

MAYOR OF LONDON

MAYOR'S ANNUAL EQUALITY REPORT 2013/14



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FOREWORD FROM THE MAYOR

Today I am publishing my annual equalities report, spelling out our progress in the last financial year.

In the summer of 2013 I set out my 2020 Vision, a blueprint for the London I want to see in the future. It sets out my ambition to create more jobs and regenerate vast swathes of the city. It also spelled out my hopes for our young people – from every background – to have an excellent education and routes to work, for life expectancy to increase and the gap between rich and poor to be narrowed.



I want the legacy of the London 2012 Olympic and Paralympic Games to be more Londoners taking up sport and volunteering. I want kids growing up in east London to have the same life chances as others across the capital. I am working hard to build more affordable homes for Londoners and for the homes that already exist to be cheaper to keep warm.

This report shows we're in a good position to achieve these goals. We created more jobs in London in 2013/14, and there are now more jobs overall than at any time since records began. More areas were regenerated, including those affected by the 2011 disorder, and Queen Elizabeth Olympic Park is now fully open to the public. My London Schools Excellence Fund is lifting the quality of teaching, alongside our London Schools Gold Club and London Curriculum initiatives. Over the last few years well over 40,000 Londoners a year, from all backgrounds, have started apprenticeships. Life expectancy has increased for both men and women and the gap between the boroughs with the highest and lowest life expectancy has got smaller. More Londoners from a wide range of communities are taking part in sport and volunteering.

During my time at City Hall we have overseen record numbers of affordable homes being built. Through the RE:NEW scheme, we have also retrofitted over 100,000 homes with energy efficiency measures, making these homes more comfortable and helping to cut household bills.

Last year I consulted Londoners on revisions to my housing strategy. This has at its core an ambition and policies to double the supply of new homes to at least 42,000 a year. We must ensure there are decent and affordable homes across London.

I updated my strategy on violence against women and girls (VAWG) which builds on progress made under my first VAWG strategy and features new initiatives such as a Harmful Practices Taskforce. The drop in crime on public transport and the continuing efforts to make it more accessible are making people feel more able to travel and safely.

The increasing number of fire home safety visits and fall in fire related fatalities and injuries mean people are less in fear of fires.

We have recognised though, that there are some people who do not feel safe as they are targeted just because of who they are. My Office for Policing and Crime has been talking with London's communities to draw up a hate crime reduction strategy for the capital. We want to prevent these insidious crimes, and to give people the confidence to report them when they do happen.

So we are moving in the right direction, but we are not complacent. There are matters we must pay particular attention to. I want to see teams across the Greater London Authority group building on our achievements to date and striving to be more ambitious in making progress in tackling inequalities in all areas for London and for all Londoners.

A handwritten signature in black ink, appearing to read 'Boris Johnson', with a long horizontal flourish extending to the right.

Boris Johnson
Mayor of London

1 INTRODUCTION

In 2013 the GLA started the process of revising the Mayor's Equal Life Chances for All equalities framework, including the equality objectives, to ensure they were still relevant, and continued to reflect Mayoral priorities for the rest of the current Mayoral term. These were published in the Mayor's revised equalities framework, Equal Life Chances for All in May 2014.

This report highlights the progress made during the financial year April 2013 to March 2014 towards achieving the GLA's equality objectives which were published in the revised framework. It also gives some of the latest figures and trends for the indicators of progress. Although the revised objectives and measures were not published until after the end of the year under review, for the most part, work towards the new objectives was underway in 2013/14.

Chapter 2 shows the Mayor's objectives for the Greater London Authority (GLA) to tackle inequality, highlights some of the actions taken by the Mayor, the GLA and partners, during 2013/14, to achieve these objectives, together with measures of progress towards meeting them.

Chapter 3 shows the Mayor's objectives for the Mayor's Office for Policing and Crime (MOPAC) to tackle inequality and highlights some of the actions taken by the Mayor, MOPAC and partners, during 2013/14, to achieve these objectives, together with measures of progress.

Chapter 4 shows the Mayor's objectives for Transport for London (TfL) to tackle inequality and highlights some of the actions taken by the Mayor, TfL and partners, during 2013/14, to achieve these objectives, together with measures of progress.

Chapter 5 shows the Mayor's objectives for the London Fire and Emergency Planning Authority (LFEPA) to tackle inequality and highlights some of the actions taken by the Mayor, LFEPA and partners during 2013/14 to achieve these objectives, together with measures of progress.

Chapters 2 - 5 also show data on desired outcomes for London in order to reduce inequality and improve the quality of life in the capital. Some of these are measures of delivery of policies and programmes directly under the control of the Mayor and his partners. Others are statistical measures on issues outside the Mayor's direct influence, but are included as part of the Mayor's role in spotlighting, for all partners, the key equality issues affecting Londoners.

For each topic, there is a summary of the measures of success with a 'traffic light' rating to indicate the direction of change, which is indicated as follows:

	At a representative level or moving in the right direction
	No change/direction unclear/mixed results
	An increase in the difference between groups or indicating significant inequality.

The GLA is making information on all the measures freely available, so that it can assist in promoting debate on equality and inequality across London. This report sets out the most recent trends on the measures at mostly headline levels.

Chapter 6 sets out the Mayor's arrangements and principles to ensure equality of opportunity is firmly embedded in the work that the GLA does.

Chapter 7 sets out the London Assembly's contribution to promoting equality in 2013/14.

2 GREATER LONDON AUTHORITY'S EQUALITY OBJECTIVES AND ACHIEVEMENTS DURING 2013/14

2.1 Employment, pay and skills

What we committed to:

Objective	Through the London Enterprise Panel (LEP), work to ensure all Londoners have the opportunity to take part in London's economic success, access sustainable employment and progress in their careers.
How we will achieve the objective	Work with London's employers to maximise the number, variety and quality of jobs needed in London.
	Work to close the employment rate gap between London and the national level by 2020 and maintain the London employment rate at or above the national level subsequently.
	Work to ensure that all young people in London have appropriate opportunities to gain the knowledge, skills and confidence to succeed in London's labour market.
	Help people to secure and retain a job, working with the LEP and other partners to significantly improve training and employability support in London. In particular focusing on neighbourhoods with high concentrations of worklessness.
	Work with the LEP and other partners to meet the aspirations of Londoners to acquire relevant skills and qualifications to progress in their careers.
	Promote the London Living Wage.
	Promote apprenticeships to diverse London suppliers and employers.
	Publish a pan-London Digital Inclusion Strategy as part of the Mayor's Smart London Plan.

Achievements in 2013/14

The Mayor continued to make progress on reducing inequalities in employment, pay and skills, although the picture is mixed.

The employment rate gap between London and England has continued to close, the percentage of 16-18 year olds known to London local authorities as being not in education, employment or training, as well as the overall proportion of Londoners of working age with no qualifications has continued to fall, with the biggest improvements amongst Bangladeshi and Pakistani groups. The pay gap between different groups of Londoners has tended to decrease and the number of employers paying the London Living Wage has increased.

The employment gap between different groups of Londoners has hardly changed. The employment rate gap for some groups, such as disabled people, lone parents and some ethnic groups, especially women from these groups, and young people, as well as the ethnic pay gap, has remained stubbornly high. Two out of every five young Londoners is not in employment.

The child poverty rate in London has declined and has plateaued at its lowest level. However, it is still high and London continues to be the region with the highest rate of child poverty in the UK. Children in certain ethnic groups, those with lone parents (mostly women) or in couple families with no-one in work, or in households with at least one disabled adult are more likely to be living in poverty.

The latest figures (2012/13) showed there were over 45,000 apprenticeships started in London over the year, with good representation of women and people from BAME backgrounds amongst the apprentices.

In delivering his achievements, the Mayor works closely with key partners who share these aims, including the London Enterprise Panel (LEP), delivery partners for the European Social Fund, the Skills Funding Agency and the Living Wage Foundation on the London Living Wage.

Work with London employers

- The LEP is the local enterprise partnership for London. Chaired by Mayor of London, Boris Johnson, it is the body through which the Mayorality works with employers, London's boroughs, and TfL to take a strategic view of the regeneration, employment and skills agenda for London and to maximise the number, variety and quality of jobs needed. More jobs were created in 2013/14 with there being more jobs overall than at any time since records began.
- The LEP commissioned research to assess employer engagement by skills providers in London. This is expected to report in autumn 2014.

Helping people secure and retain a job

- The GLA is responsible for managing London's European Structural Funds programmes, which are the main instrument for supporting social and economic cohesion across the European Union. The 2007-13 programmes achieved or exceeded the targets agreed with the European Commission, including 40,000 people into work and 6,000 jobs created and safeguarded. Over 400,000 individuals furthest from the labour market were helped, including over 90,000 young people not in education, employment or training and 200,000 workers helped to improve their skills. See Table 1 for the diversity of the participants of the European Social Fund and the European Regional Development Fund programmes.

Table 1 Diversity outcomes of European Union funded programmes

Activity	Women (%)	People from BAME ¹ communities (%)	Older people ² (%)	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

¹ Black, Asian and minority ethnic

² Aged 50 and over

- The LEP was allocated approximately £641m for the delivery of the European Structural and Investment Funds Strategy (ESIF) for London 2014-20. It set the strategic direction and priorities of these Funds to boost jobs and growth in the capital. It decided to allocate approximately two-thirds, £465m, of its allocation to the European Social Fund (ESF) in recognition of the high levels of worklessness in London, with the remaining £176m allocated to the European Regional Development Fund.
- The GLA submitted its ESIF strategy to the Government in January 2014. This identified a number of priorities; one was the need to target unemployed groups as a key priority, including disabled people, women, BAME groups, lone parents and disadvantaged families or workless households. There will also be specific targeted support for young people through the Youth Employment Initiative and to develop career opportunities for young people. Equalities targets for both ESF and ERDF programmes will be set later in 2014. All activity is dependent on the outcome of negotiations between the Government and the European Commission.

During 2013/14 the LEP

- published its Jobs and Growth Plan in May 2013, in which the Panel's Skills and Employment working group set out its vision for London, asserting that all Londoners should have the skills to compete for and sustain London's jobs. The plan highlighted as priorities
 - improving the skills of Londoners from disadvantaged groups including those from BAME communities, lone parents, those with low attainment rates and young people not in education employment or training
 - providing business support to different groups, such as women and people from black, Asian and minority ethnic communities
 - increasing the number of part-time job opportunities in London.
- supported the Skills Funding Agency's Sector Skills for the Workforce programme, delivering skills to low skilled workers from disadvantaged groups in small and medium-sized enterprises (SME).
- supported stakeholders in developing five work stream proposals as part of its joint initiative with the Construction Industry Training Board (CITB) to promote jobs and growth in the construction sector, to focus on narrowing the gap between the Job Seeker Allowance claimant rate in London's most deprived boroughs and the London rate. CITB will commission this activity on behalf of the joint initiative in autumn 2014.
- focused on getting long-term workless people into sustained employment in the construction sector, through the Construction Employer Accord, a pan-London project that aims to work with contractors to increase the benefit of construction projects. See Table 2 for the diversity outcomes in 2013/14.

Table 2 Diversity outcomes of Construction Employer Accord Programme

Activity	Women (%)	People from BAME ³ communities (%)	Disabled people (%)
Beneficiaries achieving 26 weeks sustained employment (397 people)	12	44	8
Beneficiaries achieving 52 weeks sustained employment ⁴ (288 people)	13	36	7

Helping young people succeed in London's labour market

- The LEP indicatively allocated £93 million of its ESF allocation to support young people aged 15-24 not in education, employment or training (NEET) or at-risk of. In addition, Inner London received a further £37 million Youth Employment Initiative funding intended for European regions with especially high youth unemployment. The GLA is working with stakeholders to develop specifications for provision to address these needs.
- The Principal and Chief Executive Officer of one of London's leading further education colleges was appointed to the LEP, reflecting the Panel's focus on skills and career progression.
- The LEP allocated £2.5 million of its Growing Places Fund (GPF) to support the Mayor's Apprenticeship Campaign. The money was used to double the national Small and Medium-sized Enterprises Grant Incentive to £3,000 in London in order to increase the number of businesses offering apprenticeships. The scheme was significantly over-subscribed.
- The GLA group took on 912 apprentices in 2013/14. See Table 3 for the diversity of the apprentices.

³ Black, Asian and minority ethnic

⁴ The beneficiaries achieving 52 weeks sustained employment started on the project 26 weeks before those achieving 26 weeks sustained employment

Table 3 Diversity of the GLA group apprentices

	GLA		LfB		MPS		TfL		ALL	
	No.	%	No.	%	No.	%	No.	%	No.	%
Women	8	50	3	100	16	27.6	259	31.0	286	34.3
BAME (known)	6	37.5	0	0	18	31.0	394	47.8	418	45.8
Disabled	0	0	1	6.25	2	3.4	0	0.0	3	0.4

- In March the Mayor announced a partnership between his Good Jobs in Food programme and the British Hospitality Association that will see London's hospitality sector provide 7,000 apprenticeships by the end of 2016.
- Plans were put in place to procure a new apprenticeship marketing campaign, which will articulate the business benefit of recruiting an apprentice to a wide and diverse range of London's suppliers and employers.

London Living Wage (LLW)

- The Mayor increased the LLW to £8.80 per hour (a 2.9 per cent increase on the 2012 wage). In addition he encouraged more employers to pay it.
- In 2013, the Mayor personally wrote to the Chief Executive Officers of over 40 organisations employing over 250 employees, primarily large organisations in the legal, media and financial sectors, encouraging them to become LLW employers and offering support with accreditation. Further waves of engagement with employers took place as part of the GLA's wider business engagement activity.
- Advanced work took place towards establishing a Living Wage Zone amongst local employers in Canary Wharf. Discussions began to establish a similar zone in More London.
- In the run up to Living Wage Week in November 2013, the Mayor worked with London Citizens to encourage more employers in London to adopt the London Living Wage by using GLA communication channels and Transport for London hoardings to promote the programme.
- At the end of 2013/14 there were nearly 300 (293) accredited employers – with 187 employers newly accredited in the year, exceeding the Mayor's target to increase the number of accredited employers to 250 by the end of this Mayoral term.

London Digital Inclusion Strategy

- Meetings were held with key stakeholders to gather evidence on barriers to digital inclusion and gaps in provision. This will inform the pan-London Digital Inclusion Strategy, which is being developed as part of the Mayor's Smart London Plan.

Measures of success

Outcome sought/ measure	Trends	Direction of change
Reduction in the employment gap between different groups of Londoners:	<p>Gender: The gap between men's and women's employment rates has fluctuated between a high of 15.7 percentage points in 2008/09 and a low of 13.8 percentage points in 2011 and stood at 14.8 in 2013/14 (see chart 1 on page 19).</p>	
	<p>Ethnicity: The gap in employment rates between all Black, Asian and minority ethnic groups and all white groups has fluctuated between a high of 15.2 percentage points in 2009/10 and a low of 14.0 in 2012/13 and stood at 14.7 in 2013/14 (see chart 2 on page 19) however there is considerable variation between groups, especially for women (see chart 20 on page 111 in the appendix).</p>	
	<p>Disability: The employment rate gap for disabled people has remained stubbornly high, fluctuating between a high of 31.2 percentage points in 2008/09 and a low of 25.6 in 2011/12 and stood at 29.1 in 2013/14 (see chart 3 on page 20).</p>	
	<p>Age - Older people: The gap in the employment rate between older Londoners (50-64) and those aged between 25 and 49 dropped from 12.7 percentage points in 2009 to 11.7 in 2014.</p>	
	<p>Age - Young people: Almost 3 out of 5 (57%) young Londoners (including students) are not in employment (see chart 4 on page 21). The gap in the employment rate of young Londoners (16-24) and those aged between 25 and 49 rose from 29.2 percentage points in 2008 to around 36.2 since 2014.</p>	
	<p>Parenthood: (see charts 5 and 6 on pages 21 and 22). The employment rate of women with children in London continued to be low (59% in London in 2013), compared with women without children (71%) and men with children (90%). It also continued to be much lower than the employment rate of women with children in the rest of the UK (69%).</p>	
	<p>The increase in the employment rate of women with children and lone parents has plateaued since 2012.</p>	

Outcome sought/ measure	Trends	Direction of change
Reduction in the pay gap between different groups of Londoners and their comparators	Gender: The gap between men's and women's median hourly earnings has wavered and stood at 8.0% in 2013 (see chart 7 on page 23).	Yellow
	Ethnicity: The gap in median pay between all BAME groups and all white groups in London remained stubbornly high, but decreased to and plateaued at 18.4% in 2012. However there is considerable variation between groups (see chart 8 on page 23).	
	Disability: Between 2010 and 2013 the gap in median hourly earnings between disabled and non-disabled London workers decreased from 12.5% to 6.4% (see chart 9 on page 24).	Green
Reduction in the proportion of children living in poverty	The child poverty rate in London has declined and plateaued at 37%, its lowest level for 16 years, in 2009/12 (three year average). However it is still high and remains considerably higher than the UK average of 27 per cent. ⁵ On this measure London continues to be the region with the highest rate of child poverty. (See chart 22 on page 112 in the Appendix).	Yellow
Reduction in the percentage of young people aged 16 to 18 who are not in education, employment or training	The percentage of 16-18 year olds known to London local authorities as being NEET has decreased year on year from 7.5% in 2006 to 3.8% at the end of 2013 (See chart 10 on page 25).	Green
Reduction in the proportion of Londoners with no qualifications (aged 16 to 64)	The overall proportion of Londoners of working age with no qualifications has continued to fall, from 14.3% in 2004 to 7.8% in 2013 (see chart 23 on page 112 in the appendix).	Green
	The proportions of men and women with no qualifications and the gender gap have all decreased over time: 7.9% of women, compared with 7.6% of men, in 2013 (see chart 24 on page 112 in the appendix).	
	The proportion of people with no qualifications has decreased for most ethnic groups , with the biggest improvements amongst Bangladeshi and Pakistani groups (see chart 25 on page 114 in the appendix). The total proportion of white people with no qualifications stood at 6.7% in 2013, compared with a total of 9.4% for BAME groups.	

⁵ Under this definition a child is living in poverty if the household income is below 60% of the median, taking into account the size and make-up of the household.

Outcome sought/ measure	Trends	Direction of change
	There has been a continuing decrease in the proportion of disabled Londoners of working age with no qualifications, from 29.7% in 2004 to 18.5% in 2013. However, disabled people are three times as likely as non-disabled people to have no qualifications (see chart 26 on page 115 in the appendix).	
Increase in the numbers of apprenticeships	The number of apprenticeships started in London was 45,070 in 2012/13. London's share of the national total increased year on year from 6.4% in 2005/06 to around 9.0% in 2010/11 and has remained at this level.	
Increase in the proportion of apprenticeships taken up by BAME groups, women and disabled people	In 2012/13, there was good representation of BAME groups, women and disabled people starting apprenticeship in London. 55.6% were women and 6.6% were disabled people. 40.5% were from BAME groups.	
Increase in the number of employers who have adopted the London Living Wage	293 employers had signed up to pay the London Living Wage at the end of March 2014, compared with 104 at the end of March 2013.	

Statistics and trends

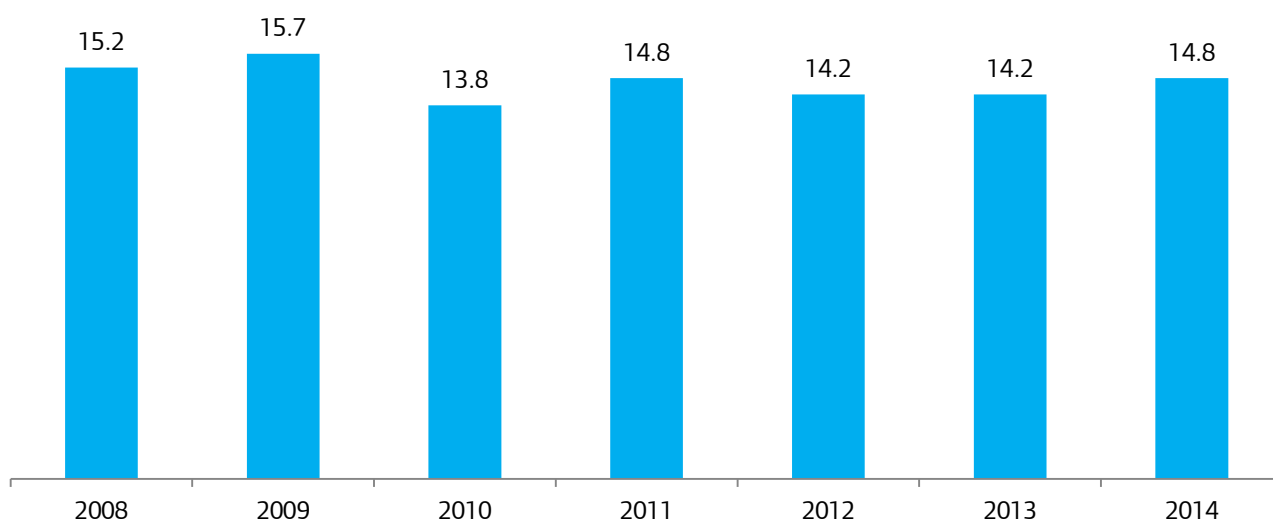
Employment

The overall employment rate in London increased to 70.1 per cent in 2013 after having remained at around 68 per cent of the population aged 16 to 64 since 2009. The employment rate gap between London and England as a whole decreased every year from 4.6 percentage points in 2005 to 1.6 percentage points in 2013.

The employment gap between different groups of Londoners has tended to decrease, however the employment rates of some groups, such as disabled people; lone parents; people from some ethnic groups, particularly women; as well as young people, remained particularly low and are cause for concern.

The overall trend in the employment rate of women is for a slight increase since 2008 (see chart 18 on page 110 in the appendix), however there was little change in the **gender employment gap** (see chart 1).

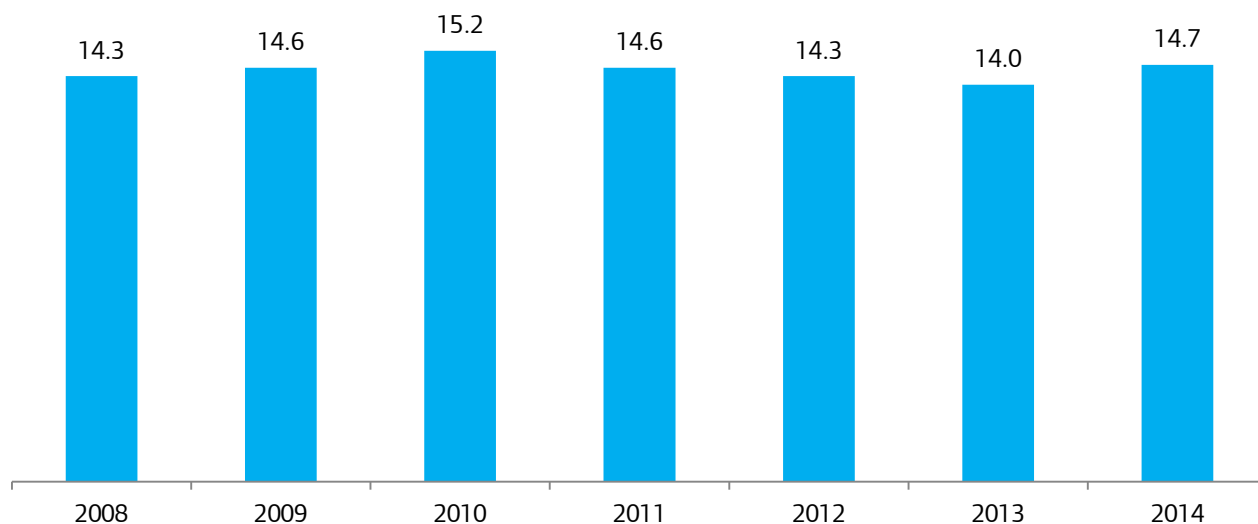
Chart 1 Employment gap (%) between men's and women's employment rates, London, for 16 to 64 year olds, 2008 to 2014, year-end March



Source: Annual Population Survey

For the year ending March 2014, the employment rate increased for all ethnic groups (see chart 19 on page 110 in the appendix). The employment gap between all white groups and all BAME groups has hardly changed.

Chart 2 Gap in employment rates (%) between all white groups and all BAME groups, London, 2008 to 2014, year-end March



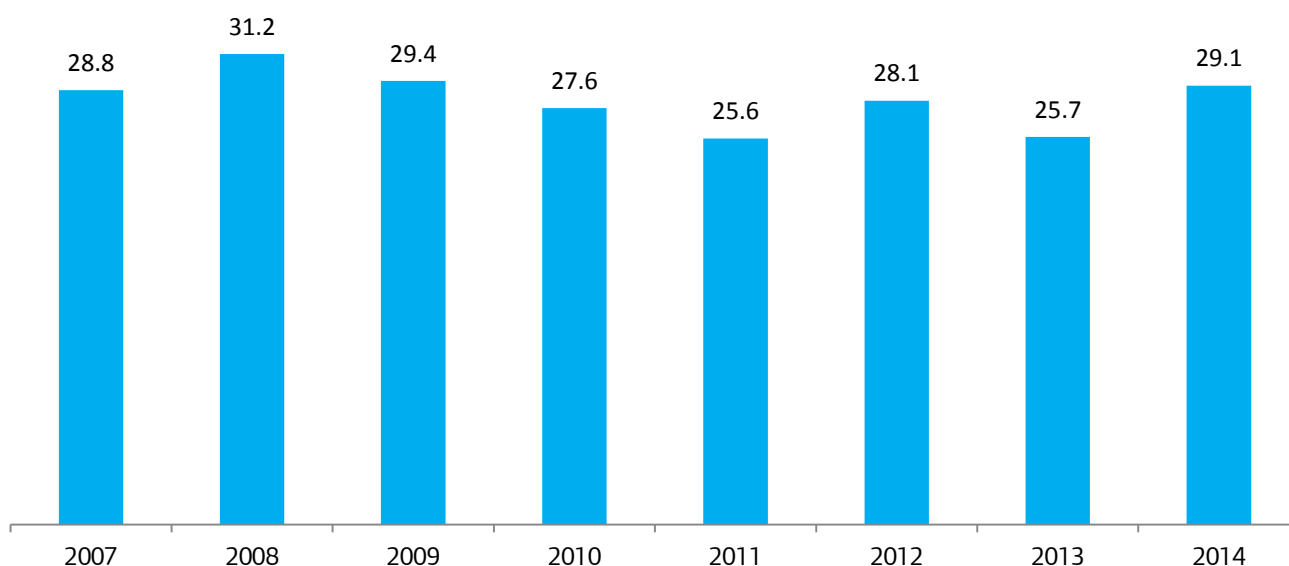
Source: Annual Population Survey

The broad groups mask large differences between different ethnic groups. Londoners of mixed white and black African origin have the highest employment rate of 77 per cent and an employment rate most similar to white British people (75 per cent). The lowest rates are for people of Bangladeshi origin (53.5 per cent). Much of the difference is accounted for by the much lower rates of employment for Bangladeshi women.

The employment rates of women from different ethnic groups vary much more than men's. Figures for 2013, excluding students, in chart 20 (see page 111 in the appendix) show that men's employment rates range between 56 per cent for mixed white and black Caribbean men; around 80 per cent for Indian and white British men; and 85 per cent for white Irish and other white men. For women, the range in employment rates is between 28.5 per cent for Bangladeshi women, 35 per cent for Pakistani women and around 70 per cent for white Irish, white British and mixed white and black African women.

The employment rate of **disabled people** in London was 45.9 per cent in the year to March 2014, compared with 75.0 per cent for non-disabled people (see chart 21 on page 112 in the appendix). The gap has remained roughly the same.

Chart 3 Gap between employment rates (%) between disabled and non-disabled people in London aged 16 to 64, 2007 to 2014*, year end March



Source: Annual Population Survey

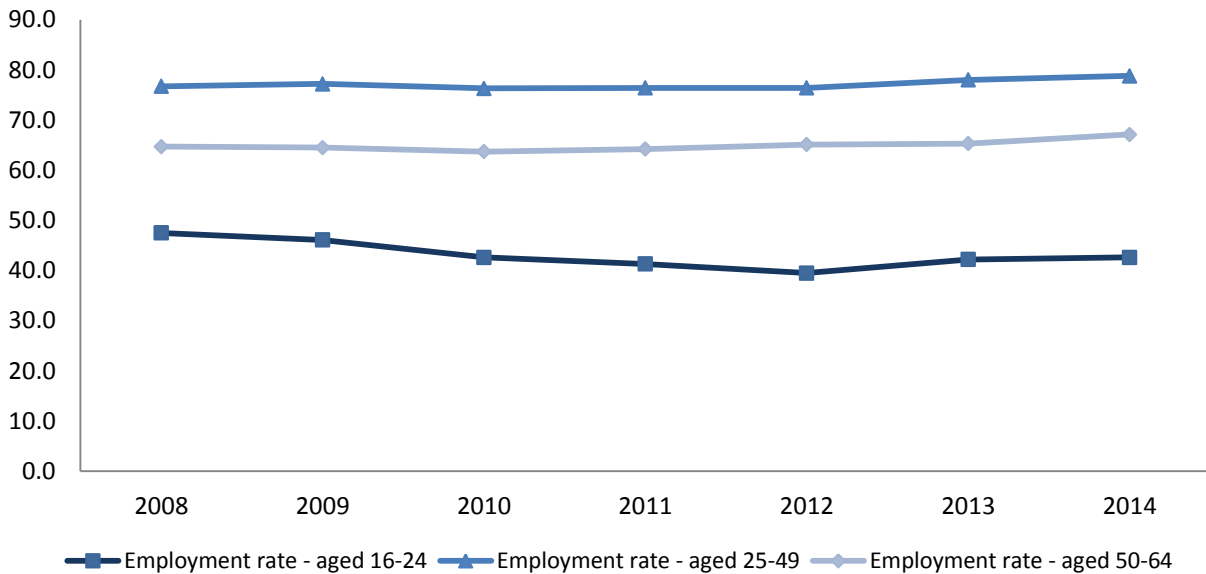
The employment rate is highest amongst **Londoners aged 25 to 49**, at 78.5 per cent in 2013. The rate has increased year on year from 76.5 per cent in 2009.

The employment rate is lowest amongst **young Londoners** aged 16 to 24 when students are included. The rate increased to 42.6 per cent in 2014, after a period of falling slowly to a low of 39.5 per cent in 2012. The rate, when full time students are excluded, was 67.3 per cent. Twelve per cent of young people were in both education and employment.

The employment and educational participation of BAME young Londoners is quite different from that of their white counterparts. Fifty one per cent of white young Londoners (including students) were in employment, compared with 32 per cent of BAME young Londoners. Sixty two per cent of BAME young Londoners were participating in education, compared with 47 per cent of white young Londoners.

The employment rate of **older Londoners**, aged 50 to 64, has increased slightly every year from 64.5 per cent in 2009 to 67.1 per cent in 2014.

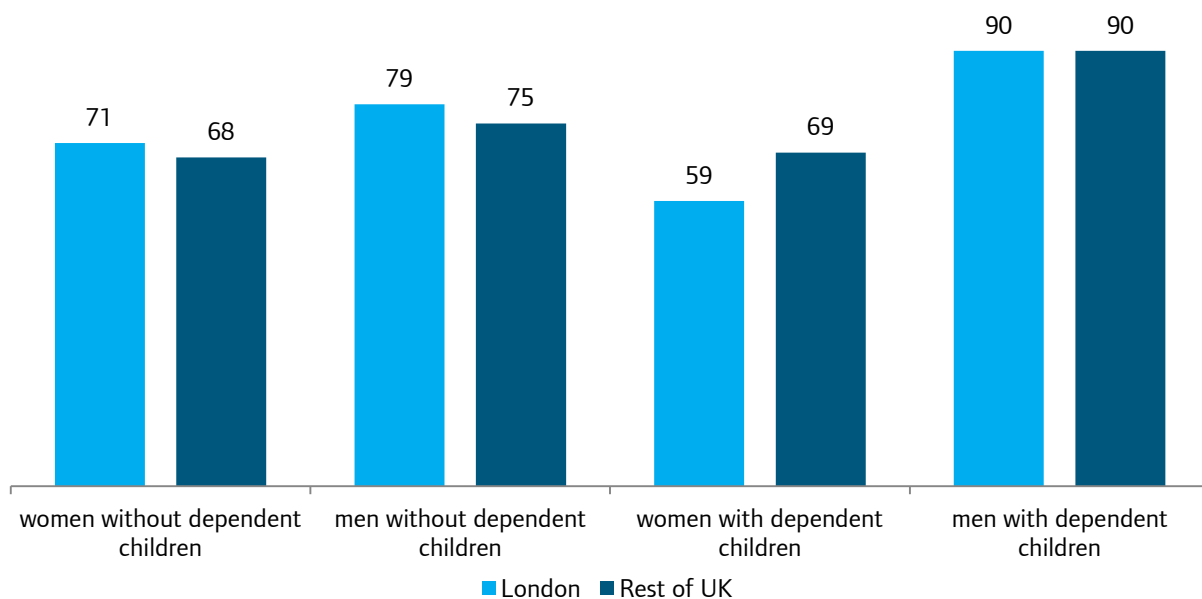
Chart 4 Employment rates of people in London aged 16 to 24 (including students), 25 to 49, 50 to 64, 2008 to 2014, year-end December



Source: Annual Population Survey

Parenthood makes a large difference to the employment rate of women and there is a bigger impact in London than in the rest of the UK. In 2013, the employment rate for women without dependent children was higher in London (71 per cent) than in the rest of the UK (68 per cent), while for women with children, the rate was much lower in London – 59 per cent, compared with 69 per cent in the rest of the UK.

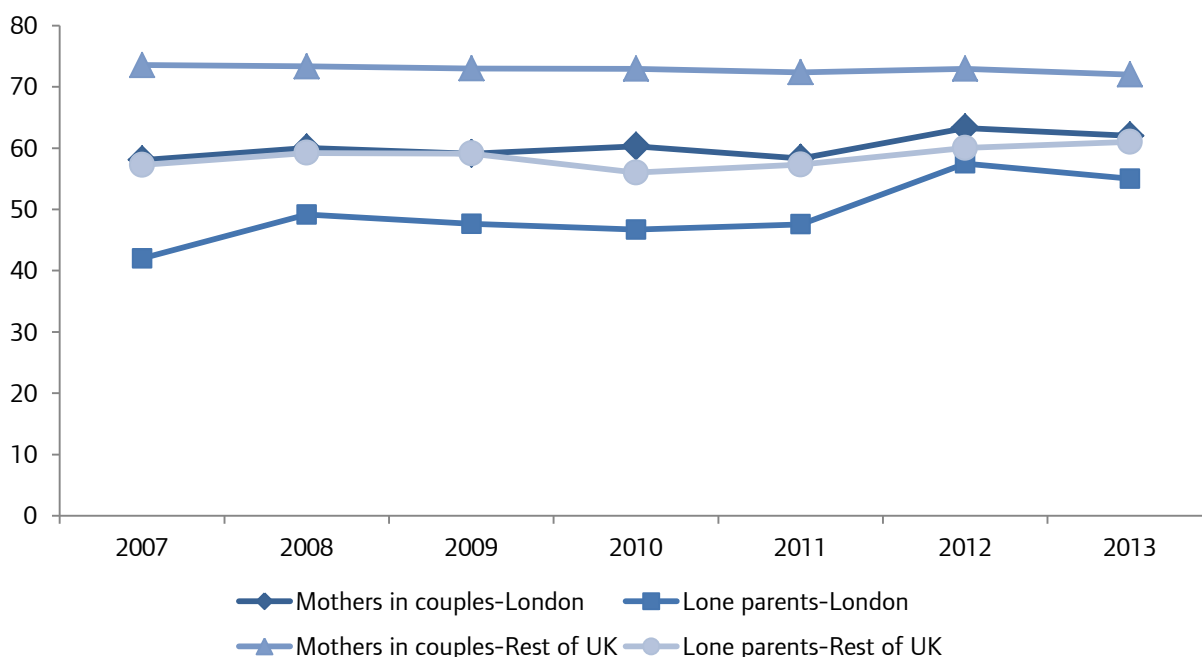
Chart 5 Employment rates of women and men (%), by whether or not they have dependent children, London and the rest of the UK, 2013



Source: Annual Population Survey

The employment rate of lone parents in London increased significantly between 2007 and 2012 and plateaued in 2013 (see Chart 6). Employment rates of lone parents, the great majority of whom are women, are lower than those of women in couples with dependent children. The gap between London and the rest of the UK reduced from 15 percentage points in 2007 to just three percentage points in 2012, but widened again to six percentage points in 2013.

Chart 6 Employment rates of mothers with children and lone parents in London and the rest of the UK, 2007 to 2013 (%)



Source: Labour Force Survey (includes full-time students)

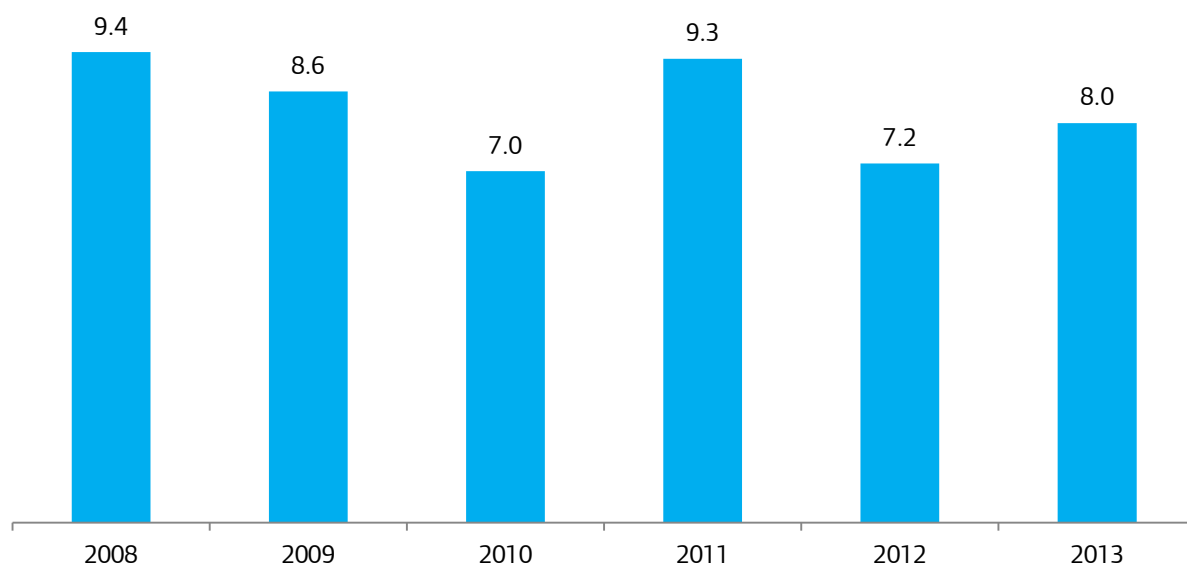
There has been less change in the employment rate of mothers in couples over these seven years, with there being a four percentage point increase. The gap between London and the rest of the UK plateaued at 10 percentage points in 2012, having narrowed since 2007, when the difference was 16 percentage points.

Pay

The pay gap between different groups of Londoners has decreased, however the ethnic pay gap remains particularly high.

The **gender pay gap** in London has wavered between 9.4 and 7.0 per cent since 2008 and stood at 8.0 per cent in 2013. In 2013, median gross earnings for men working full-time was £16.77 per hour, compared with £15.43 for women working full-time.

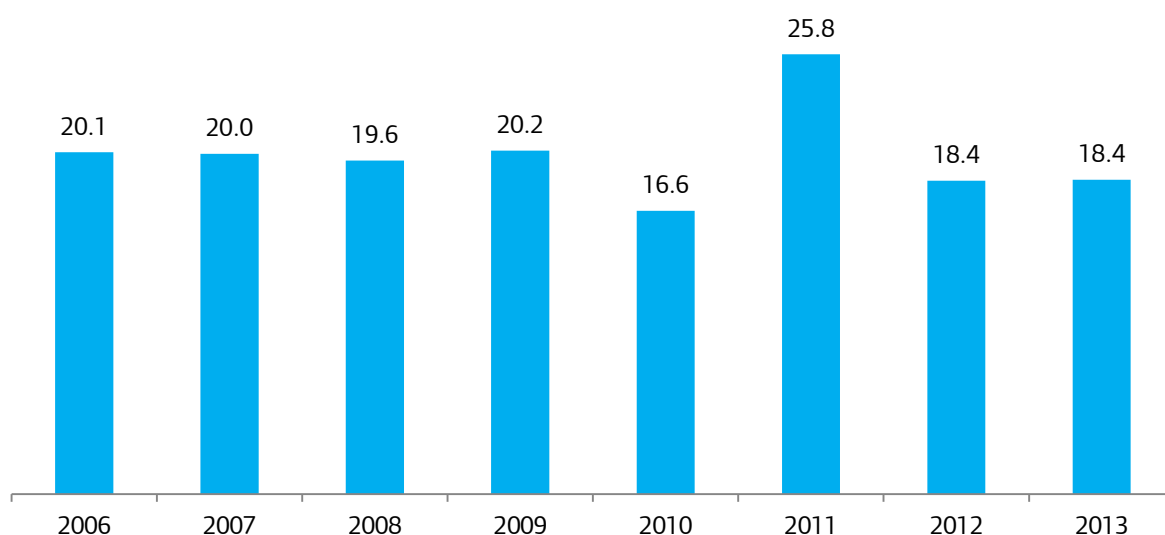
Chart 7 Gender pay gap (full-time), London, 2008 to 2013 (%)



Source: Annual Survey of Hours and Earnings

The **ethnic pay gap** has remained stubbornly high. Median gross earnings in London were £16.49 per hour in 2013 for all white groups and £13.45 for all BAME groups.

Chart 8 Gap in full-time median earnings between all white groups and all BAME groups, London, 2006 to 2013 (%)

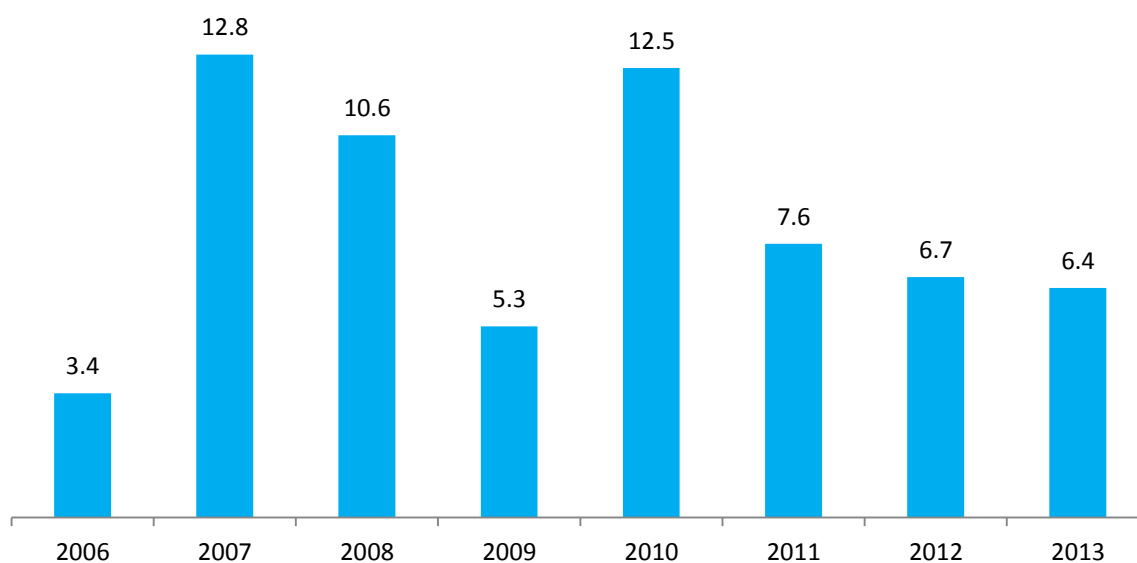


Source: Annual Population Survey

Disabled pay gap

The gap in median earnings between disabled people and non-disabled people decreased again in 2013 to 6.4 per cent, from 12.5 per cent in 2010. In 2013, median earnings for disabled people in London were £14.87 per hour, compared with £15.88 for non-disabled people. This is for those working full-time. It needs to be borne in mind that disabled people are more likely than non-disabled people to be working part-time or not working at all.

Chart 9 Gap in full-time median earnings between disabled people and non-disabled people in London, 2006 to 2013 (%)



Source: Annual Population Survey

Child poverty

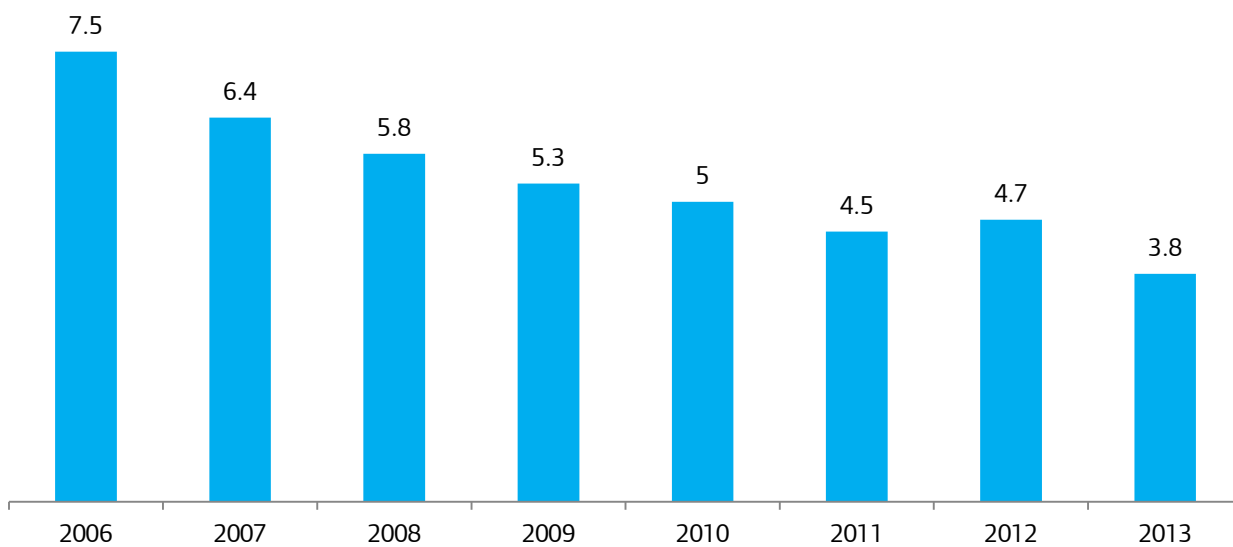
The child poverty rate in London has continued to decline and plateaued at its lowest level (37%) in 2009/2012. However, it is still high and London continues to be the region with the highest rate of child poverty in the UK.

Children in certain ethnic groups, those with lone parents (mostly women) or in couple families with no-one in work are more likely to be living in poverty. The highest rates in London in 2010/11-2012/13 were for children in Bangladeshi (64%), mixed ethnic groups (61%) and Pakistani (57%) households. These contrast with rates of less than half of this among White and Indian children (26% and 27% respectively). Fifty-four per cent of children with a lone parent lived in poverty - 68 per cent where the lone parent was not in work, and even higher at 78 per cent for children in couple families where neither adult was in work and 70 per cent where one or both adults worked part time. Due to changes in the disability definitions, data including 2013 is not available for London for children living in households with disabled adults. However, in data produced for previous years, it was clear that children in such households were more likely to be living in poverty (46 per cent of children in households with at least one disabled adult, compared with 34 per cent of children in households with no disabled members for 2009/10-2011/12). This ties in with the very high rates for children in workless or part-time working households.

Young people who are not in education, employment or training

The percentage of 16-18 year olds known to London local authorities as being NEET, from data collected by the Connexions service, decreased from 7.5 per cent in 2006 to 5.3 per cent in 2009, since when data has been collected by the local authorities' Client Caseload Information System. The decrease continued from 5.0% in November 2010 to January 2011 to 3.8% in November 2013 to January 2014.

Chart 10 Percentage of 16-18 year olds known to London local authorities as being NEET 2006 to 2013



Source: Data collected by the Connexions service up to 2009

Data collected by the local authorities' Client Caseload Information System from 2009

2.2 Regeneration

What we committed to:

Objective	Deliver regeneration projects in line with Mayoral programmes and priorities, which maximise economic and social benefits for all Londoners.
How we will achieve the objective	<p>Work with delivery partners to target investments in places with the greatest potential to secure inclusive jobs and growth opportunities.</p> <p>Oversee delivery of the Mayor's major regeneration investment programmes, including; Outer London Fund, Mayor's Regeneration Fund and Growing Places Fund.</p> <p>Strengthen the vibrancy and boost economic activity on London's high streets and their environs.</p> <p>Work with delivery partners to support micro, small and medium enterprises and deliver affordable, inclusive workspace.</p> <p>Ensure all investments promote equality and work to deliver new and secure existing diverse and inclusive opportunities and services.</p> <p>Invest in public realm to promote equality through way finding, Legible London and inclusive programmes.</p> <p>Help ensure that all Londoners have access to high quality public realm and green space.</p>

Achievements in 2013/14

The Mayor's regeneration programmes led to the creation of jobs, apprenticeships, new and improved workspaces and a more welcoming and inclusive public realm.

- The Regeneration Unit continued to address inequality in London through the Outer London Fund (OLF), Mayor's Regeneration Fund (MRF) and Growing Places Fund (GPF).
- By the end of March 2014 almost £123,285,900 had been invested in regeneration programmes across London. 407 jobs had been created, 401 jobs safeguarded and 270 young people had been supported into business or training through the OLF programme and MRF and GPF investment. In addition, 147 high street shop fronts had been improved and 33,114m² of public realm had been created, all of which was independently assessed for accessibility in design when going through the Mayor's Design Review process.
- By the end of March 2014 the GPF Programme had supported the creation of 1,000 apprenticeship starts, provided support to 83 small and medium enterprises (SME) and 3 one-off payments had been granted to SME Business Improvement Districts.
- The Mayor launched his Regeneration Fund in response to the August 2011 riots, backed by £50 million from City Hall and £20 million from government. With match funding, the total amount being invested is just under £100 million. About £50 million is ring-fenced for Tottenham and Croydon. All of this funding has been committed to projects in eight of the worst affected boroughs. Projects were selected based on the impact of the unrest on the area

but also by taking into account each project's potential to create jobs and stimulate and secure economic growth well into the future.

In May 2013, the Mayor opened 639 Tottenham High Road offering: affordable business space, support and training; volunteering and apprenticeship opportunities; and community spaces. By the end of March 2014 it had supported 56 people with start-up assistance and support, and provided 8 training events for business start-up and job recruitment.

The Enterprise Hub was opened in Croydon in July 2013 to offer support to local businesses and entrepreneurs. Practical support was provided to more than 200 Croydon-based businesses and services and 26 new jobs were created by the end of March 2014.

The MRF also provided funding for business rate relief for ready to grow businesses moving into premises in Croydon town centre to help reinvigorate the commercial office market and enable businesses to grow and create jobs by incentivising SMEs to locate to the town centre. The scheme has attracted 14 businesses, created 70 jobs and safeguarded a further 300.

Intensive consultation and planning work took place in the year and works began in Croydon town centre to enhance the public realm in the restaurant quarter at South End.

- These MRF funded initiatives took place alongside wider regeneration efforts, such as the transformation of Tottenham Hale gyratory and Tottenham Hale station, as well as plans to transform Croydon's Whitgift and Centrale shopping centres.
- The Camden Collective Accelerator provided support to nine SMEs and loan finance to five SMEs. The GPF Export Programme (matched with European Funding) provided support to 74 businesses and ran three successful trade missions. In March 2014, the Camden Collective celebrated its one year anniversary by opening an additional building to offer support to SME businesses through Growing Places funding.
- On 22 January 2014, the Deputy Mayor for Business and Enterprise opened the Outer London Fund project Blackhorse Lane Workshop, a community facility that builds upon local craft tradition and provides affordable rent studios. The Workshop teaches craft skills and has created signage for the trading estate, streetscape and way-finding improvements and gateway art installation. The scheme has created four new jobs and given 42 young people business support and training.
- The quality and accessibility of designs of over 50 projects was independently assessed by the team carrying out the Mayor's review of projects led by the GLA Regeneration Team.
- The GLA worked with TfL to install 20 Legible London way finding signs in 2013/14, helping pedestrians to find their way.
- In March 2014, the Mayor launched London's Super Connected City Plan which will underpin the capital's aspiration for contiguous ultrafast connectivity, providing the digital

infrastructure needed for London's economy and helping London to realise its full economic potential.

- All projects receiving regeneration investment must first sign a grant agreement, through which they commit not to discriminate and to having in place appropriate equal opportunities and complaints policies and procedures.

Measures of success

Outcome sought/measure	Outcomes achieved	Direction of change
Undertake full evaluation of investments to evidence resulting uplift impact.	Regeneris were commissioned, following separate tender processes, to evaluate the Mayor's Regeneration Fund and Outer London Fund. Interim evaluation work of the funds was undertaken in 2013/14. A full evaluation of OLF will be completed by Q4, 2014/15. A full evaluation of the MRF will be commissioned in 2014/15.	
The number of jobs created and sustained through Regeneration investment.	407 jobs were created with Regeneration investment. Furthermore, 401 jobs were safeguarded through regeneration investment in 2013/14.	
The number of apprenticeships created and sustained through regeneration investment.	61 apprenticeships were created and sustained through the Outer London Fund and Mayor's Regeneration Fund in 2013/14. The Growing Places Fund Programme supported the creation of 1,000 apprenticeship starts.	
The amount of public realm created through regeneration investment in square meters (m ²)	33,114m ² of public realm was created through regeneration investment in 2013/14.	
The amount of new or improved workspace (m ²)	3,110m ² of new or improved workspace was created through regeneration investment in 2013/14.	

2.3 Education and youth

What we committed to:

Objective	Work with partners and stakeholders to encourage best practice aimed at ensuring that as many children and young people, regardless of ethnicity, gender, faith, disability, educational needs or sexual orientation, can access good quality education and achieve qualifications and skills to give them future opportunities in life.
How we will achieve the objective	Encourage improved attainment among schools, geographical areas and demographic groups where attainment is not currently reaching expected levels, through initiatives such as the London Schools Gold Club.
	Work to ensure as many children in London as possible have access to excellent teaching through initiatives such as the London Schools Excellence Fund.
	Support the sharing of good practice targeted at raising attainment and educational outcomes among London's children and young people, through mechanisms such as the Mayor's Annual Education Conference and the Annual Report of London Schools.
	Target initiatives at young people who are hard to reach, not in education, employment or training (NEET), or at risk of becoming NEET through initiatives such as the Mayor's Mentoring Programme, Leadership Clubs and leveraging ESF funding for vulnerable youth programmes.

Overall trends for London

The educational attainment of London's pupils continued to increase for all groups of Londoners; from just over 46 per cent of London's pupils in maintained schools achieving 5 or more GCSEs graded A* to C, including English and Maths in 2005/06 to 68 per cent achieving this in 2012/13. However the educational attainment gap between boys and girls is widening, with girls continuing to outperform boys.

Results have continued to improve overall for all ethnic groups, other than for white pupils and Black pupils, whose attainment has remained static. Whilst the attainment gap between pupils eligible for free school meals and those that are not has continued to decrease, the gap between pupils with and without special educational needs continues to be wide.

GLA achievements in 2013/14

The Mayor has no direct powers with regard to education but uses his influence to maximum effect.

- The London Schools Gold Club was launched at the Mayor's Education Conference in November 2013 in City Hall. The scheme champions London schools that have succeeded against the odds in improving pupils' aspirations and achievements with a Mayoral Award, and works with them to identify what has made the difference for their school and helps them share this practice and their experience with other London schools. In 2013 Gold Club

membership was awarded to 119 primary and secondary schools, including maintained schools, academies and independent schools.

- The £24 million London Schools Excellence Fund, funded by £20 million from the Department for Education and £4 million from the GLA, was launched in March 2013. Three rounds of applications were run and 104 projects received funding. Over 50 per cent of the projects are being delivered by schools and over 820 schools are benefitting from the work of these projects. Most of the projects focus on cultivating teaching excellence through investment in teaching and teachers so that attention is re-focused on knowledge-led teaching and curriculum.

London Schools Excellence Fund - Gladesmore Community School

Gladesmore Community School, located in a deprived area in Tottenham, is running an LSEF funded literacy programme striving to unlock potential, raise aspirations and improve results by focusing on developing high quality English teaching. It is doing this by drawing on best practice, writing teaching materials, providing literacy training and coaching English teachers, to improve their ability to increase the standard of pupils' work. Early indicators suggest that GCSE results and progress rates of pupils will be up after the first year; despite significant changes imposed by the Department for Education to the English curriculum and its examination. Traditionally such changes would have notably suppressed results.

- £500,000 of the London Schools Excellence Fund was added to £1.5 million of European Integration funding to finance the English: The Key to Integration in London project. Work began on the project which will train 540 teachers from at least 70 schools across ten London boroughs to increase the literacy and academic English results of over 16,000 pupils for whom English is an additional language. A number of schools will also run English language classes for pupils' parents, with the aim of improving the English of over 600 non-EU mothers so they can support their child's education outside of the classroom. The training, materials and resources developed through the project, which formally runs to June 2015, are expected to have a lasting impact on English as an additional language teaching in London schools.
- The Mayor's inaugural Education Conference held in November 2013 brought together over 300 London school leaders with international experts to find out more about giving young Londoners the skills, knowledge and creativity they need for success.
- The Mayor's first London Annual Education Report was also launched at the Conference. Drawing on a range of data, the annual report gave a picture of London's education system, updating key statistics and highlighting trends in order to inform on-going improvements in outcomes for young people. The report was well received by stakeholders.
- In 2013/14 the GLA's European Social Fund Youth Programme delivered projects which provided tailored support, including mentoring, to 1,359 young people who were not in education, employment or training (NEET) or were at risk of becoming NEET. More than 700 young people went on to employment, training or back into education. The aim is to help at

least 1,000 vulnerable young people move into sustained education, training or employment by September 2015. (See more on NEET in the Employment, pay and skills section, page 5).

- 2013/14 was the first full year of the Mayor's Leadership Clubs programme. The £1.6 million scheme was launched to address underlying problems that contributed to the August 2011 riots and help struggling schoolchildren aged ten to 14 reach their full potential. The clubs work within schools to improve behaviour, self-discipline and attainment via avenues ranging from Saturday schools that will boost confidence through creativity to more structured youth regimes. All of the projects focus on literacy and numeracy. During 2013/14 27 schools and over 1,200 pupils were engaged. Clubs will continue to be rolled out up to September 2015, reaching a further 12 schools and over 500 pupils.
- The Mayor's Mentoring Programme took place in eight London boroughs – Brent, Croydon, Hackney, Haringey, Lambeth, Southwark, Waltham Forest and Westminster. More than 1,000 black boys aged ten to 16 at risk of offending, or of dropping out of education, employment or training, have been paired with inspiring and supportive adult mentors. The mentoring relationship between the boys and the adults will continue for up to 12 months.

Mentees included a 13 year old boy, referred by the Hackney Learning Trust to Brighter Futures so that he could get additional support on anger management and to increase his confidence. He was already connected to gang and street culture and was known to the police. He was matched with a male Hackney Quest mentoring champion and together they drew up and successfully worked through a Personal Development Plan for him.

- An evaluation framework was developed for all the activity taking place to support excellent teaching in London schools. External evaluators will be appointed in 2015.
- Project Oracle, the London focussed children and youth evidence hub, is providing evaluation advice and support to all of the projects funded through the London Schools Excellence Fund. Project Oracle has a Standards of Evidence framework consisting of five levels which enable organisations to identify the level at which they are gathering and using evidence, and how they can improve over time. Project Oracle has been enabling every London Schools Excellence Fund project to achieve Project Oracle standard 2.
- Independent evaluations were commissioned for: YOU Matter, the Mayor's Mentoring Programme and the Leadership Clubs. Evaluation reports will be completed in 2014/15 and 2015/16.

Measures of success

Outcome sought	Trends	Direction of change
Reduction in the gap in achievement of 5 GCSEs graded	Gender: In 2012/13, 69% of girls in London's maintained schools achieved 5+ GCSEs graded A* to C, including English and Maths, compared with 59% of boys. Results have	

Outcome sought	Trends	Direction of change
A* to C, including English and Maths, by groups of pupils as compared with average or comparator group.	continued to improve overall, but the gap between boys and girls has been between 7 and 10 percentage points since 2005/06. It widened from 7 percentage points in 2010/11 to 10 in 2012/13 (see chart 27 on page 116 in the appendix).	
Reduction in the gap in achievement of 5 GCSEs graded A* to C, including English and Maths, by groups of pupils as compared with average or comparator group continued	<p>Ethnic group: Achievement is highest among Chinese pupils – in 2012/13, 85% gained 5+ GCSEs graded A* to C, including English and Maths, followed by 73% of Asian pupils (in one group), 64% of mixed groups and 61% of white pupils. Results have continued to improve overall for all ethnic groups, other than for white pupils and Black pupils, whose attainment has remained static (see chart 28 on page 116 in the appendix).</p>	
	<p>Special educational needs (SEN): In 2012/13, 34% of London pupils with SEN, but without a statement and 11% of those with a statement achieved 5+ GCSEs graded A* to C, including English and Maths, compared with 73% of those with no identified SEN. While attainment had been improving and the gap between pupils with and without SEN had been widening, both have now plateaued (see chart 29 on page 117 in the appendix).</p>	
	<p>Free school meals. In 2012/13, 51% of London pupils eligible for free school meals achieved 5+ GCSEs graded A* to C, including English and Maths, compared with 68% of pupils not eligible for free school meals. The gap has continued to decrease and to be much less marked than the England average.</p>	
The number of schools supported to share good practice	In 2013/14 - its first year - London Schools Excellence Fund recipients named 1,084 schools which their projects will engage with in their first year of delivery. In total 830 unique schools will be reached. (Some schools are benefiting from more than one LSEF project). In addition 50 schools participated in the London Schools Gold Club seminar programme.	

2.4 Volunteering

What we committed to:

Objective	To maintain the enthusiasm and momentum behind volunteering to ensure the Olympic and Paralympic legacy is maximised.
How we will achieve the objective	<p>Roll-out the Mayor's programme to promote volunteering, 'Team London', across London and reflect London's population. This will make volunteering accessible to all and have a focus on developing volunteering as a pathway to work particularly for young people. The approach will include:</p> <ul style="list-style-type: none"> • making volunteering easier and improve its profile: largely through the new Team London website and associated awareness raising • maintaining the volunteering momentum from the Games: continue to support Visitor Welcome and major events in London. • using the profile of the Games to inspire a new generation of volunteers: through the Team London schools programme delivered in partnership with Free The Children UK • continuing to support high impact volunteering projects tackling our most pressing needs.

Achievements in 2013/14

The Mayor of London's Team London volunteering programme is making volunteering easier to do and easier to find out about for all Londoners. The programme has attracted a diverse range of volunteers, most of whom found their experience of volunteering satisfying.

- Team London was re-launched in May 2013 by the Mayor of London and cricketer Shane Warne at the Oval. The launch involved a campaign to drive web traffic (15,000 unique visits) to the Team London website and to build awareness of volunteering opportunities in London. In the event, 71,000 unique visits and over 800,000 page views were generated. 57 per cent of respondents (pro-rata 4.56 million Londoners) said they are now more aware of the range of volunteering opportunities in London after seeing the Team London marketing campaign.
- The theme 'Go local and do something great for your city' was rolled out, based on evidence that people are more likely to do something for their local community than London as a whole. This culminated in a 'Go Local' event in July 2013, which brought together 30,000 people at the Queen Elizabeth Olympic Park for the UK's biggest ever celebration of volunteering. Team London linked up with the London 2012 Legacy Project 'Join in' to reach out to Games Makers, Team London Ambassadors, Ceremonies Volunteers and hundreds of other volunteering organisations across the UK and in London. The mission was to reunite all those who volunteered during the Games, as well as encourage them to bring along friends and family who were interested in volunteering in 2013 and beyond.
- 750 Team London Ambassadors were deployed at 11 locations across London for 45 days over summer 2013 and at Gatwick Airport, St Pancras Station and Covent Garden over Christmas 2013.

- Team London volunteers were also deployed at over 30 major events in London during 2013/14. These included the Danone Youth World Cup and St Patrick's Day parade. Over 2,000 volunteers were recruited to these events. A number of the events took on young unemployed Londoners who had been recruited from the East London Business Alliance (ELBA) and the Tottenham Foundation.
- In August 2013, Team London launched the Small Grants Innovation Fund, through which the GLA distributes approximately £100,000 as small grants to community groups and other third-sector organisations signed up to Team London. Funded projects include Action Tutoring (GCSE tutoring to disadvantaged young people) and Wheels for Wellbeing (Cycle training and facilities for disabled people). The funded projects will, in total, recruit over 2,000 volunteers operating in every borough in London. At the halfway point 1,200 volunteers had been recruited.
- A flagship Team London Young Ambassadors programme has been set up, through which adult Borough Ambassadors support volunteering activity in schools across London. Team London partnered with Free The Children UK to reach 400 schools in 2013/14, 1,000 in 2014/5, and to offer all state schools in London to opportunity to be involved by 2016. By the end of March 2014, 400 schools had signed up and over 230 school visits have taken place.
- In March 2014, Team London also announced a project to source unemployed volunteers for its event programme. The project is co-funded through the European Social Fund and was launched in partnership with City Gateway and Inspire, who will source the volunteers and provide them with employability training. The target is for over 220 people to take part in volunteering, with over 120 finding sustained employment or training opportunities as a result of the programme.
- Later in the year Team London also launched its Headstart programme. The programme aims to provide guaranteed interviews for thousands of young people that have volunteered for at least 16 hours.
- As Team London was re-launched in 2013, 2014 was the first year that data was available regarding diversity and Team London volunteers' response to their volunteering experience. Figures vary across different volunteering projects reflecting the type of volunteering opportunity and the target audience. However, Team London will continue to support activity that will provide opportunities to those who may not always be able to take part.

Other areas of the GLA also routinely involve volunteers, for example, the Mayor's London Sustainable Development Commission (LSDC), which, through its work programme and initiatives, continued to capitalise on volunteers for its various projects and initiatives.

- Individual experts from the economic, social, environmental and London governance sectors gave their time voluntarily to be Commissioners.
- A group of 12 Londoners undertook projects through the LSDC's London Leaders programme to demonstrate sustainability in action and the contribution of green entrepreneurs to the London economy and the city's quality of life. The London Leaders provided approximately

228 days between them from the end of 2013 and the beginning of 2014, and involved a further 116 mainly volunteers in projects, which included

- an underground farm, utilising disused WWII air raid shelters and tunnel space
- the generation of biofuel from waste coffee grounds on a commercial scale
- online peer to peer fashion rental market place
- a patient-led web portal to support people with life limiting conditions
- a device to reduce energy through lighting sensors for the domestic market.

Measures of success

Outcome sought/measure	Trends	Direction of change
A significant increase in the level of volunteering in London	Collection of this data began in May 2013. By the end of March 2014 over 18,000 volunteering opportunities had been taken up. The Team London programme is well on its way to achieve 100,000 volunteering opportunities being taken up by May 2016.	
A significant increase in the level of satisfaction with, volunteering in London	As Team London was re-launched in 2013, 2014 was the first year that this data was available for the current programme. Taking a sample of this data from across Visitor Welcome, Events volunteering and Small Grants, of those who responded to a survey <ul style="list-style-type: none"> • between 77%-92% of volunteers rated their experience 7 or above (out of 10) • between 74%-97% of volunteers were more likely to volunteer in the future as a result of their experience • between 89% and 93% of volunteers were likely to recommend volunteering through Team London to friends and family. 	
Volunteers represent London's diversity	As Team London was re-launched in 2013, 2014 was the first year that this data was available for the current programme. For samples of volunteers across the registrations on the Team London website and the Visitor Welcome and Events programmes, and average figures for the Small Grants projects, of those responding to a volunteering survey <ul style="list-style-type: none"> • between 60% and 65% were female • between 35% and 40% were male. • between 5% and 14% have a long term illness, health problem or disability which limits daily activities or work • between 54% and 78% were White • between 1.4% and 9.5% were from mixed backgrounds • between 6% and 17% were Asian or Asian British • between 6% and 18% were Black or Black British • between 2% and 5% were Chinese • the age of volunteers varied considerably, depending on the project - for example 56% of those registered on the Team London website were under 36, whereas 68% of those who signed up to the Visitor Welcome programme were over 55. 	

2.5 Sport

What we committed to:

Objective	Deliver a grass-roots sporting legacy for Londoners from the 2012 Olympic and Paralympic Games by securing a sustained increase in participation in sport and physical activity amongst Londoners.
How we will achieve the objective	By supporting projects specifically designed to target a minimum percentage of previously inactive participants. Sport England research shows that rates of inactivity are significantly higher amongst women, older people, disabled people, and groups of BAME people.
	Ensuring that the Mayor's Sports Legacy Programme funds initiatives that proactively engage disabled participants.
	Ensuring every organisation that receives funding from the Mayor's Sports Legacy Programme is required to formally adopt the Inclusive and Active Strategy and a condition of funding is full implementation
	Raising awareness amongst London local authorities and other key stakeholders about the Inclusive and Active Strategy to support a cultural shift in attitudes towards disabled people participating in sport.

Achievements in 2013/14

The facilities for undertaking sport have improved, the opportunities to take it up have increased and encouragement to do so has led to greater participation in sport and physical activity amongst a broad section of London's communities.

- The GLA commissioned a portfolio of nine new participation projects, with one additional project due to go live in the Autumn of 2014. As a condition of funding, each project agreed to targets for overall participation and to work with a minimum of 20 per cent previously inactive Londoners, as well as at least 10 per cent disabled participants.
- One of the nine commissioned projects is the Special Olympics GB project that focuses specifically on creating sporting opportunities in 16 boroughs for Londoners with learning disabilities.
- The Sports Team has worked closely with Panathlon to develop their Disability Sport Project for 2014 which will go live in the autumn and provide structured sessions and competition pathways for disabled Londoners.
- A further commissioning round for the FreeSport programme commenced in spring 2014. An agreement was made that Interactive (London's premier advocacy agency for disability sport) will be part of the assessment panel to select funded projects. Here too, all successful projects will be expected to engage at least 10 per cent disabled participants.
- All the newly commissioned participation projects adopted the Inclusive and Active Strategy and are expected to fully implement it, as a condition of their funding.

- Preparations began for London to become the first ever city to host the International Paralympic Committee (IPC) Paralympic Athletics World Championships alongside the International Association of Athletics Federation (IAAF) World Athletics Championships, as part of a unique 'Summer of Athletics' in 2017. Unlike the Paralympics (which come after the Olympics), the IPC Championships will precede the IAAF event. The preparations included establishing the organising committees which are aiming to ensure full integration and equality of access to both events.

Measures of success

Outcome sought/measure	Outcomes achieved	Direction of change
Increased participation rates in sport amongst disadvantaged groups	Participation among females and those with a limiting disability has increased. Participation amongst people from BAME communities has remained static and has remained low amongst those aged 65 and over (see statistics and trends below for more details).	

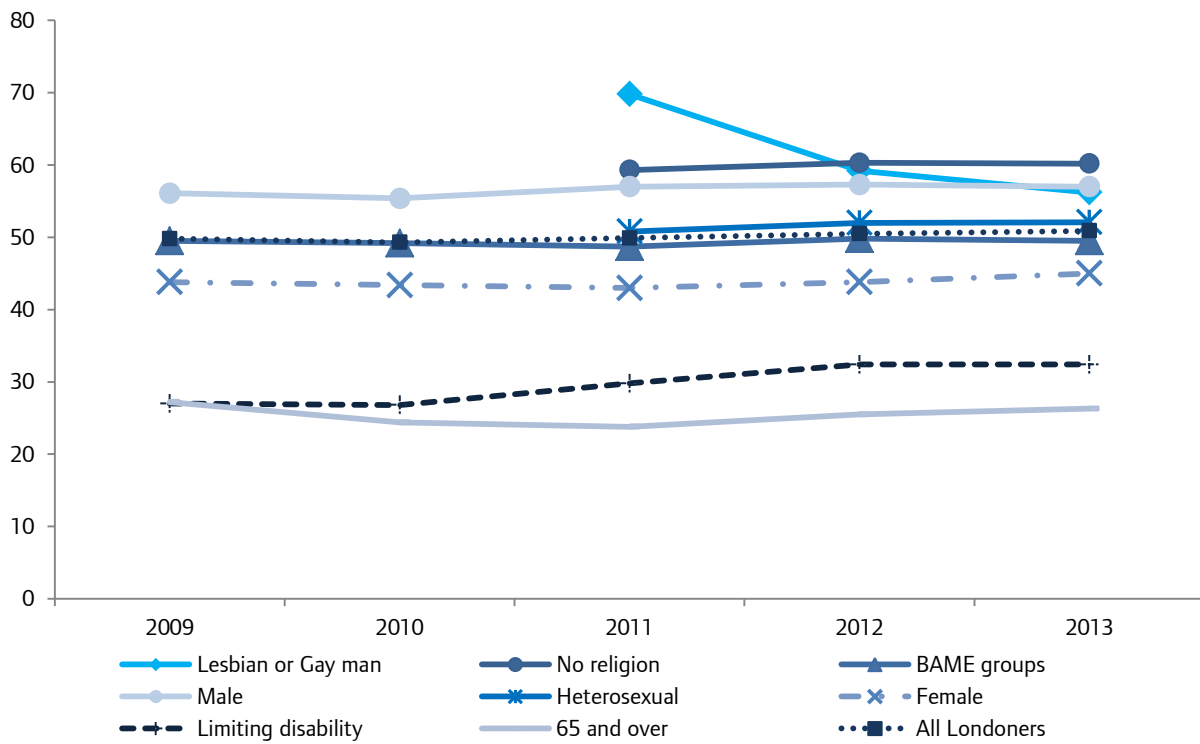
Detailed statistics and trends

In the year ending October 2013, 37.2 per cent of adult Londoners (aged 16 and over) reported they took part in at least one session of moderate intensity sport or physical activity once a week during the previous 28 days, compared with 35 per cent in the year to October 2006.

In addition, 50.9 per cent of adult Londoners reported participating in any recognised sport once in the previous 28 days in the year ending October 2013, an increase in the 49.8 per cent participating in the year ending October 2009. Participation among females increased from 43.8 per cent in the year ending October 2009 to 45.0 per cent in the year to October 2013, amongst males from 56.1 per cent to 57.0 per cent. Participation amongst people with a limiting disability increased from 27.0 per cent to 32.4 per cent and amongst people from BAME communities remained at around 45.5 per cent. Participation is lowest amongst Londoners aged 65 and over remaining at under 28 per cent.

Figures for participation broken down by sexual orientation and religion have been collected since 2011. These show that participation amongst lesbians and gay men is higher than amongst heterosexual people, but whilst participation increased amongst the latter from 50.8 per cent in 2011 to 52.1 per cent in 2013, it decreased from 69.8 per cent in 2011 to 56.2 per cent in 2013 amongst lesbians and gay men. The figures by religion show that participation is highest amongst people who have no religion (60.2 per cent in 2013 compared with 59.3 per cent in 2011). There is a mixed picture with regard to people from other religious groups and the changes in their participation.

Chart 11 Participation of Londoners in sport, 2009 to 2013, (%)^{6,7}



Source: Active People Surveys

⁶ Participation in any recognised sport once in the previous 28 days

⁷ People aged 16 and over

2.6 Health

What we committed to:

Objective	Continue to tackle the differences in the health of Londoners through the work laid out in the Mayor's Health Inequalities Strategy
How we will achieve objective	Refresh the Mayor's Health Inequalities Strategy delivery plan.
	Ensure that all programmes of work delivered by the GLA Health Team contribute, whenever possible, to reducing differences in health, where possible by carrying out Health Inequalities Impact Assessments.
	Work with the functions of the GLA to ensure that their work, whenever possible, contributes to reducing differences in health, where possible and relevant by facilitating Health Inequalities Impact Assessments of GLA strategies
	Support the work of the London Health Board particularly encouraging it to maximise its beneficial potential with regard to health inequalities, across all its priority areas.
	Support the work of the London Health Commission particularly encouraging it to maximise its beneficial potential with regard to health inequalities, across all its four workstreams.

Overall trends for London

Although life expectancy figures will be influenced by factors such as population movement within the city, gentrification of poorer areas, and migration into and out of London, some of London's most deprived boroughs have seen a more rapid increase in life expectancy in recent years than some of the boroughs with the highest levels of life expectancy. However inequalities in life expectancy between the most and least deprived areas within boroughs continue, in many cases, to be greater than the gaps between boroughs. Life expectancy for both men and women has continued to increase and the gap between the boroughs with the highest and lowest life expectancy has decreased for both men and women.

GLA achievements in 2013/14

Highlights of how the GLA worked to tackle health inequalities in London in 2013/14 included

- creation of the London Health Board (LHB) in May 2013 to provide leadership across health and social care in London. The Board is chaired by Mayor Boris Johnson and is a partnership between NHS England (London Region), Public Health England (London Region), the Office of the London Clinical Commissioning Groups, the GLA and London Councils. During 2013/14 the Board
 - used an analysis of health needs and health inequalities issues in London to help determine its priority areas of work. Mental health was chosen as a Board priority and work is underway to procure digital support to all six million Londoners aged 16 and over to maintain and improve their mental health. This is a digital platform to support self-management of an individual's mental health, either through self-maintenance behaviour (such as positive activation and stress reduction exercises) or by signposting

- to peer and existing community and voluntary support at an early stage to access mental health and wellbeing advice.
 - supported the London Clinical Commissioning Council in making the case to NHS England to base CCG funding formula on GP registered lists as a more accurate way of reflecting and serving the needs of London's unique population.
 - explored a programme of work to release surplus NHS estate across London and re-invest this funding in areas where health inequalities are high and where services are under-resourced.
 - began a programme of work to improve patient experience through transparency. Patients and the advocacy groups working on their behalf will have access to health service performance data to enable them to make empowered choices about their care.
 - the establishment by the Mayor of the London Health Commission in September 2013. This is an independent inquiry chaired by Professor Lord Darzi and reports directly to the Mayor. The Commission is examining five broad themes
 - improving the quality and integration of care
 - enabling high quality and integrated care delivery
 - healthy lives and reducing health inequalities
 - the health economy, research and education; and
 - public engagement.

Under the latter, the Commission is looking at how individuals can be engaged to take more of an active role in improving their own health and wellbeing and how people should be involved in developing healthcare services. As well as considering what more can be done to support and engage people in managing their own health and care, the commission is, under its healthy lives and reducing health inequalities theme, exploring how non-health public services, business, the voluntary sector and employers generally can support better health and care.
 - start of the refresh of the London Health Inequalities Strategy delivery plan. This will include describing the health and social care landscape, following the 2012 Health and Social Care reforms; reviewing achievements against the strategy to date and identifying key metrics to express health inequalities in London over time. The delivery plan refresh is being aligned so that it can form part of the Mayor's response to the report from the London Health Commission recommendations, due for publication in autumn 2014.
 - promotion of the London Healthy Workplace Charter through the London Healthy Workplace programme. Thirty London employers received a Charter award for fostering a working environment that supports and enhances healthy living with over fifty other employers working towards accreditation. TfL received the Excellence status in 2013. The GLA received Achievement status in March 2014 and is working towards Excellence.
 - a Health Inequalities Impact Assessment (HIIA) on the London Healthy Workplace programmes. The assessment recommendations included providing guidance for employers on understanding the needs of different groups of workers, targeting employers in low paying sectors, broadening the appeal of the programme and ensuring the programme's long term sustainability. These have been incorporated into the programme's 2014/15 delivery plan.
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- publication of a pilot HIA on the Healthy Schools London programme based in two London boroughs. All the assessment recommendations, which included identifying and pragmatic targeting of provision at pupils from specific groups, will be considered as part of the evaluation of the Healthy Schools London programme as a whole, which is due to commence later in 2014.
- continuation of phase 2 of Well London, which is directly tackling health inequalities by using a community development approach to improve the health and well-being of residents in some of London's most deprived neighbourhoods. In May 2013, Well London was awarded a further award of £1.8million from the Big Lottery to continue the phase 2 programme to March 2015. The programme takes steps to ensure that people from all the different communities in the target areas have the opportunity to take part. Demographic and equalities data are captured through attendance forms and evaluation surveys and will be reported in 2015.

Over 2013/14 Well London achievements included

- high rates of participation, with nearly 6,000 individual participants at Well London projects and events across the 10 target areas; thirteen new apprenticeships, and 110 volunteers getting involved
- development of a bespoke training course for Well London volunteers
- two new programmes in Newham. One in the Stratford Village GP Surgery looking at how Well London can be implemented in a primary care setting. The second started in East Village, the former Olympic Village, and London's newest neighbourhood.

- awareness work on HIV and breast cancer, with a focus on early diagnosis and prevention. This included steps to target messages at equality groups, such as training the GLA's young people Peer Outreach team to be effective peer ambassadors around sexual health.
- a public health consultant embedded at TfL to ensure that health matters are considered in its strategies and plans
- publication of a health improvement action plan *Improving the Health of Londoners* in February 2014. This included a section on health inequalities and transport which identified that inequalities can be reduced, while improving the health and wellbeing of all, by making positive changes to our street environments and by prioritising those streets that pose the greatest threats in terms of noise, air pollution and road danger.
- publication of *London Mental health: the invisible costs of mental ill health* in January 2014. The report calculated that the wider impacts of mental ill health result in around £26 billion each year in total economic and social costs to London. Research showed that different groups have very different experiences of mental distress and recovery. They also tend to access and experience services differently. Evidence showed that much of this variation can be attributed to associated factors, such as income, employment, lifestyle and physical health. Other factors associated with ethnicity include discrimination, experiences of migration and traumatic events. It found that culturally determined beliefs about age and gender roles, the meaning of

health and wellbeing and levels of stigma associated with mental ill health and treatment services are influential. The report can be found at www.london.gov.uk/mentalhealth.

Measures of success

Outcome sought	Trends	Direction of change
Increase in average life expectancy at birth in London for both males and females	The average life expectancy at birth in London has continued to increase and is higher than the England average. For males it increased in London from 75.1 years in 2000-02 to 79.7 in 2010-12. For females, life expectancy at birth in London increased from 80.8 to 83.8 over the same period. (See charts 30 and 31 on p118 in the appendix)	
Increase in average life expectancy at 65 in London for both males and females	The average life expectancy at 65 in London has continued to increase. For males it increased in London from 16.4 years in 2001-03 to 18.9 in 2010-12. For females, life expectancy at 65 in London increased from 19.4 to 21.7 over the same period.	
Decrease in the gap between the borough with the highest life expectancy at birth and the borough with the lowest for both males and females	The gap in life expectancy for males between the borough with the highest life expectancy at birth (Kensington and Chelsea) and the borough with the lowest (Tower Hamlets) decreased from 6.5 percentage points in 2001-2003 to 5.0 percentage points in 2010-2012. The gap in life expectancy for females between the borough with the highest life expectancy at birth (currently Richmond upon Thames) and the borough with the lowest (currently Barking and Dagenham) decreased from 5.8 percentage points in 2001-2003 to 3.9 percentage points in 2010-2012. (See charts 30 and 31 on p118 in the appendix).	

2.7 Culture

What we committed to:

Objective 1	Support a number of high-quality festivals, campaigns and cultural events across London, working with a wide range of partners to ensure that both well-established and new events take place across London, developing and widening audiences and participation in the capital.
How we will achieve the objective 1	<p>Continue to invest in, support and promote a programme of high quality accessible cultural events across the city (e.g. London Mela, Notting Hill Carnival, Pride London)</p> <p>Commission and develop an inclusive, high quality events programme in accessible indoor and outdoor venues across London (e.g. Gigs and Big Dance)</p> <p>Deliver annual celebrations that connect with London's communities including, Chinese New Year, St Patrick's Day, St George's Day, Vaisakhi, Liberty Festival, Eid, Diwali, Chanukah, as well as Christmas in the Square and New Year's Eve Fireworks, and positively promote these events across London.</p> <p>Deliver the annual Liberty Festival, a commissioning and presenting platform for British and International Deaf and disabled artists and build on the achievement of this event to continue to innovate and develop best practice around accessibility.</p> <p>Include defined objectives around equalities and inclusion for all events led by the Mayor of London, working with strategic agencies (e.g. Shape, Interactive and Attitude is Everything), building on the best practice showcased through Liberty.</p>
Objective 2	Review and evaluate GLA's annual events programme to include customer research that captures levels and diversity of participation
How we will achieve the objective 2	<p>Deliver an annual schools dance programme – targeting key areas of need in the city – Big Dance Pledge - which ties in culture, sport and is part of Healthy Schools London Programme</p> <p>Raise the quality and public awareness of London's music education provision through the Mayor's Music Education Group, support for the Mayor's Music Fund to deliver outstanding scholarship opportunities for young Londoners, particularly those who face disadvantage; and London's 29 Music Education Hubs services providing free supplementary education.</p> <p>Deliver GIGS: Big Busking programme, providing a free pathway for many young people from diverse backgrounds to enter a notoriously competitive industry ; working with a diverse panel of industry experts to select competitors and ensuring that entry submission is accessible to all</p> <p>Deliver the Fourth Plinth Schools Award - art competition for children in London's primary and secondary schools across all London Boroughs.</p> <p>Work in partnership with key strategic agencies to monitor and continue to develop our programmes (e.g. SHAPE, Interactive, Attitude is Everything)</p>

GLA achievements in 2013/14

The GLA supported a number of high-quality festivals, campaigns and cultural events across London, working with a wide range of partners to deliver well-established and new events, as well as developing and widening audiences and participation.

- The Events for London team invested in, and supported, a number of large cultural events in London including the Mayor's Thames Festival, Pride in London, Notting Hill Carnival, London Mela, Chinese New Year and Chanukah in the Square. They also delivered a number of high quality celebrations that included St Patrick's Day, Feast of St George, Vaisakhi, Eid, Diwali and the New Year's Eve Firework Display. These events brought a large number of different communities together encouraging social cohesion and unity. St Patrick's Day held in March, for instance, attracted an audience attendance of 120,000.
- The Culture Team commissioned and developed an inclusive, high quality events programme in accessible indoor and outdoor venues across London. For instance,
 - GIGS: Big Busking programme. This was advertised through a considerable variety of media - on and offline - as well as through school and borough networks and partner organisations, to ensure that as many 11-25 year olds were able to enter the competition as possible. The entry process could be carried out online or in person. Telephone and email support was provided throughout. Support workshops, briefing sessions and mentoring were also provided, ensuring that all participants were given every opportunity to benefit from participating in the competition. Gigs also secured an increased range of location partners for 2013. Over 1,000 hours of live performance took place in highly accessible, public locations such as train stations, shopping centres and tourist destinations. In total Gigs 2013 reached an audience of over 1.5 million people.
 - Big Dance 2014: In January 2014, the Big Dance Pledge was launched in partnership with Scottish Ballet, the British Council and get Scotland Dancing. The Pledge was a three-minute dance routine that anyone can do, whatever their age or experience, which people across the world were to perform on 16 May 2014. Registrations were recorded weekly to ensure targets for engagement were being met. The Pledge was also promoted through the London Healthy Schools programme, through which schools also pledged to do an extra 100 minutes of dance during Big Dance Week in July 2014. Plans were developed to secure a range of venues with all London's local authorities, a wide range of existing and new stakeholders, through the Big Dance Hub Network and the Big Dance Bus programme.
- The Mayor's Music Fund continued, supporting 230 young Londoners from low income families. All students, their teachers and families reported on progress twice during the year. Regular independent monitoring visits were carried out in each borough to assess the quality.
- The annual Fourth Plinth Schools Awards gave schools a chance to create works of art inspired by past and present contemporary art commissions for Trafalgar Square's Fourth Plinth. The 2013 Awards received over 1,600 entries from each and every London borough setting a new

record for the awards. The winning entries were exhibited at City Hall and published on the online Schools Awards Gallery.

- The annual Liberty Festival took place in September 2013, providing a platform for some of the UK’s best Deaf and disabled artists to present their work. It received Arts Council Funding which allowed three new pieces of work to be commissioned. It was, for the first time, held at the Queen Elizabeth Olympic Park as part of National Paralympic Day and attracted one of its biggest audiences of 18,000 people. Following the event, independent consultants were commissioned to report on how innovation and best practice will remain at its core in the future.
- The Events team undertook ISO20121 training (the international standard for event sustainability). They met with strategic agencies to ensure that the Mayor’s events are monitored and developed in line with the ISO2012 standard and are working towards obtaining the international standard for all Mayoral events. This will lead to defined objectives on equalities and inclusion.

Measures of success

Outcome sought	Outcomes achieved	Direction of change
<p>More children and young people in London have an opportunity to access free arts and cultural activities</p>	<p>The Mayor’s Music Fund, GIGS: Big Busking programme, Big Dance and the Fourth Plinth Schools Awards provided children and young people in London with opportunities to access free arts and cultural activities.</p> <p>Evaluation of the numbers participating, by age, gender, ethnicity, disability and place of residence, in GIGS and the Big Dance Pledge as part of the Healthy Schools programme will be carried out later in 2014 and be reported in next year’s report.</p>	

2.8 Housing

What we committed to:

Objective 1	Increase the supply of affordable housing, particularly family-sized homes
How we will achieve objective 1	Meet the Mayor's target to deliver 100,000 affordable homes between 2008 and 2016
	Ensure that 36 per cent of new Affordable Rent homes allocated funding in 2011-15 are family sized (excluding supported housing).
Objective 2	Raise the standard of homes and neighbourhoods
How we will achieve objective 2	Ensure that all new homes are built to the Mayor's housing design standards, including all meeting Lifetime Homes standards ⁸ and 10 per cent being wheelchair accessible.
	The Mayor taking responsibility for Decent Homes funding and working with boroughs to ensure they are delivering value for money in delivering Decent Homes.
Objective 3	Enhance choice and mobility
How we will achieve objective 3	Deliver over 17,000 First Steps homes between 2011 and 2015
	Increase opportunities for London's social tenants to move over borough boundaries and out of the capital
Objective 4	Tackle housing need
How we will achieve objective 4	Where the homelessness duty is discharged into the private rented sector, by encouraging landlords to offer tenancies that are for a longer period than the statutory minimum and encouraging boroughs to use only those landlords with a recognised accreditation
	Ensure that nobody will live on the streets of London and nobody arriving on the streets will sleep out for a second night.

Achievements in 2013/14

More affordable homes, family-sized homes, wheelchair accessible homes and homes that meet Lifetime Homes standards have been built. More low income Londoners have received help with buying their own home. More people have been helped to move within or out of London. The percentage of non-decent homes in London has decreased.

There has been a fall in the number of severely overcrowded homes in the social rented sector, although the number of households accepted as statutorily homeless has gone up and the proportion of these who are people from BAME communities has also risen slightly.

⁸ Lifetime homes are ordinary homes incorporating design criteria that can be universally applied to new homes at minimal cost and which support the changing needs of individuals and families at different stages of life

Whilst the number of people seen sleeping out in London has increased, the improved outreach and related services have also resulted in an increase in the proportion of rough sleepers only being seen once.

Increasing the supply of affordable housing, particularly family-sized homes

- A total of 8,709 affordable homes were completed in 2013/14, up from 8,114 in 2012/13 and construction began on another 8,800. In all, 75,800 affordable homes were completed since 2008. This put the Mayor on track to hit his target of delivering 100,000 homes over the eight years to 2016.
- In 2013-14, a total of 5,498 affordable homes for rent were completed of which 2,145 (39%) were family sized.
- In the 2013 Spending Round, government listened to the voice of London and committed a £1.25 billion funding package to deliver 42,000 affordable homes between 2015 and 2018.
- Following the London 2012 Olympic and Paralympic Games, the Athletes' Village has been transformed into a new neighbourhood, the East Village, consisting of 2,818 homes, around half of them for long-term private rent and half of them affordable homes to buy or rent. All meet lifetime home standards, 240 are adapted or are able to be adapted be wheelchair users.
- In 2013/14, 45 per cent of homes delivered by GLA's affordable homes programme were built in the six boroughs, which hosted the Games – nearly 4,000 in total.
- In November 2013 the Mayor published his draft Housing Strategy which introduced the idea of Housing Zones, a new initiative to accelerate housing delivery in areas with high development potential. He is seeking additional support from the government to create up to 20 Housing Zones on a small number of these sites, to accelerate delivery of 50,000 new homes and support 250,000 Londoners into low cost home ownership over the next decade.
- The draft strategy also contains policies which will increase specialist housing provision for both old and young people in London, including those with disabilities. Funding will be made available through the Mayor's affordable housing programmes to provide supported housing and specialist older people's housing. The strategy will also commit the Mayor to lobbying for reform of the tax system to support older people to down-size, where they wish to do so, which could help free up homes for families.

Raising the standard of homes and neighbourhoods

- In 2012/13 around 42,000 lifetime homes (86 per cent of all homes) and around 4,150 wheelchair accessible homes (8.4 per cent of all homes) were granted planning permission.
- The Mayor is addressing the quality of existing homes by working with boroughs to improve London's 82,000 sub-standard council homes, investing around £145 million in additional funding to help bring all council homes up to the Decent Homes standard by 2015/16.

Enhancing choice and mobility

- The completed affordable homes for low cost home ownership were made available through the Mayor's First Steps scheme to help those on low and modest incomes get a foot on the property ladder. By March 2014 17,403 First Steps completions had been delivered since 2010/11.
- The Mayor has launched a fund of up to £100 million to stimulate new intermediate housing supply and products. The Mayor remains committed that the returns from this fund realised by the GLA over the next ten years will be reinvested into further affordable home ownership. The Mayor's Housing Covenant fund now totals £300 million.
- The Mayor has also streamlined the customer experience in the intermediate market, meaning that there will not just be more homes, but also more options into home ownership.
- The Mayor has guaranteed the future of 'Seaside and Country Homes' – a mobility scheme for older social tenants – by devolving the responsibility for and administration of the scheme from central Government and by securing funding and support from all 33 London boroughs. 155 moves were made during 2013/14

Tackling housing need

- Increasing the availability of larger properties to relieve overcrowding remains a high priority for the Mayor. The Mayor will also continue to support opportunities for downsizing through the Housing Moves and Seaside & Country Homes schemes, in order to free up more family homes to alleviate overcrowding.
 - In September 2012 the Mayor launched a new Housing Covenant, the centrepiece of which was proposals for a new London Rental Standard. The standard received widespread support from tenants, London boroughs and the industry. It will build on and accelerate existing efforts by the Mayor to increase the number of accredited landlords and agents, which more than doubled to over 13,000 between the start of the Mayor's first term and March 2014 with the aim of accrediting 100,000 landlords by 2016.
 - The Mayor is funding a range of pan-London rough sleeping services with a four year budget of £33.8 million devolved from the government. Following the introduction of the Mayor's innovative 'No Second Night Out' (NSNO) project, seven out of ten of new rough sleepers were prevented from sleeping rough for more than one night in 2013/14 – compared with six out of ten in 2010/11.
 - Alongside 'No Second Night Out' the Mayor provided services for rough sleepers including outreach, emergency accommodation and support to sustain former rough sleepers in their own homes and transition to independence – investing £9 million across the year. The Mayor is also using his Homelessness Change programme, funding the delivery of hundreds more bed spaces through to March 2015.
 - A new service for more entrenched rough sleepers No Living on the Street (NLOS), has been commissioned. NLOS draws on the lessons of NSNO and the former rolling shelters and provides an assessment hub, linked to short term accommodation.
-

- The Mayor is also responsible for a £5 million Social Impact Bond (SIB) for rough sleeping, which started in November 2012. SIBs are a new and innovative way of attracting funding from social investors for public services. This project, which runs for three years, will improve outcomes for a cohort of about 800 people who frequently move in and out of rough sleeping.

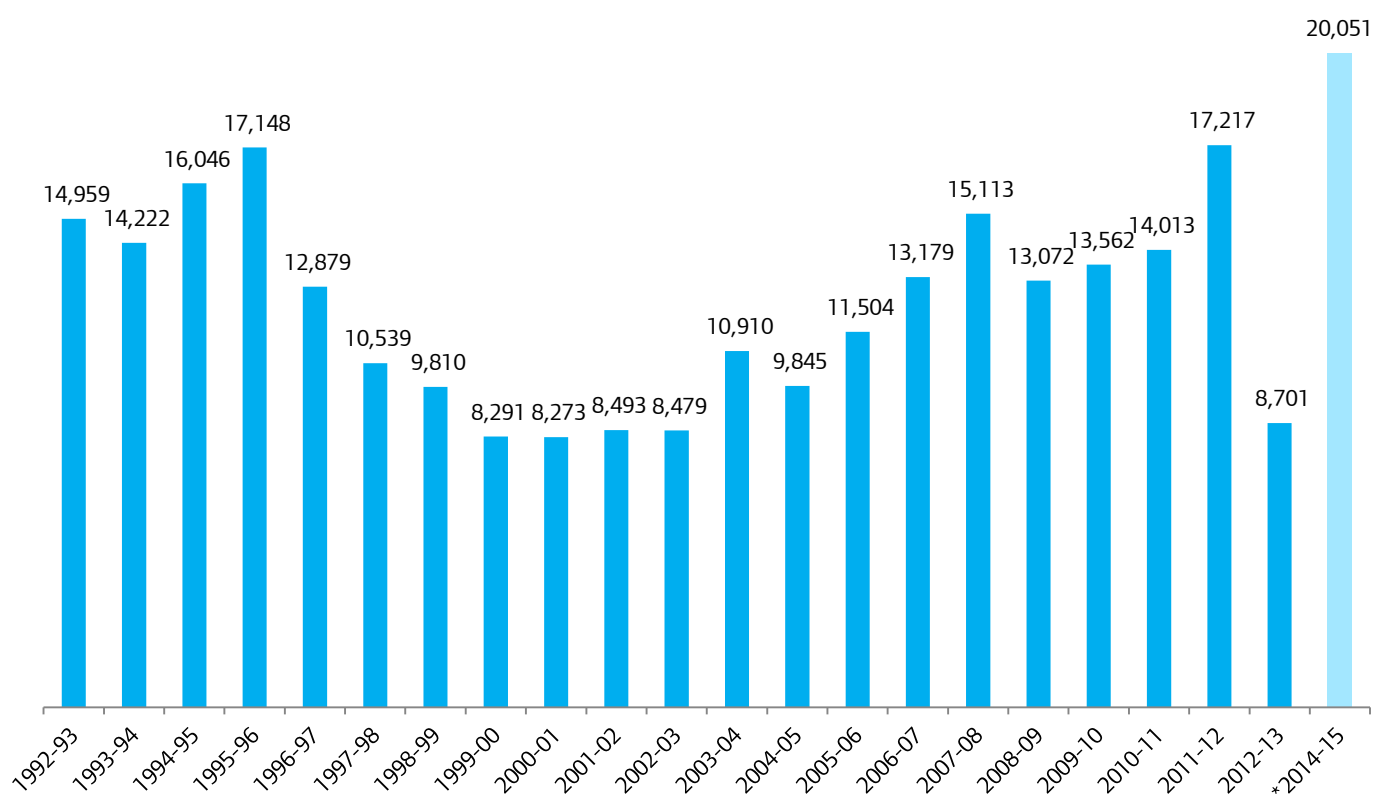
Measures of success

Outcome sought/measure	Trends	Direction of change
Increase in the amount of affordable housing	The number of affordable housing completions in London funded by the GLA increased to 8,709 in 2013/14, up from 8,114 in 2012/13 (see chart 12 on page 50 for total affordable housing completions in London).	
Decrease in the number of non-decent homes	<p>The number of non-decent homes in London has fallen year on year from 1.18 million in 2006/07, around 37% of the total housing in London, to around 700,000 (around 22% of the total) in 2011/12.</p> <p>Within London, rates of non-decency are highest in private rented and council rented homes, and lowest (by far) in housing association homes.</p>	
Number of First Steps completions	There were 3,211 GLA-funded First Steps completions in 2013/14, bringing the total of First Steps completions in London to 30,676 ⁹ since April 2008.	
Number of moves through Seaside and Country Homes	There were fewer moves in 2013/14 (155) than in 2012/13 (209).	
36 per cent of new affordable homes to rent completed in 2011-2015 are family sized	39% of new affordable homes to rent (excluding supported housing) completed in 2013/14 were family sized, 3% more than the proportion in 2012/13.	
Decrease in the numbers sleeping rough and in the % sleeping out for more than one night.	<p>The number of people seen sleeping out in London has increased year on year from 2,807 people in 2005/06 to 6,437 in 2012/13. Enhanced levels of outreach services as part of 'No Second Night Out' means that people sleeping rough, and in particular people new to the streets, were more likely to be contacted.</p> <p>The proportion of new rough sleepers in London seen sleeping out only once rose year on year from 57% in 2008/09 to 75% in 2012/13, but fell back to its 2011/12 level of 70% in 2013/14.</p>	

⁹ This figure does not include non-GLA funded homes for 2013/14. This data will become available later.

Outcome sought/ measure	Trends	Direction of change
Decrease in the levels of homeless acceptances	<p>The number of households accepted as statutorily homeless in London has gone up year on year since 2010/11, after a previously decreasing trend. 17,030 households were accepted in London in 2013/14. This is still well below the peak of 30,080 in 2003/04.</p>	
	<p>Homeless acceptances in London increased to almost 33 per cent of the national total (see chart 13 on page 51).</p>	
	<p>The proportion of London's homeless households who were from black, Asian and minority ethnic communities was 63% of all homeless acceptances in 2013/14. It has remained at just over 60% for the last 10 years.</p>	

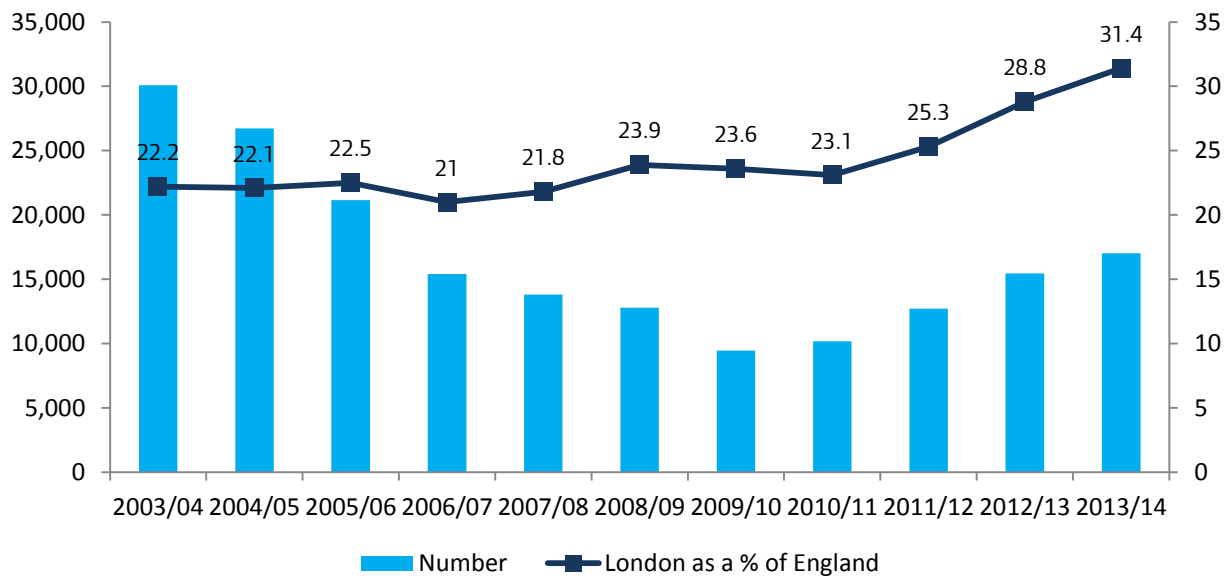
Chart 12 Affordable housing completions in London, 1992/93 to 2014/15



* Projected figures

Source: Department for Communities and Local Government

Chart 13 Homeless households in priority need accepted by London boroughs, 2003/04 to 2012/13



Source: www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness

2.9 Legacy of the London 2012 Olympic and Paralympic Games

What we committed to:

Objective 1	Convergence - Work with the boroughs and partners to enable residents in the 'six Growth Boroughs' to access sustainable employment, and skills to progress their careers, and reduce the employment gap between different groups of 'Growth Borough' residents and their comparators
How we will achieve objective 1	<p>London Legacy Development Corporation to work with Queen Elizabeth Olympic Park construction contractors, venue operators and development partners to support and encourage diverse recruitment</p> <p>GLA to initiate a locally-focused round of the Mayor's Apprenticeship Campaign in two 'Growth Boroughs' to maximise the number of apprenticeship opportunities provided to a diverse range of residents.</p> <p>GLA to work with registered Housing Providers contracted to deliver the Mayor's 2015-2018 Affordable Housing Programme in East London to encourage provision of employment and apprenticeship opportunities for a diverse range of Growth Borough residents.</p>
Objective 2	Paralympic Legacy - Maximise the legacy of the 2012 Paralympic Games by improving life chances for disabled people
How we will achieve objective 2	<p>Work in partnership with Government, professional institutions, universities and other stakeholders to deliver the Built Environment Professional Education Project which aims to, within 5 years, have inclusive design embedded as a core part of the required curriculum in the education of built environment professionals, with marking systems reflecting this.</p> <p>Continue to work with partners to improve the welcome London offers to disabled visitors by improving staff understanding of disabled people's needs in London's hotels, restaurants and visitor attractions, and through promotion of the Mayor's free online training, Destination London.</p> <p>Ensure that the 2017 IPC World Championships in London meet the highest standards of accessibility and inclusivity, and maximise the opportunities the event provides to: (i) improve public perceptions of disabled people, and (ii) support increased grassroots sports participation amongst disabled people in London.</p> <p>Establish National Paralympic Day as an annual event in London which furthers disabled people's participation in sport and culture.</p>
Objective 3	Queen Elizabeth Olympic Park Legacy - Create an accessible and inspiring new place in Queen Elizabeth Olympic Park which welcomes and attracts diverse communities
How we will achieve objective 3	<p>All developments to meet the London Legacy Development Corporation's (LLDC) Inclusive Design Standards. All LLDC planning applications to meet these standards.</p> <p>Set up a park mobility scheme to allow people with limited mobility to travel around the Park.</p>

Objective 3 continued	Queen Elizabeth Olympic Park Legacy - Create an accessible and inspiring new place in Queen Elizabeth Olympic Park which welcomes and attracts diverse communities
	<p>The London Legacy Built Environment Access Panel will continue to meet bi-monthly and assess new developments being brought forward.</p> <p>Designate and animate a central area of Queen Elizabeth Olympic Park in honour of the Paralympic Games. This area will evoke the heritage and memories from London 2012 and will encourage visitors to 'experience' the Paralympic values.</p> <p>Motivate East- a disability sports project will provide over 26,000 inclusive sporting opportunities in east London, using the Park and the venues to inspire disabled people to try new sports or get involved as volunteers.</p> <p>Work with LLDC to embed accessibility and inclusion within Queen Elizabeth Olympic Park operations and venues and real estate work programmes.</p>

Achievements in 2013/14

Upgrades to the accessibility of public transport, accelerated by the hosting of the Games, have continued (see 4.2 Transport Accessibility).

Attitudes to disabled people have improved, disabled visitors experience London as a more accessible visitor destination, and more disabled Londoners are participating in opportunities that London has to offer, such as sport.

Queen Elizabeth Olympic Park is being transformed into an accessible location with accessible venues and homes. Events held there are attracting a diverse range of people.

Skills and employment opportunities are still being provided to disadvantaged groups in the Growth Boroughs (the six boroughs that played host to the Games). The employment rate is up for all, although the faster improvement in London as a whole has increased the gap between the Growth Boroughs and the London average.

Convergence

- The Convergence Action Plan 2011-2015, jointly published by the Growth Boroughs and the Mayor is striving to ensure the communities who hosted the Games ('Growth Boroughs') have the same social and economic chances and outcomes as their neighbours in the rest of London. Progress on the Action Plan is reported in annual reports, which contain an analysis on progress on reducing the inequality gap in outcomes between Growth Borough residents and the London average, and between disadvantaged groups within the Growth Boroughs and the average in London for their counterparts. The 2012/13 report was published in September 2013 (www.growthboroughs.com/convergence).

- The six Host Borough Employment & Skills programme, which focuses on getting long-term workless residents into sustained employment, is still supporting people to sustain work in a range of sectors. See Table 4 for the diversity outcomes in 2013/14.

Table 4 Diversity outcomes of Host Borough Employment and Skills Programme

	Women (%)	People from BAME communities (%)	Disabled people (%)
Beneficiaries achieving 26 week sustained employment (830 people)	72	79	8
Beneficiaries achieving 52 week sustained employment (800 people)	72	80	7



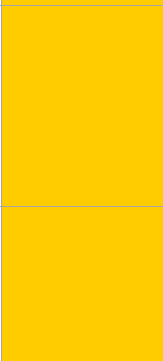
- The London Legacy Development Corporation (LLDC)

 - continued to use its procurement process to select contractors and operators who demonstrate a strong commitment to delivering benefits for priority groups, including people from black, Asian and minority ethnic (BAME) backgrounds, women, previously unemployed people and disabled people. This formed a scored element of every procurement opportunity.
 - continued to work with contractors, operators and developers to establish pathways for local people and underrepresented groups into jobs
 - supported recruitment drives through local job brokerages that support local people, including those from diverse backgrounds, into job and apprenticeship opportunities
 - proactively helped contractors to diversify their workforce and provided financial support to run the Construction Apprenticeship Programme (<http://queenelizabetholympicpark.co.uk/work-with-us/>) which delivered 60 apprentices of which 25 per cent were women (significantly higher than the industry average). It also funded a pre-employment training scheme for opportunities into jobs with The Landscape Group, promoted apprenticeships and appointed Fit for Sport to establish an Apprenticeship Training Agency. This will deliver 48 apprentices over the next two years, of which 60 per cent are targeted at people from BAME backgrounds, 60 per cent at women and 20 per cent at disabled people.

- The Mayor's Apprenticeship Campaign is focusing on two of the Growth Boroughs: Barking and Dagenham and Tower Hamlets. The latter held a local apprenticeship campaign to boost the number of apprenticeship places in the area. This was launched during National Apprenticeships Week, in March 2014, and was supported by the National Apprenticeship Service. A range of employer engagement activities were undertaken, including direct mail/telemarketing and a partnership event with the local Chamber of Commerce. This led to the creation of 40 apprenticeship opportunities. Subject to resources, Tower Hamlets will hold a similar campaign in 2014/15.

- Registered Providers (RPs) across London were invited to make bids to the Mayor's Housing Covenant 2015-18 Programme. The funding prospectus highlighted the Mayor's commitment to Convergence and encouraged providers considering bidding to the programme for support for schemes including affordable homes in the Growth Boroughs, to provide information on the number of apprenticeships and jobs that could be realised through their schemes to provide opportunities for the diverse communities in the area, and explain how they would take a proactive approach to making these opportunities available.

Measures of success

Outcome sought/measure	Outcomes achieved	Direction of change
Composition of LLDC's contractor and venue operator workforces	<p>The proportion of local resident, BAME, women and disabled workers amongst the contractor workforces met or exceeded the proportions found in the construction industry (see Table 5).</p> <p>Amongst the venue operator workforces there was good representation of local resident, BAME, women and disabled workers in the ArcelorMittal Orbit workforce. Cofely had a good representation of women workers. The Aquatics Centre, Copper Box and Cofely had a good representation of workers from the Growth Boroughs. The proportion of workers from other groups amongst the Aquatics Centre, Copper Box and Cofely workforces was less than representative. (See Table 6)</p>	
Reduction in the employment gap between the Growth Boroughs and the London average	<p>The employment rate of people in the Growth Boroughs continued to increase, standing at 64.9% in 2013¹⁰. The employment gap between the Growth Boroughs and the London average increased to 4.9 percentage points in 2013 (see chart 32 on page 119 in the Appendix).</p>	
Reduction in the employment gap of disadvantaged groups in the Growth Boroughs and the London average	<p>Age-Young people: See chart 33 on page 119 in the appendix. The employment rate gap for young people (16-24) between the Growth Boroughs and the London average has decreased, but widened slightly to 1.4 percentage points in 2013 (see footnote 7).</p> <p>Age-Older people: The employment rate gap for older people (50-64) between the Growth Boroughs and the London average has widened and stood at 7.8 percentage points in 2013 (see chart 34 on page 120 in the appendix).</p>	

¹⁰ All employment rate figures are year end September figures

Outcome sought/measure	Outcomes achieved	Direction of change
Reduction in the employment gap of disadvantaged groups in the Growth Boroughs and the London average (cont).	<p>Gender: The gap for women increased from 6.3 percentage points to 6.9 between 2010 and 2013 (see chart 35 on page 120 in the appendix), due to improvements in employment being slower than London as a whole, but also to a fall in employment rates among white women in the Growth Boroughs compared with an increase among white women in London as a whole. There was barely any change in the gap for men, which remained at around 3 percentage points.</p>	Yellow
Reduction in the employment gap of disadvantaged groups in the Growth Boroughs and the London average continued	<p>Ethnicity: The gap in the employment rate of BAME people between the Growth Boroughs and the London average had widened between 2010 and 2012, but narrowed between 2012 and 2013 to 3.5 percentage points . (It narrowed to 1.6 percentage points for BAME men and 5.4 for BAME women - see charts 36 and 37 on page 121 in the appendix).</p>	Green
	<p>Disability: The gap for disabled people in the Growth Boroughs continued to be around 6 percentage points and remained wider than for non-disabled people (see chart 38 on page 122 in the appendix).</p>	Yellow
Increase in the diversity profile of apprentices in the Growth Boroughs	<p>The number of people starting apprentices in the Growth Boroughs increased from 4,430 in 2009/10 to 10,360 in 2012/13.</p>	Green
	<p>Gender: Since 2009/10 the proportion of women (55% in 2012/13) starting apprenticeships has been slightly more than men (45% in 2012/13).</p>	Green
	<p>Ethnicity: Since 2009/10 around half of the people who started apprenticeships were from white communities (50% in 2012/13) and half from BAME communities.</p>	Green
	<p>Disability: Since 2009/10 around 1.5% of people starting apprenticeships have been learners with learning difficulties, and/or learning disabilities.</p>	Green
Composition of construction workforce contracted by Registered Housing Providers delivering the Mayor's Affordable Housing Programme 2015-2018	<p>Funding allocations for the Mayor's Housing Covenant 2015-2018 Programme for Registered Providers delivering schemes in the Growth Boroughs were announced in July 2014. With an initial focus on RPs delivering larger schemes, preparations are being made to put a monitoring process in place and explore ways of supporting RPs, including providing best practice advice from proven models.</p>	White

Tables

Table 5 Queen Elizabeth Olympic Park transformation construction workforce

	Growth boroughs residents	BAME groups	Women	Disabled people
Workforce – all contractors across lifetime ¹¹ as a % of 5,569 workers	30%	51%	4%	1%
Workforce – BAM Nuttall (Tier 1 contractor) across lifetime as a % of 2,582 workers	38%	56%	5%	2%
Workforce – all contractors at peak performance ¹² as a % of 1,294 workers	44%	62%	6%	3%

Table 6 Venue operator workforce

	Growth boroughs residents	BAME groups	Women	Disabled people
Aquatics Centre and Copper Box as a % of 105 members of staff	70%	38%	45%	3%
Total across all Cofely activities including landscape, security, cleaning, ArcelorMittal (AM) Orbit as a % of 275 members of staff	71% (AM Orbit 86%)	27% (AM Orbit 56%)	54% (AM Orbit 51%)	5% (AM Orbit 10%)

Paralympic Legacy

- The Deputy Mayor for Culture and Education co-chaired the Paralympic Legacy Advisory Group (PLAG) with the Minister for Disabled People.
- The GLA is leading one of the PLAG inspired projects: the Built Environment Professional Education Project, a long term change project which aims to change university curricula so that nearly one third of all built environment professionals will be proficient in inclusive design within 10 years. Jointly funded by the GLA, the Departments for Work and Pensions, Business, Innovation and Skills and Communities and Local Government, solid foundations for the project were put in place in 2013/14, with six of the top professional institutions that represent architects, town planners, surveyors, engineers and facilities managers committing to the project on International Day of Disabled People (3 December 2013). These included the Royal Institute of British Architects, the Royal Town Planning Institute, the British Institute of Facilities Management and the Royal Institute of Chartered Surveyors.

¹¹ The lifetime of the transformation phase was October 2012 to April 2014

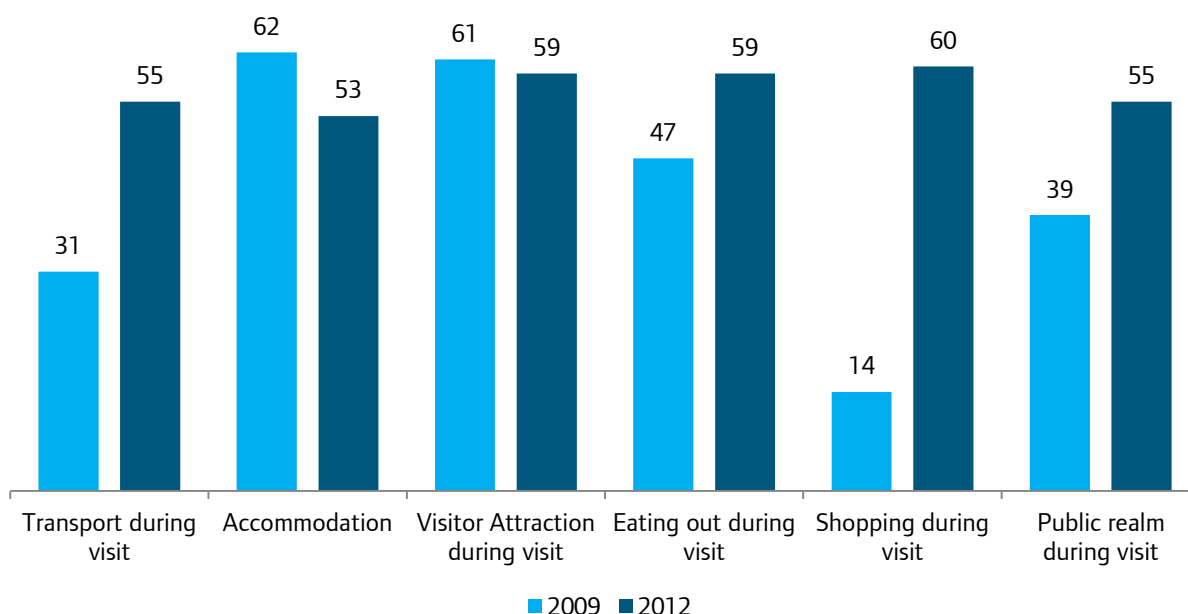
¹² Peak performance differs from lifetime because, as the Transformation works came to an end, the workforce reduced in size and the work required became more specialised, meaning there was a reduction in performance across some metrics. Nonetheless, the lifetime performance exceeded established industry standards, in particular for local employment, people from BAME groups and women.

- A number of technical, visual and other improvements were made to Destination London – a free online training course to assist staff in hospitality, retail and other customer-facing organisations to gain a better understanding of how to meet the needs of disabled people - which now features prominently on www.london.gov.uk. Marketing plans and initiatives were developed to help raise awareness and promote Destination London to a wider range of sectors.
- Around 360 staff and managers representing 60 organisations accessed and benefitted from the free training and support available provided by Destination London. These included the organisers of the 2014 Commonwealth Games; major visitor attractions; local authorities and tourist information centres from around the country; hotels and restaurants; cultural centres; national charities and overseas organisations.
- The first National Paralympic Day, featuring the Mayor's Liberty Festival, took place on Saturday 7 September 2013 at Queen Elizabeth Olympic Park. It was a free event and celebrated disability sport and arts a year on from the end of the Paralympic Games and attracted an audience of over 18,000 people. Plans were put in place to hold another National Paralympic Day on 30 August 2014.
- Preparations began for the 2017 IPC World Championships to take place in London (see 2.5 Sport).

Measures of success

Outcome sought/measure	Outcomes achieved/Trends	Direction of change
Increase in disabled Londoners participating in sport	Participation amongst people with a limiting disability in sport in London increased from 27.0% in 2009 to 32.4% in 2013, compared with a rise from 16.2% to 18.5% for England as a whole.	
Increase in the satisfaction levels of disabled visitors to London.	<p>Consumer ratings of accessibility improved across most aspects of the London visitor experience between 2009 and 2012 (see Chart 14).</p> <p>Shopping recorded a 46% improvement (from 14% of consumers rating positively in 2009 to 60% in 2012)</p> <p>Transport recorded a 24% improvement (from 31% to 55%).</p> <p>Accommodation: recorded a decline (-9%) to 53%.</p>	
Improvements in the attitudes of Londoners toward disabled people	The proportion of Londoners with a positive attitude toward disabled people increased from 75% in 2005 to 80% in 2012.	

Chart 14 Access satisfaction ratings of disabled visitors to London, 2009 and 2012



Source: London Development Agency (2009) and LiveTourism, commissioned by the GLA (2012)

Creating an accessible and inspiring new place in Queen Elizabeth Olympic Park

- The transformation of the Park included Waterden Road, North Parklands, Copper Box, Timber Lodge and Tumbling Bay playground, Aquatics Centre, Eton Manor, South Hub building, plaza, Velo Park and the multi-storey car park. All were completed in accordance with LLDC's Inclusive Design Standards.
- All other LLDC developments and subsequent LLDC planning applications were in accordance with LLDC's Inclusive Design Standards. Robust processes and policies are in place to ensure this continues to be the case into the second phase of the legacy development.
- In 2013/14, the LLDC made it a contractual requirement for all its Tier 1 construction and end-use contractors to pay the London Living Wage to their directly employed staff.
- All equipment for the Park Mobility service was purchased and branded and plans were in place to launch the service to provide mobility scooter and wheelchair hire, when Queen Elizabeth Olympic Park reopened on 5 April 2014. Marketing and communications were developed and produced to advertise the services. A Volunteering Manager was appointed to manage the Park volunteering programme, including the Park Mobility service. A pool of volunteers were recruited and trained. Plans were put in place to expand the service to provide mobility buggy and sighted guide services.
- Six Built Environment Access Panel (BEAP) meetings were held. Topics covered included; Canal Park, the Park Mobility Scheme, cycle routes through the Park, Hackney Wick Station, the Streetscape Design Guide, the Olympic Stadium and signage and wayfinding. The BEAP were supportive of planning applications and recommended significant changes, which were taken on board.

-
- Inclusive design and workforce targets were scored elements of all major procurements including the Stadium Operator, Chobham Manor, East Wick and Sweetwater.
 - A team of landscape architects and artists were appointed to design a new scheme for the central area of the park, which has been designated as Mandeville Place to commemorate the Paralympic Games. The Scheme, which is expected to open in spring 2015, will include re-use of the polycarbonate wall signed by the Paralympic Athletes in the Olympic Village in honour of the UN Declaration on the Rights of Disabled Persons.
 - Motivate East - a disability sports project aimed at using Queen Elizabeth Olympic Park and the venues to inspire disabled people to try new sports or get involved as volunteers
 - held 6,335 disability sport sessions in 2013/14, which was its first year (138 per cent of its Sport England target) and reached 1,874 disabled people (157 per cent of Sport England target). In addition, 5,851 people who did not declare a disability (such as family members or accompanying friends) also took part in the sessions. Sessions ranged from being held as part of large events, such as the National Paralympic day event, to small community delivered sessions, such as the inclusive cycling sessions which took place weekly at the Velopark.
 - made Greenwich Leisure Limited and Lee Valley Regional Park Authority, who now run some of the former London 2012 Olympic and Paralympic Games venues, members of the board of Motivate East, enabling the project to have regular use of the Copper Box and Aquatics Centre.
-

2.10 Environment

What we committed to:

Objective	Ensure that those groups, such as older people, young families, and those that are vulnerable, are better able to afford domestic energy.
How we will achieve the objective	Through energy efficiency programmes such as RE:NEW, help others to deliver energy efficiency measures in up to 175,000 homes to improve thermal insulation, to install low energy electrical fittings to reduce energy consumption, and therefore cost, to occupants that include vulnerable groups.
	Help others through our decentralised energy programme to develop and deliver energy supply projects that will reduce Londoners energy costs by up to 10% of their current bills.
Objective 2	Ensure that those groups, such as older people, young families, and those that are vulnerable, are better able to afford domestic energy.
How we will achieve objective 2	Tighten the Low Emission Zone standards for HGVs, buses and coaches and introduce new standards for large vans and minibuses
	Create Europe's largest fleet of hybrid buses
	Retire over 2,600 of the oldest, most polluting taxis, by introducing London's first taxi age limits
	Record investment in cycling to promote less polluting forms of travel
	Use the planning system to require all new development to be "air quality neutral"
	Retrofit over 60,000 homes and public buildings with energy efficiency measures which reduce their emissions
	Introduce a new Ultra Low Emission Zone for central London (subject to feasibility study)
	Retire the remaining 900 oldest Euro III buses in TfL's fleet and replace them with super-clean Euro VI buses
	Introduce new measures to reduce emissions and clean up construction sites
	Introduce a new £20m Mayor's Air Quality Fund to support the boroughs in tackling local air quality hotspots.

GLA achievements in 2013/14

Energy programmes have been delivered that have enabled Londoners to reduce their energy consumption and the cost of their bills.

Significant progress continued to be made in reducing emissions and improving air quality concentrations, with consummate public health benefits for all Londoners. Since 2008 the number of Londoners living in areas exceeding the EU legal limit for nitrogen dioxide (NO₂) has been halved and that downward trend continues. This has been matched by a corresponding 12 per cent reduction in NO₂ concentrations across London between 2008 and 2013.

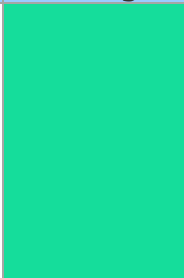
Reducing energy usage

- By the end of March 2014 energy and water efficiency measures had been installed in over 107,000 homes, saving over 24,800 tonnes of carbon and providing significant savings on energy bills.
- A new RE:NEW Support Team was established which will enable the Mayor to take forward plans to support delivery of retrofit on an even bigger scale over the next three-years by supporting housing providers and local authorities with developing, procuring and implementing domestic retrofit schemes across London. The intention is to improve energy efficiency of up to 175,000 homes to reduce energy consumption, and therefore cost, to vulnerable groups and others.
- At the end of March 2014 the GLA had helped to develop five decentralised energy projects, three of which will directly benefit London households. One is operational and supplying 1,500 dwellings in Camden. The remaining two projects, one in Brent and the other, another in Camden, are being procured and are expected to be operational in 2017 and 2015 respectively. The Brent project is planned to supply around 2,000 new homes - a high proportion of which will be social housing, a new school, a healthy living centre and other buildings. The Camden project is planned to supply 339 dwellings.

Improving air quality

- The introduction of ultra low emission hybrid buses was accelerated, leading to a total of more than 900 on London's roads by the end of March 2014.
 - A further 3,000 black cabs reaching the 15 year age limit were retired, bringing the total number of older more polluting cabs being removed from London's streets to 6,000.
 - £6 million in funding was allocated through the Mayor's Air Quality Fund and matched by £4 million in borough funding, to support 37 borough projects to tackle air pollution.
 - A pilot schools programme worked in four boroughs to raise awareness, reduce exposure and tackle emissions at six schools next to busy polluted roads.
 - Tough new emission standards for construction machinery were adopted, which will come into effect in 2015 and will be tightened in 2020.
 - Air quality chapters were completed for borough Joint Strategic Needs Assessments to fully integrate air quality as a priority for public health.
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Measures of success

Outcome sought	Trends	Direction of change
<p>By 2016, halve the number of vulnerable people exposed to the health risks associated with exceeding the EU limits for nitrogen dioxide from a 2008 general baseline of 3.6 million people.</p>	<p>The number of vulnerable people exposed to the health risks associated with exceeding the EU limits for nitrogen dioxide decreased from the 2008 general baseline of 3.6 million people to 1,695,000 in 2012 and is projected to decrease to 1,071,000 in 2015.</p>	

2.11 Community engagement

What we committed to:

Objective 1	Engage with London's diverse communities to effectively inform, develop and deliver Mayoral strategies, priorities and programmes
How we will achieve objective 1	Develop and deliver a programme of engagement, projects and activities to communicate and implement Mayoral priorities.
	Identify partnership opportunities with other organisations and community groups in communicating and delivering Mayoral priorities.
	Complete a calendar of engagement with London's many different communities that brings different Londoners together to build strong inter-community relations and fosters mutual understanding.
Objective 2	Use traditional forms of social research and innovative digital engagement and social media monitoring to establish how Londoners see the world around them and respond to policy proposals.
How we will achieve objective 2	Complete quarterly telephone polls of Londoners to monitor and generate intelligence and weight results by gender, age, ethnicity, tenure, working status and area of London lived in.
	Monitor social media and the Mayor's correspondence to provide real time public opinion data to inform policy debate.
	Provide robust and trustworthy demographic, social and economic data on London's population to inform policy development.
	Deliver an online research community of Londoners to promote positive debate about how to improve their city. We will gather better and faster insight and reach an extensive range of audiences including those who don't typically engage with the GLA.

Achievements in 2013/14

The Mayor continued to engage with diverse communities across London, to communicate, develop and deliver Mayoral strategies, priorities and programmes.

Engagement

- The GLA's Cross Community Engagement Forum provided an opportunity for the Mayor to consult and glean opinions from community groups on key mayoral strategies and programmes. For example, a meeting attended by a diverse group of key community leaders and involving Deputy Mayor Kit Malthouse, explored Mayoral programmes on jobs and apprenticeships. Another, attended by Deputy Mayor Rick Blakeway, explored housing.
- Regular engagement meetings were held with carers organisations; organisations of and for disabled and Deaf Londoners; faith organisations; trans organisations; and lesbian, gay and bisexual organisations. They engaged with key Mayoral activities such as the draft revision of the London Housing Strategy and the development of a Hate Crime Reduction Strategy for the Mayor's Office on Policing and Crime.

- Engagement with older people and older people's organisations was carried out through the London Older People's Strategies Group, the Mayor's Older People's Advisory Forum and the annual Older People's Assembly. These examined and debated national and regional policies affecting older Londoners, including dementia and older Londoners' contribution to London's economy.
 - The London Strategic Migration Partnership (LSMP) engaged with organisations which monitor and respond to the impact on London of migration policy. The LSMP is advised by the Migrant and Refugee Advisory Panel, whose members are drawn from migrant, refugee and asylum seeker communities. Members were consulted on different Mayoral and national strategies and practices. The LSMP delivered a number of workshops across London to migrant and refugee community organisations to inform them of the new health structure and broker relationships between them and the strategic health bodies at the local level.
 - The voice of young people was captured through the Mayor's 'Lynk Up Crew' of young advisors (a cross-section of London children between the ages of 7 and 15) and the team of over 30 Peer Outreach Workers (15 to 25 year-olds).
 - The Mayor supported a range of events for different communities, such as
 - the Capital Age Festival to encourage and acknowledge older Londoners participation and contribution in creative arts
 - an International Women's Day event reviewing the impact of World War 1 on women today
 - a Black History Month event to acknowledge and celebrate the contribution of BAME businesses to London's economy
 - faith-related events such as Eid, Chanukah, Diwali, Vaisakhi and the annual Christmas Carol Service
 - a reception to mark national Interfaith Week and the contribution of faith communities to London.
 - Face-to-face research was carried out at 10 events organised or supported by the Mayor, such as Pride and Liberty, to inform the development of future events, and to evaluate the success of the communications and marketing activities. Interviewers were required to reach as wide a cross-section of attendees as possible and data was collected on gender, age, working status, social grade, ethnicity, religion and area of London lived in, in order to indicate the profile of event attendees.
 - Positive Ageing in London hosted the Mayor's office's launch of the GLA's Economic Contribution of Older Londoners report.
 - The Mayor's Know Your Rights campaign was delivered in working partnerships with a range of older people's organisations and advice providers, including Age UK London, local borough pensioner forums, Citizens Advice and local libraries across London. Evaluation of the winter 2013/14 campaign found there was an £18.56 return on investment per pound spent on the campaign. The campaign generated 1,582 calls to Age UK's free national advice line and £557,065 in total estimated annual income to those who responded to the campaign.
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Using digital media to establish how Londoners see the world around them and respond to policy proposals

- Quarterly telephone polls and online research into four marketing campaigns (Team London, Fourth Plinth, Apprenticeships and Gigs: Big Busk) were carried out, with relevant sampling. For example, the telephone polls' sample was representative of the adult London population by gender, age, tenure, working status, ethnicity and area of London lived in, whilst the sample for Gigs: Big Busk was similar, but representative of the London population aged between 11 and 25 years. The results were reported to the relevant policy team and contact in the Mayor's Office.
 - Members of Talk London (an on-line community providing views on policy decisions) took part in debates and surveys on the Mayor's cycling vision, the Housing Strategy for London, using road cameras to tackle crime and helped collect evidence for the London Health Inquiry.
 - Listening to London collected and analysed data from the Mayor's correspondence system and a broad spectrum of social media sites for the year. Trends around mayoral priorities were identified including topics such as airports, the New Year's Eve event and housing.
 - The number of datasets on the Datastore increased to 550. Evidence was supplied to policy teams across the GLA, for example, the Smart London plan (the Mayor's plan to use digital technology to improve the lives of Londoners), and growth borough convergence reporting, which looks at progress being made to close the social and economic gap between East London and the rest of London.
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2.12 GLA workforce

What we committed to:

Objective	Achieve a workforce across the GLA and in its functional bodies which reflects London's diversity
How we will achieve the objective	Improve our external recruitment web presence in order to increase the diversity of applicants to reflect London's population
	Provide recruitment and selection training to all recruiting managers that covers diversity and unconscious bias.
	Monitor and analyse the data that we record to identify where we need to take mitigating action
	Analyse staff survey outcomes and take action where necessary if there is any disproportionately negative feedback from a particular equality group.
	Provide dignity at work training for all new starters that covers diversity and unconscious bias
	Pilot one targeted coaching development programme for BAME staff to support progression.
	Prioritise access to development programmes for particular groups not represented at senior levels.
	Internal staff mentoring programme to be re-launched with a series of blog posts, a mentoring handbook, and new training to develop mentoring skills.
	Introduce placements where necessary to provide an opportunity for work experience in a political environment
	Ongoing work on apprenticeship and pre apprenticeship programmes within the GLA.
	Complete and publish Equality Impact Assessments for restructures and workforce changes to ensure we mitigate any disproportionate and negative impacts.
	Use the Equalities Taskforce to review workforce data and recommend/ implement mitigating initiatives and actions to address any issues with representation in the GLA.

Achievements in 2013/14

The year to March 2014 saw improvements in the diversity of senior staff with increases in the proportion of both women and staff from BAME communities. The proportion of women amongst senior staff increased by 6 per cent to 42 per cent in the year. The proportion of BAME staff in senior positions increased by just over 3.5 per cent to 16.5 per cent.

The proportion of women in the workforce (52 per cent) continued to reflect that of London's adult population. The proportion of staff from BAME backgrounds (24 per cent) and disabled people (6 per cent) remained stable, but was below that of London's working age economically active population (35 per cent and 11 per cent respectively).

Recruitment

- The GLA's jobs webpages (www.london.gov.uk/city-hall/jobs) pages were reviewed and updated to ensure they are user friendly and structured under clear, relevant headings.
- The Equalities Taskforce continued to use its networks to identify and encourage a diverse range of staff to share their career/GLA experiences, with case studies promoted on a dedicated section of the external GLA jobs page. The initial focus is, in partnership with Timewise, to promote flexible working within the GLA, with further work planned to improve how we demonstrate the diverse range of career opportunities available at the GLA and the diversity of the workforce
- The Human Resources and Organisational Development (HR&OD) Unit continued to review the relevant publications to ensure a diverse pool of skill relevant applicants are encouraged to apply. During the year, the Unit advertised internships through the London University Careers site, used the Guardian Diversity ad network to encourage applications from BAME and disabled people and the Timewise jobsite for part-time roles.
- A paid internship scheme was piloted, initially within the Secretariat Directorate in June 2013, and subsequently rolled out across the GLA. For all paid internships the GLA encouraged applications from BAME applicants. In the period 2013/14 the GLA advertised and appointed to upwards of 10 paid internship placements across administration, marketing and research roles. Internships are for periods of 3-6 months and are paid London's Living Wage. The internship placement is designed to equip the individual with valuable work experience for their CV and to start their career.
- The Recruitment and Selection training for managers and recruitment and selection panel members were reviewed and updated. The training sessions now include an exercise and discussion on unconscious bias in recruitment and information from the workforce report. These encourage participants to explore the GLA's diversity profile and the impact of diverse selection decisions on business outcomes.

Career progression

- Through the equalities taskforce, the HR&OD unit, senior representatives from across the organisation and UNISON worked together to identify suitable development programmes for which women and/or BAME groups would benefit from priority access.
 - The GLA piloted 'coaching squared' a cross-organisational talent development co-coaching programme, targeting staff from BAME groups. Eight GLA participants commenced the nine-month development programme in January 2014. The HR&OD unit and Equalities taskforce will review participant experience during and at the end of the programme.
 - The GLA continued to promote and support the internal mentoring programme and recruited new mentors and mentees, from which new mentoring partnerships were formed. Past and present mentors and mentees 'blogged' about their experience on the intranet.
 - All the 2013/14 apprentices completing their placement in January 2014 secured employment at the GLA or elsewhere. Fourteen new apprentices joined the GLA in January 2014 as part of
-

the 2014/15 cohort. Two higher apprenticeships are being piloted in 2014-2016. A new Traineeship scheme (pre-apprenticeship) is being designed for introduction in September 2014.

Reviewing and taking action

- The HR&OD unit continued to produce a workforce report on a six-monthly basis. The data provides an overall GLA picture, Directorate specific information and a comparison against external benchmarks. The report is shared with Executive Directors, the Assembly's GLA Oversight Committee, Unison and the Equalities Taskforce. The Equalities Taskforce and the HR&OD unit worked with Directorates to identify where intervention is required and shared ideas and options for improving workforce diversity.
- The equalities taskforce reviewed the workforce report, internal promotions data, staff survey results and shortlist decisions, it then implemented an action plan to address any disproportionate or negative trends in the workforce data.
- A staff survey was carried out in autumn 2013. The results were analysed by Directorate and Unit and were shared with the Senior Management Team, UNISON, the Equalities Taskforce and teams. The Units developed Unit action plans and HR&OD developed a corporate action plan to address corporate level feedback. These will be implemented throughout 2014/15.
- The HR&OD unit continued to complete and share equality impact assessments for restructures and workforce changes. Where appropriate, actions were undertaken by the HR&OD unit, UNISON and managers to mitigate against any disproportionate and negative impacts.

Staff training on dignity and inclusion

- The Dignity and Inclusion programme was revised and commenced in late 2013. The session forms part of the corporate induction programme for all new starters. Existing staff were encouraged to attend as a refresher. The learning objectives include an understanding of how the public sector equality duty applies to the GLA and individual work areas and emphasises how individuals can promote equality in their own work and deliver the best results for London's diverse communities.

Measures of success

Outcome sought	Trends	Direction of change
GLA workforce reflects London's diversity at all levels.	The proportion of women employed at the GLA has remained fairly stable since 2009 and stood at 52% in March 2014 compared to 34% of working age economically active Londoners ¹³ who are women. The proportion of women amongst senior staff increased by 6% in the year to 42%.	

¹³ Source: Annual Population Survey 2013

Outcome sought	Trends	Direction of change
GLA workforce reflects London's diversity at all levels continued.	The proportion of BAME staff has remained reasonably stable since 2009 and remained at 24% compared to 35% of working age economically active Londoners who are from BAME communities. The proportion of BAME staff in senior positions increased by just over 3.5% in the year to 16.5%.	
	The proportion of disabled people amongst all staff has remained at around 6% since 2009. The proportion of senior staff remained at around 5%.	

A breakdown of the workforces across the GLA by equalities group can be found in the Appendices to the Mayor of London's Annual Report (see <https://www.london.gov.uk/sites/default/files/Final%20Appendices%20180614%20.pdf>)

3 MAYOR'S OFFICE FOR POLICING AND CRIME EQUALITY OBJECTIVES AND ACHIEVEMENTS DURING 2013/14

3.1 Hate crime

What we committed to:

Objective	Continue to work with partners to increase confidence to report hate crime
How we will achieve the objective	Hold the MPS to account for the policing of hate crime
	Develop and launch a hate crime reduction strategy in 2014
	Hold a 'MOPAC challenge' focused on hate crime
	Hold the MPS to account for the delivery of designated LGBT liaison officers for every borough

Achievements in 2013/14

The last two years have seen increases overall in the reporting of hate crimes. Disaggregated figures show a more mixed picture with increases in some categories of recorded hate crime and decreases in others. Whilst the detection rate for hate crimes has increased a great deal since the turn of the century, the short term trend is for a decrease. There has been no difference in the level of overall satisfaction with the service being provided by the MPS from victims of racially motivated crime or lesbians, gay men and bisexual people over time.

- The Mayor made a commitment, through MOPAC, to develop a hate crime reduction strategy, following consultation on his Police and Crime Plan. Consultation took place with key stakeholders and identified the following themes for the strategy
 - Prevention - Increasing awareness and boosting confidence to report hate crime
 - Protection - Working with partners to protect vulnerable communities and reduce repeat victimisation;
 - Prosecution - Working with partners to ensure swift and sure justice for victims.
- The strategy will be an overarching one informing the work of the MPS and wider criminal justice partners. Wider consultation will take place and the strategy will be launched in autumn 2014.
- A hate crime focussed MOPAC challenge, which is a key element of MOPAC's accountability framework, took place in February 2014¹⁴. This highlighted some of the key challenges for the MPS and provided an opportunity to discuss the work they are already doing to address hate crime. It also provided an opportunity for key community stakeholders to inform MOPAC about the challenges and concerns from their perspective. This work further informed the development of the draft Hate Crime Reduction Strategy.
- In line with the Mayor's commitment to tackling hate crime, MOPAC has strengthened its internal governance processes to ensure oversight of hate crime as a key programme of work within the Police and Crime Plan. As a result of the strategy consultation, MOPAC will also be

¹⁴ The transcript of the Hate Crime Challenge can be found at <http://www.london.gov.uk/priorities/policing-crime/how-we-work/mopac-challenge/2014/13-february-2014-challenge-board-hate-crime>

working with partners to broaden the structure to incorporate the wider aims of the developing hate crime reduction strategy.

- The MPS put in place a Hate Crime Diamond Group¹⁵ to oversee the development and implementation of its operational hate crime strategy and continuous improvement plan. MOPAC and a range of community organisations are represented on the group to provide oversight and challenge to the MPS's delivery.
- At the end of March 2013 there were 150 Lesbian, gay, bisexual and trans (LGBT) liaison officers across the MPS operating in a range of roles from police officers and staff to Police Community Support Officers, with there being at least one liaison officer in every borough. Amongst them were dedicated full time LGBT liaison officers based in Westminster, Lambeth, Kensington and Chelsea and Tower Hamlets. The other staff were designated and carried out the role voluntarily in addition to their daily duties. In addition there were liaison officers operating within specialist commands, such as the Sexual Offences and Firearms units.

Measures of success

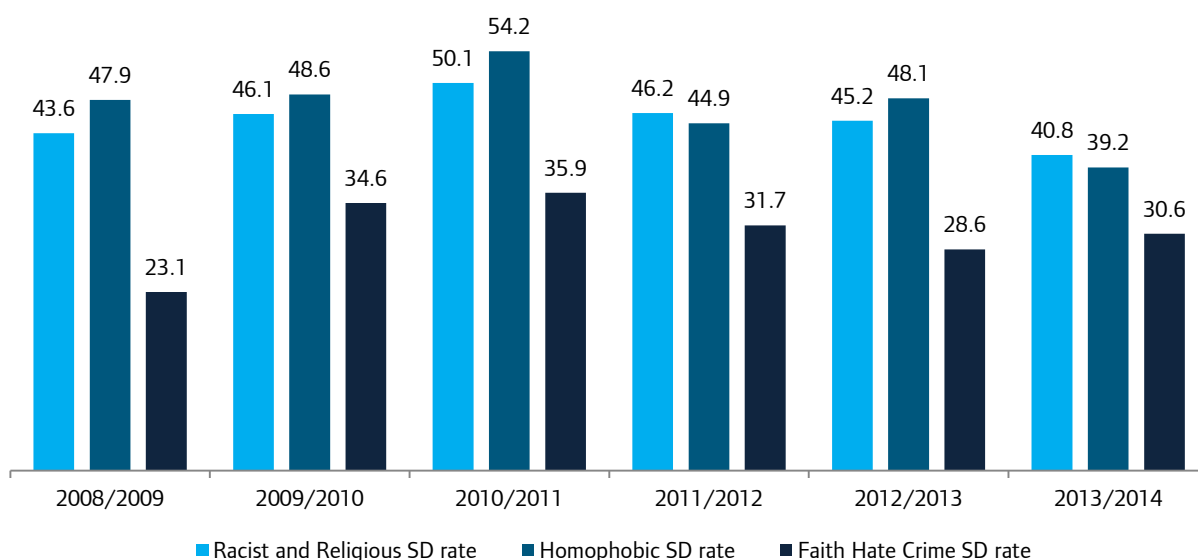
Outcome sought	Trends	Direction of change
Increase in the reporting of hate crimes.	In 2013/2014 there was an increase of 7.7% in all recorded hate crime from 11,878 to 12,797 when compared to the previous year. The disaggregated figures provided a more mixed picture with increases in some categories of recorded hate crime and decreases in others.	
Increase in the detection rate ¹⁶ following reports of hate crimes.	The long term trend (from 1999/2000 to 2013/14) shows an increase in the detection rate for hate crime. In addition the sanction detection rates for racist and religious, homophobic, faith (including anti-Semitic and Islamophobic) hate crime compare well with the MPS sanction detection rate for all notifiable offences, which was 22.6% in 2013/14. However the short term trend indicates a decrease in the detection rate for all hate crimes since 2010/11. (See Chart 15)	
Increase in the satisfaction levels of victims of racial crime in relation to MPS's overall service.	The overall satisfaction rate of racially motivated crime victims with the service being provided by the MPS in 2013/14 was 74 per cent. It has been around this level since 2005/06 and has parity with other crime types.	

¹⁵ A Diamond Group is a group of police officers and relevant stakeholders brought together, under the chair of a Commander, to oversee and drive delivery of a strategic police priority

¹⁶ This refers to the sanction detection rate. A sanctioned detection occurs when '(1) a notifiable offence (crime) has been committed and recorded; (2) a suspect has been identified and is aware of the detection; (3) the CPS evidential test is satisfied; (4) the victim has been informed that the offence has been detected, and (5) the suspect has been charged, reported for summons, or cautioned, been issued with a penalty notice for disorder or the offence has been taken into consideration when an offender is sentenced.'

Outcome sought	Trends	Direction of change
Increase in the satisfaction levels of LGB respondents with the MPS's overall service	There has been no significant difference in satisfaction with the MPS's overall service when comparing LGB respondents with heterosexual respondents since 2005/06.	

Chart 15 Sanction detection rates for homophobic, race and hate crimes, 2008/09 to 2013/14



Source: Metropolitan Police Service

3.2 Violence against women and girls

What we committed to:

Objective	Show leadership in ending violence against women by developing, evaluating and improving interventions that will be a beacon for other cities and countries.
How we will achieve the objective	Continued commissioning of four Rape Crisis Centres in London
	Work with partners to develop measures to address forced marriage, faith based abuse, female genital mutilation and 'honour' based violence in the capital
	Support borough programmes of work aimed at reducing violence against women and girls through the London Crime Prevention Fund
	Secure an additional £640,000 of funding for rape crisis provision across London

Achievements in 2013/14

The detection rate for domestic violence offences increased significantly between 2005 and 2010 and has stayed at just under 50 per cent since. The detection rate for rape and sexual offences has remained persistently low. The Mayor launched his revised pan-London Strategy on Violence against Women and Girls (VAWG) in November 2013 to build upon the success of his previous strategy The Way Forward and make sure that London continues to take a global lead in preventing and eliminating VAWG.

During 2013/14 the Mayor's Office for Policing and Crime

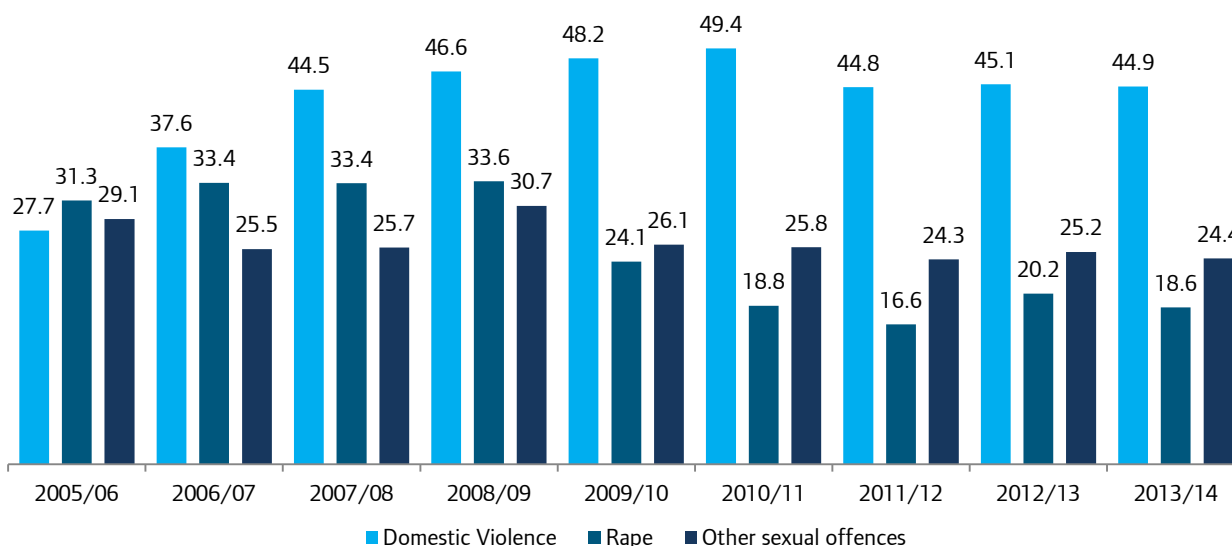
- continued to commission the four Rape Crisis Centres in London. It successfully secured an additional £640,000 of funding to support rape crisis provision across London and has established a partnership with the Ministry of Justice to co-commission Rape Crisis provision in London in the future.
- set in motion working with partners over the next two years to better understand the commissioning and funding landscape of sexual violence service provision, including analysis of the levels of need and unmet demand for the different forms of sexual violence service provision
- at the behest of the Mayor, started to develop a pilot initiative through the Harmful Practices Taskforce to improve the response of London agencies to the four main types of harmful practices: female genital mutilation, honour based violence, faith based abuse and forced marriage. The objectives of the pilot project include
 - preventing the harmful practices
 - improving the identification of victims and those at risk; and
 - strengthening the processes and interventions available.
- delivered over £1.5 million of crime prevention funding specifically focused on violence against women and girls. Many of these programmes, which included the provision of Independent Domestic Violence Advocates and a number of perpetrator programmes, will run for four years and MOPAC will continue to oversee and monitor their progress.

- launched a Strategic Framework to respond to gang-associated women and girls in November 2013, alongside his revised Violence Against Women and Girls Strategy . The Framework provides support to boroughs and London agencies in improving the identification of and response to these issues.

Measures of success

Outcome sought	Trends	Direction of change
Increase in the detection rate following reports of domestic violence.	The detection rate ¹⁷ for domestic violence offences increased significantly from 27.7% in 2005/06 to 49.4% in 2010/11. Since then it has remained around 45%. In 2013/14 it stood at 44.9%. (See chart 16)	
Increase in the detection rate following reports of rape and other sexual offences.	The detection rates for rape and sexual offences have remained persistently low. The rate for rape was around a third between 2005/06 and 2008/09. It dropped significantly in 2010/11 to around a fifth and has remained at this level since (18.8% in 2013/14). The rate for sexual offences has hovered around a quarter since 2005/06 and stood at 24.4% in 2013/14. (See chart 16)	

Chart 16 Sanction detection rates for domestic violence and rape, London, 2005/06 to 2013/14



Source: Metropolitan Police Service

¹⁷ See footnote 16 on page 73

3.3 Crime - young people

What we committed to:

Objective	Reduce the harm caused by gangs and serious youth violence
How we will achieve the objective	Working with partners to support evidence-based commissioning and delivery of effective programmes
	Support programmes of work that are targeted at young people from diverse backgrounds and those at risk of social exclusion to build character, self-respect and responsibility
	Development of strategic framework and minimum standards on responding to gang-associated young women and girls in partnership with the London Children's Safeguarding Board
	Refresh of the London Crime Reduction Board Anti-Gangs Strategy
	Support borough programmes of work aimed at reducing the harm caused by gangs and serious youth violence through the London Crime Prevention Fund

Achievements in 2013/14

A range of activity continued in 2013/14 including work to refresh the London Crime Reduction Board's Gangs Strategy. There has been a significant drop in youth violence and youth homicides in recent years.

- Project Oracle acts as a warehouse of knowledge, to share understanding of what really works in youth and education programmes in London. During the year MOPAC worked with Project Oracle to ensure all London Crime Prevention Fund projects which are targeted at young people engaged with Project Oracle and their standards of evidence process.
- MOPAC and Project Oracle began the development of a Youth Crime Outcome Framework for London, which will be piloted in three London boroughs over the next 12 months.
- MOPAC supported work targeted at young people from diverse backgrounds and those at risk of social exclusion through three main programmes
 - Voyage (Voice of Youth and Genuine Empowerment), which is part of Project Titan and run by the Metropolitan Black Police Association to improve BAME young people's impression of the police and to build positive leadership skills amongst those who may be at risk of offending.
 - London Kicks (in partnership with the Premier League and MPS), which uses football to break down barriers between the police and young people in targeted areas, and
 - The Safer London Foundation, who deliver a multi-agency pan-London gang exit programme, volunteer mentoring for ex-offenders and those at risk of crime/gang involvement, and a programme supporting young women at risk of and experiencing gang related sexual violence and exploitation.

- The London Crime Prevention Fund funded 25 projects, the majority of which were directed at one of two main areas of work to support the London Crime Reduction Board's Gangs Strategy approach; prevention and early intervention for those at risk of gang involvement, and multi-agency enforcement and diversion for those already associated or involved with gangs. The Fund is providing a total of £3,141,750 over four years to support these projects.
- To support the refresh of the London Crime Reduction Board strategy, MOPAC conducted a comprehensive two-month consultation including events and a survey. Approximately 320 organisations and individuals took part and informed the refresh. (The new *Strategic Ambitions for London: Gangs and Serious Youth Violence* was launched at a Policing Global Cities: Gangs Summit in June 2014¹⁸).
- The Mayor launched a Strategic Framework to respond to gang-associated women and girls in November 2013, alongside his revised Violence Against Women and Girls Strategy.¹⁹ The Framework provides support to boroughs and London agencies in improving the identification of and response to these issues.

Measure of success

Outcome sought	Trends	Direction of change
Reduction in youth violence in London ²⁰	There were 22 homicide victims aged under 20 in London in 2013/14, a significant reduction from 31 in 2008/09. Serious youth violence had been hovering at around just under 7,000 reported incidents a year, but has dropped to 5,879 incidents in 2013/14 compared to a peak of 6,901 in 2011/12. Non-serious youth violence decreased steadily from 13,843 in 2008/09 to 7,592 in 2013/14.	

¹⁸ Available online at <http://www.london.gov.uk/priorities/policing-crime/our-work/gangs-and-serious-youth-violence>

¹⁹ Available online at <http://www.london.gov.uk/priorities/policing-crime/our-work/violence-against-women-girls>

²⁰ MOPAC Gangs Panel is developing performance measures and a dashboard which will be used as the measures of success from next year

3.4 Police community engagement

What we committed to:

Objective	Engage with London's communities to increase community confidence and reconnect the public and the police
How we will achieve the objective	Hold the MPS to account for increasing community confidence
	Support communities in holding the Metropolitan Police Service to account for the delivery of policing services
	Develop a programme of engagement opportunities for the public to feedback and inform MOPAC's work programmes
	Continue to support the Stop and Search Monitoring Network and local monitoring groups
	Develop and implement Safer Neighbourhood Boards in every borough
	Deliver a programme of open public town hall meetings
	Deliver a data training session for members of the stop and search community monitoring network
	Deliver two training sessions for members of Safer Neighbourhood Boards

Achievements in 2013/14

There has been steady improvement in victim satisfaction with, and confidence in, the police over a number of years. There is a continuing gap between the satisfaction of victims from black, Asian and minority ethnic (BAME) communities and white communities, with the overall service they have received from the MPS. However this gap is showing signs of closing.

- A confidence focussed MOPAC challenge, which is a key element of MOPAC's accountability framework, took place in March 2014. This highlighted some of the key challenges for the MPS in increasing community confidence, identified those areas where there is developing good practice, and provided an opportunity to explore the key drivers of confidence and how best to operationalise these to deliver positive change across London.
- MOPAC supported a range of community and stakeholder groups whose role is to feedback and inform the development of MOPAC's varied work programme and strategies, for example the Gangs and Violence Against Women and Girls Panels and Safer Neighbourhood Boards. MOPAC also engaged with the Mayor's stakeholder groups, such as the Deaf and Disabled People's and the LGBT stakeholder groups. Through these, bespoke focus groups and attendance at a range of existing forums, including Business Crime Partnership meetings, groups representing older Londoners and race equality groups, MOPAC obtained feedback on a range of strategies -including business crime, hate crime, gangs, and violence against women and girls.
- MOPAC undertook a specific consultation on the implementation of water cannon, which included a survey that received over 7,000 responses, a public opinion poll and a public consultation event.

- MOPAC continued to support the stop and search community monitoring network, which met on four occasions throughout the year.
- The first data training session for members of the stop and search community monitoring network took place in March 2014 and focussed on developing skills in understanding and using stop and search data to hold the MPS to account for the use of the powers. There was additionally a focus on how local community monitoring groups could engage with communities, particularly young people, to strengthen local accountability and community confidence.
- By March 2014 Safer Neighbourhood Boards (SNBs) were established in all but six London boroughs and they were invited to submit applications to the £1m SNB Fund. Plans were put in place to establish Boards in the other boroughs later in 2014. MOPAC developed comprehensive guidance and provided advice to borough partners in setting up the SNBs. Two training events for SNB members were planned to take place in the summer of 2014.
- Round one of the town hall meetings was completed in March 2014. These events focussed on updating and receiving feedback from the 16 boroughs on the implementation of the local policing model, along with other elements of the Police and Crime Plan. The remaining 16 boroughs will be visited in the autumn of 2014.

Measures of success

Outcome sought/ measure	Trends	Direction of change
Increase in victim satisfaction with the overall service they have received from the MPS	Victim satisfaction with the overall service they have received from the MPS has improved steadily over time, reaching 80% for the year to the end of March 2014.	
Gap between the satisfaction of victims from black, Asian and minority ethnic (BAME) communities and white communities	Satisfaction with the overall service they have received from the MPS has improved steadily over time for both BAME and White victims. White victims have a consistently higher level of overall satisfaction compared to BAME victims. Historically the gap has consistently been around 5 percentage points, but had closed to 3.8 in 2013/14.	
Increase in the levels of confidence in the police	Confidence levels in the MPS have stayed at around 62% over time. In December 2012 the levels had fallen marginally to 61% but have recovered to 62.6% by December 2013.	

3.5 MPS workforce

What we committed to:

Objective	Support and challenge the MPS to ensure that Londoners from every background are encouraged and supported to join the MPS, build a successful career and be part of the policing family
How we will achieve the objective	Hold the MPS to account for the delivery of Total Professionalism and the MPS People Strategy

Achievements in 2013/14

The proportion of recruited and serving police officers who are from black, Asian and minority ethnic (BAME) backgrounds, has steadily increased. So too has the proportion of police officers who are from a BAME background who have progressed to higher ranks. In addition, the turnover rate of BAME officers has generally been lower than that of white officers. However there is some way to go before the proportions of recruited, serving and high ranking officers reflects that of London's BAME population.

- In 2013 the Mayor set up a Diversity Taskforce to
 - advise and inform the positive action initiatives being developed by the MPS
 - work with the MPS to understand why some communities are under-represented and identify the barriers to entry
 - establish a programme of work to ensure the MPS can reach those communities and seek to address the issues identified
 - actively engage as ambassadors for MOPAC within London's diverse communities
 - propose further options for increasing interest in the MPS as a viable career option amongst every community of Londoners.

- The Taskforce undertook research into the barriers BAME communities face in becoming police officers and provided support to the MPS's recruitment campaign targeted at London's BAME communities. It helped advise the MPS on its marketing campaign for recruits and held a series of roadshows under the slogan 'London is YOU'.

- Each roadshow was delivered alongside local borough commanders and MPS Staff Associations, including the Black Police Association. They enabled members of the public, particularly those from BAME communities, to find out about becoming a police officer – what the benefits would be (career path, remuneration and terms and conditions); and what the recruitment process involved (qualifications and assessment). They also gave out the message that the MPS is absolutely committed to increasing its diversity and that it is important for London to be policed by Londoners.

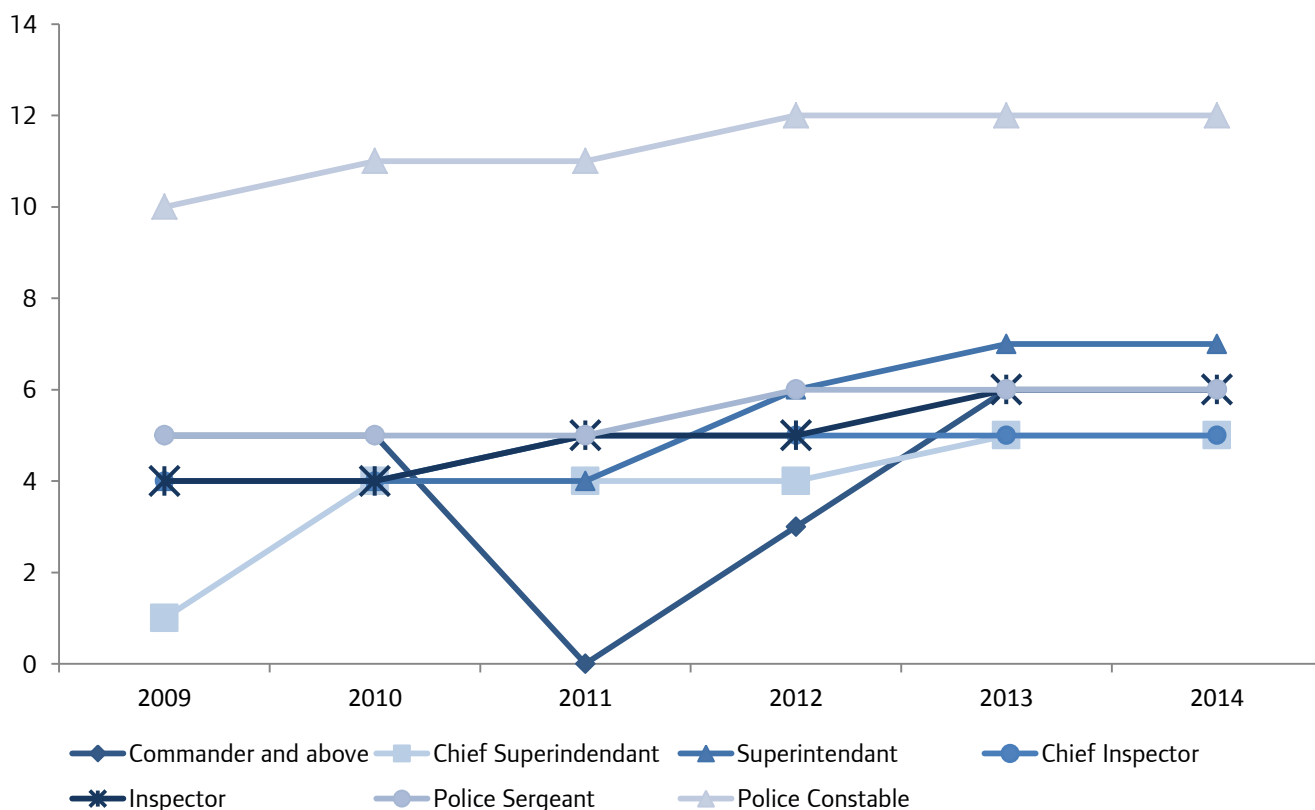
- MOPAC created a dashboard to monitor all recruitment and workforce information from the MPS.

- At least monthly the Deputy Mayor for Policing and Crime (DMPC) received briefings and held meetings on MPS workforce progress and the resolution of issues, including the recruitment of people from BAME communities. This issue was also regularly discussed at meetings between the MPS Commissioner and the Mayor and the DMPC.
- As of 31 March 2014 the MPS had 30,712 police officers. During 2013/14, a total of 2,343 new police constables were recruited, including 221 transferees. Approximately 18 per cent of the recruitment intakes (excluding graduates and transferees) were individuals from BAME backgrounds.
- In order to bring officer strength up to around 32,000 by the end of March 2015, the MPS will need to recruit about 3,150 new constables 2014/15. This will be used as an opportunity to increase the diversity of the MPS.
- MOPAC began liaison with the College of Policing (CoP) and Home Office to explore ways to improve the diversity of the MPS and in particular to ensure police national assessment processes are fit for purpose.

Measures of success

Outcome sought	Trends	Direction of change
MPS's workforce reflects London's ethnic diversity	The proportion of police officers who are from a BAME background has steadily increased from 4% in March 2001 to 11% in March 2014, but remains significantly below that of London's BAME population.	
An increase in the proportion of BAME people recruited as police officers.	There was a steady increase in the proportion of BAME people recruited as police officers from 2004/05 to 2012/13, when 20% of the recruits were from BAME backgrounds. The proportion dropped to 16% in 2013/14.	
The ethnic diversity of the MPS is reflected at all levels	The proportion of police officers who are from a BAME background who have progressed to higher ranks has steadily increased, but remains significantly below that of MPS's BAME workforce as a whole (see chart 17 and Table 7).	
BAME police officers are retained	Over the last ten years the turnover rate of BAME officers has generally been lower than that of white officers, standing at 4.4% for BAME officers and 5.9% for white officers over 2013/14. There has also been a slow decline in the turnover rate of BAME officers over this period (from 6.7% in 2003/04).	

Chart 17 Percentage BAME officers by rank 2009 to 2014, as at end of March



Source: MOPAC

Table 7 Number and percentage BAME officers by rank 2009 to 2014

	March 2009		March 2011		March 2013		March 2014	
	No	%	No	%	No	%	No	%
Commander & above	2.0	5.0	0	0	2.0	5.9	2.0	6.3
Chief Superintendent	1.0	1.0	3.0	3.7	4.0	5.2	4.0	5.1
Superintendent	8.0	4.0	9.0	4.3	11.0	6.7	8.0	6.8
Chief Inspector	20.0	4.0	21.0	4.5	22.0	4.7	22.0	5.0
Inspector	77.0	4.0	75.0	4.5	82.0	5.7	75.8	6.0
Police Sergeant	270.1	5.0	324.4	5.4	292.9	5.9	273.9	5.9
Police Constable	2,486.0	10.0	2,658.5	11.1	2,749.5	11.9	2,983.1	12.4
Police Officer Total	2,864.1	9.0	3,090.8	9.5	3,163.4	10.5	3,368.8	11.0

4 TRANSPORT FOR LONDON'S EQUALITY OBJECTIVES AND ACHIEVEMENTS DURING 2013/14

4.1 Transport safety

What we committed to:

Objective 1	Improve safety and security on the transport system, reduce the crime rate on London Underground and London buses, and reduce the proportion of Londoners who have significant concerns about crime and anti-social behaviour on public transport such that it deters them from using it, and in the pedestrian environment.
How we will achieve objective 1	<p>To reduce crime and anti-social behaviour on the transport network we will:</p> <ul style="list-style-type: none"> ▪ Provide high visibility enforcement at transport hubs ▪ Integrate transport policing at priority hubs ▪ Encourage reporting of unwanted sexual behaviour ▪ Target repeat sexual offenders ▪ Tackle bogus cabs ▪ Continue to improve the safety of night time travel <p>To increase confidence in the safety and security of travelling in London with a particular focus on women, younger people, and older people we will:</p> <ul style="list-style-type: none"> ▪ Provide reassurance to front line staff and passengers through policing, CCTV, lighting, signage and well trained staff ▪ Tackle fear of crime by listening and responding to local concerns about crime and ASB ▪ Engage with younger people to reduce fear among vulnerable young people ▪ Reassure older people travelling by providing high visibility policing <p>To improve cyclists' safety and security we will:</p> <ul style="list-style-type: none"> ▪ Support the implementation of the Mayor's Cycle Security and Cycle Safety Action Plan ▪ Reduce the volume of thefts in hotspots and increase detections of prolific cycle thieves ▪ Raise awareness amongst cyclists and other road users of how to reduce the risk of collisions ▪ Offer training to cyclists ▪ Tackle irresponsible and antisocial road use <p>To contribute to the step change in the walking experience through removing crime and the fear of crime as a barrier to walking we will:</p> <ul style="list-style-type: none"> ▪ Enhance joint working between safer transport and safer neighbourhood teams to ensure Londoners are provided with reassurance along their whole journey ▪ Work with local authorities and schools to place a greater emphasis on safe walking and safe cycling in school travel plans

Objective 2	Reduce the number of people killed and injured on London's roads
How we will achieve objective 2	<p>To reduce the number of people killed and injured on London's roads we will implement the road safety programme described in the road safety action plan, Safe Streets for London, including:</p> <ul style="list-style-type: none"> ▪ Develop, publish and implement specific safety actions plans to reduce casualties among cyclists, pedestrians and motorcyclists ▪ Implement road safety engineering schemes to reduce casualties on the Transport for London Road Network ▪ Support boroughs, through Local implementation Plan funding and information, in delivering casualty reduction schemes on borough roads ▪ Deliver road safety training and enforcement through the Motorcycle Tasking Team and Cycle Task Force ▪ Provide London's police with information to support effective and focused road safety enforcement ▪ Upgrade London's safety cameras and trial average speed cameras ▪ Develop and deliver a road safety education and training programme ▪ Develop and deliver a programme of road safety campaigns ▪ Trial new intelligent speed adaptation technology

Achievements in 2013/14

Generally well over 90 per cent of people from all groups continue to feel safe using any mode of public transport in London, especially black cabs and taxis. Transport crime is at its lowest level in over ten years. The percentages of groups of Londoners deterred from using public transport, because of concerns about crime and anti-social behaviour, has steadily decreased over the years, but women, people from BAME communities and young people are still more deterred than others.

Road safety figures continued to show a strong long-term reduction in casualties, amongst them a 43 per cent drop in the number of children killed or seriously injured.

Reducing crime and anti-social behaviour on the transport network

- The MPS and British Transport Police (BTP) provided high visibility police enforcement at key transport hubs and interchanges such as King's Cross.
- Victoria has a co-located integrated transport policing team as a result of strong partnership with Victoria Coach Station, Network Rail and Train Operating Companies. At other hubs the police met routinely, shared intelligence and ran joint operations.
- Project Guardian was launched in July 2013 to encourage reporting of unwanted sexual behaviour. All BTP and MPS Safer Transport Command officers as well as TfL frontline staff, were briefed on how to provide guidance and support to victims. One strand of the project focused on targeting known sexual offenders. The project has seen a lot of joint work between

BTP and the MPS. Targets to increase reporting and detections in 2013/14 by 20 per cent were met.

- The MPS Cabs Enforcement Unit, City of London Police and TfL Taxi and Private Hire Compliance team continued to tackle cabs that operated illegally.
- The Safer Travel At Night campaign was continued by providing publicity about safe travel, MPS Safer Transport Teams (STT) delivering local advice, as well as visiting colleges and universities during fresher weeks to provide advice and guidance to new students.

Increasing confidence in the safety and security of travelling in London

- TfL continued their commitment to fund more than 2,500 uniformed officers from the MPS, BTP and the City of London Police.
- TfL continued to carry out quarterly surveys on the public's attitudes to safety and security, which helped to identify and prioritise key issues for improvement. It produced Fear of Crime Profiles for all 32 boroughs, which enabled local Safer Transport Teams to target specific communities who have an increased fear of crime.
- Events were held with TfL's Youth Panel and other youth representative regarding their concerns about London's transport services. The Youth Travel Ambassadors scheme, a youth-led education project developed by TfL, was expanded and about 30 per cent of new schemes have fear of crime and anti-social behaviour as a theme. In March 2014, TfL launched a new "Delivery Plan for Schools and Young People", which brought together, for the first time, the wide range of projects and activities TfL offers to young Londoners.
- Local Safer Transport Teams engaged with groups representing older passengers and held intergenerational events, which brought together older and young passengers to share their experiences and concerns.

Improving the safety and security of cyclists

- Free cycling training was made available to all children as part of TfL's new Delivery Plan for Young People.
- TfL, BTP, City of London Police and the MPS produced a Cycle Security Plan which set out what they have done, and plan to do, to prevent and deter cycle theft and criminal damage. TfL launched Operation CycleOps with its police partners to tackle cycle theft. A range of tactics were employed, which resulted in a 10 per cent reduction in cycle theft across London. A Cycle Security Expert Workshop was held in February 2014 to review progress and share best practice.
- TfL funded the MPS Cycle Task Force, which ran 'Exchanging Places' events throughout 2013/14 to raise awareness of cycle safety. These allowed people to sit in the driver's seat of a HGV or bus to get a better understanding of what the driver can and cannot see, especially with regard to cyclists on the nearside and directly in front of the vehicle, raising awareness to all road users of how to reduce the risk of collision.

- Following a spate of cyclist deaths, the Safer Transport Command launched Operation Safeway in November 2013 enforcing traffic law and educating road user about dangers, in order to change their behaviour. Thousands of officers were deployed at 170 junctions throughout London. Between November and January, the Operation resulted in nearly 14,000 fixed penalty notices or reports for summons issued for irresponsible and anti-social road use.
- TfL started to revise its Cycle Safety Action Plan, which will be published later in 2014.

Removing crime and the fear of crime as a barrier to walking

- A trial was run in north London to remove unnecessary bollards and signs, including A-boards outside shops, to help allay the fears of pedestrians, especially wheelchair users and parents with buggies, of obstructions and collisions.
- STARS (Sustainable Travel: Active, Responsible, Safe), TfL's travel plan accreditation programme provided a framework and guidance for nurseries, schools, colleges and academies to help them put an accredited travel plan in place, encouraging walking, cycling and road safety. More than 250 schools attended a STARS training seminar in October 2013 to learn innovative techniques to further their travel activities in schools.

Reducing the number of people killed and injured on London's roads

- To ensure the focus of London's road safety programme is on protecting the most vulnerable road users, TfL worked with stakeholders to develop new, or updated, action plans for improvements to pedestrian, cycle and motorcycle safety. Significant progress was made on defining programmes and areas for collaboration through the three working groups that have supported TfL in the development of these plans. The Motorcycle Safety Action Plan was published in March 2014 as was a draft of the Pedestrian Safety Action Plan, for public consultation.
- TfL used collision data to identify roads and junctions on the Transport for London Road Network (TLRN) that had high casualty figures. A review was carried out to identify those locations most in need of a road safety intervention. As four-fifths of those killed or seriously injured on London's roads were people who were walking, cycling or riding a motorbike, the way of identifying the relevant locations was revised to account for this. The local information and guidance on reducing casualties was provided to the boroughs, which used this to set interim and long term road safety targets as part of their Local Implementation Plan process, as well as for targeting their road safety resources to where they are most needed.
- TfL also shared its data and knowledge on the locations of highest risk and greatest numbers of people killed or seriously injured on the road network with the MPS. This information assisted the police in targeting their tasking and enforcement activity to deliver the greatest benefit.
- TfL and the Metropolitan Police Service created a new Road Traffic Policing Command (RTPC) dedicated to policing London's roads and public transport. With more than 2,340 officers, the RTPC is the largest single police command in the UK. The TfL funded Metropolitan Police's Motorcycle Safety Team (MST) - part of the RTPC - clamped down on illegal and antisocial road user behaviour such as, speeding; careless riding; red light running; and traffic violations

by motorcyclists and other road users. The MST also run BikeSafe-London and Scootersafe-London rider skills days. These are designed to help motorcyclists improve their knowledge, skills and experience to make them safer, better riders.

- Significant progress was made on TfL's safety camera replacement programme. This large-scale £30 million capital investment project will enable TfL to replace outdated wet film safety cameras across London's road network with new future-proofed digital systems to ensure that reductions in speed-related casualties are maintained. The first new cameras were put in place. Around 600 digital cameras will be installed in total. In addition, the funding will enable average speed camera systems to be installed on four major routes.
- Road safety campaigns were developed and improved, recognising that behavioural change across all road users is needed. This approach sought to balance messages to achieve maximum cohesion, integration and effectiveness. In 2013/14 campaigns were aimed at improving young driver safety, teenager safety, motorcycle safety, cyclist safety and older pedestrian safety.
- In June 2013 TfL published its annual road safety report, reporting rate-based safety indicators for pedestrians, cyclist, motorcyclist and children, as well as progress against each London borough's casualty reduction target and its own target to reduce killed and seriously injured casualties by 40 per cent by 2020, based on a 2005-09 average baseline (www.tfl.gov.uk/cdn/static/cms/documents/casualties-greater-london-2012.pdf).

Measures of success

Outcome sought	Trends	Direction of change
Reduction in crime rate on LU/DLR	In 2013/14, the crime rate for London Underground and Docklands Light Railway was 8.0 crimes per million passenger journeys, down from 18.4 in 2005/06 when crime was at its highest level on the network (a 57% improvement). The volume of crime has fallen by 42% (7,926 fewer offences) over this period. The rate of crime is at its lowest level in over ten years.	
Reduction in crime rate on buses.	In 2013/14, the rate of crime for the bus network was just 7.5 crimes per million passenger journeys – less than half of what it was in 2005/06 when levels of crime on the bus network peaked and the rate was 21.6 (a 65% improvement). The volume of bus-related crime also fell by almost 54 per cent over this time (21,004 fewer offences). The rate of crime is at its lowest level in over ten years.	
Reduction in crime rate on London Overground trains	In 2013/14, the crime rate for London Overground was 6.2 crimes per million passenger journeys, down from 6.9 in 2011/12, when crime recording on this network commenced (a 10% improvement). The volume of	

Outcome sought	Trends	Direction of change
	<p>crime, however, has risen by 18% (131 more offences) over this period and this reflects a significant rise in passenger journeys as the network has expanded since it opened (33 million additional passengers carried; a rise of 32%). The rate of crime is at its lowest level in since recording began.</p>	
<p>Reduction in crime rate on Tramlink</p>	<p>In 2013/14, the rate of crime for the Tramlink network was 10.3 crimes per million passenger journeys down from 17.0 in 2005/06 when levels of crime on the Tramlink network peaked (a 39% improvement). The volume of crime also fell by 23 per cent over this time (96 fewer offences). The rate of crime is at its lowest level in over ten years.</p>	
<p>Reduction in % of women, younger and older people and people from BAME communities who are deterred from using public transport because of concerns about crime and anti-social behaviour</p>	<p>The percentages of women, older people, young people and people from BAME communities who said their concern over crime and anti-social behaviour affected the frequency with which they use public transport a lot steadily decreased between April 2008 and April 2014.</p> <p>For people aged 65 and over the decrease was 17% (from 32% in April 2008 to 15% in 2014); for people from BAME communities the decrease was 15% (from 44% to 29%); for women the decrease was 13% (from 45% to 32%) and for young people aged 16-24 the decrease was 4% (from 39% to 35%). Women and people from BAME communities tended to be more concerned than older or younger people. Younger people were more concerned than Londoners as a whole.</p>	
<p>Reduction in % of people from BAME communities; disabled people; younger people and older people, and women who feel safe on buses, the tube, trams and trains and in black cabs and taxis</p>	<p>Over the last 7 years, generally over 90% of people from all groups felt safe using any mode of public transport in London. Younger and older people and people from BAME communities tended to feel as safe as anyone else. Women and disabled people tended to feel marginally less safe. People from all groups tended to feel most safe in back cabs and taxis.</p>	
<p>Reduction in the numbers of killed and seriously injured people involved in road traffic collisions.</p>	<p>The number of fatal casualties fell by 1% (134 to 132) in 2013 compared to 2012, to the second lowest level since recent records began. Killed or seriously injured (KSI) casualties fell by 23% (3,018 to 2,324) to its lowest level since recent records. The number of child KSI casualties was down by 43% in 2013 compared with the 2005-09 baseline.</p>	

4.2 Transport accessibility

What we committed to:

Objective 1	Over the next 10 years we will provide step free access at an extra 26 stations (Tube and Rail)
How we will achieve the objective	The Mayor, through TfL, and working with partners and other stakeholders, will seek to increase the number of step-free stations for all Londoners through: <ul style="list-style-type: none"> ▪ Providing step-free access at an additional 26 London Underground and London Overground stations ▪ Providing step-free access at all newly built Crossrail stations
Objective 2	By the end of 2016 we aim to make sure that at least 95 per cent of bus stops will meet the fully accessible criteria
How we will achieve the objective	The Mayor, through TfL, and working with partners and other stakeholders, will increase the number of fully accessible bus stops by continuing to deliver the bus stops accessibility programme

Achievements in 2013/14

Many aspects of the enhanced transport accessibility provided during the London 2012 Olympic and Paralympic Games were taken forward as part of the wider Games legacy. During 2013/14 step free access was installed on the Hammersmith and City and Circle lines at Paddington station and progress was made to provide step-free access to four more Underground stations and one further Overground station. More bus stops were made accessible, with TfL reaching their target for 75 per cent of all stops being accessible by March 2014, making good progress towards achieving the target for at least 95 per cent of bus stops to be accessible by the end of 2016.

Key highlights during 2013/14 included

- step free access was installed on the Hammersmith and City and Circle lines at Paddington station. A commitment was made for all newly built Crossrail stations to be step free from street to train from the first day of operation.
- working on Greenford, Bond Street, Victoria and Tottenham Court Road Underground stations and Hampstead Heath Overground station to provide them with step-free access
- continued to invest in vehicles with more accessibility features, such as the 145 new Routemasters which entered service in 2013. These have three doors and two staircases with a stepfree gangway on the lower deck from front to back. Five routes are currently served by these new Routemasters.
- delivering a new fleet of air-conditioned, walk-through trains on the Circle, Hammersmith and City and District (Wimbledon to Edgware Road) lines. These have wide doors, dedicated spaces for wheelchair users, a low-floor design for improved access between the train and platform, multi-purpose spaces throughout and advanced audio and visual information.

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- upgrading more bus stops to meet the Department for Transport's accessibility standards
 - retaining manual boarding ramps and platform humps, which were introduced at key stations during the London 2012 Olympic and Paralympic Games, where there was a step up to the train. Manual boarding ramps are in operation at 40 locations on the network, with a further 23 locations proposed by mid 2015.
 - rebranding the highly effective accessibility signage introduced for the Games with distinctive permanent signs, which highlight step free routes and accessible boarding points
 - retaining the TfL travel ambassadors (now referred to as operational volunteers) and using them at busy times, such as Christmas and New Year, and at major events, such as Notting Hill Carnival and the London Marathon
 - working with disabled peoples' organisations to develop a new training programme for frontline staff. A new DVD for bus drivers was developed with the aid of Age UK and Transport for All, in which disabled people talk of the impact that good and bad service has on their ability to get around. Ninety-five per cent of bus drivers will have received this training by March 2015.
 - piloting five Accessibility Centres of Excellence on the Tube network. This has received very positive feedback and TfL is planning to roll it out to nominated staff at every station on the network.
 - completing a wide-ranging review of all TfL's accessibility information. This included what customers needed to know, what formats they would like and where they would expect to find it. This led to
 - the accessibility section of TfL's website being re-designed and making enhancements to Journey Planner
 - providing real time information at every bus stop through a text-based service (text 87287) and through next generation 'Countdown' signs at more than 2,000 bus stops.
 - starting work with app developers to make more real time accessibility information available through smartphones
 - extending the 'turn-up-and-go service', previously only available on London Underground services, to London Overground. This means disabled passengers requiring assistance no longer need to book in advance
 - continuing the travel mentoring service to increase the confidence of disabled people to use public transport independently
 - publishing Travel in London 6, detailing progress towards implementing the Mayor's transport and other related strategies and plans such as his Transport Strategy Accessibility Implementation Plan. More detail on progress on implementing the Plan was published in both TfL's Single Equality Scheme (December 2013 progress report) and an update of Your Accessible Transport Network (February 2014).
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Measures of success

Outcome sought/measure	Trends	Direction of change
<p>Increase in the number of step-free Underground and Overground stations</p>	<p>The number of step-free underground stations increased from 48 in 2007/08 to 66, just under a quarter, by April 2013. During 2013/14 progress was made to make four more stations step-free.</p> <p>As the London Overground network has grown the number of accessible stations has increased from 19 out of 55 (35%) in 2007/08 to 40 out of 83 (48%) in 2013/14. During 2013/14 progress was made to make one more station step-free.</p>	
<p>Increase in the proportion of bus stops which are fully accessible</p>	<p>The proportion of accessible bus stops increased year on year from 46 per cent in 2008 to 75 per cent in March 2014.</p>	

5 LONDON FIRE AND EMERGENCY PLANNING AUTHORITY'S EQUALITY OBJECTIVES AND ACHIEVEMENTS DURING 2013/14

5.1 Fires

What we committed to:

Objective	Reduce fires and the impact they have
How we will achieve the objective	Evaluate home fire safety visits programme to monitor its impact and to improve fire safety awareness, whilst reducing the opportunity for fires to occur.
	Focus community safety resources on preventing the most common house fires, and changing the behaviours that cause them by: <ul style="list-style-type: none"> ▪ responding to emerging trends and providing an innovative approach to community safety work ▪ continuing to invest in work with young people ▪ investing in partnerships that provide access to vulnerable but dispersed members of the community
	Target reductions in deliberate fires by: <ul style="list-style-type: none"> ▪ visiting areas with high volumes of deliberate fires, to identify and reduce those materials that can be used to fuel these fires ▪ identifying potential buildings that may be at risk of deliberate fire setting (e.g. unoccupied offices and shops).
	Evaluate the volunteers' pilot scheme in Haringey during 2013/14.
	Utilise social media to help Londoners by: <ul style="list-style-type: none"> ▪ encouraging behavioural change ▪ providing increased ways to access London Fire Brigade's services ▪ helping protect them from fire ▪ helping them to avoid the travel and business continuity interruptions of fire.

Achievements in 2013/14

The number of fatalities and injuries from primary fires continued to fall to a low of 50 fatalities in 2013/14 and a low of 647 injuries.

- An external evaluation of London Fire Brigade's (LFB) home fire safety visits (HFSV) scheme – which are designed to reduce accidental fires in the home – was carried out and found the Brigade had been effective in targeting visits at people most likely to have a fire in their home and at areas where most fires in the home are likely to break-out. This targeting, based on lifestyle, continues. The evaluation led to
 - a new computer-based training package for LFB staff who deliver HFSVs
 - HFSV training being added to the trainee firefighter programme.

In 2013/14 LFB

- launched a £100,000 sprinkler 'part funding' competition to encourage more housing providers to install sprinklers. There were ten bids with funds being awarded to Barking & Dagenham, Camden, Croydon, Harrow and Wandsworth.

- continued to target its community safety resources at those people and areas deemed to be at greater risk from fires, based on lifestyle characteristics and profiling.
 - Fire station based staff, Borough Commanders, and community safety teams, continued to deliver high quality daily community safety campaigns and activities, such as visual audits, station open days, schools visits and attending fetes.
 - The schools team extended delivery of community safety campaigns and activities to secondary schools targeting key stage three (year eight – ages twelve to thirteen) pupils in 'very high' risk priority secondary schools across London. Thirty school visits took place in 2013/14 – the first year of delivery.
 - Community fire cadet courses ran in Bexley and Harold Hill. Four new community fire cadets scheme were launched in September 2013; in Barking and Dagenham, Haringey, Redbridge and Waltham Forest, with 48 supporting community volunteers and each course attended by 16 participants. A further three were set to be launched in April 2014, in Newham, Hackney and Tower Hamlets.
 - The Juvenile Firesetters Intervention Scheme (JFIS) worked intensively with 236 children and young people who displayed firesetting behaviour. This included one-to-one support for the child and their parents. The JFIS Team began visiting all boroughs' Troubled Families Teams to increase referrals and completed five visits by the end of March 2014. Plans were also in place to visit Youth Offending, Family Intervention and Looked After Children Teams.

 - Firefighters at fire stations spent a significant proportion of their time (nearly 14 per cent of available hours) actively engaged in preventing fires and helping people to be safer in their homes should a fire break out.
 - To help reduce deliberate fires, fire crews carried out visual audits in order to identify and reduce hazards which can lead to arson attacks (for example, abandoned cars, accumulated rubbish) and reported hazards to local authorities or via Report It.
 - The Brigade's Community Safety Cycle Team operated in Havering and Hounslow enabling firefighters to access areas not suitable for a fire appliance, such as areas susceptible to rubbish fires.

 - An evaluation of the pilot 'After the Fire' volunteer scheme in Haringey and Wandsworth was carried out. The scheme will continue to be delivered in these boroughs, with external volunteers being supported by LFB staff in the local borough.

 - Social media was used to support a number of key Brigade messages throughout 2013/14. Twitter, Facebook and YouTube were used to support London Safety Plan communications, to raise fire safety awareness in relation to national strike action, and, during the January 2014 floods, to share information about the Brigade's response in London and how it assisted the national fire and rescue response. This work included exploring opportunities to provide additional advice on how to avoid incidents, supporting the work of other agencies, to keep London moving during a significant event.

 - In 2013/14 visits to the Brigade's website, via its Brigade's social media platforms, Facebook and Twitter, increased to 9.2 per cent of all website visits, from 4.3 per cent in 2012/13. The Brigade was awarded the SOCITM (Society of Information Technology Management) 2013/14 best digital engagement award. The Communications department started developing proposals
-

to expand the effective use of social media for warning and informing purposes and to assist operations.

Measures of success

Outcome sought	Trends	Direction of change
Reduction in the number of fatalities arising from primary fires	The 10 year average of fatalities arising from primary fires in London decreased year on year from 64 in 2008/09 to 50 in 2013/14.	
Decrease in the number of injuries arising from primary fires	The number of injuries arising from primary fires decreased from 1,079 in 2008/09 to 647 in 2013/14.	

Detailed statistics and trends

The number of primary (more serious) fires continued to fall in 2013/14 (10,992) and this is some five per cent lower than the year before (2012/13). Fires in the home (a particular focus of LFB community safety work) also fell in 2013/14 (5,986) and were seven per cent lower than in 2012/13.

A key priority, as set out in the Fifth London Safety Plan (LSP5) was to reduce the number of fires in care homes and sheltered housing. Fires were down by three per cent in 2013/14 (522 compared to 540 the year before (2012/13)).

The number of fatalities and injuries from fires continued to fall to a low of 43 fatalities due to fire in 2013/14 (compared to 46 the year before). The ten year average number of fire deaths (which accounts for annual fluctuations) dropped from 55 to 50 for the period ending March 2014. The number of fire injuries also fell; there were 647 serious injuries compared to 775 the year before. In particular, deaths in accidental fires in the home, at 30 in 2013/14, were 6 per cent lower than the year before (2012/13).

5.2 People at risk of fire

What we committed to:

Objective	Target people most at risk
How we will achieve the objective	Focus on the dangers of hoarding by: <ul style="list-style-type: none"> ▪ training firefighters to recognise, respond to and record instances of hoarding when visiting premises and when attending a fire ▪ developing a strategy to raise awareness amongst the public of the dangers of hoarding
	Continue to work with a range of partners to improve community safety. This will include: <ul style="list-style-type: none"> ▪ being active members of crime and disorder partnerships ▪ working with the London Safeguarding Adults Network and those who provide care to give guidance and advice on how to minimise the risk of death or injury from fire ▪ focusing prevention and protection activities on ensuring that people living in care homes or sheltered housing are as safe as possible.
	Review response to emergency calls and work with social alarm receiving centres to provide a more robust service for dealing with emergency calls and offer training and information on fire survival guidance operators.
	Look at the relative effectiveness and value of all separate youth activities by <ul style="list-style-type: none"> ▪ bringing them together under the successful LIFE brand so they represent a more coherent and integrated approach ▪ delivering at least 60 LIFE courses during 2014/15 ▪ seeking ways to build the programme's capacity to be self-funding and sustainable in the long term by seeking external funding.

Achievements in 2013/14

London Fire Brigade (LFB) improved its reach to people most at risk of fire. It increased the number of fire safety visits to 83,947 homes in 2013/14, well exceeding its target. It maintained its increase in the proportion of these visits targeted at those people most at risk to 86 per cent, meeting its target of 8 in 10 visits being targeted at these people for the second year running.

The Brigade also continued to increase the amount of time station based staff spent on community safety activity to 13.7 per cent in 2013/14, exceeding its target of 12 per cent. The majority of time (around eight per cent) was spent on delivering home fire safety visits.

- London Fire Brigade focused on the dangers of hoarding by
 - developing a policy to ensure the Brigade's management of identified hoarding is consistent and carried out through a risk based approach

- producing a DVD for LFB operational staff entitled 'Raising Awareness of Hoarding' for operational staff and agreeing to share the hoarding training package, including the DVD, without charge, in response to enquiries from other fire and rescue services.
 - To improve community safety
 - Brigade staff participated in a range of partnerships, boards and London officer networks, such as the London Safeguarding Adult's Network, which enabled joint working with a range of organisations as well as helping to secure external funding for its community safety priorities
 - LFB revised its safeguarding policies for adults and children and began development of a new on-line referral form and database, as well as a new training programme for all Brigade staff
 - LFB Borough Commanders were provided with best practice advice on delivering fire safety advice to residents in sheltered housing.
 - LFB simplified its means of fire crews assessing a vulnerable person, the fire control measures to be adopted and the relevant referrals that should be made to internal and external stakeholder referral actions, when carrying out home fire safety visits. As well as providing greater consistency, considerable interest was shown by care providers and social housing providers wishing to adopt this for their own staff.
 - Following consultation with relevant staff, LFB revised its guidance to make its response to emergency calls more effective.
 - LFB worked with social alarm receiving centres to offer a more robust service for dealing with emergency calls and provided training and information to operators. It also compiled a database of Telecare providers and social housing providers to enable communication of best practice guidance from the Brigade to all stakeholders in the provision of care to vulnerable people. Work began on preparing a borough specific database.
 - 60 LIFE (Local Intervention Fire Education) courses were delivered in 2013/14, meeting the London Safety Plan 5 target, with a retention rate of over 80 per cent. In March 2014 LFEPA agreed that all LFB's youth schemes being branded under its LIFE programme identity.
 - 15 funding bids were submitted to a range of different organisations to support both LIFE and Cadets. Three successful bids brought in £48,000 for cadets. External funding was secured to support LIFE courses in some boroughs.
-

Measures of success

Outcome sought	Trends	Direction of change
Increase in the number of home fire safety visits	The number of home fire safety visits increased year on year from 44,765 in 2008/09 to 83,947 in 2013/14.	
Increase in the proportion of home fire safety visits targeted at those people most at risk.	The proportion of home fire safety visits targeted at those people most at risk increased year on year from 51 per cent in 2008/09 to 86 per cent in 2013/14.	
Increase in the time spent by station based staff on community safety activity	The amount of time spent by station based staff on community safety activity increased year on year from 10.2 per cent in 2008/09 to 13.7 per cent in 2013/14.	

Detailed statistics and trends

London Fire Brigade (LFB) increased the proportion of home fire safety visits targeted at those people most at risk from 84 per cent in 2012/13 to 86 per cent in 2013/14, meeting its target of eight out of 10 visits being targeted at these people for the second year running.

The Brigade increased the amount of available time station staff spent on community safety activity to from 12.7 per cent in 2012/13 to 13.7 per cent in 2013/14, exceeding its target of 12 per cent

Whilst the Brigade targets its fire prevention activity and community safety work based on lifestyle, because this more accurately helps identify who is likely to have a fire, the Brigade is required to collect data about the age, ethnicity and gender of fire fatalities.

Whilst women and men are in roughly equal proportions in the London population²¹ (51 and 49 per cent respectively), men are more likely to be a fire fatality. They represent 57 per cent of accidental fire deaths in the home. Also, older people (those over 60 years) are also more likely to be a fire fatality, and they represent 63 per cent of all fire deaths in the home (although 22 per cent in the London population).

White people are slightly over-represented amongst accidental fire fatalities in the home at 69 per cent (60 per cent in the London population); Asian people (Indian and other Asian) are slightly under-represented amongst fire deaths in the home (13 per cent compared to 20 per cent in the population). Fire deaths in the home amongst Black people (British, Caribbean and African) are in proportion to their numbers in the London population (13 per cent).

²¹ Census 2011

6 OUR DIVERSITY PRINCIPLES

The Mayor's main arrangements for ensuring there is due regard to the equality of opportunity in all his activities are set in his Equal Life Chances for All equalities framework. Following a process of reviewing the framework, which began at the end of 2013, a revision of the framework was published in May 2014. This contains revisions of the specific and measurable objectives which the Greater London Authority is required to publish under the Equality Act 2010. These and progress made against them is given in chapters two to five.

The revised framework also set out the GLA's diversity principles. These are as follows:

- use the process of mainstreaming – which is where the principle of equality is integrated into everything the organisation does and the work that everyone does on behalf of the organisation.
- adopt an evidence and needs based approach where we seek quantitative and qualitative evidence and undertake research into inequality and disadvantage experienced within London.
- assess the impact of our strategies, policies and programmes as we develop them and consider what actions, if any, may be appropriate to improve upon any identified adverse impacts on specific groups.
- monitor the impact on equality as we implement our strategies, policies and programmes.
- be open and transparent and publish all information regarding our progress on achieving equal life chances.
- work in partnership with the range of local, pan-London, and national organisations to create new and better actions.
- make consultation and engagement with diverse stakeholders in London a cornerstone of developing new equality actions.
- promote best practice.

Mainstreaming arrangements that the GLA had in place in 2013/14 were

- the Diversity and Social Policy Team which provides expert advice to help the GLA to mainstream Equal Life Chances for All and to fulfil the GLA's equality duty under the Equality Act 2010
 - on-line guidance on how staff can put the GLA's duty to promote equality into practice
 - plans to revise the GLA's decision making processes to document that equalities implications have been taken into account before and at the time that a particular policy/decision is being considered
 - plans to revise the on-line guidance to support the above change in the decision-making process
 - the development of a staff training programme on the Public Sector Equality Duty.
-

TfL's principal arrangements for mainstreaming equalities are its

- Policy and Strategy Team within Planning, taking forward equality and inclusion on the accessibility of transport services service for all,
- Human Resources Equality Team within the HR Delivery Support and Change, HR Directorate responsible for equality and inclusion and TfL's workforce
- Single Equality Scheme, delivering TfL's key equality objectives and action plan in line with the Equality Act 2010.
- Equality and Inclusion Leadership Group – driving TfL's equality agenda forward.

MOPAC has specific post holders who support mainstreaming within the organisation and a decision making form requiring documentation that equality implications have been considered.

LFEPA's arrangements include its Resources Committee having a specific remit to review performance, its Diversity Policy and working within the 'Excellent' level of the Equality Framework for the Fire and Rescue Service.

7 HOW THE LONDON ASSEMBLY PROMOTED EQUALITY OF OPPORTUNITY IN 2013/14

The London Assembly is elected to hold the Mayor to account and investigate issues that matter to Londoners. An important part of its work is making sure that the Mayor's policies do not unfairly disadvantage particular groups. Much of its work is carried out by Committees and below are some examples of how the Committees' work considered equalities issues in 2013/14.

The Economy Committee carried out an investigation into **adult careers services** in London. National Careers Service providers across London offer face-to-face advice to adults to provide accessible, impartial and up-to-date information on the London labour market, and to support people to be adaptable and to develop resilience in a fast-changing economy. However, the Committee identified a lack of tailoring of services, including for people aged over 50, parents and women. These groups face particular challenges in developing their careers, yet services are currently not able to address their needs. The Committee's final report set out a vision for services with key priorities for the London Enterprise Panel and recommended how careers services in London could learn from good practice examples of working with groups with specific needs. It noted that specific resources need to be allocated and targeted to these groups.

The Transport Committee's investigation of **pedestrian safety** highlighted the challenges facing vulnerable pedestrians. It was concerned to find that Green Man times (the time given for people to cross the road) had been reduced at sites across London, particularly as 25 per cent of pedestrian deaths and serious injuries occur at pedestrian crossings. The Committee found a lack of careful analysis of how changes to pedestrian crossings have affected behaviour and led to increased anxiety for many of the most vulnerable pedestrians, such as older or disabled people. The Transport Committee's investigation found that the very large majority of people over the age of 65 have a walking speed which is slower than the 1.2 metres per second assumed by Transport for London when setting the timings on pedestrian crossing. The Committee's report called on the Mayor and TfL to make funds available for vital upgrades to improve pedestrian safety at crossings. In January, the Assembly passed a resolution by a majority vote calling on the Mayor to amend guidance for pedestrian crossing timings.

Low pay is a significant issue facing those in poverty: over half of London's two million people living in poverty live in households with at least one person in work. People are more likely to be in **low-paid jobs** if they are black, Asian or minority ethnic or female. The Economy Committee's review of the London Living Wage sought to increase expansion of the London Living Wage. It concluded that the Living Wage will only be considered 'the norm' in the capital once it is widely adopted in the sectors where low pay is most prevalent and made recommendations to the Mayor to promote the London Living Wage.

The Housing Committee sought to find out how demand for **specialist housing options for older people** (often known as sheltered or retirement housing) is being met and the challenges faced for increased future provision. Projections included in the report indicate that London might need an additional 80,000 sheltered housing spaces and 67,000 more care home places by 2041. The Committee made recommendations to improve links between health and housing experts, to improve planning and commissioning of housing for older people and for the Mayor to lobby government for planning policy changes that might incentivise building homes for older people.

An investigation into **diabetes care** by the Health Committee explored the risk of developing Type 2 diabetes, which differs between groups. There has been an estimated 75 per cent increase in Type 2 diabetes in the capital over the last decade. Experts told the Committee that the main driver of the increase in Type 2 Diabetes was the increase in obesity. Children living in the capital are more likely to be obese than elsewhere in England, with 22 per cent of children aged 10-11 years at risk of being obese. Another factor driving the increase in Type 2 diabetes is London's diversity. Forty per cent of Londoners are black, Asian or minority ethnic and of those, over half are people of Afro-Caribbean or South Asian descent, groups that are both more likely to develop the condition than their white counterparts.

The Transport Committee has continued to press for a fair deal for **bus passengers**. Its report on bus services noted that young people aged 16-24 years old rely on buses more than other age groups and that price rises can have a negative impact on their access to education and employment. This is one group that might benefit were the Mayor to adopt the Committee's recommendation for a more 'passenger-focused' ticketing system with a wider range of fare options that might benefit those on low incomes, such as students. And in its response to TfL's consultation on **removing cash payment from buses**, the Committee also highlighted the importance of mitigating any adverse impacts. In particular, the Assembly Members felt more steps were needed to protect vulnerable bus passengers from potentially adverse effects. It called on the Mayor and TfL to take various measures including introducing an option for bus passengers to make one more bus journey using an Oyster card with insufficient credit before removing cash payment.

An investigation by the Police and Crime Committee examined the use of **stop and search**, an issue overwhelmingly affecting young people and black, Asian and minority ethnic people. The Assembly commissioned new research with young people, primarily males aged 16-20 and of black or Asian ethnic background. The research revealed that some young people had noticed a difference in how the Metropolitan Police use stop and search in recent years, which back up the police's evidence of a reduction in the number of searches being carried out, and the success of those searches. However, the Committee made recommendations to embed improvements across the Metropolitan Police to ensure that stop and search does not impede improvements in public confidence.

In May 2013, the Independent Commission on **Mental Health and Policing**, led by Lord Adebowale, produced its final report. Six months later, the Police and Crime Committee examined the Metropolitan Police's response to the report to consider what progress was being made against its recommendations. The Met has reviewed every policy relating to mental health and all front-line officers received vulnerability assessment training by spring 2014. The Committee will continue to monitor how this training enhances the knowledge of mental health across the Met and what difference this makes in supporting those in mental health crisis. The Committee heard that the Metropolitan Police was developing a vulnerable people command and sought assurances that mental health will not get lost within the wider vulnerability agenda.

The Assembly has continued to challenge the Mayor about **household overcrowding** in London. Previous work by the then Planning and Housing Committee found that overcrowding has a negative impact on children but that over 300,000 children in London live in crowded conditions. The Mayor

has committed to end severe overcrowding by 2016 and this year the Housing Committee held discussions with the Deputy Mayor for Housing, Land and Property to see what further steps are planned or deemed necessary. In its response to the Mayor's new draft Housing Strategy, the Committee pressed the Mayor for proposals to overcome this pernicious issue.

The Economy Committee's investigation of **parental employment** in London found that a significant proportion of the capital's skilled workforce is being wasted. The Committee highlighted that London's parental employment rate is below the rest of the UK. Lone parents find it particularly difficult to work, with just 57.5 per cent in London in jobs. The Committee advised the Mayor to include additional details in the London Enterprise Panel's forthcoming strategy on parental employment, to set out how it will overcome childcare challenges and the shortage of quality part-time jobs for parents.

Standing up for Londoners

The Assembly meets regularly to consider the issues that matter to Londoners. It can use these meetings to draw attention to a particular issue and to call for further action from the Mayor. In the past year, the Assembly passed a majority vote to:

- call on the Mayor to bring forward plans to ensure all TfL controlled crossings at least meet the DfT minimum standard relating to blind and partially sighted people. (January 2014);
- urge the Mayor and Transport for London to develop and adopt a 'Passengers Charter' to set out the minimum service that users can expect from TfL in light of the closure of tube ticket offices, to ensure that older and vulnerable people are not adversely affected. (February 2014); and
- welcome the Government's announcement that it will provide healthy Universal Free School Meals to infant schools from September 2014 (October 2013).

Engaging London in its work

The Assembly organises events and meetings to enable Londoners to engage in the government of London. It also holds events to recognise the important contribution made by a wide spectrum of Londoners to the well-being of their city and fellow citizens. In 2013-14 these included events to mark Commonwealth Week, a reception for volunteers who give their time to environmental projects in the capital, and a reception for people who volunteered to help deliver the Olympic and Paralympic Games. The Assembly jointly hosted an annual Holocaust Memorial Ceremony in partnership with the Mayor, the Holocaust Memorial Day Trust and the Holocaust Education Trust.

The Assembly conducts a proactive programme of engagement with schools, colleges and universities in London. This includes briefings about the work of the Assembly, a programme of visits to City Hall for Mayor's Question Time and opportunities for individual apprenticeships, paid internships and work experience placements. In April, the Assembly hosted the London UpRising Leadership Programme, which supports potential leaders from diverse backgrounds.

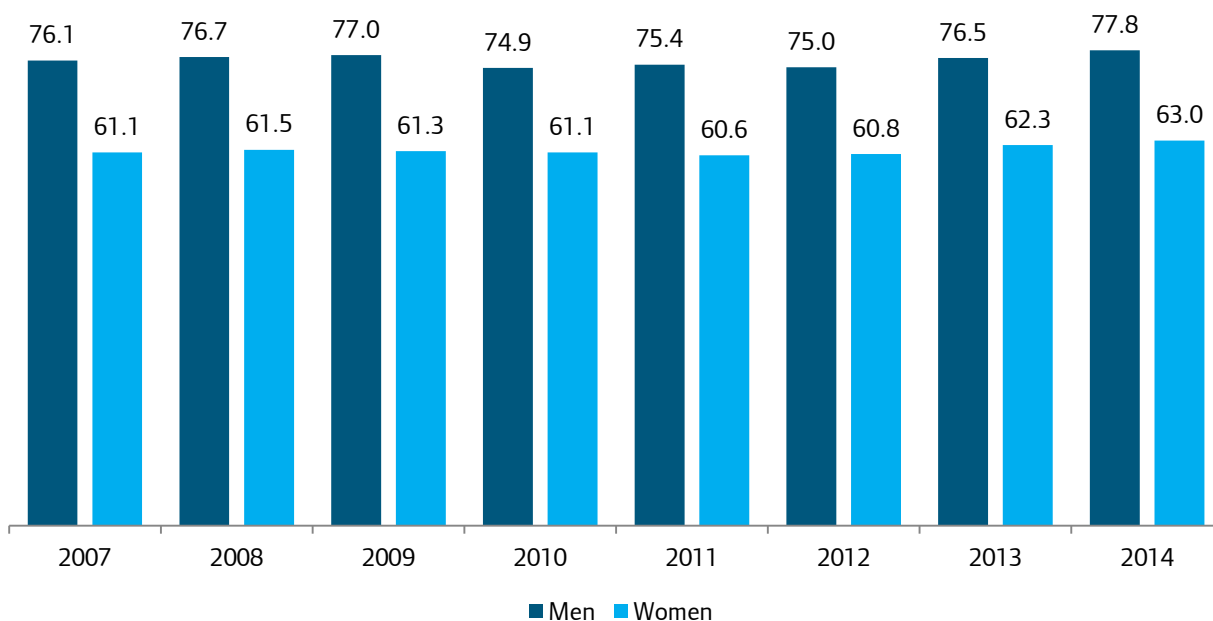
APPENDIX: ADDITIONAL DATA CHARTS

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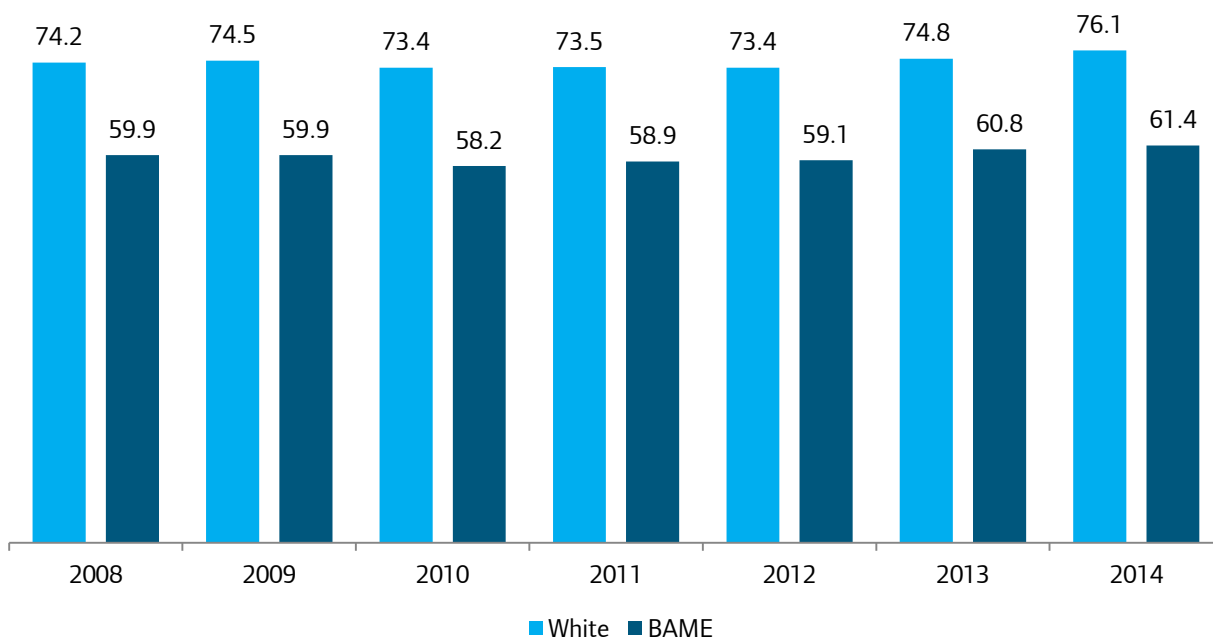
Employment

Chart 18 Employment rate of men and women aged 16 to 64 in London, 2007 to 2014 (%), Year Ending March



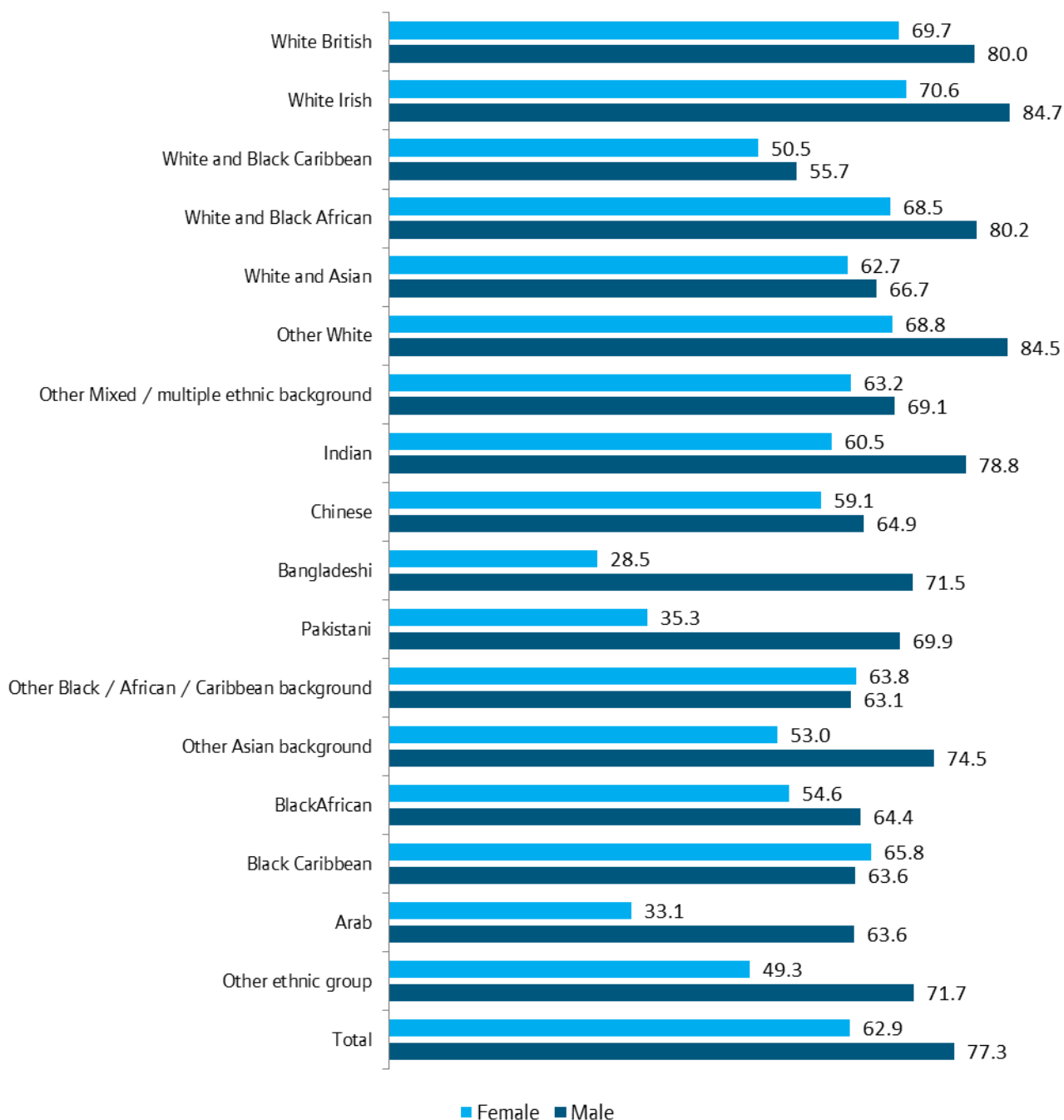
Source: Annual Population Survey, Office for National Statistics

Chart 19 Employment rate (%) of BAME and white groups in London, 2007 to 2014, year ending March



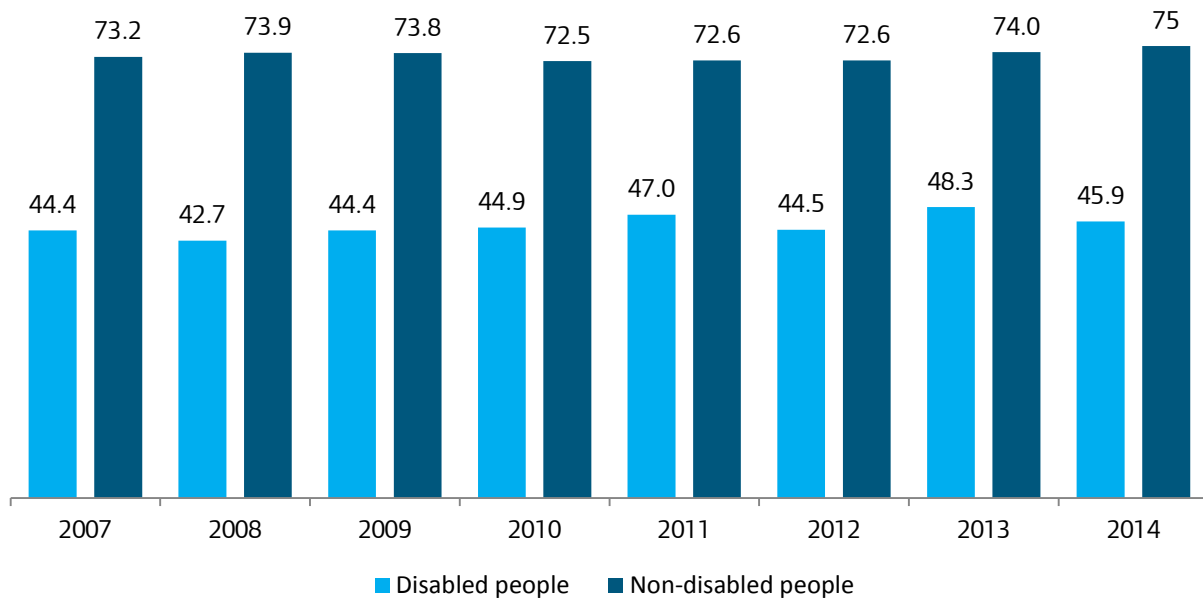
Source: Annual Population Survey, Office for National Statistics

Chart 20 Employment rate (%) of people aged 16 to 64 in London by detailed ethnic group and gender, excluding full-time students, 2013



Source: Annual Population Survey January to December 2013

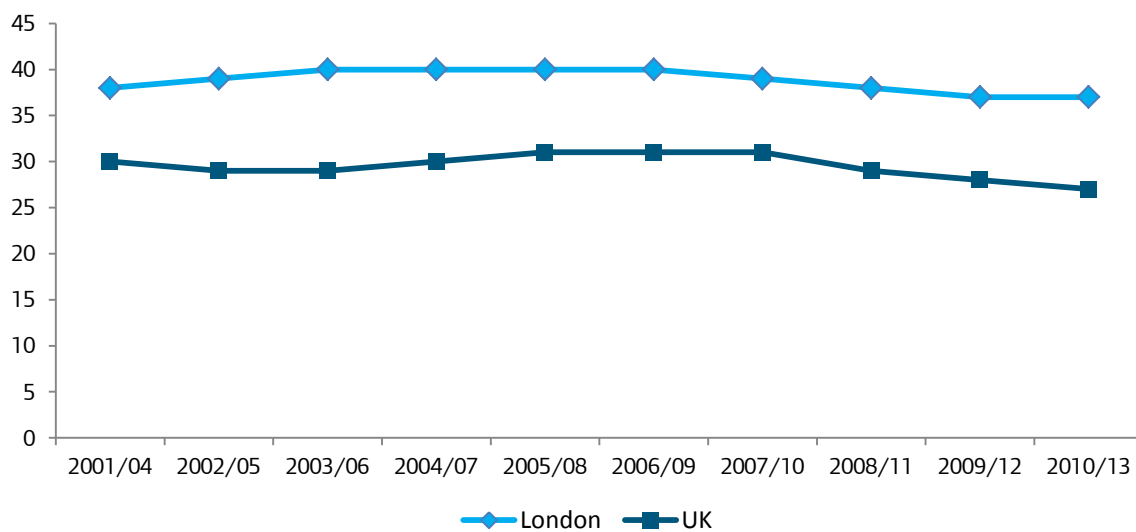
Chart 21 Employment rates (%) of disabled and non-disabled people in London, 2007 to 2014



Source: Annual Population Survey

Child Poverty

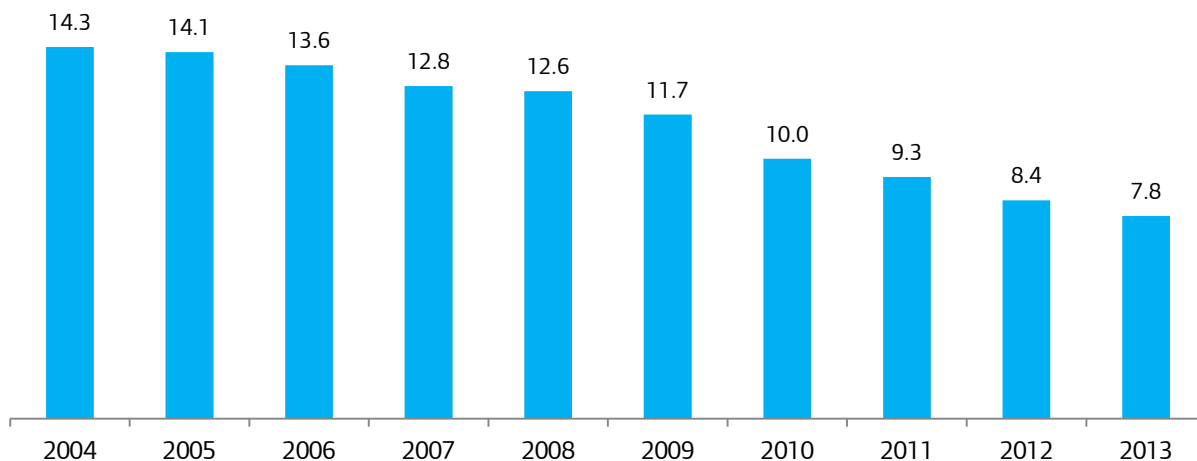
Chart 22 Proportion of children living in poverty, after housing costs, London and the UK, 2001 to 2013 (%)



Source: Households below Average Income, Department for Work and Pensions

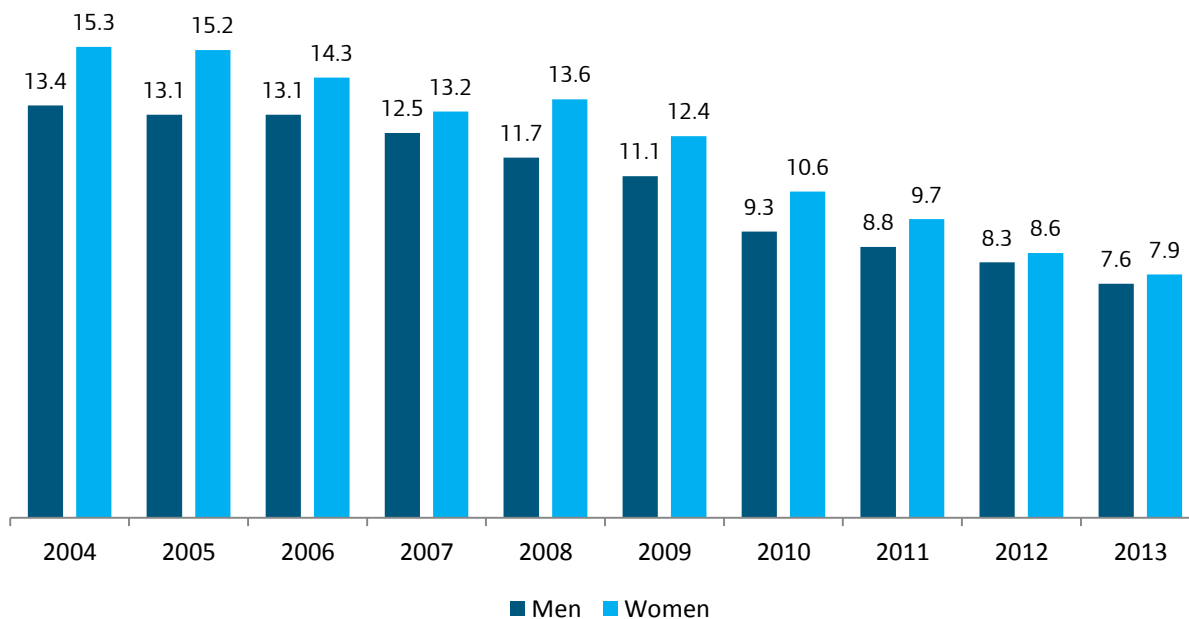
Skills

Chart 23 Proportion of Londoners of working age with no qualifications (%), 2004 to 2013



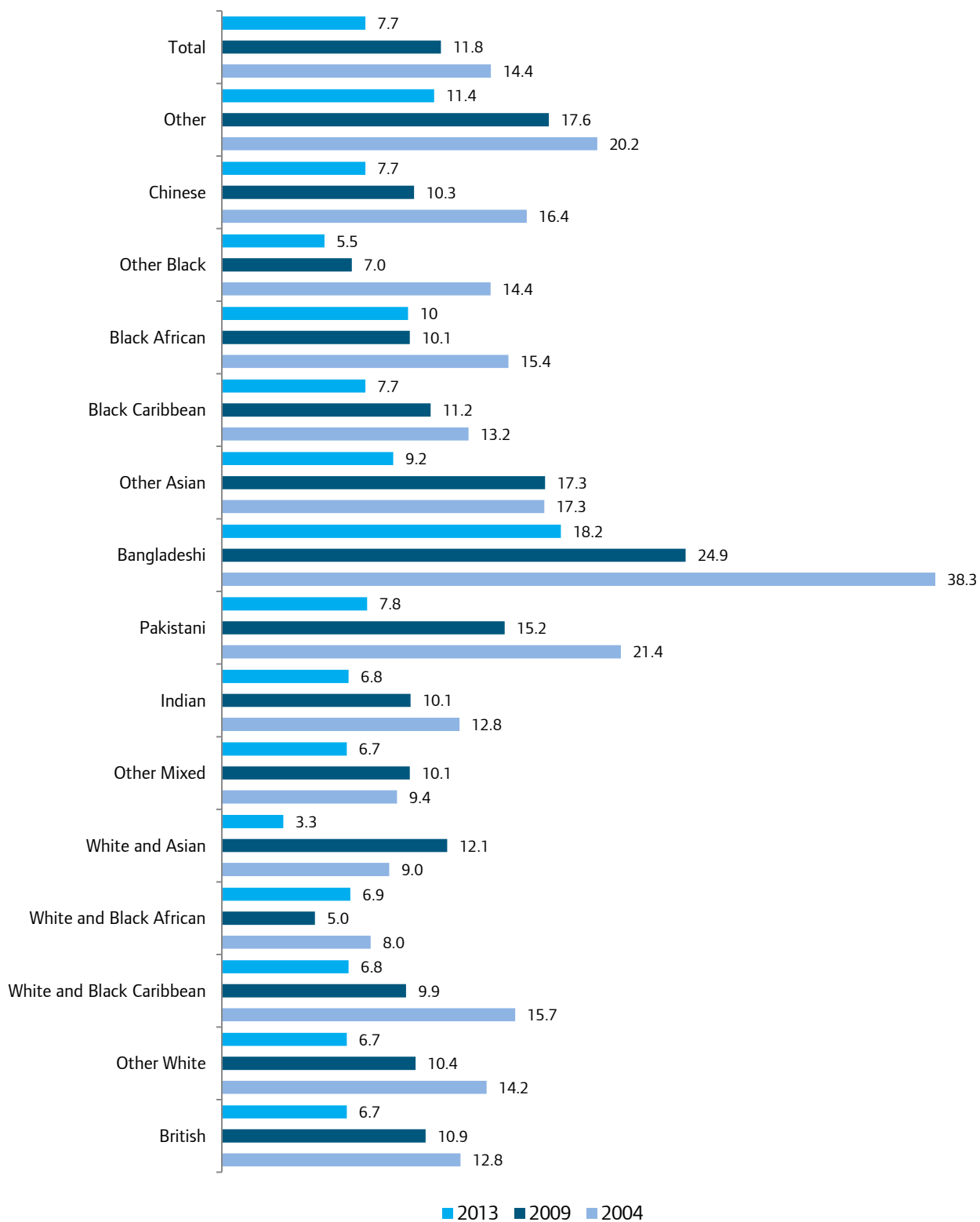
Source: Annual Population Survey

Chart 24 Proportion of men and women of working age in London with no qualifications (%), 2004 to 2013



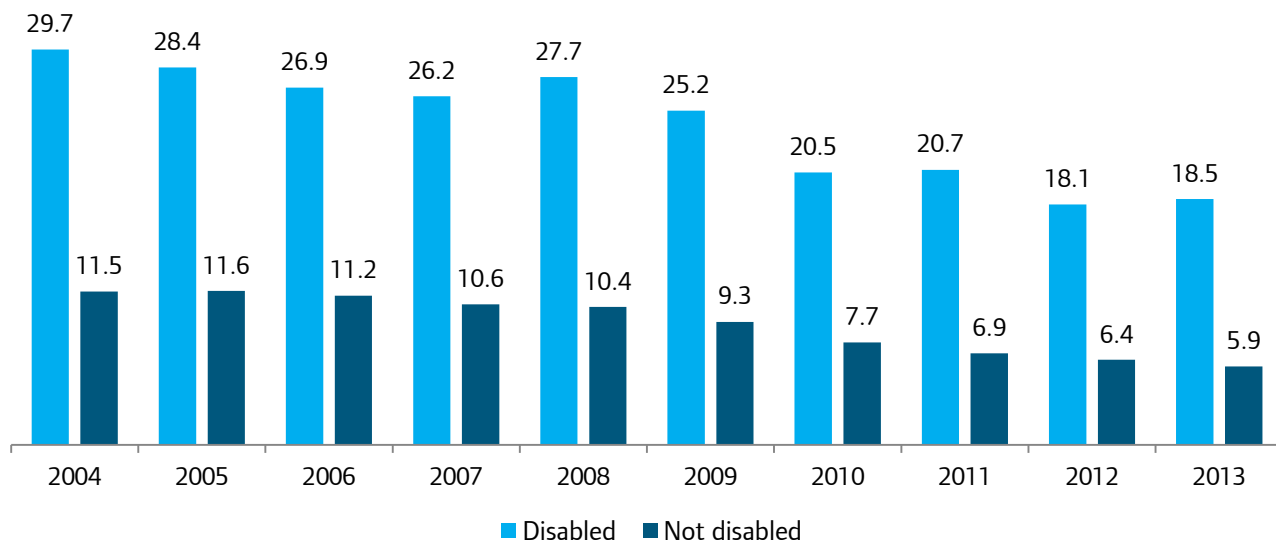
Source: Annual Population Survey

Chart 25 Proportion of people of working age in London with no qualifications (%), by ethnicity 2004, 2009 and 2013



Source: Annual Population Survey

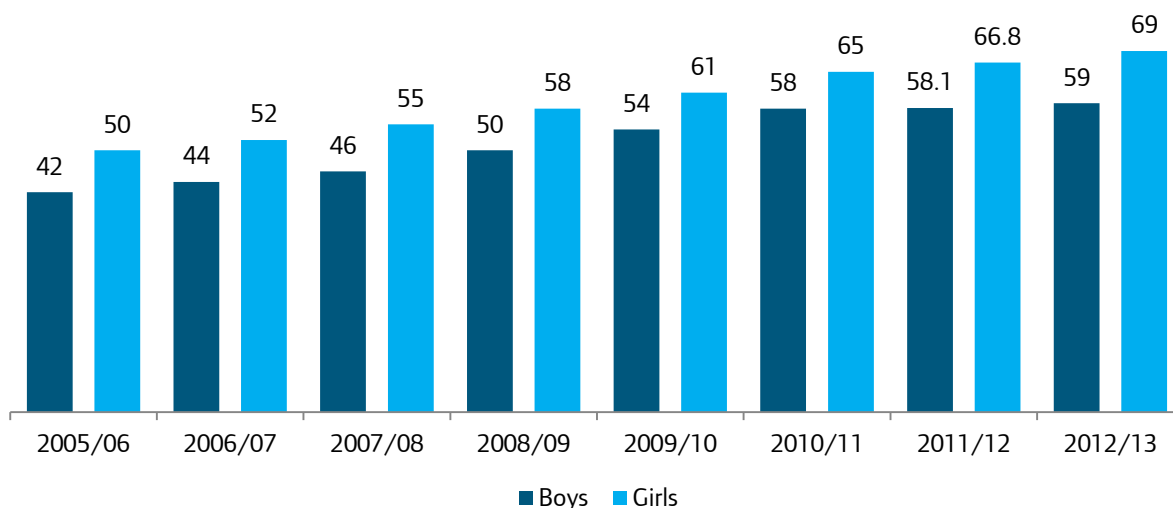
Chart 26 Proportion of disabled and not-disabled people of working age in London with no qualifications (%), 2004 to 2013



Source: Annual Population Survey

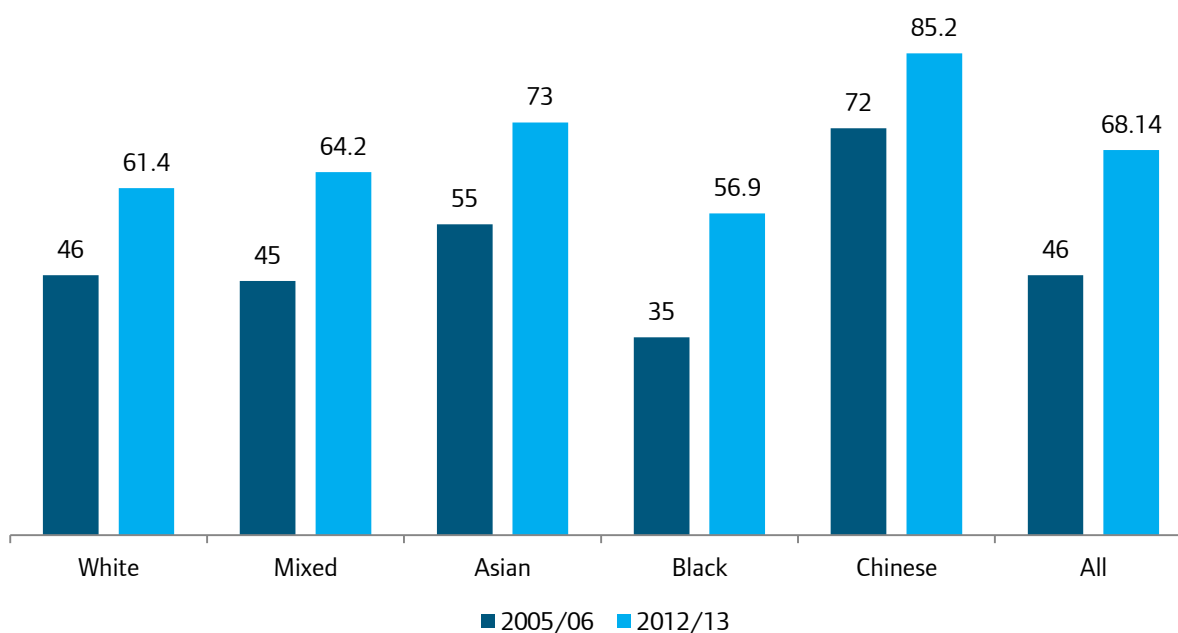
Education

Chart 27 Percentage of pupils in maintained schools at the end of Key Stage 4 achieving 5 or more GCSEs graded A* to C, by gender, London 2005/06 to 2012/13



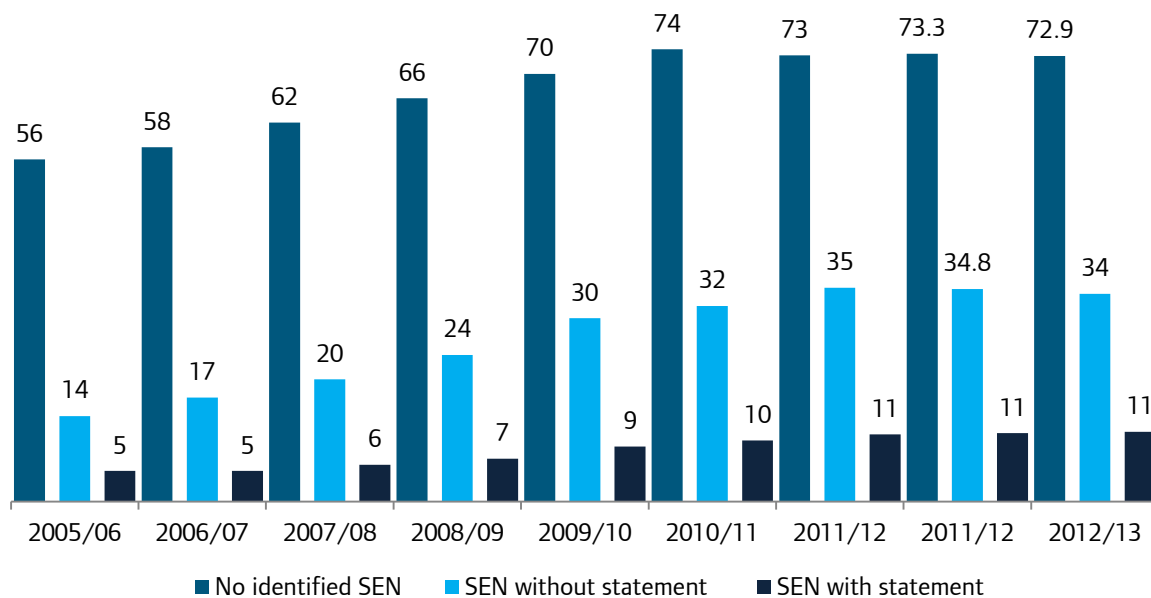
Source: Department for Education

Chart 28 Percentage of pupils at the end of Key Stage 4 achieving 5 or more GCSEs graded A* to C, by ethnic group, London 2005/06 and 2012/13



Source: Department for Education

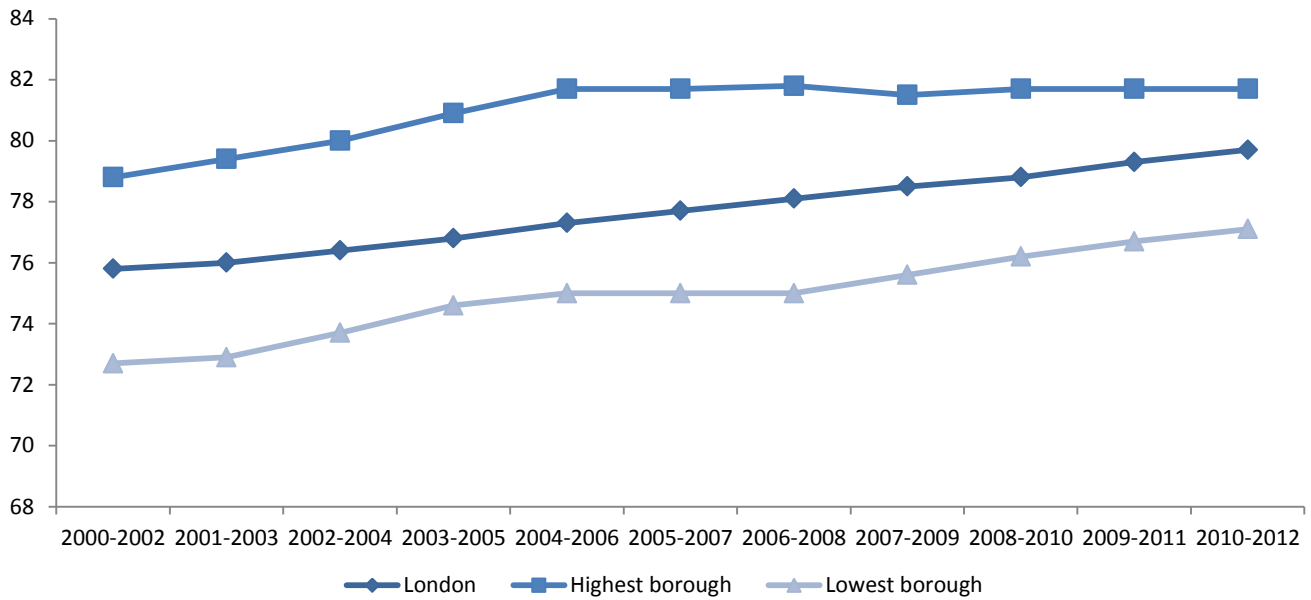
Chart 29 Percentage of London pupils achieving 5 or more GCSEs graded A* to C, by whether or not have special educational needs (SEN), 2005/06 to 2012/13



Source: Department for Education

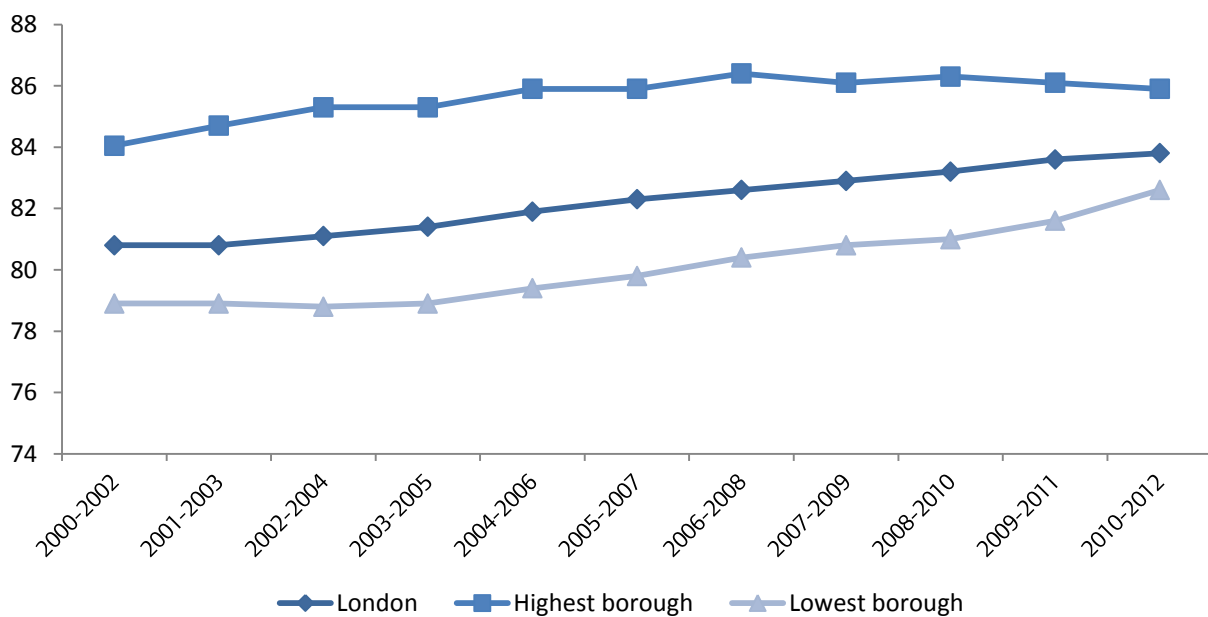
Health

Chart 30 Life expectancy, males, 2000 to 2012 (years)



Source: Office for National Statistics

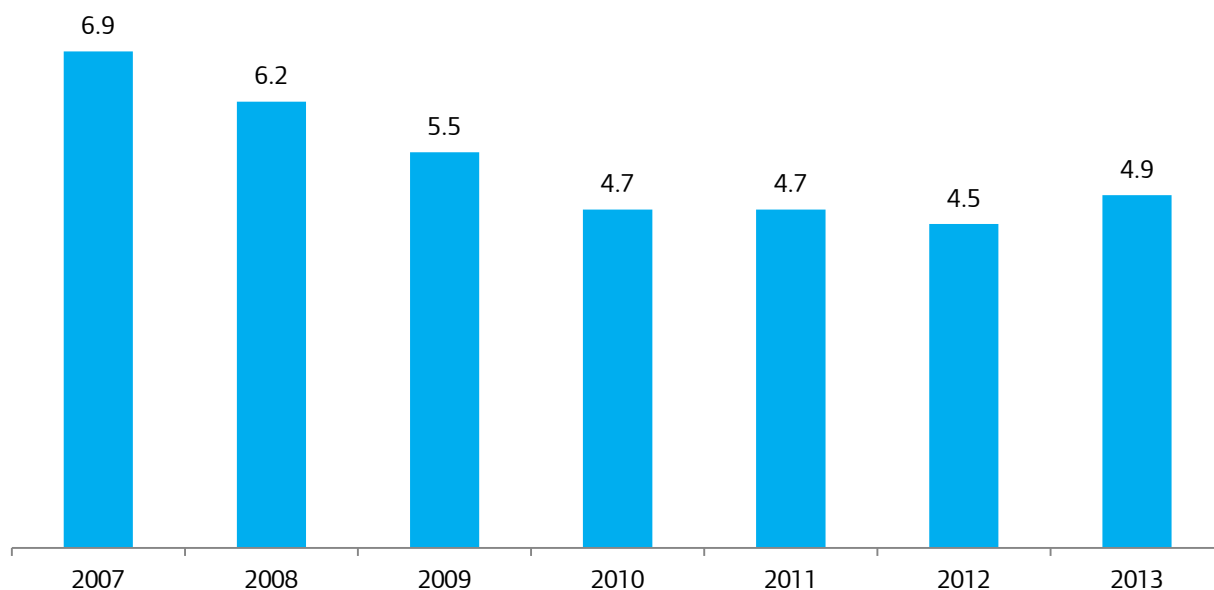
Chart 31 Life expectancy, females, 2000 to 2012 (years)



Source: Office for National Statistics

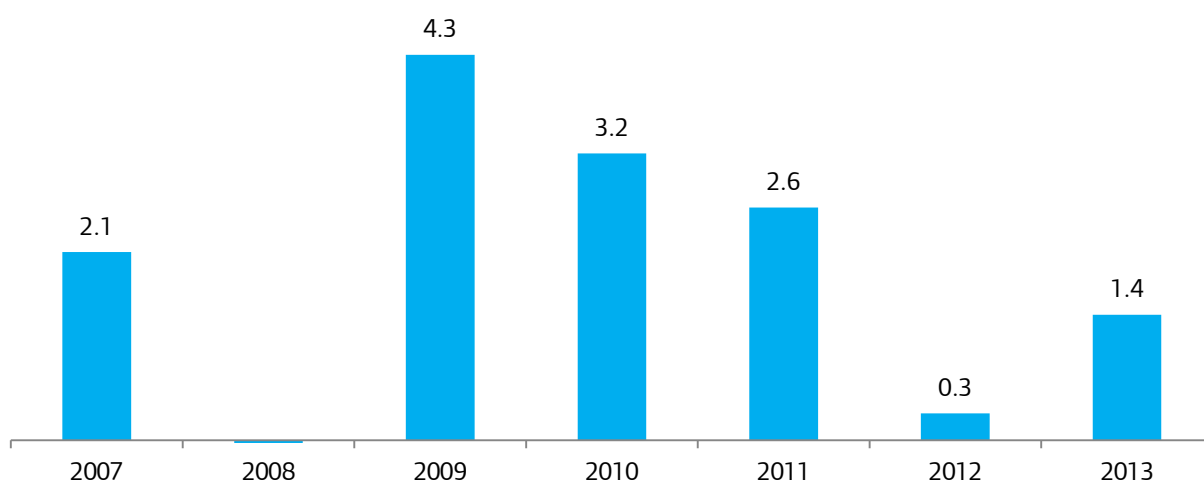
Legacy of the London 2012 Olympic and Paralympic Games

Chart 32 The employment rate gap between the growth boroughs and the London average (%), September 2007 to 2013



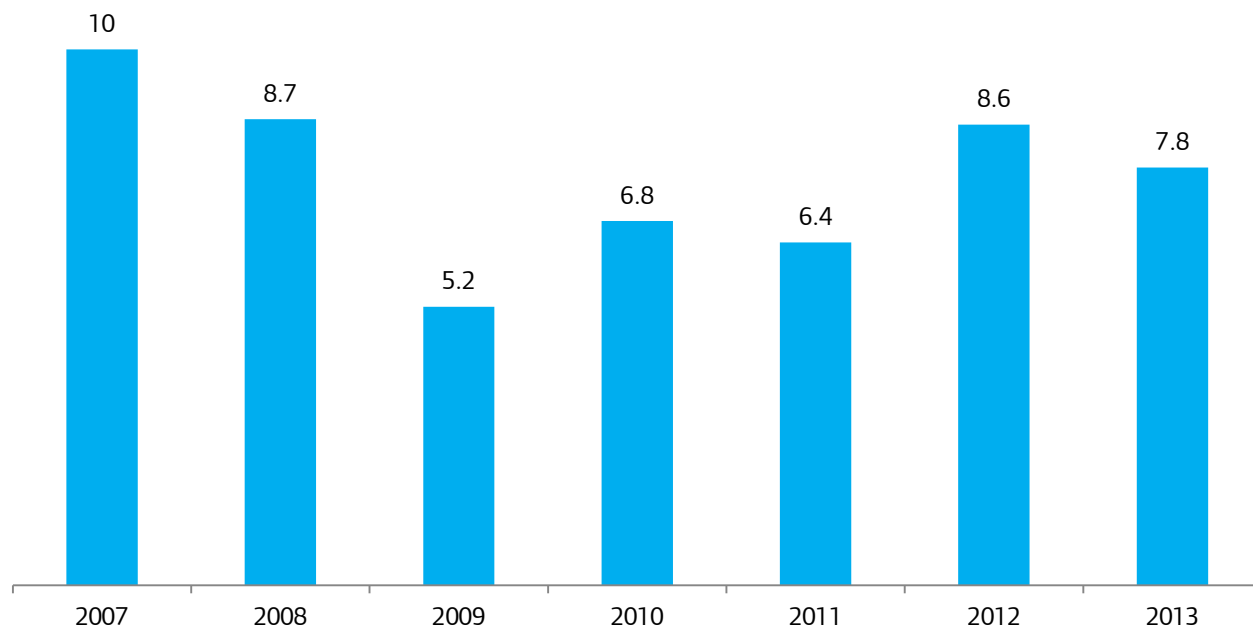
Source: Annual Population Survey

Chart 33 The employment rate gap (%) for young people (16-24) between the growth boroughs and the London average, September 2007 to 2013



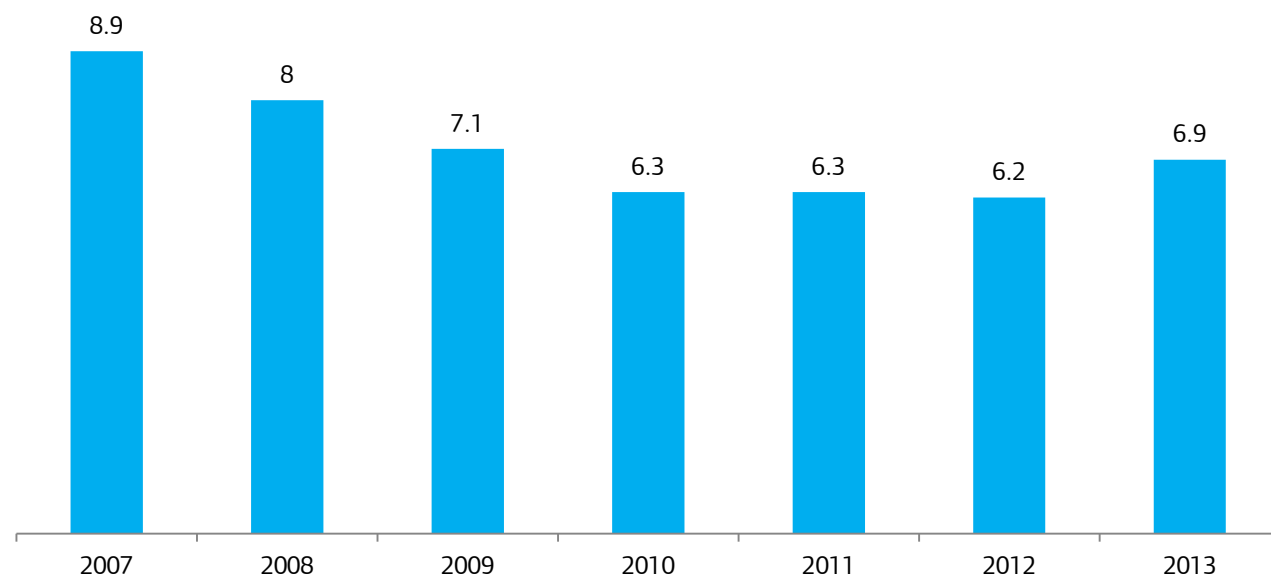
Source: Annual Population Survey

Chart 34 The employment rate gap (%) for older people (50-64) between the growth boroughs and the London average, September 2007 to 2013



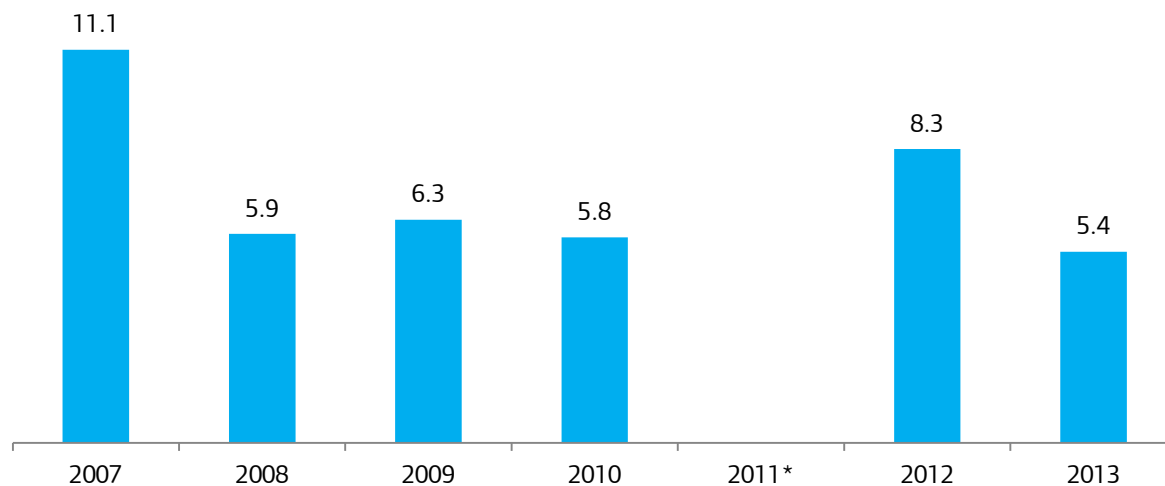
Source: Annual Population Survey

Chart 35 The employment rate gap (%) for women between the growth boroughs and the London average, September 2007 to 2013



Source: Annual Population Survey

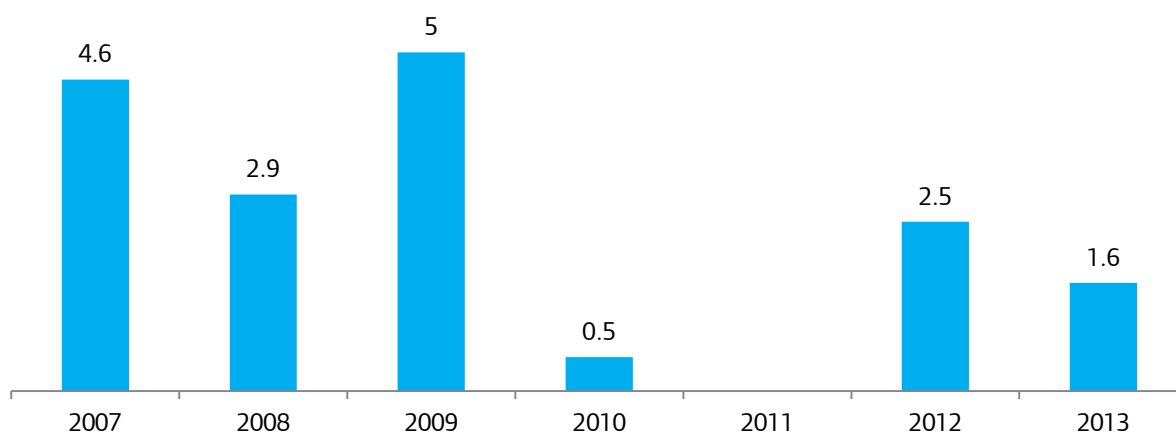
Chart 36 The employment rate gap (%) for BAME women between the growth boroughs and the London average, September 2007 to 2013



Source: Annual Population Survey

Note: 2011 figures not available

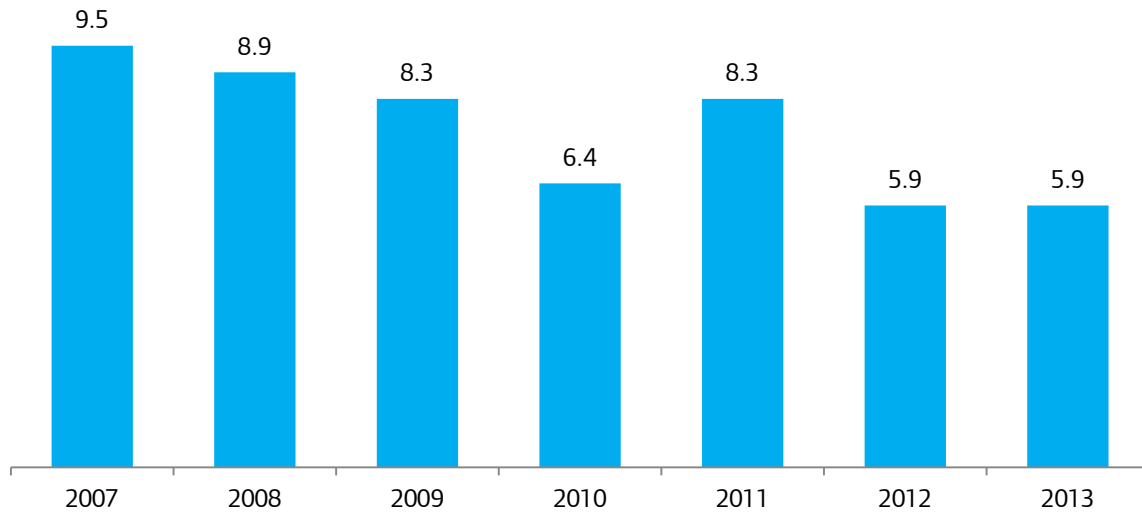
Chart 37 The employment rate gap (%) for BAME men between the growth boroughs and the London average, September 2007 to 2013



Source: Annual Population Survey

NOTE 2011 figures not available

Chart 38 The employment rate gap (%) for disabled people between the growth boroughs and the London average, September 2007 to 2013



Source: Annual Population Survey

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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 ਫੋਨ 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.