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| **1. Labour market inequality**Key Actions: 1. Ensure our workforces reflect London, at all levels2. Actively promote employment rights to ensure equity and fairness at work3. Increase opportunities for London’s diverse businesses, voluntary and community sector organisations |
| **Data gathering and reviewing** | **Strategy, planning and policy** | **Implementation and direct action**  | **Assessment, best practice and accreditation** | **Advocacy and system leadership** |
| 1.3.1 Ensure that commissioning properly considers the wider social values of the product or service being sought. | 1.1.1 Set out a clear plan of action for how their workforce, at all levels, will reflect the demographic makeup of London’s working age population.1.1.2 Set interim objectives for the progress they want to see every three years.1.2.2 Develop and roll-out strong dignity at work policies, working with employee representatives and trade unions.1.3.3 Within three years, commit 20% of supply chain spend on goods and services from local micro and small businesses, diverse businesses and voluntary, community, and social enterprises (VCSEs). | 1.1.4 Publish information on disability, gender and race pay gaps, and develop action plans to address them.1.2.1 Actively promote employment rights within their workforces. 1.2.3 Identify an organisational senior sponsor for employment rights.1.2.4 Provide training for staff, members and boards on employment rights and entitlements. This will boost understanding of workplace policies and practices to protect employees. | 1.1.3 Fulfil all Excellence actions in the Diversity and Recruitment pillar of the Mayor’s Good Work Standard (or equivalent industry/professional standard) within three years.1.3.4 Support smaller providers to work towards achieving the Mayor’s Good Work Standard or equivalent industry or professional standard. | 1.1.5 Ensure that work to support the growth of London’s economy addresses labour market inequality. This includes ensuring that skills provision supports those currently underrepresented in London’s labour market. |

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| **Actions to complete**  | **Support required from Building a Fairer City** |
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| **2. Financial hardship and living standards**Key Actions:4. Make London a Living Wage City5. Implement the spirit of the socio-economic duty of Section One of the Equality Act6. Support the financial wellbeing of staff7. Support Londoners to know and access their rights and entitlements |
| **Data gathering and reviewing** | **Strategy, planning and policy** | **Implementation and direct action**  | **Assessment, best practice and accreditation** | **Advocacy and system leadership** |
| 2.5.1 Consider the needs and experiences of Londoners on low or insecure incomes in all policies and services. Take active steps to address the impact of policies and practices on the cost of living.2.7.3 Use data analytic tools to identify those missing support, and help them access the support they need. | 2.5.2 Identify and prioritise actions to address issues of financial hardship and exclusion.2.6.1 Develop a financial wellbeing policy. This includes boosting workers’ financial wellbeing through staff benefits and support, including hardship loans, early-access to pay, and help with childcare. | 2.6.2 Provide access to debt counselling and high-quality financial advice and work. This will ensure that more of those in work take up their benefit entitlements.2.7.1 Work with civil society organisations, and other partners, to strengthen and increase the availability of financial and welfare advice services for low-income Londoners.2.7.2 Encourage service providers to refer Londoners to online tools that can help them better understand benefit entitlements and statutory protections relating to debt. | 2.4.1 Become an accredited London Living Wage employer, and pay all staff including permanent and temporary staff, including contractors, at least the London Living Wage.2.6.3 Commit to achieve excellence level on the ‘Fair pay and conditions’ pillar of the Mayor’s Good Work Standard or equivalent industry or professional standard. | 2.4.2 Use procurement practices to champion payment of the London Living Wage and ensure suppliers pay it to their staff.2.4.3 Promote and highlight the benefits of the London Living Wage among London’s businesses and partners.2.5.3 Encourage the use of effective Equality Impact Assessments, and share good practice with partners and other stakeholders.2.6.4 Work with London’s businesses to ensure that economic activity in London addresses issues of financial hardship and inequality.2.7.4 Promote council-sponsored support schemes, such as Local Welfare Support. |

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| **3. Equity in public service**Key actions:8. Put London’s communities at the heart of service provision9. Improve communities’ levels of trust and confidence in public service providers10. Prioritise work to address structural racism11. Address the impact of eligibility criteria on accessing public services12. Make digital services accessible and provide alternatives for people without digital access |
| **Data gathering and reviewing** | **Strategy, planning and policy** | **Implementation and direct action**  | **Assessment, best practice and accreditation** | **Advocacy and system leadership** |
| 3.8.4 Collect and analyse data that actively explores trends and intersectional barriers for individual communities.3.10.3 Identify gaps in work at regional and local levels where the impact of structural racism on service outcomes, access and experience is greatest. Then rollout urgent plans to address them.3.10.4 Ensure training equips managers and frontline staff with the knowledge, mindset, and skills to understand structural racism, including its root causes. This will create a continual learning culture so that good practice to address structural racism is shared across London.3.11.1 Listen to communities to more closely understand the impact of eligibility checks, including the impact of: - communities’ ability and willingness to use services, including the impact of perceptions of how information will be used and shared - racial profiling in decision-making when people from certain communities are asked to prove eligibility - exclusion from public services for those who are not eligible. | 3.8.1 Set out plans to strengthen approaches to the co-design of service provision – this includes designing, adopting, and publishing co-production principles for use across services.3.8.2 Look at improving community engagement. This should include compensating organisations for their time and effort in working with public bodies on co-production.3.9.2 Set targets to increase trust and confidence overall, and close gaps between different communities of Londoners.3.12.3 Provide realistic, good-quality alternatives to digital access. | 3.8.5 Use the social model of disability in all service design and delivery.3.9.1 Gather, monitor, and publish data about levels of public trust and confidence in them and their service provision. This should include information drawn from an organisation’s entire public audience, not just current service users. Data should also be easy to break down by protected characteristics under the Equality Act 2010 and, where possible, at a more detailed level.3.9.3 Work with community partners and the voluntary and community sector to use this data to inform priority setting and co-production of service design and delivery.3.10.2 Appoint a board-level champion to lead on developing measurable action plans to deliver change and build trust within communities affected by racism.3.12.2 Ensure all digital interfaces that provide information or access to services are fully compatible with accessibility software – for example, screen readers. | 3.8.3 Evaluate the impact of co-production in practice across their work, building on that of the Association of Directors of Public Health (ADPH).3.11.2 Review existing service guidance for frontline staff to ensure it is clear, consistent, and inclusive of and for all communities. | 3.10.1 Publicly renew their commitment to tackling structural racism. This includes understanding how it manifests within their sector; acting in response to what Black, Asian and minoritised communities tell them about the design and delivery of their services; and, drawing on the ‘lived experience’ of these communities to inform service provision. 3.11.3 Run community-based awareness campaigns to promote awareness of this pledge. |

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| **4. Civil society strength**Key Actions:13. Increase the proportion of funding for equalities-led, equity groups and civil society work that supports Londoners facing discrimination14. Support strong relationships between equalities-led civil society, funders, public bodies and private companies |
| **Data gathering and reviewing** | **Strategy, planning and policy** | **Implementation and direct action**  | **Assessment, best practice and accreditation** | **Advocacy and system leadership** |
|  | 4.13.1 Set targets for the proportion of funding that goes to equalities-led organisations supporting communities who face systemic bias. In doing so, funders should identify ways to provide core funding for these organisations to support their sustainability.4.13.3 Use funding criteria, grant conditions and reporting requirements to ensure all civil society organisations meet the needs of Londoners facing institutionalised discrimination and disadvantage.4.14.1 Make plans to strengthen links with civil society partners, building on good practice developed during the pandemic.4.14.3 Invest in the skills needed to share learning, and build effective partnerships between civil society, funders, public bodies and private companies. | 4.13.2 Publish data about the proportion of applications received from user-led organisations and whether they are more or less likely to be funded than others. |   | 4.13.4 Address the gap in the presence of specialist organisations for Londoners impacted by discrimination and disadvantage. For example, set out strategies to support the growth and sustainability of infrastructure organisations focused on helping communities disproportionately impacted by the pandemic.4.14.2 Develop continuous dialogue between London’s equalities-led civil society organisations and London Recovery Board members. |

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