This document provides a summary of the Level 2 metrics for the [Building a Fairer City (BFC)](https://www.london.gov.uk/who-we-are/what-mayor-does/priorities-london/londons-recovery-coronavirus-crisis/london-partnership-board/building-fairer-city-plan) work programme.

Level 2 metrics are quantitative measures that are based on the perception of Londoners. Asked to a sample of London residents that is representative for age, gender, education level and ethnicity. It provides a sense of progress by asking Londoners whether they feel they can see a change. The questions asked reflect 4 priority areas of the plan across London.

The sample is structured to reflect demographic representation on four measures, other circumstances are not controlled for, and opinions will vary be individual. Each wave of this tracking will ask a different sample of respondents the same questions, these respondents may have different circumstances and opinions, as such the variation seen cannot totally be attributed to a change in opinion and a margin of error will need to be taken into account when looking at change overtime. However, they will provide an indication of where further action is needed. The measures tracked are:

Table: Priority area and measure alignment

|  |  |  |
| --- | --- | --- |
| Priority area | Measure number | Measure description |
| Overall perception | 1 | Overall fairness |
| Labour Market Inequality | 2 | Narrowing Employment Gaps: employment |
| Labour Market Inequality | 3 | Narrowing Employment Gaps: promotion |
| Labour Market Inequality | 4 | Narrowing Pay Gaps: equal pay |
| Equity in Public Services | 5 | Putting London’s communities at the heart of service provision |
| Equity in Public Services | 6 | Making public services accessible for everyone |
| Equity in Public Services | 7 | Experience of institutional racism |
| Civil Society Strength | 8 | Civil society cohesion |

All metrics in this section, unless otherwise stated, are from YouGov Plc on behalf of the GLA. Total sample size was 1,073 adults. Fieldwork was undertaken between 10th and 15th March 2023. The survey was carried out online. The figures have been weighted and are representative of all adults in London (aged 18+).

NET scores have been calculated for all measures by subtracting the proportion that hold a negative view from the proportion that have a positive view.

## Overall perception

### Measure 1: Overall fairness

How fair a city, if at all, do you think London is?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Proportion (%) | March 2023NET fairness (fair-not fair) | Don't know | March 2024NET fairness (fair-not fair) | Don't know |
| All | 13  | 9  | Blank | Blank |
| Man | 18  | 7  | Blank | Blank |
| Woman | 11  | 9  | Blank | Blank |
| White | 14  | 9  | Blank | Blank |
| Asian | 11  | 8  | Blank | Blank |
| Black | 6  | 5  | Blank | Blank |
| Mixed/Other | 17  | 13  | Blank | Blank |
| Disabled | 9  | 10  | Blank | Blank |
| Non-disabled | 14  | 9  | Blank | Blank |
| Straight / Heterosexual | 13  | 9  | Blank | Blank |
| LGB+ | 7  | 2  | Blank | Blank |

Black Londoners, LGB+ community and men are more likely to have an opinion about how fair a city London is, shown in the table above where they have a lower proportion responding ‘ don’t know’.

Overall Londoners think it is a fair city (13% NET score for all Londoners and a positive NET score for all key demographic groups), but this sentiment is less strong for Black Londoners (6%), disabled Londoners (9%) and LGB+ communities (7%) who each have lower NET scores.

## Labour Market Inequality

### Measure 2: Narrowing employment gaps: employment

Over the last year, to what extent do you think that London has got better or worse regarding the following or has there been no change?

• Everyone having the same chance of **getting a job** when compared to someone else with the same experience and skill

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Proportion (%) | March 2023NET (better-worse) | No change | Don’t know | March 2024NET (better-worse) | No change | Don’t know |
| All | -4 | 42 | 19 | Blank | Blank | Blank |
| Man | -2 | 44 | 17 | Blank | Blank | Blank |
| Woman | -4 | 40 | 20 | Blank | Blank | Blank |
| White | -3 | 45 | 19 | Blank | Blank | Blank |
| Asian | -6 | 40 | 9 | Blank | Blank | Blank |
| Black | -8 | 36 | 24 | Blank | Blank | Blank |
| Mixed/Other | -4 | 33 | 24 | Blank | Blank | Blank |
| Disabled | -8 | 39 | 21 | Blank | Blank | Blank |
| Non-disabled | -3 | 43 | 18 | Blank | Blank | Blank |
| Straight / Heterosexual | -4 | 44 | 18 | Blank | Blank | Blank |
| LGB+ | -3 | 35 | 16 | Blank | Blank | Blank |

Analysis

Regarding the equal chance of getting a job, Asian Londoners are more likely to have an opinion than other demographic groups. This is shown through a low ‘don’t know’ response per centage of 9%.

Black Londoners (36%), Mixed and other minority ethnicity Londoners (33%) and disabled Londoners (39%) have lower proportions saying there has not been a change since last year, this may be due to them being less likely to have an opinion (higher don’t know scores).

Overall views are negative for all Londoners (-4%), with all demographic groups having a negative NET score. This means a greater proportion have said that the chance of equal employment got worse than said it got better. However Black Londoners (-8%) and disabled Londoners (-8%) are more likely to say pay equality got worse over the last year.

### Measure 3: Narrowing employment gaps: employment

Over the last year, to what extent do you think that London has got better or worse regarding the following or has there been no change?

• Everyone having the same chance of **getting a promotion** against someone else with the same experience and skill

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Proportion (%) | March 2023NET (better-worse) | No change | Don’t know | March 2024NET (better-worse) | No change | Don’t know |
| All | -4  | 43  | 23  | Blank | Blank | Blank |
| Man | 1  | 46  | 20  | Blank | Blank | Blank |
| Woman | -10  | 41  | 25  | Blank | Blank | Blank |
| White | -4  | 45  | 22  | Blank | Blank | Blank |
| Asian | -0  | 45  | 15  | Blank | Blank | Blank |
| Black | -14  | 38  | 27  | Blank | Blank | Blank |
| Mixed/Other | -4  | 34  | 28  | Blank | Blank | Blank |
| Disabled | -4  | 35  | 27  | Blank | Blank | Blank |
| Non-disabled | -5  | 46  | 21  | Blank | Blank | Blank |
| Straight / Heterosexual | -6  | 43  | 22  | Blank | Blank | Blank |
| LGB+ | 7  | 43  | 21  | Blank | Blank | Blank |

Analysis

Once again, Asian Londoners are more likely to have an opinion on employment equality with fewer saying they don’t know whether the situation has changed (15%) regarding everyone having the same chance of getting a promotion.

Similarly, Black Londoners (38%), Mixed and other minority ethnicity Londoners (34%) and disabled Londoners (35%) have lower proportions saying there has been a change of some sort since last year (low no change proportions) but they are also more likely to say they don’t know whether there has been a change.

Amongst those who say there has been a change, views are negative across most demographic groups, men (1%) and LGB+ (7%) are the exception in this. In particular, Black Londoners (-14%) and women (-10%) are more likely to say that everyone having the same chance of getting a promotion has got worse.

### Measure 4: Narrowing employment gaps: pay equality

Over the last year, to what extent do you think that London has got better or worse regarding the following or has there been no change?

• Everyone in a role getting the **same pay**, for the same experience and effort

| Proportion (%) | March 2023NET (better-worse) | No change | Don’t know | March 2024NET (better-worse) | No change | Don’t know |
| --- | --- | --- | --- | --- | --- | --- |
| All | -4  | 43  | 21  | Blank | Blank | Blank |
| Man | 1  | 45  | 19  | Blank | Blank | Blank |
| Woman | -7  | 41  | 23  | Blank | Blank | Blank |
| White | -2  | 48  | 21  | Blank | Blank | Blank |
| Asian | -3  | 45  | 15  | Blank | Blank | Blank |
| Black | -15  | 27  | 22  | Blank | Blank | Blank |
| Mixed/Other | 6  | 30  | 29  | Blank | Blank | Blank |
| Disabled | -6  | 39  | 23  | Blank | Blank | Blank |
| Non-disabled | -3  | 45  | 21  | Blank | Blank | Blank |
| Straight / Heterosexual | -5  | 43  | 21  | Blank | Blank | Blank |
| LGB+ | 1  | 51  | 16  | Blank | Blank | Blank |

Analysis

Men (19%), Asian Londoners (15%) and LGB+ community Londoners (16%) are more likely to have an opinion on whether there has or hasn’t been a change in the last year for pay equality. This is based on these groups having a lower ‘don’t know’ response proportion.

Black Londoners (27%), Mixed and other ethnicity Londoners (30%) and disabled Londoners (39%) are less likely to think there has been no change since last year. For Mixed and other minority ethnicity Londoners this may be due to higher proportions who ‘don’t know’. Whereas for Black Londoners and disabled Londoners the levels of those saying ‘don’t know’ are like other demographic groups which have a higher proportion who believe there has been no change. This similarity suggests they do believe that the situation has changed. For Black Londoners this is a strong opinion that the situation has got worse, (-15% NET) whereas disabled Londoners (-6%) have a NET score in-line with women and heterosexual Londoners. Black Londoners are the only demographic group that has a particularly different view to the average.

The NET score for those that have an opinion shows that overall Londoners think that London has got worse for everyone in a role getting the same pay (-4%) for the same experience and effort. There are a few exceptions to this with men (1%), mixed and other ethnicities (6%) and LGB+ Londoners (1%) having positive NET scores, albeit at a low level.

## Equity in Public Services

### Measure 5: Putting London's communities at the heart of service provision:

Over the last year, to what extent do you think that London has got better or worse regarding the following or has there been no change?

• Everyone’s needs being considered when **developing public services** for the local community

| Proportion (%) | March 2024NET (better-worse) | No change | March 2024NET (better-worse) | No change |
| --- | --- | --- | --- | --- |
| All | -11  | 50  | Blank | Blank |
| Man | -6  | 51  | Blank | Blank |
| Woman | -17  | 50  | Blank | Blank |
| White | -13  | 52  | Blank | Blank |
| Asian | -4  | 51  | Blank | Blank |
| Black | -9  | 47  | Blank | Blank |
| Mixed/Other | -15  | 40  | Blank | Blank |
| Disabled | -12  | 47  | Blank | Blank |
| Non-disabled | -12  | 52  | Blank | Blank |
| Straight / Heterosexual | -13  | 51  | Blank | Blank |
| LGB+ | -1  | 51  | Blank | Blank |

Analysis

Black Londoners, Mixed and other ethnicity Londoners and disabled Londoners are more likely to think there has been a change since last year in everyone’s needs being considered when developing public services for the local community, as these all have lower proportions saying there has been no change over the last year.

The overall opinion is that the situation has got worse regarding everyone’s needs being considered. Women and mixed and other minority ethnicity Londoners are most likely to think the situation has got worse with negative NET scores of -17% and -15% respectively, whereas the LGB+ (-1%) community, Asian (-4%) and Black ethnicity Londoners (-9%) and men (-6%) are more positive but still have negative NET scores overall.

### Measure 6: Making public services accessible for everyone:

Over the last year, to what extent do you think that London has got better or worse regarding the following or has there been no change?

* Everyone’s needs being met with how **public services are run** in the local community

| Proportion (%) | March 2023NET (better-worse) | No change | March 2024NET (better-worse) | No change |
| --- | --- | --- | --- | --- |
| All | -17  | 50  | Blank | Blank |
| Man | -10  | 49  | Blank | Blank |
| Woman | -24  | 51  | Blank | Blank |
| White | -20  | 51  | Blank | Blank |
| Asian | -1  | 52  | Blank | Blank |
| Black | -24  | 51  | Blank | Blank |
| Mixed/Other | -18  | 39  | Blank | Blank |
| Disabled | -19  | 46  | Blank | Blank |
| Non-disabled | -17  | 51  | Blank | Blank |
| Straight / Heterosexual | -17  | 51  | Blank | Blank |
| LGB+ | -20  | 44  | Blank | Blank |

Analysis

Overall, all Londoners think that the situation has got worse since last year regarding everyone’s needs being met with how public services are run in the local community, this is shown through a -17% NET score. A negative opinion, on whether the way local community public services are run meets everyone's needs, exists across all demographic groups.

Mixed and other ethnicities are more likely to think there has been a change since last year, but this doesn’t result in a noticeably different NET score.

Women (-24%) and Black ethnicity Londoners (-24%) are most likely to think it's got worse; whereas Asian Londoners are least likely to think it's got worse with a -1% NET score.

### Measure 7: Experience of institutional racism

Compared to a year ago, do you think that more or less is being done now by public organisations to tackle institutional racism in London, or has there been no change?

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Proportion (%) | March 2023NET (more-less) | No change | Don’t know | There’s no racism | March 2021NET (more-less) | No change | Don’t know | There’s no racism |
| All | 23  | 33  | 21  | 5  | Blank | Blank | Blank | Blank |
| Man | 27  | 35  | 17  | 6  | Blank | Blank | Blank | Blank |
| Woman | 22  | 33  | 21  | 4  | Blank | Blank | Blank | Blank |
| White | 31  | 30  | 21  | 7  | Blank | Blank | Blank | Blank |
| Asian | 13  | 45  | 16  | 3  | Blank | Blank | Blank | Blank |
| Black | 6  | 41  | 20  | 0  | Blank | Blank | Blank | Blank |
| Mixed/Other | 21  | 26  | 20  | 1  | Blank | Blank | Blank | Blank |
| Disabled | 21  | 32  | 21  | 5  | Blank | Blank | Blank | Blank |
| Non-disabled | 24  | 34  | 20  | 5  | Blank | Blank | Blank | Blank |
| Straight / Heterosexual | 25  | 33  | 20  | 5  | Blank | Blank | Blank | Blank |
| LGB+ | 20  | 33  | 15  | 5  | Blank | Blank | Blank | Blank |

Analysis

Overall all demographic groups have a positive NET score, denoting that everyone believes more is being done to tackle institutional racism. White ethnicity Londoners (31%) are most likely to believe more is being done and Black (6%) and Asian (13%) ethnicity Londoners are least likely to believe this.

A small proportion of Londoners hold the opinion that there is no institutional racism in London (5% overall), this view is most likely to be held by men (6%) and white ethnicity Londoners (7%) and least likely to be held by minority ethnicities, particularly Black Londoners where our sample recorded no instances of this view being held.

Asian and Black ethnicity Londoners are also more likely to feel that there has been no change in what public institutions are doing to tack institutional racism, with 45% and 41% respectively saying this.

## Civil Society Strength

### Measure 8: Civil society cohesion

Over the last year, to what extent do you think that London has got better or worse regarding the following or has there been no change?

• Local organisations working together to improve the local community

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Proportion (%) | March 2023NET (better-worse) | No change | March 2024NET (better-worse) | No change |
| All | 3  | 52  | Blank | Blank |
| Man | 3  | 56  | Blank | Blank |
| Woman | 3  | 50  | Blank | Blank |
| White | 2  | 57  | Blank | Blank |
| Asian | -2  | 45  | Blank | Blank |
| Black | 11  | 47  | Blank | Blank |
| Mixed/Other | 2  | 46  | Blank | Blank |
| Disabled | -1  | 55  | Blank | Blank |
| Non-disabled | 3  | 52  | Blank | Blank |
| Straight / Heterosexual | 1  | 53  | Blank | Blank |
| LGB+ | 12  | 55  | Blank | Blank |

Overall Londoners (NET 3%) feel that local organisations in London have got better at working together to improve the local community over the last year. This view is felt most by Black Londoners (11%) and the LGB+ community (12%) and least by Asian ethnicity Londoners (-2%) and disabled Londoners (-1%).

Ethnic minority Londoners are least likely to say there has been no change in the way local organisations are working together to improve the local community of the last year.