

MAYOR OF LONDON

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Our ref: MGLA210922-9630

Date: 9 January 2023

Dear Onkar,

London Assembly (Plenary) Meeting 8 September 2022 – Motions

Thank you for your letter of 20 September 2022 about the motions agreed at the London Assembly (Plenary) meeting on 8 September. I apologise for the delay in responding to you. My reply to the motions is set out below.

Motion 1 – Hostile Vehicle Mitigation Measures on Central London Bridges

It is important to note that the existing barriers have an indefinite lifespan in their current usage on the bridges and can continue to provide the recommended level of protection from hostile vehicle attacks. We continue to work with our partners to mitigate the inconvenience to pedestrians and cyclists from the current measures and some of the problems created for drainage and street cleaning.

Following Transport for London's (TfL) agreement with the government on a funding settlement until 31 March 2024, TfL is undertaking business planning work, which will include reviewing plans for the next phase of hostile vehicle mitigation measures on the central London bridges. Any future works will be done collaboratively with relevant partners across London and will examine engineering constraints, as well as the heritage look and feel of the bridges.

Motion 2 – Visa Costs

I welcome this motion in support of migrant Londoners, and I am glad that you have written in similar terms to the Home Secretary as Chair of the Assembly. It is unacceptable that people who are so integral to our city continue to be subjected to hostile and discriminatory policies.

I am committed to helping Londoners of all backgrounds to secure their status so they can thrive. In 2020, I published a report that highlighted the UK's undocumented population and estimated that more than 133,000 children and young people are living in the capital without immigration status, despite more than half being born in the UK. Last year, I also published a cost-benefit analysis on the removal of the no recourse to public funds (NRPF) visa condition that leaves many migrant Londoners without access to essential support. I have invested almost £3 million in funding to support migrants and refugees across the capital, including investment into immigration advice.

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This includes targeted investment into the Windrush Justice programme, which seeks to address the chronic lack of funding available for Black-led grassroots organisations supporting Windrush victims.

Yet, as a result of government policies, many people continue to face barriers to regularising their immigration status and securing their rights to residency and citizenship. This leaves them vulnerable, without access to essential services, and with limited options to seek support from London's overstretched immigration advice sector, where demand for high-quality advice far outstrips supply. The Assembly has rightly raised a number of areas where concerted action is required, echoing my calls for the government to do more, including cutting extortionate immigration and citizenship fees.

It is appalling that Londoners are still prevented from securing the status they are entitled to because of complex processes and high fees, and that they are forced to live 'in limbo' due to Home Office decision-making delays. The same hostile environment policies that led to the Windrush Generation experiencing discrimination, destitution, and deportation continue to impact people's lives, including those of children and young Londoners. These policies must be scrapped.

I am calling on the government to:

- Scrap the profit element of settlement and citizenship fees that make access to residence and citizenship rights prohibitively expensive for many who are entitled to stay in the UK, and abolish fees for children;
- Cut delays in Home Office decision-making, which are placing Londoners' lives on hold;
- End hostile environment policies that exclude migrant Londoners from key services and essential support; and
- Reinstate legal aid for immigration cases to address the systemic barriers facing migrant Londoners who require advice and representation, and provide urgent funding for local authorities, the voluntary sector and immigration advice services that are already providing support.

I will continue to call for a compassionate and humane approach to immigration policy that champions and supports, rather than impedes, people's access to residence and citizenship, and works across every department to address barriers faced by migrants in accessing services, healthcare, education, and justice.

I wrote to the Home Secretary when she was appointed to her role, welcoming her to the post and requesting to meet. I will look to address a range of issues raised in this motion and wider issues regarding those seeking asylum.

Motion 4 – The Energy Crisis

This Assembly calls on the Mayor to:

1. *Lobby the Government to ensure that pensioners and others on any kind of benefit are assisted, particularly where they have missed out on assistance so far;*

Prior to the Chancellor's fiscal event, we wrote to the government calling for an increase in the one-off cost of living support grant for people in receipt of disability benefits to the level of pensioners' grants to reflect the additional energy needs faced by many people with disabilities. We also urged the government to introduce a 'Lifeline Tariff' to ensure support for those who need it and which would allow a minimum floor of domestic energy use before charges begin. Through

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my Cost of Living Hub, I have launched a benefits calculator which allows Londoners on low incomes to check what entitlements they can get.

2. *Lobby the Government to keep funding for home insulation programmes at the top of the political agenda;*

We are now suffering the consequences of a decade of government inaction on energy efficiency. For several years, I have called on the government to give priority to helping households to insulate their homes by increasing the amount of grant funding available through longer-term, non-competitive programmes to deliver building energy efficiency and low carbon heating measures. The government must match my pace and ambition and support plans that would save lives this winter, and I have called on the current Cabinet to do so.

3. *Address the under-use of Energy Company Obligation (ECO) funding in rounds 1-3 in London, by ensuring that London gets its fair share of ECO4 and ECO4 Flex, 2022-2026;*

I have been calling for the government to devolve a fair share of ECO funding to London for several years, to ensure Londoners receive the benefits they have paid for. I am also calling on the government to increase the income threshold for households that can benefit from grant programmes such as the ECO and Sustainable Warmth, to ensure more Londoners can benefit.

4. *Work with energy suppliers in London to get commitments for additional discounts to support those on fixed incomes and the lowest incomes, particularly those using pre-payment meters;*

The Greater London Authority (GLA) Energy Team is working with energy suppliers to encourage commitments for those in fuel poverty in line with our policies.

5. *In conjunction with London's energy suppliers to write to all households not claiming the Government's Warm Homes Discount, to highlight their eligibility and how to apply for the scheme as the new price cap rises come into place;*

The GLA Energy Team is working with London's energy suppliers to encourage more effective communication to potential beneficiaries of the Warm Homes Discount in order to enhance applications to the scheme, especially with new price caps.

6. *Provide a dedicated tab and a web page on the Cost of Living Hub, with regularly updated details of all support available, including details of his Warmer Homes Programme;*

The ["Help paying your bills" page](#) of my Cost of Living Hub includes details of the energy support schemes and grants available and links to the Warmer Homes programme. Getting help with energy and water costs is one of the main themes promoted through my Cost of Living campaign, and I recently launched a new advice service, Energy Advice London, to support Londoners struggling to pay soaring energy bills due to the cost of living crisis.

7. *Work with London's energy suppliers to widely advertise the discounts and grants available to fixed or low income Londoners, including on TfL services such as buses and tubes; and*

I wrote to the Ofgem CEO in July 2022, asking Ofgem to:

- Scrap the unfair premium on pre-payment tariffs;
- Help the most vulnerable and lowest income householders by reversing the large increase seen in standing charges in April 2022;

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- Call on the government to introduce a 'lifeline tariff' that would allow a minimum floor of domestic energy use before charges begin for those in receipt of the Warm Homes Discount;
- Ensure that energy suppliers treat households who are struggling with energy bills fairly and sensitively this winter (including no disconnections, or forced pre-payment meter installs, leading to self-disconnection), and signpost help available; and
- Require energy suppliers to pro-actively contact households on the Priority Services Register before this winter to signpost the help available to them to lower their energy bills, including, for Londoners, my Warmer Homes programme, Warmer Homes Advice Service and Cost of Living Hub to Londoners.

8. Fund energy advisors for community energy groups, Citizens Advice and local authorities, as is consistent with Mayoral Directive 2816.

I continue to fund energy advisors through my Warmer Homes Advice Service. I am providing £2.3 million of funding for London Citizens Advice and London Legal Support Trust to increase capacity across their networks and establish new outreach/referral partnerships with community organisations. This will enable 30,000 Londoners to receive crisis support advice and up to 5,000 Londoners to receive specialist legal advice.

Motion 7 – Supporting London's Bus Drivers

I welcome the London Assembly putting on record its support for London's bus drivers. I made clear in my manifesto that driver welfare remains a priority, pledging to continue ongoing investment in toilet facilities at the end of bus routes, as they are an integral part of running an efficient and safe bus network. Since 2018, TfL has delivered significant improvements by installing 64 new facilities for bus routes across London. As a result of this activity, combined with TfL's work to encourage an extensive network of third-party facilities to be made available to drivers, there are no longer any bus routes in London without access to a toilet.

I will continue to make further improvements in this area, including ensuring existing welfare facilities are in a suitable condition for all drivers to use. TfL's investment programme will build on the positive work delivered so far, with an additional 26 renewals of existing facilities and three new toilet installations planned for completion before the end of 2022/23. Plans for future enhancements are being developed and will focus on renewals of existing assets to improve asset condition, providing more capacity for all bus drivers, and providing new toilets on priority routes.

TfL has established a comprehensive Fatigue Management Programme based on the recommendations of the Loughborough Report published in 2019. All bus operators have had Fatigue Risk Management Systems in place since 2020 and are required to review them annually. Online fatigue management awareness training for all operational managers and supervisors was completed in June 2021, with ongoing delivery underway for all newly recruited drivers. A wider communications plan has been agreed with bus operators to highlight key messages on fatigue management to frontline staff, supporting the content being delivered to all bus drivers via Destination Zero – TfL's mandatory driver Certificate of Professional Competence training.

Physical trials of initiatives identified through TfL's Bus Safety Innovation Challenge 2021: Driver Fatigue, Health and Well Being have been completed or are currently underway. I would be happy to share with the Assembly the outcomes once the evaluations and final reporting is complete. Several small trials of fatigue detection technology are underway with bus operators to explore the

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viability and efficacy of this technology. A pan-London fatigue detection technology project is planned over the next two years to expand our evidence base, inform the next stages of the Fatigue Management Programme, and set the strategy for adopting technology to prevent or mitigate fatigue in bus drivers. However, this is subject to funding availability.

My previous commitments to protect and enhance bus driver income such as the London Professional Wage, the Licence for London, and the Driver Retention Schedule have gone a long way to ensuring bus driver pay is fair. However, with the economy in such a volatile position, TfL is maintaining a regular dialogue with bus operators to ensure they remain apprised of ongoing pay negotiations with trade unions.

Motion 8 – Forward Plan

I meet all statutory requirements on transparency, and I go beyond statutory requirements in many areas, as part of my wider commitment to transparency and the scrutiny process. The forward plans councils are required to produce by statute relate to the specific processes followed by local authorities. As a regional authority not governed by a council or board, the GLA's planning processes are very different to the processes followed by local authorities, and it would not be possible or appropriate for the GLA to produce and publish forward plans of that kind.

GLA officers work hard to keep the Assembly informed of developments with as much notice as possible, including through the budget process. My team are happy to discuss any improvements Assembly Members would like to suggest could be made to these processes.

Motion 9 – Retrofit Crossrail Toilets

TfL recognises that access to public toilets is vital to ensuring that everybody can move around London with comfort and dignity, especially older and disabled people. Providing further facilities is challenging in the context of TfL's funding constraints. However, TfL has been working to improve customer communications and has recently published enhanced information on London Underground toilets – including opening hours and whether accessible toilets have RADAR key access.

London Underground has rewritten its requirements for projects to include a much stronger instruction around providing toilets when new station infrastructure is constructed. This will include considering the provision of Changing Places toilets. Priority is given to those locations with step-free access, interchange and terminus stations, and locations in parts of the TfL network that currently have low numbers of public toilet facilities.

In May last year, I was pleased to accompany Her Majesty, the late Queen Elizabeth II, as she opened the Elizabeth line. As part of this, 34 of the 41 Elizabeth line stations have toilet facilities, with the remaining seven stations having toilet provision in an adjacent building. Where toilet facilities exist within stations, at least one is fully accessible. In addition, Liverpool Street and Paddington Network Rail stations have customer toilets including wheelchair accessible toilets and baby change facilities.

Motion 10 – Dial-a-Ride

I want to thank Age UK London, Transport for All and the Dial-a-Ride users who shared their experiences of the service for compiling the 'Dial-a-Ride: From Door to More' report.

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TfL is proud to provide the Dial-a-Ride service, which I know is vital in helping people lead rich and independent lives. It is a free service that TfL funds entirely (£24 million for 2022-23) and keeps under constant review to meet the diverse needs of Dial-a-Ride customers.

I am pleased that TfL's most recent survey found that customer satisfaction amongst Dial-a-Ride users currently stands at 93 per cent. Furthermore, the interviews that Age UK London and Transport for All undertook show that Dial-a-Ride brings independence, choice, and control into its users' lives. However, I recognise that the service can still be improved, and the recommendations provided in the report give us an opportunity to review the progress we have made and, importantly, identify areas to work on.

I am committed to ensuring that Dial-a-Ride users have the best service possible available to them. After reviewing the recommendations, there are a number of improvements already underway and others we can begin considering and implementing. We have already recruited staff to reduce call waiting times and have plans for a new, simpler booking system. We are committed to undertaking regular staff coaching to ensure they are providing a great service, monitoring call quality, and involving current users in the design of a future online booking portal. We are also pleased that over the past five years, we have increased our target to fulfil trip requests to 90 per cent, and are already meeting this target.

Other recommendations outlined in the report, such as providing journeys over longer distances, extending operating hours and ensuring a minimum number of weekly journeys, are limited by funding and resource restrictions as outlined in our response to the report shared with Age UK London and Transport for All. However, we will keep them under consideration. I was pleased to have a further discussion with Assembly Member Pidgeon about the Dial-a-Ride service at the Mayor's Question Time meeting on 15 December 2022, and my team and I will follow up on the points discussed separately.

Urgent Motion – Pakistan Flooding

Historic rainfall and floods hit Pakistan in the summer of 2022, killing over 1,700 people, injuring 12,000 and leaving the country in a terrible humanitarian crisis. Homes have been destroyed, health facilities damaged, and crops and livestock ruined. In some parts of the country, water has yet to recede, and winter has worsened damage and brought new risks. Over 20 million people are in need of humanitarian assistance, nearly half of them children.

All Londoners will be deeply saddened at the scale of the devastation, but the Pakistani community – which plays a pivotal role in London's society, economy, and culture – will be particularly affected by this terrible news. This is why I have raised awareness about this crisis and urged Londoners to support it in any way they can. This includes directing Londoners to the Disasters Emergency Committee (DEC) appeal for Pakistan which has already raised £40 million. I have also written to the Pakistan High Commissioner, His Excellency Moazzam Ahmad Khan, to extend my condolences. I would encourage the international community to do everything it can to support Pakistan in this time of such great and urgent need.

At the same time, we must all recognise that this is a true climate emergency, or what UN Secretary-General, António Guterres, calls "climate carnage". Millions of Pakistanis are not only dealing with terrible floods today, but earlier last year, before the rain, they also faced other weather extremes: deadly heatwaves in the spring, followed by huge wildfires and crippling droughts.

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As such, in the longer term, through policies that reduce our carbon emissions, and by encouraging other cities to do the same, London is also helping prevent future emergencies like the one affecting Pakistan. London was the first global city to declare a climate emergency, and the first to produce a 1.5 degrees centigrade aligned climate action plan in 2018, and I have brought forward London's net zero target from 2050 to 2030. I am more committed than ever to helping adapt our societies to the impacts of climate change and as cities consume more than two-thirds of the world's energy and account for more than 70 per cent of global CO2 emissions, our climate policies play a pivotal role in curbing the impacts of climate change.

What Pakistanis are facing today is a particularly cruel twist of fate. Experts estimate that Pakistan has accounted for less than one per cent of global carbon emissions, but is one of the most climate vulnerable places in the world, with considerably fewer resources to mitigate the impacts of climate change than the world's worst polluters. This is why, as Chair of the C40 Cities Climate Leadership Group, I committed two thirds of C40's budget to the Global South, so that cities in Pakistan and elsewhere could reduce emissions and increase resilience to future shocks. During the recent C40 Mayoral Summit, I also took part in the first in-person convening of the C40-Mayors Migration Council (MMC) Global Mayors Task Force on Climate and Migration and spoke about London's decision to join the MMC Task Force and the importance to work together on climate displacement in the Pakistan floods context.

I am also encouraging cities around the world to go further and faster in reducing their emissions and increasing support for climate adaptation, whilst at the same time encouraging national governments to provide greater financial and legislative support for cities. Specifically, with regard to these floods, C40 Cities have been organising regional knowledge sharing sessions on Urban Flooding with a focus on Karachi. Over 20 cities, including non-C40 cities, have joined these discussions to develop ways for addressing and mitigating this situation in the future.

Urgent Motion – Fracking

I agree that reinforcing our reliance on fossil fuels and fracking is not the answer to the energy crisis. We should instead divert more investment into renewable energy sources and in making buildings more energy efficient, which could save households hundreds of pounds per year on their energy bills. I have set a target for London to be net zero by 2030. My Accelerated Green pathway to get London there would see the delivery of 2.4 million building retrofits, 2.2 million heat pumps, and reducing our dependence on gas.

Thank you also for your comments on motions 5 and 6, which are noted.

Yours sincerely,



Sadiq Khan
Mayor of London