

Appendix 2 – Literature Review, by Olivia Dix

Literature Review

City Bridge Trust

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Introduction

City Bridge Trust (CBT) is conducting its Strategic Review (SR) of grant giving, related activities and advocacy, which will set its strategy for the five years from 2018. City Bridge's Trust's vision is a fairer London, its mission is to support disadvantaged Londoners through grant-making, social investment, encouraging philanthropy and influencing public policy and its values are independence, inclusion and integrity. The principles for developing this Report were: it will be conducted through the prism of 'tackling disadvantage in London'; the analysis of need will be a zero-based approach, entered not only through consideration of what CBT is doing already, and it will be collaborative, consultative and transparent. The Review is being conducted in collaboration with Trust for London and London Funders.

The Literature Review

City Bridge Trust is commissioning a number of reports to help form the evidence base for its Review. The Literature Review is one of the early reports. It is not intended to be exhaustive, to analyse any of the information cited or to identify research offering solutions, although some of the sources quoted do contain recommendations. Rather the Review is intended to give an overview of needs and to provide signposting to reports and websites that give accessible information on the current context in London and its needs. These include, but are not confined to, areas of need addressed by CBT's current funding programmes. The Review methodology is desk-based research and conversations with stakeholders listed in Appendix A. It is hoped the Review will also be of use to CBT's external stakeholders.

Disadvantage, arising from poverty or inequality is often the result of a combination of factors that interconnect and impact in different ways on different groups of people. However, in order for this Review to be as usable as possible for CBT staff, Trustees and stakeholders, needs and disadvantage have been categorised, accepting that there is often considerable overlap.

While London has unique features among English cities as the capital city, the centre of political life, its status as a world leader in financial services and with the largest population of a UK city, it is subject to national trends and policies and not all useful research and data is disaggregated at a regional level. This Review therefore also references national data and research.

Context

This is an unprecedented time politically and economically in the UK with the Referendum decision on June 24th 2016 to leave the European Union. This political uncertainty is compounded by the change of Prime Minister and the splits within the Labour Party taking place at the time of writing this Review.

There is no consensus on what the effects of Brexit will be in the medium to long-term but agreement that, at least in the short-term, there will be considerable

economic uncertainty. It is not clear when exactly the UK will officially leave the EU but the leaving period will undoubtedly take up a great deal of government time and other government business may be slower. A Research Brief by the City of London Corporation says that the impact on London will be more pronounced than elsewhere in the UK, in particular as a consequence of the high concentration of services, jobs and exports dependent on access to the EU market, and the relatively large and skilled EU workforce¹. A blog by the City of London Economic Development Unit discusses the particular effect on London of potential restrictions to migration, quoting research that demonstrates the role EU citizens play in some sectors. Potentially as many as 94% employed in hotels and restaurants, and three quarters of EU construction workers would not meet existing visa requirements. EU workers are also heavily represented in the financial sector².

The number of uncertainties make it difficult to predict the consequences for the voluntary and community sectors of the exit from Europe, but it is possible it will lead to less funding being available from public and foundation sources, particularly if interest rates go down. There is no suggestion that the UK is about to move out of the period of austerity that is impacting globally, with the subsequent shrinking of the State and cuts in public expenditure that London Councils characterise as unsustainable³. NCVO, in its first briefing since the Referendum on the likely impact on the voluntary sector states that 'it is likely that the impact in the short-term will be over-estimated but the impact in the longer-term will be under-estimated'⁴. There will be a need for the voluntary and Community Sector to track carefully the legal implications for it of the Brexit negotiations⁵.

For City Bridge Trust, with the City of London Corporation as its sole Trustee, there are opportunities and risks. There are opportunities to use the networks of the Corporation in the City of London, nationally and internationally, to help rethink what London might be outside the EU. There are also risks that the potential turmoil within the City of London itself, during the process of leaving the EU and beyond, might absorb time and energy in a way that could detract from CBT's ability to make full use of its unique connections with the Corporation.

During the next five years following the Review, and perhaps earlier, there will also be a General Election and a Mayoral election. All these changes mean that, while statistical information and research based on the last few years included in this Review remain valid, the conclusions and recommendations of some future-facing research may be less robust.

¹ London and Brexit, (July 2016), Research Briefing, City of London Corporation

² Davison L, The implications of Brexit for London – a focus on migration (August 2016)
<http://colresearch.typepad.com>

³ www.londoncouncils.gov.uk/node/28157

⁴ NCVO Public Policy June 2016, Brexit: Implications for the Voluntary Sector

⁵ Discussion with Matthew Smerdon, Director Legal Education Foundation

Civil Society

With a shrinking State, cuts in funding for public services and the continuing global recession, the role of civil society is likely to grow and it is being increasingly relied on to be a partner in delivering public services. There are, however, questions about whether civil society is sufficiently robust and well-funded to meet future challenges. Many civil society organisations have seen drastic reductions in funding, particularly from public bodies, and this puts more demand on independent funders to meet increased need and to consider how and which organisations they fund.

The London Community Foundation⁶, for example, which has traditionally worked with organisations with an income of £100k or less, has seen increased demand from local middle-income charities (circa £500k income) that have lost income and had to reduce their services. The closing of some Councils of Voluntary Services (CVSs), or the reduction of their offers has meant the Community Foundation has moved in places into the capacity- building and sustainability work previously carried out by CVSs. The East End Community Foundation, working in three London boroughs with around 4,400 to 5,000 civil society organisations has seen a substantial increase in applications from small organisations catering for specific ethnic communities. This has led to discussions about how far integrated organisations should be prioritised and whether continued funding of organisations for specific communities where there was no overwhelming reason for doing so (youth football teams for example) damaged community cohesion.

The funding situation makes it imperative to develop different methods of engagement and funding. There is some movement towards place-based giving and fundraising. This can enable funders to have a deep understanding of a locality and the residents within it and lead to more informed giving, to the funder having a role as a 'knowledge factory' and the ability to create effective networks change⁷.

More capacity building and use of the venture philanthropy model would enable voluntary sector organisations to take full advantage of other forms of financial support like social investment. Foundations could also help by being flexible in providing unrestricted grants and being prepared to work with other types of investment, blending grants with loans to make the latter cheaper for organisations.⁸ Financial and non-financial support from business is becoming increasingly important, often through Corporate Social Responsibility (CSR) programmes, though CSR programmes are often confined to areas of interest for the companies, for example employability, financial literacy and finding the talent that may be missed. After a survey of companies' interests, the Lord Mayor's Appeal Charity office categorised them in four pillars: skills, fair, healthy and inclusive⁹. [Heart of the City](#), which supports CSR, has now extended its reach from the City to all London Boroughs.

⁶ Conversation with Victoria Warne, Deputy Director, London Community Foundation

⁷ Conversation with Kristina Glen, CEO Cripplegate Foundation and Cahir London Funders

⁸ Conversation with Evita Zanuso, Financial Relations Director, Big Society Capital

⁹ Conversation with Caroline Wright, Director Lord Mayor's Appeal.

How the sector delivers its services: a digital world

A major challenge for many VCS organisations of all sizes and missions is getting to grips with digital technology and how it can change and improve the way services are delivered. This requires appropriate support for Trustees and charity leaders as well as technical support. Organisations need to adapt how they present information, to align with changes in public behaviours about seeking information and support, and to maintain visibility. Many people now turn to digital information first: for example, there are 100 billion plus Google searches a month. They need to consider how they could improve services through digital delivery. An issue is the need to create new products that are test-driven and user centred - the Agile approach – which requires finance to explore challenges and find solutions. This approach is commonly used in the private sector but is expensive.¹⁰

Independence

There are serious concerns that the VCS is losing the independence that is key to its definition and values, partly because of the increasing contract culture in public sector funding of the sector. The Baring Foundation's Panel on the Independence of the Voluntary Sector, in its final report in 2015¹¹ says that the voluntary sector's independent voice, freedom of purpose and action are being undermined by a negative political climate.

Changing roles

There is agreement that the sector needs to reassess its role in the light of the rapid changes in the environment in which they are operating. There is no consensus on what its future role should be, though a considerable overlap in views. Contributions to the discussion include [Making Good](#)¹², *The future of 'doing good' in the UK*¹³ and *Boldness in Times of Change*¹⁴. The Baring Foundation is coordinating a group of eight leading independent funders, including City Bridge Trust, to fund an Independent Inquiry into the Future of Civil Society, led by Julia Unwin, with work beginning in early 2017.

¹⁰ Conversation with Dan Sutch, Co-founder and Director of the Centre for Acceleration of Social Technology (CAST)

¹¹ An Independent Mission: the Voluntary Sector in 2015, (February 2105), Panel on the Independence of the Voluntary Sector, Baring Foundation

¹² Making Good; The Future of the Voluntary Sector, A collection of essays by voluntary sector leaders (December 2014), Civil Exchange

¹³ Sodha S, The future of 'doing good' in the UK, Big Lottery

¹⁴ Murray p et al, Boldness in Times of Change; Rethinking the Charity Sector for the Future (July 2016), New Philanthropy Capital

Infrastructure organisation

An important part of the discussion is the future role of infrastructure organisations (that provide support to VCS organisations). The National Association for Voluntary and Community Action's (NAVCA) [final report](#) of its Commission¹⁵ looks at the national picture while *The Way Ahead, Civil Society at the Heart of London*, a CBT-funded publication, focuses on London¹⁶. Both are concerned that civil society in general may fail to keep up with the pace of change and that infrastructure organisations need to operate differently and change their relationship with local groups to act as a lever for resources and a voice for community groups.

London the City

London is a vast, exciting, vibrant and dynamic city with a population estimated by the GLA to have been 8.7m in 2015 rising to 9.3m by 2021. It has a larger proportion of young people between 25-34 than in other UK cities and less people over 50¹⁷. There are a wide variety of cultures and ethnicities with more than a third of the population from Black and Minority Ethnic communities (BAME). London's creative industries were estimated to be worth £34.6billion in 2012¹⁸ and it attracted a record 31.5 million tourists in 2015 according to the Office of National Statistics (ONS). As a financial centre the City of London's contribution to the UK's national income (or Gross Value Added, GVA) was estimated at £45bn in 2014, while London accounts for £334bn or 22% of the UK's GVA¹⁹.

Poverty and Inequality

London is also a city of stark contrasts and inequalities. The number of people living in poverty, according to the GLA intelligence Unit, was 2.2m in 2013/14²⁰. London has a disproportionate number of the UK's most deprived neighbourhoods (defined as Lower Layer Super Output areas - LSOAs). There are significant differences in poverty levels and other disadvantage between inner and outer London boroughs, between individual boroughs and within boroughs. These cannot be detailed in this Review but some examples are given in Appendix B.

There is no single definition of poverty. The UK government uses 60% of median income as the poverty line. The current London Living Wage, calculated by the GLA, from the Office of National Statistics (ONS) figures is £9.40 an hour and is voluntary for employers. Both the GLA and London's Poverty Profile look at income after housing costs (AHC), given the exceptionally high cost of housing in London.²¹ In its recent publication, the report of its four year Solve Poverty Campaign, The Joseph Rowntree Foundation (JRF) uses the definition 'when someone's resources, mainly material resources, are well below those required to meet their minimum needs,

¹⁵ Independent Commission on the Future of Local Infrastructure Change for Good (January 2015) NAVCA

¹⁶ Sen S and associates, *Civil Society at the heart of London* (April 2016), London Funders

¹⁷ Aldridge H et al, *London's Poverty Profile 2015*, New Policy Institute, Trust for London

¹⁸ GLA Working Paper 70 (October 2015) *The creative industries in London*

¹⁹ Centre for Cities and Cambridge Econometrics, June 2015

²⁰ GLA Intelligence Unit *Poverty in London 2013/14* Intelligence update 10 2015

²¹ Aldridge H, Born T, Tinson A, Macinnes T, *London's Poverty Profile 2015*, Trust for London and New Policy institute

including participating in society'²².

The Cambridge Dictionary defines inequality as 'the unfair situation in society where some people have more opportunities money etc. than other people'. In terms of unequal income, London contains the highest proportion (15%) of people in the poorest tenth nationally and the second highest proportion (16%)²³ of people in the richest tenth. JRF has produced a new tool, the [Inclusive Growth Monitor](#) to measure the relationship between prosperity and poverty. It's finding that London experienced the highest amount of change in prosperity levels and the lowest amount of change in inclusion levels between 2010 and 2014, challenged assumptions that prosperity and inclusion are automatically correlated²⁴. A recent report by JRF [Overcoming deprivation and disconnection in UK cities](#) looks in detail at the reasons for continued deprivation and disconnection from economic growth from the perspective of housing and labour market interactions in the UK's most deprived neighbourhoods, including in London. Its findings include that some areas have a 'double disconnection' from their local employment and housing markets, that local jobs do not necessarily mean local employment for residents of a deprived area and there is often a mismatch between where people live and where jobs are located. Despite various government initiatives, at present, there is a missing link between the goals of city-regional economic growth on the one hand and persistent neighbourhood deprivation on the other hand and these patterns persist over time²⁵.

There are also inequalities in treatment and opportunities arising from prejudice and discrimination. It is important to consider these when looking at general needs. The Runnymede Trust has published a [report](#) on ethnic inequalities across London and by Borough²⁶. [The Fawcett Society](#) and [The Women's Resource Centre](#) have useful reports and run campaigns on specific issues related to gender inequality. [Still Out There](#) is a recent summary of unmet needs of the LGBT communities in London that showed significant levels of poverty and discrimination. A meeting of LGBT organisations in July 2016, co-hosted by CBT, Trust for London and London Councils, also identified, amongst others, the need for a better, stronger, infrastructure – properly resourced - and increased isolation and lack of social spaces due to many commercial clubs and pubs closing.

Many of the key facts and statistics on poverty and inequality and its underlying issues are covered in [London's Poverty Profile](#), the City of London Corporation's [2015 Deprivation Briefing](#)²⁷, the [GLA webpage on equalities](#), the final reports of the [London Communities Commission](#) and the [London Fairness Commission](#). The [London Datastore](#) is an open data-sharing portal contains over 500 datasets on issues relating to London. The [Centre for Cities](#) looks at how London's economy is performing and the key policy issues facing the city. It also has an interactive data

²² UK Poverty: Causes Costs and Solutions (September 2016) Joseph Rowntree Foundation

²³ London's Poverty profile

²⁴ Beatty C, Crisp R, Gore T, An inclusive growth monitor for measuring the relationship between poverty and growth, May 2016, Joseph Rowntree Foundation.

²⁵ Rae A, Hamilton R, Crisp R and Powell R, Overcoming Deprivation and Disconnection in UK Cities (August 2016) Joseph Rowntree Foundation

²⁶ Elali F and Khan O, Ethnic inequalities in London: Capital for all (March 2016) Runnymede Trust

²⁷ City of London Corporation, Deprivation in London: secondary research briefing paper (January 2015)

tool to compare London to other UK cities.

The Joseph Rowntree Foundation uses the concept of the 'Poverty Premium': the idea that the poor pay more, for example through paying for energy through more expensive prepayment meters - and Government figures show that 10.6% of households in London are in fuel poverty.²⁸ The poor also pay more because of a lack of banking facilities for direct debits and more in fixed costs due to low consumption. However JRF's [Poverty and the cost of living](#) research cautions that the poverty premium does not only affect those in poverty, nor is its effects consistent. The JRF Solve Poverty campaign's report has extensive analyses of poverty in the UK, future trends and how it could be solved²⁹.

Indebtedness

Indebtedness causes problems, not only because of the debt itself, but also because it affects mental health, the ability to work and look for jobs and because of the link with debt and other harmful events, such as losing a home or relationship breakdown³⁰. Analysis of their client base by debt charity Stepchange, demonstrates that Londoners are more at risk of problem debt than the UK average, regardless of where they live in the capital and relative deprivation levels. Clients who live in the more deprived London boroughs tend to be struggling to pay essential bills, particularly their rent, and this is mainly due to drop in income. In contrast, in boroughs with low levels of deprivation clients' financial difficulties are more likely to be linked with higher levels of unsecured debt, mostly through credit card and overdraft use.

Food Poverty

There is no official definition for food poverty or household food insecurity, as it is also called, but, with the growth of foodbanks, it is an area of growing concern and there is a consensus that the problem is not diminishing. The Trussell Trust reports that it gave out 110,364 3-day emergency supplies to people in London in the financial year 2015-16 and that the national use of its foodbanks had increased by 2%³¹. Its latest statistics show that low income has risen as a referral cause from 22% to 23%. Foodbanks report that the main issues that cause working people to be referred were low wages, insecure work, high living costs and problems accessing working benefits. The Trussell Trust is not the only organisation providing emergency food and the number in need is higher. The All Party Parliamentary Group on Hunger instituted an Inquiry into hunger in the United Kingdom in 2014 with a report in December 2014 and in June 2015 a progress report on action on its recommendations six months later³² [Beyond the Foodbank London Food Poverty Profile 2015](#) outlines the gaps in the safety net of initiatives to reduce food poverty as well as focusing on initiatives that help. The [final report](#) of an Independent

²⁸ Sub-regional Fuel Poverty England (2014) Dept. of Energy and climate Change

²⁹ UK Poverty: Causes Costs and Solutions (September 2016) Joseph Rowntree Foundation

³⁰ London in the Red: A briefing on problem debt in London, (2015) Stepchange

³¹ <https://www.trusselltrust.org/news-and-blog/latest-stats/>

³² Feeding Britain A Strategy for zero hunger in England Wales Scotland and Northern Ireland (Dec 2014) All Party Parliamentary Group on Hunger

Feeding Britain six months on, a progress report on the work of the All Party Parliamentary Inquiry into hunger in the United Kingdom

Commission on Food and Poverty³³, hosted by the Fabian Society, looked at the relationship between food and poverty and how a fairer food system can be built for people on low incomes. It uncovered a crisis of food access for many households in the UK.

Food poverty can also cause health problems. The London Poverty Profile reports that the proportion of obese 11 year olds is higher than the England average in 28 boroughs and, generally speaking, poorer boroughs have higher levels of obesity. However food poverty is not the only factor in obesity, which is a combination of different family circumstances and the external environment.

Housing and Homelessness

The uniquely expensive nature of London's housing market is a significant contributor to poverty and disadvantage. *London's Poverty Profile* summarises the problems as: high costs of London property both to buy and to rent in the private sector; overcrowding; lack of affordable new-build homes; higher landlord possessions than the rest of England and homelessness.

A recent survey by YouGov and Shelter found that people across the UK were skimping on food and other essentials to pay housing costs. Almost half of working families in London cut back on essential food and clothing to pay for their home - equivalent to more than half a million families. One in seventeen working parents goes to the extreme of skipping meals, and one in six are putting off buying their children new clothes or shoes to help cover their housing costs. Over half of working parents in London are already struggling to meet their rent or mortgage payments, leaving them vulnerable to any small change in income³⁴.

A significant change in the housing sector is the rising proportion of people living in private rented accommodation. The Resolution Foundation [reported](#) in August 2016 that home ownership in England is now at 63.8%, the same levels as 1986. London is second to Manchester as having the lowest percentage of home ownership. The London Fairness Commission's final report notes that 1 in 4 people now live in rented accommodation and the number is increasing. It argues that there is a problem with the enforcement of regulations on private landlords. The Centre for London publication [Housing and Inequality in London](#)³⁵ reports that the proportion of people in poverty after housing costs living in private rented accommodation increased by 10 percentage points between 2001-2011. [It argues these tenants are most exposed to changes in market conditions and most vulnerable.](#) The [final report](#) of the Crisis/ Shelter Sustain project, looks at the difficult experiences of homeless people being moved into the private rented sector³⁶. The Centre for London report also says that, while an influx of higher- skilled workers into inner London has

³³ www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/adhocs/004828proportionofemployeejobsinlondonpaidlessthanthelondonlivingwageandthepovertythresholdwage

³⁴ Shelter Press Release 14th September 2016

³⁵ Travers T, Sims S, Bosetti N, (April 2016) *Housing and Inequality in London*, Centre for London

³⁶ Smith M, Albanese F, Truder J, *A Roof Over My head: the final report of the Sustain Project* (2014) Shelter/Crisis

significantly reduced the poverty rate in recent years, lower-skilled, lower-income families have moved to outer London. This is also discussed in the Smith Institute Report *Towards a suburban renaissance*³⁷. However there remain significant pockets of poverty and inequality in Inner London.

The [Combined Homelessness and Information Network \(Chain\) report](#) for 2014/15 says that, in that period, 8096 people were seen sleeping rough by outreach workers, up 7% on the previous year; 5,276 of these were seen for the first time; 41% had UK nationality; 85% were male. 29% gave the reason for homelessness as being asked to leave by the person they were staying with, or eviction. [There has been a significant increase in young rough sleepers, with 1 in 10 aged under 26 \(830 young people\).](#)

Employment and Unemployment

Unemployment in London is at a record low, at 5.8%³⁸. However this figure masks the fact that the majority of people living in poverty are in a working family. The number has risen from 700,000 to 1.2m in the last decade³⁹. Low pay is a major issue. The Office for National Statistics reported that in 2014 less than 20% of employees in London were being paid the voluntary London Living wage of £9.40 per hour⁴⁰.

The Black Training and Enterprise Group has [statistics](#) on the higher black and minority ethnic unemployment figures at a UK level. There are more unemployed women than men by a factor of 11%⁴¹. One reason for this is the high cost of childcare. The 2014 London Childcare Report⁴² says that childcare costs are 28% above the national average and maternal employment 15% lower than the rest of the UK. It argues that provision of affordable and flexible childcare is one of the most effective ways of reducing child poverty, as it enables parents to work or to extend their hours of work and move out of poverty. There are major gaps in provision for all types of childcare but these are particularly acute for those who work outside normal hours or irregularly.

The Learning and Work Institute has produced a report on the links between skills and poverty, which highlights the low levels of education and skills in the UK and notes that those with higher levels of skill are more likely to be in work and more likely to earn more⁴³.

³⁷ Hunter P, *Towards a suburban renaissance: an agenda for our city suburbs* (July 2016) Smith Institute

³⁸ ONS statistics March – May 2016

³⁹ London's Poverty Profile 2015

⁴⁰ Estimates of employee jobs paid less than the Living Wage in London and other parts of England. ONS, October 2105

⁴¹ London Poverty Profile

⁴² Rutter J and Lugton D, 2014 London Childcare Report, Family and Childcare Trust

⁴³ Skills and Poverty: Building an anti-poverty learning and skills system (September 2016), Learning and Work Institute

There is also concern about the rise in ‘zero-hour contracts’, where there are no guaranteed minimum hours, although a report by GLA Economics says that official estimates suggest there are around 70,000 people currently employed on zero-hours contracts in London. Despite the possibility of an underestimate in the statistics, zero-hours contracts account for a very small proportion of all employment in London⁴⁴. However, while the flexibility of these contracts may suit some people, there are problems relating to employment rights and living standards where people do not have, or are not permitted by the employer to have, access to other alternative employment. It is noteworthy that the New Zealand government has recently banned all zero-hour contracts.

Health and Social Care

The general direction of travel for the NHS is set out in its [Five Year Forward View](#)⁴⁵. There is a focus on preventative measures and public health, patient choice, devolution and integrated care, set out in [Integrated Care and Support: Our Shared Commitment](#)⁴⁶. While government policy is to integrate health and social care, London Councils say that by 2019/20, London boroughs will face a funding gap of £900 million in their adult social care budgets as they deal with inflation, new burdens and the growing number of people qualifying for state-funded care. How they will meet these demands is currently unclear⁴⁷.

A recent report by the King’s Fund and the Nuffield Trust⁴⁸ paints a bleak picture of the future of social care for older people. It notes that access to care depends increasingly on what people can afford – and where they live – rather than on what they need, which favours the relatively well off and well informed at the expense of the poorest people. The report says that measures announced by the government will not meet a widening gap between needs and resources set to reach at least £2.8 billion by 2019. Public spending on adult social care is set to fall to less than 1 per cent of GDP and the potential for most local authorities to achieve more within existing resources is very limited and they will struggle to meet basic statutory duties.

The government is committed to health devolution. The *London Health Devolution Agreement of December 2015*⁴⁹ will pilot new ways of working across London’s large and complex health economy with the longer term aim for further devolution of London’s health and care to the London system.

Public Health England has produced a [review of health inequalities in London](#)⁵⁰ [with statistics presented graphically. It shows the variations in health outcomes across](#)

⁴⁴ Mpepu M, The extent and consequences of zero-hour contracts and labour market casualization in London (August 2015), GLA Economics Note 45, GLA

⁴⁵ NHS England Five Year Forward View (October 2014)

⁴⁶ National Collaboration for Integrated Care and support, Integrated Care and Support : Our Shared Commitment (May 2013)

⁴⁷ Adult Social Care in London (November 2015) London Councils

⁴⁸ Richard Humphries et al, Social care for older people: Home truths (September 2016), the King’s Fund and the Nuffield Trust

⁴⁹ www.gov.uk/government/publications/london-health-devolution-agreement/london-health-devolution-agreement

⁵⁰ Public Health England, Health Inequalities in London (October 2015)

[London](#), for example there are wide variations in life expectancy from birth between Boroughs with a difference of 3.8 years between those with the highest and lowest life expectancy for women and 4.1 years for men. The [Public Health England website](#) outlines the Public Health Outcomes Framework and contains a wealth of data including a snapshot overview of health for every local authority in England.

The [King's Fund](#) produces reports specific to London and [quarterly monitoring reports on the NHS](#). The [Nuffield Trust](#) produces a number of publications on London's health. The [Quality Watch](#) Annual Statement gives an independent view on how patterns of quality in health and social care are changing over time⁵¹.

Mental Health

Mental health problems are a serious issue, accounting for 22.8% of health problems in the UK. Over half of mental health problems in adult life (excluding dementia) start by the age of 14 and 75% by the age of 18. [The Five Year Forward View for Mental Health](#), by the independent Mental Health Taskforce sets out the current context for mental health, the experience of users of mental health services and recommendations for the future⁵². The Mental Health Foundation's [Fundamental Facts](#) outlines the main issues in mental health in the UK

The Survey of Mental Health and Wellbeing, published in September 2016, suggests that mental ill-health may be increasing. It shows that one in three adults aged 16-74 with conditions such as anxiety and depression were accessing mental health treatment in 2014, up from one in four in 2007. Women were more likely than men to have reported common mental disorder symptoms (19% compared to 12%). There was also an association between common mental disorders and chronic physical conditions.⁵³ [The Cavendish Square Group](#), a collaboration of the ten London NHS Trusts responsible for mental health services in the capital and led by the CEOs, has produced the *London Mental Health Factbook* with key statistics for London including that over 900,000 adults in London are affected by a mental health disorder such as anxiety or depression and 1 in 10 young people have a clinically significant mental health problem, but just one in four will receive effective mental health care. An extreme manifestation of mental health problems is suicide and suicides and attempted suicides are increasing. In the year to date (October 2016) the City of London Police have dealt with more suicides and attempted suicides than in the whole of 2015, when the numbers had also increased from 2014⁵⁴.

Disability

The government's policy on disability is part of the Equality Act 2010, which legally protects people against discrimination in the workplace and wider society. The Office for Disability Issues helped create the [Disability Action Alliance](#), a cross-sector network of organisations committed to making a difference to the lives of disabled people. In London the GLA holds [bi-annual consultation meetings](#) held with

⁵¹ Closer to Critical? Quality Watch Annual Statement 2015, (December 2015) The Health Foundation and Nuffield Trust

⁵² The Five Year Forward View for Mental Health, A report from the Independent Mental Health Taskforce to NHS England. (February 2016)

⁵³ <https://digital.nhs.uk/article/813/Survey-shows-one-in-three-adults-with-common-mental-disorders-report-using-treatment-services->

⁵⁴ Conversation with Ian Dyson City of London Police Commissioner

organisations for deaf and disabled people in London, and from these has identified the areas of need to be addressed: accessible transport; availability of accessible housing; access to employment and education; access to the built environment; facilities and services for deaf and disabled Londoners; the right to independent living; equal access to health services and promoting disability equality and challenging discrimination. Continuing negative attitudes towards people with disabilities is a national problem. A [publication by Scope](#) reports that, of those surveyed, two-thirds of the British public feel uncomfortable talking to disabled people and one-fifth of 18-34 year olds have avoided talking to disabled people; over a third believe disabled people are less productive than others; a quarter (24%) of disabled people have experienced attitudes or behaviours where other people expected less of them because of their disability and over four-fifths of the British public believe disabled people face prejudice.

Learning Disabilities

People with learning disabilities have poorer health than the general population, much of which is avoidable. These health inequalities often start early in life and result, to an extent, from barriers they face in accessing timely, appropriate and effective health care. The impact of these health inequalities is serious. As well as having a poorer quality of life, people with learning disabilities die at a younger age than their non-disabled peers.⁵⁵ The [Improving Health and Lives Learning Disabilities Observatory](#) has facts and figures about learning disability in England including needs and inequalities of access to care, health services and education. The [information](#) is given at local authority level in London.

Carers

The percentage of unpaid care provided in London decreased between 2001 and 2011⁵⁶ but, according to the GLA, about 700,000 people in London support an older disabled or ill relative or friend. A report for Carers' week by [Carers UK](#) said that the life chances of many carers are damaged by inadequate support from local services. 51% of carers have left a health problem go untreated, 50% have worsened mental health, 66% gave up work or reduced their hours, 47% struggle financially and 315 only get help in an emergency⁵⁷.

Social Isolation

The quality and quantity of social relationships affects health behaviours, people's physical and mental health, and risk of mortality. Public Health England produced a [Practice Resource](#), which looks at social isolation across the life course. While often discussed in the context of older people, it can affect people at all stages of their lives. The report⁵⁸ distinguishes between social isolation: the inadequate quality and quantity of social relations with other people at the different levels where human interaction takes place (individual, group, community and the larger social environment) and loneliness: an emotional perception that can be experienced by

⁵⁵ Improving Health and Lives Learning Disability Observatory

⁵⁶ White C, 2011 Census Analysis: unpaid Care in England and Wales 2011 and comparison with 2001 (February 2013) ONS

⁵⁷ Building Carer- friendly Communities: a research report for Carers' Week (June 2016)

⁵⁸ Duncan D and Bell R, Reducing Social Isolation across the Lifecourse, Practice Resource (September 2015) Public Health England and UCL Institute of Health Equity

individuals regardless of the breadth of their social networks. It notes that there are links between inequality, social isolation and health because many factors associated with social isolation are unequally distributed in society and many associated risk factors are more prevalent among socially disadvantaged groups.

Prison and Rehabilitation

In June 2016 the prison population was 84,405. According to the Summer 2016 Bromley Briefings, produced by the Prison Reform Trust⁵⁹ violence, sexual assaults and rates of self-harm in prison are at the highest level ever recorded. [The Prison Reform Trust](#), the [Howard League for Penal Reform](#) and the [Centre for Crime and Justice Studies](#) produce research papers on a range of issues relevant to the penal system. [The Howard League for Penal Reform work includes a series of pamphlets](#) challenging preconceptions of the penal system. The Centre for Crime and Justice's work includes two projects comparing prison models and alternatives to prison across Europe. The [Corston Report](#)⁶⁰ is a review of women with particular vulnerabilities in the criminal justice system. [Women in Prison](#) produces research reports and briefings to back its campaigns to improve the situation for women in prison.

Education

London's state Primary and Secondary schools are the best in the country. In parts of London, more than two in three adults of working age, have a degree or higher education equivalent and in 2015, according to Eurostat, London occupies 4 of the top 6 regions for graduates⁶¹. However, parents still feel the need for supplementary schools. In the UK there are between 3,000 to 5,000 supplementary schools, attended by up to 30% of migrant and BME pupils and run by volunteers. IPPR have published a report on the benefits of these schools⁶².

English courses for Speakers of Other Languages (ESOL) are essential for refugees and migrants and yet there have been year on year cuts to ESOL - by 55% since 2009. In addition to this decline in funding, England – unlike Scotland and Wales – does not have a strategy for ESOL, to set and measure progress against clear agreed objectives⁶³.

Advice and Information

Information from legal and advice and information services funded by CBT confirms that services are under increasing strain with a sharp rise in the number of clients and the complexity of problems. Changes to the benefit system are some of the

⁵⁹ <http://www.prisonreformtrust.org.uk/Portals/0/Documents/Bromley%20Briefings/Summer%202016%20briefing.pdf>

⁶⁰ Corston J, The Corston Report, (2007), The Home Office

⁶¹ <http://www.bbc.co.uk/news/business-37158445>

⁶² Vidhya Ramalingam and Phoebe Griffith, Saturdays for success: how supplementary schools can support pupils from all backgrounds to flourish (September 2015), IPPR

⁶³ Let Refugees Learn: challenges and opportunities to improve language provision to refugees in England, (May 2016), Refugee Action

reasons for this increase. There is also evidence that people are not aware of their rights. [The Legal Education Foundation](#) funded an analysis of the findings of the first and second waves of the Civil and Social Justice Panel Survey (CSJPS) 2010 and 2012⁶⁴. The findings suggest that public knowledge of the law is low, and that much of what individuals believe they know about their rights may be incorrect. They indicate that certain groups are more vulnerable than others in relation to both their ability to solve legal problems and the impact that these problems have on them. The Foundation also produces a yearly update on *Digital Delivery of Legal Services to People on Low Incomes*⁶⁵.

The Urban Environment

Pollution

Air pollution in London, particularly NO₂ (Nitrogen Dioxide) remains a serious problem, despite the work done over the previous decades to improve the situation. A [Policy Exchange Report](#)⁶⁶ says that levels of PM (Air Pollution Particulate Matter) are now below European limits, but remain above WHO guideline levels in most of Greater London. NO₂ levels remain above legal limits across 12.5% of the Greater London area, in particular in Central London and close to Heathrow and major roads. Policy Exchange estimates that 25% of children in London attend schools in areas that exceed the NO₂ legal and health limits and 44% of London's workday population work in parts of London that exceed NO₂ pollution limits.

The issue of pollution near schools, particularly primary schools, was highlighted by the new Mayor in a recent [press release](#). The report quotes research by King's College London saying that air pollution is responsible for up to 141,000 life years lost or the equivalent of up to 94,000 deaths in London in 2010 as well as 3,400 hospital admissions. The [London Air Quality Network](#) (LAQN) is a comprehensive source of information on air quality with hourly updates and also publishes yearly summary reports⁶⁷. The City of London's five year Air Quality Strategy outlines the particular pollution issues for the City of London⁶⁸.

Transport

Crucial to anyone living or working in a city is the availability of public transport. London has a good public transport system, which is increasingly accessible, and, under the Equality Act 2010 all buses, trains and taxis nationally must be accessible to disabled people by 2020. However the transport system is extremely expensive and is a significant unavoidable expense for people in low-paid jobs. The expense of transport decreases their disposable income and limits their access to the facilities

⁶⁴ Pleasance P, Balmer N J and Denir C, How people understand and interact with the law, PPSR Cambridge 2015

⁶⁵ <https://www.thelegaleducationfoundation.org/wp-content/uploads/2016/05/Digital-Technology-Spring-2016.pdf>

⁶⁶ Howard R, Up in the Air: how to solve London's air quality crisis Part 1, (March 2016) policy Exchange, Capital City Foundation.

⁶⁷ Mittal L, Baker T, Fuller G, LAQN Summary Report 2014 (March 2016), Environmental Research Group, Kings College London

⁶⁸ Air Quality Strategy 2015 2020 (June 2015) City of London

and cultural institutions in London and, potentially, jobs. Buses are the cheapest but also a relatively slow mean of transport. A report on social isolation by Public Health England notes that poor transport links can create barriers to social inclusion whereas effective transport links can benefit social cohesion⁶⁹. A research report for Tessa Jowell in 2015, quoted in the Independent, claimed that London had the highest public transport fares in the world, when compared with other global cities⁷⁰ and the London Fairness Commission says that the cost of transport is one of the three largest extra cost borne by Londoners (the other two being housing and childcare)⁷¹. The Mayor of London has [frozen all fares that are dictated by Transport for London until 2020](#) at an estimated cost of £640m [and 'hopper fares' enabling people to change buses within an hour using a single ticket have been introduced](#).

Green spaces

London has 35,000 acres of public green spaces – equivalent to 40% of its surface area – making it one of the greenest cities of its size in the world. [The GLA has a plan for a 'green infrastructure' across London](#)⁷² [and the City of London Corporation, which manages has an Open Spaces Strategy](#)⁷³.

[However many parks and green spaces across the UK including in London, are deteriorating often because of local authority budget cuts to Park maintenance budgets and reductions in staff](#)⁷⁴. [This is despite an increase in their use by the public and the proven benefits of green spaces](#)⁷⁵. [In addition, the number of playing fields available for sport is decreasing. The London Playing Fields Foundation reports](#) that London has 16% of the country's population but only 8% of playing fields [and](#) 20,000 playing fields have been lost since 1990, reducing both the potential for leisure activities and the health benefits of exercise.

Arts and Culture

London has a world-class cultural life and arts and culture are a significant contributor to London's economy. For example the Arts and Culture Cluster in the City of London alone generated £225m of Gross Added Value for the City of London and supported more than 6,700 full-time equivalent jobs⁷⁶. The major arts and cultures venues throughout London also have extensive education outreach programmes to schools, community groups and vulnerable and disabled groups. However there are concerns about the future. In an [article for Centre for London](#)⁷⁷ Tom Campbell notes that the high price of London property has dramatically reduced the availability of artists' studios, that those working in the arts are often poorly paid

⁶⁹ Duncan D and Bell R, Reducing Social Isolation across the Lifecourse, Practice Resource (September 2015) Public Health England and UCL Institute of Health Equity

⁷⁰ www.independent.co.uk/news/uk/home-news/london-has-the-most-expensive-public-transport-in-the-world

⁷¹ London Fairness Commission, March Report 2016

⁷² Natural Capital: investing in a Green infrastructure for a Future London, GLA

⁷³ The City of London Open Space Strategy, supplementary planning document (January 2015) City of London Corporation

⁷⁴ State of UK Public Parks 2016, Heritage Lottery Fund

⁷⁵ BOP Consulting, Green Spaces: the Benefits for London, (July 2013), City of London Corporation

⁷⁶ BOP Consulting, The Economic Social and Cultural Impact of the City Arts and Culture Cluster, (January 2013), City of London

⁷⁷ Campbell T, High Value, London Essays, Centre for London , Culture Issue 4 2016

and freelance and that the workforce is not representative of the population of London. In the same series of issues the steep decline in the number of music performance venues, a third since 2007 and artists becoming 'cultural commuters' are raised as problems⁷⁸.

In the [London Appendix to the Arts Council England's Corporate Plan 2015-2018](#) it highlights its commitment to diversity, to access for all and specifically mentions working in some of the poorer London boroughs.

Making London Safer

London is the most diverse area ethnically in the UK and one of the most diverse cities in the world with 36% of its population foreign born, including 24.5% born outside Europe and 22.1% of residents reporting that their main language was not English (1.73m)⁷⁹. For many of London's population the diversity is part of the attraction of London life adding to its richness and excitement. However there is also worrying increases in the number of hate crimes and incidents affecting all minorities. These are officially defined by the Justice Department as *'crimes or non-criminal incidents which is perceived by the victim or any other person to be motivated by a hostility or prejudice-based on a personal characteristic; specifically actual or perceived race, religion/faith, sexual orientation, disability or trans-gender identity'*. The Mayor of London's Hate Crime Reduction Strategy 2014-2017 notes an increase in hate incidents over the last three years in all categories⁸⁰. The Gay British Crime Survey 2013⁸¹ reports that one in six LGBT people had been the victim of a hate crime or incident over the previous three years. The Metropolitan police report that anti-Semitic hate crimes increased from 39 to 56 between July 2015 and 2016.

Discrimination and hate crimes

Discrimination and violence against towards migrants and refugees is a national issue. A report by the Ipsos Mori Social Research Institute on attitudes to immigration quoted a 2013 YouGov survey showing that 68% of people nationally considered immigration a problem for Britain⁸² and this was borne out by the Brexit vote, with immigration control a major plank of the Leave campaign. Islamophobia is on the increase, with attacks having nearly doubled in the capital over the last two years⁸³. For example, in its 2015 Annual Report, [Tell Mama, an organisation](#) that measures and monitors anti-Muslim incidents and supports victims nationally, notes that the number of 'off-line' incidents reported to it (in-person incidents between a victim or property and perpetrator) trebled from 2014-2015 to 437.

⁷⁸ Shapiro S, The Great Disappearing Venues Disaster, ibid

⁷⁹ 2011 census

⁸⁰ A Hate Crime Reduction Strategy for London, (2014 -2017) Mayor of London's Office for Policing and Crime.

⁸¹ Guasp A, Gammon A, and Ellison G, Homophobic Hate Crime: The Gay British Crime Survey 2013, Stonewall and Yougov

⁸² Duffy B, Frere-Smith T, Perception and Reality: public attitudes to immigration (January 2014), Ipsos Mori Social Research Institute

⁸³ <http://www.dailymail.co.uk/news/article-3358535/Islamophobic-hate-crimes-London-nearly-doubled-two-years-Muslims-say-conscious-keeping-head-down.html>

The decision to leave the EU through the Referendum of June 2016 was followed by a surge in hate crimes, characterised by the Scotland Yard Deputy Commissioner as (having) “unleashed something in people where they felt able to do things that, let’s be really clear, are illegal.” Before the Referendum the Met dealt with 25-50 offences daily. Between 24th June and 19th July 2016 it had dealt with 57-78 daily and made 400 arrests⁸⁴. On 26th July the government published a hate Crime Action Plan and announced £2.4m of funding to provide increased protection for vulnerable places of worship⁸⁵.

Continuing hate incidents and crimes and hostility towards refugees and migrants are a significant challenge to community cohesion in the capital⁸⁶. The iCoCo Foundation has useful information about the theory and growth of community cohesion.

Sexual and Domestic violence

The GLA has [recorded](#) an increase in sexual and domestic violence over the last year with an 8% increase in domestic violence and 9.1% in sexual offences. 76% of victims of domestic violence and abuse and 87% of victims of sexual violence were women. [Agenda](#), the alliance for women and girls at risk, has published an analysis of the experience of women who face violence and abuse nationally, based on data from the Adult Psychiatric Morbidity Service (APMS)⁸⁷.

A comprehensive Needs Assessment on Sexual and Domestic Violence in London has been commissioned by NHS England and the Mayor’s Office for Policing and Crime (MOPAC) from the consultancy MBARC and this will be publically available in Autumn 2016.

Trafficking

The legislation covering human trafficking is the Modern Slavery Act, July 2015. In July 2016 the Prime Minister announced a further series of measures to tackle modern slavery including: a new taskforce led by the Prime Minister to oversee government action to end slavery; a review by her Majesty’s Inspectorate of constabulary of the policing response to slavery and £33.5 million in official development assistance funding to tackle the issue in countries from which the UK sees a high number of victims.

According to the National Crime Agency (NCA) Strategic Assessment on the nature and scale of human trafficking in 2014⁸⁸, the number of potential victims of trafficking nationally in 2014 was 3309 of whom 22% were children. This is an increase of 37%. The most common types of trafficking were sexual 34% and forced labour 32%. The

⁸⁴ <http://news.sky.com/story/met-police-hate-crime-rises-after-brexit-vote-10506201>

⁸⁵ <https://www.gov.uk/government/publications/hate-crime-action-plan-2016>

⁸⁶ The iCoCo foundation has useful information about community cohesion <http://tedcantle.co.uk/about-community-cohesion/#bc>

⁸⁷ Scott S and Mcmanus S, DMSS, Hidden Hurt, Violence Abuse and Disadvantage in the Lives of Women (January 2016), Agenda

⁸⁸ <http://www.nationalcrimeagency.gov.uk/publications/656-nca-strategic-assessment-the-nature-and-scale-of-human-trafficking-in-2014/file>

assessment notes that the figures should be considered an indication of the nature and scale of human trafficking, since trafficking and slavery are hidden crimes. There is an assumption that the true figure for potential victims will be higher. An analysis in 2014 gave an estimate of between 10,000 and 13,000 potential victims of trafficking in 2013⁸⁹.

Digital crime

Although the digital revolution has brought many benefits it has also led to an exponential rise in fraud. The City of London Police is the national police lead on fraud and has noted in particular an increase in fraud on older people. These typically take the form of investment scams or scams aimed at getting people to give their bank or credit card details by telephone or email. Younger people tend to become victims of social media scams⁹⁰.

Children and Youth

Children and young people enjoy the same benefits and face many of the same issues as the rest of the population of a major conurbation. 700,000 children in London are living below the poverty line, 37% of all children in the capital. While poverty rates are higher for everyone in London than nationally, [this gap is larger for children than for any other group](#). Some groups of children suffer from particular disadvantages.

Children in care have specific problems. A [National Audit Office report in 2014](#) noted that demand for care is increasing. Local Authorities in England looked after 68,110 children (at the end of March 2013), the highest level for 20 years. Nearly two thirds (62%) of children are in care because they have suffered abuse or neglect. The report concludes that The Department for Education is not meeting its objectives to improve the quality of care and the stability of placements for children in care. The number of unaccompanied child refugees in the care of local councils, and often suffering severe trauma has risen dramatically. For example Hillingdon, which has Heathrow airport within its boundaries, looked after the largest total number of child refugees after Kent, rising by 22% in a year to 226 between 2014 and 2015⁹¹.

Youth homelessness is seen as a growing problem by service providers, although numbers are difficult to estimate as the way data is collected has changed and central government data only includes those who are found to be in a 'priority need' group, such as under 18s, care leavers up to the age of 21 and those with children of their own. Most single homeless people over 18 are therefore missing from these statistics. Centrepont commissioned the Cambridge Centre for Housing and Planning to produce a report estimating the scale of young homelessness nationally including the 'hidden homeless', people sleeping on friends' floors, sofa surfing or sleeping rough. The report estimates that in 2013/14 310,768 young people between

⁸⁹ ibid p 9

⁹⁰ Conversation with Ian Dyson, City of London Police Commissioner

⁹¹ <http://www.communitycare.co.uk/2016/01/13/huge-rise-child-refugee-population-leaves-many-councils-struggling-cope/>

the ages of 16 and 24 began the year homeless, or became homeless, of whom 17,111 accessed statutory or other homeless provision⁹².

In terms of health, there is a disturbing increase in **childhood obesity**. 1 in 5 children in London between the ages of 4 and 5 is overweight or obese and 2 out of 5 have unhealthy weight levels when they start secondary school. Children from the most deprived areas between 4 and 5 and 10 and 11 are twice as likely as those from the least deprived areas to be obese⁹³.

Children and young people with physical or learning disabilities or mental health problems have additional challenges. [Young Minds website](#) summarises statistics on young people's mental health. The Children's Commissioner's [Lightning Review of Access to Child and Adolescent Mental Health Services](#) (CAMHS) raised concerns about children being turned away from CAMHS services or waiting a long time for treatment. In 2015 it says 57,739 children and young people were referred to CAMHS. There is also a gender imbalance in mental health. The 2106 Survey of Mental health and Wellbeing, England, shows that in 2014 common mental disorder problems were almost three times as commonly reported by young women aged 16-24 than young men⁹⁴.

Young undocumented refugees and migrants whether in the UK illegally or born here, have significant problems. Even when they are entitled to apply for citizenship, the cost and bureaucracy can be off-putting. While being undocumented makes it difficult to assess number accurately, it is estimated that there are around 150,000 undocumented young people and three quarters of these are in London⁹⁵. A report commissioned by the Paul Hamlyn Foundation, based on interviews with 75 young people in the North West, Midlands and London⁹⁶ found that: "Being undocumented has significant practical, social and economic impacts and permeates the everyday lives and decisions of young people. These impacts can have an effect on jobs and job search, social networks and friendships, housing and access to medical help and justice. Being undocumented often creates a transitory and insecure identity. Lack of status is an all-encompassing experience, producing distinctive forms of social marginality with significant impacts such as 'enforced' mobility in the search for accommodation, for work or to avoid detection"

⁹² Clarke A et al, Cambridge Centre for Housing and Planning , Estimating the Scale of Youth Homelessness in the UK: Final Report (July 2105)

⁹³ Public Health England, Health Inequalities in London (October 2015)

⁹⁴ <https://digital.nhs.uk/article/813/Survey-shows-one-in-three-adults-with-common-mental-disorders-report-using-treatment-services->

⁹⁵ Conversation with Will Somerville Unbound Philanthropy

⁹⁶ University of Oxford Refugee Studies Centre, 'No right to dream': the social and economic lives of young undocumented migrants in Britain (2014), Paul Hamlyn Foundation

Employment

The proportion of the economically active population who are unemployed for 16-24 year olds was 13.5% in March – May 2016, down from 15.7% a year ago⁹⁷, but still much higher than the adult population. The government has a strategy to increase apprenticeships to 3 million by 2020, to tackle some aspects of youth unemployment and increase the country's skill base. This will be partly funded by a levy on larger employers⁹⁸. However, although lower than in other parts of the country, a worrying percentage of young people between the ages of 16-24 October – December 2016 were not in education employment or training (NEETS)⁹⁹.

An [evaluation report](#), looking at City Bridge Trust funded projects across all London Boroughs to help young people NEET¹⁰⁰ concluded that for many young people NEET, with multiple needs, there was a need for intensive levels of support centred on the individual that was not usually available through official channels. Being unemployed also significantly affects emotional and mental wellbeing. The Princes Trust [Macquarie Youth Index 2015](#), which measures levels of happiness and confidence in young people says that 35% of young people NEET surveyed often feel too anxious to leave the house, 52% often feel anxious about everyday situations 46% avoid meeting new people, 39% find it hard to make eye contact and 33% regularly 'fall apart' emotionally increasing to more than a third (35 per cent) of NEETs.¹⁰¹ . It is not however possible to know whether some of these difficulties and emotions were part of the reason for a young person becoming NEET, or the result of being NEET.

Coming in from the Cold a CBT funded publication, reports that **loneliness**, particularly for 18-24 year olds is a serious problem in London, and that both women and ethnic minorities were significantly over-represented among lonely young Londoners¹⁰². The NSPCC produces a [yearly report](#) which compiles and analyses the most robust and up-to-date **child protection data** that exists across the 4 nations in the UK for 2016.

Older People

Although London has a younger demographic than other regions of the UK, there are over 980,000 people aged 65 or over and this is estimated to increase to 1.2m by 2024¹⁰³. In particular the number of people aged 90 and over is set to increase from 56,000 in 2016 to 156,000 in 2041¹⁰⁴. This will pose particular challenges for health and social care as well as for ensuring older people are not socially isolated. The

⁹⁷ O'Neill M, Youth Unemployment Statistics, (July 20th 2016) Briefing Paper number 5871, House of Commons Library

⁹⁸ English Apprenticeships: Our vision 2020, HM Government 2016

⁹⁹ <http://researchbriefings.parliament.uk/ResearchBriefing/Summary/SN06705>

¹⁰⁰ Melville D et al Get Young People Working – the Youth Offer, Final Evaluation Report (November 2105) Centre for economic and social inclusion, City Bridge Trust

¹⁰¹ Prince's Trust Macquarie Youth Index 2015, Prince's Trust

¹⁰² *Coming in from the Cold*, Acevo 2016

¹⁰³ Making London a great place to grow older (2016) London AgeUK

¹⁰⁴ GLA 2016

health problems of old age, including multiple morbidity¹⁰⁵ affect deprived populations more, especially if they include mental health problems. Nationally, the number of black and minority ethnic (BAME) people over 70 is set to rise from 170,000 in 2006 to 1.9m in 2015¹⁰⁶. [The Runnymede Trust](#) has a series of reports on older BAME people and financial inclusion.

Health and Social Care in the community published an article on the health, social care and housing needs of lesbian, gay, bisexual and transgender older people: a review of the literature in 2009 concludes that although the population of LGBT older people is growing at the same rate as that of older people in general, their needs have been largely disregarded by statutory services and institutions¹⁰⁷. Stonewall Housing has a 2016 [feasibility study](#) on LGBT future housing.

A CBT funded report by IPPR summarises the findings from a year-long programme of research, setting out its findings in three policy areas: home-based care; dementia care and social isolation¹⁰⁸. Social isolation and loneliness is a common problem among older people, affecting all communities¹⁰⁹ ¹¹⁰ and has also been demonstrated to have an adverse effect on mental and physical health.

Conclusion

Given the constraints of time and space, this Review cannot cite all the wealth of information and research available on the needs of Londoners but it does provide a starting point for a more intense examination of particular topics and the interlinking between needs and issues. It is a working document that will be added to throughout the period of the Strategic Review. Constraints of space have meant that it has not been possible to include all the expert information and advice given by the people who generously gave their time to discuss the Review with the author. However this has been put in a separate internal CBT report that will inform staff and Trustees discussions during the Review.

¹⁰⁵ Sachradja A, Dementia Care in London (March 2011) IPPR

¹⁰⁶ www.runnymedetrust.org/uploads/pdfs/Runnymede%20briefing%208.pdf

¹⁰⁷ Addis S, Davies M et al, Cardiff University, The health, social care and housing needs of lesbian, gay, bisexual and transgender older people: a review of the literature Health and Social Care in the Community (2009) 17(6), 647–658

¹⁰⁸ Clifton J editor, Older Londoners, (October 2012) IPPR

¹⁰⁹ Alone in the Crowd: Loneliness and diversity (May 2014) the Campaign to End Loneliness and The Calouste Gulbenkian Foundation UK

¹¹⁰ Clifton J, Social Isolation among Older Londoners (October 2011) IPPR

Appendix A

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Thanks are due to the following people who were interviewed for the Literature Review.

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