Disability and Deaf Equality Scheme
2009-2012
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I am very pleased to introduce Transport for London’s revised Disability and Deaf Equality Scheme (DES). This document has been produced following the extensive engagement and involvement of disabled and Deaf Londoners and builds on the knowledge and understanding that TfL has acquired over the past few years.

Since the last DES, TfL has continued to invest in making the transport system more accessible, with more London Underground stations now step free. The introduction of iBus, too, has transformed information provision for disabled and Deaf people when they are travelling. With a multi-year budget and business plan secured, disabled and Deaf people will be able to enjoy even more accessible journeys across London, through the major transport improvements TfL will be able to make.

The Mayor and TfL remain committed to making further improvements that will enable more people to travel independently and although the economic climate is a challenging one, helping all Londoners to get around the Capital safely, conveniently and affordably, is still our main aim.

Over the next three years, London and TfL will be preparing for the 2012 Olympic and Paralympic Games and the Mayor is committed to them being the most accessible games ever. TfL will be working hard to deliver the transport needed for the Games and ensuring that the legacy benefits all Londoners in the future. This legacy includes improvements to accessibility as well as improving opportunities for cycling and walking and improving the quality of life for people who live in, visit or work in London.
TfL knows that there is still much to do, and it is grateful that disabled and Deaf Londoners have given their time to help it develop its plans. I would like to thank the members of the Citizens’ Jury, who met during the summer to develop this scheme along with members of TfL’s own Independent Disability Advisory Group, who will be supporting TfL in implementing the action plans that have been developed.

I am proud of what we have achieved so far. With the improvements that are planned in the DES, delivered through our budget and Business Plan, and in the longer term through the Mayors’ Transport Strategy, TfL will continue to transform the transport networks and provide all Londoners with the services they need.

Peter Hendy CBE
Commissioner
Transport for London
This Disability and Deaf Equality Scheme (DES) sets out Transport for London’s (TfL’s) plans to continue to improve travel choices for disabled and Deaf people who live in, visit or work in London. It is estimated that around 18 per cent of people in London are disabled or Deaf people and there are many more who, from time to time, find it difficult to get around independently.

The DES shows how TfL will promote disability equality and ensure that its activities meet the needs of disabled and Deaf people better. The main section of a DES is the action plan. The DES shows how TfL has gathered evidence about the impact of its services on disabled and Deaf people and sets out plans for continuing to assess the impact on what TfL does.

The DES is a statutory document, and it also forms part of the Mayor’s Transport Strategy (MTS). The Accessibility Plan in the MTS draws out the key accessibility elements of the MTS and the DES shows how the plan will be implemented over the next three years. The DES builds on the improvements that have been made over the past few years and its purpose is to show disabled and Deaf Londoners and other stakeholders how TfL will continue to support independent travel. This DES sits alongside the other equality schemes that TfL has published.
The MTS will be published in 2010 following a period of public consultation and this DES may need to be amended following the outcomes of this consultation. However, TfL has involved its Independent Disability Advisory Group (IDAG) in the development of the MTS and particularly in developing the ‘whole journey approach’ to accessibility.

‘Physical accessibility of the public transport system has been improved in recent years. All buses are low-floor and committed investment will provide step-free access from street to platform at some Tube stations and some National Rail/London Overground stations. However, the Mayor recognises that more is needed. Using the ‘whole journey approach’ the strategy (MTS) will seek to increase accessibility for all Londoners by promoting measures to further improve the physical accessibility of the transport system (streets, bus stops, stations and vehicles). Enhancing information provision, more visible and better-trained staff and providing better interchange will also increase accessibility. Fares will be kept under review, ensuring they are affordable (both to passengers and TfL), and offering concessions to those most in need.’

This DES, the MTS and its accessibility plan will be the key documents that outline how these improvements will continue to be made to London’s transport system and the street environment. Progress in meeting the actions outlined in the DES will be reported every year as part of TfL’s annual equality report. (This will cover all equality strands). The first of these reports will be published to coincide with the Business Plan in December 2010.

TfL and the services it provides

TfL is the integrated body responsible for the Capital’s transport system. It is part of the Greater London Authority (GLA) family and working with the Mayor it develops and implements his transport strategy.

TfL is committed to being the world’s leading transport authority, delivering safe, reliable and integrated transport for all Londoners. The Mayor believes that:

‘London’s transport system should excel among those of global cities, providing access to opportunities for all its people and enterprises, achieving the highest environmental standard and leading the world in its approach to tackling urban transport challenges of the 21st century’

Every day, TfL provides transport services for more than 10 million people across the Capital.

It manages London’s buses, London Underground (LU), London Overground railways, Docklands Light Railway (DLR) and Croydon Tramlink. It also runs London River Services, Victoria Coach Station and London Transport Museum.

As well as running London’s Congestion Charging scheme, TfL manages a 580km network of main roads, all of London’s 6,000 traffic lights and regulates taxis and the private hire trade.

It also promotes road safety, cycling and walking initiatives, including working with schools and businesses and other organisations to develop smarter travel plans. It operates Dial-a-Ride, a door-to-door assisted transport service for disabled people unable to use buses, trams or the Tube; and funds local transport initiatives and improvements to the street environment in all of London’s boroughs.

TfL works closely with the British Transport Police (BTP) and the Metropolitan Police Service (MPS) to ensure that people can travel around London in a safe environment. TfL produces a community safety plan every year and is developing a hate crime strategy to support disabled and Deaf people and others who are the target of verbal or physical assault because of who they are.

TfL is also responsible for providing transport infrastructure for the London 2012 Olympic and Paralympic Games and works in partnership with the Olympic Delivery Authority (ODA) and the London Organising Committee of the Olympic Games (LOCOG) to ensure that there is a physical and behavioural transport legacy

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2 Londoners refers to anyone in London, including permanent and temporary residents, visitors, workers, tourists etc

TfL’s transport services

London Underground

LU carried a record 1.1 billion passengers in 2008/09, with up to four million journeys made each day on 11 lines serving 270 stations. Over the past decade, LU has experienced a higher level of growth in demand and is running a higher volume of service than ever.

To support the growth of London and correct the legacy of under-investment in the system, TfL has embarked on its largest investment programme for 70 years, focusing on improving reliability, delivering faster journey times and increasing capacity across the network. Ultimately these improvements will encourage economic activity and contribute to making the Capital a better place to live, work in or visit.

The investment programme for LU will continue for a number of years to come and during the lifetime of the DES, real benefits for passengers, including disabled and Deaf passengers will be seen across a number of stations and lines. Details of the programme of improvements that will be of most benefit to disabled and Deaf people can be found in the action plan on page 60.

A major focus for LU is to increase service capacity and to reduce journey times. For disabled people, overcrowding can be a significant barrier to travel on the Tube, so capacity increases are important accessibility improvements.

Highlights of the investment programme over the next three years, include:

Victoria line

• From early 2010 a new fleet of trains will be rolled out across the Victoria line at a rate of one every two weeks. The trains will have greater capacity, better ventilation and CCTV in every carriage as well as on-train audio visual information
• There will be more trains during peak hours, increasing capacity by 21 per cent and journey times will be cut by 16 per cent
• By the end of 2013, 94 per cent of Victoria line platforms will have level access through installing platform humps

Jubilee line

• An increase in capacity of 33 per cent (equivalent to 5,000 more passengers per hour)
• Reduction in journey times by 22 per cent
Northern line
• By the 2012 Games TfL aims to complete a new control centre and computerised signalling system. This will enable trains to run closer together and at higher speeds, cutting journey times by 18 per cent and increasing capacity by 20 per cent

Piccadilly line (due for completion in 2014)
• More spacious and faster trains will be delivered by 2014
• A new signalling system will allow a much higher frequency of trains with journey times cut by 19 per cent and capacity increased by 24 per cent

Sub-surface railway: District, Circle, Hammersmith & City and Metropolitan lines:
• New train stock will be rolled out across the lines from 2010, these will have walk through carriages and air conditioning in all cars
• Longer trains on the Circle and Hammersmith & City lines will increase capacity by 17 per cent
• Cars will be fitted with CCTV and will have enhanced on-board customer information (audio/visual)
• By the end of 2012/13, 49 per cent of Metropolitan line platforms will have level access on to the train through the permanent modifications to the platform

Station refurbishments and step-free access
Between 2003 and 2009, 124 Underground stations have been refurbished. This programme has brought improvements to station systems (CCTV, public address, communications equipment and fire systems) and to customer features such as Help points, new electric information displays in ticket halls and on platforms, and enhanced seating and lighting. Tactile strips and colour-contrasted handrails have also been introduced.

Work will continue on the Jubilee, Northern and Piccadilly lines as part of the Public Private Partnership (PPP) contract with Tube Lines, and the programme is due for completion in 2012.

With the collapse of Metronet and other factors such as the downturn in TfL’s revenue, it has been necessary to review the station enhancement programme for the other lines. Work underway will be completed, but during the lifetime of this DES no station enhancements will take place on other stations on the former Metronet lines. It is hoped that work will re-commence after 2012, when improvements, similar to those already made will be delivered at the remaining stations.
TfL will continue to improve street to platform accessibility, building on the foundation of 58 step-free stations already in place. However, TfL has had to stop work at Osterley, Ladbroke Grove, Amersham, West Kensington, Newbury Park and Greenford. These are relatively quiet and some are already one or two stops away from existing step-free stations.

Instead, at a time when funding is restricted, TfL has chosen to protect schemes such as Victoria, Bond Street, Tottenham Court Road and the accessibility of key 2012 Games stations at Green Park and Southfields. Through wider TfL investment, improvements will also be made at LU interchanges with Crossrail and Thameslink. This programme will support a 40 per cent improvement in the number of step-free journeys possible.

LU will continue to invest in training its staff, who are another important element in delivering accessible services.

**London Rail**
The role of London Rail is to:

- Oversee major new rail projects, including the £1bn East London line extension and the upgrade of London Overground
- Manage the London Rail concession, which operates London Overground services
- Manage the operation of the DLR
- Manage the operation of Tramlink
- Support and develop Crossrail, as well as the Thameslink scheme
- Influence and support National Rail’s contribution to an integrated public transport system for London
- Work with Government and the rail industry to develop plans to accommodate London’s future rail transport needs and to identify the best solutions for the rail network
- Liaise with the freight industry to support the sustainable movement of goods and the promotion of rail freight with respect to London’s needs

London Rail can also specify London’s suburban rail services on certain routes outside the GLA boundary. This will enable future improvement and better coordination of the local rail services which serve London and its hinterland.

London Overground runs on the Richmond to Stratford, Clapham Junction to Willesden Junction, Gospel Oak to Barking and Watford Junction to Euston lines.
The extended East London line will become part of the Overground network when it opens in 2010 – running from Dalston Junction to West Croydon, Crystal Palace and New Cross.

Over the lifetime of the DES, significant improvements in the Overground network will have been completed. London Rail has made a commitment that all North London Line stations will have staff presence and improvements to the station environments, including CCTV covering 90 per cent of station areas and 100 per cent of ticket halls, entrances, subways, footbridges and at Help points. There will be improvements to customer information systems providing real time departure information and Tube-style Help points on all platforms.

**Docklands Light Railway**

DLR was the first fully accessible railway in the UK, making access much easier for people using wheelchairs, or who have other mobility impairments, including people with young children in prams or with heavy bags.

All DLR stations have a lift or ramp access to the platforms, with level access on to the trains. All lifts are alarm-enabled, which allow passengers to talk directly with a member of DLR staff should they experience any problems.

By 2012 it is forecast that the number of people using the DLR will grow from 68 million passengers per year to 83 million. Longer trains will be introduced following the completion of platform extension works in 2010, with further work on the east route between Custom House and Beckton completed in 2011.

**Croydon Tramlink**

The tram is a step-free network used by around 28 million passengers. Work to refurbish the tram fleet and the all the stops is now complete.

**Crossrail**

During the life of this scheme, construction work will be on-going on the largest addition to the transport network in the South East for more than 50 years. A £15.9bn funding package is secured for the construction of the 118km Crossrail service, which will run from Maidenhead and Heathrow in the west to Shenfield and Abbey Wood in the east.

The project will also create annual transport and economic benefits for every London borough and across the Greater South East. New stations will be built at Paddington, Bond Street, Tottenham Court Road, Farringdon, Liverpool Street, Whitechapel and Canary Wharf.
Journey times will be massively improved – a typical trip from Heathrow to the West End will take around 30 minutes compared with the current 52 minutes. There will be a 10 per cent increase in the Capital’s rail capacity – 24 trains will run per hour in each direction through central London in the peak period. It will also provide congestion relief for other rail lines and the Tube. Crossrail will offer a safe and secure environment for all passengers. Stations will be step-free (street to train), there will be audio visual announcements on-board and at stations, and marked routes and simple signage to allow independent travel.

**Surface Transport**

Surface Transport has a wide ranging remit, which includes buses, London’s streets, the Congestion Charge and traffic enforcement, cycling and walking, taxi and private hire regulation, door-to-door services and London River Services.

**Buses**

The bus has been one of the Capital’s transport success stories and now carries more than 2.2 billion passengers per year, more than at any time since 1962.

London Buses manages bus services in London. It plans routes, specifies service levels and monitors service quality. It is also responsible for bus stations, bus stops and other support services.

The bus services are operated by private operators, which work under contract to London Buses.

London’s bus network is one of the largest and most comprehensive urban transport systems in the world. Every weekday more than 6,800 scheduled buses carry around six million passengers on over 700 different routes. Passenger research and consultation enables the bus network to go on responding to changing travel needs. Regular reviews will consider future changes, new homes, workplaces, shopping centres and leisure attractions and will support other transport investment such as Crossrail. TfL will continue to keep the bus network under regular review, but its priorities are to maintain:

- Ease of use
- Attractive frequencies and adequate capacity
- Reliable services
- Good coverage

Despite improvements to rail networks, the bus fleet will remain the only city-wide accessible mode, operating around the clock.
Since 2005, all of London’s buses have been step-free and from 2009, all have audio visual information on board (iBus).

**Streets**
The management of London’s streets is a complex operation and there are competing demands for road space which include:

- People who want to drive, walk, cycle or use public transport
- Freight and essential service traffic
- Places for Londoners to live, work, shop and enhance local communities

TfL’s role is to carefully balance these competing demands to provide a well-designed, sustainable and accessible road network, sympathetic with the particular characteristics of each street.

TfL Streets team encourages sustainable travel, promotes safety and improves the urban environment by providing wider pavements, better pedestrian crossings and more facilities for cyclists.

The Mayor has said that it is essential that there is a smooth flow of traffic through London’s streets, not just for the convenience and wellbeing of road users, pedestrians and residents, but for the economic health of the Capital as a whole.

**The cycling revolution**
The Mayor has said that he wants to see a cycling revolution in London and TfL has been charged with developing and implementing a number of activities to make this happen. These include the introduction of the Cycle Hire Scheme and the development of the Cycle Superhighways.

However, TfL believes that in order to bring this revolution about it will need more than schemes and infrastructure or promotion of cycling by it and the boroughs. TfL will need to involve schools, employers, property developers and community groups and key partners such as primary care trusts and NHS London.

The development of cycling in London provides both opportunities and additional challenges for disabled and Deaf people. Cycling can offer an attractive, healthy and convenient transport alternative, provided that cycling initiatives are designed to be fully accessible. There is also great scope for mutual benefit for example designing the public realm, transport systems and buildings with sufficient space to accommodate bicycles, tricycles, wheelchairs and mobility scooters and ensuring any legal
classification or regulation permits ‘reasonable’ behaviour.

Cycling can be one of the most accessible forms of transport for many disabled people and during the development of the DES, TfL met with representatives from disabled cyclists organisations and other stakeholders in this area. It is clear that disabled and Deaf people are keen to be seen as part of this revolution and want TfL to make sure that they are included when plans are being drawn up.

Disabled and Deaf people cycle for leisure, for health and for convenience and during the consultation they asked that TfL take their particular needs into account, but they also emphasised that, like most cyclists, they want adequate infrastructure (cycle lanes etc) and more consideration from drivers.

For some disabled and Deaf people and those who find crowds particularly intimidating, cycling to work can be a real solution to the barriers they face. People with facial disfigurements can find public transport, particularly at rush hour, intimidating and cycling could mean that they have more opportunities for work, training or socialising.

Cyclist education and training including enforcement against anti-social and unlawful behaviour by cyclists is also needed to raise awareness of how selfish cycling can impact on others who are also entitled to go about as they choose without fear.

TfL recognises that more needs to be done to raise awareness among policy makers that disabled and Deaf people cycle and also to raise awareness among disabled and Deaf people of the benefits of cycling in London.
‘Equal Life Chances for All’ and TfL’s approach to disability equality

In July 2009, the Mayor of London launched his equality framework ‘Equal Life Chances for All’. He has set a vision for London to excel among global cities, expanding opportunities for all its peoples and enterprises, achieving the highest environmental standards and quality of life, and leading the world in its approach to tackling the urban challenges of the 21st century. The equality framework aims to ensure that the GLA Group implements policies and actions that will benefit all of London’s communities. The Mayor wants to set the standard and encourage others to follow his lead in achieving exemplary equality policies and practices.

The Mayor also wants his vision to herald a new approach to tackling inequality and has adopted a new definition for equality:

‘An equal society protects and promotes equal, real freedom and the opportunity to live in the way people value and would choose, so that everyone can flourish. An equal society recognises people’s different needs, situations and goals, and removes the barriers that limit what people can do and be.’

The framework will embed equality at the heart of business and corporate planning and ensure that services delivered by the GLA Group are accessible and appropriate to all Londoners. It also commits to providing an accessible and inclusive London 2012 Olympic and Paralympic Games which will leave a legacy to benefit all Londoners.

The framework has a number of desired outcomes and measures, one of which is the delivery of accessible, affordable and safer transport. TfL will meet these Mayoral commitments through its business planning process aiming to deliver value for money and service improvements across the board.

TfL has responded to the Mayor’s framework by setting up equality performance groups across the organisation to monitor the implementation of equality policy and practices and report progress twice a year to the Mayor. These performance groups will also direct and monitor the implementation of action plans contained within the DES and other equality schemes.

**TfL’s approach to disability equality**

TfL adopts the Social Model of Disability which means that TfL accepts:

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5 Equal Life Chances for All, July 2009, GLA
• That it is society’s response to a person’s impairment or learning difficulties that creates disability
• That discrimination against disabled and Deaf people is just as oppressive as discrimination against other groups such as women, lesbian, gay men, bi-sexual and transgendered people or people from black, Asian or minority ethnic (BAME) groups

TfL will, therefore, focus on identifying and removing barriers that disabled and Deaf people face when trying to access the transport system.

Over the past few years, TfL has carried out a range of research and evidence gathering that has enabled it to understand what prevents disabled and Deaf people from accessing the transport network on an equal basis to non-disabled people. This has involved working with particular groups such as people with learning difficulties, people who experience communication barriers and those who have physical access needs.

In addition to this, TfL carries out mystery traveller surveys, which are conducted by disabled people in order to assess the accessibility of TfL’s services for disabled and Deaf people.

The Disabilities Mystery Traveller survey is carried out across all modes of transport and focus on aspects of the service that disabled and Deaf people potentially experience substantially differently than non-disabled people. They complement wider satisfaction surveys which are carried out throughout the year.

TfL now has a comprehensive understanding of the barriers that disabled and Deaf people face in accessing its services. This information has ensured that the services are improved and that disability and Deaf equality are factored into those enhancements. This DES has relied on this evidence as well as the direct feedback from disabled and Deaf service users during the consultation period.

TfL is committed to working in partnership with London’s disabled and Deaf people to make sure that it understands the impact of its services. TfL’s IDAG has a remit to help the organisation do this better. TfL will continue to engage with disabled and Deaf people and their organisations working closely with ‘Inclusion London’ the new London-wide organisation run by disabled and Deaf people.
Involving disabled and Deaf People in the development of the scheme (The Citizens’ Jury 2009)

In order to meet the specific duty to involve disabled and Deaf people in the development of the DES, TfL held a Citizens’ Jury. It was recruited independently by Inclusion London as the independence of the jury is an important part of the process. Jury members represented a range of experience and were drawn from across London and were representative of older and younger Londoners, BAME communities and men and women.

What is a Citizens’ Jury?
A Citizens’ Jury is a way in which an organisation such as TfL can call upon the everyday experience of service users to test, in some detail, its plans and policies. The jury serves as a microcosm of the public. In the same way as in a jury trial, evidence is heard and based on that evidence the jury comes to a conclusion. Unlike a trial, the Citizens’ Jury then comes up with a series of recommendations that TfL can chose to adopt, modify, or if needs be, reject.

The jury process is an opportunity for transparency in decision making, and in terms of the disability duty, it is an effective way of involving disabled and Deaf people in the development of its equality scheme.

For the process to be effective, members of the jury should be selected randomly from the population. TfL recognised that the jury should be made up of disabled and Deaf people who live and or work in London and have some personal experience of the services it provides.

Citizens’ Jury recommendations
The jury was given briefings on what TfL is currently doing and what it plans to do in the future. The jurors were also made aware of the current challenges that face TfL in terms of funding. This meant that the jury was able to consider the evidence given with knowledge of what can be done, so that its recommendations could be seen as realistic and appropriate for the next three years.

The jury examined six priority areas of service delivery and employment, these were:

Community and stakeholder engagement
TfL is committed to understanding the views of its customers and service users. The views of disabled and Deaf customers are important to the ways in which TfL can make improvements to their journey experience. The jury wanted to understand how TfL planned to involve disabled and Deaf people in what it does.
The jury members are:

- John Thornton
- Kapil Kapur
- Marian Lucas
- Victoria Orywari
- Eleanor Yates
- Joanne Wacha
- Brian Stocker
- Laura Merry
- Agnes Fletcher
- Judith Wren
- Sharon Matthews
- David Rose
- Mike Theobald
- Merfyn Williams
- Faryal Velmi
The whole journey approach
This is an approach developed with the input of TfL’s IDAG to ensure that disabled and Deaf people’s needs are considered at all stages of a journey – from planning the trip, information while making the journey, affordability of the journey and changing between different modes.

The physical environment
The plans to make transport easier to use for those with mobility impairments. This included issues such as step-free programmes on LU and the design of streets and pedestrian crossings and plans for shared space schemes.

Workforce and attitudinal barriers
TfL aims to be representative of the community it serves and the jury wanted to know what it is doing to attract and retain disabled staff within the workforce. It also wanted to know what training TfL gives employees so that they can provide assistance to disabled and Deaf passengers.

London 2012 Olympic and Paralympic Games
TfL is working with the ODA and the LOCOG to make sure disabled and Deaf people are going to be able to get to the Games as spectators or volunteers. The jury wanted to know how TfL is doing this and also how it is working to ensure that Londoners will be able to carry on day-to-day activity during the period of the Games.

Safety, security and resilience planning
Improving safety and security across the transport system is a key priority for the Mayor and TfL. The jury wanted to know how TfL is tackling crime and antisocial behaviour on the network, and how it is planning – with other bodies such as the police, ambulance and fire services – to ensure that, in the event of a major incident, disabled and Deaf people are helped to safety.

The jury heard evidence and received written submissions from senior officers from across the organisation and then met to deliberate on what it had heard and read. The jury made a number of recommendations to which TfL responded and these formed the basis of the consultation for the DES, which was launched at Disability Capital in September 2009. This DES and its action plan have been developed as a direct result of the input of the jury members as well as input from TfL’s IDAG.

The next sections of the DES show what TfL is going to do as a result of the recommendations of the jury.
Community and stakeholder engagement

As mentioned above, TfL carries out the Disabilities Mystery Traveller survey that assesses the accessibility of TfL’s services for disabled people. The survey focuses on all aspects of the bus, taxi, minicab or London Underground journey. The jury recommended that younger disabled people should have an opportunity to give their feedback on the services it provides and TfL has agreed to look at working with organisations of younger disabled people to see how this can be done.

TfL is also examining ways in which more information interchanges between transport modes can be obtained through the survey, and will work with IDAG to develop its approach.

TfL will also look at opportunities for gathering information from other disabled and Deaf people who use the transport system regularly at peak times, and later in the day, to ensure that it has a broad understanding of the specific barriers faced at the different times of day. It will also look at understanding the experience disabled and Deaf people have when they are travelling to large events, which will be useful in the run up to the 2012 Games.

The jury was keen for TfL to let disabled and Deaf people know what they were likely to be consulted upon over the next three years, particularly the major schemes and projects that are due to begin within the life of this DES. TfL has agreed to highlight these schemes and will put a process in place to ensure that disabled and Deaf people are included in consultation plans and as early as possible. TfL will also work with its partners (where applicable) who may be responsible for the development to encourage them to engage with disabled and Deaf people locally.

TfL has also agreed to implement good practice in inclusive engagement across the TfL Group. It has already set up a steering group of stakeholder and community engagement officers from across TfL which will meet every two months and share best practice.

The organisation is committed to an on-going dialogue with disabled and Deaf Londoners and will work with the One London Compact working group and Inclusion London to ensure that its engagement is effective and wide reaching.

TfL is proud of the service improvements it has achieved and understands that for these to make a real difference to disabled and Deaf people, they need to know about them. TfL will ensure that information about accessible transport is available so that people can make the transport choices most appropriate to them. TfL will look at ways of publicising this information by working with its IDAG and organisations of disabled and Deaf people in London.
The whole journey approach

The whole journey approach to accessibility takes into account the fact that disabled and Deaf people need access to information to plan their journey and that routes to transport are as important as physical access to transport itself. Information while on the journey needs to be accessible and staff helpfulness and clear information can assist in making transfers between modes of transport. The affordability of transport also plays an important part in accessibility for disabled and Deaf people as they are more likely to have lower disposable incomes, and not all qualify (or use) the disabled persons’ Freedom Pass.

The jury considered what TfL has planned around building the links in the accessibility chain and particularly focused on plans to improve real time information while on the trip and on the ticketing systems.

TfL has already begun work on enhancing its journey planner, which is available on the TfL website, so that it can provide more information about accessible journeys as well as station and other details to help disabled and Deaf people and those with reduced mobility to get around.

TfL is also working on systems that will give mobile phone users access to more journey planning services.

By 2014 these users will be able to get real time travel updates as well as street and Tube maps and receive personalised information.

iBus has revolutionised information provision on buses (audio/visual) and further improvements will mean that real time bus arrival information will be made available via mobile phone, the internet and at 2,500 key bus stops.

The journey to the bus stop or station needs to be accessible and the quality of the street environment is an important part of this process. TfL has a plan to improve London’s streets making them easier to use for pedestrians and to improve bus stops and access around stations.

Efficient and safe interchange is vital to enable journey choice. Ensuring that interchanges are accessible is a key part of making public transport an attractive alternative to car. TfL aims to work with Network Rail, train operating companies and other stakeholders to improve interchanges with their services and its own. A good example of where this has already happened is Woolwich Arsenal where the new DLR station has created a strategic interchange in Outer London. This interchange is heavily used by passengers changing from bus services into Woolwich from areas such as Plumstead and more
than 50 per cent of arrivals for the DLR have interchanged from bus or National Rail services. The interchange means that wheelchair users and others with mobility impairments can have a step-free journey north from Woolwich to important destinations such as Stratford, London City airport and Canary Wharf.

The MTS proposes that further strategic interchanges are identified and developed along these lines.

The Citizens’ Jury wanted TfL to work with train operating companies that currently do not allow free travel on their services before 09:30, and persuade them to make an exception for Freedom pass holders. Disabled and Deaf people who live in some parts of south London are particularly effected by this rule. TfL hopes to gain agreement in early 2010, but cannot enforce this change in the rule.

For those disabled and Deaf people who do not have a Freedom Pass, or choose not to use it, the simplicity of buying tickets and making sure that the cheapest fare is always paid is an important issue. TfL has plans to make improvements when the new ticketing contract comes into force after August 2010. The changes will enable passengers on some journeys to pay for travel using the latest generation of debit and credit cards now being issued by the banks which will allow customers to use the network without having to buy a ticket.

From 2011, TfL will also be able to accept Integrated Transport Smartcard Organisation (ITSO) tickets. These are mostly issued either under the English National Concessionary Travel Scheme for disabled people and the over-60s, or on National Rail services for journeys starting or finishing outside London.

Well-trained and helpful staff, whether at the end of a phone, on the bus or at the station can make the difference between a journey being made or not. TfL is committed to delivering the best service possible to its customers and training in accessibility is a key element of this. Bus driver training has recently been reviewed and a new programme is being rolled out. LU staff are trained to assist disabled and Deaf people and receive annual refresher training. TfL is committed to ensuring that London Overground stations have a well-trained staff presence and employees at TfL’s call centres are trained to provide assistance that is accessible to people with learning difficulties and those with other impairments. TfL will continue to develop staff capability in this area.
Removing physical barriers to travel

The physical environment can be the most difficult barrier that disabled and Deaf people face on a daily basis and it has been a key concern in the transport network for many years. TfL has sought to tackle these barriers across all the services it provides, including the introduction of low-floor wheelchair accessible buses, improvements to bus stops, increasing the number of step-free stations on the Underground and developing platform humps to remove the gap between the platform and the train. On the river, the eight TfL-owned piers are step-free and Croydon Tramlink services have been step-free since their inception.

More and more coach operators now have wheelchair accessible vehicles. Victoria Coach Station is predominantly a step-free environment and provides mobility assistance to those who need it, along with a dedicated lounge for disabled and Deaf people.

All of London’s black cabs are wheelchair accessible and a DVD has been produced for cab drivers to inform them on how to offer appropriate assistance to wheelchair users.

The DLR is step-free and through the Access to All programme, more of London Overground’s stations will become so in the next few years.

With the introduction of Crossrail, the number of step-free rail journeys available to those with mobility impairments will continue to increase. Improvements to the street environment are essential to providing access to public transport. In the last financial year, TfL introduced 170 walking infrastructure schemes across 135 borough roads and 35 Transport for London Road Network (TLRN) routes. These projects improved street lighting and crossings, removed unnecessary furniture and made pavements generally easier to navigate.

During 2008/09, TfL launched and hosted the first training courses on street design, focusing on accessibility for pedestrians and disabled people. The courses, which are intended for engineers and street designers, offer technical and practical training.

When considering the barriers faced by disabled and Deaf people in the street or station environment, the jury raised points about pedestrian crossings, bus stops and proposals for shared surfaces. The jury also focused on making more of the Underground network usable for people with mobility impairments. While the jury recognised that TfL has done a great deal to remove physical barriers, there
is still much to do if disabled and Deaf people are going to have the same travel choices as others.

The Mayor and TfL are committed to removing the physical barriers with improvements to the street environment and at Underground and London Overground stations. As previously mentioned, the rate of improvement has to reflect TfL’s ability to fund these schemes, and it continues to look for efficiencies in other functions to fund the service improvements its customers need and want.

TfL is fortunate to be in a position to develop best practice and to encourage its partners in the London boroughs to work towards achieving accessible and inclusive environments that enable disabled and Deaf people to get around. TfL will continue to do this and use its expertise to help bring about improvements in areas where it is not the responsible authority.

Shared space projects, such as Exhibition Road in South Kensington, are relatively new ideas for London. TfL will continue to carry out research and evaluation to ensure that disabled and particularly blind, visually impaired and Deaf people will feel safe using the areas where this new approach to the street environment is being tried out. The Mayor wants to improve the walking experience for everyone (including those who get around on footpaths using wheelchairs and mobility scooters), and one of the ways this can be achieved is by removing clutter. This programme is underway and includes the removal of unnecessary pedestrian guard rails. TfL’s Pedestrian Environment Review System (PERS) audit takes issues such as accessibility into account and assesses the level of service provided for pedestrians on the TLRN and identifies specific improvements that could be made.

An audit of all London’s bus stops has been completed and targets have been set to ensure that 50 per cent of all stops are improved so that wheelchair users and those with mobility impairments can use them easily. This means changing kerb heights and altering the position of street furniture around the stop. TfL will work with all London authorities to ensure that all bus stops are accessible as soon as practical.
Safety, security and planning for emergencies

Disabled and Deaf people have told TfL of their concerns about their personal safety when using transport and how getting to public transport is a real barrier for them. The Citizens’ Jury was concerned that TfL should have robust plans to ensure that disabled people’s needs are taken into account in emergency situations. This could be as simple as making sure that information about what to do when things go wrong is accessible to Deaf and blind people; or it could be more complex in terms of having procedures (or equipment) in place to evacuate wheelchair users from Underground trains and platforms. The jury was also concerned that TfL and its partners in the BTP and MPS, understood and had actions in place to deal with hate crime against disabled and Deaf people and that TfL continues to deal with antisocial behaviour, which can have a disproportionate impact on them.

The Mayor and TfL recognise that these are important issues for everyone. Although crime on the network is low and crime on the bus network has fallen by more than 30 per cent since 2005/06, it is essential that improvements continue to be made and that improving safety and security remains a top priority for the Mayor and a major commitment for TfL.

TfL funds more than 2,500 uniformed officers to police the transport network, providing a visible presence in partnership with TfL’s own uniformed staff. In addition to this, TfL is ‘designing out’ crime through installing better lighting, CCTV and Help points to reduce the opportunities for crime and antisocial behaviour. TfL is also working with schools and to improve public awareness and confidence in safety and security on the system.

TfL has introduced 32 hub teams of more than 400 officers, who are working alongside the borough-based Safer Transport teams to tackle crime and disorder on, and around, the transport network in response to local issues and community priorities.

The Mayor introduced an alcohol ban in 2008 and this is being enforced by TfL staff and the police. The Mayor has also introduced an ‘Earn your Travel Back’ initiative for under-18s who have had their travel concession withdrawn for breaches of the behaviour code. If they are prepared to carry out voluntary community service, then they can earn back their travel privileges. This does not apply to those who have been convicted of a transport related crime.

While hate crime is rare on the network, it is an issue which TfL and its partners
take very seriously. TfL and its partners recognise the issue of under reporting hate crime by people with disabilities, as well as the impact that the fear of hate crime has on the travel decisions Londoners make.

The draft MTS sets out a number of activities regarding security and policing on transport, these include:

- Ensuring that the Mayor and TfL work together with the police to fight crime
- Implementing an integrated reporting system for antisocial behaviour, crime and disorder on the transport system
- Ensuring that police are deployed in the right place, with transport staff visible and available to help
- Continuing to improve the safety of late night travel

TfL will be working to ensure that it continues to make a positive impact in these areas, particularly with regard to improving reporting methods.

Over the course of 2009/10, TfL will also undertake a programme of community engagement to identify areas of concern and to ensure that the Community Safety Strategy going forward is as representative of the needs of the wider London community as possible.

From December 2009, TfL and its partners will be producing a strategic assessment in order to inform the development of the 2010 Transport Community Safety Plan. As part of the process, TfL will be seeking to consult with a wide range of individuals and interest groups who use the transport network.

TfL is a member of the London Resilience forum, through which it works with the MPS and BTP, the London Ambulance Service and the NHS, the London Fire and Emergency Planning Authority and the Government Office for London. TfL has agreed to hold a forum in March 2010 to discuss the issues that disabled and Deaf people are particularly concerned about should a catastrophic event happen on the network. The forum will bring together disabled and Deaf people, and emergency planning officers from these agencies so that current plans can be shared and evaluated and improvements identified. The forum will then produce an action plan which will be implemented in time for the 2012 Games.
Plans for the London 2012 Olympic and Paralympic Games

Hosting the London 2012 Olympic and Paralympic Games is a great honour for London. It also represents a huge challenge with more than 7.7 million tickets available and in excess of 800,000 spectators expected on the busiest days. In addition, there will be around 20,000 athletes and team officials and more than 50,000 people from the international sports federations, the International Olympic Committee, the media and marketing partners.

The Mayor is committed to making the 2012 Games the most accessible and inclusive and environmentally friendly games ever. In terms of transport, the ODA has the aim of ensuring that every spectator travels to the Games by public transport, walking or cycling or temporary park-and-ride services where needed.

The further challenge is to minimise the impact on Londoners’ every day activities. Addressing this challenge will help ensure that hosting the Games will be a positive experience for all.

The ODA is committed to creating a lasting transport legacy. This includes providing new infrastructure, enhanced and new public transport services, training and employment opportunities in the transport sector and the regeneration of east London.

The key infrastructure upgrades for the Games include the Northern, Victoria and Jubilee lines, and work on the DLR and London Overground is already well underway. Proposals for increasing walking and cycling opportunities are also being developed.

The Citizens’ Jury raised a number of issues around the plans for the Games and was particularly interested in how disabled and Deaf people were going to be involved in the development of the plans, and ensuring that the legacy of the Games made lasting improvements in all areas of accessibility.

TfL and the ODA have worked closely in the development of the transport plan for the Games. Although the major infrastructure work is well underway, and plans for making information accessible are well advanced, there are a still some operational issues where disabled and Deaf people will be key stakeholders in determining how services are provided ‘on the day’. Issues such as TfL staff training and feeding this into the development of contingency plans are important areas where the continued involvement of disabled and Deaf people is planned. TfL’s IDAG will work with the organisation in both of these areas and progress will be reported in December 2010 and 2011.

The ODA accessible transport plan is currently being reviewed and will be published in December 2009. A summary of its key proposals can be found on page 89.
Workforce and attitudinal barriers

TfL’s workforce
TfL aims to reflect London’s diversity (including disabled and Deaf people) in its workforce. For this to happen, TfL recognises that disabled and Deaf people who are currently in the workforce need to be given the opportunities to develop their talents, to work in an accessible environment and to be free from harassment and victimisation. TfL also needs to make sure that potential employees who are disabled or Deaf people know about its job vacancies and, if they apply for a role, then the process that they go through is fair, transparent and accessible.

TfL also knows that for some disabled and Deaf people, even the opportunity of work experience, is difficult to access. As a result of this, it has run a number of placements across the business through working in partnership with disabled people’s organisations.

However, like all employers, the current economic downturn and the need for TfL to protect frontline services means that future employment opportunities may not be as plentiful as they were in the past. This is an additional challenge faced by disabled and Deaf people in the job market, as some will be looking for their first working opportunity while competing with people who have a great deal of experience.

TfL wants to employ the best people it can to design and deliver its services for all Londoners. The organisation will achieve this by ensuring that candidates for roles have a fair chance to show themselves at their best and that those who are doing the recruitment make sure that there are no unnecessary barriers put in their way.

In addition to the Citizens’ Jury, TfL also commissioned independent research to look at the experiences of disabled and Deaf staff, and those who manage them, to check whether policies were being implemented and to ask what they thought TfL could do better.

The research was carried out in July and August 2009. In-depth interviews were carried out with 26 disabled and Deaf staff, eight managers of disabled and Deaf staff and six frontline staff who deliver services to disabled and Deaf people on a day-to-day basis. This qualitative research gives TfL some key themes which have been developed into actions for this DES.

Disabled and Deaf people involved in the research showed TfL that their experiences were varied, with some saying that they felt TfL was doing really well and that their managers and colleagues supported them and provided the reasonable adjustments needed without fuss or bother. However, others related
their experiences in a much more negative way, saying that they felt that their disability status had harmed their prospects and that getting the reasonable adjustments they needed was not as easy as it should be.

Managers also had some mixed views, but there was a common desire for simpler reasonable adjustment (RA) processes and more training and education about how to implement them. They also wanted equipment to be available quickly and without fuss.

Frontline staff felt proud of the achievements that TfL has made over the years in improving access to the transport network, but know that there is still more to be done.

The research has highlighted three key themes:

Individuality – disability covers a wider spectrum and this requires TfL to have a comprehensive, but also a flexible approach to making RAs. Some staff will need more support than others, especially if they have recently acquired a disability and have not yet developed their own ways of managing its impact.

Embedding – for equality to be a reality for all disabled and Deaf staff then the aims of the DES and how it is applied in the workplace need to be understood and acted upon consistently. This means that TfL needs to raise awareness and ensure that there is clarity in the expectations it has for managers and staff.

Communications, monitoring and auditing – in order to ensure that policy aspirations are being implemented, TfL needs to monitor this carefully and ensure that progress is made across the organisation.

The detailed report findings have helped in the development of the action plan, and IDAG and the modal equality performance groups will be responsible for monitoring implementation.

Following on from the research and jury recommendations, TfL worked with its Disability Staff Network Group to run an internal staff consultation process, inviting staff to come along and provide further comments and suggest improvements. These comments have helped TfL develop its workforce action plan which can be seen on page 69. Staff told TfL that there is more that it can do to make sure that managers and those who give advice are aware of their responsibilities and how to carry them out. They also thought TfL could help to make things easier for disabled and Deaf people and their colleagues if processes were simplified – and therefore deal with the myth that employing disabled and Deaf people is a problem.
The jury examined considerable evidence about what TfL currently does to ensure its recruitment and training processes are fair and accessible and that reasonable adjustments are available with the minimum of effort on behalf of the individual. TfL acknowledges that there is always room for improvement and welcomed the jury’s comments and views on where it might get better results.

Development opportunities for staff was the first area that the jury focused on, and members were keen to understand how TfL made sure that disabled and Deaf people had equal access to training courses and that when these courses were offered, reasonable adjustments were made as appropriate. TfL was able to reassure the jury that it has processes in place to monitor uptake of training and that training materials and British Sign Language interpreters and other assistance is available. TfL has agreed that it will monitor the feedback from its annual staff engagement surveys (Speak Up and yoursay) to ensure that disabled and Deaf people from across the organisation rate learning and development opportunities at least as well as non-disabled staff.

The recruitment process was also examined and the jury wanted to make sure that staff involved in carrying out recruitment are trained in appropriate techniques and understand the law around disability equality. It also wanted TfL to work with organisations that specialise in placing disabled and Deaf people into work. The jury was concerned that if any psychometric testing was done then TfL should be aware of the potential bias against some disabled people, particularly those with cognitive impairments.

In response, TfL has agreed that it will look at a number of ways of ensuring that recruiting managers have the support they need to make the right decision in recruiting staff. It currently provides a two-day recruiting skills course and will look at additional ways of building expertise in disability equality within the management population. It will also work with its IDAG on how best to work with third sector organisations and other bodies who have expertise in this area. The use of psychometric testing is very limited in TfL, but when it is used, it will be checked to ensure that disabled and Deaf candidates are not unfairly impacted.

The jury also raised concerns that the process for RAs was not widely understood and that it needed to be made simpler for staff and managers. The jury believed that RAs should be monitored across the business and that
an independent panel should assess how TfL is doing in this important area of work.

TfL has recently completed a review of the RA process and now has an organisation-wide approach which provides managers with clear guidance and support on how to carry out assessments and when to involve Access to Work or other agencies. To support the introduction of this new process, TfL ran a number of theatre workshops, including disabled and Deaf performers, to emphasise the impact on staff when organisations get it wrong. A DVD of the workshops has been produced for use by individuals or as part of a team training exercise. TfL will continue to promote best practice across the organisation to ensure that disabled and Deaf staff can fulfil their potential.

The jury believed that the representation of disabled and Deaf people in TfL’s workforce is still too low and that stretching targets should be set to remedy this. TfL recognises that over the past three years the number of disabled and Deaf people working in the organisation has fallen in real terms. Many of those who have left did so because they reached retirement age and recruitment successes in employing more disabled and Deaf people has not kept pace with the numbers leaving.

A small number have left on medical retirement grounds. TfL views medical retirement as a last resort and does as much as it can to ensure that staff remain in employment for as long as they can. However, the link between this factor and making the RA process easier to use and providing managers with training and support in employing disabled people is clear.

The jury was impressed with the work that TfL’s Occupational Health Department has done to promote awareness of mental health issues and was encouraged to learn that it had already developed a mental health action plan. A summary of this plan can be found on page 86.

**Attitudinal barriers**

TfL’s staff and bus drivers have an important role to play in making journeys accessible. The jury was keen to understand what training is given to them, how it was developed, who delivers it and who monitors the impact of the training. The experience of many of the jury members was that the quality of support is not consistent and on some occasions it can be really poor. The jury was concerned that TfL’s good intentions and significant investment in this area was not delivering the outcomes it expected.
TfL shared details of its training courses with the jury and explained how these courses were all developed with the input of disabled and Deaf people. The jury heard how SCOPE had worked with TfL to design a new bus driver training programme and how TfL had set up a robust quality control process to ensure that those who deliver the training are able to do so competently and with empathy. Bus drivers receive disability and diversity awareness training from their own company in-house trainers, who in turn receive TfL accreditation before they are able to deliver the one-day disability training module.

Training for LU and other operational staff is delivered by TfL trainers and is reviewed every year. The training focuses on the practical ways in which staff can assist disabled and Deaf people make their journeys independently.

In addition to this training, TfL runs diversity training courses which cover all six equality strands and include case studies around disability equality. TfL has also developed an online e-learning package which will be launched in December 2009. This package will complement the face to face training that is offered to non-operational staff and act as a refresher for those who have attended the classroom-based programmes.

In the run up to the 2012 Games, TfL recognises that some of its office-based staff may be called upon to provide help and advice during the Games and they too will need to be trained to understand and support the access needs of disabled and Deaf customers and visitors. TfL will work with its IDAG and disabled people’s organisations to determine the best way of achieving this.
The role of TfL’s Independent Disability Advisory Group

TfL established an IDAG in 2007 to involve disabled people in the way that it shapes and develops its strategy for making London more accessible for all.

The group is an important part of TfL’s long-term commitment to achieving equality for disabled people and plays a vital part in ensuring TfL’s work is fully in line with its legal obligations under the Disability Discrimination Act 2005. TfL has made considerable progress in making London more accessible to transport users, but knows that there is still much to do and that IDAG has a crucial role in helping it identify the access solutions that will deliver further disability equality.

IDAG is made up of seven people, appointed for the extensive expertise and knowledge they bring to the group – in addition to their direct experience of disability. None of them is employed by TfL or the GLA to ensure independence. As well as working together as an advisory group, each IDAG member has a particular responsibility for a specific aspect of what TfL does. This means that they focus on key issues affecting disabled and Deaf people in transport, employment and engagement.

The current IDAG has worked with TfL to develop the Citizens’ Jury and has engaged with staff from across the business to help turn recommendations into activity that forms part of the action plan. It has built on the work of the previous IDAG, which played an important role in developing the whole journey approach to the MTS.

The IDAG will have a critical role in monitoring the delivery of the DES action plan and will contribute to the annual DES review by giving its assessment of progress made.

IDAG is made up of the following members:

Dr Alice Maynard – Chair
Marie Pye – Employment and training
Simone Aspis – Community and stakeholder engagement
Ruth Bashall – Safety, security and resilience
Jamie Beddard – Accessibility of the transport network
Olav Ernstzen – Accessibility of the transport network
Roger Hewitt – Accessibility of the transport network
TfL’s Independent Disability Advisory Group members are:

Dr Alice Maynard  Simone Aspis  Olav Erntzsen  Roger Hewitt

Marie Pye  Ruth Bashall  Jamie Beddard

IDAG can be contacted through the Equality and Inclusion team at TfL:
IDAG@tfl.gov.uk
Impact assessments

Like all public bodies, TfL is required to assess the impacts of its services, policies and practices on disabled and Deaf people. The jury believed it was important that TfL refreshes its guidance on impact assessments to ensure that those responsible for carrying them out have the best understanding of how disabled and Deaf people:

- Interact with TfL and the barriers they face in accessing services
- Would expect services to be provided in an accessible way
- Can be engaged in assessing the impact of what it does

TfL has agreed to review its approach to impact assessments and will work with colleagues at the GLA and other functional bodies with the aim of having a GLA Group-wide approach.

The lifetime of this DES will include the 2012 Games and one key focus for impact assessments will be to ensure that what TfL is responsible for has been assessed for its impact on disabled and Deaf people as well as other groups.

TfL has also agreed with the jury recommendation to quality check key employment policy impact assessments to support its aim in increasing the numbers of disabled and Deaf people it employs and ensuring that they have equality of opportunity for development.

Following consultation feedback, TfL has decided to revisit its programme for impact assessments in order that the issues raised by disabled and Deaf people are incorporated into its approach. A list of impact assessments will be published on the TfL website alongside the DES by March 2010.
The DES action plan

The action plan is the most important part of the DES as it sets out what TFL is going to do to improve access for disabled and Deaf people. The plan has been developed through reviewing the recommendations of the Citizens’ Jury and with input from IDAG members.

The action plan also includes details of the schemes that have been published in the TfL Business Plan. Finally, the action plan contains the funded proposals (subject to confirmation following consultation) of the MTS.

The first progress report on the DES will be published in December 2009 and it will focus on the delivery against this action plan.
## Community and stakeholder engagement

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
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<tbody>
<tr>
<td>1. Ongoing engagement with disabled and Deaf people</td>
<td>Engagement with stakeholders with learning disabilities – three annual events with Valuing People organisation</td>
<td>Stakeholder event February</td>
<td>Stakeholder events June and October</td>
<td></td>
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<tr>
<td></td>
<td>Ongoing engagement pan TfL with the Disability Stakeholder Group. Internal group that meets six weekly to share good practice and exchange information on all consultation undertaken across the business</td>
<td>Ongoing activity</td>
<td>Ongoing activity</td>
<td>Ongoing activity</td>
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<tr>
<td></td>
<td>Develop formal stakeholder forums that will:</td>
<td>Forums set up in June</td>
<td>Meet twice per year</td>
<td>Meet twice per year</td>
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<tr>
<td></td>
<td>• Inform people of what TfL is doing</td>
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<td></td>
<td>• Listen to their experiences</td>
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<td></td>
<td>• Feedback issues to modes via E&amp;I modal performance/steering groups</td>
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<td></td>
<td>Disabled mystery traveller survey:</td>
<td>March</td>
<td>Ongoing</td>
<td>Ongoing</td>
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<td></td>
<td>• Develop options for involving disabled commuters</td>
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## Community and stakeholder engagement (continued)

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<tbody>
<tr>
<td>1. Ongoing engagement with disabled and Deaf people (continued)</td>
<td>• Develop options for involving young people in mystery travelling survey</td>
<td>October</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
| 2. Consultation and engagement guidelines | Issue guidelines across TfL  
Monitor against the guidelines                                                                                                                                                                               | February | Stakeholder events June and October |           |
| 3. Annual review of DES  
Independent review of TfL’s progress against activity outlined in the DES | Working with external stakeholders including:  
• IDAG  
• Transport for ALL  
• Inclusion London  
To ensure independent review against activity laid out in the DES                                                                                                                                           | October | October     | October     |
| 4. Priority seating | Engagement on the issue of priority seating – talking to disabled and Deaf people and parents (buggy users)                                                                                               | Forum held in October | Ongoing     | Ongoing     |
# The whole journey approach

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<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
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</table>
| 1. Disabled and Deaf people would like travel information provided through Journey Planner to be improved in terms of quality, quantity and timeliness of accessibility related travel information | Development of Journey Planner to:  
- Be accessed on the move by disabled people  
- Programmed to remember individual access needs  
- Send real time alerts  
- Best in class in terms of usability and accessible layout  
- Involvement of IDAG | Userbility testing March 2010 | Rollout | Rollout |
### The whole journey approach (continued)

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<tr>
<td>2. Disabled and Deaf people would like TfL to target information better, especially accessible forms of information, to the people who need it, with consistency in style and accessible formats across all (TfL) services. Disabled and Deaf people are happy to work with TfL to identify the channels and types of information</td>
<td>TfL currently works with a number of community organisations to get its messages across to target audiences and uses a variety of means to inform disabled and Deaf people about the services it offers. A recent example includes running on-system posters, supported by Metro ads, plus advertisements in the disability media entitled ‘Do you need help getting around?’ This publicity campaign aimed to raise awareness of what inclusive publicity is available to customers and where it can be found. TfL will work with its IDAG to see where further activity could enhance what is done currently</td>
<td>Ongoing development</td>
<td>Ongoing</td>
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Removing the physical barriers to travel

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<th>Activity</th>
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<tbody>
<tr>
<td>I. Tube platform to train level access</td>
<td>Platform humps rolled out across Tube network as new rolling stock is introduced to provide level access from platform to train</td>
<td>Victoria line platform humps installed as follows: 18 per cent of Victoria line platforms Metropolitan line level access installed as follows:</td>
<td>Victoria line platform humps installed as follows: 30 per cent of Victoria line platforms Metropolitan line level access installed as follows: 25 per cent of Metropolitan line platforms</td>
<td>Victoria line platform humps installed as follows: 48 per cent of Victoria line platforms Metropolitan line level access installed as follows: 25 per cent of Metropolitan line platforms</td>
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**Removing the physical barriers to travel (continued)**

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<tbody>
<tr>
<td>2. Design and accessibility of shared spaces</td>
<td>TfL is currently carrying out research on the University College London PAMELA test facility; it is looking to identify an alternative delineator to the kerb. The subjects are people with visual or mobility impairments including people from the Guide Dogs for the Blind Association. The DfT is involved in the research and there is a wide-ranging peer review group which will consider what conclusions can be drawn from these tests. TfL will continue to involve disabled and Deaf people, and their organisations, in research and work with boroughs to encourage best practice. TfL will work with other groups to produce guidance for London boroughs when research is completed.</td>
<td>Ongoing</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
## Removing the physical barriers to travel

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Deaf and disabled people request that TfL provides more evidence, through research and dialogue with Deaf, disabled people and older people, on the benefits and pitfalls of using shared surfaces before these are rolled out</td>
<td>TfL will ensure, through its IDAG, that these issues are discussed and that disabled, Deaf and older people are informed of how to use these areas safely</td>
<td>Ongoing</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
<tr>
<td>4. Area-based schemes</td>
<td>Guidance has been produced for local authorities to help support access officers in developing schemes in a holistic way. The guidance is an organic document that can added to in consultation with IDAG</td>
<td>Ongoing</td>
<td>Ongoing</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Safety and security and planning for emergencies

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Hate Crime Strategy Engaging with disabled and Deaf organisations across London</td>
<td>Consultation event with disabled and Deaf organisations in the development of the Hate Crime Strategy</td>
<td>February</td>
<td>Community safety plan reviewed annually</td>
<td>Community safety plan reviewed annually</td>
</tr>
</tbody>
</table>

Plans for the London 2012 Olympic and Paralympic games*

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Resilience conference</td>
<td>Holding a conference for disabled and Deaf stakeholders</td>
<td>March</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Access training for TfL staff volunteers working in operational areas</td>
<td>Set up working group involving disabled and Deaf Londoners to have input into training for TfL staff who will be working on the network during the Games</td>
<td></td>
<td>March</td>
<td></td>
</tr>
<tr>
<td>3. Accessibility of key interchanges</td>
<td>Access audit report submitted to IDAG on key transport interchanges</td>
<td></td>
<td></td>
<td>June</td>
</tr>
</tbody>
</table>

* Accessibility improvements that will be made in time for the Games are contained elsewhere in the action plan.
Disability equality in the workforce and training staff

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
</table>
| 1. Monitoring training  
To monitor take up of training by disabled and Deaf people across the organisation | Take up of training is monitored across the organisation. TfL will report this on a six-monthly basis to TfL’s IDAG and develop action plans for areas where an issue has been identified. These will be reported in the annual review of DES | Report to the IDAG in February and September 2010 | Six-monthly report to IDAG | Six-monthly report to IDAG |
| 2. Review  
training and development year-on-year through the annual employee survey | Satisfaction rates are already monitored at the end of each course. The TfL employee engagement surveys also monitor satisfaction with learning and development opportunities. TfL will share this information with IDAG and discuss actions as required | Training satisfaction report to IDAG in February 2010 and results of employee engagement survey shared with IDAG – action developed as required and reported in annual review of the DES | Annual report to IDAG – February 2011 | Annual report to IDAG – February 2012 |
## Disability equality in the workforce and training staff (continued)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. e-learning</td>
<td>e-learning package designed to re-enforce TfL’s equality and inclusion practice, and support face to face training. The package has been designed so that modules can be adapted following evaluation of customer complaints</td>
<td>Launch January</td>
<td>Annual review to IDAG February</td>
<td>Annual review to IDAG February</td>
</tr>
<tr>
<td>4. Bus driver training</td>
<td>All new bus drivers must achieve a vocational BTEC qualification and within that sits a module called ‘Delivering an Inclusive Bus Service’, with disability and diversity awareness training at its core. This is an update to TfL’s previous programme, which started rolling out in 2003. Drivers have until the end of their first year of service to attain their BTEC award; most do it in six months. There will always therefore be about 10 per cent of drivers at any one time who haven’t achieved their BTEC (due to staff churn), although of</td>
<td>Ongoing activity</td>
<td>Ongoing activity</td>
<td>Ongoing activity</td>
</tr>
</tbody>
</table>
Disability equality in the workforce and training staff (continued)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Bus driver training</td>
<td>Some bus driver behaviour is considered poor particularly in providing a customer-centred service to disabled, Deaf and older people (continued)</td>
<td>course they may be part way through it and therefore have received the inclusion training. Going forward, this new revised module on inclusion will also be delivered by bus operators to the more established drivers, or those who sat their BTEC some years ago, as part of the new European-wide Driver CPC (Certificate of Professional Competence) periodic training programme. Under this new directive, all UK bus and coach drivers must attain 35 hours’ worth of periodic training every five years and in London, TfL has agreed with the bus operators that this will take the form of one day’s training per year</td>
<td>Ongoing activity</td>
<td>Ongoing activity</td>
</tr>
<tr>
<td>5. Training</td>
<td>Disability and diversity training programme for garage support staff, supervisors and first line managers to be developed</td>
<td>Roll out</td>
<td>Roll out</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Disability equality in the workforce and training staff (continued)

<table>
<thead>
<tr>
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<th>2010</th>
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<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Training the trainers</td>
<td>Working with bus operators to develop their classroom trainers</td>
<td>Roll out</td>
<td>Roll out</td>
<td></td>
</tr>
<tr>
<td>7. Supplier diversity</td>
<td>Simplifying online registration and making it more accessible – complete review</td>
<td>Review completed in February</td>
<td>Monitoring carried out report to IDAG</td>
<td>Monitoring carried out report to IDAG</td>
</tr>
<tr>
<td>8. Recruitment</td>
<td>Recruitment team has received training – briefing will be provided to all staff engaged in recruitment via recruitment consultant community. Develop with IDAG options for expanding learning options for recruiting managers</td>
<td>Set measures with IDAG</td>
<td>Review the measures put in place and report back to IDAG in September 2011 – provide update in review of DES</td>
<td>Review measures put in place and report back to IDAG in September 2012</td>
</tr>
</tbody>
</table>
## Disability equality in the workforce and training staff (continued)

<table>
<thead>
<tr>
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<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. Ensuring at least one person involved in any shortlisting/recruitment has had a significant training in disability equality in recruitment and a good understanding of the requirements of the DDA</td>
<td>Additional delivery channels for ‘Recruitment Skills for Hiring Managers’ are being developed</td>
<td>Develop comms plans for promotion/awareness of ‘Recruitment Skills for Hiring Managers’ training channels – monitoring as appropriate and set measures for success with IDAG</td>
<td>Review the measures put in place and report back to IDAG in September 2011 – provide update in review of DES</td>
<td>Review measures put in place and report back to IDAG in September 2012 – provide update in review of DES</td>
</tr>
<tr>
<td>10. To ensure TfL develops relationships with disabled-led organisations who have expertise in employment sector.</td>
<td>Continue to develop relationship with Remploy, tender other disability organisations and work with IDAG to ensure it delivers desired outcomes – set measures with IDAG</td>
<td>Review the measures put in place and report back to IDAG in September 2011 – provide update in review of DES</td>
<td>Review measures put in place and report back to IDAG in September 2012 – provide update in review of DES</td>
<td>Review measures put in place and report back to IDAG in September 2012 – provide update in review of DES</td>
</tr>
</tbody>
</table>
Disability equality in the workforce and training staff (continued)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. Psychometric testing</td>
<td>The use of psychometric tools (particularly reasoning tests) has been reduced. The in-house Assessment and Selection team closely govern the choice and use of psychometric tools within recruitment: liaising directly with test suppliers to ensure fairness and accessibility of all tools used. Where psychometrics are used reasonable adjustments will be made on an individual basis</td>
<td>Ongoing review of psychometric test use and analysis of impact being shared with the business as required</td>
<td>Ongoing review of psychometric test use and analysis of impact being shared with the business as required</td>
<td>Ongoing review of psychometric test use and analysis of impact being shared with the business as required</td>
</tr>
<tr>
<td>12. Retention</td>
<td>Embed reasonable adjustments process: • Develop support for managers – workshops • Report number of reasonable adjustments to IDAG</td>
<td>Ongoing activity</td>
<td>Ongoing activity</td>
<td>Ongoing activity</td>
</tr>
</tbody>
</table>
## Disability equality in the workforce and training staff (continued)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. Review of HR policies</td>
<td>Following a comprehensive survey of how the five key employment policies in TfL are being implemented, a revision exercise will be undertaken to address the issues raised and a programme of policy briefings will be held with staff to reinforce the aims of the policy and best practice behaviours.</td>
<td>Revision completed and workshops carried out</td>
<td>Half-yearly assessment of policies (to incorporate best practice and any legislative changes)</td>
<td>Half-yearly assessment of policies (to incorporate best practice and any legislative changes)</td>
</tr>
<tr>
<td>14. Flexible working and work life balance</td>
<td>Pilot programmes which support alternative working practices will be carried out across the organisation, to develop support for the business case for broader expansion across TfL. TfL will ensure that these pilots explore the benefits of flexible working for disabled and Deaf people</td>
<td>Pilots carried out across TfL and evaluated</td>
<td>Agree areas for implementation of successful pilot programmes and evaluate impact</td>
<td>Identify further areas and implement programmes and evaluate impact</td>
</tr>
</tbody>
</table>
Disability equality in the workforce and training staff (continued)

<table>
<thead>
<tr>
<th>Issue</th>
<th>Activity</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>15. Mediation</td>
<td>Expand internal mediation pool, which will encourage resolution of issues through mediation, across TfL. Promote this as a possible route for resolving issues to disabled and Deaf staff and monitor uptake.</td>
<td>Roll out of mediation completed</td>
<td>Continue to monitor and report annually</td>
<td>Continue to monitor and report annually</td>
</tr>
<tr>
<td>16. Disability Staff Network Group consultation</td>
<td>Set up meetings with key areas of the business and Staff Network Group to discuss issues from consultation for example reasonable adjustments and IM.</td>
<td>Establish framework and set up meetings in February</td>
<td>Review ongoing</td>
<td>Review ongoing</td>
</tr>
</tbody>
</table>
## Key indicators taken from TfL's Business Plan 2009/10-2017/18

<table>
<thead>
<tr>
<th>Performance indicator</th>
<th>Units</th>
<th>Forecast</th>
<th>Plan projections</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Transport opportunities</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>London Underground: accessible step-free to platforms</td>
<td>Per cent</td>
<td>21.9</td>
<td>23.0</td>
</tr>
<tr>
<td>London Overground: accessible step-free to platforms</td>
<td>Per cent</td>
<td>39.3</td>
<td>35.9</td>
</tr>
<tr>
<td>London Trams: accessible step-free to platforms</td>
<td>Per cent</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Bus stop: accessible bus stops with accessible footways</td>
<td>Per cent</td>
<td>50</td>
<td>51</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>London Underground: Recorded crime</td>
<td>Per million journeys</td>
<td>13.3</td>
<td>12.9</td>
</tr>
<tr>
<td>Bus: Recorded crime</td>
<td>Per million journeys</td>
<td>11.0</td>
<td>10.2</td>
</tr>
<tr>
<td>Londoners whose use of public transport is significantly affected by crime and disorder concerns</td>
<td>Per cent</td>
<td>32.5</td>
<td>28</td>
</tr>
</tbody>
</table>
# Key indicators taken from Mayor’s Transport Strategy

The following section identifies schemes identified in the Mayor’s Transport Strategy and is subject to consultation:

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
<th>Anticipated completion</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attitudes of staff and travellers</strong></td>
<td>Stakeholder, staff and public initiatives to improves staff and traveller attitudes and raise awareness of travellers’ accessibility needs</td>
<td></td>
</tr>
<tr>
<td><strong>Integrated fares and ticketing</strong></td>
<td>Integrated fares collection system and ticketing across all London public transport services, including Oyster zonal fares on all suburban rail services and Oyster on river services</td>
<td>Post 2020</td>
</tr>
<tr>
<td><strong>Enhanced travel planning tools</strong></td>
<td>Ongoing programme of enhancements to TfL journey planner, including information availability on the move</td>
<td></td>
</tr>
</tbody>
</table>
## Key indicators taken from Mayor’s Transport Strategy (continued)

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
<th>Anticipated completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrated transport policing</td>
<td>Establish joint transport policing intelligence unit and reporting systems to enable integrated working between the agencies policing London’s transport system</td>
<td>2010-2012</td>
</tr>
<tr>
<td>Tackling antisocial behaviour</td>
<td>Programme of initiatives tackling antisocial behaviour including preventative and enforcement measures</td>
<td>2013-2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Post 2020</td>
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</tbody>
</table>
## Accessibility Implementation Plan

This section constitutes the Mayor’s proposals for the provision of transport which is accessible to people with mobility impairments as required by the GLA Act (1999).

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
<th>Anticipated completion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2010-2012</td>
</tr>
<tr>
<td>Tube</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Tube and rolling stock</td>
<td>New rolling stock will be Rail Vehicle Accessibility Requirements compliant</td>
<td></td>
</tr>
<tr>
<td>Continuing rollout of step-free access schemes on the Underground</td>
<td>Continuing programme of station step-free access schemes</td>
<td></td>
</tr>
</tbody>
</table>
| Tube station upgrade programme | To include some of the following features at upgraded stations:  
• Audible and visual information at all platforms and ticket halls  
• Improved handrail colour contrast and design  
• Improved visual contrast at leading edge of each riser and tread on steps |           |           |           |
Accessibility Implementation Plan (continued)

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
<th>Anticipated completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tube station upgrade programme</td>
<td>• Removing, modifying or highlighting obstructions</td>
<td>2010-2012</td>
</tr>
<tr>
<td></td>
<td>• Induction loops at Help and Information points</td>
<td>2013-2020</td>
</tr>
<tr>
<td></td>
<td>• Listening points at some larger stations</td>
<td>Post 2020</td>
</tr>
<tr>
<td></td>
<td>• Improved lighting and public address systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Improved signs and wayfinding</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Tactile warning surfaces on platform/staircases</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Increased seating</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Accessible unisex toilets at all step-free stations where toilets already exist</td>
<td></td>
</tr>
<tr>
<td>Tube platform to train level access</td>
<td>Platform humps rolled out across the Tube as new rolling stock is introduced to provide level access from platform to train</td>
<td>2010-2012</td>
</tr>
<tr>
<td>Tube wide-aisle ticket gates</td>
<td>Explore opportunities for further implementation of wide-aisle ticket gates</td>
<td>2013-2020</td>
</tr>
<tr>
<td>Tube travel information</td>
<td>Accessible Tube map showing step-free and mostly step-free routes</td>
<td>Post 2020</td>
</tr>
</tbody>
</table>
## Accessibility Implementation Plan (continued)

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
<th>Anticipated completion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2010-2012</td>
</tr>
<tr>
<td><strong>Buses and bus transit</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus network development</td>
<td>Continue to review and develop the network, responding to population and employment growth, facilitating mode shift to public transport and maintaining connectivity with the enhanced rail network</td>
<td></td>
</tr>
<tr>
<td>Bus stop accessibility</td>
<td>Improved accessibility of bus stops, for example, through removal of street clutter</td>
<td></td>
</tr>
<tr>
<td><strong>Walking and urban realm enhancements</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessible crossings programme and urban realm improvements</td>
<td>Improve the physical accessibility of the streetscape, particularly in town centres and on routes to stations and bus stops, taking account of the whole journey approach</td>
<td></td>
</tr>
</tbody>
</table>
# Accessibility Implementation Plan (continued)

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
<th>Anticipated completion</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2010-2012</td>
</tr>
<tr>
<td><strong>Staffing measures</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff availability</td>
<td>To ensure staff are available to provide assistance, information and reassurance throughout service hours</td>
<td></td>
</tr>
<tr>
<td>Staff training</td>
<td>To ensure the needs of disabled passengers are understood by all frontline staff</td>
<td></td>
</tr>
<tr>
<td><strong>Other accessibility specific measures</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attitudes of staff and passengers</td>
<td>Stakeholder, staff and public initiatives to improve staff and passenger attitudes and raise awareness of travellers’ accessibility needs</td>
<td></td>
</tr>
<tr>
<td>Travel information</td>
<td>Improve the availability, quality, quantity and timeliness of accessibility-related travel information</td>
<td></td>
</tr>
<tr>
<td>Blue Badge discounts</td>
<td>Discounts on Congestion Charging schemes</td>
<td></td>
</tr>
</tbody>
</table>
Monitoring and review

IDAG will play a key role in monitoring progress against the commitments made in the DES and will work with senior officers in the business to ensure that greater equality is delivered for disabled and Deaf people.

TfL will also report progress to the GLA and the London Assembly as part of the Mayor’s ‘Equal Life Chances for All’ framework.

TfL has set up performance groups in each of its service areas (LU, London Rail, Surface Transport and Corporate services), which will meet quarterly to review progress against all equality actions, including those assigned to their areas in the DES.

A pan TfL steering group will meet every six months to assess group-wide progress and determine the Equality & Inclusion strategy for the organisation. This group will include IDAG representation.
Mayor’s Transport Strategy
‘Equal Life Chances for All Framework’
Commissioner’s priorities

London Underground
London Rail
Surface Transport
Corporate

Business plan
Business plan
Business plan
Business plan

E&I performance group
E&I performance group
E&I performance group
E&I performance group

E&I priority plan
E&I priority plan
E&I priority plan
E&I priority plan

TfL’s single Equality scheme

E&I progress report
to BMR and Planning & Corporate panel

Equality and Inclusion Governance model at TfL
Appendix 1 – Summary of the Occupational Health mental health action plan aimed at promoting employee mental health in TfL

Mental health plan 2009-10

Analysis to underpin ongoing planning:
- Ongoing analysis of the employee survey ‘Speak Up’
- Develop action plan based on results of pilot research project
- Collaborate with legal team re: claims for stress and the factors that underpin these claims
- Continue to monitor external research and other developments in the mental health field
- Monitor good practice from other organisations with a view to further developing the services to promote good mental health in TfL
- Review new stress pages on HSE website
- Support from Robertson Cooper to be arranged (Business Wellbeing Network)
- Review Nice report on promoting mental wellbeing at work due November 2009

Prevention and promotion

1. Continue to raise awareness aimed at:
   - Minimising stigma and discrimination
   - Educating about the importance of good practice in the area of mental health
   - Education re: wellbeing strategies/self care
   - Developing awareness of personal responsibility and collaboration — helping employees to help themselves
   - Develop and deliver communications plan within LU/Surface/TfL Corporate
   - Identify communication opportunities with employees through the unions (LU)
   - Work with operational learning (LU) to deliver modules on resilience building in continuous development training for operational staff
   - Discuss with Learning and Development (TFL) options for resilience building training
2. Work to improve employing manager skills in supportive management (using research findings to identify the skills):
   • Work collaboratively to design training for employing managers on mental health/supportive management for delivery as part of the company management system
   • Work to embed the programme into ongoing promotional training

3. Use results of pilot project at Embankment and Morden to identify factors resulting in negative and positive impact on employee mental health and develop a plan to address/build on these factors:
   • What are the specific risks?
   • What are the root causes?
   • What are the organisational level issues?
   • How do these findings link with the HSE stress standards and behaviours?

4. Increase use of information available from local risk assessments to identify whether there are further factors that can usefully be addressed:
   • Is the risk assessment process suitable and sufficient to pick up mental health risks?
   • Where are significant risks identified and what are they?

Stress policy for LU
   • Monitor response to TfL Corporate/Surface policy and discuss again with LU ER (by end March 2010)

Addressing current issues
5. Produce annual mental health report and present to London Underground’s Health, Safety and Environment committee:
   • New measures to include information on legal claims, length of absence for physical health v mental health, and percentage of people off sick with a mental health issue for more than six months who return to work
   • Use to develop further action planning
6. Actions from Speak Up (LU):
- Attend all staff network group meetings to discuss support available, resilience information, and ascertain what issues may be related to higher than average Speak Up scores for the stress question
- Identify areas of the company with the highest scores for the stress question and contact local managers to discuss
- Review bullying/harassment question results to ascertain if there is any action needed from the mental health perspective
- Add to communications plan ideas for communicating key messages to managers arising from analysis of Speak Up results

Obtain results for yoursay (Surface and TfL Corporate) and analyse sickness absence information to identify areas requiring additional support.

7. Hotspot review:
- Review impact of interventions at Edgware Road
- Develop package of interventions for providing support to hot spots
- Continue to approach hot spot areas as identified

8. Organisational change:
- Continue to communicate information on good practice through organisational change wherever possible
- Work with HR and PCI to promote good practice in this area
- Work to engage key stakeholders

9. Develop further the practical advice available to managers on managing employees with mental health issues, for example:
- Re: keeping in touch
- Engaging first in resilience

10. Support:
- Investigate the business case for an improved mental health intervention based on analysis obtained in mental health report

The bigger picture
- Recruitment – is there more we can do to bring people into work? Supported employee schemes (see psychiatrist report) like BT
- Discussions with employment advisers in primary care (foresight report)
Appendix 2 – Summary of the ODA accessible transport plan

The ODA remains committed to “deliver the most accessible Games ever” and the development and promoting of a philosophy of inclusion among London 2012 staff and transport delivery partners throughout the planning and operation of Games transport.

London 2012 is committed to helping everyone travel to the Games more easily. Planned access improvements are designed to benefit disabled people, elderly people, passengers with buggies or small children and those carrying luggage.

The ODA Accessible Transport Strategy launched in May 2008 outlined how accessible transport options would be provided for everyone travelling to the London 2012 Olympic and Paralympic Games. The Accessible Transport Strategy sits within the transport planning framework set out in the Olympic Transport Plan (OTP).

The Accessible Transport Plan builds upon the Strategy and provides further details of how the accessible journey options are to be addressed and details some of the work that has already been achieved.

There are four key areas that are being developed to deliver accessible transport during the Games.

These are:

• Making improvements to the public transport infrastructure;
• The delivery of a Games Network of Accessible Transport;
• Making best use of existing accessible elements of public transport;
• Making best use of complementary transport modes, such as Community Transport and Dial-a-Ride.

Since the strategy was published, good progress has been made across all of these areas. Core infrastructure improvements by the Olympic Delivery Authority (ODA) and its delivery partners are already benefiting passengers.

Objectives

The objectives defined in the Accessible Transport Strategy and to be carried forward into the Accessible Transport Plan are to:

• Ensure that a wide variety of accessible journey options to and from London 2012 events are available to spectators, the Games Family and workforce; and
• Develop and promote a philosophy of inclusion among London 2012 staff and our transport delivery partners throughout the planning and operation of Games transport.

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To meet our objectives, we have developed a ten-point plan to deliver accessible transport for the Games. These objectives will be met in conjunction with delivery partners and key stakeholders.

1. Contribute to projects that will improve accessible transport options
2. Establish a Games network of accessible transport
3. Provide a range of services to Blue Badge holders
4. Provide a Games Mobility service at venues
5. Integrate complementary transport services into London 2012 transport planning
6. Research accessible transport requirements, and share ideas and examples of best practice
7. Promote independent travel to Games events
8. Ensure access facilities are in good working order
9. Ensure that Games Family vehicles are accessible
10. Provide high-quality information in a variety of formats

Delivering the Accessible Transport Plan

A programme for the improvements required for the successful delivery of the accessible transport plan has been defined. These improvements will be delivered in conjunction with delivery partners and key stakeholders.

The programme for delivering accessible transport for the Games includes the following key elements:

- Forecast the demand for accessible transport during Games time
- Assess the networks of transport to and from the venues for accessibility and identify the gaps
- Consider investment opportunities in public transport infrastructure to enhance accessibility during Games time
- Invest in enhancing the capacity of accessible public transport at Games time
- Provision of blue badge parking at competition venues to be agreed
- Consider the use of accessible transport hubs to combine blue badge parking with accessible public transport to venues
• Ensure there are set down and pick up facilities for accessible vehicles at each venue
• Run accessible bus shuttle services between stations and venues where appropriate
• Monitor accessible transport operation at test events
• Work with delivery partners and key stakeholders to provide a consistent high standard of training for a wide range of accessibility needs
• Ensure all accessible elements of public transport (e.g. lifts or accessible toilets) are well maintained and kept in full working order during the Games
• Where appropriate, increase manpower at key stations and for specific transport modes to provide appropriate levels of assistance
• Work with others to ensure appropriate access vehicles can be provided for the Olympic and Paralympic family
• Update relevant plans and maps
• Provide relevant, accurate information and journey planning material
Appendix 3

This document is also available in audio, Braille, easy read and a range of other languages. To order the format you require, please tick the relevant box in the list below, include your name and address and return to: Transport for London, Group Equality & Inclusion, Windsor House, 42-50 Victoria Street, London SW1H 0TL. Alternatively, call 020 7126 4944 or email des2009@tfl.gov.uk

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