

# MAYOR OF LONDON

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# ALL OF US

THE MAYOR'S STRATEGY  
FOR SOCIAL INTEGRATION

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## Mayor's foreword

As the Mayor of London, I am proud to represent such a forward-looking, dynamic, global city. London today is one of the most diverse cities in the world with more than 300 languages spoken on our streets and every faith freely practised.

On the whole, we do not just tolerate one another or just accept our differences, we respect and celebrate them. But our communities have been changing rapidly, inequality has increased and our sense of social cohesion is being put to the test like never before.

We must take action – not only to ensure our differences do not breed division, but also to work to build a stronger sense of unity within our cities. One of the lessons from around the world is that a “hands-off” approach to social integration simply does not work. Our approach needs to go much further than simply integration between different nationalities, ethnic groups or faiths. It must also take account of other important aspects such as age, social class, employment status, sexuality, gender and disability. It is about social integration in a wider context - our bonds as citizens, and how we interact with one another.

At its core, greater social integration involves us creating an environment where more Londoners can make new connections, breaking down the barriers of social class and economic inequality and bringing those of different ages and backgrounds together in shared experiences.

This is so important because it helps us to grow trust and allow communities to flourish. We know that greater social integration produces positive benefits, such as: helping to reduce mental-health issues; preventing violent extremism; stopping vulnerable people from becoming isolated; and increasing social mobility.

The evidence also shows us that meaningfully engaging with someone from a different ethnicity, social background or age group makes people more likely not just to view that particular group positively, but to have more confidence in people as a whole.

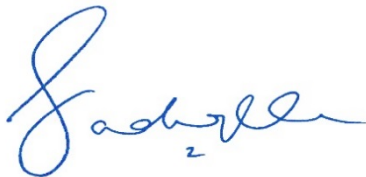
Promoting social integration is a matter for everyone because it benefits us all. That is why it is a top priority for me as Mayor and why I appointed London's first ever Deputy Mayor with responsibility for Social Integration, Social Mobility and Community Engagement – Matthew Ryder QC. His job is to make sure that City Hall plays a prominent and strategic role in improving social integration across London, including partnering with and supporting those Londoners and organisations who are already leading the way.

Some still argue that weaker social and community bonds are just the price we must pay for our diversity, but I fundamentally disagree. Diversity must be accompanied by meaningful social integration and I am optimistic that through creating opportunities for people to come together within communities, we can build a more empathetic city and ensure that our growing diversity strengthens, rather than erodes, the social fabric of our neighbourhoods.

This is the way to a more productive, healthier, safer and, ultimately, more prosperous city for everyone.

So I am pleased to launch City Hall's first ever strategy for social integration. I believe we can address the barriers to social integration and the inequalities that divide people by weaving shared experiences into the everyday life of our city. And we can put building connections between Londoners from different backgrounds at the heart of our institutions.

There is not going to be a quick fix to this issue of polarisation and division, which is one of the 21st century's biggest challenges. But I am confident that if we treat it with the seriousness it deserves, we can make a real difference in forging stronger communities, which will give us a renewed sense that we are united as neighbours, as citizens and as Londoners.



**Sadiq Khan**  
Mayor of London





## Deputy Mayor's foreword

This strategy is the product of months of research and discussions with London's communities and civil society. We have looked closely at what has succeeded and failed in the past. We have talked to leading experts and academics, and held learning exchanges with officials from cities around the world. The result is an approach firmly rooted in the context of London, but reinforced by an understanding of national and international best practice. We have expanded how social integration should be defined and have created new programmes and partnerships to promote it. We are committed to using the best available data to measure, evaluate and share what we do.

Two parts of my role as Deputy Mayor for Social Integration, Social Mobility and Community Engagement are vital to understanding this strategy. First, the Mayor has tasked me with making sure that all of City Hall's work helps to improve social integration, across his whole remit. This includes housing, planning, regeneration, environment, policing, culture, business, early years and health. In that context, this strategy provides the other Deputy Mayors with a useful framework for how to embed social integration in their work. Second, the Mayor has made me responsible for several teams at City Hall. These include social policy, community engagement, sport and volunteering. This means I can create new programmes with social integration at their heart<sup>1</sup>.

It is important to read this document alongside the Mayor's Equality, Diversity and Inclusion Strategy<sup>2</sup>. That strategy provides more detail on our work relating to equality and discrimination including gender, ethnicity, disability, sexual orientation and other protected characteristics<sup>3</sup>. As detailed below, addressing inequality is an essential part of improving social integration. It is also an important part of the Mayor's other strategies, each of which give more detail on their programmes referenced here.

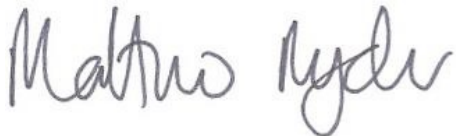
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<sup>1</sup> New initiatives include: The London Family Fund, Citizenship and Integration Initiative (CII), Workforce Integration Network (WIN), Sport Unites, Reward and Recognition scheme, Social Integration Design Lab, ESOL Plus, and Social Evidence Base.

<sup>2</sup> The Mayor's draft Equality, Diversity and Inclusion Strategy sets out how he proposes to address long-standing inequalities and discrimination in London experienced by those groups protected by the Equalities Act 2010, as well as going beyond his legal duties to address barriers to inclusion for key groups. GLA (2017). *The Mayor's vision for a diverse and inclusive city: Draft for consultation*. Draft available at: <https://www.london.gov.uk/get-involved/all-consultations/consultation-mayors-vision-diverse-and-inclusive-city> [Accessed 23 Feb 2018].

<sup>3</sup> The Equality Act 2010 sets out nine statutory protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

I would like to thank all our partners, including other city mayors nationally and internationally, and London's civil society and communities. They have played an important role in sharing ideas and shaping this strategy. I look forward to continuing those conversations and to working in partnership with Londoners to deliver the Mayor's vision.

A handwritten signature in grey ink that reads "Matthew Ryder". The signature is written in a cursive, flowing style.

**Matthew Ryder QC**

Deputy Mayor for Social Integration, Social Mobility and Community Engagement

# Executive summary

## Overview

The Mayor's aim is to improve social integration in London. This means enabling people to have more opportunities to connect with each other positively and meaningfully. It means supporting Londoners to play an active part in their communities and the decisions that affect them. It involves reducing barriers and inequalities, so that Londoners can relate to each other as equals. A socially integrated city is a healthier, fairer and safer city<sup>4</sup>.

Effective social integration goes beyond how people from different backgrounds come into contact with each other. This strategy builds and expands on existing work on what social integration is, and how it should be defined<sup>5</sup>. We use the following definition:

*Social integration is the extent to which people positively interact and connect with others who are different to themselves. It is determined by the level of equality between people, the nature of their relationships, and their degree of participation in the communities in which they live.*

The Mayor's work on social integration has four parts:

- Relationships – promoting shared experiences
- Participation – supporting Londoners to be active citizens
- Equality – tackling barriers and inequalities
- Evidence – improving London's evidence base to measure, evaluate and share findings on the state of social integration.

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<sup>4</sup> Social Integration Commission (2014). *Social integration: A wake-up call*. London: Social Integration Commission.

<sup>5</sup> The Social Integration Commission defines social integration as: "The extent to which people in Britain interact with others who are different to themselves in relation to age, social grade, ethnicity and age." Social Integration Commission (2015). *How Integrated is Modern Britain?* [online]. Available at: [http://socialintegrationcommission.org.uk/SIC\\_Report\\_WEB.pdf](http://socialintegrationcommission.org.uk/SIC_Report_WEB.pdf) p.7 [Accessed on 30 Jan 2018].

The All Party Parliamentary Group on Social Integration defines it as: "The extent to which strong social ties, maintained through a web of relationships and interactions, inspire bonds of trust, reciprocity and solidarity between Britons from all backgrounds". The All Party Parliamentary Group on Social Integration (2017). *Integration not Demonisation*. House of Commons. [online]. Available at: [http://d3n8a8pro7vnm.cloudfront.net/themes/570513f1b504f500db000001/attachments/original/1504379228/TC0016\\_AAPG\\_Integration\\_not\\_Demonisation\\_Report.pdf?1504379228](http://d3n8a8pro7vnm.cloudfront.net/themes/570513f1b504f500db000001/attachments/original/1504379228/TC0016_AAPG_Integration_not_Demonisation_Report.pdf?1504379228) p.8. [Accessed on 30 Jan 2018].

## The state of social integration in London

A high proportion of Londoners (90 per cent) agree that London is a good place to live and 66 per cent say they feel they belong to their neighbourhood. That said, we must evaluate why some Londoners do not feel that way<sup>6</sup>. To do so, we analysed existing data on each part of social integration (relationships, participation and equality). Relationships could be more diverse. In 2015, some 21 per cent of Londoners said all their friends were of the same ethnicity as themselves<sup>7</sup>. Almost a third said all their friends were a similar age to themselves and 30 per cent said that all their friends had a similar education to them<sup>8</sup>. Rates of participation in volunteering, voting and civic participation vary widely between groups and across London boroughs<sup>9</sup>. The challenges for equality include employment rate gaps and a shortage of affordable housing. There are also specific barriers for certain groups including digital exclusion and difficulty accessing support to learn English.

Through engagement with communities we heard about the ways in which sport, volunteering, culture, food and the experience of parenting bring together Londoners from different backgrounds. Many see London as a successful city for diversity and openness – indeed this is what attracts them to live here. We learned about the kinds of experiences which help Londoners build connections and challenge their negative assumptions about others. These include developing new relationships at work, getting to know neighbours, and being involved in activities in their community – from arts programmes to local campaigning. The community groups we heard from also highlighted barriers to social integration including: housing problems, low incomes, English language difficulties, and challenges accessing their legal rights to citizenship and residence.

## Promoting shared experiences

Real social integration is about living lives connected with others. The Mayor's vision is to support Londoners to build meaningful relationships with individuals from different backgrounds as well as their own. Achieving this means supporting Londoners to have more positive and frequent shared experiences. The Mayor will:

- launch **The London Family Fund** to help improve social networks and reduce isolation during the crucial period of early parenthood
- launch **Sport Unites**, a new community sports programme focused on improving relationships between Londoners from different backgrounds and communities

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<sup>6</sup> Greater London Authority (GLA) Analysis of Mayor's Office for Policing and Crime (MOPAC) Public Attitudes Survey, 2016/17.

<sup>7</sup> GLA Analysis of Understanding Society, 2014/15.

<sup>8</sup> GLA Analysis of Understanding Society, 2014/15.

<sup>9</sup> GLA Analysis of UK Electoral Statistics, 2016; GLA Analysis of Taking Part survey, 2015/16.

- work in partnership with key sports organisations such as Sport Relief and London Sport to engage groups at risk of loneliness and marginalisation
- direct culture programmes – including **Culture Micro Grants** and a new Zip Oyster pilot offering discounted cultural opportunities for families – towards the goal of improving social integration through London's arts and culture
- create a **Social Integration Design Lab** as a resource for London's boroughs councils, supporting them with plans to embed social integration into the design of local public services
- partner with civil society to develop a response to new identities research, helping Londoners celebrate and be proud of an inclusive London identity
- develop an approach to welcoming newcomers to the city, building on the successes of existing welcome groups.

## Supporting Londoners to be active citizens

Improving social integration also means supporting greater participation. This is how Londoners play an active role in their community and city, and become involved in the decisions that affect them. The Mayor will:

- trial a new **Reward and Recognition scheme** in partnership with vInspired to incentivise and reward volunteering among young Londoners
- work with NCS Trust<sup>10</sup>, as it delivers its vision with young people across the country, to evolve the National Citizen Service to suit the needs of young Londoners and promote every aspect of social integration
- increase and diversify the involvement of Londoners in the volunteering work of Team London, including **HeadStart Action**<sup>11</sup>, the **Young Ambassadors**

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<sup>10</sup> NCS Trust is a not-for-profit social enterprise established to shape, support, champion and lead a thriving National Citizen Service. Its key goals are improving social cohesion, social mobility and social engagement.

<sup>11</sup> HeadStart provides employment workshops and a guaranteed job interview to young people who give 16 or more hours of their time to volunteering in their local community. HeadStart Action is a new programme which will target young people who are in school but at risk of ending up outside of employment, education or training.

**programme**<sup>12</sup> and **employer-supported volunteering**<sup>13</sup>, alongside initiatives to support participation by Londoners affected by poor health and disability

- work with the **Citizenship and Integration Initiative (CII)**<sup>14</sup> to encourage greater involvement in democracy among new citizens through citizenship ceremonies, and among school leavers through political literacy resources
- champion community involvement across City Hall's work to ensure policies and programmes are informed by Londoners
- enable more Londoners to give their time and resources to help refugees by promoting community sponsorship, which brings together the goodwill and expertise of businesses and communities to welcome refugees.

## Tackling barriers and inequalities

To create genuine social integration, we must reduce barriers that affect certain groups, and inequalities that affect all Londoners. The Mayor will:

- help improve access to work and do what he can to reduce discrimination for all Londoners through the **Good Work Standard**<sup>15</sup>, **Skills Strategy**<sup>16</sup>, **Mayor's**

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<sup>12</sup> Team London Young Ambassadors are part of the Mayor's school volunteering programme which connects young Londoners with their communities through social action. It is funded by the #iwill Fund, which brings together funding from the Big Lottery Fund and the government's Office for Civil Society.

<sup>13</sup> GLA (2017). *Employer Supported Volunteering*. [online]. Available at: <https://www.london.gov.uk/what-we-do/volunteering/effective-community-engagement/employer-supported-volunteering> [Accessed on 23 Feb 2018].

<sup>14</sup> The Citizenship and Integration Initiative (CII) is a pooled fund from independent trusts and foundations with the goal of improving social integration by facilitating Londoners' path to citizenship, encouraging active citizenship and building shared identity. The philanthropic funders supporting the CII include: City Bridge Trust, Paul Hamlyn Foundation, Pears Foundation, Trust for London and Unbound Philanthropy.

GLA (2017). *The Mayor's Citizenship and Integration Initiative*. [online] Available at: <https://www.london.gov.uk/what-we-do/communities/mayors-new-citizenship-initiative> [Accessed on 30 Jan 2018].

<sup>15</sup> GLA (2017). *Mayor of London's Good Work Standard*. [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/making-london-best-city-world-work> [Accessed on 20 Jan 2018].

<sup>16</sup> GLA (2017). *Skills for Londoners*. [online]. Draft available at: <https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/have-your-say-skills-londoners-strategy> [Accessed on 30 Jan 2018].

**London Scientist<sup>17</sup>, Mayor's Construction Academy Scheme<sup>18</sup> and Digital Talent Programme<sup>19</sup>**

- launch **WIN**, a new Workforce Integration Network to increase employment rates for groups who are currently underrepresented in London's workforce
- create better places for social integration, including the built environment and green space, through the **London Plan<sup>20</sup>**, the **London Environment Strategy<sup>21</sup>** and the **Good Growth Fund<sup>22</sup>**
- promote justice for all Londoners, including using the convening power of the Mayor's Office for Policing and Crime (MOPAC) to deliver an effective and coordinated response to the findings of the Lammy Review<sup>23</sup>
- confront barriers and discrimination faced by migrants and refugees by facilitating the **London Strategic Migration Partnership<sup>24</sup>** and advocating for fairer outcomes for migrants and refugees
- support Londoners with insecure status to access their legal rights to citizenship and residence, partnering with civil society through the **CII**
- help remove barriers to communication by launching **ESOL Plus** pilots to improve the suitability and availability of English for Speakers of Other Languages (ESOL), as well as pioneering ways to improve digital skills and access for Londoners facing digital exclusion.

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<sup>17</sup> GLA (2018). *Mayor's London Scientist*. [online]. Available at: <https://www.london.gov.uk/what-we-do/education-and-youth/mayors-london-scientist> [Accessed on 30 Jan 2018].

<sup>18</sup> GLA (2017). *Construction Academy Scheme*. [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/construction-academy-scheme> [Accessed on 23 Feb 2018].

<sup>19</sup> GLA (2017). *Digital Talent for London*. [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/digital-talent-london> [Accessed on 23 Feb 2018].

<sup>20</sup> GLA (2017). *The London Plan: The spatial development strategy for Greater London: Draft for public consultation*. [online]. Draft available at: <https://www.london.gov.uk/what-we-do/planning/london-plan/new-london-plan/download-draft-london-plan-0> [Accessed on 30 Jan 2018].

<sup>21</sup> GLA (2017). *Draft London Environment Strategy*. [online]. Draft available at: <https://www.london.gov.uk/WHAT-WE-DO/environment/environment-publications/draft-london-environment-strategy> [Accessed on 30 Jan 2018].

<sup>22</sup> GLA (2017). *Good Growth Fund: supporting regeneration in London*. [online]. Available at: <https://www.london.gov.uk/what-we-do/regeneration/funding-opportunities/good-growth-fund-supporting-regeneration-london> [Accessed on 30 Jan 2018].

<sup>23</sup> The Lammy Review, chaired by David Lammy MP, is an independent review of the treatment of, and outcomes for, BAME groups in the criminal justice system.

<sup>24</sup> The London Strategic Migration Partnership (LSMP) is funded through a Home Office grant. It brings together organisations to look at migration issues and how they impact on London and its migrant communities. LSMP's mandate covers the full range of migration in London - it makes sure that London remains internationally competitive and supports people to integrate.

## Improving London's evidence base

Improved evidence will put data at the centre of the Mayor's work on social integration. It will enable him to take an evidence-based approach and measure the effectiveness of City Hall's programmes. It will also be available as a resource for local authorities, civil society and communities, for their own work on social integration. The Mayor will:

- launch a **Social Evidence Base** on the London Datastore to gather and analyse data on human and social aspects of London, such as wellbeing and community strength
- release a regular set of measures tracking the state of social integration in London
- use that work to build a foundation for research and evaluation of key programmes
- make the social evidence base widely available to others. This will allow individuals and organisations, nationally and internationally, to benefit from London's work and the Mayor's focus on social integration.



## Introduction

Social integration is about how we all live together. It is about shaping a city in which people have more opportunities to connect with each other positively and meaningfully. It means supporting Londoners to play an active part in their communities and the decisions that affect them. It involves reducing barriers and inequalities, so that Londoners can relate to each other as equals.

### Why does this matter?

As a leading global city, London is often on the frontline of the world's social changes and challenges. As we become an increasingly diverse society, Londoners' ability to embrace change and celebrate diversity should rightly be a point of pride. However, unless there is social integration, diversity can become a source of division. Prosperity, wellbeing, health and security are threatened when communities feel alienated and isolated. Conversely, effective social integration means people can develop connections and shared identities which incorporate their differences and ensure diversity remains a strength.

High levels of inequality and reduced public spending on those most in need present genuine challenges for social integration. Large gaps exist between people's everyday experiences of their work, housing, childcare, and access to the opportunities of the city<sup>25</sup>. These gaps make it harder to generate understanding between communities and individuals<sup>26</sup>. Cuts to spending put public services under strain, making it more likely that people feel threatened by migration<sup>27</sup>. They restrict opportunities to build a common life across social class<sup>28</sup>, age and ethnicity. Voluntary and community-led organisations, which

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<sup>25</sup> In the 2017 Inclusive Growth monitor, published by Joseph Rowntree Foundation and based on analysis by the University of Manchester, London witnessed the biggest improvement on the prosperity theme but the lowest positive change on the economic inclusion theme. It is categorised as a 'high prosperity, low inclusion' economic area. Inclusive Growth Analysis Unit (2017). *Inclusive Growth (IG) Monitor 2017: Local Enterprise Partnerships*. Joseph Rowntree Foundation [online]. Available at: <http://hummedia.manchester.ac.uk/institutes/mui/igau/growthmonitor/2017/IG-monitor-2017-full-report.pdf> [Accessed on 30 Jan 2018].

<sup>26</sup> An IMF study found "clear evidence that in the United States wide-ranging inequality substantially lowers people's trust in each other. The results for the United States indicate that the increase in inequality explains 44 percent of the observed decline in trust." Gould E. and Hijzen A. (2017). *In Equality We Trust*. Finance and Development, Vol. 54, No. 1, International Monetary Fund, [online] Available at: <http://www.imf.org/external/pubs/ft/fandd/2017/03/gould.htm>. [Accessed on 30 Jan 2018].

<sup>27</sup> Griffith, P and Halej, J (2015). *Trajectory and Transience: Understanding and addressing the pressures of migration on communities*. London: IPPR. p.15.

<sup>28</sup> The National Statistics Socio-economic Classification (NS-SEC) is currently the closest we have to an official measure of social class in the United Kingdom. NS-SEC statistics have been produced since 2001 by

play an essential role in promoting social integration, are also challenged by funding cuts<sup>29</sup>. Brexit has brought to light divisions, highlighting communities where people feel locked out of prosperity<sup>30</sup>. It has generated uncertainty for the one million Londoners who are European nationals. This is compounded for some by feeling unwelcome, facing hate crime, and experiencing discrimination in employment and housing<sup>31</sup>.

Social integration involves facing up to these challenges. It means recognising that more integrated communities can better respond to change and help individuals and families to thrive<sup>32</sup>. London has long been a city where people unite in celebration and in response to adversity<sup>33</sup>. Being a Londoner is rightly considered by many to be synonymous with openness and inclusion<sup>34</sup>. This must never be lost.

Real social integration benefits all Londoners. Stronger, more diverse social networks are vital in helping people from all backgrounds access opportunities, such as finding a new job or getting involved in community life. This can support social mobility and help to reduce inequality, isolation and loneliness among both the young and the old<sup>35</sup>. When people arrive in London from the UK and around the world they must be able to integrate. That way they can benefit from the success of the city, fully contribute and feel they belong<sup>36</sup>. Increased trust and belonging can help improve health and wellbeing, reduce

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the Office for National Statistics and are based on a person's occupation. Office of National Statistics (2010). *The National Statistics Socio-economic classification (NS-SEC)*. [online] Available at: <https://www.ons.gov.uk/methodology/classificationsandstandards/otherclassifications/thenationalstatisticsocioeconomicclassificationnssecbasedonsoc2010> [Accessed 30 Jan 2018].

<sup>29</sup> London Voluntary Service Council (2012). *The Big Squeeze 2012: surviving not thriving*. LVSC [online]. Available at: [http://www.lvsc.org.uk/media/117415/big-squeeze-2012-final\[1\].pdf](http://www.lvsc.org.uk/media/117415/big-squeeze-2012-final[1].pdf). [Accessed on 30 Jan 2018].

<sup>30</sup> Dorling D. (2016). *Brexit, inequality and the demographic divide*. [online] British Politics and Policy, London School of Economics and Political Science. Available at: <http://blogs.lse.ac.uk/politicsandpolicy/brexit-inequality-and-the-demographic-divide/> [Accessed 30 Jan. 2018].

<sup>31</sup> London Assembly (2017). EU Exit Working Group session, European voices: EU Londoners speak. London: GLA.

<sup>32</sup> Norman W. (2012). *Adapting to Change the Role of Community Resilience*. The Young Foundation. [online]. Available at: <https://youngfoundation.org/wp-content/uploads/2012/10/Adapting-to-ChangeOctober-2012.pdf> [Accessed 30 Jan 2018].

<sup>33</sup> Recent examples include 2012, when Londoners came together to make the Olympics an international success. In 2017, the Great Get Together saw thousands marking the anniversary of Jo Cox's death through picnics and gatherings with the clear message that we have "more in common than that which divides us".

<sup>34</sup> GLA (forthcoming). *London Identities Research*.

<sup>35</sup> Social integration supports the development of the bonds of trust and sense of belonging which underpin successful communities. A lack of social integration has been shown to lead to feelings of cultural and social dislocation, and higher rates of anxiety and prejudice. Uslander E. M. (2012). *Segregation and Mistrust: Diversity, Isolation, and Social Cohesion*. Cambridge: Cambridge University Press.

<sup>36</sup> There is a growing body of evidence to suggest that a lack of social mixing between newcomers and established communities prolongs periods of unemployment and restricts economic growth. Social Integration Commission (2014). *Social integration: A wake-up call*. London: Social Integration Commission.

crime, and increase support for equal rights. This can create a healthier, safer and fairer city<sup>37</sup>.

Crucially, social integration is also the basis for a successful democracy in which we trust strangers enough to build shared institutions, debate heartfelt challenges and participate in elections<sup>38</sup>. At a time of great change and upheaval, Londoners must have opportunities to come together in public and political life, as well as through friendship. Everyone must feel part of the economic, cultural and social aspects of our city.

### **The Mayor's vision for social integration**

In the last few years, the focus of social integration work in the UK has been on social contact between people from different backgrounds, often emphasising ethnicity and nationality as points of difference between people. While useful, this approach is incomplete.

It can overlook the nature of social contact between people, emphasising the quantity rather than the quality of interactions. A truly socially integrated society is not just about interactions. It is about people building meaningful relationships, whether as friends, colleagues or fellow citizens. A society in which different types of people come into contact, but where discrimination and inequalities persist, is not fully socially integrated. The level of equality and the nature of the relationships people experience make a difference to their interactions.

The standard approach often places too much emphasis on integration between people of different nationalities and ethnicities, and fails to examine other important aspects of social division such as age, social class, employment status, sexuality, gender and disability. This can create the impression that social integration is merely about the actions of specific ethnic or faith communities, whereas social integration is valuable to all of us in many different ways.

The role of participation in creating opportunities for positive and meaningful interactions is also of vital importance. This is defined as people playing an active part in their communities and the decisions that affect them. We must ensure people are integrated into democratic and political life, not just into social and economic institutions.

Recognising both merits and shortcomings in previous approaches, this strategy builds on existing work<sup>39</sup> to expand how social integration is defined. It uses the following new

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<sup>37</sup> Social Integration Commission (2014). *Social integration: A wake-up call*. London: Social Integration Commission.

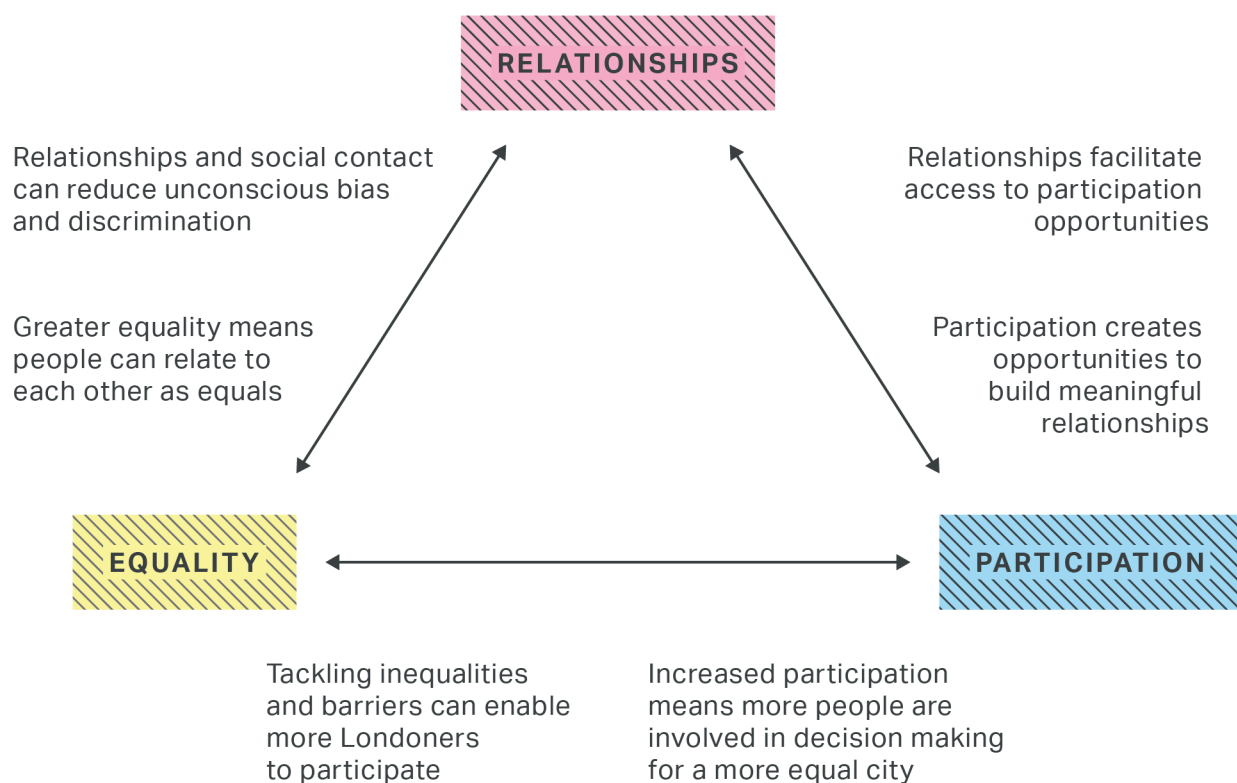
<sup>38</sup> Allen D. (2016). Towards a connected society, in Lewis E. and Cantor N. (eds) *Our compelling interests: The value of diversity for democracy and a prosperous society*. Princeton: PUP. p.10

<sup>39</sup> The Social Integration Commission defines social integration as: "The extent to which people in Britain interact with others who are different to themselves in relation to age, social grade, ethnicity and age." Social

definition: *Social integration is the extent to which people positively interact and connect with others who are different to themselves. It is determined by the level of equality between people, the nature of their relationships, and their degree of participation in the communities in which they live.*

The Mayor's vision for social integration in London is for improvements in relationships, participation and equality. All of these shape the extent and quality of interactions and connections between Londoners from different backgrounds, reinforcing each other. They are essential to social integration, as shown in Figure 1.

**Figure 1: Understanding social integration**



Integration Commission (2015). *How Integrated is Modern Britain?* Social Integration Commissions, [online]. Available at: [http://socialintegrationcommission.org.uk/SIC\\_Report\\_WEB.pdf](http://socialintegrationcommission.org.uk/SIC_Report_WEB.pdf) [Accessed on 30 Jan 2018]. The All Party Parliamentary Group on Social Integration defines it as: "The extent to which strong social ties, maintained through a web of relationships and interactions, inspire bonds of trust, reciprocity and solidarity between Britons from all backgrounds". The All Party Parliamentary Group on Social Integration (2017). *Integration not Demonisation*. House of Commons [online]. Available at: [http://d3n8a8pro7vnm.cloudfront.net/themes/570513f1b504f500db000001/attachments/original/1504379228/TC0016\\_AAPG\\_Integration\\_not\\_Demonisation\\_Report.pdf?1504379228](http://d3n8a8pro7vnm.cloudfront.net/themes/570513f1b504f500db000001/attachments/original/1504379228/TC0016_AAPG_Integration_not_Demonisation_Report.pdf?1504379228) [Accessed on 30 Jan 2018]. p.8.

## The scope of this strategy

This strategy sets out how the Mayor and City Hall will work with others to help improve social integration in London. It recognises that the Mayor cannot change social integration on his own. Nor would this be his goal, because improving social integration needs a genuine commitment from all of us, working together. The Mayor's aspiration for this strategy and City Hall's growing work on social integration is that it will have impact within the scope of his remit. Importantly, he also hopes it will challenge and inspire others to play their part and help support them to do so.

This strategy covers specific social integration initiatives being launched by the Mayor, many of them in partnership with others. It outlines how powers and programmes within the Mayor's remit including housing, planning, environment, regeneration, policing, culture, business and early years can support improvements in social integration. While it focuses on the Mayor's role, this strategy also calls for the involvement of many other actors who will shape the future of London's social integration. It includes actions to partner with civil society organisations and communities, work with and lobby central government, support borough councils, influence employers and businesses, and provide city-wide leadership.

The objectives at the start of each part of the strategy explain what the Mayor aims to achieve for London over the next ten years. Realistically, it is over this sustained time-period that major change can be achieved. The policies set his priorities, based on the levers the Mayor has within his power. The actions describe the immediate steps he is taking, to implement his policies and support his objectives.

This strategy makes clear that City Hall is not yet able to set targets in relation to improving social integration in London. The current evidence base on social integration in London is patchy and unclear. This means it is inappropriate to set baselines and targets using existing measures. A core part of this strategy is therefore to build the evidence base and define new measures. That way the Mayor can evaluate progress and set appropriate performance measures in the future.

The first part of this strategy delivers on the Mayor's vision for Londoners to build meaningful **relationships** with individuals from different backgrounds as well as their own. The Mayor wants Londoners to be able to connect with each other through a range of shared activities and develop London's inclusive identity. This goes far beyond simply tolerating difference. Part 1, therefore, sets out how the Mayor will promote shared experiences for Londoners, bringing people together under conditions that promote positive interactions.

The second part of this strategy looks to increase people's **participation** – described as 'active citizenship' – through volunteering, social action, voting, standing for public office and having their voices heard. The Mayor wants to ensure that all Londoners play an

active role in their community and city, and are involved in the decisions that affect them. Policies and actions to support Londoners to be active citizens are described in Part 2.

The third part of this strategy focuses on **equality**. The Mayor wants London to become a more equal city where differences are recognised and respected. He wants everyone to be able to live their lives free from discrimination and know their rights will be protected. All Londoners should have what they need to succeed in life. Part 3 sets out how City Hall will work with partners to address inequalities and barriers that limit social integration in London. This strategy does not cover every aspect of inequality in London. Instead, it focuses on inequalities and barriers that are particularly detrimental to social integration and require specific interventions<sup>40</sup>.

The final part of this strategy (Part 4) focuses on building a **social evidence base**. City Hall will set measures for social integration, and collect and evaluate data to underpin the Mayor's work. Measuring social integration holistically – across relationships, participation and equality – has never been done before. The Mayor is therefore leading the way in committing to measure social integration in London. Doing so will provide a fuller picture of the present state of social integration in London. It will also allow the Mayor and others to plan strategically for what needs to improve in the future. Data and findings will be shared widely, with the aim of supporting and influencing the work of others as well as his own.

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<sup>40</sup> For a more comprehensive view of the Mayor's plans to address inequalities, see his draft Equality, Diversity and Inclusion Strategy. This sets out in detail how he proposes to tackle entrenched issues such as gender inequality, and homophobia and transphobia. GLA (2017). *The Mayor's vision for a diverse and inclusive city: Draft for consultation*. Draft available at: <https://www.london.gov.uk/get-involved/all-consultations/consultation-mayors-vision-diverse-and-inclusive-city> [Accessed 23 Feb 2018].

## The state of social integration in London

London is one of the most diverse cities in the world, with a constantly changing population. People of all backgrounds, whatever their age, social class, ethnicity, faith, ability, gender or sexuality, can find their place in our city. Most Londoners do not just tolerate one another. Instead, they respect and celebrate their differences and all they have in common. Ninety-one per cent of Londoners consider this city to be a place where people from different backgrounds get on with each other<sup>41</sup>. It is a point of pride that 90 per cent of people agree that London is a good place to live and 66 per cent of Londoners say they feel they belong to their neighbourhood. That said, we must examine the reasons why not all Londoners feel this way.

This section outlines the state of social integration in London, based on existing survey data and what communities describe of their experiences.

### London's data

#### *Relationships*

Available data suggests Londoners face challenges in building strong, diverse relationships. Although Londoners value diversity, this does not necessarily translate into friendships between individuals from different backgrounds. In 2015, some 21 per cent of Londoners reported that all their friends were of the same ethnicity as themselves. Almost a third said all their friends were of a similar age to themselves, and 30 per cent said that all their friends had a similar education to them<sup>42</sup>.

In general, London's social connections could be stronger. Londoners are more likely to experience social isolation and loneliness than people in other parts of the UK. In 2014, one in five Londoners (21 per cent) reported that they do not have a spouse or partner, family member or friend, whom they can rely on a lot if they have a serious problem. This proportion is higher than in the rest of England, where 15 per cent of people reported they have no-one to rely on a lot. It is particularly high among Londoners aged 20 to 24 (at 34 per cent) and 55 to 59 (24 per cent)<sup>43</sup>. In 2017, half of Londoners said they 'hardly ever' or 'never' feel lonely, compared to 55 per cent of people in the rest of England<sup>44</sup>.

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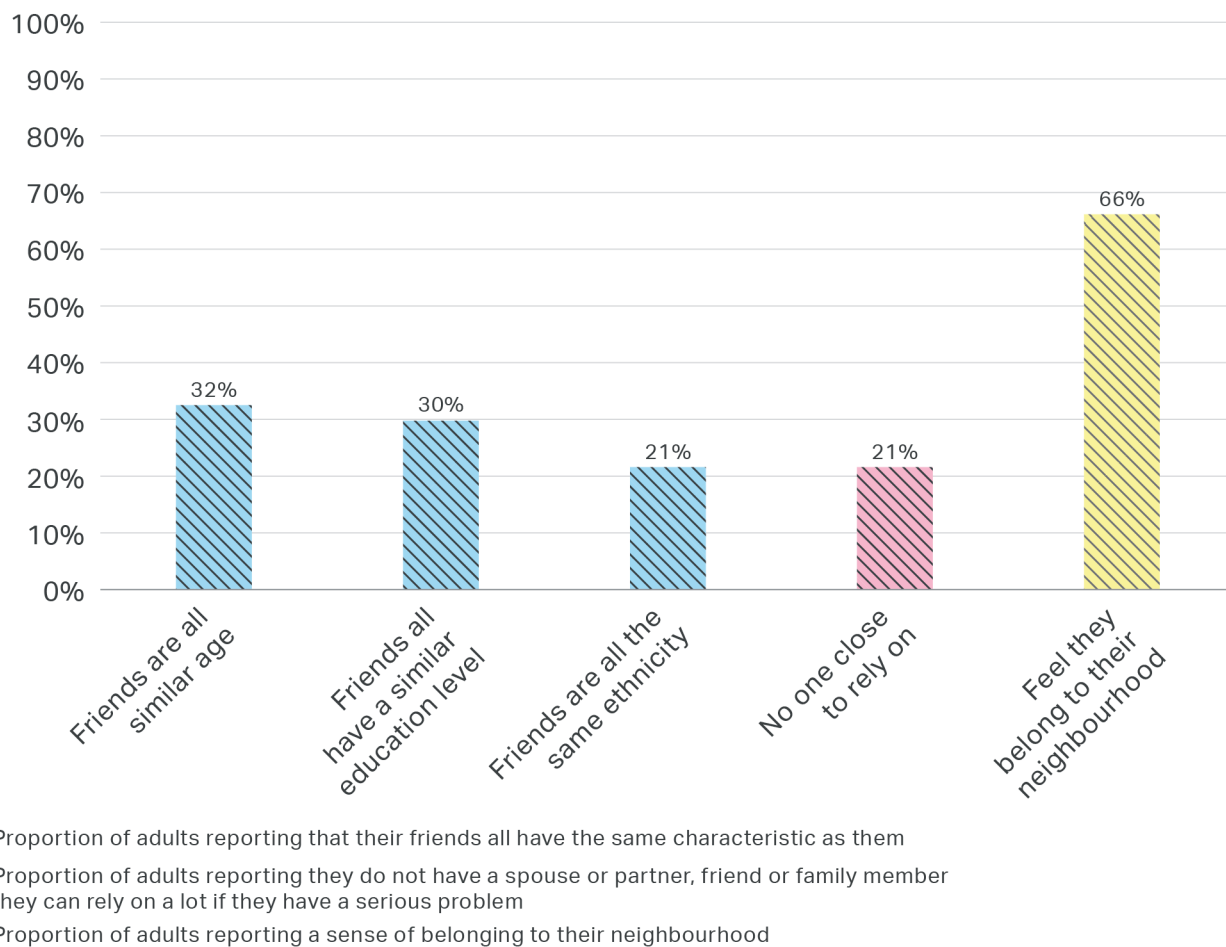
<sup>41</sup> GLA Analysis of MOPAC Public Attitudes Survey, 2016/17.

<sup>42</sup> GLA Analysis of Understanding Society, 2014/15.

<sup>43</sup> GLA Analysis of Understanding Society, 2013/14

<sup>44</sup> GLA Analysis of Community Life Survey, 2016/17.

**Figure 2: Relationships in London**



**Source: Understanding Society, 2013-2016.**

*Participation*

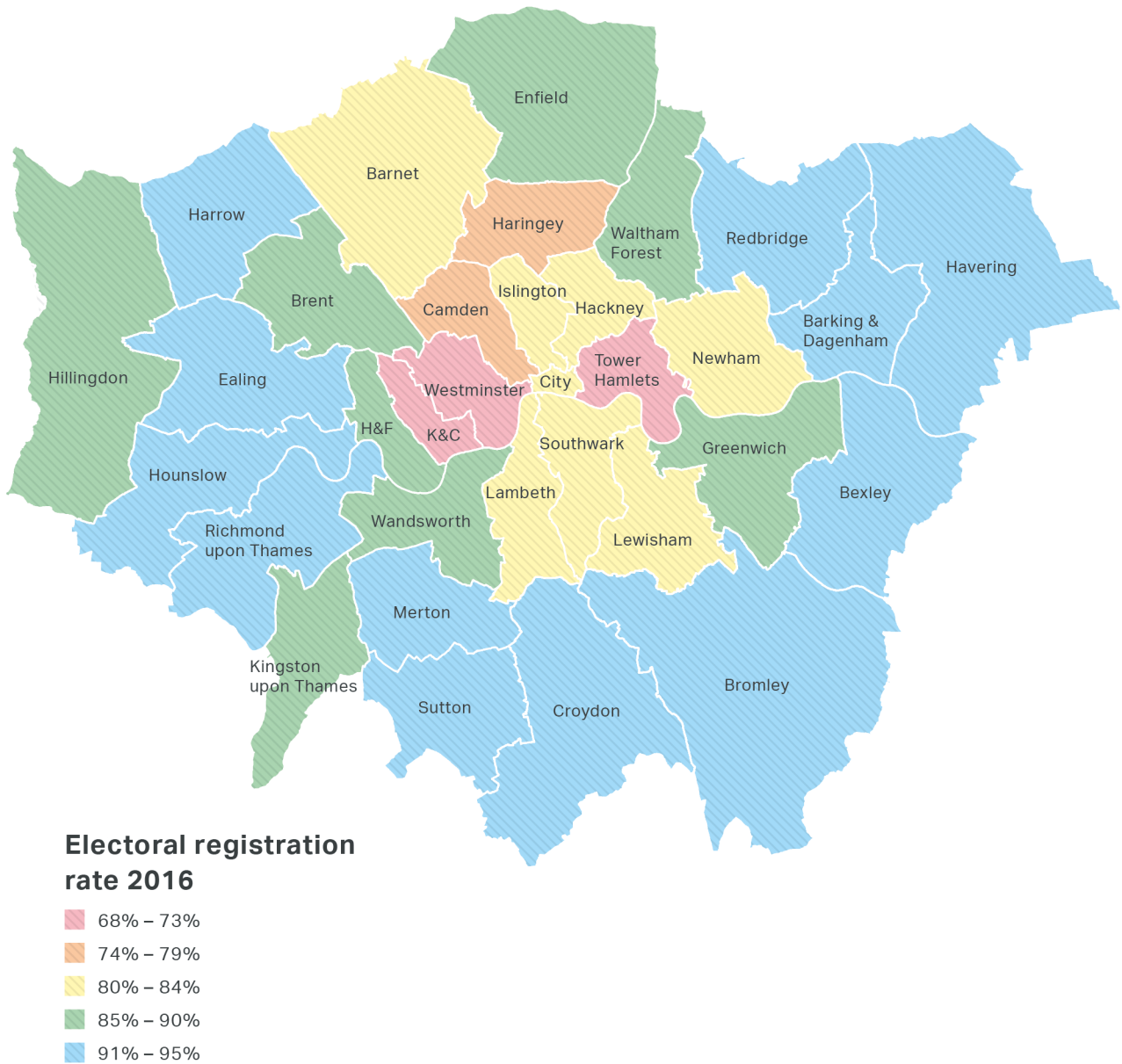
Londoners play a range of active roles in their communities and city, but there are gaps in participation between different groups.

Voter registration is high, with 86 per cent of adult Londoners registering to vote in local elections in 2016<sup>45</sup>. This is something to celebrate. However, there are parts of the city where voter registration is lower. Challenges are significant for London boroughs with high population churn, where Londoners may struggle to put down roots and become involved locally.

<sup>45</sup> GLA Analysis of UK Electoral Statistics, 2016.



**Figure 3: Map of electoral registration rates by London borough**



**Source: Electoral Statistics for UK, 2016.**

Inner London boroughs including Westminster, Kensington and Chelsea, Tower Hamlets, and Camden have high proportions of residents who have lived in the borough for less than 12 months (between 12 and 17 per cent of residents<sup>46</sup>). As Figure 3 shows, they also

<sup>46</sup> GLA Analysis of MOPAC Public Attitudes Survey, combined data for 2015/16 and 2016/17.

have lower rates of voter registration (of between 68 and 78 per cent<sup>47</sup>). Some Londoners are also unable to vote due to problems accessing their citizenship and residence rights<sup>48</sup>.

The proportion of Londoners volunteering is slightly higher than in other parts of the UK, at 26 per cent in 2016<sup>49</sup>. However, it is still more likely among certain groups, as shown in Figure 4. By age, the highest volunteering rates are among those aged 55 and above, with lower rates of participation among working-age Londoners<sup>50</sup>. People who are working in routine and manual occupations<sup>51</sup> are also less likely to be involved in volunteering<sup>52</sup>.

### *Equality*

The available data on social integration in London highlights a range of inequalities. These can create divisions between groups of Londoners. Large employment gaps exist between different groups. In 2016, London recorded a 27 per cent gap in employment rates between disabled and non-disabled adults. There was a 24 per cent gap between white adults and adults from BAME groups with the lowest employment rates. Finally, as Figure 5 shows, there was also a 14 per cent gender gap<sup>53</sup>. Problems with housing affordability and financial insecurity affect many Londoners. Thirty per cent spend over a third of their income on housing costs<sup>54</sup>, while 44 per cent are unable to save<sup>55</sup>.

Specific barriers to social integration exist for certain groups. In a digital age and in Europe's global tech capital, it is crucial that Londoners can get online. In 2017, seven per cent of Londoners had not used the internet in the last three months<sup>56</sup>. Of these, the proportion is higher among Londoners who are unemployed (21 per cent), disabled (22 per cent) and over 65 years (35 per cent)<sup>57</sup>. Digital exclusion presents barriers to satisfying basic needs, navigating the city and participating fully.

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<sup>47</sup> GLA Analysis of Electoral Statistics for the UK: Mid-year Population Estimates, 2016.

<sup>48</sup> To register to vote in a local council election a person must be 18 years or over on polling day in England and Wales, resident in the UK, and one of the following: a British citizen, a qualifying Commonwealth citizen, or a citizen of the European Union (with documentation to prove this).

<sup>49</sup> GLA Analysis of Taking Part survey, 2014/15 and 2015/16.

<sup>50</sup> GLA Analysis of Taking Part survey, 2015/16.

<sup>51</sup> Based on the National Statistics Socio-economic Classification (NS-SEC) used by the Office for National Statistics. [online]. Office of National Statistics (2010). *The National Statistics Socio-economic classification (NS-SEC)*. [online]. Available at:

<https://www.ons.gov.uk/methodology/classificationsandstandards/otherclassifications/thenationalstatisticsocioeconomicclassificationnssecrebasedonsoc2010> [Accessed 30 Jan 2018].

<sup>52</sup> GLA Analysis of Taking Part survey, 2015/16.

<sup>53</sup> GLA Analysis of Annual Population Survey, 2016. There is a gap of 24 per cent with Pakistani/Bangladeshi adults. The gap is 3 per cent for Indian adults, 10 per cent for black/black British, 14 per cent for other ethnic groups, and 16 per cent for mixed.

<sup>54</sup> GLA Analysis of Households Below Average Income, 2015/16.

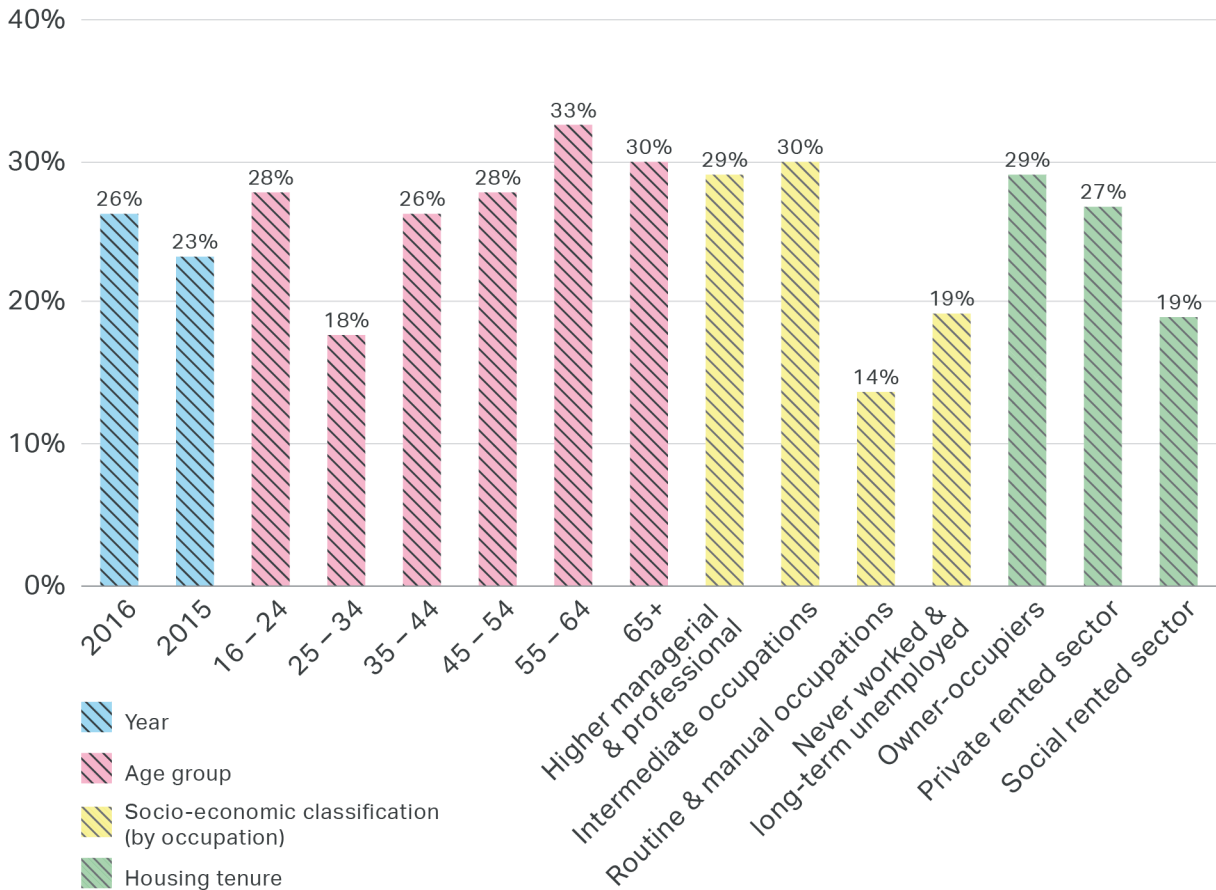
<sup>55</sup> Proportion of people in families with less than £1,500 savings. GLA Analysis of Family Resources Survey, 2015/16.

<sup>56</sup> GLA Analysis of Labour Force Survey, 2017.

<sup>57</sup> GLA Analysis of Labour Force Survey, 2017.

**Figure 4: Volunteering in London**

**Proportion of adults who have done any voluntary work in the last 12 months**

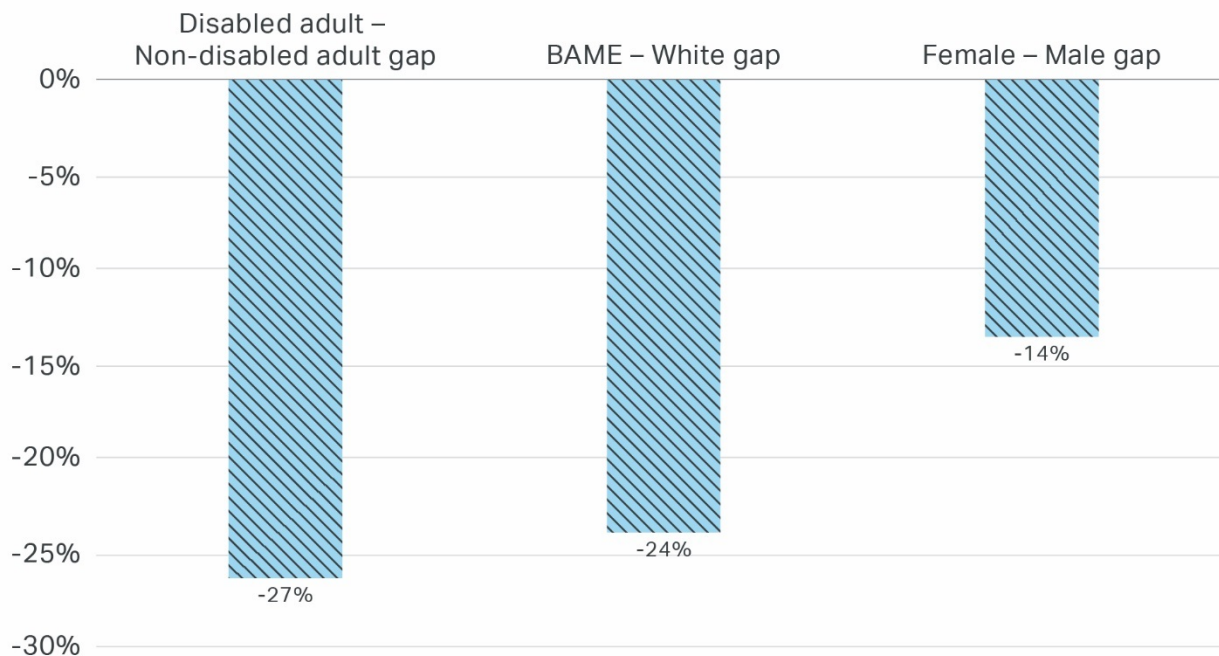


**Source: Taking Part Survey, 2014/15 and 2015/16.**

English language proficiency also presents major barriers to social integration when skills are insufficient. Due to central government cuts, public spending on English for Speakers of Other Languages (ESOL) has dropped by 60 per cent since 2009, hitting London especially hard<sup>58</sup>. In 2015, seventeen per cent of Londoners who speak a language other than English at home reported language difficulties affecting their work, education or both<sup>59</sup>.

<sup>58</sup> Stevenson, A., Kings, P. and Sterland, L. (2017). *Mapping ESOL provision in Greater London*. London: Learning and Work Institute. Available at: [https://www.london.gov.uk/sites/default/files/gla\\_esol\\_mapping.pdf](https://www.london.gov.uk/sites/default/files/gla_esol_mapping.pdf) [Accessed 30 Jan 2018].

<sup>59</sup> GLA Analysis of Labour Force Survey, 2015.

**Figure 5: Employment gaps in London**

**Source: Annual Population Survey, 2016.**

Many Londoners face barriers to accessing their legal rights to citizenship and residence. These rights are important for living a full life in the UK. They affect Londoners' ability to vote, access higher education and work, hold a driving licence, and open a bank account. The path to citizenship is significant for the two million plus Londoners who are non-British nationals<sup>60</sup>. This includes approximately a million European nationals, who in the next few years will have to go through a new process to obtain legal status in the UK. It also includes thousands of children and young people in London who have grown up here but lack secure immigration status. In 2007, it was estimated that there were more than 159,000 Londoners aged 24 and younger in this position<sup>61</sup>.

Routes to regularising status for these long-term residents of London are long and complex. Acquiring citizenship has also become more expensive. As of early 2018, it costs £973 for a child to register as a British citizen and £1,282 for an adult to naturalise as a

<sup>60</sup> GLA Analysis of Annual Population Survey 2016/17.

<sup>61</sup> GLA Economics (2009). *Economic impact on the London and UK economy of an earned regularisation of irregular migrants to the UK*. [online]. Available at: [https://www.london.gov.uk/sites/default/files/gla\\_migrate\\_files\\_destination/irregular-migrants-report.pdf](https://www.london.gov.uk/sites/default/files/gla_migrate_files_destination/irregular-migrants-report.pdf) [Accessed on 20 Jan 2018].

British citizen<sup>62</sup>. Much of this fee is profit: £386 of the citizenship fee for children is the cost of administration and £587 is profit to the Home Office<sup>63</sup>. The number of Londoners gaining British citizenship has halved – from four per cent of non-nationals in 2009 to two per cent as of 2016<sup>64</sup>.

## Community experiences

Through continuous community engagement, City Hall is seeking to understand how social integration is experienced by Londoners. A series of events and discussions with communities across London<sup>65</sup> offered important insights into Londoners' experiences and their ideas on improving social integration. They helped inform this strategy. The Mayor's Citizen Led Engagement Programme will continue to help City Hall understand people's experiences of and views on social integration.

Engagement to date highlighted many positive examples of social integration already happening in London. Participants talked about the ways in which sport, volunteering, culture, food and experiences of parenting had brought them together with diverse Londoners. Many see London as a successful city for diversity and openness. One Londoner had *"gained a lot of knowledge of culture and religion"* and *"school friends and neighbours from all over the world."*

Conversations also revealed that for some Londoners, everyday life is full of questions about how and when to engage with others. Many are uncertain about which forms of social interaction will be welcomed. As one young man commented: *"Sometimes I am not sure if I should help a mum if her baby falls. People are scared to get involved in situations as they don't know how that help will be taken."*

But interactions with people from different backgrounds can be important and powerful ways to build connections. We learned about the kinds of experiences which help Londoners challenge their negative assumptions about others and become more connected. These include developing new relationships at work, getting to know neighbours, and being involved in activities in their community – from arts programmes to local campaigning.

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<sup>62</sup> Home Office (2017). *Home Office immigration and nationality charges 2017*. [online]. Available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/607212/Fees\\_table\\_April\\_2017.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/607212/Fees_table_April_2017.pdf) [Accessed on 20 Jan 2018].

<sup>63</sup> PRCBC and Amnesty International UK (2016). *Briefing on Fees for the Registration of Children as British Citizens*. [online]. Available at: <https://prcbc.wordpress.com/why-are-children-not-being-registered/> [Accessed on 30 Jan 2018].

<sup>64</sup> Home Office Immigration Statistics (2017). *National Statistics - Citizenship tables 2017*. [online]. Available at: <https://www.gov.uk/government/publications/immigration-statistics-october-to-december-2016/citizenship> [Accessed on 30 Jan 2018].

<sup>65</sup> The groups we spoke with between July and December 2017 included faith groups, young people, parents, older people, LGBT Londoners, EEA+ nationals (referring to the European Economic Area plus Switzerland), refugees and asylum seekers, and students.

Importantly, Londoners do not necessarily want to be brought together because of their shared characteristics. A group of older Londoners aged 60 to 92 said they liked getting involved in activities because they enjoy them, not because they are being *“lumped in with the other older people”*. Some participants commented that many public events are geared towards young people or exclude others. An important aspect of social integration is the way in which connections are formed across generations.

Londoners are aware of the barriers to social integration and many have experienced these challenges themselves. For example, private renters moving home frequently and families in temporary accommodation find it harder to establish roots and connections in London. Housing costs can mean moving away from communities, travelling further to work, and having less time for activities beyond the essential. In other cases, neighbourhoods have changed rapidly in ways that leave some residents feeling excluded. Low disposable income is also a barrier to participation in events and activities, in which many would otherwise like to be involved.

Some participants spoke of barriers to employment. Many of the young black men who took part had experienced discrimination and shared challenges in achieving a sense of belonging in the workplace. Public perceptions of young black men left some feeling excluded. As one young man described, *“sometimes when you accidentally maintain eye contact with someone for too long people misinterpret it as aggression – but I could simply be admiring your coat.”*

Limited physical accessibility is a barrier for other groups, and constrained some people from being involved in local activities. One group recommended that there be *“better designed public spaces with step-free access so that disabled people and older people can integrate.”* Likewise, support to improve English language proficiency and access secure residence rights was a key part of social integration for several groups.

Despite challenges and barriers, Londoners are optimistic about the city, its communities and the opportunities it offers. They shared examples of how they create change in their local neighbourhoods, and bring people together around common goals and celebrations. They told a story of a city defined by its people, where *“all are welcome”*.



## Part 1: Promoting shared experiences

Real social integration is about how people connect with others. This ranges from bonds with close family and friends, to everyday interactions in neighbourhoods and workplaces. In a busy urban environment, it can be difficult for people to find time to meet others from different backgrounds. It would be unrealistic to expect everyone to do so. Likewise, it is not the Mayor's role to tell Londoners who to be friends with. Instead, the Mayor will focus on creating an environment where Londoners find it easy and beneficial to have positive and regular contact with those around them. This includes experiences which bring different groups of Londoners together. Through this, Londoners will develop strong, meaningful relationships as well as shared identities.

The Mayor will therefore support communities to run activities and projects that can be taken up across the city. He will work with partners to help create the right conditions for people from different backgrounds to come together and have positive interactions. In doing so, the Mayor hopes others will follow suit, considering how to promote and support social integration in all they do. The Mayor's policies and actions in this area will contribute to achieving his objectives, to:

- enable Londoners to build stronger social networks in early years and family support settings, so that more of London's families benefit from social integration
- support London's councils, central government and other partners to embed principles of social integration into their institutions
- develop world-leading best practice on using sport, volunteering, arts and culture as powerful tools for social integration
- establish London's reputation as a welcoming city for newcomers from other parts of the UK and abroad. Newcomers must have opportunities to feel a strong connection and positive sense of belonging to the city in which they are living.

**Policy 1.1 - Creating shared experiences for families: The Mayor will invest in innovations which bring London's diverse families together, building on shared experiences and reducing parental isolation.**

Having children is something many Londoners have in common. Yet there is a distinct lack of social mixing in early years and family support settings. Families from different



backgrounds too often move in separate social spheres. There are, for example, different patterns of nursery use by children living in lower and higher income areas, from different ethnic backgrounds, and with and without disabilities<sup>66</sup>.

Having a child is a crucial transition moment in life, during which people are more open to mixing with others from different backgrounds. However, this opportunity is all too often missed<sup>67</sup>. Changing this is vital to better social integration in London. The Mayor does not have direct powers or statutory responsibilities in childcare but he can support the early years and families sector.

## Actions

1.1.1 The Mayor will launch **The London Family Fund**, investing £600,000 over three years in bringing together children and families from different backgrounds.

### **The London Family Fund**

Initially running for three years, The London Family Fund will support innovative projects that help diverse families build relationships, extend their social networks and act together. It will promote shared experiences for families and prevent lonely experiences of parenthood.

The fund will:

- support projects working with hundreds of London's families to increase social integration
- generate major changes for these families including: more diverse social networks, less parental isolation, reduced loneliness and improved child wellbeing outcomes
- share and promote best practice in the family services and early years sectors.

The Mayor will look for projects that are diverse and bottom-up. City Hall will co-design the criteria for the fund with parents and carers, drawing on their experiences and ideas. Evidence and consultation suggests there is scope to encourage a range of innovations across the city. This will allow the Mayor to support families and providers best placed but under-resourced to tackle specific social integration issues in their areas.

Bids will be encouraged from parents, local community groups, early years providers, family services and others who want to promote greater social integration among parents and families.

<sup>66</sup> Family and Childcare Trust (2016). *Social Mix in London Early Years Provision*. London: FCT.

<sup>67</sup> The Challenge (2016). *First 1,000 Days Fund*. Unpublished research.

1.1.2 The Mayor has launched his **Early Years Hubs** scheme, with three Hubs being set up in Newham, Wandsworth and Merton, and Barnet<sup>68</sup>. Bringing together schools, childminders and nurseries, the hubs will collaborate to ensure more children are ready to start school, particularly children from lower income backgrounds. They will boost the take-up of early years education and childcare support entitlements. This is currently lower in London than in the rest of England<sup>69</sup>. They may also provide childcare out of normal working hours and support children with special educational needs and disabilities. This will help to increase the diversity of children and families in London's early years settings, creating more opportunities for social mixing. City Hall will provide funding of £175,000 for each Hub as well as a toolkit to share learning across London.

## **Policy 1.2 - Bringing people together through sport and culture: The Mayor will use the power of sport and culture to unite people across London.**

Across the world, sports programmes have been used to encourage social integration. Sport is a powerful tool which can strengthen social networks and promote ideals of non-violence, respect and justice. In 2016, nearly four million adults in London reported taking part in active sport in the last four weeks. This represents 58 per cent of London's adult population<sup>70</sup>. As well as resulting in health benefits<sup>71</sup>, sport can be a great leveller. There is high engagement among groups that may otherwise be marginalised. This is particularly the case among young people, for whom there is no difference in active sport participation between white and BAME groups<sup>72</sup>. However, some groups, such as disabled people, older people and women, are still on average less likely to be physically active<sup>73</sup>. The Mayor's programme will help to reduce these inequalities.

Culture likewise offers unique opportunities for Londoners to come together and be creative. The Mayor wants more Londoners than ever before to access their local culture

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<sup>68</sup> GLA (2018). *Mayor launches Early Years Hubs to help most disadvantaged children*. [online] Available at: <https://www.london.gov.uk/press-releases/mayoral/mayor-launches-early-years-hubs> [Accessed on 30 Jan 2018].

<sup>69</sup> 58 per cent of eligible two-year-olds in London use their free early education entitlement, compared to 71 per cent in the rest of England. There is a gap of 51 percentage points between London boroughs with the highest and lowest uptake. There is unfortunately no centrally held data available on rates of uptake for different groups of children within London (for example, by income background or ethnicity). Department for Education (2017). *National Statistics: Education provision: children under 5 years of age*. London: Department of Education.

<sup>70</sup> GLA Analysis of Taking Part Survey, 2015/16. This compares with 55 per cent of adults in the rest of England.

<sup>71</sup> GLA (2017). *Better Health for All Londoners: Consultation on the London Health Inequalities Strategy*. [online]. Draft available at: [https://www.london.gov.uk/sites/default/files/draft\\_health\\_inequalities\\_strategy\\_2017.pdf](https://www.london.gov.uk/sites/default/files/draft_health_inequalities_strategy_2017.pdf) [Accessed on 20 Jan 2018]. p.88.

<sup>72</sup> GLA Analysis of Taking Part Survey, 2015/16. Younger people aged 16 to 29 years are more likely to do active sport. There is no difference between young black men (76 per cent involved in active sport) and young white men (also 76 per cent).

<sup>73</sup> Sport England (2017). *Active Lives Adult Survey: May 16/17 Report*. London: Sport England.

and heritage, as well as being engaged in city-wide exhibitions and celebrations. He wants to enable access for people on lower incomes and reach underrepresented communities. Londoners in all their diversity should be involved in both creating and experiencing London's rich cultural offer.

The Mayor has a statutory role in promoting London's cultural and creative industries. He sets a strategic direction for the city. He works with others and his Cultural Leadership Board to ensure London remains a global cultural capital. His Culture Strategy<sup>74</sup> will give Londoners from all backgrounds more opportunities to take part in and contribute to the capital's cultural riches. New relationships will be built through shared cultural experiences.

The Mayor's role in sport is to invest strategically, particularly in community sport, and to work with partners to engage diverse Londoners. Starting in 2018, the Mayor will launch a new community sport investment programme. The long-term ambition is to make London the first city in the world to maximise the potential of sport to increase social integration city-wide.

### *Actions*

1.2.1 The Mayor will launch **Sport Unites**. This multi-million-pound programme recognises sport in London can improve social integration as well Londoners' health. It will invest in this potential.

#### **Sport Unites**

This is a new multi-million-pound community sport investment programme to maximise sport's potential to improve social integration across London.

Sport Unites aims to:

- create new partnerships between London's many communities
- provide grants and resources to community networks and sports volunteers, making better use of existing community infrastructure and facilities
- engage socially isolated people and alienated sections of communities through sport
- combine traditional sport with other fitness activities to appeal to a broader range of people
- invest in locally-led schemes to work intensively with communities in defined geographical areas.

1.2.2 The Mayor will back London Sport's ambition to engage one million Londoners in sports by 2020. Through London Sport, the Mayor has already funded 23 pilot projects to increase social integration through sport. This includes working with groups at risk of

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<sup>74</sup> GLA (forthcoming). *The Mayor's Culture Strategy*. This will be subject to public and stakeholder consultation before being approved by the Mayor as his statutory strategy.

loneliness and marginalisation such as older people, disabled young people and BAME women<sup>75</sup>. The lessons from these schemes will inform future investment decisions. City Hall's continued partnership with London Sport will help make London the most physically active city in the world. It will also engage a diverse range of Londoners.

1.2.3 Through his **Culture Strategy**<sup>76</sup>, the Mayor will broaden access to London's culture to ensure that all Londoners are engaged in shared cultural experiences. The Mayor will:

- provide **Culture Micro Grants** to support community-led cultural initiatives across London. This will help fund hundreds of creative projects which bring communities together
- run a pilot in 2018 using Transport for London's Zip Oyster. This will increase cultural engagement and participation in London's cultural riches by offering free and discounted cultural opportunities for families. By ensuring everyone feels that London's culture belongs to them, the Mayor will create more ways for Londoners to mix.

1.2.4 Through his plans for **24-hour London**<sup>77</sup>, the Mayor is working with boroughs and night time economy businesses so that Londoners can enjoy the city at night. This includes those who work at night, those who want a good night out and those who simply want a good night's sleep. The Mayor has appointed London's first Night Czar to promote a welcoming and accessible night offer, including:

- working with the Mayor's Office for Policing and Crime (MOPAC) to set up the first **Women's Night Safety Charter**. This will ensure that women feel confident to go out at night and use public spaces
- making it as easy as possible for LGBT+ venues to exist and as difficult as possible for them to close, to protect LGBT+ friendly spaces
- hosting **Night Surgeries** to hear from the public, including community groups, businesses, police, workers and revelers, about their experiences of night time economy and culture
- working with businesses to improve night time experiences, for example working towards eradicating discriminatory admissions policies among venues
- requesting a review of the Metropolitan Police Form 696 risk assessment. This follows concerns raised by promoters and artists in the capital that this process was unfairly affecting specific communities and music genres. As a result, use of the form has been withdrawn.

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<sup>75</sup> London Sport (2018). *Social integration fund – Investment in building a stronger London*. [online]. Available at: <https://londonsport.org/social-integration-fund-investment-building-stronger-london/> [Accessed on 30 Jan 2018].

<sup>76</sup> GLA (forthcoming). *The Mayor's Culture Strategy*. This will be subject to public and stakeholder consultation before being approved by the Mayor as his statutory strategy.

<sup>77</sup> GLA (2017). *Building a 24-hour London*. [online]. Available at: <https://www.london.gov.uk/what-we-do/arts-and-culture/mayors-cultural-vision/building-24-hour-london> [Accessed 23 Feb 2018].

### **Policy 1.3 - Supporting boroughs to create more integrated communities: The Mayor will work with partners in London borough councils to ensure that local public services promote stronger relationships.**

London's local authorities are key enablers of social integration, often providing funding, space and networks that help people to connect. They deliver most local public services that create opportunities for shared experiences and social mixing. Many borough councils are already working to increase social integration. The Mayor will support them in this aim.

Successful social integration is built on the bedrock of institutions that enable equal participation and make it possible for people to “talk to strangers”<sup>78</sup>. Building on this point, the All Party Parliamentary Group on Social Integration recommends that: “Policymakers across government explore whether public services could be better utilised so as to weave opportunities for cross-community contact into the fabric of everyday life”<sup>79</sup>. As much of the responsibility for public services in London lies with the borough councils, the Mayor will work in partnership with them to achieve this recommendation. Building on the work of others, he will seek to design a common approach to social integration that can be embedded by London’s statutory agencies and their partners.

#### *Actions*

1.3.1 The Mayor will launch a two-year **Social Integration Design Lab** for London.

#### **Social Integration Design Lab**

The lab will enable borough service leads to work with social design experts, citizens and public sector innovators to embed design principles into public service delivery. This will help to promote greater social integration. It will include promoting positive interactions that support relationships between Londoners from different backgrounds in public services, for example, libraries, parks, care and employment support.

The format of the lab will be co-designed with London borough councils and tailored to their needs and aspirations. It will draw on existing principles for social integration developed by academics and experienced practitioners.

1.3.2 The Mayor will partner with the winners of the **London Boroughs of Culture Awards** in 2019 and 2020. This will create more opportunities for diverse communities to connect and engage in the cultural and creative life of the city. As a result, new and

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<sup>78</sup> Allen, D. (2004). *Talking to strangers: Anxieties of citizenship since Brown v. Board of Education*. Chicago: University of Chicago Press.

<sup>79</sup> Bell, R. and Plumb, N. (2017) *Integration not demonization: The final report of the All-Party Parliamentary Group on Social Integration’s inquiry into the integration of immigrants*. London: The Challenge.

meaningful relationships will be nurtured.

1.3.3 The Mayor's work with boroughs extends to the night time economy. He will support the **Night Time Economy Borough Champions Network**<sup>80</sup>. This is made up of council representatives. It promotes welcoming and inclusive nightlife which creates opportunities for diverse groups of Londoners to mix economically and socially.

**Policy 1.4 - Celebrating what we have in common: The Mayor will develop a programme of work to celebrate London identity and shape a city that is welcoming to all.**

Building a socially integrated city is about celebrating what Londoners have in common as well as diversity. Research has found that shared identities unite people and help to promote social integration rather than difference<sup>81</sup>. London's distinct identity can be used to promote social integration.

People commonly hold multiple identities based on attributes such as their faith, gender, sexuality, disability, age, education, ethnicity and nationality. In London, we hold one important attribute in common: all of us are Londoners. The Mayor believes that examining the importance of an inclusive London identity is not just an academic or cultural exercise. Understanding London identities will help him develop policies that resonate with all Londoners, to help bring people together in new ways. Initial research shows that a sense of being a Londoner is vital. It gives each of us a feeling of connection and shared responsibility with other people in the city<sup>82</sup>.

Those arriving here from elsewhere in the UK or from abroad are helped by Londoners to navigate the city, understand their neighbourhood and develop relationships. Established Londoners also benefit from that interaction with newcomers. The Mayor is exploring how he can support and build on the successes of existing welcome initiatives, primarily led by volunteers. These help newcomers to become connected and provide opportunities for existing residents to play an active role in welcoming new Londoners.

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<sup>80</sup> GLA (2017). *Night Time Economy Borough Champions Network*. [online]. Available at: <https://www.london.gov.uk/what-we-do/arts-and-culture/protecting-our-culture/night-time-economy-borough-champions-network> [Accessed on 30 Jan 2018].

<sup>81</sup> Gaertner, S. L., Dovidio, J. F., Guerra, R., Hehman, E. and Saguy, T. (2016). *A common ingroup identity: Categorization, identity, and intergroup relations* in T. D. Nelson (Ed.), *Handbook of prejudice, stereotyping, and discrimination* (2nd ed., pp. 433–454). New York: Psychology Press.

<sup>82</sup> GLA (forthcoming). London Identities Research.

## Actions

1.4.1 Through the **Citizenship and Integration Initiative (CII)**<sup>83</sup>, the Mayor will partner with civil society to develop a response to new research findings into London identities. This covers what it means to be a Londoner, and how the Mayor can help Londoners celebrate and be proud of an inclusive London identity<sup>84</sup>. Through policies and projects, City Hall will seek to build on shared elements of London identity which are relevant to born-and-bred Londoners, as well as to migrants and new arrivals from other parts of the UK. Working with partners, City Hall will develop an approach to welcoming newcomers to the city, building on the successes of existing welcome groups.

### Citizenship and Integration Initiative (CII)

In April 2017, the Mayor launched the CII. It is a partnership between City Hall and civil society which delivers activities through a pooled fund, supported by City Hall and several independent trusts and foundations. The initiative partly grew out of a commitment the Mayor made at a Citizens UK Assembly to support children and young people's citizenship rights.

The Mayor hosts secondees from civil society organisations at City Hall to work on shared objectives, which for the first two years (2017-2019) are:

1. Civic engagement: encouraging the take-up of citizenship and involvement in democracy
2. Young Londoners: supporting young Londoners to secure their legal rights to citizenship and residence
3. Diversity, social contact and identity: celebrating diversity and building shared identity.

In the first year (2017/18), secondees from Just for Kids Law, Coram Children's Legal Centre, Citizens UK and Migrants Organise worked at City Hall. They have led the CII and ensured that projects are co-designed and co-delivered with civil society. The seconding organisations will change from year to year as the focus of the initiative develops.

The philanthropic funders supporting the CII include: City Bridge Trust, Paul Hamlyn Foundation, Pears Foundation, Trust for London and Unbound Philanthropy.

<sup>83</sup> GLA (2017). *The Mayor's Citizenship and Integration Initiative*. [online]. Available at: <https://www.london.gov.uk/what-we-do/communities/mayors-new-citizenship-initiative> [Accessed on 30 Jan 2018].

<sup>84</sup> GLA (forthcoming). London Identities Research.

1.4.2 The Mayor will use 2018 to highlight overlooked aspects of what it means to be a Londoner. He will engage with communities around the historic role of Londoners in arrival and welcome, including commemorating the 70<sup>th</sup> anniversary of Windrush<sup>85</sup>. He will lead a culture and heritage programme with the theme of courage and communities to celebrate the Representation of the People Act 1918<sup>86</sup>. He will unveil a new statue of suffragist Millicent Fawcett in Parliament Square. This will be the first statue in the square of a woman, and has been created by Turner Prize winner Gillian Wearing OBE.

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<sup>85</sup> The MV Empire Windrush docked at Tilbury near London on 22 June 1948, carrying 492 passengers from the West Indies. This followed the passing of the British Nationality Act 1948, which gave the status of citizenship of the United Kingdom and Colonies (CUKC status) to all British subjects connected with the United Kingdom or a British colony.

<sup>86</sup> The Representation of the People Act 1918 began the inclusion of women in the electoral system. The terms of the Act widened suffrage by extending the right to vote to women over 30, who qualified if they were: a property owner, a member (or married to a member) of the Local Government Register, or a graduate voting in a university constituency.







## Part 2: Supporting Londoners to be active citizens

Improving social integration means supporting greater participation and enabling Londoners to play an active role in their communities and their city. It means Londoners are involved in the decisions that affect them. Being an active citizen includes a wide range of activities. These include volunteering, donating to charity, being a member of associations or support groups, and helping neighbours. It includes participating in democracy by, for example, voting, standing for public office and using public platforms to have your voice heard. People are more likely to feel they belong in a city which they have helped to shape and support. However, to participate, Londoners need access to relevant opportunities and activities.

The Mayor wants London to become a world-leader in volunteering. This means having enough volunteering opportunities for everyone who wants them, and engaging employers and schools in supporting volunteering. He wants to support higher voter registration and turnout, and for more Londoners to work with City Hall and other institutions to shape decisions. The Mayor's policies and actions in this part of the strategy will help achieve his objectives, to:

- improve volunteering and social action opportunities to increase participation, particularly among groups of Londoners who are currently less likely to be engaged
- equip more Londoners to participate in democratic processes such as voting, public debates and citizen-led action – knowing how to engage and that their voice matters
- ensure that City Hall works with Londoners in developing and delivering its policies, and encourages other institutions to adopt a similar citizen-led approach.

### **Policy 2.1 - Supporting Londoners to volunteer and take action: The Mayor will improve the promotion, tailoring and recognition of volunteering and social action opportunities.**

Volunteering and social action can provide many opportunities for Londoners to connect with others from diverse backgrounds. It can support belonging and community by bringing people together around a common cause. It can also help people gain new skills, knowledge and experience, including the ability to lead teams and create change.

Though he has no statutory powers in volunteering, the Mayor uses his volunteering programme, Team London, to mobilise Londoners to become active citizens. He wants all Londoners to access volunteering opportunities in their communities. That is why he is putting resources behind supporting and incentivising youth volunteering and promoting employer-supported volunteering for adults. In addition, he is addressing barriers to participation such as poor physical and mental health.

### *Actions*

2.1.1 City Hall will trial a new **Reward and Recognition scheme** for volunteering among young Londoners.

#### **Reward and Recognition scheme**

This is a ground-breaking digital rewards programme, to encourage, incentivise and reward volunteering among young people.

With over £900,000 of matched investment from the Big Lottery and Office for Civil Society through the #iwill Fund, City Hall will partner with vInspired to pilot digital rewards to increase youth volunteering.

By providing rewards, City Hall will encourage more young Londoners, and those who traditionally face barriers, to become active citizens. The scheme will explore how to overcome the barriers to volunteering, both real and perceived. It will gather insights into motivations and behaviours to understand more about how to increase participation. It will test different rewards and understand what resonates best with young people. City Hall will then take these findings and explore how to apply them to older Londoners so they too can reap the benefits of volunteering.

2.1.2 The Mayor will partner with the NCS Trust to develop the National Citizen Service to maximise its impact for London's young people. The aim is to give the programme a distinctive London flavour to: respond to the challenges of the city; improve uptake of the programme across London; and engage a diverse range of young Londoners.

2.1.3 The Mayor will encourage take-up of volunteering in schools through his **Team London Young Ambassadors** programme. A new version of the programme will include London-specific resources for schools on the Mayor's top priorities such as social integration, housing and air quality. The Mayor will also work to increase the number of 18 to 24-year-olds and the number of disabled volunteers in **Team London Ambassadors**, who welcome tourists at destinations around the city.

2.1.4 The Mayor will build on the success of HeadStart. It provides employment workshops and a guaranteed job interview to young people who give 16 or more hours of their time to volunteer in their local community. The new programme, **HeadStart Action**, will target young people who are in school but at risk of ending up outside of

employment, education or training. This will open pathways to employment. It will encourage lifelong participation in volunteering and social action, building stronger ties between young people and local community projects.

2.1.5 The Mayor will support more Londoners to access volunteering and social action opportunities through the **Team London website**. He will work volunteer centres and infrastructure bodies across London and organisations of all sizes to promote **employer-supported volunteering**<sup>87</sup>. This will help ensure that Londoners have both the opportunities and the time to volunteer.

2.1.6 Through his **Health Inequalities Strategy**<sup>88</sup>, the Mayor will address barriers to participation relating to poor health. These include those facing Londoners with limited mobility, who are affected by dementia, and who are recovering from mental illness, substance misuse, or conditions that have been stigmatised. Initiatives including **Thrive London**<sup>89</sup> for mental health, and the **UNAIDS Fast-Track Cities**<sup>90</sup> approach to HIV, will challenge stigma. Through **Dementia Friendly London**, the Mayor will transform the way Londoners think and act towards people affected by dementia. People affected by dementia will feel enabled to make a positive contribution to the city. The Mayor will also champion social prescribing in London. Social prescribing projects link people to sources of support within their communities, including volunteering and social action. This will provide more opportunities for Londoners with limited mobility, who are housebound, or are living in residential settings, to participate.

## **Policy 2.2 - Increasing democratic participation: The Mayor will encourage and support Londoners' participation in democracy and decision making.**

Londoners can engage in democracy in several ways, including through voting, seeking representation in elected office, and taking part in public debates.

Certain moments are critical points at which Londoners can be offered opportunities to participate. Evidence from the Electoral Commission suggests that young people who vote

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<sup>87</sup> GLA (2017). *Employer Supported Volunteering*. [online]. Available at: <https://www.london.gov.uk/what-we-do/volunteering/effective-community-engagement/employer-supported-volunteering> [Accessed on 23 Feb 2018].

<sup>88</sup> GLA (2017). *Better Health for All Londoners: Consultation on the London Health Inequalities Strategy*. [online]. Draft strategy available at: [https://www.london.gov.uk/sites/default/files/draft\\_health\\_inequalities\\_strategy\\_2017.pdf](https://www.london.gov.uk/sites/default/files/draft_health_inequalities_strategy_2017.pdf) [Accessed on 20 Jan 2018].

<sup>89</sup> GLA (2017). *Thrive LDN: Improving Londoners' mental health and wellbeing*. [online] Available at: <https://www.london.gov.uk/what-we-do/health/london-health-board/thrive-ldn-improving-londoners-mental-health-and-wellbeing> [Accessed on 30 Jan 2018].

<sup>90</sup> GLA (2018). *London joins Fast-Track Cities initiative to reduce new HIV infections*. [online]. Available at: <https://www.london.gov.uk/press-releases/mayoral/london-joins-hiv-fast-track-cities-initiative> [Accessed on 16 Feb 2018].

in their first election are more likely to vote as they get older<sup>91</sup>. Interventions with young people aged 16 (when you can first register to vote) to 18 years (for a young person's first election) can have a major impact in the long-term. Organisations such as Bite The Ballot, TalkPolitics, The Politics Project and Democracy Matters are leading the way in working to create a generation of young people who choose to participate politically and have a say in decisions that affect them.

Gaining British citizenship is another important moment. British citizenship is administered through central government and citizenship ceremonies are hosted locally by councils and registrars in each London borough. Many of the Londoners participating have been on the journey to citizenship for years. The Mayor has a role hosting an annual London-wide ceremony, and in supporting best practice across the city. The quality of citizenship ceremonies in London varies. The Mayor is working to improve the consistency of citizenship ceremonies and to tap into their potential as an access-point for democratic participation and volunteering. He is working with pilot boroughs to test the impact of voter registration and volunteering opportunities as part of ceremonies.

Aside from voting, another aspect of democratic participation is Londoners being involved in decisions. The Mayor recognises the need for systems which ensure that Londoners can play an active role in decisions that affect their lives. He also recognises that, when it comes to decision making, some voices have been heard less than others. The horrors of Grenfell Tower highlighted what can happen when certain communities are ignored and their voices drowned out. This needs to change. The Mayor is committed to tackling inequalities in voice and power. He is actively seeking to support groups to share their experiences and insights, so that he can better respond to their views. London's civil society plays a vital role in making this happen. City Hall will work closely with voluntary and community organisations to support their role in improving the lives of Londoners.

## *Actions*

2.2.1 Through the **CII**<sup>92</sup>, the Mayor will encourage involvement in democracy for all young Londoners. A London Curriculum resource<sup>93</sup>, which links with schools' citizenship education will support secondary school children, 16 to 18-year-olds and school leavers to develop their political literacy and become active citizens.

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<sup>91</sup> The Electoral Commission (2016). *December 2015 Electoral Registers in Great Britain*. [online]. Available at: [http://www.electoralcommission.org.uk/\\_\\_data/assets/pdf\\_file/0005/213377/The-December-2015-electoral-registers-in-Great-Britain-REPORT.pdf](http://www.electoralcommission.org.uk/__data/assets/pdf_file/0005/213377/The-December-2015-electoral-registers-in-Great-Britain-REPORT.pdf) [Accessed on 16 Feb 2018].

<sup>92</sup> GLA (2017). *The Mayor's Citizenship and Integration Initiative*. [online]. Available at: <https://www.london.gov.uk/what-we-do/communities/mayors-new-citizenship-initiative> [Accessed on 30 Jan 2018].

<sup>93</sup> The London Curriculum aims to connect children and young people with the city and offer all the chance to visit London's many cultural and scientific institutions. GLA (2017). *London Curriculum*. Available at: <https://www.london.gov.uk/what-we-do/education-and-youth/london-curriculum> [Accessed on 30 Jan 2018].

2.2.2 Through the **CII**<sup>94</sup>, the Mayor will work with London borough councils and registrars to pilot new ways of promoting democratic and volunteering opportunities at citizenship ceremonies. The pilot sites will help City Hall to develop new best practice guidance on hosting effective citizenship ceremonies. Guidance will include advice on how to make ceremonies more of a community celebration, and embed opportunities to volunteer and register to vote. It will also recognise the contributions many ceremony participants have already made through social action and volunteering even before becoming British citizens.

2.2.3 The Mayor will champion community involvement in all of City Hall's work to make sure policies and programmes are informed by Londoners, and better meet their needs and aspirations. Specific actions to achieve this will include:

- a new **Civil Society Strategy**, focused on working more closely with the community and voluntary sector to engage with Londoners
- support for London's communities, particularly those that are socially excluded, to build on their strengths and lead change through citizen-led action
- a more participatory approach to developing and delivering policies and programmes for Londoners.

2.2.4 Through his **Citizen Led Engagement Programme**,<sup>95</sup> the Mayor will hear from communities historically less well represented, about their experiences of social integration. The first phase involves working with five community groups across the city, including Bulgarian, Somali, and older and younger BAME Londoners. The programme will:

- improve the Mayor's connections with communities that have historically had less of a voice
- inform policies and practice on social integration on a continuous basis
- identify and develop leaders who want to engage further with City Hall.

2.2.5 City Hall will reach a wide range of Londoners through **Talk London**<sup>96</sup>. It is an online community that puts Londoners at the centre of the Mayor's work. Through involving people in sustained and meaningful debates, it generates actions to improve the capital. City Hall will work to create a community that is truly inclusive of all Londoners. It will deliver a community experience that enables members to participate more fully in democracy, including in the design and delivery of public services.

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<sup>94</sup> GLA (2017). *The Mayor's Citizenship and Integration Initiative*. [online]. Available at: <https://www.london.gov.uk/what-we-do/communities/mayors-new-citizenship-initiative> [Accessed on 30 Jan 2018].

<sup>95</sup> GLA (2017). *Citizen-Led Engagement*. [online]. Available at: <https://www.london.gov.uk/what-we-do/regeneration/funding-opportunities/funding-opportunity-citizen-engagement-and-participation-projects> [Accessed on 16 Feb 2018].

<sup>96</sup> GLA (2016). *Welcome to Talk London*. [online]. Available at: <https://www.london.gov.uk/talk-london/> [Accessed on 16 Feb 2018].

### **Policy 2.3 - Coordinating community sponsorship: The Mayor will work with London borough councils, communities and civil society to develop London's approach to the community sponsorship of refugees.**

London has a well-established history of providing refuge to those seeking sanctuary. Across the city, there are local authorities, health services, businesses, charities, volunteers and many others who want to help refugees fleeing their homes. It is not enough to just welcome refugees to the capital. We all need to work together to help them become part of London, including becoming active citizens who are connected to their communities. When this happens, we all benefit.

London boroughs have already resettled over 400 refugees through the Vulnerable Persons and Vulnerable Children Resettlement Schemes. However, the lack of affordable homes for new arrivals has been a major challenge to London's participation in national resettlement schemes.

Community sponsorship is designed to enable community groups to receive resettled refugee families and support their social integration<sup>97</sup>. The model brings together the goodwill and expertise of a diverse range of Londoners including universities, local businesses, landlords, English language teachers, voluntary associations and faith groups. It provides fresh opportunities for Londoners to come together around a common goal. City Hall is supporting and coordinating partners across London. The ambition is together to overcome challenges and support more refugees to be resettled in the capital.

#### *Actions*

2.3.1 Through its dedicated **Community Sponsorship Coordinator**<sup>98</sup>, City Hall will work with local authorities, communities, businesses and organisations to coordinate offers of support and expertise to help resettled refugees make London their home. These offers include homes, work and education opportunities, orientation support, and English language classes.

2.3.2 The Mayor will continue to promote community sponsorship. He will advocate for a warm welcome for resettled refugees arriving in London. He will also encourage and recognise the contributions of many Londoners to this cause.

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<sup>97</sup> Ministry of Housing, Communities and Local Government, Department for International Development, and Home Office (2016). *Apply for full community sponsorship*. [online]. Available at: <https://www.gov.uk/government/publications/apply-for-full-community-sponsorship> [Accessed on 16 Feb 2018].

<sup>98</sup> GLA (2016). *Mayor to bring Londoners together to support Syrian refugees*. [online]. Available at: <https://www.london.gov.uk/press-releases/mayoral/mayor-supports-syrian-refugees-with-new-initiative> [Accessed on 30 Jan 2018].







## Part 3: Tackling barriers and inequalities

While divisions shape people's everyday experience of life in London, there cannot be true social integration. If inequalities, which affect everyone, and barriers, which affect certain groups, remain unchallenged, the meaningful interaction of Londoners will be undermined. This is to the detriment of all. An essential part of this strategy is therefore addressing barriers and inequalities, and promoting equality.

In his draft Equality, Diversity and Inclusion Strategy, the Mayor commits to playing his role in tackling barriers and inequalities which still hold back too many Londoners<sup>99</sup>. This strategy builds on that work, focusing on the inequalities and barriers that are particularly detrimental to social integration and require specific interventions. The policies and actions set out here will help achieve the Mayor's objectives, to:

- reduce inequalities which could otherwise undermine social integration, working alongside partners to achieve this, particularly in the areas of skills, housing, planning, regeneration and policing
- work with employers and businesses to help improve access to employment and increase opportunities for social integration in London's workplaces
- address specific barriers to social integration through targeted programmes such as promoting pathways to citizenship, improving English language training and widening digital inclusion
- lobby for changes to central government policies which currently present barriers to social integration, for example the implementation of immigration policies.

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<sup>99</sup> The Mayor's draft Equality, Diversity and Inclusion Strategy sets out how he proposes addressing long-standing inequalities and discrimination in London experienced by those groups protected by the Equalities Act 2010, as well as going beyond his legal duties to address barriers to inclusion for key groups. GLA (2017). *The Mayor's vision for a diverse and inclusive city: Draft for consultation*. Draft available at: <https://www.london.gov.uk/get-involved/all-consultations/consultation-mayors-vision-diverse-and-inclusive-city> [Accessed 23 Feb 2018].

### **Policy 3.1 - Improving social integration in the workplace: The Mayor will encourage integration in employment by working with partners to tackle inequalities in access, pay and experience of work.**

Research shows that Londoners' sense of belonging is strongly tied to their ability to access economic opportunities, particularly good work<sup>100</sup>. Some groups are underrepresented in London's workforce. This is due to a range of factors including discrimination, skills mismatch, and lack of qualifications and networks. The workplace is a setting in which people from different backgrounds can meet and form relationships. When some groups are excluded, these opportunities for building social integration are missed. To address this, activities are needed to improve employment and skills across the board, as well as targeted work to remove barriers for certain groups.

Black and minority ethnic (BAME) groups are still underrepresented in London's labour market, with lower employment rates for the majority of BAME groups compared to white Londoners. Young black men (aged 16 to 24 years) have particularly high rates of unemployment<sup>101</sup>, at 32 per cent compared to 14 per cent among young white men. For this to change, employers must be more aware of the problem and what they can do to address it.

The public sector part of the Equality Act 2010 requires City Hall to set objectives for London and publish equality information at least once a year. The Mayor wants to go beyond his statutory responsibilities, to provide leadership on addressing workforce inequality and promoting integration. The Mayor has no authority over London's businesses. However, he can show best practice and use his influence to advocate with employers to improve access to employment for groups that are currently significantly underrepresented. He will build a network of employers, young people and statutory agencies committed to championing this issue.

#### *Actions*

3.1.1 The Mayor will launch the **Workforce Integration Network (WIN)**. This will address underrepresentation in London's workforce through a partnership of employers and peer ambassadors, starting with a focus on young black men. It will make sure that London's businesses can access the best talent across the city.

3.1.2 Leading by example, the Mayor has made clear that City Hall and the Greater London Authority (GLA) group will recruit and retain a workforce that better reflects

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<sup>100</sup> GLA (forthcoming). London Identities Research.

<sup>101</sup> GLA analysis of the Annual Population Survey. Data combined over three years, 2014 to 2017. Comparison of groups by age, ethnicity and gender shows that young black men have the highest unemployment rate along with Bangladeshi young men. Other groups with high unemployment rates include young mixed ethnicity men and women. The analysis also shows that young people in general – across ethnicity and gender - have higher unemployment rates than their older counterparts.

London's diversity, including at senior levels. He will publish data on the pay gap affecting women and BAME employees. To narrow these gaps and inequalities, the Mayor is implementing a range of new initiatives. These include: 'no name' application forms; training senior managers to ensure recruitment processes are as fair as possible; and offering mentoring, career-support programmes and sponsorship to aid career progression<sup>102</sup>. The Mayor will identify opportunities to encourage City Hall's suppliers to employ a workforce that is representative of London's diverse population and provide services that are inclusive. City Hall will seek to work with organisations with a good track record of promoting equality and diversity<sup>103</sup>.

### Workforce Integration Network (WIN)

WIN is a partnership of employers and peer ambassadors to address underrepresentation in the city's workforce. It will seek to increase the numbers of black and minority ethnic (BAME) Londoners employed in key sectors. It will start with a focus on young black men who currently have among the highest unemployment rates.

WIN will aim to:

- improve pathways into employment for young black men aged 16 to 24 by partnering with Moving On Up, an existing initiative led by Trust for London and the Black Training and Enterprise Group (BTEG), which is working to reduce barriers to employment for young black men
- advocate for coordinated action in London to support higher rates of BAME Londoners entering the workforce by shining a light on the issue and building a network of peer ambassadors among BAME Londoners working in key sectors
- commission innovative research to improve the quality of the data on sector-specific BAME employment rates, drawing together good practice case studies on workforce integration for underrepresented groups
- engage with employers from key growth sectors with low inclusion of BAME groups – initially focusing on employers of the construction and digital/tech workforce
- employ a coordinator based at City Hall to work proactively and consistently with employers to help them improve their efforts to reduce the employment gap
- develop, publish and promote a best practice guide for employers.

3.1.3 As part of his **#BehindEveryGreatCity** campaign, the Mayor will use the 2018 centenary of the Representation of the People Act<sup>104</sup> to support the continuing success of

<sup>102</sup> GLA (2017). *Mayor: 'Behind Every Great City is equality, opportunity and progress'*. [online]. Available at: <https://www.london.gov.uk/press-releases/mayoral/mayors-new-campaign-to-drive-gender-equality> [Accessed on 30 Jan 2018].

<sup>103</sup> GLA (2017). *The GLA Group Responsible Procurement Policy*. [online]. Available at: [https://www.london.gov.uk/sites/default/files/gla\\_group\\_rpp\\_v7.12\\_final\\_template\\_for\\_web.pdf](https://www.london.gov.uk/sites/default/files/gla_group_rpp_v7.12_final_template_for_web.pdf) [Accessed on 30 Jan 2018].

<sup>104</sup> The Representation of the People Act 1918 began the inclusion of women in the electoral system. The terms of the Act widened suffrage by extending the right to vote to women over 30, who qualified if they

women. He will push for greater gender equality for women from all backgrounds across the city<sup>105</sup>. To this end, he will work with London's many leading industries – from culture, education and business, to politics and public life. He will seek to address the workplace equality issue whereby, in London, three times more women than men say that their gender hinders their progression at work<sup>106</sup>.

3.1.4 The Mayor's **Good Work Standard**<sup>107</sup> will encourage employers to implement the best employment standards in London. With fair pay and the London Living Wage at its heart, the Mayor's Good Work Standard will support employers to adopt best practice. It will help them achieve high standards in areas such as working conditions, diversity and inclusion, flexible working, health and wellbeing, apprenticeships and training, and communication with employees.

3.1.5 Through **Thrive London**, the Mayor will raise mental health awareness and work with partners to eliminate the stigma of mental illness – including in the workplace. This will help to ensure that two million Londoner's experiencing mental ill health each year are supported in their employment<sup>108</sup>.

3.1.6 The Mayor will address the skills gap through his **Skills Strategy**<sup>109</sup>. Through initiatives such as the **Mayor's London Scientist**, he will inspire more young Londoners to consider a career in STEM (Science, Technology, Engineering and Maths)<sup>110</sup>. He will seek to support more diversity in the construction sector through the **Mayor's Construction Academy Scheme**<sup>111</sup>, and in the creative industries through his **Creative Skills Plan**. He will also help young people fill a growing number of digital, creative and technology jobs through his **Digital Talent Programme**<sup>112</sup>. This programme will include specific work to

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were: a property owner, a member (or married to a member) of the Local Government Register, or a graduate voting in a University constituency.

<sup>105</sup> GLA (2017). *Mayor: 'Behind Every Great City is equality, opportunity and progress'*. [online]. Available at: <https://www.london.gov.uk/press-releases/mayoral/mayors-new-campaign-to-drive-gender-equality> [Accessed on 30 Jan 2018].

<sup>106</sup> 28 per cent of women say their gender hinders their progression in the workplace, compared to 9 per cent of men. YouGov (2017). *Mayor of London Survey*. [online]. Available at: <https://londondatstore-upload.s3.amazonaws.com/GLA%20YouGov%20Results%20November%202017%20-%20gender%20inequality.pdf> [Accessed on 16 Feb 2018].

<sup>107</sup> GLA (2017). *Mayor of London's Good Work Standard*. [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/making-london-best-city-world-work> [Accessed on 20 Jan 2018].

<sup>108</sup> GLA (2017). *Thrive LDN: Improving Londoners' mental health and wellbeing*. [online]. Available at: <https://www.london.gov.uk/what-we-do/health/london-health-board/thrive-ldn-improving-londoners-mental-health-and-wellbeing> [Accessed on 30 Jan 2018].

<sup>109</sup> GLA (2017). *Skills for Londoners*. [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/have-your-say-skills-londoners-strategy> [Accessed on 30 Jan 2018].

<sup>110</sup> GLA (2018). *Mayor's London Scientist*. [online]. Available at: <https://www.london.gov.uk/what-we-do/education-and-youth/mayors-london-scientist> [Accessed on 30 Jan 2018].

<sup>111</sup> GLA (2017). *Construction Academy Scheme*. [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/construction-academy-scheme> [Accessed on 23 Feb 2018].

<sup>112</sup> GLA (2017). *Digital Talent for London*. [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/digital-talent-london> [Accessed on 23 Feb 2018].

support those from lower income groups, young women and young BAME Londoners to set up digital businesses and start-ups.

3.1.7 Through the European Social Fund (ESF) programme, the Mayor will support Londoners underrepresented in the workforce who face additional barriers to employment and entrepreneurship. Projects funded will include support for young people, women, BAME and disabled Londoners to move into work, self-employment and entrepreneurship. They will also help those in low-paid jobs to improve their position and pay.

### **Policy 3.2 - Creating better places: The Mayor will ensure that housing policy, the built environment and green space support social integration.**

Unequal housing conditions can lead to resentment and division, hindering social integration. London's chronic shortage of homes now affects almost every Londoner in some way. Those on low incomes are being increasingly locked out of London's housing market. Some small business owners and public service workers are considering leaving London because of high housing costs<sup>113</sup>. Even where people are not priced out, the pace of change to neighbourhoods can leave some residents feeling alienated.

The Mayor has powers in planning, housing, environment, regeneration and transport which he can use to shape how London develops as it grows. This will enable him to set the parameters for the city, including addressing inequalities which threaten social integration, and promoting social mixing.

The Mayor wants more Londoners to be able to access safe, good quality and genuinely affordable homes in mixed, culturally vibrant neighbourhoods<sup>114</sup>. He wants to ensure all Londoners feel included, not alienated, by change. He will introduce measures to increase the number of genuinely affordable homes. He will shape an environment that promotes social mixing, including through community-led regeneration. This can help London's communities to become more equal and better integrated.

London's town centres, high streets, neighbourhoods and green space will change as the population grows. This change needs to be carefully managed to ensure that communities are integrated. Good growth means regenerating areas of London to the economic benefit of all, and in an environmentally sustainable way. It means providing better local services, high quality public spaces, good jobs and genuinely affordable homes for all. This will help to create places where social integration is natural, rather than an uphill struggle.

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<sup>113</sup> London Chamber of Commerce and Industry (2016). *Living on the Edge: Housing London's Blue Light Emergency Services*. London: LCCI.

Royal College of Nursing (2016). *RCN London Housing Survey*. [online]. Available at: <https://www.rcn.org.uk/london/about/publications/housing-survey-results-2016> [Accessed on 30 Jan 2018].

<sup>114</sup> The Mayor's full plans for achieving this ambition are set out in the draft London Plan and draft Housing Strategy.

As the city grows, social infrastructure such as schools and health centres must be designed to meet the needs of communities. Spaces where people can meet, and children can play, building relationships, should be created and preserved. Putting people at the heart of City Hall's approach to planning will help growth to be beneficial to all Londoners. Projects that promote integration, including inter-generational housing that meets the needs of both older and younger Londoners, can help us all become more connected.

Reducing car dependency and traffic dominance are vital parts of creating better places which work well for people. The Mayor and Transport for London have adopted the Healthy Streets Approach to make this happen. It means planning the city around the experience of living, travelling and spending time on London's streets. The experience of being on London's streets is particularly important for older people, children, disabled people and those living on lower incomes, who disproportionately feel the negative impacts of living in a car-dependent city. Traffic-dominated streets break up the city, cutting through and between communities. Creating healthier streets will reconnect communities, helping to improve social integration as well as the environment.

### *Actions*

3.2.1 The Mayor's **London Plan**<sup>115</sup> will require all boroughs, in their development plans, to carry out a needs assessment of social infrastructure to meet the requirements of London's communities<sup>116</sup>. It will ensure an inclusive design approach. This will reduce the barriers many Londoners experience to living independent and dignified lives due to poor built environment design and limited access to green space. Disabled and older Londoners will benefit from accessible and safe neighbourhoods<sup>117</sup>. City Hall will do research to understand what places and spaces across the city give people the opportunity to meet and build meaningful relationships. This will be used to produce new planning guidance on social and community infrastructure.

3.2.2 The Mayor's will adopt the **Healthy Streets Approach** to planning the city<sup>118</sup>. Planning for reduced traffic dominance and car dependency, and increased levels of walking, cycling and public transport use, will help to create streets and places that are

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<sup>115</sup> GLA (2017). *The London Plan: The spatial development strategy for Greater London: Draft for public consultation*. [online]. Draft available at: <https://www.london.gov.uk/what-we-do/planning/london-plan/new-london-plan/download-draft-london-plan-0> [Accessed on 30 Jan 2018].

<sup>116</sup> Social infrastructure covers a range of services and facilities that meet local and strategic needs and contribute towards quality of life. It includes health provision, education, community, play, youth, recreation, sports, faith and emergency facilities.

<sup>117</sup> GLA (2017). *Draft New London Plan: Policy D3 Inclusive Design*. [online]. Draft available at: <https://www.london.gov.uk/what-we-do/planning/london-plan/new-london-plan/draft-new-london-plan/chapter-3-design/policy-d3-inclusive-design> [Accessed on 30 Jan 2018].

<sup>118</sup> The Healthy Streets Approach will be delivered through several of the Mayor's strategies, including: the London Plan, the Mayor's Transport Strategy, the London Environment Strategy and the Health Inequalities Strategy.



welcoming for all. Making streets easier to cross, improving air quality, and creating more traffic-free areas will help re-connect communities and encourage social integration.

3.2.3 The Mayor's **Housing Strategy**<sup>119</sup> will support social integration by:

- ensuring that higher levels of homebuilding maintain a focus on well-designed, good quality, safe and sustainable neighbourhoods that meet Londoners' diverse requirements, preventing inequalities in housing conditions
- improving the experience of private renters in London including: supporting higher standards, exploring options for improving security of tenure, and working with government and other partners to improve affordability in the sector. This will help households renting privately to enjoy more stability and security, enabling them to put down roots in communities and develop relationships. It will help to reduce housing inequalities between people in the private rented sector and owner-occupiers
- working with partners to prevent homelessness and provide a route off the streets for every rough sleeper in London. This includes ensuring access to specialist advice and support for rough sleepers with additional barriers to integration, such as those with complex issues relating to their citizenship and residence rights
- exploring ways to use the Mayor's capital funding for supported and specialist accommodation to enable innovations in mixed housing, for example inter-generational housing
- launching a **Community-Led Housing Hub** for London to support communities wishing to develop their own homes. This will help create housing stock that meets the needs of diverse communities and opportunities for Londoners to work together around common goals, supporting integration.

3.2.4 Through the **Good Growth Fund**<sup>120</sup>, the Mayor will support projects that are innovative and show an outstanding approach to London's regeneration challenges. This includes projects which:

- tackle barriers to integration, for example: addressing the decline in social and civic infrastructure, making sure growth creates opportunities for local people, and promoting regeneration which feels tangibly beneficial to Londoners
- develop civic spaces, including parks, where people can spend time meeting people from other backgrounds
- deliver community-led regeneration, bringing people together around the local ownership or management of community assets and common spaces.

The Mayor will seek to direct ESF revenue funding to complement Good Growth Fund capital investment. Where possible, this will help projects which develop new and

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<sup>119</sup> GLA (2017). *London Housing Strategy: Draft for public consultation*. [online]. Draft available at: <https://www.london.gov.uk/what-we-do/housing-and-land/tackling-londons-housing-crisis> [Accessed on 30 Jan 2018].

<sup>120</sup> GLA (2017). *Good Growth Fund: supporting regeneration in London*. [online]. Available at: <https://www.london.gov.uk/what-we-do/regeneration/funding-opportunities/good-growth-fund-supporting-regeneration-london> [Accessed on 30 Jan 2018].

improved social and civic spaces. The aim is to offer skills and employment opportunities which bring people together and meet local needs.

3.2.5 The Mayor's **Good Growth by Design** programme will help create a better built environment for all Londoners. The Mayor has appointed a diverse group of built environment experts as **Design Advocates**. They will carry out research, formulate policy, and scrutinise London's development. By so doing, the Mayor's Design Advocates will ensure good design, which promotes social integration and celebrates diversity. They will address issues including diversity in the built environment profession and promoting youth participation in the planning process. They will also develop housing design guidance to address London's housing needs with social, economic, green<sup>121</sup> and cultural infrastructure at a neighbourhood scale.

3.2.6 City Hall will plan ways to implement relevant recommendations from the High Streets for All report<sup>122</sup>. This recognises that high streets and town centres are vital locations for social integration, particularly for disabled people, young people, women and older Londoners.

3.2.7 Through his Mayoral Development Corporations, the Mayor will support social integration in the built environment of new neighbourhoods. For example, the **London Legacy Development Corporation** is responsible for Queen Elizabeth Olympic Park and the surrounding area in east London. It will make sure that social infrastructure is part of the new neighbourhoods it develops and that these spaces become key places for social integration. The Mayoral Development Corporation will also offer future development sites for pop-up community activity. Hub 67, a community centre in Hackney Wick, and Mobile Garden City, a community garden in Stratford, are examples of pop-up activity so far. These spaces allow communities to come together and help model the potential for future social infrastructure.

3.2.8 The Mayor's **Fuel Poverty Action Plan**<sup>123</sup> sets out how he will help lift Londoners out of fuel poverty, and overcome the health effects of cold, damp, draughty living conditions. Fuel poverty disproportionately affects BAME Londoners, those with disabilities and long-term conditions, and lone parents. It creates barriers to social integration because it makes socialising and participating harder for some Londoners. The Mayor's plan explains how he will improve collaboration and coordination among the many organisations working to address fuel poverty. This work will be led by the new London Fuel Poverty Partnership, co-chaired by the Deputy Mayor for Environment and Energy

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<sup>121</sup> Green infrastructure describes the network of parks, green space, wetlands, woodlands – and features such as street trees and green roofs – that are planned, designed and managed to provide a range of benefits to Londoners.

<sup>122</sup> We Made That and LSE Cities (2017). *High streets for all*. London: GLA. Available at: [https://www.london.gov.uk/sites/default/files/high\\_streets\\_for\\_all\\_report\\_web\\_final.pdf](https://www.london.gov.uk/sites/default/files/high_streets_for_all_report_web_final.pdf) [Accessed on 30 Jan 2018].

<sup>123</sup> GLA (2017). *Draft Fuel Poverty Action Plan*. [online]. Draft available at: <https://www.london.gov.uk/WHAT-WE-DO/environment/environment-publications/draft-fuel-poverty-action-plan> [Accessed on 30 Jan 2018].

and the Deputy Mayor for Social Integration, Social Mobility and Community Engagement.

### **Policy 3.3 - Promoting justice for all Londoners: The Mayor will ensure a fair approach to policing which supports social integration.**

It is a fundamental principle of fairness that everyone should be equal in the eyes of the law. The Lammy Review, published in 2017, found disproportionate treatment in the criminal justice system, with a racial bias against BAME groups<sup>124</sup>. It highlighted that half (51 per cent) of the UK-born BAME population and 35 per cent of the UK-born white population agree that the criminal justice service discriminates against particular groups<sup>125</sup>. The Mayor's Office for Police and Crime (MOPAC) has also uncovered inequalities, such as the treatment of the victims of violence against women and young girls<sup>126</sup>. These inequalities are a threat to social integration, giving rise to entrenched division and resentment.

Through MOPAC, the Mayor has strategic oversight over the Metropolitan Police Service (MPS). He can set priorities for the MPS and use MOPAC's convening power to address issues in the criminal justice system more broadly. The Mayor is therefore ensuring a coordinated response to the Lammy Review across London's criminal justice agencies. He has also made clear that he will scrutinise the MPS' use of stop and search to promote its fair, proportionate and effective use<sup>127</sup>. He has made addressing inequality and disproportionality a priority in his Police and Crime Plan<sup>128</sup>.

Crime and the way it affects communities can present barriers to social integration. The fear of crime can prevent some groups from feeling safe in their neighbourhood and taking part in all that London offers<sup>129</sup>. Some groups are disproportionately vulnerable to crime in the capital<sup>130</sup>. In these communities, interventions are needed to rehabilitate offenders and support victims.

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<sup>124</sup> The Lammy Review (2017). *The Lammy Review: An independent review into the treatment of, and outcomes for, Black Asian and Minority Ethnic individuals in the Criminal Justice System*.

<sup>125</sup> The Lammy Review (2017). *The Lammy Review: An independent review into the treatment of, and outcomes for, Black Asian and Minority Ethnic individuals in the Criminal Justice System*. p.6.

<sup>126</sup> MOPAC and NHS England (2016). *Sexual Violence: The London Sexual Violence Needs Assessment*. [online]. Available at:

[https://www.london.gov.uk/sites/default/files/sexual\\_violence\\_needs\\_assessment\\_report\\_2016.pdf](https://www.london.gov.uk/sites/default/files/sexual_violence_needs_assessment_report_2016.pdf)

[Accessed on 30 Jan 2018].

<sup>127</sup> GLA (2017). *Police and crime plan 2017-2021*. p.91. Available at: <https://www.london.gov.uk/mopac-publications/police-and-crime-plan-2017-2021> [Accessed on 30 Jan 2018].

<sup>128</sup> GLA (2017). *Police and crime plan 2017-2021*. Available at: <https://www.london.gov.uk/mopac-publications/police-and-crime-plan-2017-2021> [Accessed on 30 Jan 2018].

<sup>129</sup> For example, young people we spoke to said that fear of crime affects where they chose to work, travel and socialise.

<sup>130</sup> Mayor's Office for Policing and Crime (2017). *MOPAC Vulnerable Localities Profile*. [online]. Available at: <https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-statistics/london-landscape> [Accessed on 30 Jan 2018].

Crime can also be a symptom of inequality and poor social integration, resulting from poverty and alienation. Law enforcement is critical but will only be effective when accompanied by wider, well-resourced social and public health solutions. The Mayor is working to address the root causes of knife crime, hate crime, violent extremism and violence more broadly - not only tackling existing threats but challenging underlying problems. Social integration is an important part of this. Tackling exclusion and isolation at both an individual and community level can reduce people's vulnerability in the face of hateful and violent ideologies. In turn, how the police and others respond to hate crime and extremism can have real impacts on individuals and communities.

The Mayor wants every Londoner, regardless of age or background, to have confidence in the police. This means all Londoners having confidence that the police will exercise their powers fairly, proportionately and without improper discrimination. It also means vulnerable groups knowing they will be protected and crimes against them investigated. In some types of crime reporting by victims is low. For example, violence against women and girls, hate crime and those who lack the confidence to come forward due to their immigration status. To address this, the Mayor is working to improve referral mechanisms, victim support and restorative justice.

### *Actions*

3.3.1 The Mayor will continue to work with London's communities, the MPS and MOPAC in lobbying to reverse central government cuts to London's policing budget. These have depleted much-needed resources to help tackle crime and its causes in London.

3.3.2 The Mayor made addressing inequality and disproportionality in the MPS and criminal justice service a priority in his **Police and Crime Plan**<sup>131</sup>. In response to the Lammy Review specifically, the Mayor through MOPAC will bring key agencies in London together. This includes the MPS, Crown Prosecution Service, National Probation Service and others, and will help ensure there is an effective and coordinated response to the Lammy Review findings.

3.3.3 Through MOPAC, the Mayor will continue to engage communities in working with the police to devise community-led responses to issues such as violence against women and girls, and knife crime. He has already deployed additional officers in London's neighbourhoods. They are now working with communities to promote active citizenship so that people can inform and co-design local responses to local problems, alongside the police using all their enforcement powers.

3.3.4 The Mayor will work with partners and communities across London to address hate crime. This includes working with the MPS to improve the police response to hate crime

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<sup>131</sup> GLA (2017). *A Safer City for all Londoners: Police and Crime Plan 2017-2021*. Available at: <https://www.london.gov.uk/mopac-publications/police-and-crime-plan-2017-2021> [Accessed on 30 Jan 2018].

and ensuring access to specialist support for its victims. A multi-agency **Online Hate Crime Hub** will improve the investigative response to, and outcomes for, victims of hate crime online.

3.3.5 The Mayor will improve efforts to **Counter Violent Extremism**<sup>132</sup> through an ambitious new programme designed to tackle violent extremism from both the far-right to the so-called Islamic State/Daesh. It is based on a deep understanding of what is distinctive about London. This work will explore the underlying social conditions that can trigger and sustain extremism as well as developing community-based ways to counter it. The approach will enable communities to better support vulnerable groups and individuals and develop recommendations for how public services can better respond.

3.3.6 The Mayor will commission new victim support services and referral mechanisms centred around the needs of victims of crime. This will ensure they are better equipped to engage with the criminal justice process. He will provide small grants to increase the capacity of organisations to meet rising demand, as more victims feel confident to report crime. He will increase provision of restorative justice through **Restore:London**, a new London Restorative Justice Service programme.

### **Policy 3.4 - Supporting migrants and refugees: The Mayor will challenge barriers to integration facing migrant and refugee communities.**

London draws huge strength from the contribution of migrants who choose to make the city their home. Migrants bring economic benefits to the capital and enrich our society and communities, bringing cultural energy to Londoners' ever-evolving shared identity<sup>133</sup>. London is proud of its tradition of welcoming those fleeing persecution and human rights abuses. Nevertheless, there are specific barriers faced by migrant and refugee communities to participating in and contributing to life in London.

Measures in central government's Immigration Acts of 2014 and 2016 and related policies have created a so-called 'hostile environment' for migrants with irregular immigration status. The policies seek to limit access to housing, healthcare, bank accounts and driving licences for those without permission to be in the UK. They also make gaining status more difficult and increase data-sharing with the Home Office. In practice, those required to carry out additional immigration checks, such as landlords and estate agents, cannot be expected to understand complex immigration status rules. These policy measures have led to discrimination, experienced by Londoners presumed to be foreign nationals. They

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<sup>133</sup> GLA (2017). *Migration Advisory Committee call for evidence on EEA-workers in the UK labour market: Submission from the Greater London Authority*. [online]. Available at: <https://www.london.gov.uk/sites/default/files/mac-call-for-evidence-gla-submission.pdf> [Accessed 30 Jan 2018].

have created problems for all those – including British citizens and those relying on rights from EU law – who cannot easily document their legal rights to residence<sup>134</sup>.

There are also specific challenges for asylum seekers and refugees, who face barriers to becoming part of London and contributing to the communities in which they live. There has been an increase in delays in processing asylum applications meaning that asylum seekers are left in limbo for too long. They are unable to work and are often not supported to learn English<sup>135</sup>. Once refugee status has been granted, newly-recognised refugees are given 28 days before asylum support, including housing and basic living expenses, ends. This move-on period has been well evidenced to be too short, leaving insufficient time for refugees to receive their documentation, find somewhere to live and find work<sup>136</sup>.

While the Mayor has no control over the decisions made by central government on national immigration policy, he can advocate for Londoners directly affected by these policies. His **#LondonIsOpen** campaign focused on communicating to London's businesses and institutions, as well as internationally, that the city is open and welcomes migrants, opposing policies which create unfair barriers. The Mayor has called for the government to scrap the discriminatory 'Right to Rent' policy<sup>137</sup>. He will continue to push for a fairer approach to immigration enforcement which does not undermine social integration. He will also advocate to improve the integration support provided for asylum seekers and refugees. City Hall is committed to continuing to work with the Home Office to make sure that the immigration system is fairly and effectively implemented in London.

## Actions

3.4.1 City Hall will convene and chair the **London Strategic Migration Partnership**<sup>138</sup> and the Mayor's **Migrant and Refugee Advisory Panel**<sup>139</sup>. They work to address the barriers and issues facing migrants in London, including:

- managing the impact of the EU referendum result on Londoners at risk of marginalisation

<sup>134</sup> Joint Council for the Welfare of Immigrants (2017). *Passport Please: The impact of the Right to Rent checks on migrants and ethnic minorities in England*. London: JCWI; Home Office (2015). *Evaluation of the Right to Rent scheme: Full evaluation report of phase one*. Research Report 83. London: Home Office.

<sup>135</sup> Home Affairs Select Committee Report (2018). *Immigration policy: Basis for building consensus*. London: House of Commons.

<sup>136</sup> Carnet, P, Blanchard, C and Apollonio, F. (2014). *The move on period: An ordeal for new refugees*. London: British Red Cross.

<sup>137</sup> GLA (2017). *London Housing Strategy: Draft for public consultation*. [online]. Draft available at: <https://www.london.gov.uk/what-we-do/housing-and-land/tackling-londons-housing-crisis> [Accessed on 30 Jan 2018].

<sup>138</sup> The London Strategic Migration Partnership (LSMP) is funded through a Home Office grant. It brings together different organisations to look at migration issues and how they impact on London and its migrant communities. LSMP's mandate covers the full range of migration in London - it makes sure that London remains internationally competitive and supports people to integrate.

<sup>139</sup> City Hall set up the Migrant and Refugee Advisory Panel (MRAP) to work with us, the LSMP and other organisations that provide services to communities. MRAP advises on the issues and challenges facing refugee and migrant communities in London.

- understanding issues with and improving London's approach to: asylum accommodation and support, individuals and families with no recourse to public funds, and unaccompanied asylum-seeking children
- understanding demographic trends in London to provide effective strategic oversight and policy development.

3.4.2 The Mayor will continue to lobby central government for a fairer approach to immigration enforcement. He opposes the discriminatory impacts of the hostile environment. These threaten social integration, leave vulnerable people without access to essential services, and undermine its intended aim of preventing irregular migration.

3.4.3 To support social integration and prevent homelessness for asylum seekers and refugees, the Mayor will lobby the government to extend the move-on period and to improve the integration and support for these groups.

### **Policy 3.5 - Enabling the path to citizenship: The Mayor will promote the take-up of citizenship and legal rights to residence for Londoners.**

Social integration involves ensuring that all Londoners who hold legal rights to live here are legally recognised and able to access their rights. The Mayor is therefore carrying out specific work for Londoners who face problems accessing their rights to citizenship and residence. This is not just an issue for migrants, but one which affects some young people who have grown up in the city.

The immigration system and nationality law are complex. Many people struggle to access their legal rights to citizenship and status, creating barriers to social integration. Because of Brexit, Londoners from the European Economic Area (EEA) face uncertainty over their future here and will need to make an application to secure their status and residence.

Thousands of young Londoners have grown up here but cannot fulfil their potential because of insecure immigration status. Despite London being their home, these young people find themselves blocked from living a normal life, contributing and progressing. They cannot work, access mainstream benefits, hold a driving licence or open a bank account, and are effectively barred from higher education. Many who have made London their home and live here permanently face financial barriers to becoming British citizens.

Championing the cause of Londoners in this position is part of the work of the CII<sup>140</sup>. It works to support young Londoners to secure their residence and citizenship rights and promote the take-up of citizenship more generally. The Mayor does not hold powers to change the citizenship process directly. However, he can work with others to increase the

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<sup>140</sup> GLA (2017). *The Mayor's Citizenship and Integration Initiative*. [online]. Available at: <https://www.london.gov.uk/what-we-do/communities/mayors-new-citizenship-initiative> [Accessed on 30 Jan 2018].

level of support available to Londoners with insecure status and advocate with central government for a more straightforward path to citizenship.

### Actions

3.5.1 Through the **CII**<sup>141</sup>, the Mayor will support young Londoners to access their legal rights to citizenship and residence by:

- engaging with young Londoners who have insecure status
- increasing awareness among these young people and professionals of their legal rights
- supporting legal provision for these young Londoners
- advocating alongside these young Londoners for a shorter, more affordable route to citizenship.

3.5.2 The Mayor will continue to call on the government to reduce the fee for young people registering as British citizens by abolishing the £587 profit element of the £973 citizenship fee<sup>142</sup>. As the Mayor has argued, if a young person has the right to be a British citizen, then government should remove obstacles to them becoming one. It is wrong that the cost of citizenship – more than half of which is profit – is at least ten times higher than in many other European countries. This is preventing too many young Londoners from accessing the rights they are fully entitled to by law<sup>143</sup>.

3.5.3 The Mayor will continue to push the government to give all EEA+ nationals<sup>144</sup> living in London the certainty they need over their rights and continued residence, including EEA+ citizens at risk of marginalisation.

3.5.4 City Hall will develop an online portal signposting EEA+ nationals to robust, up-to-date information and guidance about applying for settled status in the UK following Brexit<sup>145</sup>. To ensure it reaches those who need it most, the Mayor will run a communication campaign. It will be targeted at those most vulnerable to failing to secure their status. This includes disabled adults, carers, those with limited digital or administrative skills, and those whose eligibility for the new settled status is complex.

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<sup>141</sup> GLA (2017). *The Mayor's Citizenship and Integration Initiative*. [online]. Available at: <https://www.london.gov.uk/what-we-do/communities/mayors-new-citizenship-initiative> [Accessed on 30 Jan 2018].

<sup>142</sup> PRCBC and Amnesty International UK (2016). *Briefing on Fees for the Registration of Children as British Citizens*. [online]. Available at: <https://prcbc.wordpress.com/why-are-children-not-being-registered/> [Accessed on 30 Jan 2018].

<sup>143</sup> Citizens UK (2017). *Passports Not Profits*. [online]. Available at: [http://www.citizensuk.org/passports\\_not\\_profits](http://www.citizensuk.org/passports_not_profits) [Accessed on 30 Jan 2018].

<sup>144</sup> EEA+ nationals refers to citizens from the European Economic Area plus Switzerland.

<sup>145</sup> GLA (2018). *Advice for European Londoners* [online]. Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/representing-london-brex-it-talks/advice-european-londoners> [Accessed on 1 March 2018].



### **Policy 3.6 - Reducing barriers to communication: The Mayor will improve the suitability and accessibility of English language provision, and promote digital inclusion.**

One in three Londoners were born outside the UK, and more than 300 languages are spoken on our streets<sup>146</sup>. This is a great strength for London, enabling us to play a leading role in the global economy. But, as the Mayor has highlighted, a common language is necessary for a common life. Governments and cities need to improve the provision of English language training and the support provided to learners. The Casey Review described English language as a “common denominator and a strong enabler of integration”<sup>147</sup>. Being able to speak English is crucial for accessing work in London. It is also associated with several other benefits including independence, confidence, and better access to healthcare and education<sup>148</sup>.

Most migrants who do not already speak English when they arrive in the UK want to improve their English language proficiency<sup>149</sup>. Yet they often face barriers due to the limited availability, sufficiency and flexibility of English for Speakers of Other Languages (ESOL) in London. They find themselves locked out of language learning, stuck at a basic level, and unable to progress to a level that would support their independence and integration. An established base of providers delivers ESOL across London. However, over half of providers, rising to two thirds of colleges, report that they struggle to meet demand for ESOL<sup>150</sup>. The Mayor does not currently have control over skills funding for ESOL, but will after the Adult Education Budget is devolved in 2019/20. In the years leading up to devolution, the Mayor will pilot innovative ESOL projects to inform future provision in the capital.

As social lives and access to community and public services move online, digital exclusion presents new barriers to social integration. Basic digital literacy is important for Londoners to navigate the city and participate fully. The Mayor is committed to giving more Londoners the skills and support they need to access the digital world. He has signed the government's Digital Inclusion Charter, which aims to get everyone who wants to be, online by 2020. City Hall will focus on targeting support at Londoners who are currently more likely to be excluded, including disabled people, older people and new arrivals.

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<sup>146</sup> Von Ahn, M., Lupton, R., Greenwood, C. and Wiggins, D. (2010). *Languages, ethnicity, and education in London*. London: Institute of Education.

<sup>147</sup> In July 2015, Dame Louise Casey was asked by the then Prime Minister and Home Secretary to undertake a review of integration and opportunity in the most isolated and deprived UK communities. The report set out the findings of that review and made recommendations to government. The Casey Review (2016). *A review into opportunity and integration*. London: Ministry of Housing, Communities & Local Government.

<sup>148</sup> DEMOS (2014). *Making ESOL policy work better for migrants and wider society*. London: Demos.

<sup>149</sup> Bell, R. and Plumb, N. (2017). *Integration not demonization: The final report of the All-Party Parliamentary Group on Social Integration's inquiry into the integration of immigrants*. London: The Challenge.

<sup>150</sup> Stevenson, A., Kings, P. and Sterland, L. (2017). *Mapping ESOL provision in Greater London*. London: Learning and Work Institute.

## Actions

### 3.6.1 The Mayor will launch **ESOL Plus**.

#### **ESOL Plus**

ESOL Plus will invest in a series of pilots in partnership with community groups, charities and employers to:

- develop approaches to increase the accessibility and suitability of English language provision, especially for learners who need greater support
- support employers to improve and increase the availability of ESOL in the workplace
- test the role of informal English language support alongside formal ESOL classes
- test the use of English language teaching and learning in supporting Londoners to come together. For example, by focusing on the social integration benefits to volunteers who are teaching, not just those who are learning. This could include inter-generational models of English teaching, where newcomers are taught English by older residents who may otherwise be socially isolated.

Findings from the pilots will help inform Adult Education Budget devolution, and inspire better commissioning and delivery of ESOL city-wide.

3.6.2 Through his **Skills Strategy**<sup>151</sup>, the Mayor will improve participation and progression outcomes in the provision of English training. He will work with employers, providers and local authorities once the Adult Education Budget has been devolved to identify new and more diverse sources of investment and innovative approaches in ESOL.

3.6.3 The Mayor will enable more Londoners to build the basic digital skills they need to participate fully. He will support Londoners of all income levels to gain access to the hardware and broadband services they require. City Hall's **Mi Wifi** pilot will test if lending WiFi-enabled tablets and providing six hours of basic digital skills support, through three Lewisham library hubs will help reduce digital exclusion. The project is the first of its kind in London. It is targeting those groups with the highest rates of digital exclusion and social isolation: older Londoners, disabled Londoners and those from lower income groups. In addition, three **Digital Skills Training** projects, jointly funded by the ESF, will support unemployed and 'at risk' young Londoners to gain digital skills. This will be via: pre-apprenticeship support, creative boot-camps, and work placements in partnership with employers with digital, creative and technological talent needs.

3.6.4 The Mayor will tackle the barriers to fast, reliable digital connectivity through a comprehensive programme. This includes: appointing a dedicated team in City Hall;

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<sup>151</sup> GLA (2017). *Skills for Londoners*. [online] Draft available at: <https://www.london.gov.uk/what-we-do/business-and-economy/skills-and-training/have-your-say-skills-londoners-strategy> [Accessed on 30 Jan 2018].

promoting best practice and innovation; developing guidance; advocating the use of public sector assets for digital connectivity; and championing the use of standardised agreements. He will set up a new **London Office of Technology and Innovation** to combine London borough councils' resources and funding to help those who are digitally excluded to get better digital customer experience and service delivery. He will make social integration a key part of his **Smart London Plan**, led by his Chief Digital Officer<sup>152</sup>.

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<sup>152</sup> GLA (2017). *A Smarter London Together*. [online] Available at: <https://www.london.gov.uk/what-we-do/business-and-economy/supporting-londons-sectors/smart-london/smarter-london-together> [Accessed on 30 Jan 2018].





## Part 4: Improving London's evidence base

The Mayor is committed to measuring social integration in London. Providing evidence-based analysis of the state of social integration will allow him to shine a light on the whole city. It will help him track the specific impact of his policies and projects, meaning he can plan strategically to improve social integration and invest more in the initiatives that are working best for Londoners. It will also enable him to advocate for policy change by central government and other decision makers.

However, the importance of collecting data on social integration goes beyond measuring success. Improving the evidence base can also be a way of promoting social integration. It allows Londoners to become aware of how social integration affects our wellbeing and prosperity. It puts into context the powerful contribution that all Londoners make to the success of our city. It reveals the extent to which we are all able to share in that success.

Through better data, City Hall can monitor aspects of social integration in London that are influenced by factors beyond the Mayor's control. This will enable him to work with government and others to find collective solutions. This part of the strategy sets out policies and actions to help the Mayor achieve his objectives, to:

- improve London's evidence base to include high-quality measures of human and social aspects of the city, and create useful analysis for policy and programme development
- expand the evidence base on the state of social integration in London by analysing survey data, London-wide data collection and evaluation of initiatives
- establish and monitor credible performance measures for improvements to social integration achieved through his initiatives. This will enable increasingly strategic and long-term planning by City Hall and others.

**Policy 4.1 - Building a social evidence base: The Mayor will measure the human and social aspects of London, as well as the economic, to build a better evidence base.**

City Hall has a good track record of measuring London's success in economic terms. However, evidence on London's human and social side has been limited to demography and poverty data. The Mayor recognises the need for a Social Evidence Base. This will combine quantitative and qualitative data to provide a clear account of the social trends and issues facing Londoners.

*Actions*

4.1.1 The Mayor will build a **Social Evidence Base** to describe and analyse London in human and social terms. This will draw on existing data and evidence to set out a clear account of the social state of London, to form the basis for city-wide strategies, policies and programmes.

**Social Evidence Base**

This will expand data available on the London Datastore beyond demographic and economic measures that describe trends affecting Londoners. It will include more human measures of success (for example, wellbeing) and failure (for example, loneliness), and measures of community strength (such as volunteering rates).

It will help City Hall to better understand inequality and difference across London. Where data allow, City Hall will analyse measures by demographic group and map geographic variations across the city.

4.1.2 City Hall will identify gaps in the existing data, and gather, conduct and commission research so they can be filled.

**Policy 4.2 - Tracking the state of social integration: The Mayor will publish a regular set of measures on the state of social integration in London.**

To ensure work is evidence-based, the Mayor will publish a regular set of measures tracking social integration in London. Accompanying this strategy, initial measures have been published. These measures have been selected from existing high-quality datasets, such as large-scale central government surveys, research council surveys, and administrative data.

City Hall has picked these 18 measures to cover the three main parts of social integration (relationships, participation and equality), choosing measures which are robust over time. They also include two broader outcomes – feelings of belonging and the extent to which

London is a great place to live – which are effects of good social integration. These initial measures are outlined in Tables 1 to 4. The measures cover the entire city and are broken down for sub-groups and geographic areas where possible. They are published on the London Datastore and will be updated annually.

Measurement of social integration in London is currently limited by the quality and coverage of existing data. There are significant gaps, for example, in measuring relationships in different settings such as the workplace and tracking forms of political participation such as standing for office. To fill these gaps, City Hall will conduct bespoke data collection and work with partners in central government, London borough councils, academia and civil society.

### *Actions*

4.2.1 The Mayor will release regular measures tracking the state of social integration in London. These will be published on the London Datastore and updated annually. The findings will be used to develop his policies and projects, plan strategically for the future, and advocate for policy change from others, for example central government.

4.2.2 City Hall will develop a more comprehensive set of measures for social integration and will carry out bespoke and innovative data collection for London to achieve this.

4.2.3 City Hall will work closely with London borough councils to share and improve data on social integration, including:

- auditing existing data collection on social integration: for example, resident surveys and service data
- establishing a common data collection approach for shared social integration measures.

**Table 1: Measures of relationships**

Measure	Source	Theme	Rationale
Proportion of people who say their friends are all a similar age, same race, similar income level and similar level of education to them.	Understanding Society, UK Household Longitudinal Survey.	Diverse relationships.	Social integration is about how well people get on with those from different backgrounds. If all of one's friends are from the same background, this indicates a low level of social integration and may suggest a lack of opportunities for social mixing.
Proportion of people who agree that this local area is a place where people from different backgrounds get on.	Mayor's Office for Policing and Crime (MOPAC) Public Attitudes Survey.	Social mixing.	The extent to which people agree that those from different backgrounds can get on shows how people perceive the level of social mixing in their local area.



Hate crimes per 1,000 people.	MOPAC Hate Crime statistics.	Hate crime.	Hate crimes – acts of hostility or violence based on someone's characteristics or perceived characteristics - are a sign of poor relationships and low social integration.
Proportion of people who do not have a spouse or partner, family member or friend to rely on a lot if they have a serious problem.	Understanding Society, UK Household Longitudinal Survey.	Social isolation.	Social isolation indicates that people do not have strong relationships and opportunities to connect with others.
Proportion who agree that people in their neighbourhood can be trusted.	MOPAC Public Attitudes Survey.	Social trust.	The extent to which people trust others is related to the level of positive contact and relationships they have with those in their neighbourhood.

**Table 2: Measures of participation**

Measure	Source	Theme	Rationale
Local electoral registration rate for the adult population.	Electoral Statistics for UK.	Political participation.	Registering to vote in local elections enables participation in democracy. European Union citizens are currently eligible to vote in local elections but not general elections, so this measure is selected to include them.
Proportion of adults who have done any voluntary work in the last 12 months.	Taking Part survey.	Volunteering.	Volunteering indicates active citizenship. It offers people an opportunity to interact with people from different backgrounds in a positive setting.
Proportion of adults who are a member of a political, voluntary, professional or recreational organisation.	Understanding Society, UK Household Longitudinal Survey.	Associational membership.	Like volunteering, membership of a civil society organisation is evidence of participation and provides opportunities for social integration.

**Table 3: Measures of equality (including inequalities and barriers)**

Measure	Source	Theme	Rationale
Employment rate gaps between groups.	Annual Population Survey.	Employment rate gap.	Inequalities between groups in employment reduce opportunities for workforce integration. They can also create division and resentment, undermining social integration.

Proportion of pupils obtaining 5+ GCSEs with grades A* to C, including in English and Maths.	Revised GCSE and Equivalent Attainment Statistics.	Educational attainment.	Good levels of educational attainment create opportunities for social integration through further education and employment. Inequalities in attainment means that these opportunities are not equally spread, undermining social integration.
Uptake of 2-year-old free early education entitlement.	Department for Education: Provision for children under five years of age in England.	Childcare uptake.	Unequal uptake of free childcare entitlements reduces opportunities for social mixing in early years and among diverse parents. It also leads to inequalities in life chances.
Proportion of people in households spending more than a third of their income on housing.	Households Below Average Income.	Housing affordability.	Unaffordable housing can lock people of parts of London and increase population churn. High expenditure on housing relative to income is also associated with poverty. This reduces people's ability to participate in society on an equal footing.
Proportion of people in families with less than £1,500 savings.	Family Resources Survey.	Financial resilience.	Low savings make people less able to respond to income shocks, resulting in financial insecurity. This can be a barrier to participation (due to costs) and to relationships (due to mental health impacts).
Proportion of adults who have not used the internet in the last three months.	Labour Force Survey.	Digital literacy.	Lacking access to the internet and/or digital skills is a barrier to social integration. It risks exclusion from large parts of London: from employment, social relationships and democratic participation.
Proportion of those who speak a language other than English at home reporting language problems leading to difficulty in education or keeping/finding employment.	Labour Force Survey.	English language proficiency.	Lacking a common language is a barrier to social integration. Without it, relationships and participation and equality are limited.
People attending citizenship ceremonies as a proportion of non-nationals.	Home Office Immigration Statistics.	Citizenship.	Full involvement in UK life, including full access to public services, requires citizenship. Attending a citizenship ceremony is necessary for taking up citizenship.

**Table 4: Measures of outcomes**

Measure	Source	Theme	Rationale
Proportion of adults who agree or strongly agree that they feel they belong to their neighbourhood.	Understanding Society, UK Household Longitudinal Survey.	Feelings of belonging.	Feeling a sense of belonging is one of the consequences of social integration. This is due to strong and welcoming communities.
Proportion of adults who agree that London is a good place to live.	MOPAC Public Attitudes Survey.	Positive experience of London.	If people are socially integrated, all else being equal, it would be expected that they have a more positive experience of London.

**Policy 4.3 - Wider research and evaluation: City Hall will use a range of social research methods to understand particular social integration issues and evaluate impact.**

City Hall will complement the social integration measures with a programme of wider research. This will include deeper research into particular social integration issues and evaluation research to understand the impact of the Mayor's policies and projects.

*Actions*

4.3.1 City Hall will lead and commission quantitative and qualitative studies of particular social integration issues that require closer examination. This includes, for example, research to explore the extent of segregation in London's workplaces.

4.3.2 City Hall will use select measures to monitor and evaluate policies and projects, seeking to establish the impact the Mayor is having on social integration through a range of methods. Success measures will be tailored to each project. They will reflect the state of social integration measures but will be focused on those Londoners participating in the Mayor's social integration initiatives, through pre- and post- surveys with these groups. Examples of possible success measures are given in Table 5 below.

**Table 5: Example success measures for the Mayor's social integration initiatives**

Initiative	Success indicators
The London Family Fund	<p>Proportion of participants who say their friends are all a similar age, same race, similar income level and similar level of education to them.</p> <p>Proportion of participants who say that have a spouse or partner, family member or friend to rely on a lot if they have a serious problem.</p>
Citizenship and Integration Initiative (CII)	<p>Rate of citizenship applications, particularly from young Londoners.</p> <p>Electoral registration rates in key boroughs.</p> <p>Proportion of citizenship ceremony pilot participants who volunteer.</p> <p>Proportion of citizenship ceremony pilot participants who take up associational membership.</p> <p>Proportion of citizenship ceremony pilot participants who register to vote.</p> <p>Number of young Londoners engaged in campaigning for better pathways to citizenship.</p>
Workforce Integration Network (WIN)	<p>Number of employers engaged in network.</p> <p>Number of employers engaged in ethnicity monitoring.</p> <p>Number of peer champions engaged in network.</p> <p>Reductions in unemployment rates for targeted groups.</p>
ESOL Plus	<p>Number of employers offering ESOL that meets the needs of employees.</p> <p>Amount of ESOL provision that is suitable for carers and pre-entry learners.</p> <p>Number of providers tracking outcomes not solely linked to employment (for example: volunteering and other measures of integration).</p> <p>English language proficiency of participating learners.</p>
Community sponsorship	<p>Number of London boroughs engaged in community sponsorship.</p> <p>Number of Londoners engaged in community sponsorship.</p> <p>Number of refugees resettled in London.</p>

## Call to action

The launch of this strategy is not the end of the conversation with Londoners about social integration in London. It is just the start. The Mayor's ambitious programme of work will only be successful if it continues to be shaped, developed and led by communities, civil society organisations, employers and businesses, London borough councils, and others. The Mayor is just one of several actors who will shape the future of social integration in London, and will need the support of partners to achieve his vision.

Through many of the policies and projects launched in this strategy, the Mayor seeks new opportunities to hear from, share common cause with, and work alongside others. He wants to work with Londoners to develop a new model of social integration. This will be one which matches the strengths of our diverse and dynamic city, builds on our tradition of openness and inclusion, and underpins a strong democracy and society.

The Mayor encourages you to bid to partner with City Hall on projects and policies – particularly the flagship social integration initiatives launched here. These include The London Family Fund, Sport Unites, Citizenship and Integration Initiative (CII), Workforce Integration Network (WIN), ESOL Plus and Social Integration Design Lab. Finally, and crucially, the Mayor asks you to join with him and City Hall to help build a more socially integrated London.

### Staying engaged

If this strategy has inspired you, there are several ways you can stay engaged.

As an individual you can:

- join Talk London and take part in discussions about social integration
- participate in co-designing Mayoral initiatives through workshops and events.

As an organisation you can:

- look out for opportunities launched in City Hall's new civil society engagement programme
- offer to host the Mayor or Deputy Mayor on their borough visits. These take place on an annual cycle and involve visiting examples of best practice in each borough
- consider bidding to partner through tenders and grant-funding opportunities shared on the City Hall website.

Hearing from you will enable the Mayor to champion your good work, learn from your expertise, and coordinate activity across the city.



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