fundamental requirement in all the Mayor's urban design policies and planning guidance. From the start,, any new development or redesign must give thought to how everyone will enjoy their surroundings in a safe and accessible way. This includes creating open spaces in which to play and sit, and planned facilities like loos, lighting and refuse bins.

### More accessible South Bank

The Mayor's Accessibility for Visitors Programme for the 2012 Games helped London become one of the most accessible cities on earth for disabled visitors and Londoners alike.

Working with the London boroughs of Southwark and Lambeth, the Mayor invested £4 million to improve the South Bank, making the promenade from Westminster Bridge to Tower Bridge more accessible. It now links some of the capital's finest cultural institutions, including the Southbank Centre, Tate Modern, Globe Theatre and Southwark Cathedral.



SIT STOP was started in the London Borough of Richmond-upon-Thames by an independent community group. Its purpose is to make life just a little bit easier for those in need of somewhere to sit down. Organisations, with premises open to the public, provide a seat for someone who needs it. They then display the SIT STOP logo

to let people know they can use the seat, whether they're a customer or not.

## Changing Places

Standard disabled toilets don't always meet the needs of a disabled person. Changing Places toilets are specifically designed with space for a user and up to two assistants, and have equipment like adjustable changing benches and hoists.

There are 49 Changing Places toilets in London, including one here at City Hall. It is open for public use every day until 6pm, including weekends.



The Changing Places Consortium is leading the campaign for more, both in the capital and across the UK. For people with profound disabilities, and their family and carers, a Changing Places toilet can mean the freedom to enjoy a day out in town in a way many of us take for granted.

## Sustaining green spaces

London may be a dense, built environment, but it's also one of the greenest cities of its size in the world.<sup>21</sup> From city centre community squares to the Royal Parks of Richmond and Greenwich, and some two million household gardens and 30,000 allotments, around 47 per cent of London is green.<sup>22</sup>

Much of this is thanks to a legacy of open spaces that were set aside in the 19th century for health and recreation. These have been preserved and improved by successive generations.

Those same benefits matter greatly to us today. There is sound evidence of the physical and mental health benefits when children have contact with nature. They include better personal development, increased relaxation and less stress, and improvements in learning and education.<sup>23</sup> Spending time as a child in the green outdoor spaces nurtures lifelong positive attitudes to nature and the environment.<sup>24</sup>



King's College London studies found older people living close to green space were more likely to be happy with life.<sup>25</sup> Parks and other public land, plus tree-lined streets and pathways, make walking and spending time outside more inviting and is beneficial to wellbeing.

In recent years dozens of new and regenerated spaces have been created around London. The largest of these is Queen Elizabeth Olympic Park, a world-class new green space, while some of the smallest are the 60 plus spaces created under the Mayor's Pocket Parks programme. In addition, the Mayor's RE:LEAF partnership has helped plant more than 100,000 trees in London. And greenery is not only sprouting at ground level – there is planting

<sup>21</sup> <http://www.londoncouncils.gov.uk/londonfacts/>

<sup>22</sup> Greenspace Information for Greater London, 2013

<sup>23</sup> Sowing the Seeds: Reconnecting London's Children with Nature, London Sustainable Development Commission, 2011

<sup>24</sup> Last Child in the Woods: Saving our children from nature-deficit disorder, R Louv, 2005

<sup>25</sup> An Age Friendly City – How far has London come?, King's College London, 2015

and landscaping on roofs in central London equivalent in area to 25 football pitches.

### Award winning urban park

The Olympic Park was created from 250 hectares of once semi-industrial, neglected and underused land, providing Games venues and athletes' accommodation. Yet it was also one of Europe's most significant landscape projects. Millions of tonnes of dirty soil was washed and decontaminated, Five kilometres of riverbanks were cleaned up, and more than a million plants bedded in.

The result is one of the largest urban parks in Europe for more than 150 years. It has received two of the UK's most prestigious landscape awards. The stunning planting provides a sensational visual display to people who attended the park's venues.



Renamed Queen Elizabeth Olympic Park, the North reopened to the public in July 2013 and the south in April 2014, after a £300 million transformation programme. In the first two months of being open, the Park welcomed more than half a million visitors. Inclusive features include excellent accessible public transport links and accessible pathways throughout. This gives everyone the chance to enjoy the park, whether running or walking, using a mobility scooter, pushing a buggy or cycling.

A core part of the legacy is a permanent mobility scheme, to ensure people can move easily and enjoyably around the park's 560 acres. There are mobility scooters and wheelchairs for hire, plus an accessible 'golf' buggy service, with stopping points at each main park attraction. There is also a sighted guide service to support visitors with visual impairment.

The park is also a welcoming home to wildlife with bird and bat boxes, kingfisher banks and bee 'hotels', and habitat and planting to nurture the needs of a great range of flora and fauna.



New life is being breathed into London's waterways. Regent's Canal, once polluted and in a poor state, is now a welcome oasis for walkers and cyclists, with an abundance of waterside restaurants and cafes. The Thames, previously only partially accessible to the public, now has riverside walks linking parks, iconic landmarks and some of London's top



tourist attractions. They are also becoming increasingly popular places to live for those who want to escape or prefer houseboat living.

Indeed, rivers are being restored right across London – released from old pipes underground where they were hidden from view. This is creating more attractive landscapes, improving flood management, and providing better habitat for kingfishers, dragonflies and other river wildlife.

London still has many underused and forgotten small spaces. There are a host of opportunities to turn neglected areas into places for play, growing fruit and vegetables, and a respite from the hustle and bustle of the city. To kick-start this potential, the Mayor has set aside £2 million for 100 'Pocket Parks' by 2015, helping to create often quirky new green civic spaces like the Edible Bus Stop in Lambeth and Derbyshire Street Pocket Park in Bethnal Green. To ensure business improvement districts (BIDs) and employers make their surroundings more attractive to workers, visitors and residents, he set up the *Greening the BIDs* initiative. This encourages companies and organisations to undertake green infrastructure 'audits' so that refurbishment and regeneration plans always include trees, green roofs and landscaping. In parts of London there are community gardens. Boroughs could offer support to encourage more of these.



## Tree power



Trees make neighbourhoods more attractive places to live. They also help clean the air, keep streets cool in the summer, provide habitat for wildlife, and reduce storm water run-off.

To boost London's 'urban forest', the Mayor has funded the *RE:LEAF Community Grant Scheme*. It has already supported local communities in planting more than 100,000 trees. Projects have included volunteers in mass 'dig and plant' events, planting trees in disused spaces on housing estates, setting up new urban orchards, and woodland conservation activities for children.

The Mayor also has a *Street Tree Initiative*, to help increase the landscape quality of London's roads and side streets. This project will plant 20,000 trees over the Mayor's two terms of office.

## Next steps: to make London better for neighbourhoods and green spaces, we'll

- promote and develop lifetime neighbourhoods through the Mayor's planning guidance
- ensure all Londoners have access to high quality public realm and green space
- encourage developers to include green roofs, green walls and more trees in new developments
- invest in an accessible public realm, including public access to toilets and seating.

# 4 TRANSPORT

London covers 610 square miles. Above and below this dense urban landscape, people make some 12 million trips a day using one of the world's most complex transport networks. Making sure that each journey is quick, efficient and safe's a huge challenge. It's also one that is constantly evolving, with advances in design and technology helping revolutionise how we move about the capital.

The opportunity to develop London's travel system, and turn the world's oldest metro service into a world-leading, accessible and friendly transport network, was accelerated by London 2012. For the first time, this was to be a Games fully serviced by public transport<sup>26</sup>. Turning that promise into reality demanded a £6.5 billion investment in new travel infrastructure. This included extending east London's transport links, improving accessibility across the network, regenerating overcrowded or rundown stations, and upgrading crucial sections of both the London Overground and Tube.

The benefit is a legacy of accessible transport across London. While many of the improved facilities are specifically dedicated to helping disabled people and older people, we all benefit from the new and better services. It is an inheritance that all London's transport organisations have openly committed to developing in the years ahead. This will maintain London's reputation for having one of the most comprehensive, accessible transport networks of any leading world city.

## Fares concessions

The London transport network supports affordability and inclusiveness by offering free or subsidised travel to several different groups of people. A popular concession is the Freedom Pass, funded by the Mayor, it gives free travel to disabled Londoners and Londoners who've reached 60 years of age<sup>27</sup>.

In addition, the London Taxicard provides subsidised transport in taxis and private-hire vehicles for people who have serious mobility or visual impairments<sup>28</sup>. Both are issued by the local council. For disabled people who can't use buses, trains or the Tube, there is London Dial-a-Ride, a free door-to-door transport service provided by Transport for London (TfL).

In England, free travel for older citizens only applies to bus journeys, and in recent years the age qualifier has risen to align with the increasing state pensionable age. However, the size and scale of London means older people have specific travel support needs. To bridge the shortfall between the original age of 60 for a Freedom Pass and the new, higher age criteria, the Mayor of London introduced the 60+ Oyster Card in November 2012<sup>29</sup>. This gives older Londoners concessionary travel across the network using any mode of transport.

Travel passes offering reduced fares are also available to

- children, young people and students<sup>30</sup>
- people over 18 and in the first year of an approved apprenticeship programme, or receiving Job Seeker's Allowance (JSA) or Income Support<sup>31</sup>
- people serving in the Armed Forces or who are military veterans.

<sup>26</sup> The London Games in Motion, TfL, 2013

<sup>27</sup> <http://www.freedompass.org/>

<sup>28</sup> <http://www.londoncouncils.gov.uk/services/taxicard/default.htm>

<sup>29</sup> <https://www.tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/60-london-oyster>

<sup>30</sup> <https://www.tfl.gov.uk/fares-and-payments/students-and-children>

<sup>31</sup> <https://www.tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions>

All these play a crucial part in keeping people connected to society. Many older people especially remark on what a boon these are to their lifestyle and wellbeing.

### New friendly fares for part-time workers

London's army of 600,000 part-time employees may soon be saving £20 million a year on Tube and bus travel with a new fares capping policy worth a fifth of the cost of a weekly Travelcard. It means part-timers and flexible workers – who make up at least 22 per cent of London's workforce – will get to benefit from the same discounted rates of five-days-a-week commuters.

### Different ways to pay

Since its launch in 2002, the Oyster card – a plastic smartcard which can hold pay-as-you-go credit for travel fares – has evolved to meet the changing needs of customers.

It's now the simplest, cheapest and most convenient method of getting about town and has all the advantages of Travelcards (2003), 'pay as you go' journeys (2004) and daily fare capping (2005). Concession cards like the Freedom Pass (2004), Zip cards for children (2006) and the 60+ card (2012) have also all moved to the Oyster platform.



Using an Oyster card means customers only have to 'tap and go', to take advantage of a system that automatically calculates the best available price for the journey.

Oyster was extended to London Overground when TfL took on these services in 2007. It was further extended to the non-TfL suburban National Rail services serving London in 2008 and 2010.

Now nearly ten million Oyster cards are used regularly, and there are over 14 million Oyster transactions every day.



Ticketing technology has recently advanced to offer customers further choices. The introduction of contactless payment on Tube and rail services, which has been used on our buses since December 2012, show London is a world leader in making travel more convenient. The flexibility of contactless payment offers exciting opportunities for further integration and simplified ticketing.

## Increasing the travel network's accessibility

Every day in London disabled people make 1.3 million journeys by public transport. People aged 75 and older make 700,000 trips, while passengers with heavy luggage make five million journeys and 1.5 million people travel with small children.<sup>32</sup> These statistics show why easy access to the transport network is essential.

Studies by King's College London<sup>33</sup> found older people recognise the recent improvements made to make London's travel network more accessible. However, of those interviewed, most want to see further improvements, including more step-free access at stations, greater availability of staff to help, and better shelter and seating at bus stops. Many also feel that the 'green man' phase at pedestrian crossings doesn't give them enough time to walk across the road safely.

The good news is that transport decision-makers in London continue to prioritise accessibility and want to push forward from the accessible transport plans they completed for London 2012.

By the time the Games began, 25 per cent of Tube stations, 50 per cent of Overground stations and all the Docklands Light railway stations had step-free access. All London's 8,500 buses were step-free, as were the entire fleet of 22,000 licensed taxis, making both the most accessible in the world.

To build on this, TfL's 2012 policy action plan, Your Accessible Transport Network set out commitments to future travel to help the organisation reach its target of nearly trebling step-free journeys, from 77 million in 2014, to 227 million a year by 2023. The plan guarantees at least 28 more step-free Tube and Rail stations in the next decade, along with dozens of National Rail stations and all city-centre Crossrail stations. Some £250 million alone is for step-free projects at prime London Underground stations including Bond Street, Tottenham Court Road, Vauxhall, Victoria and Finsbury Park. Another £75 million will see 12 more Tube and Rail stations being made step-free by 2024.

Added to this is the expanded 'turn up and go' service for people needing help to get to platforms and board trains. Whether travelling by Tube or Overground, people can now simply ask for help on arrival, allowing for greater choice and more spontaneous travel. For disabled people needing to build up their travel confidence, TfL also offers a mentoring service, which includes accompanied trips.<sup>34</sup>

In the next decade, the biggest new asset to London travel will be Crossrail, Europe's largest infrastructure project. It is a £15 billion investment that will both increase London's rail capacity by ten per cent and slash journey times. All Crossrail stations both in and out of London will be step-free.

To keep London's accessibility plans on track, TfL regularly consults with a wide range of stakeholders with specialist knowledge, meeting regularly with representatives from Age UK, Transport for All and Inclusion London. Working together they will ensure accessibility stays top of the transport agenda.

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<sup>32</sup> Your Accessible Transport Network, TfL, 2012. A summary of all accessibility improvements, planned to 2021 can be found in the appendices from p28

<http://www.tfl.gov.uk/cdn/static/cms/documents/your-accessible-transport-network.pdf>

<sup>33</sup> An Age Friendly City – How far has London come?, King's College London, 2015

<sup>34</sup> Travel Mentoring Service <https://www.tfl.gov.uk/transport-accessibility/learn-to-use-public-transport>

During the Games, 16 Tube stops had manual boarding ramps, to help people in wheelchairs enter carriages safely. Originally intended as temporary features, their usefulness and popularity now means they are permanently available at 35 stations.

New trains with the state-of-the-art accessibility features now run on the Victoria, Metropolitan, Circle, Hammersmith & City and District lines. Similarly, London Overground's new trains have dedicated spaces for wheelchairs and buggies, CCTV and walk-through carriages to improve passenger safety.



There are currently 66 Tube stations and 42 London Overground stations with step-free access. All DLR stations are step-free.

By the end of 2016, some 95 per cent of London's 19,000 bus stops will meet accessibility standards. Audio and visual information for hearing and sight impaired customers is now fitted on buses as standard. New vehicles coming into service – including a revamped Routemaster – have step free access from front to back on the lower deck.

The entire Tramlink network is also step free.

## Walking and cycling

Walking and cycling are both cheap and healthy ways of getting around.

Transport for London is carrying out a survey and upgrade programme to ensure all the pedestrian crossings it manages are in a good, safe condition. All crossings already have drop kerbs for wheelchairs and pushchairs. The five per cent of crossings without accessibility features will have audible and sensory signals and tactile paving fitted by 2016. Other improvements include drainage maintenance, to help prevent crossing areas becoming impassable because of standing rainwater.

At 200 of the most congested and busiest pedestrian crossings, a series of countdown displays are being installed so that people know how many seconds are remaining before the lights change. At the same time, TfL is applying its Streetscape Design Guidance, and stripping out unnecessary street clutter on pavements. This includes advertising A boards, signs, and bollards that impede people's movement around stations and main transport interchanges.

To help people plan their journeys, Legible London maps give information on pavement widths for streets and walkways, and show where there are steps and controlled pedestrian crossings.

TfL is progressively expanding cycling and pedestrian routes across the city, and these are now part of online journey planning tools and maps.





The growing popularity of cycling in London has led to the decision to invest £1 billion in upgrading cycling infrastructure, with dedicated superhighways, ‘quietways’ for less confident cyclists, and 80,000 more bicycle parking places. The Mayor’s Cycling Vision has a target of people making 15 per cent of their journeys in central London by bike by 2020.

### **Travelling in comfort**

People can feel overwhelmed and travel becomes uncomfortable when stations and trains are overcrowded. The Travel Demand Management programme, first used in the build-up to London 2012, is now a regular part of planning for big events or major periods of engineering works that may impact on the travel network.

For example, an advance publicity campaign combining digital and traditional media meant that around 15-20 per cent of commuters changed or adapted their normal travel patterns for the London stage of the 2014 Tour de France. This reduced overcrowding on the network and made the travel experience better for both commuters and spectators.

### **Next steps: to make London’s travelling more inclusive efficient, user-friendly, we’ll**

- increase the accessibility to all modes of travelling
- provide an affordable and convenient fares payment policy
- offer more support for walking and cycling
- improve the comfort and efficiency of the travel experience.

# 5 CULTURE



Dazzling, dramatic, fascinating and fun - London offers a huge programme of year-round attractions to entertain, amuse and join in. There's always something to enjoy at no cost too.

London has more than fifty museums with permanent exhibits that are free to enter. There are also hundreds of art galleries, from the world famous that house priceless works, to small local galleries displaying pieces by emerging artists. Finally, there are more than 200 free festivals a year in a growing calendar of events at markets and high streets, parks and waterways - many supported or hosted by London's councils.

The Mayor of London puts on a range of high-profile celebrations with global impact, from the New Year's Eve fireworks to St Patrick's Day and Liberty Festival. City Hall also works with organisations like Network Rail, which hosts the yearly Big Busk event at its London stations, plus TfL's Art on the Underground and Poems on the Underground programmes.



Given such a rich feast of affordable entertainment, it's no surprise 79 per cent of residents say living in London is exciting<sup>35</sup>. Much of that burgeoning vibrancy stems from having one of the most diverse populations on the planet that produces a rich mix of creativity and cultures.

It's an advantage that helps boost tourism, and is one reason why the Mayor means to keep London top of the bill as the best place in the world for culture and entertainment. In recent years the Mayor and his team have pursued an ambitious, often radical arts agenda supported by partners in both the public and private sectors. He's also emphasised the need to include arts and entertainment in any regeneration plans. The result is more events happening in Business Improvement Districts (BIDs), neighbourhood high streets and riverside venues, and at specific locations such as the Royal Docks, Crystal Palace and Queen Elizabeth Olympic Park.

### Freely creative

London offers many free opportunities to showcase people's creative gifts and skills, or to simply take part for the fun of the experience.

The Big Dance Pledge was a three-minute dance routine that anyone could do, whatever age or aptitude, for a world performance on 16 May 2014. The pledge was also promoted through the London Healthy Schools programme. Signed up schools gave students the chance to do an extra 100 minutes of dance during Big Dance Week, July 2014.

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<sup>35</sup> Capital Gains? A study of Londoners, Britain Thinks, July 2014

In 2014 more than 200 Londoners aged 11 to 25 performed in Gigs - the capital's big busking competition. They entertained 1.8 million spectators with over 1,000 hours of live music. And some, 500 young people received music industry support, advice and mentoring during the competition. With support from the Mayor's Music Fund 7,000 young people across every London borough have benefited from sustained instrumental tuition and opportunities to learn from and perform alongside professional musicians. The charity has now raised over £2.75m and awarded £1.5m in grants to the capital's aspiring young musicians.

There are also projects dedicated to groups of people who benefit from expressing their experiences creatively.

### Centrepieces

Founded in 1999 by a group of Bexley artists with experience of mental health problems, Centrepieces promotes positive images of mental health and encourages people to explore their creative talents. Member artists work with local community groups and schools to challenge stigma against mental health problems and combat social exclusion.

### Arts 4 Dementia

Arts 4 Dementia's is inspiring and re-energising people with dementia through art. It brings fulfilment to their lives and provides opportunities for quality time with carers, family and friends.

### English Pen

English PEN works with refugee community organisations in London to organise writing and reading workshops for people with refugee, asylum seeking and migrant backgrounds. In 2014, young refugees worked with Simona Aru – a famous photographer – on an exhibition at the V&A Museum of Childhood<sup>36</sup>, depicting the often dangerous journeys young people make to find safety.



### Inclusivity goes centre stage

The Mayor wants to expand London's arts and entertainment offer to celebrate and showcase the talents of groups often under-represented in mainstream arts and culture. These include the Liberty Festival for Deaf and disabled people - now part of the National Paralympic Day at Queen Elizabeth Olympic Park - and the Capital Age Festival for older Londoners.



<sup>36</sup> <http://newvoicesfestival.org.uk/>



City Hall works with disabled people's organisations to develop new ideas and ways to make events more enjoyable and open to everyone. The focus is not only on performers, but developing cutting-edge, accessible venues and making travel easier with a disability-friendly transport network.

The Independent Street Arts Network (ISAN) Access Toolkit is applied to every event and festival supported by the Mayor. This was developed by Attitude is Everything who work to improve live music for Deaf and disabled people. Its recommendations set new standards for accessible events. The wide-ranging guidance helps organisers think through and plan for the needs of Deaf and disabled people - from marketing and transport, through to site layout and content programming.

Research from King's College London confirms that opportunities like the annual Capital Age Festival helps older people sustain their self-esteem and confidence by offering outlets for their creative talents.<sup>37</sup> Those interviewed said how culture and the arts contribute to their sense of connection and engagement. Many expressed how much they appreciated the capital's free museums and art galleries, and the benefits of adult education, including the sense of being part of a local group. Older people are keen to ensure venues are more physically accessible, with many also expressing concern about the funding needed to sustain local groups and libraries.



To mark October 2014's International Older People's Day, the Mayor of London hosted London Older People's Strategies Group's yearly Older People's Assembly with a focus on 'Culture and The Empowerment of Older People'.

## Moving forward: to make London a friendlier place for culture, we'll

- work with partners to ensure both well-established and new events keep London a world destination for arts, culture and entertainment
- invest in, support and promote a programme of high quality, accessible cultural events in accessible indoor and outdoor venues across London
- support and promote yearly celebrations that connect with London's communities and create ways for self-organised groups to flourish – with new opportunities for art, sport and music.

<sup>37</sup> An Age Friendly City – How far has London come?, King's College London, 2015

# 6 VOLUNTEERING, SOCIAL AND CIVIC ENGAGEMENT AND PARTICIPATION



Giving people opportunities to join in and feel part of their community can help create a vibrant and friendly London. London volunteers of all ages make an amazing contribution, offering a warm welcome to the city, helping people get about town, and doing tasks that help make the city a more pleasant environment.

Getting involved gives people a sense of ownership and responsibility. This includes offering ways to have their say, whether on regeneration plans for the local park or how London's health services are run. Everyone has a right to be heard, from young people through to the oldest citizens, from native-born Londoners to migrant settlers. Encouraging all communities to take part in London's life and its future means finding new ways to reach and connect to traditionally less engaged audiences.

The internet and social media are a great way of gathering opinion from under-represented groups, while meetings and research tools, like surveys, still play an important part in how we shape policy.

## Volunteering

The success of the 2012 Games owes a huge debt to the 70,000 people who gave up around eight million hours of their time to make London the friendliest city on earth. Their warmth, genuine charm and willingness to help also stimulated a new appeal to volunteering, with repercussions nationwide.

Research studies show one in three members of the British public wished they'd been a Games Maker. Proving this sentiment, the 2014 Glasgow Commonwealth Games received 50,000 volunteer applications from across the UK for 15,000 positions. The Community Life Survey in 2012/13 found both formal and informal volunteering increased in the UK, following a steady decline since 2005.

Within London, studies show the London 2012 Games raised awareness of volunteering among over half of residents, with 42 per cent inspired to volunteer for the first time or more often. Games Makers were overwhelmingly positive on how London 2012 had changed their lives for the better, with

- 62 per cent continuing to volunteer
- 55 per cent saying their confidence had increased
- 44 per cent making friends for life
- one-third gaining new workplace skills.

Building on the inspiration of the London 2012 Games, many boroughs have used the momentum for public service to develop or kick-start their own volunteer programmes.

Newham Volunteers, for example, began in 2005. Newham Council successfully used the 2012 bid as a 'hook' to encourage more local people in community volunteering. As a result Newham's Volunteers were awarded the Queen's Diamond Jubilee Volunteering Award in 2012 and thousands of residents have signed up to the programme since, and it continues to prosper.



In Barking and Dagenham, the Community Volunteer Team, formally the 'Gateway to the Games Volunteers', remains a friendly presence at all locally hosted sports, cultural and fundraising events.

The Mayor set up Team London – his volunteering programme – in 2011, to help anticipate and capture this enthusiasm and its powerful effects. Since the Games, its impact has grown. It makes volunteering anywhere in London easy, through a simple website where people of any age or background can register and find a volunteering opportunity that suits their interests.



Since relaunching post Games, in May 2013, more than 80,000 people have signed up on the Team London website. The focus is on community projects, and over 1,200 organisations have posted local volunteer opportunities. It's also a big source of help for large events. Through 2013/14 over 4,500 Team London volunteers stepped out in their striking pink and blue livery to help at more than 20 major London events, from the London Marathon to the Chelsea Flower Show to poppy planting at the Tower of London.

Every year, the Mayor of London recognises the contributions of volunteers from across London working with different charities and community groups through the Team London Awards ceremony.

By 2016, the aim is to have more than 100,000 Londoners registered on the website and volunteering to support their local communities.

Team London's Small Grants Innovation Fund offers small grants to community groups and third-sector organisations signed up through Team London.

### Volunteering across the generations

To foster the next generation of volunteers, the Mayor has set up Team London's Young Ambassadors. So far, it's signed up over 800 state schools, reaching more than 145,000 young people. Of these, some 15,000 students are already taking part in volunteering projects, working with 'Borough Ambassadors' – adult lead volunteers – and supported by charity partner, Free The Children. The programme aims to inspire young people to engage in social action, both in their school and the local community.



The London Fire Brigade's Community Fire Cadets Scheme runs in nine London boroughs. It offers positive opportunities to young people at risk of exclusion, and the chance to gain a BTEC qualification and life skills. Aimed at 14 to 18 year olds, each cadet attends a one year course, one evening a week, at a local fire station. Supported by adult community volunteers, the cadets are encouraged to carry out

local projects and raise money for charities. The cadets are proud to be associated with the Fire Brigade. This helps to build their confidence and self-esteem as they gain important life skills.

There are two million Londoners aged 50 or over. Some 16 per cent of this group contribute to London's economy by taking on caring duties for family members. On average, they dedicate 1,700 hours a year each to this role. A further 85,000 London families say they get childcare from grandparents. And with 39 per cent of older Londoners doing some form of voluntary work at least once a month, the over-50s make a valuable contribution to London over their lifetimes.

### Our volunteering heritage

There may be a surge of new interest in people 'doing their bit' for the community, London is building on a tradition of volunteering started in 1910 by the London Voluntary Service Council (LVSC).



More than 100 years on, the organisation is the central lynchpin for 60,000 voluntary and community groups across London. It offers knowledge, advice and provides support services that keep groups running, including training, legal guidance and lobbying for issues affecting volunteer organisations.

### Welcome to London



During 2012, several boroughs recruited local volunteers with a passion for their neighbourhood to take on the role of 'greeters'. This service is still running in Camden, Greenwich, Hackney, Newham, Tower Hamlets and Waltham Forest. Each greeter guides a group of up to six people through their local community - places often overlooked in favour of the more famous London landmarks. They share their enthusiasm and knowledge, giving fascinating insights into local history and events.

Welcome Ambassadors can be found around many of London's best known destinations, from the West End to St Paul's Cathedral. They greet the millions of visitors that come to London every year. With over thirty languages between them, they possess a wealth of information and are a one stop shop for what is happening in London.



During peak visitor periods, including Easter, summer and Christmas, Team London Ambassadors also make a friendly, welcome appearance at main tourist destinations. During summer 2014, more than 650 volunteers helped and advised visitors at nine prime London locations.

## Keeping the city scrubbed, safe and secure



Friends of Rise Park (Havering)  
Capital Clean-up 2014

Showing London's best face, and making it an attractive place where people want to spend time and money, means keeping the city smart and inviting. Capital Clean-up is a partnership campaign led by the Mayor that inspires Londoners to make their home town greener and cleaner.

Backed by McDonald's and the Mayor's Team London volunteering programme, by summer 2014 more than 3,500 people had taken part in Capital Clean-up events.

Another 750 people are Queen Elizabeth Olympic 'Park Champions', with a variety of volunteering duties, from helping visitors with mobility needs to gardening and stewarding at big events.

The volunteering spirit of the Games boosted the Metropolitan Police Service's programme for Special Constables programme. Each volunteer, gives 16 hours a month of their time to help keep London safe and secure. They have the same powers and responsibilities as regular officers, and play a big part in public safety and security at local and major events, and at evening entertainment hot-spots across the capital.

While London's 2011 riots was a challenge to social order, it also triggered positive waves of goodwill and response among many thousands of Londoners. Communities and neighbourhoods banded together in a community clean-up campaign and a 'can-do' spirit.

## Shaping the future London

Another way that people and governing bodies can work together to make the city friendlier is by joining in discussions on how to make London a better place. While Londoners need to be proactive in having their say on what needs to be done, public bodies must develop easy ways to gather opinion, listen and act on what they hear.

### Engaging with the Mayor

There are more now ways than ever for Londoners to talk to and hear from the Mayor. These include the annual State of London Debate, People's Question Time events, monthly #AskBoris Q&A sessions on Twitter and the monthly Mail from the Mayor.



The Mayor's regular Cross Community Engagement Forums give opportunities to consult and hear people's views on important strategies and programmes that will influence life in London. Topics range from jobs and apprenticeships, housing and development, to the Mayor's Hate Crime Reduction Strategy.

There is also the chance to have a say on running the city through Talk London. This is an online community that



invites views and debate on Mayoral policy decisions, from plans for cycling, to housing, health and tackling crime.

The Mayor and his team make time to meet with groups representing specific interests. These include organisations for carers, disabled and Deaf Londoners, faith groups and the lesbian, gay bisexual and transgender (LGBT) communities.

Older Londoners are engaged through a dedicated Older People's Strategies Group, plus the Mayor's Older People's Advisory Forum and the yearly Older People's Assembly. These each examine and debate regional and national policies affecting older Londoners, with views recorded and passed to relevant bodies for further consideration.

The London Strategic Migration Partnership works with organisations to review and respond to the impact of London's migration policy. It especially draws on the advice of the Migrant and Refugee Advisory Panel, which has members from migrant, refugee and asylum seeker communities. Together they consult on Mayoral and national strategies and practices that may affect them.

To gauge the opinions of younger people, the Mayor has the 'Lynk Up Crew'; a team of young advisers, representing Londoners aged between seven and 15, and a team of more than 30 peer outreach workers, aged from 15 to 25.



### Transforming the Olympic Park

Engaging Londoners in changing the main London 2012 venue into a heart-of-the-community hub meant listening closely to what local people wanted from their newest outdoor space, Queen Elizabeth Olympic Park.

London Legacy Development Corporation, responsible for managing the transformation of the Park and the surrounding area, has created many ways that have got people involved in the Park's future. There are outreach programmes to consult schools and parents about what they want from their park, and a Youth Panel at which members aged 14 to 19 have the opportunity to comment on park plans and contribute their ideas.

### Time to talk transport

To help people have a better experience of travelling around London, TfL has set up regular engagement events, called *Thinking Outside the Bus* and *On the Right Track*. These bring together representatives of older and disabled people with staff and managers. Together they talk about accessibility issues for train and bus designs, stations, customer service and staff training.

TfL also wants customers to have greater involvement in strategic plans for a more accessible travel network. So they have set up five mobility forums in different regions of London. These will bring together people representing disabled and older people's organisations across the boroughs, to talk specifically about future accessibility plans.

## Involving residents

Amicus Horizon has over 28,000 homes across London, Surrey, Kent and Sussex. Its Residents' Council, Equality and Diversity Forums, and Youth Forums play a key role in decision-making. A training, coaching, and mentoring programme is available to help residents build confidence and develop skills to be effective representatives. Several tenants have won national awards as a result.

Residents feel their views and opinions are valued, taken seriously and acted upon. They have a proud sense of ownership, both within their community and the association. Surveys among residents show that 95 per cent are satisfied with their homes.



## The citizen's voice in the health service

The London region of NHS England is setting up a new independent scrutiny panel, the 'London Patient Voice', to involve people more in making decisions on commissioning health services for London. The 11 citizen members will hold the regional team to account for how it involves patients in its work, and how it chooses health service providers.

Every person who receives health service care and treatment can now give their views on the quality of their experience by taking part in the 'Friends and Family Test' (FFT). This is a benchmark rating that asks people if they'd recommend the service to people they know. The results will help track and measure how well the ambulance service, hospitals, GP practices, community health centres and NHS dentists are performing. The results will contribute to the future design of health services in London.

## Moving forward: to make London a friendlier place for volunteering, citizenship, and social and civic engagement, we'll

- reach every London state school with Team London Young Ambassadors programme by 2017
- maintain the enthusiasm and momentum for volunteering, that started with London 2012, by increasing the profile for volunteering and creating more and easier ways for people to sign up
- create more volunteer opportunities that improve social inclusion and give people job skills
- engage London's diverse communities to help inform and develop the Mayor's strategies, priorities and programmes.

# 7 EMPLOYMENT AND SKILLS

For centuries, London has enjoyed a reputation as a city where people can find work, fulfil their personal ambitions and achieve success and prosperity. Today's residents agree – 66 per cent of Londoners feel they have opportunities to be successful, while 74 per cent say London's a good place to set up a business<sup>38</sup>.

While this positive view contributes to a dynamic city with a confident, go-ahead attitude, many people are still socio-economically excluded, or face barriers to fulfilling their potential. Making London a friendly place to live and work means creating ways for all residents to have equal chances in the job and skills markets. For these reasons employability and training is high on London's agenda, especially for under-represented groups.

In many areas there is good progress<sup>39</sup>. For example:

- The employment rate gap between London and England is getting smaller
- The percentage of 16-18 year olds recorded as not in education, employment or training is falling
- More working age Londoners are gaining qualifications, with the biggest improvements among people from Bangladeshi and Pakistani communities
- The pay gap between different groups of Londoners is decreasing
- There are more employers paying the London Living Wage.

These results signal a positive socioeconomic forecast for London. While the capital's job market was hit by the recession, employees suffered less than workers in the rest of the UK, and recovery is strong. However, there's still more to do, including effective interventions and support from the Mayor, government and businesses, often working together on employability and skills programmes – especially those targeting disadvantaged groups.

People can only succeed and fully achieve their ambitions if they earn a fair wage, face no barriers to the highest levels of their career, and feel they have a fair chance of joining the profession or trade to which they aspire. People from under-represented groups are often dissuaded from applying to organisations that don't fully reflect the diversity of London's workforce.

And, for quality of life, it's not just about the job, but where you work. A friendly workplace is a welcoming, happy and healthy place to be.

## Equal chances

The London Enterprise Panel (LEP) is overseeing the whole strategic regeneration, employment and skills agendas for the capital. This is a partnership body, chaired by the Mayor and comprising public and private sector employers.

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<sup>38</sup> Capital Gains? A study of Londoners, Britain Thinks, July 2014

<sup>39</sup> Mayor's Annual Equality Report 2013/14, Greater London Authority, 2014

[http://www.london.gov.uk/sites/default/files/Mayor%27s%20Annual%20Equality%20Report%202013-14%20Final\\_1.pdf](http://www.london.gov.uk/sites/default/files/Mayor%27s%20Annual%20Equality%20Report%202013-14%20Final_1.pdf)

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In May 2013 LEP's Skills and Employment working group published its *Jobs and Growth Plan*, which sets out its vision for London. It states that all Londoners should have the skills to compete for and hold-down the available jobs in the capital. Among the plan's skills and employment priorities are:

- improving the skills of Londoners from disadvantaged groups including those from black, Asian and minority ethnic (BAME) communities, lone parents, those with low education attainment rates and young people not in education, employment or training (NEET)
- providing business support to different groups, like women and people from BAME communities
- increasing the number of part-time job opportunities in London.

LEP is supporting Skills Funding Agency's *Sector Skills for the Workforce* programme, giving training to low skilled workers from disadvantaged groups in small and medium-sized enterprises (SMEs).

Part of LEP's work involves making sure the city's share of European Social Fund (ESF) money effectively targets hard-to-reach and disadvantaged groups. This includes young people aged 15-24, disabled people, women, BAME groups, older people, lone parents and disadvantaged families or workless households. To get the best results from ESF funded interventions, the panel seeks advice and guidance from representative agencies on good practice and approaches.

London's 2007-13 European Structural Funds programmes achieved or exceeded EC targets, including helping 62,000 people into work and creating 4,800 jobs. It also helped more than 400,000 individuals furthest from the labour market, including some 90,000 young people identified as NEET. A further 200,000 workers got help to improve their workplace skills.

**Table 1 Diversity outcomes of European Union funded programmes**

	Women (%)	People from BAME communities (%)	Older people (50+) (%)	Disabled people (%)
Beneficiaries of European Regional Development Fund, to end of 2013	38	42	Not collected	5
Beneficiaries of European Social Fund programme, to January 2014	49	53	16	16

## Opportunities for young people

London is a magnet for talent and young people. The Mayor wants to make sure Londoners can access the city's employment opportunities, through initiatives like his apprenticeship programme.



London has a long tradition of apprenticeship training, and more than 20,000 employers in the capital use apprentices. There are multiple benefits for all involved. Businesses gain from the influx of fresh talent, and the opportunity to 'home grow' young people equipped both with the skills they need and knowledge of the company culture.

In turn apprentices get a route into work, and a qualification that can set them on a rewarding career path. And London benefits from a more skilled workforce.

### GLA Apprentices

The Mayor's Apprenticeship campaign, a partnership with the National Apprenticeship Service<sup>40</sup>, helped doubled apprenticeship starts during the current Mayor's first term of office (2008-2012). Of the 40,000 new apprenticeships in London in 2013/14

- 55.4 per cent were women
- 40.5 per cent were people from BAME groups
- 6.8 per cent were learning disabled people.

Last year the London Enterprise Panel invested £2.5 million to double the national small and medium enterprise (SME) grant incentive to £3,000 for every apprentice taken on. This proved popular, and was supported by a new apprenticeship marketing campaign, *University of Work*, targeted at employers in spring 2014.

At the same time the Mayor announced a partnership between his *Good Jobs in Food* programme and the British Hospitality Association. This will provide 7,000 apprenticeships in London's hospitality sector by the end of 2016. Across all employment sectors the Mayor's ambitious target is to have 250,000 apprenticeship starts in London by the end of the same year.

The Mayor plays his part in offering quality training programmes to young people. Each year City Hall and the wider GLA group<sup>41</sup> recruit more than 1,000 apprentices working in diverse roles, from



<sup>40</sup> Now part of the Skills Funding Agency

<sup>41</sup> The London Fire Brigade, London Legacy Development Corporation, Metropolitan Police Service and Transport for London



engineering through to project management and marketing. Crossrail is making an especially big commitment to training, and had over 280 apprentices in March 2014, exceeding its target of 260 for the year.

In partnership with young peoples' charity The Challenge, the Mayor's Team London volunteering programme has also launched *HeadStart London*. This is designed to use volunteering as a route to employment. It brings businesses together with young people, rewarding students after 16 hours volunteering in their local community with employability workshops run by business project partners, and a guaranteed interview for part-time or seasonal work. In addition, over 800 young people have participated in this programme to date and the businesses have seen a significant difference in their work readiness of these volunteers compared to their normal young pipeline. A successful pilot programme for 18-24 year olds in 2014 saw 250 young people, not in employment, education or training, volunteer at large events in London and helped 130 secure sustained employment, education or training.

A new Speed Volunteering website offers opportunities which are less than six hours, one-off in nature and have limited barriers to entry. As well as opening volunteering opportunities up to those who lead busy lives, it also helps London's volunteers find paid employment. Volunteers are able to build a volunteering CV which is signed by the Mayor.

Businesses are encouraged to sign up to the Mayor's Corporate Commitment pledge to value volunteering experience when recruiting young people.

The proportion of young Londoners not in education, employment or training is falling, in part thanks to previous European Social Fund (ESF) initiatives. ESF youth programmes have also focused on providing learning opportunities for disabled people, and those excluded from school or in custody.

The London Enterprise Panel plans to set aside £93 million of its ESF allocation to support young people aged 15-24 not in education, employment or training or those at-risk of being so. In addition, Inner London received a further £37 million Youth Employment Initiative funding. This is provided to European regions with high youth unemployment. The Mayor is working with stakeholders to develop programmes that will make best use of this financial support.

### **Overcoming ageism**

London's two million over 50 year olds contribute an estimated £47 billion a year in terms of paid work, and some 18 per cent of London's Gross Value Added<sup>42</sup>.

Overall older people always find it tougher to re-enter the job market. Since 2008, the number of people in London aged 50-64 claiming Jobseeker's Allowance increased by 90 per cent – although this compares favourably with the national figure of 200 per cent<sup>43</sup>.

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<sup>42</sup> The Economic Contribution of Older Londoners, GLA Economics, 2013

<sup>43</sup> Assessment of the GLA's impact on older people's equality. Update 2013, GLA, 2013



Action on ageism at work seems ever more important. In successive Eurobarometer Active Ageing surveys, the proportion of people finding age discrimination ‘quite rare’ fell from 52 per cent in 2008, to 37 per cent in 2012 – a year when most noted ageism was ‘widespread’<sup>44</sup>. Kings College London research appears to support this: around half of those aged 50 or more in the UK thought that employers would always hire a person in their 20s in preference to someone older<sup>45</sup>.

In the public sector, there have been redundancies and pension cuts because of reductions in government spending. This disproportionately affects women because they make up a greater proportion of public sector staff, especially in administrative and lower grade positions. However, King’s College London research shows that women nearing State Pension age are most likely to have difficulty regaining work. Ageism, often combined with sexism, persists in the workplace.

As the state pension age rises, there is a need for more jobs suitable for older workers. Employment must be flexible enough to allow time to care for others, especially grandchildren. Age discrimination persists in recruitment, retention, promotion and training. Line managers need age-awareness training to better understand the value and contribution of older workers. To combat age barriers to employment, King’s College London academics recommend the Mayor works with The Age and Employment Network (TAEN), and runs campaigns to convince employers that employing and training older workers is a sound investment.

The Prince’s Initiative for Mature Entrepreneurs (PRIME) is helping people aged 50 and over to set up businesses. London’s future EU funded programmes will include programmes to address a range of age-specific barriers to work faced by older people, including concerns about discrimination, lack of IT skills and awareness of the modern labour market.

### **Skills and jobs in the host boroughs**

A main aim of the London 2012 bid was the opportunity to breathe new economic life and prosperity into east London. The formal promise was that ‘within 20 years the communities who host the 2012 Games will have the same social and economic chances as their neighbours across London’.<sup>46</sup>

To turn this from ambition to achievement, the Mayor is working with the six East London host boroughs accommodating and surrounding Queen Elizabeth Olympic Park and its venues. The aim is for ‘convergence’, meaning that wherever in London a person grows up or lives, they have similar employment and skills chances.

Both national government and the Mayor want local people to benefit from the jobs, apprenticeships and training on offer in and around the park. They especially focus on prioritising opportunities for people from BAME backgrounds, women, and disabled and long-term unemployed people. Contractors and suppliers tendering for London Legacy Development Corporation contracts must prove their commitment to training and attracting employees from under-represented groups.

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<sup>44</sup> Validation needed [not in the above nor in the below]

<sup>45</sup> An Age Friendly City – How far has London come? King’s College London, 2015

<sup>46</sup> <http://www.growthboroughs.com/convergence/>

During the park's construction and early transformation, the Host Borough Employment and Skills Programme helped nearly 9,000 long term unemployed people in the areas that hosted the Games.

Furthermore, the 2012 Employment and Skills Legacy Programme supported almost 4,000 long-term unemployed people into regular work. More than 5,000 local people played a part in building and transforming the venue. And 15,000 previously workless Londoners secured employment during the Games through the London Organising Committee of the Games' Employment and Skills Brokerage.

It is predicted that over 20,000 jobs could be created in and around the park by 2030, including employment created by local supply chains. This has a potential economic value of over £5 billion.

### Fairer wages

Every worker deserves to earn enough for an adequate standard of living. Lobbying for this cause is Citizens UK, which has set up the Living Wage Foundation. The Mayor champions the higher rate of the London Living Wage (LLW), set at £9.15 an hour in 2014, to reflect city living costs. This is reviewed annually by London Citizens and GLA Economics.

*"Paying the London Living Wage is not only morally right, it makes good business sense too." Boris Johnson, Mayor of London*



In his last election manifesto the Mayor set a target of getting 250 employers signed up to the LLW by 2016. Yet by April 2015 there were already 560 accredited employers. So now the new goal is to make LLW the norm among all London employers by 2020. There is an especial focus on public sector organisations, and businesses in the retail and hospitality industries.

### Anyone can do anything

In London, people can aspire to be anyone they want to be. Times have moved on from the days when specific professions were only for open to certain groups. Public services recognise that their employees need to reflect the public they serve. So, for example, we're seeing more women and people from BAME communities becoming police officers and firefighters and women and disabled people working in construction.

*The Construction Employer Accord was a pan-London project. It worked with contractors to increase the number of long-term unemployed people and people from diverse communities taking up construction jobs. Across the industry as a whole only two per cent of people working in manual trades are women. In comparison to this, see Table 2 for the diversity outcomes of the Accord's programme in 2013/14.*



**Table 2 Diversity outcomes of Construction Employer Accord Programme, March 2014**

	Women (%)	People from BAME communities (%)	Disabled people (%)
Beneficiaries achieving 26 weeks sustained employment (397 people)	12	44	8
Beneficiaries achieving 52 weeks sustained employment (288 people)*	13	36	7

\* Those achieving 52 weeks of sustained employment started 26 weeks earlier.

### Public services that reflect the public they serve

A friendly city has services that reflect its residents. That is why the London Fire Brigade and Metropolitan Police Service, two of London's biggest public service employers, are striving for their workforce to more equitably reflect the profile of Londoners.

London Fire Brigade has an excellent reputation for employment outreach. Station employees regularly go into schools and colleges to talk to students, or take part in career events in shopping centres and other community venues.



Young people enrolled on public service courses get the chance to visit an LFB training centre and try the six physical fitness tests that form part of firefighter recruitment. The brigade also hosts open days exclusively for women and people from BAME groups, to help encourage applications and build a firefighting force for London that represents the diversity of people it serves.

In August 2014, the Metropolitan Police brought in new criteria which meant that all new candidates to become a police constable must have lived in London for at least three of the previous six years. This already seems to be having a positive impact – around 40 per cent of expressions of interest since the introduction of the policy have been from people from BAME communities. Those living outside the Met boundary can still apply as a Met special constable, giving them the chance to get a working knowledge and understanding of London.

### Happy, healthy and welcoming workplaces

Employees are more likely to be more productive and friendlier to colleagues and clients if they're working in a happy and healthy workplace and feel welcome, no matter whom they are.

Employers that adopt the Happy Manifesto – 10 steps to a great workplace<sup>47</sup> or who adopt the London Healthy Workplace Charter<sup>48</sup> create great places to have a job. The Greater London Authority and Transport for London have achieved Excellence in the charter.

### London Healthy Workplace

Balance, a not-for-profit company that gives specialist support to people with learning disabilities, mental health problems and Asperger's Syndrome has signed up to the London Healthy Workplace Charter. As an employer it was mindful that its staff can be in stressful, complex situations and wanted to pay attention to their health and wellbeing. It introduced healthy eating initiatives, including providing nuts and fruit baskets for staff to snack on, a pedometer challenge to encourage staff to walk and popular regular lunchtime strolls. Balance received a Commitment award in October 2014.



There are also employers who are positively taking part in initiatives to encourage and support groups who are underrepresented at work. Many London organisations participate in the Business in the Community's *Opportunity Now* and *Race for Opportunity*. These support and promote employers striving to attract, retain and promote women and people from BAME communities and which are trying to create a welcoming environment for these groups to work in.



London employers are also involved in the Business Disability Forum and Stonewall and its Workplace Equality Index, to attract, retain and promote disabled people and lesbians, gay men and bisexual people.

### Moving forward: to make London a friendlier place for employment and skills, we'll

- increase opportunities for Londoners in under-represented groups to join the job market or training programmes and close the employment and pay gaps between different groups of Londoners
- aim to make the London Living Wage the norm for employers by 2020
- reduce the percentage of young people aged 16 to 24 who are not in education, employment or training and create up to 250,000 apprenticeship places by 2016
- ensure London's public sector workforce reflect the ethnic diversity of the city, and expand the London Healthy Workplace Charter programme to reach more London employers.

<sup>47</sup> [www.happy.co.uk/the-happy-manifesto-10-steps-to-a-great-workplace](http://www.happy.co.uk/the-happy-manifesto-10-steps-to-a-great-workplace)

<sup>48</sup> <http://www.london.gov.uk/healthyworkplaces>

# 8 HEALTH, FITNESS AND WELLBEING

We want a friendly city where people live healthily for longer, enjoy a sense of wellbeing, and where life expectancy rates depend less on personal wealth and more on good lifestyle choices.

We have set ourselves a goal of health ‘convergence’ between the London 2012 boroughs of east London, and the traditionally more wealthy boroughs, especially those on the capital’s west side.

For the Mayor and London’s public authorities and health bodies, the target is unequivocal: wherever a young person grows up in London, we want them to have the same opportunity to be fit and healthy in mind and body throughout their life. This is a complex challenge with many facets because socioeconomic, environmental and demographic inequalities all affect life chances.

Public bodies must pinpoint where there are differences in health outcomes, not only geographically, but in physical and mental wellbeing. These must be addressed with preventive health programmes and high quality health services backed by excellent communication and public engagement.

However, responsibility for health also falls to each individual, and there are lifestyle choices all of us can make. The Olympic and Paralympic Games gave us a fantastic platform on which to improve people’s wellbeing. It’s now up to all of us to build on that opportunity, to make London a city that works hard, plays hard, and cares for its citizens at every stage of their life.

### **Health outcomes by geography**

The good news is that health outcomes, as measured by life expectancy rates, are on the rise in London and are higher than the England average.

In 2001–2003, life expectancy at birth in London was 76 years for men and nearly 81 for women. Today, life expectancy at birth is 80 years for men and 84 years for women.<sup>49</sup>

Older Londoners are living longer too. London’s men aged 65 in 2010 could expect to have an average of 19 years’ further life, 2.5 years more than in 2000. The life expectancy of women of the same age has risen 2.3 years over the same period. So in 2010 a woman aged 65 could expect an average of nearly 22 years further life, up from 19.4 years a decade before.

One of the remaining targets is to increase life expectancy in boroughs with the lowest rates. Yet even here the gaps between the boroughs with the lowest and highest life expectancies are narrowing.

The difference in men’s life expectancy at birth between Kensington and Chelsea (the highest rate) and Tower Hamlets (the lowest rate) fell from 6.5 years in 2001–2003, to 5.1 years in 2011–2013. For women, the gap in life expectancy at birth between the borough with the highest life expectancy (Kensington and Chelsea) and the borough with the lowest life expectancy (Tower Hamlets in 2001–2003; Barking and Dagenham in 2011–2013) fell from 5.3 to 3.8 years over the same period.

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<sup>49</sup> Office for National Statistics 2014, <http://www.ons.gov.uk/ons/rel/subnational-health4/life-expectancy-at-birth-and-at-age-65-by-local-areas-in-england-and-wales/2011-13/stb-life-expectancy-at-birth-2011-13.html>

**Table 3 Gap in life expectancy 2001-2003 and 2010-2013 between highest and lowest London boroughs**

	Gap in life expectancy 2001-2003 between highest and lowest London boroughs. (Kensington & Chelsea - highest; Tower Hamlets – lowest)	Gap in life expectancy 2011-2013 between highest and lowest London boroughs. (Kensington and Chelsea - highest; Tower Hamlets – lowest for males; Barking & Dagenham – lowest for females)
Male	6.5 years	5.1 years (1.4 ↓)
Female	5.3 years	3.8 years (1.5 ↓)

Source: Office for National Statistics

## Wellbeing

Healthy life expectancy (HLE) measures not how long someone lives, but how many years of a person's life is spent in 'very good' or 'good' health. Researchers take account of not only what people report on their health, but also what they say about their wellbeing and life satisfaction.

In 2010-12, HLE for males in London was 63.2 years, and 63.6 years for females. Both are close to the England average of 63.4 years for men and 64.1 for women. However, when analysing the rates borough by borough, there are marked differences.

HLE for males ranges from 52.5 years in Tower Hamlets to 70 years in Richmond-upon-Thames, a difference of 17.5 years. For females, HLE ranges from 56.4 years in Newham to 70.7 years in Richmond-upon-Thames, a difference of 14.3 years. And in eight boroughs for males, and ten for females, HLE rates are significantly lower than the England average<sup>50</sup>.

Other measures of how Londoners feel about their wellbeing – which includes happiness and a sense that life has purpose and meaning – signal that they experience the least life satisfaction of any English region. On average residents score their wellbeing at 7.26 out of 10, with inner London citizens slightly less satisfied than outer London citizens (7.21 compared to 7.28)<sup>51</sup>.

<sup>50</sup> ONS Healthy Life Expectancy at birth for Upper Tier Local Authorities: England (2010-12) <http://www.ons.gov.uk/ons/rel/disability-and-health-measurement/healthy-life-expectancy-at-birth-for-upper-tier-local-authorities--england/2010-12/index.html>

<sup>51</sup> Annual Population Survey (APS) Subjective Well-being dataset (2013), London datastore <http://data.london.gov.uk/dashboard-summary/health>



People living in the City of London have the highest rate of life satisfaction at 8 compared to Croydon at 7. Recent research also shows that life satisfaction is lower among people from BAME groups, and more greatly marked among people of second generation status<sup>52</sup>.

## Mental health

Good mental health enables people to cope, to flourish and to experience good health and social outcomes. On the other hand poor mental health can badly affect every aspect of a person's life, from relationships with friends and family, to their job and career.

There are costs to society too; a total social and economic cost of £26 billion a year to London<sup>53</sup>.

Even if we're fortunate not to be personally affected, mental health is a social issue in which we all have a vested interest. We need to know how to look after our own and others' wellbeing and understand how being connected to society is a positive influence. Crucially we must be more open and positive in how we talk about mental health conditions and banish the stigma surrounding them.

## Police step-up mental health support

Commander Christine Jones, the Metropolitan Police's senior officer responsible for mental health, launched the London mental health police triage service in July 2014. If a person who already receives mental health support comes into contact with police, this information is shared to help the police respond.

Mental health professionals, provided by the NHS, are now stationed in all custody suites in London. In addition, police in four south London boroughs have access support from mental health professionals provided by the South London and Maudsley NHS Trust to help make decisions when they are in contact with vulnerable people.

## Mental health and older people

For older people in particular their feelings of wellbeing and social inclusion are inextricably linked with keeping up a decent standard of living, including getting out and about and enjoying life. King's College London studies also found that while the majority of older people say they can manage financially, a minority report they're struggling and this impacts on their mental health. Budgeting for years on a low income requires effort and emotional energy, which can lead to poorer health, lower life expectancy and quality of life, and less social inclusion.

Improved wellbeing leads to higher life expectancy, and better, quicker recovery from ill health, above and beyond the economic benefits<sup>54</sup>. Consideration of the above must shape wider policy thinking.

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<sup>52</sup> J. Stevenson, M. Rao, Explaining levels of well-being in BME populations in England, 2014

<sup>53</sup> London Mental Health: The invisible costs of mental ill health, GLA, 2014

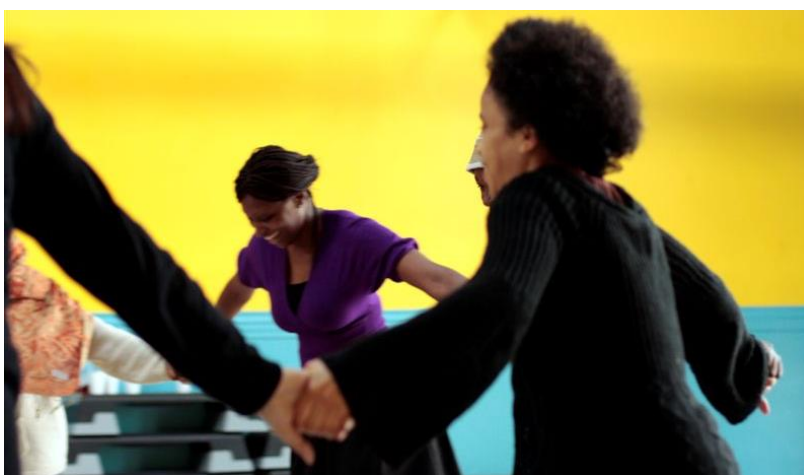
<sup>54</sup> Guidance: Well-being and Health Policy (suite of papers), Department of Health, 2014

## Laughter yoga anyone?

This is just one of Well London's activities that have helped 320 women in 20 London boroughs in a series of eight workshops called 'DIY Happiness'.

The project is coordinated by the Mayor's health team and led by South London and Maudsley NHS Trust. Funded by the Big Lottery, Well London offers a way for local communities to build and strengthen the foundations of good health and wellbeing in some of the capital's most deprived areas.

Underpinning the DIY Happiness approach is the findings of the Foresight mental capital and wellbeing report, published by the Government Office for Science in 2008. Its experts concluded that: "Mental health and well-being are fundamental to flourishing individuals, families and communities, and to national economic productivity and social cohesion."



As part of DIY Happiness, course attendees get to practise five ways to wellbeing, daily habits developed by the New Economics Foundation that help foster good mental health, and a sense of connection and belonging to the wider community.

The emphasis is on promoting wellbeing, rather than treating mental health when it becomes an illness. Traditional approaches to mental health have tended to focus on people who have, to some extent, 'broken down'. DIY Happiness reaches people before they're in crisis, steering them away from the idea that mental health is synonymous with mental illness. It aims to encourage people to understand that caring for our mental health is an integral part of living well, achieved by making small but effective changes to our daily life.

## Coping Through Football

Suicide in the UK is the second biggest cause of death among men aged 18 to 25, and in many of these cases there is a strong association with mental health issues.

Coping Through Football was launched in Waltham Forest in 2007. It is run by the London Playing Fields Foundation, which works to improve the physical health, self-esteem, confidence and social skills of young people with mental health conditions.

Working with North East London Foundation Trust, Leyton Orient Community Sports Programme, and with new funding from Mortimer and Theresa Sackler Foundation and Wembley National Stadium Trust, means the project now reaches Barking and Dagenham, Havering and Redbridge. In these three boroughs, Coping Through Football is targeting teenagers experiencing the onset of mental illness.

## Improving London's health and healthcare

In 2013 the Mayor launched the London Health Commission (LHC) - an independent inquiry to examine how London's health and healthcare can be improved. In October 2014, the LHC published its report *Better Health for London*.<sup>55</sup>

*Better Health for London* outlined an overarching goal: make London the world's healthiest major global city. To achieve this, the Commission developed ten key aspirations clearly outlining what needs to be achieved to improve the lives of Londoners;

- give all London's children a healthy, happy start to life
- get London fitter with better food, more exercise and healthier living
- make work a healthy place to be in London
- help Londoners to kick unhealthy habits
- care for the most mentally ill in London so they live longer, healthier lives
- enable Londoners to do more to look after themselves
- ensure that every Londoner is able to see a GP when they need to and at a time that suits them
- create the best health and care services of any world city, throughout London and on every day
- fully engage and involve Londoners in the future health of their city
- put London at the centre of the global revolution in digital health

The report proposed 64 recommendations including tough measures to combat the threats posed by tobacco, alcohol, obesity, lack of exercise and pollution. Together these amount to the biggest public health drive in the world over the next decade.

In early 2015 the Mayor formally responded to *Better Health for London* and committed to convene a delivery group and develop a unified delivery plan for the recommendations he accepted.



The Mayor's has also recently consulted on a review of his Health Inequalities Strategy to tackle the differences in the wellbeing and longevity among Londoners<sup>56</sup>. This plan will build on the *Better Health for London* aspirations.

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<sup>55</sup> See [www.londonhealthcommission.org.uk](http://www.londonhealthcommission.org.uk)

<sup>56</sup> <https://www.london.gov.uk/priorities/health/tackling-inequality>

## Preventing health problems

We all want London's children to grow up healthy, fit, happy and well-nourished. Right now there are health concerns for young people at both ends of the weight spectrum. More than 37 per cent of ten and 11 year olds in London are overweight or obese, while the capital also has a higher proportion of underweight children than the national average (33 per cent)<sup>57</sup>.

Socioeconomic factors play an important part in health. More than a quarter of London's children live in poverty, with 21.5 per cent receiving free schools meals (rising to 32.5 per cent in inner London)<sup>58</sup>. Research found 95 per cent of teachers had seen a child arrive at school hungry<sup>59</sup>.

Schools play an important role in young people's development and nurturing healthy lifestyle habits. Their work includes promoting balanced food choices at lunchtime, encouraging walking or cycling to school, and guiding them to form positive relationships. Evidence shows healthier children do better at school and in exams, and are more likely to enjoy better adult health.

To help schools develop good lifestyle programmes, the Mayor introduced Healthy Schools London. This is an awards accreditation scheme that takes up the work of England's National Healthy Schools Programme, which ended in 2011. Since it was launched 1,450 schools have registered. Of these, around half have achieved bronze, silver or gold status.

## London Food Flagships

Croydon and Lambeth are leading a major programme to transform their food environments to improve the health and wellbeing of their residents. The two boroughs were chosen last June after a competitive process and each received £600,000 to spearhead an innovative approach to tackling obesity and other food-related illness. The programme hopes to demonstrate how collective action, lead by schools, to improve diet, cooking skills and knowledge of food not only improves health but also academic attainment and learning and benefits the whole community.

Mayor Boris Johnson said 'We want to prove the case that developing healthy food habits in schools can benefit not only pupils but also the wider communities that they serve. Croydon and Lambeth will put this to the test through a series of initiatives designed to improve health – helping to tackle the serious issues of obesity and poor diet – and boosting academic achievement. As our city grows, it's vital we equip our kids with the skills they need to not only get a job but to see them lead a happy and healthier life. We can also help trim the multi-billion pound burden on the taxpayer stemming from unhealthy eating and poor food related illness.'

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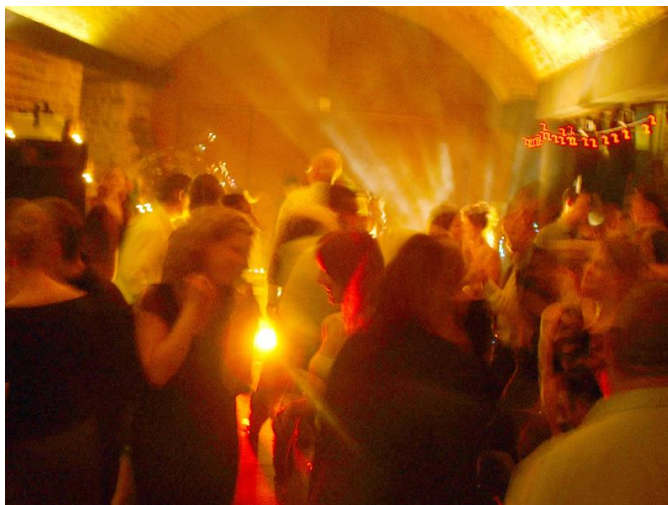
<sup>57</sup> 2013 data from the National Childhood Weighting and Measuring Programme; 2012-13 National Childhood Measurement Data. [www.noo.org.uk/NCMP](http://www.noo.org.uk/NCMP)

<sup>58</sup> Greater London Authority figures 2014

<sup>59</sup> Greater London Authority. A Zero Hunger City: Tackling Food Poverty in London. March 2013. [www.london.gov.uk/sites/default/files/A%20Zero%20Hunger%20City.doc.pdf](http://www.london.gov.uk/sites/default/files/A%20Zero%20Hunger%20City.doc.pdf)

### Safe Sociable London Partnership

London's pubs, restaurants and clubs are among the best and most exciting in the world. They attract millions of Londoners and tourists year round. We want people to have fun and a good time, but we want them to stay healthy too. That means ensuring people understand the impact and effects of alcohol misuse on themselves and others around them.



To help, London has developed a partnership of organisations including local boroughs, Public Health England and the GLA to support and promote work that tackles and prevents alcohol related harm. Called the Safe Sociable London Partnership, the group's aim is to create a city with a happy, sociable, safe heart without the problems of excessive drinking.

### Excellence in health service practice

A cornerstone of a friendly city is one where we look after those in our communities suffering from ill health and there are good quality health services available to everyone.

There are now 27 care standards to measure and benchmark how well every doctor's surgery and health centre in London is performing. Together these define the minimum service every patient has the right to receive. Emphasis is on ease of information, and includes standards for making appointments, screening, diagnosis, mental health and early detection cancer care.

London is also the first city to publish these results in one place, online at [myhealth.london.nhs.uk](http://myhealth.london.nhs.uk). This makes results comparable across surgeries and health centres, and means patients can see where their GP is doing well and where performance needs to improve.

A further new benchmark measure is the 'Friends and Family Test' (FFT). This gives users the opportunity to rate their experience of any primary and secondary health services, including ambulances, hospitals, GP practices, community health care and dentists. It will help others make informed choices, while influencing the future design of health services.

NHS England London Region is the only regional team to commission services for its population. To involve people more in this decision-making, the London region is setting up the 'London Patient Voice'. This independent panel of 11 citizens will hold the regional team to account for how it involves patients in its work and makes procurement choices.

London boroughs are working with their partners to provide integrated services to improve the quality of life for all Londoners. The most vulnerable people often find navigating their way through agencies and services intimidating or overwhelming. Explaining life circumstances repeatedly can be frustrating.



Boroughs are exploring better ways for services to work together and share caseloads, so improving efficiency and people's experience.

For example, there is an emerging trend within health and adult social care for care coordinators, a named person who takes responsibility for managing a tailored programme of individual support. Since summer 2014, people over 75 have each had a dedicated, named GP. This doctor takes responsibility for coordinating the care of each older person assigned to them. This new arrangement brings a welcome personalisation to what is often a bewildering array of departments and organisations, and the recipient feels they have a single point of contact for their care.

### Staying healthy by being active

It's down to each of us to maintain our own health. A quarter of citizens do the recommended 150 minutes of exercise a week simply by choosing to walk or cycle around town. This contribution to London's fitness has huge potential: if more people replaced short journeys currently taken by car or bus with foot or pedal power, walking and cycling could make up 60 per cent of all travel time.

Building on the strong legacy of sport and physical activity from the Olympic and Paralympic Games is LondonSport. This is a new sports and physical activity partnership that launched in January 2014. Its aim is to coordinate and promote community sport across the capital, giving as many residents as possible, of all ages and aptitudes, the chance to try a new fitness or leisure activity.



To help take this further, the Mayor has invested £5.5 million to set up a Sports Participation Fund. The money is for grassroots, community organisations. Each group can apply for up to £1,500 of funding to run a series of free activities designed to encourage Londoners to do more physical activity and make this part of a healthy lifestyle.

The Sports Participation Fund's programmes reach some 15,000 Londoners each year, many of whom were previously inactive. Over two thirds of participants receive more than six hours of free sessions from qualified coaches in pursuits as diverse as BMX riding, dance, tennis and rugby.

Each project is expected to include at least ten per cent of people with no previous sport or physical activity experience. Many of these are women, older people, disabled people, and people from BAME communities, and some projects specifically focus on these groups. Some funding also goes to groups using sport to tackle specific social issues.

All funded participation projects must adopt Inclusive and Active 2 (the Mayor's strategy for increasing participation in sport among disabled people in London), develop an action plan, and commit to work with Interactive<sup>60</sup> during the project as a condition of their funding.

The Paralympic Legacy Programme is investing £5.5m, mainly focused on initiatives and projects around Queen Elizabeth Olympic Park. This will assure the park's reputation as a centre that leads in accessibility and inclusion for sport. Among the projects are

- disabled community champions, offering volunteering and mentoring services
- the unique pool pod, which allows wheelchair users easy swimming access within the Aquatics Centre
- the All Ability Cycling programme.

To further promote interest in disabled sport, Motivate East, will create 26,000 opportunities for disabled people to take up swimming, athletics, cycling and a host of other physical activities.

### **Next steps: to make London a friendlier place for health, wellbeing and fitness, we'll**

- action the Mayor's Health Inequalities Strategy delivery plan
- close the gap between the boroughs with the highest life expectancy at birth and the boroughs with the lowest, for both males and females
- support a grassroots sporting legacy for Londoners from the 2012 Olympic and Paralympic Games, with growing participation in sport and physical activity among Londoners, especially those from under-represented and disadvantaged groups.

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<sup>60</sup> An organisation working to integrate disability equality into sport

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# 9 COMMUNICATION AND INFORMATION

Having the latest information at your fingertips, or knowing where to get help when you need it, makes for a friendly, well-connected city.

All the organisations involved in running London and providing public services want to make sure their advice and messages are clear and simple for everyone to follow. That includes how to get around the city, how to stay safe, and how to find out what benefits or support is available.

The growing significance of social media in our daily lives gives us all the opportunity to get news and updates ‘out there’ the minute something happens. The immediacy of the internet’s a great asset in keeping people connected. Yet traditional media – from advertising posters and leaflets, through to maps and signposts – still plays an important role in communicating and informing.

As a counterbalance to the digital age, face-to-face contact is perhaps of more valued than ever. It’s one of the greatest lessons of London 2012, with volunteer Games Makers, Team London and Travel Ambassadors at streets, stations and stadiums receiving overwhelmingly positive responses from the public. The human touch still needs to be offered just as much as the touch screen.

We also need to use appropriate communications to engage people who don’t have English as a first language, or who use different forms of communication, such as British Sign Language or Makaton.

## Finding your way in London

Whether a lifelong resident or a first-time tourist, London’s size and geographical spread can mean finding your way about town is a daunting experience. And it was well designed, clear signage and real-time information that proved a huge asset for both visitors and commuters during London 2012.



Across the capital Legible London signs are being rolled out for permanent attractions near stations, alongside Legible London walking maps to help people find their way to the city’s prime tourist sites.

The same eye-catching magenta used to mark walking routes to 2012 Games venues continues to pop up around the city. It’s the livery now used to give a distinctive look to temporary signs marking the way to any major public event,

like Prudential Ride London or the Notting Hill Carnival.



For disabled travellers using the Tube or rail network, Transport for London now highlights step-free routes using distinctive blue signs, similar in style to the Blue Badge parking scheme. Consultation with disability representation groups helped develop the signage, including how to position the notices so wheelchair users can easily see them.

Customers say they want travel information that is integrated, real-time, human in tone, consistent, and personalised.

Digital, real-time information is a big asset for users of public transport, especially time-pressed commuters. Transport for London has 1.7 million social media followers, and the organisation runs multiple Twitter feeds giving immediate updates on specific routes. The Twitter feed @TfLAccess provides regular updates and announcements on accessibility travel issues.

TfL also gets 250 million web hits a year, and in spring 2014 it launched a redeveloped website. It's better suited to on-the-move technologies like smartphones and tablets. It has a new accessibility information section and a 'Nearby' function, providing customers with all of the transport services around them at the touch of a button, including walking routes.

Transport for London sends regular emails, tailored from Oyster and contactless payment systems data, to 4.5 million customers. These include a weekly update on planned improvement work at the weekends and how to avoid disruption.

Timer countdown displays at bus stops and tube stations, and apps telling travellers when their next bus is due, all help make journeys easier.



While technology has moved on, sight is never lost of the need to provide information through a wide range of channels, including face-to-face and by telephone.

Traditional maps too, still play an important role in journey planning, especially for people who need accessibility information. TfL has developed network maps in large print, showing stations with step-free access or boarding ramps, including both Tube and rail lines. The organisation is exploring with disability campaign groups how to further develop this accessibility information, for example by including information about step numbers and distances between interchanges.



The success of the Travel Ambassadors, the band of volunteers who cheerily helped people move around town during the London 2012 Olympic and Paralympic Games, is reshaping TfL's customer staffing policy, both for general travel needs and during big public events. Now renamed 'operational volunteers' – they'll continue to meet and direct people during major events. They prove that better communication is achieved not just by excellent digital technology, but by friendly person-to-person advice, and a smiling face.

Progressively over the next years, passengers will see frontline TfL staff move out from behind the counters and glass windows of ticket halls, and into the station concourses. There they will provide direct contact with travellers at self-service ticket machines, gates and platforms. They will combine

their network knowledge with real-time information to help customers plan their journey. At London's busiest stations, new Visitor Information centres will help tourists and passengers who need more detailed travel advice.

### **Better information for accessible visits**

In the run up to the Games the Mayor's London 2012 City Operations programme developed Destination London. This is a free online training course to help staff in hospitality, retail and other customer-facing organisations, gain a better understanding of how to meet the needs of disabled people. This is still running.

City Operations' Accessibility for Visitors project led to the Open London 2010 guidebook, the first definitive guide for visitors to London with access needs. The guide contains everything needed to explore and enjoy London to the full, including travel information, attractions, accessible hotels and accessible restaurants.

Before the Games the Mayor launched InclusiveLondon.com, where people can find accessibility information on restaurants, tourist attractions and other public places. And [visitlondon.com](http://visitlondon.com), which attracts 23 million web visits a year, works with the UK's leading organisation for accessibility information, DisabledGO. Together they offer the most up-to-date recommendations for accessible attractions, transport and accommodation, with online guides to the best ways of getting around town including step-free access Tube and rail stations.

### **Knowing how to stay safe**

Increasing public awareness of fire safety, and helping prevent incidents, is a huge part of the work of any modern fire service. London Fire Brigade uses both new media and traditional communication methods to keep its citizens protected from harm and aware of potential dangers.

The organisation is a public service groundbreaker in using social media. It took to Twitter and Facebook in 2010 and swiftly gathered the second largest community of digital followers of any UK local or regional public sector body.

But this isn't simply an exercise in collecting 'likes' - London Fire Brigade uses the technology to promote messages that influence behaviour change, and increases people's awareness of the seriousness of fire safety. It's an approach that has gained the organisation the Society of Information Technology Management (SOCITM) award for best digital engagement.

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Underpinning this success is personal, face-to-face communication. Between 2008 and 2013, fire service officers nearly doubled their home safety visits, and now call on some 84,000 London households each year. Stations also play an important part in community life, with firefighters attending events and speaking to neighbourhood groups and hosting open days



Fire fighter installing a home smoke alarm

A big priority is youth safety and awareness, and the London Fire Brigade's dedicated education team visits some 1,000 primary schools a year, reaching an estimated 100,000 pupils. They also take fire safety messages to more than 75 specially chosen senior schools, where young people may be at higher than average risk of fire.

When incidents do happen, the brigade's fire investigation team members will always spend time talking to victims. They need to find out why the fire happened but also give advice and support, while offering practical guidance to help people stay safe in future.

### **New ways of getting help**

Following London 2012, the Metropolitan Police promised to increase their community presence. The new Local Policing Model will put an extra 2,600 'bobbies on the beat' by 2016.

This model also sets out new, easier ways for people to contact the police. This includes a series of interactive touch screen language kiosks placed at police stations across all 32 boroughs. The aim is to offer people who do not have English as a first language, or who have barriers to communication, an easy means of contacting the police. The touch screen menu offers 20 of the most popular languages, plus British Sign Language, Lip Speak and the sign and symbol tool Makaton.

Users can choose their language or communication aid, then pick from a list of reasons for visiting the police station. Depending on the need, further information may appear on screen or an officer comes to help. If the matter reported is serious, the police will bring in interpreters.

### Stopping people from missing out

Every year the Mayor runs a *Know Your Rights* campaign to help older Londoners claim the benefits and support they're entitled to.

The campaign uses a mix of media including information on london.gov.uk, Facebook and Twitter posts, newspaper and radio advertising, and leaflets and posters placed in doctor's surgeries, libraries, community and faith centres, benefit offices and town halls.

The Deputy Mayor heads media interviews on the campaign, while information and advice teams reach out direct to people at shopping malls, Age UK centres and shops, and local borough events. Estimates of the most recent campaign's impact suggest older people benefited from a total sum of £550,000 a year in extra income.



### Moving forward: to make London a friendlier place for communication and information, we'll

- further develop new and traditional communication tools to help Londoners and visitors travel more easily, including walking about town
- continue fire safety visits to homes and schools, and keeping up fire safety awareness through social media
- provide modern and convenient ways to communicate with the police
- keep up our Know Your Rights campaigns to help people get the benefits they are due.



# 10 RESPECT AND SOCIAL INCLUSION

The London 2012 Games attracted some 700,000 international visitors, drawn from every part of the globe. While the atmosphere throughout the capital was extraordinary, marked by conviviality, generosity and friendliness, this meeting of cultures wasn't a new experience. London is somewhere the world meets every single day. This diversity makes London more open, creative and cosmopolitan.

Londoners share their customs and traditions, their beliefs and ways of life, producing a flourishing variety of culture, arts, entrepreneurship and business success. And respect for others grows. Some 76 per cent of residents say London is a place where you are accepted irrespective of your race, religion, sexual orientation, age or appearance<sup>61</sup>.

Whether native born or not, anyone can become a Londoner. And while Londoners may speak more than 300 languages, they enjoy a sense of unity. The Citizenship Survey found London's population far more tolerant of different backgrounds than people living elsewhere in the UK, and far more likely to have friends from different ethnic groups.

Indeed, in 2010, nine out of ten Londoners said that in their neighbourhood different people got on well together, ten per cent more than a decade ago<sup>62</sup>. However these figures also show there are still some people who are not being treated with respect and some who are leading isolated lives, with older people among them. The Mayor, working with Metropolitan Police and Transport for London, is tackling this, supported by other public bodies across London.

The Mayor promised to make the London 2012 Olympic and Paralympic Games "the most accessible Games ever". The result was a dramatic, positive shift in society's views of disabled people. The proportion of Londoners with a positive attitude toward disabled people increased from 75 per cent in 2005 to 80 per cent in 2012. However, more needs to be done to gain an understanding of people's disabilities and health conditions, and treating them with dignity and respect.

Further, while London is one of the world's wealthiest cities, it also records the highest rates of poverty and inequality of any English region<sup>63</sup>. To create a friendly and inclusive city, we must continue to tackle deprivation and the lifestyles borne from disadvantage.

### **Alleviating homelessness**

Rough sleeping is a familiar sight in many cities, and London government and charities are working closely together to address it. In 2011 the Mayor launched his flagship No Second Night Out (NSNO) project. It runs centres where homeless people can be quickly and safely assessed. They're then offered support or accommodation that meets their particular needs to help prevent a return to the streets. This quick intervention is important because it can help stop the sort of problems that may have caused homelessness in the first place. Since the service was introduced, it's helped over 6,000 people. Around three out of four rough sleepers now spend just one night on the streets.

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<sup>61</sup> Capital Gains? A study of Londoners, Britain Thinks, July 2014

<sup>62</sup> Citizenship Survey: Community Cohesion Topic Report (CS:CCTR08-09)

<http://webarchive.nationalarchives.gov.uk/20120919132719/http://www.communities.gov.uk/publications/corporate/statistics/citizenshipsurvey200809cohesion>

<sup>63</sup> Poverty in London 2013/14 Update 13-2014, GLA Intelligence, 2014

NSNO is one of several projects the Mayor commissions from central government funds of around £9 million a year for London rough sleeping services. There's also StreetLink, jointly funded with government, which allows members of the public to report people they see sleeping on the streets. London Street Rescue, whose staff and volunteers go out 365 days a year to look for those sleeping rough. Clearing House, through which housing association properties, including some in East Village, Queen Elizabeth Olympic Park, are allocated to former rough sleepers. Finally, tenancy support teams, help those given somewhere to live through Clearing House to stay in their homes.

In March 2015, the Mayor announced funding of over £30 million to develop and improve hostels. This type of accommodation can support homeless people to get their lives back on track.



### **Policing for a safer, more tolerant and friendly city**

Downward trends in crime figures signal that London is experiencing less theft and violent behaviour than in previous years, making it a safer city in which to live, work, travel and visit. In 2013 there were 71,000 fewer crimes and 40,000 fewer incidents of antisocial behaviour. Cases of repeat victims of antisocial behaviour (ASB) also fell by 800<sup>64</sup>.

The Metropolitan Police Service is working hard to strengthen its community relationships, and in the last year confidence in the service grew by four per cent. An important part of the MPS's work focuses on the right to live life without fear of persecution. That can mean protecting people when they take part in democratic, peaceful protest, to tackling domestic violence and 'hate crime' – crimes motivated by prejudice such as racism or homophobia.

As part of its Hate Crime Reduction Strategy, the MPS now has specially trained staff working from 32 Community Safety Units, one for each London borough. Here people can report hate crimes in confidence, and staff treat each case with sensitivity and cultural awareness. These teams ensure prosecution for hate crime perpetrators. They also support victims, working with partner agencies to help individuals and families feel safer, protect communities, stop repeat hate crime incidents.

London's Metropolitan Police has a dedicated community engagement role at chief officer level. They work to develop the Met's best work in communicating with, and listening to, residents. They also take responsibility for improving how the service reaches out to and represents all of London's communities.

By the end of March 2013 the Met had 150 officers trained to work with lesbians, gay men and bisexual and trans (LGBT) people with at least one LGBT liaison officer in each London borough. Full-

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<sup>64</sup> Metropolitan Police Service

time teams work with boroughs that have large LGBT populations, including Kensington and Chelsea, Lambeth, Tower Hamlets and Westminster.

The Mayor also has a Hate Crime Reduction Strategy, launched in December 2014. Through this he is working with the MPS, the Crown Prosecution Service and Ministry of Justice, and voluntary and community organisations across the capital. Together they will tackle hate crime, encouraging reporting, and protecting those who are victims, and ensuring swift and sure justice.

While policing any capital city is a serious, tough job, the Met also recognises that big events are occasions for helping the public in a more relaxed style. There was no greater opportunity for this than the London 2012 Games. Yet for many years police officers have enjoyed supervising good-humoured crowds at events like royal celebrations, Pride London and the Notting Hill Carnival. By working with organisers and community groups, and meticulous planning, they ensure each event reflects the best of London – friendly, inclusive, and safe.



Pride in London is a celebration of LGBT people, and a platform to continue the fight for equality and to challenge prejudice. It is run by volunteers and is one of London's biggest public events, second only in size to the Notting Hill Carnival – a celebration of Afro-Caribbean cultures and tradition.

### Travelling with courtesy

In a city in which millions of people are moving around the capital daily, respect and tolerance for other passengers plays an important part in creating a pleasant travelling environment. This includes being aware and considerate of others' needs, especially older people or disabled people, many of whom may feel vulnerable when travelling alone.

Transport for London has a Safety and Citizenship team. Each year they visit some 20,000 London secondary school students, providing a free transport education service to promote safe, responsible and respectful behaviour on and around London's public transport network.

The organisation also runs a communication campaign, *Travel Better London*. It uses people's poetry on posters around the network to highlight the impact of inconsiderate actions like playing music too loudly or delaying trains by holding doors open. It's a quirky, light-hearted approach, encouraging behaviour change through suggestion rather than officious warnings or instruction.



To develop staff awareness of disabled and older people's travel needs, TfL has recently introduced new training programmes for employees working on both the bus and Tube networks. These were created in consultation with Inclusion London, Transport for All and Age UK London. Disabled trainers work with Transport for London staff during learning sessions. And in-house customer service teams now also have 'accessibility champions' who can give a specialised response to any customer with concerns about public transport accessibility.

### New Routemaster bus

In a digital, automated age, the personal touch perhaps matters more than ever. Routemaster buses now have conductors back on board, not to collect fares, but to be available to help passengers, increase travel safety and give the service a warm, welcoming human face.



### Travel support card



TfL offers customers with hidden impairments a Travel Support Card for greater travelling confidence. Customers can show the card when asking TfL staff for help or if they have a problem while travelling on buses, DLR, London Overground or the Tube. There's a blank space inside the card where customers can write down information about their journey and the type of help they need.

### Tackling ageism and isolation

It's important to bust a myth about older people. Often dismissed as a drain on the economy, or caricatured as a family burden, people aged 50 and over in London have a yearly economic value to our city worth an estimated £53 billion. They also devote huge amounts of unpaid hours caring for relatives and doing voluntary work.

Economic value of older people to London (50+)<sup>65</sup>

- contribute £47 billion a year through paid employment
- sixteen per cent look after an adult relative, giving an average of 1,700 hours a year each, worth a total £4.7 billion
- eighty-five thousand London families benefit from grandparents' childcare, worth £600 million
- thirty-nine per cent do voluntary work at least once a month, valued at £800 million.

However, while these figures prove many older people are a motivated, positive force in society, thousands of others experience isolation, loneliness and depression, especially as they enter later years. Many are ignored because of ageism, and Kings College London academics studying society's attitude to older people strongly urge that social policy must find ways to combat this.<sup>66</sup> Older citizens need to feel socially included, and to have their views considered when there are decisions to be made about services that affect them.

<sup>65</sup> [www.london.gov.uk/the-economic-contribution-of-older-londoners](http://www.london.gov.uk/the-economic-contribution-of-older-londoners)

<sup>66</sup> An Age Friendly City – How far has London come? King's College London, 2015

## Getting people talking



Talk to me London is trying to build a friendlier city by encouraging small conversations between strangers. One of the ways they are doing this is through the Talk to Me badge, which shows people that someone is open to a chat, thus breaking down barriers that keep people silent. There are also conversation dinners, which encourage people who don't know each other have a meal together, and 'Talk to Me takeovers' where normal activities become a chance to meet others, like the Talk to Me pub quiz.

Open Age uses telephone conferencing to run facilitated social groups for people aged over 50 who are unable to leave their house. Small, friendly groups, including book groups and creative writing groups meet each week over the phone to socialise, listen to invited speakers and to exchange practical information and advice.



Their Link-Up staff work with older people one-to-one and help people who are isolated take up an activity, breaking down the barriers that prevent them leaving their homes. Staff can provide home visits to help people identify their interests among more than 380 activities on offer and find the best match for their needs. They will even accompany people to their first few activities or help find a way to get there if people can't use public transport.



National Charity, Contact the Elderly has friendship groups in every London borough. Volunteer members organise monthly Sunday afternoon tea parties for people aged 75 and over, who live alone with little or no support from friends, family or statutory services.

While the digital age is the norm for younger generations, many older people remain digitally excluded. In 2013, some 61 per cent of Londoners aged 75 and over had never used the internet<sup>67</sup>. This means

traditional, printed media still has a crucial value in communicating information.

## Homeshare

There are Homeshare schemes in a number of boroughs. Older or disabled people wishing to remain independent in their own homes take in someone vetted, who then provides company and help around the home in return for low or no cost accommodation.

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<sup>67</sup> Labour Force Survey 2013 Q1, Office for National Statistics





North London Cares and South London Cares are sibling community networks mobilising young professionals to volunteer to hang out with and help their older neighbours in need of a little practical support and companionship. From film and local storytelling nights to Saturday socials, new technology workshops and concerts trips, or just helping with everyday tasks like shopping or getting to the GP, volunteers provide a crucial bridge between isolation and contact in a rapidly changing modern world. Across the two networks 1,000 volunteers have made regular links with over 1,200

older people in Camden and Islington, Southwark and Lambeth - building relationships and sharing history, experiences and good times.

While the next generation of older people will have a greater, more innate familiarity with digital technology, Kings College London researchers point out that they may still experience exclusion if they lack the financial resources to buy the latest products.

In order for London to develop as an age-friendly city, we must find ways to keep older generations connected. To help, the Mayor funded the Age UK London to run MiCommunity<sup>68</sup>. This programme involved 26 London boroughs in which more than 800 young volunteers helped older people become more confident with using computers, other digital equipment and accessing services online. Age UK London also hosts Techie Tea Parties where volunteers provide 1:1 support to help older people use digital devices such as computers, tablets and smart phones.



### Casserole Clubs - Home-cooked food by neighbours for neighbours

In 2014 Casserole Club's online service featured on Nominet Trust as one of the world's top 100 most inspiring examples of social innovation through digital technology. It pairs up people in the community to share home cooked food with others in their area who might not always be able to cook for themselves. It gets more people eating and cooking fresh meals, and builds community ties.

Currently there are two clubs in London – in Barnet and Tower Hamlets. Cooks are required to sign up at [www.casseroleclub.com](http://www.casseroleclub.com) and do a brief safeguarding check before they can search and contact local diners. The Casserole Club also provides help for those not on the internet with ordering meals, and connecting and pairing up local people.

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<sup>68</sup> <http://www.ageuk.org.uk/london/our-services/micomunity-project/>

However, it is not only older people who find themselves excluded from digital technology and the benefits it can bring. Disabled people, people on low incomes and people in social housing are also often excluded<sup>69</sup>, and, in January 2015, Mayor published his digital exclusion strategy to address this.

### Shifting attitudes towards disabled people

We need to gain an understanding of people's disabilities and health conditions and of treating people who have them with dignity and respect.



Each year Queen Elizabeth Olympic Park hosts 'National Paralympic Day', a celebration of inclusive sport and arts, enjoyed by some 30,000 visitors in 2014. The event is a big opportunity to keep the Paralympic heritage alive and thriving. In both 2013 and 2014, two-thirds of non-disabled people said the day gave them a more positive view of disabled people.

Increasing communication and disability awareness among London Ambulance NHS Trust's staff during London 2012 was an especially high priority. All regular frontline staff received five days of training, and the service developed a pocket communication book, designed mainly for use with patients with either learning or hearing disabilities, and which is still in use across the organisation.

### Dignity for dementia

Already some 72,000 Londoners live with dementia – and this prevalence is growing<sup>70</sup>. If trends follow predicted national patterns, this number is set to almost double in the next 30 years. The G7 group of world economic leaders recognises dementia as the biggest global health challenge of our time.

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<sup>69</sup> Labour Force Survey, ONS

<sup>70</sup> Dementia UK Update, Appendix A, Alzheimer's Society, 2014

To increase our knowledge of dementia, and find and find better ways to manage the condition, the Mayor's working with leading academics, clinicians and dementia charities to get funding from national government and the private sector for an International Dementia Research Institute. NHS England has set up a Dementia Strategic Clinical Network for London made up of clinicians, social care directors and voluntary sector representatives with expertise in dementia from across London to provide leadership and advice to shape London's dementia strategy.

One hundred clinicians from all the capital's acute and community trusts in London have been given awareness training. This in turn means they can train others within their organisation. The Mayor is committed to working with the Alzheimer's Society, NHS England, London Dementia Strategic Clinical Network, Public Health England, and the Pan London Dementia Alliance to make London a dementia friendly capital city. Sessions have been held for staff across the GLA group for them to become Dementia Friends.<sup>71</sup>

The aim is that wherever a person with dementia goes in London, they'll have support to help them continue doing things they enjoy – the things most of us take for granted. Put simply, they can expect to be treated with the kindness and understanding they need in their daily lives.

### Intervention Memory Service

Early diagnosis and support services from specialist memory teams are a main part of government's National Dementia Strategy.

In response, South London and Maudsley NHS Trust has set up three cross disciplinary clinical teams to cover the boroughs of Croydon, Lambeth, Lewisham and Southwark. Comprising psychologists, nurses, occupational therapists and doctors, each team offers early diagnosis, specialist assessment, investigation, and treatment for people over 65, or anyone younger showing signs of the condition.

The three teams receive an average of 1,900 new patient referrals a year. Each person diagnosed with dementia gets a personal care plan and a named coordinator. Treatment may include tailored medication, suggested exercises, and group work or activity to promote and prolong brain stimulation. Patients may also get the chance to take part in research projects, including therapeutic trials to further knowledge and understanding of dementia care.

### The 'Barbara' effect

In 2012, Guys and St Thomas' NHS Foundation Trust launched a training film for its 13,500 workforce. Called Barbara's Story, it depicts the experiences of an 85 year old patient with early signs of dementia trying to make sense of the bewildering environment of a hospital.

Its impact on staff was immense, and led to calls for the film to be released as a training tool for any health related organisation in the world to use. With the support of the Burdett Trust a further five episodes were made, creating a complete training package on You Tube and endorsed as a training tool by both the Alzheimer's Society and Health Education England.

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<sup>71</sup> [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

## Tackling disadvantage

We need to tackle both deprivation and the unhealthy lifestyles it can lead to. One organisation dedicated to this cause is the London Community Foundation (LCF), a collective of individual citizens, companies, public bodies and trusts.

Since 1995, the LCF has invested more than £40 million in some 5,000 charitable projects across the capital, helping tackle issues including child poverty, unemployment, isolation, homelessness, domestic violence and gang crime. Often the funding goes to small, grassroots charities and groups that don't attract mass public support. Last year alone, through £5.5 million of funding, LCF made more than 940 grants touching the lives of an estimated 310,000 Londoners.

In October 2014 the Mayor launched a revolutionary world-first in charitable giving, made possible by the introduction of contactless payments on the TfL network and clever banking technology.

By signing up to *Penny for London*, people donate a penny to the Mayor's Fund for London every time they use their contactless card or mobile phone to pay for public transport. The donations support programmes that transform the lives of thousands of young disadvantaged Londoners.

Many of London's retailers will soon be joining Penny for London. So when people buy, say, a coffee on their way to work or sandwich at lunchtime using contactless payment, retailers may match or even double the donation.



## Moving forward: to make London a friendlier place for respect and social inclusion, we'll

- reduce homelessness
- extend the Penny for London scheme
- implement the Mayor's Hate Crime Reduction Strategy
- implement the Mayor's Digital Inclusion Strategy.

# APPENDIX: CONTACTS AND LINKS

## How to access some of the friendly things London has to offer

This section provides contact details of organisations or projects mentioned in the chapters of this report.

We hope you will find it useful for accessing some of the friendly things London has to offer.

### HOUSING

#### **Accessible Housing Register – GLA**

[www.london.gov.uk/priorities/housing-land/renting-home/london-accessible-housing-register](http://www.london.gov.uk/priorities/housing-land/renting-home/london-accessible-housing-register)

#### **Built Environment Professional Education Project (BEPE)**

[www.gov.uk/government/publications/built-environment-professional-education-project-updates](http://www.gov.uk/government/publications/built-environment-professional-education-project-updates)

#### **Decent Homes Standards – Department for Communities and Local Government**

[www.gov.uk/government/policies/improving-the-rented-housing-sector--2/supporting-pages/decent-homes-refurbishing-social-housing](http://www.gov.uk/government/policies/improving-the-rented-housing-sector--2/supporting-pages/decent-homes-refurbishing-social-housing)

#### **First Steps – GLA**

Share to Buy  
PO Box 11998  
Sudbury  
Essex CO10 3B  
[www.sharetobuy.com/firststeps](http://www.sharetobuy.com/firststeps)

#### **GLA**

City Hall, Queen's Walk, More London, SE1 2AA  
phone: 0207 983 4000  
[www.london.gov.uk](http://www.london.gov.uk)

#### **Housing Moves – GLA**

[www.housingmoves.org/](http://www.housingmoves.org/)

#### **Lifetime Homes Standard – Foundation for Lifetime Homes and Neighbourhoods**

Holyer House  
20-21 Red Lion Court  
London EC4A 3EB  
phone: 020 7822 8700  
[enquiries@lifetimehomes.org.uk](mailto:enquiries@lifetimehomes.org.uk)  
[www.lifetimehomes.org.uk/index.php](http://www.lifetimehomes.org.uk/index.php)



### **London Legacy Development Corporation**

Level 10

1 Stratford Place

Montfichet Road

London E20 1EJ

phone: 020 3288 1800

info@londonlegacy.co.uk

<http://queenelizabetholympicpark.co.uk/our-story/the-legacy-corporation>

### **London Rental Standard – GLA**

[www.london.gov.uk/priorities/housing-land/renting-home/london-rental-standard](http://www.london.gov.uk/priorities/housing-land/renting-home/london-rental-standard)

### **No Living on the Street / No Second Night Out – GLA**

[www.nosecondnightout.org.uk](http://www.nosecondnightout.org.uk)

### **Office for Disability Issues**

[www.gov.uk/government/organisations/office-for-disability-issues](http://www.gov.uk/government/organisations/office-for-disability-issues)

## **NEIGHBOURHOODS AND GREEN SPACES**

### **Age UK**

1st Floor, 21 St Georges Road

London SE1 6ES

phone: 020 7820 6770

general@ageuklondon.org.uk

[www.ageuk.org.uk/london](http://www.ageuk.org.uk/london)

### **Changing Places**

phone: 020 7696 6019

[changingplaces@mencap.org.uk](mailto:changingplaces@mencap.org.uk)

[www.changing-places.org](http://www.changing-places.org)

### **RE:LEAF**

[www.london.gov.uk/priorities/environment/greening-london/re-leaf](http://www.london.gov.uk/priorities/environment/greening-london/re-leaf)

### **Sit Stop**

4 Waldegrave Road

Teddington

TW11 8HT

phone: 07789 438246

[www.sitstop.co.uk](http://www.sitstop.co.uk)

## TRANSPORT

### Age UK

1st Floor, 21 St Georges Road  
London SE1 6ES  
phone: 020 7820 6770  
[general@ageuklondon.org.uk](mailto:general@ageuklondon.org.uk)  
[www.ageuk.org.uk/london](http://www.ageuk.org.uk/london)

### Dial-a-Ride

5 Mandela Way  
London SE1 5SS  
phone: 0343 222 7777  
[DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk)  
[www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride)

### Inclusion London

336 Brixton Road  
London SW9 7AA  
phone: 020 7036 6031  
[libby.oakley@inclusionlondon.co.uk](mailto:libby.oakley@inclusionlondon.co.uk)  
[www.inclusionlondon.co.uk](http://www.inclusionlondon.co.uk)

### Transport for All

336 Brixton Rd  
London SW9 7AA  
phone: 020 7737 2339  
[www.transportforall.org.uk](http://www.transportforall.org.uk)

### Transport for London (TfL)

TfL Customer Services  
4th Floor  
14 Pier Walk  
London SE10 0ES  
phone: 0343 222 1234  
[www.tfl.gov.uk/corporate/useful-contacts/#on-this-page-0](http://www.tfl.gov.uk/corporate/useful-contacts/#on-this-page-0)

## CULTURE

### **Arts 4 Dementia**

20 Charlwood Road  
London SW15 1PE  
phone: 020 8780 5217  
info@arts4dementia.org.uk  
www.arts4dementia.org.uk

### **Attitude is Everything**

54 Chalton Street  
London NW1 1HS  
phone: 020 7383 7979  
info@attitudeiseverything.org.uk  
www.attitudeiseverything.org.uk

### **Capital Age Festival**

phone: 020 7820 6788  
info@capitalagefestival.org.uk  
www.capitalagefestival.org.uk

### **Centrepieces**

The Lodge  
Hall Place  
Bourne Road  
Kent DA5 1PG  
phone: 01322 554 589  
geoff.norris@centrepieces.org  
www.centrepieces.org

### **English PEN**

Free Word Centre  
60 Farringdon Road  
London EC1R 3GA  
phone: 0207 324 2535  
enquiries@englishpen.org  
www.englishpen.org

### **Fourth Plinth Schools Award - GLA**

[www.london.gov.uk/priorities/arts-culture/fourth-plinth/fourth-plinth-schools-awards](http://www.london.gov.uk/priorities/arts-culture/fourth-plinth/fourth-plinth-schools-awards)

### **GIGS: Big Busking -GLA**

[www.london.gov.uk/priorities/arts-culture/gigs](http://www.london.gov.uk/priorities/arts-culture/gigs)

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### **London Older People's Strategies Group**

phone: 07813 562267

[www.lopsg.org.uk](http://www.lopsg.org.uk)

## **VOLUNTEERING, SOCIAL AND CIVIC ENGAGEMENT AND PARTICIPATION**

### **Barking & Dagenham Community Volunteer Team**

Barking Town Hall

Town Square

Barking

Essex IG11 7LU

phone: 020 8227 3192

[volunteering@lbbd.gov.uk](mailto:volunteering@lbbd.gov.uk)

[www.lbbd.gov.uk/residents/jobs-and-careers/volunteering](http://www.lbbd.gov.uk/residents/jobs-and-careers/volunteering)

### **Capital Clean-up - GLA**

[capitalcleanup@london.gov.uk](mailto:capitalcleanup@london.gov.uk)

[www.london.gov.uk/priorities/environment/cleaning-london/capital-clean-up](http://www.london.gov.uk/priorities/environment/cleaning-london/capital-clean-up)

### **Contact the Elderly**

2 Grosvenor Gardens

London SW1W 0DH

phone: 020 7240 0630

[info@contact-the-elderly.org.uk](mailto:info@contact-the-elderly.org.uk)

[www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

### **Free The Children**

7-11 St. John's Hill

London SW11 1TR

phone: 020 7978 5225

[ukyouth@freethechildren.com](mailto:ukyouth@freethechildren.com)

[www.freethechildren.com/get-involved/we-school/free-the-children-uk](http://www.freethechildren.com/get-involved/we-school/free-the-children-uk)

### **Greater London Authority**

City Hall

More London

Queen's Walk

London, SE1 1AA

phone: 0207 983 4000

[mayor@london.gov.uk](mailto:mayor@london.gov.uk)

[www.london.gov.uk/get-involved](http://www.london.gov.uk/get-involved)

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**London Fire Brigade Community Cadet Scheme**

communityfirecadets@london-fire.gov.uk  
[www.london-fire.gov.uk/CommunityFireCadets.asp](http://www.london-fire.gov.uk/CommunityFireCadets.asp)

**London Patient Voice**

phone: 020 7932 3089  
info@cfps.org.uk  
[www.cfps.org.uk/London+Patient+Voice](http://www.cfps.org.uk/London+Patient+Voice)

**London Strategic Migration Partnership**

[www.london.gov.uk/priorities/equalities/refugees-and-migrants/london-strategic-migration-partnership](http://www.london.gov.uk/priorities/equalities/refugees-and-migrants/london-strategic-migration-partnership)

**London Voluntary Service Council**

2nd floor  
200a Pentonville Road  
London N1 9JP  
phone: 020 7832 5830  
info@lvsc.org.uk  
[www.lvsc.org.uk](http://www.lvsc.org.uk)

**Love Libraries, Love Volunteering**

[www.londoncouncils.gov.uk/policylobbying/culturetourismand2012/artsculture/resources/lovelibrari  
esvolunteering.htm](http://www.londoncouncils.gov.uk/policylobbying/culturetourismand2012/artsculture/resources/lovelibrari<br/>esvolunteering.htm)

**Lynk Up Crew**

rebecca.palmer@london.gov.uk  
[www.london.gov.uk/priorities/schools-and-education/schools-and-education/for-youth-  
workers/lynk-up-crew](http://www.london.gov.uk/priorities/schools-and-education/schools-and-education/for-youth-<br/>workers/lynk-up-crew)

**Metropolitan Police Special Constables**

<http://content.met.police.uk/Site/specialconstables>

**Newham Volunteers**

The Old Dispensary  
30 Romford Road  
Stratford  
E15 4BZ  
phone: 0300 124 0123/ 020 3770 4444  
[www.activenewham.org.uk/volunteering](http://www.activenewham.org.uk/volunteering)

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### **North London Cares**

c/o The Camden Collective  
37 Camden High Street  
London, NW1 7JE  
phone: 07884 581 671  
Email: [laura.woodley@northlondoncares.org.uk](mailto:laura.woodley@northlondoncares.org.uk)  
<http://northlondoncares.org.uk/>

### **Peer Outreach Team - GLA**

[rebecca.palmer@london.gov.uk](mailto:rebecca.palmer@london.gov.uk)  
[www.london.gov.uk/priorities/schools-and-education/schools-and-education/for-youth-workers/peer-outreach-team](http://www.london.gov.uk/priorities/schools-and-education/schools-and-education/for-youth-workers/peer-outreach-team)

### **South London Cares**

The Brixton Impact Hub  
Lambeth Town Hall  
Brixton Hill  
London SW2 1RW  
07921 439 479  
Email: [tess.young@southlondoncares.org.uk](mailto:tess.young@southlondoncares.org.uk)  
<http://southlondoncares.org.uk/>

### **Talk London - GLA**

<http://talklondon.london.gov.uk>

### **Team London - GLA**

[www.london.gov.uk/priorities/volunteering](http://www.london.gov.uk/priorities/volunteering)  
<http://volunteerteam.london.gov.uk/#s>

### **The Welcome People**

James Kitson  
Morley House  
320 Regent St  
London  
W1B 3BE  
phone: 0207 436 8762

### **Volunteer Centres - Greater London**

<http://greaterlondonvolunteering.org.uk/volunteer-centres-2>

### **Young Ambassadors - GLA**

<http://volunteerteam.london.gov.uk/initiatives/>

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## EMPLOYMENT AND SKILLS

### **British Hospitality Association**

Queens House  
55-56 Lincoln's Inn Fields  
London WC2A 3BH  
phone: 0207 404 7744  
bha@bha.org.uk  
www.bha.org.uk/

### **Business Disability Forum**

Nutmeg House  
60 Gainsford Street  
London SE1 2NY  
phone: 020 7403 3020  
enquiries@businessdisabilityforum.org.uk  
<http://businessdisabilityforum.org.uk>

### **Business in the Community**

137 Shepherdess Walk  
London N1 7RQ  
phone: 020 7566 8650  
london@bitc.org.uk  
www.bitc.org.uk/london/

### **Citizens UK Living Wage Foundation**

Citizens UK Head Office  
112 Cavell Street  
London E1 2JA  
phone: 020 7043 9882  
www.livingwage.org.uk

### **European Social Fund**

<https://lep.london/european-structural-investment-funds>

### **Headstart London**

Elizabeth House  
39 York Road  
London SE1 7NQ  
phone: 020 3542 2400  
info@the-challenge.org  
www.the-challenge.org/programmes/headstart

### **Happy London**

Cityside House  
40 Adler Street  
London E1 1EE  
Phone: 020 7375 7300  
hello@happy.co.uk  
www.happy.co.uk/

### **London Healthy Workplace Charter**

londonhealthyworkplace@london.gov.uk  
www.london.gov.uk/priorities/health/focus-issues/health-work-and-wellbeing

### **Mayor's Corporate Commitment**

<http://volunteerteam.london.gov.uk/initiatives/2>

### **Prince's Initiative for Mature Entrepreneurs**

137 Shepherdess Walk  
London N1 7RQ  
phone: 020 7566 8701  
primeinfo@bitc.org.uk  
www.prime.org.uk

### **Skills Funding Agency**

Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT  
phone: 0345 377 5000  
info@sfa.bis.gov.uk  
www.gov.uk/government/organisations/skills-funding-agency

### **The Age and Employment Network (TAEN)**

c/o Shaw Trust CDG  
4th Floor  
Jessica House  
Red Lion Square  
Wandsworth High Street  
London SW18 4LS  
phone: 0300 247 200  
www.taen.org.uk

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### **The Challenge**

London Regional Office  
Elizabeth House  
39 York Road London SE1 7NQ  
phone: 020 3542 2404  
info@the-challenge.org  
www.the-challenge.org

## **HEALTH, FITNESS AND WELLBEING**

### **Alzheimer's Society**

Devon House  
58 St Katharine's Way  
London E1W 1LB  
phone: 020 7423 3500  
enquiries@alzheimers.org.uk  
www.alzheimers.org.uk

### **Coping Through Football**

The London Playing Fields Foundation  
73 Collier Street  
London N1 9BE  
phone: 020 7713 8684  
jo.mckenzie@lpff.org.uk  
www.copingthroughfootball.org

### **Dementia Friends**

www.dementiafriends.org.uk

### **Dr Mortimer and Theresa Sackler Foundation**

New Zealand House  
9th Floor  
80 Haymarket  
London SW1Y 4TQ  
phone: 020 79304944

### **Healthy Schools London**

phone: 020 7983 4215  
healthyschools@london.gov.uk  
www.healthyschoolslondon.org.uk/

### **Interactive**

Unit 2B07 London South Bank University  
Technopark  
90 London Road  
London SE1 6LN  
phone: 020 7717 1699  
[info@interactive.uk.net](mailto:info@interactive.uk.net)  
[www.interactive.uk.net](http://www.interactive.uk.net)

### **Leyton Orient Community Sports Programme**

Leyton Orient FC  
Matchroom Stadium  
Brisbane Road  
Leyton, London, E10 5NF  
phone: 020 8556 5973  
[info@leytonorient.net](mailto:info@leytonorient.net)  
[www.leytonorient.com](http://www.leytonorient.com)

### **London Health Commission**

phone: 020 3182 4966  
[healthcommission@london.gov.uk](mailto:healthcommission@london.gov.uk)  
[www.londonhealthcommission.org.uk](http://www.londonhealthcommission.org.uk)

### **London Patient Voice**

phone: 020 7932 3089  
[info@cfps.org.uk](mailto:info@cfps.org.uk)  
[www.cfps.org.uk/London+Patient+Voice](http://www.cfps.org.uk/London+Patient+Voice)

### **London Sport Motivate East**

London Legacy Development Corporation  
Level 10  
1 Stratford Place  
Montfichet Road  
London E20 1EJ  
phone: 020 3288 1800  
[info@londonlegacy.co.uk](mailto:info@londonlegacy.co.uk)  
<http://motivateeast.co.uk/>

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### **Myhealth.london.nhs.uk**

Myhealthlondon  
NHS England (London Regional Office)  
4th Floor  
105 Victoria Street  
London SW1E 6QT  
NHSCB.myhealthlondon@nhs.net  
[www.myhealth.london.nhs.uk/](http://www.myhealth.london.nhs.uk/)

### **NHS London**

NHS England (London Regional Office)  
4th Floor  
105 Victoria Street  
London SW1E 6QT  
<http://www.england.nhs.uk/london/>

### **North East London Foundation Trust**

Trust Head Office  
Goodmayes Hospital  
Barley Lane  
Ilford  
Essex IG3 8XJ  
phone: 0300 555 1200  
[www.nelft.nhs.uk](http://www.nelft.nhs.uk)

### **Pan London Dementia Action Alliance**

[timothy.mclachlan@alzheimers.org.uk](mailto:timothy.mclachlan@alzheimers.org.uk)  
[www.dementiaaction.org.uk/](http://www.dementiaaction.org.uk/)

### **Safe Sociable London Partnership**

[www.safesociablelondonpartnership.co.uk](http://www.safesociablelondonpartnership.co.uk)

### **School Food Plan**

[info@schoolfoodplan.com](mailto:info@schoolfoodplan.com)  
[www.schoolfoodplan.com](http://www.schoolfoodplan.com)

### **Sports Participation Fund**

[www.london.gov.uk/priorities/sport/sports-legacy-programme/mayors-sports-participation-fund](http://www.london.gov.uk/priorities/sport/sports-legacy-programme/mayors-sports-participation-fund)

### **Well London Programme**

Alison Pearce  
Programme Manager - Well London  
Greater London Authority  
City Hall  
The Queen's Walk  
London SE1 2AA  
phone: 020 7983 4544  
alison.pearce@london.gov.uk  
www.welllondon.org.uk

### **Wembley National Stadium Trust**

Wembley National Stadium Trust  
PO Box 270  
Guildhall  
London EC2P 2EJ  
phone: 020 7332 1055  
info@wnst.org.uk  
www.wnst.org.uk

## **COMMUNICATION AND INFORMATION**

### **Age UK London**

1st Floor, 21 St Georges Road  
London SE1 6ES  
phone: 020 7820 6770  
email: general@ageuklondon.org.uk  
www.ageuk.org.uk/london

### **DisabledGO**

www.disabledgo.com

### **Inclusive London**

www.inclusivelondon.com

### **Know your Rights Campaign - GLA**

www.london.gov.uk/priorities/equalities/pension-credit?source=vanityurl

### **Visit London**

www.visitlondon.com

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## RESPECT AND SOCIAL INCLUSION

### Age UK London

1st Floor, 21 St Georges Road  
London SE1 6ES  
phone: 020 7820 6770  
general@ageuklondon.org.uk  
www.ageuk.org.uk/london

### Casserole Club (Barnet and Tower Hamlets)

Phone: 020 3475 3444  
Email: hello@casseroleclub.com  
www.casseroleclub.com

### Homeshare

www.sharedlivesplus.org.uk/homeshare-in-your-area

### Inclusion London

336 Brixton Road  
London SW9 7AA  
phone: 020 7036 6031  
libby.oakley@inclusionlondon.co.uk  
www.inclusionlondon.co.uk

### London Community Foundation

Unit 7 Piano House  
9 Brighton Terrace  
London SW9 8DJ  
phone: 0207 582 5117  
info@londoncf.org.uk  
www.londoncf.org.uk

### Metropolitan Police Service

<http://content.met.police.uk/Site/communityengagement>  
<http://content.met.police.uk/Site/communitiestogether>  
<http://content.met.police.uk/Article/Lesbian-Gay-Bisexual-and-Transgender-Borough-Liaison/1400018932800/1400018932800>

### Mayor's Fund for London - GLA

phone: 0207 983 4051  
www.mayorsfundforlondon.org.uk

### Notting Hill Carnival

www.thenottinghillcarnival.com

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### **Open Age**

St. Charles Centre For Health & Wellbeing  
Exmoor Street  
London W10 6DZ  
phone: 020 8962 5584 or 020 8962 4141  
[www.openage.org.uk](http://www.openage.org.uk)  
[www.openage.org.uk/housebound](http://www.openage.org.uk/housebound)  
[www.openage.org.uk/link](http://www.openage.org.uk/link) (Link-Up)

### **Penny for London**

<https://www.pennyforlondon.com>

### **Pride in London**

<http://prideinlondon.org>

### **Talk to me London**

51 Lymescote Gardens  
London SM12PG  
email: [hello@talktome.email](mailto:hello@talktome.email)  
<http://talktomelondon.org>

### **Transport for All**

336 Brixton Rd  
London SW9 7AA  
phone: 020 7737 2339  
[www.transportforall.org.uk](http://www.transportforall.org.uk)

### **Transport for London – Travel Support Scheme**

[www.tfl.gov.uk/transport-accessibility/help-from-staff#on-this-page-4](http://www.tfl.gov.uk/transport-accessibility/help-from-staff#on-this-page-4)

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## Other formats and languages

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### 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**  
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### Chinese

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### Hindi

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

### Vietnamese

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

### Bengali

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

### Greek

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

### Urdu

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

### Turkish

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

### Arabic

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

### Punjabi

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

### Gujarati

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