

An Inclusive City for... Deaf and disabled Londoners

Introduction

Many of the barriers and challenges that people face are shared across different groups. As a consequence, the Mayor's Equality, Diversity and Inclusion Strategy is structured not by protected characteristics or groups, but around the issues that Londoners face. We also know that many Londoners have complex identities and that some face multiple disadvantages.

We recognise that some issues affect some groups particularly badly, and that many stakeholders and community groups have a focus on working with particular groups. This reader's guide is intended to highlight the sections of the strategy that are particularly relevant to, or make specific reference to, **Deaf and disabled Londoners**

The Mayor is already delivering a number of initiatives to address some of the objectives outlined in the strategy, including:

- **Inclusive design:** The principle of inclusive design – which enables everyone to participate equally, confidently and independently in everyday activities by removing the barriers that cause segregation – is informing the work of a number of teams. The London Plan will require all planning applications to have an inclusive design statement.
- **Step-free access:** The Mayor has invested £200 million to make more stations on London's underground network step-free. Transport for London will make more than 30 additional stations step-free by 2020-21 – a 14 percentage point increase in step-free coverage.
- **Accessible housing:** Through his Affordable Homes programme, the Mayor is investing £75m in specialist, supported accommodation for older and disabled Londoners while the London Plan will require at least 10 per cent of all homes to be designed for wheelchair users.

The following sections outline the evidence-based objectives in the Equality, Diversity and Inclusion Strategy that will inform the Mayor's work on issues affecting Deaf and disabled Londoners:

Chapter 1 covers the Mayor's efforts to make London a great city to live in.

- Section 1.1 (page 19) outlines our strategic objectives to protect Londoners living in social housing and to help improve the supply of homes available to meet Londoners' diverse housing needs. These are informed by evidence that disabled people as a group most likely to be living in social housing and therefore most likely to be affected by any changes in policies that would increase rents or jeopardise tenancies; and that they suffer from a lack of accessible or adaptable homes.
- Section 1.2 (page 33) outlines our strategic objective to help regenerate the most deprived parts of London, with a particular focus on accessibility and inclusion of buildings, spaces and places for disabled people and older people and increasing participation amongst disabled people.
- Section 1.3 (page 37) outlines our strategic objectives to promote the use of inclusive design and to involve those most affected by accessibility issues in response to evidence of the exclusion that blind, Deaf and disabled people can face from public spaces, including public toilets.

- Section 1.4 (page 44) outlines our strategic objectives to ensure that our actions on air quality are informed by an understanding of those most likely to be affected and to ensure our approach to tackling fuel poverty and improving green spaces are inclusive. These objectives are built on an understanding of the damaging effect that poor air quality and fuel poverty can have on disabled people in particular, especially as their energy needs may be higher.

Chapter 2 outlines the Mayor's efforts to tackle inequalities in childhood experiences.

- Section 2.2 (page 55) outlines our strategic objective to better understand and support disabled children with mental health conditions– informed by evidence that disabled children and those with neuro-diverse conditions are more likely to experience mental health conditions.
- Section 2.3 (page 60) outlines our strategic objectives to improve access to high quality, flexible early education – informed by evidence of a lack of childcare for disabled children.
- Section 2.4 (page 63) outlines our strategic objectives to support the lowest-attaining groups and reduce exclusions – informed by evidence that children with Special Educational Needs (SEN) achieve less than their peers; are subject to higher levels of exclusions and are at higher risk of bullying.

Chapter 3 outlines the Mayor's efforts to make London the best city in the world to work and do business in.

- Section 3.1 (page 71) outlines our strategic objective to help increase the number and diversity of people getting the skills they need – informed by evidence of how disabled Londoners are disproportionately likely to lack qualifications, basic digital skills and have lower participation rates in apprenticeships.
- Section 3.2 (page 78) outlines our strategic objective to help as many Londoners as possible to benefit from employment opportunities. This responds to evidence of multiple barriers faced by disabled people, including negative attitudes, discrimination and inaccessible transport.
- Section 3.3 (page 87) outlines our strategic objective to help ensure London's employers have fair and inclusive employment practices – informed by evidence of how disabled workers are held back by a lack of flexible working opportunities.
- Section 3.4 (page 92) outlines our strategic objective to improve the provision of business support – informed by evidence of disabled entrepreneurs' lack of access to finance and that self-employed disabled people can get stuck due to the benefits trap.

Chapter 4 covers the Mayor's work to make London an easier, cheaper and safer city to travel around.

- Section 4.1 (page 97) outlines our strategic objective to address barriers to walking in the city experienced by disabled people which evidence suggests is due to street clutter, lack of dropped curbs and fear of crime.

- Section 4.2 (page 102) outlines our strategic objectives to promote inclusive design in all transport schemes, including making more bus stops accessible, drawing on evidence of the barriers disabled people face in accessing the transport network and travel information.
- Section 4.3 (page 105) outlines our strategic objective to work with Transport for London to providing disability equality training and increase staff awareness of how to offer an inclusive service – informed by evidence of concern by disabled people about customer service levels.
- Section 4.4 (page 109) outlines our strategic objective to reduce crime and the fear of crime on our transport networks – informed by evidence of how disabled people are likely to feel unsafe when using public transport.

Chapter 5 outlines the Mayor’s work to help Londoners lead safe, healthy, fulfilling lives.

- Section 5.2 (page 122) outlines our strategic objectives on health inequalities and health promotion – informed by evidence that people with learning difficulties and mental health conditions have a lower life expectancy.
- Section 5.3 (page 130) outlines our strategic objectives on tackling barriers to social integration. Here we know disabled people can be at risk of experiencing isolation and loneliness, and face cost and travel constraints that prevent them from volunteering.
- Section 5.4 (page 137) outlines our strategic objectives to help more Londoners experience and engage with the city’s cultural offer; and to ensure diversity, inclusion and social integration are important principles of the Mayor’s new sport programme and strategy. These are informed by evidence that disabled people have lower participation rates for all cultural venues; are often prevented from experiencing London’s 24-hour culture due to a fear of crime; and face barriers to staying active.