

<b>Proposal name</b>	Bank Blockade					
<b>EqIA number and stages record (allocated by D&amp;I)</b>	<b>Number</b>	336	<b>Stage</b>		<b>Version</b>	Final
<b>Key Dates</b>	<b>Date submitted</b>	26/01/22	<b>D&amp;I review</b>	24/11/21 and 21/01/22	<b>IDAG review</b>	24/11/21
<b>Proposed publishing of EqIA</b>	<b>When</b>	February 2022	<b>Where (provide link)</b>	tbc		

<b>Version</b>	<b>Description</b>	<b>Date signed off</b>	<b>Date EqIA published</b>
1	First draft	Approved by D&I and IDAG 24/11/21	
2	Second draft following legal review		
3	Third draft following emergence of risk of power failure on the Charing Cross branch		
4	Fourth draft following second legal review and second review by D&I team		
5	Fifth draft incorporating comments from workforce EQIA specialist and stakeholder engagement team.	26/01/22	26/01/22

Summary of key residual risks		
Key Impact Area	Mitigation of the Impact	Protected Characteristic Groups affected
<p><b>Covid</b>  Potential risk of Covid infection is increased as a result of crowding. Longer journey times and more interchanges involving additional use of lifts will also exacerbate this risk.  It affects everybody but older people, pregnant and those with health conditions are particularly vulnerable.  Black and Asian people and people on lower incomes are less likely to be able to work from home, therefore have more exposure to risk.  Homeless people and asylum seekers may have low vaccination rates because of difficulty accessing health care.  Many people will have concerns around exposure to Covid which heightens anxiety around using public transport.</p>	<p>Covid preventative measures, such as mask wearing, UV hand-rail sanitisers, hand gel and an enhanced cleaning regime are already in place. Additional anti-viral cleaning regimes have been introduced at bus stations and on buses. There is also a TfL information campaign to provide reassurance about these measures.</p> <p>Government advice to Work from Home was reintroduced from Monday 13<sup>th</sup> December 2021, which has reduced weekday tube ridership to below half of pre-Covid levels. This advice is expected to be in force at the start of the blockade and further restrictions may be introduced which will reduce ridership further.</p>	<p>Older people  Disabled people  Pregnancy  Black, Asian and Minority Ethnic  Staff with the above characteristics  Low income</p>
<p><b>Industrial action by transport workers</b>  Tube workers have voted for strike action which is affecting services on certain lines. The industrial action could escalate in the New Year. As a result, trains may be less frequent, and stations could have fewer staff or even be closed. Disruption to journeys, last minute changes to travel advice, and a reduced staff presence are all potential consequences.</p>	<p>Advance notice of strikes can be found on the TfL website and via news media channels.  ‘Check before you travel’ advice applies to all customers. Journey Planner will provide real time travel information and suggest alternative routes.</p> <p>Station Staff numbers may be reduced at certain locations; however, the ambassadors are drawn from a pool of non-operational staff who are less unionised. Their availability is much less affected by strike action.</p>	<p>Women  Older people  Young people  Disabled people  Pregnancy / Parenthood</p>

**Major service disruption on the Charing Cross branch as a result of power failure**

The introduction of a 32tph timetable will make major demands on traction current supply which could cause certain transformer components to fail. Although spares are kept on hand and track teams have been briefed, this would result in a suspension of the Northern line service on this branch for several hours while components are swapped out. This could lead to distress and inconvenience as customers have to take alternative routes. These routes are likely to become more crowded in consequence. Minority Ethnic Londoners are more likely to be using public transport and therefore will be particularly affected by increased levels of crowding. Older and younger people, disabled people, and women are also likely to be impacted by this.

'Check before you travel' advice applies to all customers. Journey Planner will provide real time travel information and suggest alternative routes.

Digital messaging at stations will show real time travel information.

Women  
Older people  
Young people  
Disabled people  
Pregnancy / Parenthood  
Black and Asian Minority Ethnic

**Alternative routes may be more dangerous or feel more dangerous.**

Hate crime or fear of hate crime may be more prevalent at surface routes, especially at night, and on tube routes where there is congestion.

Customer Information Assistants (CIAs) will be available at street level to provide travel advice and a reassuring presence. CPOS (Compliance and Policing on Street) staff will also be allocated to those areas and have delegated powers to deal with antisocial behaviour. They have body worn cameras. There is also extensive CCTV coverage of mode interchanges and street routes.

Women  
Older people  
Black, Asian and Minority Ethnic  
Disabled people  
LGB  
Transgender  
Faith

<p><b>Alternative routes may be longer or more crowded.</b>  People attending both the IDAG and the Inclusive Transport Forum expressed concerns around alternative routes. They wanted to be given a choice of alternatives rather than TfL assume their preference. Some people with hidden disabilities would prefer a longer route if it was likely to be quieter, or if there was a resting place along the route.</p>	<p>The extensive publicity and provision of travel advice allows route planning in advance. The yellow engineering posters ('spanner banners') provide a choice of alternative routes by either train, bus or active travel.</p> <p>The buses have audible and visual next stop and destination announcements to provide reassurance to customers who may not be familiar with the route.</p> <p>Individually tailored alternative journeys are available by speaking directly to a member of staff or by telephoning the customer contact centre.</p>	<p>Disabled people  Older people  Women  Pregnancy / Parenthood</p>
<p><b>Alternative routes may be challenging</b>  Routes may be long, have steps or be crowded, which may present challenges. To make decisions for themselves, people need to know how far the destination is, and have an indication of how far in metres and how far in minutes.</p>	<p>Average walking speeds will be provided on the signage for some of the routes in the core area e.g. Moorgate – London Bridge.</p> <p>Journey Planner can be tailored to a user's preferences – for instance if step free routes are required. A user can enter their maximum walking time into the algorithm. Journey Planner will be adapted to reflect longer journey times through stations which we expect to be busier, eg Embankment.</p> <p>Extra LU staff will be deployed at those stations, including licensed Ambassadors who can assist on platforms.</p>	<p>Disabled people  Older people  Women  Pregnancy / Parenthood</p>
<p><b>Unable to resume full train service following the blockade</b>  Due to insufficient drivers being trained on the route through the new tunnel section. Drivers usually receive in-cab training from an instructor.</p>	<p>Social distancing restrictions mean alternative training methods may have to be employed, as was the case for the opening of the Northern line extension to Battersea.</p>	<p>Disabled people  Older people  Women  Pregnancy / Parenthood</p>

# Section 1: Aims, Objectives and Scope

## 1.1 Aims of the EQIA

The Bank Station Capacity Upgrade project necessitates the temporary closure of the Northern line in order to connect the new running tunnel. The temporary closure is called the Bank Blockade. This EQIA aims to assess the implementation of the blockade and the proposed mitigations for the blockade from an equality perspective. It builds on an earlier EQIA which was written for the Bank Station Capacity Upgrade project:



URS-8798-RPT-G-00  
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The aim of the EQIA is to provide sufficient and relevant information in relation to the implementation of the blockade to enable TfL to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010;
- Advance equality of opportunity between people who share a protected characteristic and those who do not; and
- Foster good relations between people who share a protected characteristic and those who do not.

The EQIA process is also used to inform the monitoring activities which will be put in place during the blockade.

## 1.2 Objectives of the EQIA

To identify, collate and analyse appropriate information to carry out the aims of the EQIA, including:

- The consultation feedback to help plan the mitigations and the appropriate scale and allocation of TfL resources prior to the blockade.
- The monitoring data collected during the blockade to adjust or refine the mitigations where possible
- Passenger data, experience from other projects, previous customer feedback
- To learn lessons which can be fed into future line closures

### 1.3 Scope of the EQIA

This EQIA covers the impacts of the Bank Blockade on customers and staff. It does not look at the impacts of the Bank Station Capacity Upgrade project.

### 1.4 Consultation

Four phases of public consultation were undertaken to help publicise the proposal and inform development of the Bank Station scheme design. These public consultations took place in Autumn 2011, Spring 2012, Autumn 2013 and Summer 2014. Organisations and associations with an interest in equality and disability related issues took part in these consultations and are listed in the Statement of Consultation:

<https://content.tfl.gov.uk/bscu-twao-mainappdoc-statementofconsultation.pdf>

The Blockade was mentioned in London Underground's Statement of Case in January 2015.

<https://tfl.gov.uk/cdn/static/cms/documents/statement-of-case-of-london-underground-limited.pdf>

The Transport and Works Act Order (TWAO) was awarded in December 2015:

<https://www.legislation.gov.uk/ukxi/2015/2044/contents/made>

### 1.5 Why the Bank Station Capacity Upgrade project is necessary

*TfL are making Bank station much bigger and easier to use. TfL are making the platforms on the Northern line much wider to make it easier for people to get on and off trains quicker. A new tunnel has been built for the southbound trains. TfL need to close the Northern line for 17 weeks while they join up the new tunnel to the old network. This closure is known as the Bank Blockade.*

Bank Station was used by 53 million people in 2019 and is the major access point to the transportation network for the City of London as well as an important interchange. It is a complex station, and a rising proportion of journey time is spent navigating and travelling through the station rather than travelling on trains. Peak crowding levels at Bank and its neighbouring stations were expected to exceed more than 4 persons per square metre by 2031 (pre-Covid forecast), and temporary congestion control measures at any of these locations exacerbates the pressure. The station is a bottleneck to growth in the city, and a restriction on efforts to upgrade the frequency of the Northern line service.

### 1.6 Benefits of the Bank Station Capacity Upgrade project

*When the upgrade is finished, Bank station will be 40% bigger and it will be less crowded at busy times. It will also have a new entrance on Cannon St, and more lifts and escalators and step-free routes.*

The BSCU aims to provide a modern station complex to support the City of London. The project will increase capacity by over 40%, building-in resilience to surges in demand and reducing overcrowding. It will improve the quality of access, interchange and ambience by

providing step-free access routes from street level to the Northern line, and between Northern line and Docklands Light Railway platforms.

Improvements include:

- A new station entrance on Cannon Street which features level access to the station, and escalators and two new lifts to the Northern line platforms.
- A new set of triple escalators connecting the new Northern Line concourse and the DLR.
- Central Line Link passageway connecting the Northern Line Concourse, with moving walkways to speed journey times through the station.
- The current Northern line southbound platform will form part of a new concourse, and a new southbound platform and running tunnel have been constructed in addition to four new cross passages.

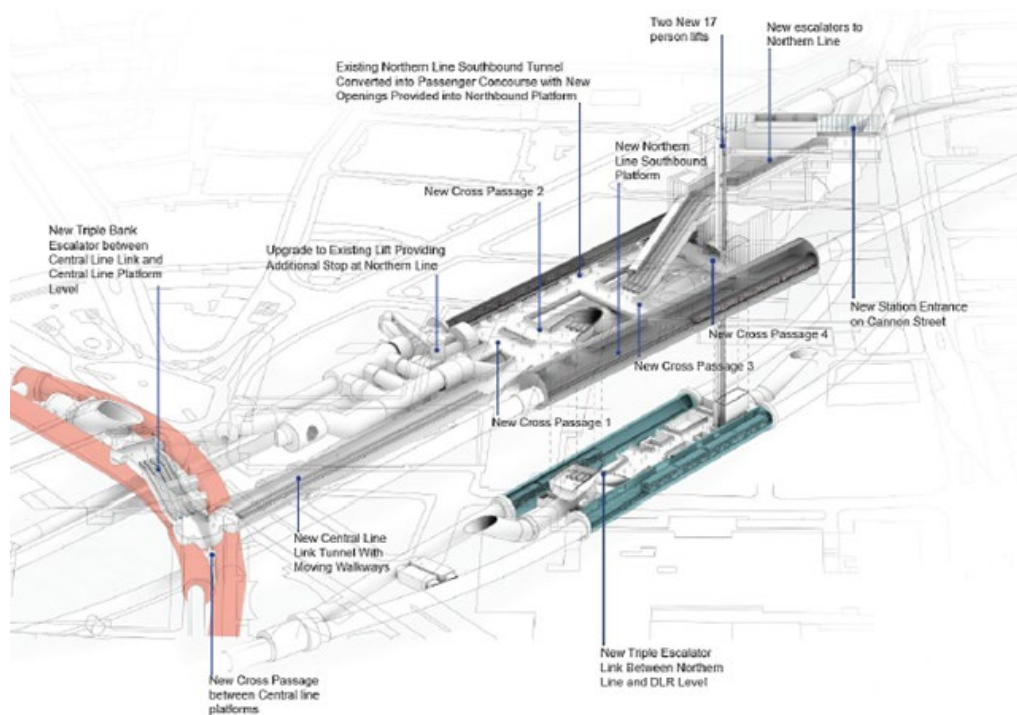


Fig 1 New layout with improved capacity and lifts from street level to Northern line and DLR

### 1.5 The Bank Blockade and the Northern Line Closure Readiness (NLCR) project

The Northern line will be closed between Moorgate and Kennington while TfL joins up the new tunnel. People who normally use this line will have to travel a different way during the Blockade. We have been thinking about different ways they could travel, what help and information they will need and how we can get ready for this.

During the blockade we will be disconnecting and removing infrastructure in the redundant

tunnel and backfilling this with concrete; tunnelling and removing spoil to join up the new section of tunnel with the existing network; laying 100m of new track, and connecting all power, signalling, communications, ventilation and fire services to existing systems.

This work is projected to take 17 weeks and a section of the Northern line will be closed for the duration. This closure period is known as the Bank Blockade, and the Northern Line Closure Readiness project was set up to manage the preparatory workstreams. When the blockade is finished, we expect to open the new Southbound platform and Northern line concourse to customers.

### 1.5.1 Extent of the Blockade

The Blockade is forecast to begin in January 2022. It extends as far as Kennington to the south and Moorgate to the north which is the nearest reversing point for trains.

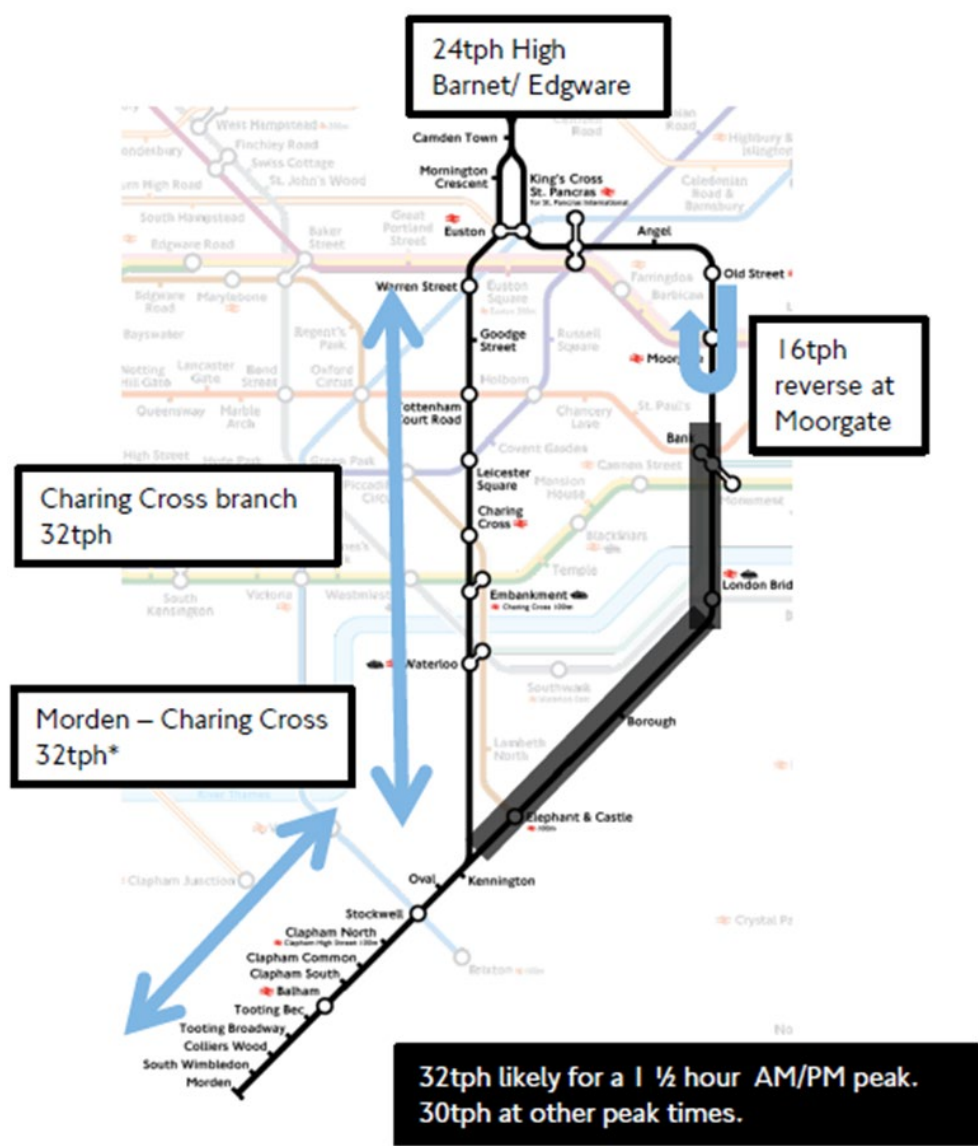


Fig 2: Map of the closed section of the Northern line



The closure will have significant impacts across the public transport (rail and bus) network. Detailed modelling has been undertaken to assess the impact of this major closure, and the best alternative routes for our customers, and this work is continuing to progress taking into consideration changes in demand.

Passengers will be able to complete their journeys by other services such as Tube, rail, bus, walking and cycling routes. We have been sharing detailed travel advice since 5<sup>th</sup> November 2021, well in advance of the closure.

To help passengers, we will:

- Run an increased service on the Northern line Charing Cross branch
- Supplement bus services with an additional temporary route (733) between Oval and Moorgate (Finsbury Square)
- Arrange for passengers to use alternative National Rail services, such as Waterloo to London Bridge, and London Bridge to Cannon Street
- Deploy additional staff across our network to provide additional support to customers
- Encourage customers to use active travel options as alternatives, by providing clearly signed walking routes and by ensuring a reliable supply of hire bicycles.

Borough station is on the affected stretch and therefore will be closed for the duration. A lift replacement project has been timed to make use of the opportunity to minimise customer disbenefit afforded by the closure.

Bank, Moorgate, London Bridge and Elephant & Castle are all interchanges with other lines and will therefore remain partially open. Other stations on the wider network will also be impacted by the change in passenger journeys.

### ***1.3.2 Who will be impacted?***

We estimate that up to 10% of public transport users in London could be impacted in some measure by the closure, many of whom will have one or more protected characteristics. The EQIA document focuses specifically on these people.

TfL staff are also included in the EQIA as many of them also have protected characteristics and they will be affected through altered journeys to work. Operational staff working within the Blockade footprint will have to deal with higher customer numbers, changed station operating plans, and increased requests for assistance from customers.

Section 2 of this document looks at the written evidence for who will be impacted, and Section 3 and 4 contain details of the specific impacts which they are likely to experience.



## Section 2 - Evidence considered

*TfL looked at population data for London, and who belongs to the protected characteristic groups. TfL held consultations to ask people how they thought the Blockade would affect them.*

The Protected Characteristic Groups are: **Age, Disability, Gender Reassignment, Marriage & Civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex, Sexual Orientation.**

### **2.1 London Population data (taken from London datastore May 2019)**

The population of London in May 2019 was 8.8m.

Gender: there are an equal number of males and females

Disabled: 1.3m adults are categorised as disabled

Ethnicity: 57% of Londoners are White, 43% are Black, Asian or Minority Ethnic.

LGBT: 2% of Londoners are gay or lesbian.

Age: Just over 20% are aged 16 or under, while 1.1m are over 65.

There is a high degree of overlap between many of the groups. For instance, nearly half of disabled Londoners are over 65.

The blockade could impact up to 10% of Londoners. However, we expect the impacts to be felt disproportionately by certain groups, for instance:

- Black and Asian Minority Ethnic Londoners and workers on low incomes; they may be more likely to work in manual or service jobs which do not have a work from home option.
- Women, who are more likely to be travelling with young children
- Older people who may find it harder to access travel information and use unfamiliar routes
- Disabled people who may find the suggested alternatives difficult because of interchanges or longer walking distances.
- Faith groups or LGBT+ Londoners who may find they are more vulnerable to hate crime because of increased travel on dark streets.
- Women, disabled people, young people and ethnic minority Londoners, who may have concerns about personal safety.

### **2.2 TfL operational staff data**

The latest **TfL Diversity and Inclusion Report (period 10 2021/22)** [Diversity - Power BI](#) reveals the following workforce make-up for operational staff (rounded to the nearest percentage point):

18% Female

43% Black and Asian Ethnic Minority

4% Disabled

24% Minority Faith

LGB+ 7%

Minority age (<25 or >65yrs) 5%

### **2.3 Potential negative impacts of the blockade**

The negative impacts discussed in this section have been generated from engagement sessions with stakeholders, research sources such as **Travel in London: understanding our diverse communities**, and previous experience of line-wide closures and blockades.

#### **2.2.1 Increased transmission of Covid**

Alternative tube and bus routes to the City could become more crowded, increasing opportunities for virus transmission and making social distancing harder. Basic precautions such as mask-wearing and hand sanitising are not universally adopted by the travelling public. Elderly people, pregnant and those with underlying health conditions are particularly vulnerable to serious infection. Black and Asian people and people on low incomes are less likely to be able to work from home, therefore have more exposure to risk. Homeless people and asylum seekers may have low vaccination rates because of difficulty accessing health care. Tube workers and bus drivers working at the busier locations or routes would also experience greater exposure to Covid risk, and have a higher representation of Black, Asian and Minority Ethnic people in the workforce.

#### **2.2.2 Increased levels of crowding**

Overcrowding is frequently cited as a barrier to travel by Black and Asian Londoners, women, parents, disabled people and older people (**Travel in London: understanding our diverse communities**). The blockade will concentrate Northern line Bank branch passengers onto other modes. Therefore, we anticipate that expectations of increased crowding could put many of these people off travelling and could lead to lower social and economic participation.

Participants at the IDAG (Independent Disability Advisory Group) forum in June 2021 voiced concern about the 46% of bank branch customers that we predict will transfer to the Charing Cross branch of the Northern line for this reason. Attendees at the Inclusive Transport Forum in September 2021 echoed this, with a recommendation that staff offer alternative routes which are quieter. Crowding is a concern for lots of the protected characteristic groups. Women and young people are more likely to report feeling worried by crowded conditions, and people pushing and shoving (**Travel in London**). This also concerns people with hidden disabilities such as learning difficulties and those on the autistic spectrum.

According to **Travel in London: understanding our diverse communities**, slightly less than 2% of Londoners are wheelchair users. Crowding levels on buses were brought up at IDAG, with the possibility of competition for the wheelchair space on a bus meaning that mobility impaired customers or people with prams may not be able to board.

Potential crowding at traffic crossings on alternative surface routes is something that TfL are aware of. Longer crossing times (green man) can be programmed if needed.

Increased crowding on stations and buses increases levels of workplace stress amongst staff.

#### **2.2.3 Alternative routes are challenging or unsuitable**

Examples given at our consultation sessions with IDAG and the Inclusive Transport Forum are walking routes that are too long or too busy or too confusing. They also mentioned walking routes

which are impassable to wheelchairs due to kerb heights or other obstructions. Some people can find distances challenging if there is not seating mid-way.

People attending the Inclusive Transport Forum cited the problem of assumptions being made about what the best alternative route for them was – for instance assuming that step free was the priority when actually least crowding was more important.

The blockade may deter many older people and disabled people from travelling, if they find alternative routes too difficult. IDAG referred to the winter timing of the blockade being particularly disadvantageous because of darkness and poorer weather affecting surface routes. This could lead to isolation and reduced social participation.

Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. In the Travel in London study, 48% of women travelling with children planned their journey with access to a lift in mind, which was significantly higher than the sample of people with restricted mobility (29%). The lift at London Bridge will be inaccessible for the duration of the blockade. Women may therefore have to travel further to complete an A to B journey, in order to utilise stations with lifts.

Alternative routes to work may be challenging for disabled staff.

### ***2.2.4 Increased levels of anxiety around travel***

IDAG and Inclusive Transport Forum members mentioned the likelihood of experiencing anxiety around congestion, drawing attention to the fact that the Northern line is particularly bad for anxiety because the tube trains are less spacious and create a feeling of being trapped.

Unfamiliar routes were cited as being particularly stressful for those with autism, who may see their established routes disrupted. Where alternative routes are signed, incomplete signage is a source of stress for many. IDAG members reported anxiety around station one-way systems, particularly if they are not well signed and create confusion, or people don't follow the one-way system.

Reassurance that they are on the right route is very important for people who have high levels of anxiety or prone to panic attacks. This was mentioned as being particularly important for visually impaired travellers who rely on train and station announcements for route reassurance.

Older Londoners are less likely to own a smartphone or use the TfL website and therefore may not be as informed about service disruptions or alternative journeys. Getting lost is a concern to many people, especially younger people and disabled people. The TfL Youth Panel (December 2021) mentioned that many people may not have used the network in a while and it will seem unfamiliar, which can be a barrier to travel. These anxieties can be compounded by difficulties accessing help from staff, as mentioned by both IDAG and the Inclusive Transport Forum.

People with hidden disabilities can experience different sorts of challenges – for instance the representative from the Parkinson's UK told us that people with symptoms of Parkinson's Disease can be mistaken for being drunk. Staff awareness of hidden disabilities and proactivity in offering help are important to the disabled traveller.

People living in households with lower incomes are significantly less likely to access the internet 'on the move' or at work compared with all Londoners. This is very pronounced when accessing data to inform day-to-day travel plans (50% compared with 71% overall – Travel in London). The blockade is likely to 'catch out' many people, who will need staff assistance to reach their destinations via alternative routes.

### **2.2.5 Assistance is not readily available**

The RMT trade union has balloted its members and achieved a mandate for strike action and for action short of a strike. Many tube staff are RMT members. Industrial action could take place during the blockade, affecting staffing levels. A strike could mean a lower frequency of trains, or fewer staff at stations. It could also mean line closures and station closures which would be severely disruptive.

### **2.2.6 Increase in traffic accidents**

The blockade is likely to result on more traffic at surface level. An increase in traffic accidents could result from more traffic on the roads, as people are displaced from the bank branch of the Northern line to private vehicles. It could also result from more people utilising alternative surface routes and using these routes in hours of darkness. Crowding at traffic crossings could mean not everybody can get across the road during the green man phase.

Injury rates on roads are linked to deprived areas, as per The Report to the London Road Safety Unit by Steinbach, Edwards, Green & Grundy:

<https://content.tfl.gov.uk/road-safety-of-londons-black-asian-minority-ethnic-groups.pdf>).

Therefore, lower income households are most likely to be affected by being re-routed to walking routes at street level where these routes are in deprived areas. There is high intersectionality of low-income groups with Black, Asian, and Minority Ethnic households, households containing young people, and older Londoners.

### **2.2.7 Increase in verbal and physical assaults and incidences of hate crime**

Hate crime incidences are known to be more prevalent at busy locations. Customers may feel less confident about their personal safety and security when redirected via unfamiliar routes, busier routes, or surface level routes during hours of darkness. Disabled Londoners, women, young Londoners, people belonging to certain religions and Lesbian, Gay and Bisexual Londoners are more likely to have been subjected to verbal abuse from other passengers and unwanted sexual behaviour.

Bus and Tube staff may also be more likely to be subjected to verbal and physical assaults as locations become busier and customers are stressed or anxious about changes to their travel patterns.

Operational staff are highly diverse, with strong representation from minority ethnic people, people of faith, women and LGBT+ people. They are also more likely to be subjected to hate crime.

### **2.2.8 Increase in loneliness, depression and isolation**

The impacts listed above may combine to deter or prevent some people accessing public transport for the duration of the blockade. As a result, they may feel cut off from the workplace or social connections, leading to feelings of depression and exclusion. They may also be prevented from accessing economic opportunities.

### **2.2.9 Increase in cost for those using paper tickets or pay as you go**

People who leave the tube network to board a bus will have to pay twice if they are using paper tickets or pay as you go. There will be no impact on those people using Travelcards or Freedom passes. For people who leave one bus to take another, the hopper fare will apply and there will be no impact.

Thameslink provide an important step free alternative route between London Bridge and King's Cross. Thameslink have agreed to provide free travel on this route after 9am for Older Persons Freedom Pass holders, and all day for Disabled Persons Freedom Pass holders.

### 2.3 Potential positive benefits

Positive benefits may result from people deciding to adopt active travel on a permanent basis, having been encouraged to use other modes during the blockade. Londoners may also become more familiar with travel apps.

## Section 3 Engagement and Consultation

*TfL talked to people with protected characteristics to find out what the challenges are for them when travelling by public transport. TfL wanted to know how the blockade would affect them and get their advice on how to manage this. They were very helpful in sharing what it's like for them when their normal routes are disrupted. This section sets out the issues which were raised by the consultation groups and the TfL responses. In Section 4 of this EQIA document, TfL explains the plan to mitigate these issues.*

### 3.1 IDAG (Independent Advisory Group) (24 June 2021)

The Group consists of people with varying disabilities. They were shown a presentation beforehand which explained the extent of the blockade and the outline of the proposed mitigations. The Group appreciated the efforts which had already gone into thought, forecasting and mitigation preparation.

#### Key Outputs:

- **Crowding on the Northern line:** The Northern line is already a crowded line and the tube train stock is less spacious than sub surface lines. This can trigger anxiety. There is concern about the 46% of journeys that are predicted to be displaced onto the Charing Cross branch line.
- **Timing of the blockade:** IDAG representatives would have preferred the blockade to be over the warmer months as it would encourage more people to walk or cycle, and many of the mitigations involve travelling or interchanging at street level. School holidays would reduce numbers further. TfL explained that the blockade could not be moved to the warmer months without delaying the Bank Station Capacity Upgrade.
- **Advising the public:** the comms plan gives details of the closure six months in advance, then three months in advance. Will people be reminded nearer the time that the blockade is going to happen? TfL explained the comms plan which ramps up nearer to the blockade
- **Bus replacement provision:** What is the rationale behind having this in place during the week but not at the weekend? Weekend demand is forecast to be much lower.
- **Taxis and Buses for wheelchair users.** Buses are very important as some taxis are not all accessible for some wheelchair users, even though buses have space for wheelchair users. Will there be sufficient staff supporting customers as defaulting to a taxi may not be the preferred travel mode for some. TfL explained the strategy for placing additional staff at

key locations.

- **Bus drivers:** When there is a surge in demand for wheelchair space on the bus, this can be challenging so need to prepare the driver to be able to manage this. TfL agreed to brief drivers.
- **Travel advice for non-Londoners:** People who do not live in London are unlikely to come across any communications so will only find out on arrival. Journey Planner will have the details of the closure.
- **Walking routes for wheelchair users:** Routes are useless if they do not have dropped kerbs. Staff need to be briefed so they know about the routes and they need to do regular maintenance checks of the routes to make sure dropped kerbs are clear. TfL: the Boroughs should be keeping routes clear.
- **Ticket acceptance:** Some people who transition between the tube and the train may have to go through ticket barriers and may worry they will pay more.
- **Places where people can rest and recover:** Time to process the change to their journey somewhere quiet may also be helpful.
- **Pre-planning alternative journeys:** Places like Moorfields hospital hand out a lot of travel information with their appointment letters so could include information about the closure.
- **Assurance during the journey:** During the journey, a visually impaired person needs to know they are on the right line so consistent train and station announcements are important.
- **Station signage:** Have reassuring signs that customers are heading in the right direction. Where one-way systems are in place ensure that good signage is in place to direct customers to anxiety-provoking situations.
- **Continual monitoring and development:** IDAG would recommend ongoing consultation with local station staff and customers throughout the 17 weeks to evaluate mitigations and identify if further mitigations are required. Also recommend monitoring actual vs predicted customer journey times.
- **Monitor where the system fails:** People don't often monitor the impacts on Visually Impaired people so even though your journey may have been ok the journey correction stage may have been a challenge and therefore have the biggest impact.
- **Hospitals:** They may be able to provide travel information to patients.
- **Notification of extension of journey distance / time:** Give an estimate on how much further the alternative route is, as this can make a difference to a person's decision on which alternative to take. It is helpful if both distances and estimated times are given so that people can utilise the measure that is most useful for them.
- **Voice recognition captions:** encourage staff to use their IPADs. For hearing impaired customers real-time voice recognition captions could be useful.

### 3.2 Inclusive Transport Forum (2 September 2021)

This forum meets quarterly. However, an ad hoc meeting was held specifically to discuss the likely impact of the blockade on groups represented by the forum.



## Key Outputs:

- **Comms and clear route information:** This is important for those with hidden disabilities. Being able to access staff and being to find the easiest or quickest way are key. If a bus is the recommended alternative, staff should know exactly where the bus stop is and the relevant bus numbers.
- **Maintain signage along the route:** When you are following a route and the signs disappear halfway along it can provoke anxiety. A line on the floor to follow is helpful as long as the route is clear and uncluttered.
- **Teach staff to spot and approach people who may be in difficulty:** visually impaired customers may not be able to look for staff so staff should be on the look-out for them.
- **Provide route options:** some people may not be able to use the recommended alternative e.g. their guide dog is not escalator trained, they can't walk that far, they can't use lifts. Recognise that for some autistic people changing their regular route is a massive challenge. Some people may prefer to walk further if it avoids congestion. Staff should not assume what's the best route for the customer, some disabilities are hidden. However, to avoid overwhelming the customer, a maximum of two options would probably be best. Staff can ask whether the customer would prefer the shortest route, quietest route or one that is step free without infringing their privacy.
- **Train announcements need to be made well in advance:** many people have to remain seated while the train is in motion. They can only walk when the train is stationary and may need time to plan their move. Therefore, announcements should be at least 4 or 5 stops earlier if possible.
- **Seating:** distance before a break is a consideration for some people who can only manage a short distance at a time.
- **Staff awareness of hidden disabilities:** people with Parkinson's Disease are frequently mistaken for being drunk.
- **Analyse customer statistics:** identify routes which are heavily used by people with disabilities and concentrate extra resource at these points.
- **Bus staff:** make them aware that more disabled people will be using their services. Provide reminders and guidance to drivers on how to support disabled passengers.
- **Help points:** make sure these are functioning, make them more welcoming, make them more visible – there are some at Westminster which have green and blue outline and a sign saying 'help point: please use if you need assistance' – this is important for people with autism because the help points themselves say emergency or information.

### 3.3 TfL Youth Panel (16 December 2021)

## Key Outputs:

- **Personal safety:** on public transport and on streets – remains a priority for young people
- **Anti -Social Behaviour** on buses and trains can be a barrier for some people
- **Perceptions of safety and security:** Feeling of being unsafe on station platforms when there is nobody else there
- **Unfamiliarity:** Young people might not have used the network in a while, feelings of unfamiliarity
- **Mitigations:** more staff presence across the network, not just at busy stations; better lighting along routes, including interchanges
- **Active travel** remains a key priority - it should continue to be funded, encouraged and embedded at an early age.

### 3.4 Women's groups and anti-hate crime groups (2021)

Engagement specifically around the blockade was not carried out with women's groups or anti hate crime groups.

However relevant outputs from recent consultations were provided by TfL's engagement team:

- **Staff visibility and availability** is important to customers, but especially those who require assistance
- **Staff training is important** to ensure they are equipped to help customers as needed – for example, assist them in making a report to police if they have been the victim of a crime or providing an assisted service
- **Help points** are inconsistent and ambiguous across the network and work is needed to realise the benefits of these, particularly for people who are the victim of crime or anti-social behaviour and for customers who may need assistance.
- **Information:** ample notice and information of disruption and available alternatives should be available.
- **Congestion increases hate crime:** the assumed impact of a more congested service is that there are increased incidents of hate crime (Compliance and Policing on Street figures seem to corroborate that there are more incidents at busier stations).
- **Staffing levels:** where it's expected that there will be overcrowding, assurances of extra staffing are often sought.
- **Buses** – we often hear that people perceive buses to be safer than the tube. This is backed up by recent findings from London Travel Watch in their [Personal Safety Debrief](#).

### 3.5 Moorfields Eye Hospital (24 November 2021)

A meeting was held specifically to understand the impacts of the blockade on staff and patients, and to explain the mitigations we plan to use.

- **Special 733 bus:** Moorfields thought that TfL had done a good job with the mitigations; a lot of staff travel by bus so the 733 bus would be very helpful.
- **Bank station:** Patients from South, West and East London rely on changing at Bank and will therefore have to use alternative routes. North London patients won't be as affected – travel will just be busier for them. The digital screens at each clinic can be used to display information about the Blockade and the recommended alternatives. Patients will need to be forewarned as the change in travel time will affect them, they may have to start their journeys earlier.
- **Bus stop outside the hospital:** It is important to have a bus which drops patients outside the door of the hospital. The 733 doesn't do this and patients are not familiar with the surroundings at Finsbury Square, where the 733 terminates. It may be easier to take the regular bus routes from London Bridge which drop off at the hospital or at Old Street, which is more familiar for regular patients.
- **Patients will need to factor in extra travel time.** Because of social distancing the hospital cannot easily accommodate patients who arrive early or late.
- **The journey planning tool does not go live until 15<sup>th</sup> December.** However, Moorfields can publish travel info on its own website before then, and it can put messages on the screens in the clinics.
- **Patients who may miss the travel information:** the TfL campaign should get through to most people. Moorfields can text patients and give them the hyper link to Journey Planner.
- **Patients** will be more likely to arrive with helpers - however the hospital cannot accommodate the helpers due to social distancing

### 3.6 OUTbound - TfL Lesbian, Gay, Bisexual, Transgender + staff network group (email exchange 27 October 2021)

- **Hate crime:** LGBT+ people can feel unsafe on public transport due to experience with hate crime and thus might choose to go specific routes if they have had a bad experience on a particular route in the past. If that 'safe route' is not accessible, then it might put them off travelling.

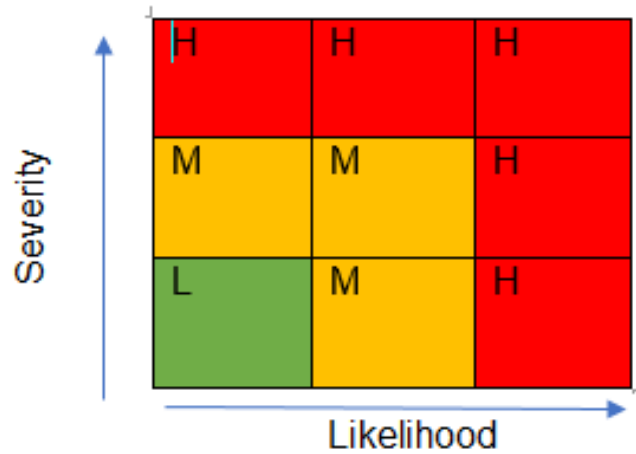
### 3.7 Faith Staff Network Group (email exchange 26 October 2021)

- **Longer journeys or difficulty accessing places of worship or faith schools:** People who would normally use the affected section of the Northern line to reach faith schools or places of worship will be negatively impacted by the blockade.

## 4 Impacts and mitigations

*In this section we use the information we got in the sections above to think about how the Blockade will change things for people in the protected characteristic groups. We also think about what we can do to lessen the impact on those people.*

The residual risk was assessed by assigning a high, medium or low value to the likelihood of the impact materialising, and the potential severity of the impact on the affected individual.



## 4.1 Protected characteristic – Race

Negative impact	Mitigating action	Implementation Full/ Partial/None	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.1.1 Risk of Covid</b> Ethnic Minority Londoners are more at risk of dying or becoming seriously ill from Covid. They are less likely to have the option of working from home. Crowding makes infection more likely.</p> <p>Black and Asian people are highly represented amongst the operational TfL workforce and are therefore at increased risk.</p>	<p>Covid preventative measures, such as mask wearing, UV hand-rail sanitisers, hand gel and an enhanced cleaning regime are in place on buses, bus stations, and tubes and tube stations.</p> <p>Staff accommodation facilities have an enhanced cleaning regime and are socially distanced where possible.</p>	Full	Intensive Cleaning regimes have been in place since March 2020. However, as Covid is a highly infectious airborne virus it is very difficult to prevent transmission when people are in close proximity to each other	<p>High</p> <p>Likelihood - medium Severity - high</p>	Monitoring of staff incidences of Covid.
<p><b>4.1.2 Traffic accidents</b> Black, Asian and minority ethnic Londoners are more at risk of being killed or seriously injured on London's roads, with children in this group being on average 1.5 times more likely to be affected. This is linked to areas of deprivation, where children from ethnic minorities are more likely to live. Re-routing and re-modding will involve more travel at surface level.</p>	<p>Routes are planned with traffic safety foremost.</p> <p>There are several campaigns which are inclusive of all children and specifically address children's road safety, including School's liaison visitors and the Children's Traffic Club which is aimed at the under 5s.</p> <p>The alternative surface routes are not in deprived areas.</p> <p>TfL compliance and policing officers (CPOS) will be positioned at 'hotspots' during the blockade.</p> <p>The Metropolitan Police, BTP and City of London Police have been briefed on our strategy. They may also deploy extra resource to these places.</p>	Full	<p>Many of these measures are 'business as usual' measures – i.e. what TfL does anyway as part of our efforts to reduce the numbers killed and seriously injured on London's roads.</p> <p>Longer crossing times can be implemented at certain crossings in response to congestion monitoring during the blockade.</p> <p>If implemented, it will extend the green man period and allow longer crossing times for the duration of the Blockade.</p> <p>Certain crossings such as Duke St Hill at London Bridge are already at their maximum crossing time and cannot be extended.</p>	<p>High</p> <p>Likelihood - low Severity - high</p>	<p>Safety data monitoring. This will be disaggregated by demographic to understand who is impacted</p> <p>Normal monitoring of roads and crossings by our Network Management Control Centre.</p> <p>In addition, the CPOS officers will report to silver command during and provide monitoring feedback.</p> <p>Staffing resource may be redistributed in the light of monitoring reports.</p>

<p><b>4.1.3 Increased fear or anxiety around using public transport.</b> 33% of Black and Asian Londoners say they are generally worried compared with 29% of white Londoners. The level of worry rises to 40% among Asian Londoners. The Travel in London report does not specify the anxiety.</p> <p>Black and Asian staff may also experience hate crime or have anxiety around travel as a result of longer journeys or alternative routes.</p>	<p>TfL will be providing travel advice and real time information. There will also be additional staff to provide assistance and reassurance to customers.</p> <p>There is also an information campaign to provide reassurance about Covid preventative measures, such as mask wearing, UV hand-rail sanitisers, hand gel and an enhanced cleaning regime in place.</p> <p>Staff are encouraged to report all incidences of hate crime or abuse. Support from TfL's mental health service is available in the workplace. There is also an Employee Assistance helpline, and peer-to-peer emotional support groups.</p>	Full	<p>The media campaigns around Covid safety and the blockade are multi-media and should reach all segments of our customers.</p> <p>Getting lost and Incidents of hate crime will be mitigated by having additional staff on hand.</p> <p>Recent Work from Home advice from the government (Covid precautions) will reduce numbers using public transport further.</p>	<p><b>Medium</b></p> <p>Likelihood – medium Severity - medium</p>	<p>We will monitor feedback which mentions fear or anxiety via the Customer Contact centre, although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p>
<p><b>4.1.4 Crowding and slower journeys are a deterrent to travel.</b> Barriers to greater public transport use most mentioned by Black and Asian Londoners are perceptions of overcrowding (64%) and slow journeys (50%)</p> <p>Barriers to using public transport can ultimately lead to lower participation in society, and social isolation. It can also harm people's job opportunities and have financial impacts.</p>	<p>A comprehensive publicity campaign has been designed to divert customers away from busier routes and times of day and divert them to quieter modes, routes and times. Journey Planner will select routes which have the most capacity.</p> <p>Additionally, 8 buses per hour are being provided on temporary route 733 to provide extra capacity. Additional staff will be placed at points in the station where help is likely to be sought.</p>	Full	<p>Crowding will be managed on stations by employing the usual tools of closing to incoming customers or non-stopping trains.</p> <p>Crowding on buses to the City will be mitigated by the temporary 733 route between Oval and Finsbury Square.</p>	<p><b>Medium</b></p> <p>Likelihood – medium Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Area Managers and Service Control Managers after the first week of the blockade.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is the option to upweight comms or produce further targeted comms as the digital marketing campaign is flexible.</p>

<p><b>4.1.5</b> <b>Re-routing via busy areas or via unfamiliar streets could expose disabled people to harassment or hate crime.</b> Reports of hate crime are more frequent at busy locations, therefore concentrating passengers may cause incidents of hate crime to increase.</p>	<p>Alternative surface level routes will be lit and have a large degree of camera monitoring.</p> <p>Additional CPOS staff presence will be present at street level.</p> <p>The Metropolitan Police, BTP and City of London Police have been briefed on our strategy. They may also choose to deploy extra resource to these places.</p>	<p>Full</p>	<p>By providing publicity, travel advice and extra staff to assist, we hope to reduce crowding and anxiety / stress amongst travellers and reduce the likelihood of situations which may give rise to hate crime.</p>	<p><b>Medium</b></p> <p>Likelihood – low Severity - medium</p>	<p>We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.</p>
<p><b>4.1.6</b> <b>Travel assistance</b> 4% of Londoners do not understand English and may not be able to understand alternative route advice given by staff.</p>	<p>Our customer facing staff are recruited from a diverse background. Those who are fluent in other languages wear a name badge indicating this.</p> <p>Call Centre staff are also fluent in other languages.</p>	<p>Partial</p>	<p>We cannot guarantee to always have a speaker of every language available. However, we have graphic information such as pocket maps which can be used to communicate alternative routes.</p>	<p><b>Low</b></p> <p>Likelihood – low Severity - low</p>	<p>Complaints will be monitored. We can segregate complaints by topic but not usually by the type of caller, unless they specifically tell us they belong to one of the protected characteristic groups.</p>
<p><b>4.1.7</b> <b>Advance Travel advice</b> 4% of Londoners do not speak English and therefore may not be able to understand all advance publicity material</p>	<p>Consider publishing travel advice in different languages</p>	<p>None</p>	<p>TfL does not publish advice in other languages because so many different languages are spoken.</p> <p>On TfL's digital web pages there is a built in google-translate widget which will provide translations.</p> <p>TfL produce information about the blockade in graphic form, for instance pocket tube maps and in-car line diagrams (above the seats on the trains) which provide a visual explanation.</p>	<p><b>Low</b></p> <p>Likelihood – low Severity - low</p>	<p>Complaints will be monitored, and feedback will be captured on the frequency of people asking for assistance from staff in their own language.</p>

<p><b>4.1.8</b> <b>Traffic crossings</b> Certain pedestrian crossings are going to become busier as they are on the alternative walking routes</p>	<p>Traffic signal alterations to allow pedestrians longer to cross at key locations.</p>	<p>Full</p>	<p>Longer crossing times can be implemented at certain crossings in response to congestion monitoring during the blockade.</p> <p>If implemented, it will extend the green man period and allow longer crossing times for the duration of the Blockade.</p> <p>Certain crossings such as Duke St Hill at London Bridge are already at their maximum crossing time and cannot be extended.</p>	<p><b>Low</b></p> <p>Likelihood – low Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Network Control Managers daily during the first two weeks of the blockade and then weekly.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is an option to produce further targeted comms to manage demand, as the digital marketing campaign is flexible.</p>
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## 4.2 Protected Characteristic – Gender

Negative impact	Mitigating action	Implementation Full/Partial/None	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.2.1 Additional crowding on Tube</b> Although women are less likely to travel by Tube than men, crowding represents a greater barrier to travel. Women are on the whole more worried by crowding than men.</p> <p>Female staff are more likely to be impacted by crowding than male staff.</p>	<p>A comprehensive publicity campaign has been designed to divert customers away from busier routes and times of day and divert them to quieter modes, routes and times. Additionally, 8 buses per hour plus two peak return journeys are being provided on temporary route 733 to provide extra capacity.</p> <p>Additional staff will be placed at points in the station where help is likely to be sought.</p> <p>Support from TfL's mental health service is available in the workplace. There is also an Employee Assistance helpline, and peer-to-peer emotional support groups.</p>	Full	<p>The Northern line transports a high proportion of white-collar workers. It is expected many of these commuters will opt to work at home and this will reduce the numbers travelling in the peak, however some stations are still expected to be very busy.</p> <p>Congestion will be prevented on stations by employing the usual tools of closing to incoming customers or non-stopping trains.</p> <p>Recent Work from Home advice from the government (Covid precautions) will reduce numbers using public transport further.</p>	<p><b>Medium</b></p> <p>Likelihood – medium Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Area Managers and Service Control Managers after the first week of the blockade.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is the option to upweight comms or produce further targeted comms as the digital marketing campaign is flexible.</p>

<p><b>4.2.2 Additional crowding on buses</b> Women are more likely to be travelling with buggies and shopping. The designated wheelchair / buggy space on a bus may already be occupied by other wheelchair / buggy users who have been displaced from their normal route.</p> <p>Female staff are more likely to be impacted by crowding than men according to <b>Travel in London</b>.</p>	<p>Additional buses are being provided on Route 733 to provide 8 buses per hour extra capacity between Kennington and Moorgate, plus two extra peak return journeys. London Bridge bus station is staffed 24 hours a day.</p> <p>Support from TfL's mental health service is available in the workplace. There is also an Employee Assistance helpline, and peer-to-peer emotional support groups.</p>	Full	<p>Buses are being used for Route 733, which have space for prams / wheelchairs.</p> <p>However, this route is expected to be heavily utilised and women or people with prams may have to wait for the next bus to board if the space is already occupied.</p>	<p><b>Medium</b></p> <p>Likelihood – medium</p> <p>Severity - low</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>
<p><b>4.2.3 Step free access to the Northern line removed at London Bridge</b> Women are more likely to be travelling with buggies and shopping, and women travelling with young children are more likely to have planned their journey with access to a lift in mind.</p>	<p>TfL will be providing travel advice and real time information to mitigate this issue. A taxi will be provided to mobility impaired customers from London Bridge to Morden only, because of this route no longer being step free. This has been communicated to disability stakeholder groups. Women unable to make this journey by alternative means could also be offered this service at the discretion of the station supervisor.</p>	Partial	<p>Check before you travel advice applies to all customers. Journey Planner will provide accessible alternatives. Buses on the alternative routes are accessible to people travelling with buggies. Walking routes are also planned with all users in mind, with dropped kerbs and pedestrian crossings.</p>	<p><b>Medium</b></p> <p>Likelihood – medium</p> <p>Severity - medium</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>

<p><b>4.2.4</b>  <b>Disruption to normal routes causes anxiety</b>  Women's confidence in using in using the transport network is lower than men's on the whole  <b>(Travel in London: understanding our diverse communities)</b>. Disruption to normal routes could diminish confidence further if women experience confusion and anxiety as a result of their usual travel routes being affected.</p> <p>This also impacts on female staff taking unfamiliar routes to work.</p>	<p>TfL will be providing travel advice and real time information. There will also be additional staff to provide assistance and reassurance to customers.</p> <p>TfL staff can also access real time travel information.</p> <p>Support is available to staff experiencing stress or anxiety. Support from TfL's mental health service is available in the workplace. There is also an Employee Assistance helpline, and peer-to-peer emotional support groups.</p>	<p>Full</p>	<p>The media campaigns around the blockade are multi-media and should reach all segments of our customers.</p>	<p><b>Medium</b></p> <p>Likelihood – medium  Severity - low</p>	<p>We will monitor feedback which mentions fear or anxiety via the Customer Contact centre, although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p>
<p><b>4.2.5</b>  <b>Re-routing via busy areas or via unfamiliar streets could expose women to sexual harassment or hate crime.</b>  Reports of hate crime are more frequent at busy locations, therefore concentrating passengers may cause incidents of hate crime to increase.</p> <p>Female staff could also be exposed to sexual harassment or hate crime.</p>	<p>Alternative surface level routes will be lit and have a large degree of camera monitoring.</p> <p>Additional CPOS staff presence will be present at street level for the first two weeks.</p> <p>The Metropolitan Police, BTP and City of London Police have been briefed on our strategy. They may also choose to deploy extra resource to these places.</p> <p>Staff are encouraged to report all incidents of abuse and support from TfL's mental health service is available in the workplace. There is also an Employee Assistance helpline, and peer-to-peer emotional support groups.</p>	<p>Full</p>	<p>By providing publicity, travel advice and extra staff to assist, we reduce opportunities for sexual harassment or hate crimes to take place.</p> <p>There is a current poster campaign informing the public that sexual harassment in all its forms will not be tolerated.</p>	<p><b>Medium</b></p> <p>Likelihood – low  Severity - medium</p>	<p>We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.</p>

<p><b>4.2.6</b>  <b>If the Charing Cross branch of the Northern line is suspended</b>  Unplanned service disruptions will impact on women particularly as levels of crowding on alternative routes increases. It may increase anxiety around travel and make travel difficult for those with young children. Hate crime incidents are more prevalent in crowded areas of the network.</p> <p>Female staff could also be exposed to sexual harassment or hate crime.</p>	<p>Journey Planner will provide real time travel information and suggest alternative routes.</p> <p>Digital messaging at stations will show real time travel information. Ambassador staff and CPOS officers (Compliance and Policing On Street) can be redeployed to the area.</p> <p>Staff are encouraged to report all incidents of abuse and support is available</p>	<p>Full</p>	<p>'Check before you travel' advice applies to all customers.</p> <p>By providing publicity, travel advice and extra staff to assist, we reduce opportunities for sexual harassment or hate crimes to take place.</p> <p>There is a current poster campaign informing the public that sexual harassment in all its forms will not be tolerated.</p>	<p><b>High</b></p> <p>Likelihood - low  Severity - high</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p> <p>We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.</p>
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### 4.3 Protected Characteristic – Age (Older People)

Negative impact	Mitigating action	Implementation	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.3.1 Risk of Covid</b> Older Londoners are more at risk of dying or becoming seriously ill from Covid. Crowding makes infection more likely.</p>	<p>Covid preventative measures, such as mask wearing, UV hand-rail sanitisers, hand gel and an enhanced cleaning regime are in place on buses, bus stations, and tubes and tube stations.</p>	Full	<p>Intensive Cleaning regimes have been in place since March 2020. However, as Covid is a highly infectious airborne disease it is very difficult to prevent transmission when people are in close proximity to each other</p>	<p><b>High</b> Likelihood - medium Severity - high</p>	<p>Monitoring of staff incidences of Covid.</p>
<p><b>4.3.2 Crowding and Covid risk are deterrent to travel.</b> Unwillingness to use public transport can lead to lower participation in society and potential social isolation.</p>	<p>A comprehensive publicity campaign has been designed to divert customers away from busier routes and times of day and divert them to quieter modes, routes and times. Journey Planner will select routes which have the most capacity.</p> <p>Additionally, 8 buses per hour are being provided on temporary route 733 to provide extra capacity. Additional staff will be placed at points in the station where help is likely to be sought.</p>	Full	<p>The Northern line transports a high proportion of white-collar workers. It is expected many of these commuters will opt to work at home and this will reduce the numbers travelling in the peak, however some stations are still expected to be very busy.</p> <p>Crowding will be managed on stations by employing the usual tools of closing to incoming customers or non-stopping trains.</p>	<p><b>Medium</b> Likelihood – medium Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Area Managers and Service Control Managers after the first week of the blockade.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is the option to upweight comms or produce further targeted comms as the digital marketing campaign is flexible.</p>

<p><b>4.3.3 Step free access to the Northern line removed at London Bridge</b> Women are more likely to be travelling with buggies and shopping, and women travelling with young children are more likely to have planned their journey with access to a lift in mind.</p>	<p>TfL will be providing travel advice and real time information to mitigate this issue. A special taxi will be provided to mobility impaired customers from London Bridge to Morden only, because of this route no longer being step free. This has been communicated to disability stakeholder groups. Women unable to make this journey by alternative means could also be offered this service at the discretion of the station supervisor.</p>	<p>Partial</p>	<p>Check before you travel advice applies to all customers. Journey Planner will provide accessible alternatives. Buses on the alternative routes are accessible to people travelling with buggies. Walking routes are also planned with all users in mind, with dropped kerbs and pedestrian crossings.</p>	<p><b>Medium</b>  Likelihood – medium Severity - medium</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks  CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>
<p><b>4.3.4 Traffic crossings</b> Certain pedestrian crossings are going to become very busy as they are on the alternative walking routes. Older people may find it harder to cross.</p>	<p>Traffic signal alterations to allow pedestrians longer to cross at key locations.</p>	<p>Full</p>	<p>Longer crossing times can be implemented at certain crossings in response to congestion monitoring during the blockade.  If implemented, it will extend the green man period and allow longer crossing times for the duration of the Blockade.  Certain crossings such as Duke St Hill at London Bridge are already at their maximum crossing time and cannot be extended.</p>	<p><b>Low</b>  Likelihood – low Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Network Control Managers daily during the first two weeks of the blockade and then weekly.  Oyster data will be reviewed to see if travel management strategies have been effective.  There is an option to produce further targeted comms to manage demand, as the digital marketing campaign is flexible.</p>
<p><b>4.3.5 If the Charing Cross branch of the Northern line is suspended</b> Unplanned service disruptions will impact on older Londoners particularly as levels of crowding on alternative routes increases. It may increase anxiety around travel and make travel difficult, leading to isolation.</p>	<p>Journey Planner will provide real time travel information and suggest alternative routes.  Digital messaging at stations will show real time travel information. Ambassador staff and CPOS officers (Compliance and Policing On Street) can be redeployed to the area.</p>	<p>Full</p>	<p>'Check before you travel' advice applies to all customers.  Crowding will be managed on stations by employing the usual tools of closing to incoming customers or non-stopping trains.</p>	<p><b>High</b>  Likelihood- low Severity-high</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks  CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>

#### 4.4 Protected Characteristic – Age (Younger People)

Negative impact	Mitigating action	Implementation	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.4.1 Additional crowding on Tube and buses</b></p> <p>11-15 year olds are more likely to use the bus as their main form of transport after walking, and are therefore likely to be affected by increased numbers of people using buses. Crowding is the most commonly mentioned concern cited as a barrier to travel cited by younger Londoners.</p>	<p>A comprehensive publicity campaign has been designed to divert customers away from busy routes and times of day and divert them to less crowded modes, routes and times. We have planned one-way routes at certain stations to keep customers flowing and minimise congestion.</p> <p>Additional buses are being provided on Route 733 to provide extra capacity between Kennington and Moorgate.</p> <p>An active travel promotion encouraging people to walk or cycle will also be in operation.</p>	Full	<p>The Northern line transports a high proportion of white-collar workers. It is expected many of these commuters will opt to work at home to avoid congestion and longer journey times and this will reduce the numbers travelling in the peak. However, some stations are still expected to be very busy.</p> <p>Congestion will be prevented on stations by employing the usual tools of closing to incoming customers or non-stopping trains.</p>	<p><b>Medium</b></p> <p>Likelihood - medium Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Area Managers and Service Control Managers after the first week of the blockade.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is the option to upweight comms or produce further targeted comms as the digital marketing campaign is flexible.</p>
<p><b>4.4.2 If the Charing Cross branch of the Northern line is suspended</b></p> <p>Unplanned service disruptions will impact on young Londoners particularly as levels of crowding on alternative routes increases. It may increase anxiety around travel and make travel difficult, leading to isolation.</p>	<p>Journey Planner will provide real time travel information and suggest alternative routes.</p> <p>Digital messaging at stations will show real time travel information. Ambassador staff and CPOS officers (Compliance and Policing on Street) can be redeployed to the area.</p>	Full	<p>'Check before you travel' advice applies to all customers.</p> <p>Crowding will be managed on stations by employing the usual tools of closing to incoming customers or non-stopping trains.</p>	<p><b>High</b></p> <p>Likelihood - low Severity - high</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>

<p><b>4.4.3</b>  <b>Travel disruption leads to safeguarding risks</b>  Being diverted on to more crowded routes or walking routes will adversely impact younger people. Anxiety around travel may increase as perceptions of feeling unsafe are heightened by unfamiliar routes and crowding. There is also an increased safeguarding risk as young people are diverted from familiar routes.</p>	<p>TfL will provide travel advice and real time information to provide travel information. Journey Planner will select routes which have the most capacity.</p> <p>Additional CPOS staff presence will be present at street level for the first two weeks.</p> <p>The press release regarding the blockade has been shared with our schools contacts in the relevant Boroughs.</p>	<p>Full</p>	<p>Digital messaging at stations will show real time travel information, posters and announcements will redirect people via alternative routes.</p> <p>Ambassador staff will be on stations to help with travel advice. CPOS officers (Compliance and Policing on Street) will be in the area for the first two weeks.</p>	<p>High</p> <p>Likelihood - low</p> <p>Severity -high</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor and report back for the first two weeks.</p>
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#### 4.5 Protected Characteristic – Disability

Negative impact	Mitigating action	Implementation	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.5.1 Risk of Covid</b>            Disabled Londoners may be more at risk of dying or becoming seriously ill from Covid, particularly if they have low immunity. Crowding makes infection more likely.</p> <p>Disabled staff are exposed to more risk because of increased contact with customers</p>	Covid preventative measures, such as mask wearing, UV hand-rail sanitisers, hand gel and an enhanced cleaning regime are in place on buses, bus stations, and tubes and tube stations.	Full	Intensive Cleaning regimes have been in place since March 2020. However, as Covid is a highly infectious airborne disease it is very difficult to prevent transmission when people are in close proximity to each other	<b>High</b>  Likelihood- medium Severity - high	Monitoring of staff incidences of Covid, monitoring of London Covid infection levels.

<p><b>4.5.2 Additional crowding and Covid risk on Tube and buses deters travel</b></p> <p>Perceived overcrowding was cited by over half of people with disabilities as being a deterrent to travel.</p> <p>The Northern line transports a high proportion of white-collar workers who may continue to work from home and this will reduce the numbers travelling in the peak. Disabled people may be more likely to work from home thus missing out on social engagement and/or economic opportunities.</p>	<p>A comprehensive publicity campaign has been designed to divert customers away from busy routes and times of day and divert them to less crowded modes, routes and times. We have planned one-way routes at certain stations to keep customers flowing and minimise congestion. Additional buses are being provided (Route 733) to provide extra capacity between Oval and Finsbury Square (Moorgate). The buses have audible and visual next stop and destination announcements which provide reassurance to deaf and visually impaired customers. Bus drivers have been prompted to make use of the recorded announcements which remind passengers that wheelchair users have priority over the wheelchair space.</p> <p>London Bridge bus station is staffed 24 hrs a day.</p> <p>Demand will be diverted away from the busiest modes via an active travel promotion encouraging people to walk or cycle. Not all disabled people will be able to take up these alternatives, but they will benefit from fewer passengers overall.</p> <p>Tailored messaging and travel advice has been sent out to disabled people registered on TfL's Accessibility database.</p>	<p>Full</p>	<p>Alternative routes are designed to minimise impact on busiest stations or sections of line.</p> <p>Journey Planner will automatically direct people to routes which have the most capacity. The customer can tailor Journey Planner to their personal needs such as step free, fewest changes, least walking.</p> <p>In many cases staff will be able to inform a customer if there is seating or benches along a walking route.</p>	<p><b>High</b></p> <p>Likelihood – high Severity - medium</p>	<p>A Blockade Operational Review Meeting will be held with Area Managers and Service Control Managers after the first week of the blockade.</p> <p>Oyster data and Freedom pass data will be reviewed to see if travel management strategies have been effective. There is the option to upweight comms or produce further targeted comms as the digital marketing campaign is flexible .</p>
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<p><b>4.5.3</b> <b>Step free access to the Northern line removed at London Bridge</b> Disabled people are more likely to have planned their journey with access to a lift in mind.</p>	<p>TfL will be providing travel advice and real time information to mitigate this issue. A special taxi will be provided to mobility impaired customers from London Bridge to Morden only, because of this route no longer being step free. This has been communicated to disability stakeholder groups.</p>	<p>Partial</p>	<p>Check before you travel advice applies to all customers. Journey Planner will provide accessible alternatives. Buses on the alternative routes are accessible to people travelling with buggies. Walking routes are also planned with all users in mind, with dropped kerbs and pedestrian crossings.</p>	<p><b>Medium</b>  Likelihood – medium Severity - medium</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks  CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>
<p><b>4.5.4</b> <b>Re-routing via busy areas or via unfamiliar streets could expose disabled people to harassment or hate crime.</b> Reports of hate crime are more frequent at busy locations, therefore concentrating passengers may cause incidents of hate crime to increase.  Disabled staff taking longer routes to work could also be exposed to hate crime and abuse.</p>	<p>Additional staff will be deployed at tube stations. Alternative surface level routes will be lit and have a large degree of camera monitoring. Additional CPOS staff presence will be present at street level for the initial two weeks.  The Metropolitan Police, BTP and City of London Police have been briefed on our strategy. They may also choose to deploy extra resource to these places.  Staff are encouraged to report these incidents. Support is available.  Managers can offer flexibility around working arrangements if disabled staff have difficulty getting to work.</p>	<p>Full</p>	<p>By providing publicity, travel advice and extra staff to assist, we reduce opportunities for harassment or hate crimes to take place.  There is a current poster campaign informing the public that sexual harassment in all its forms will not be tolerated.</p>	<p><b>Medium</b>  Likelihood – low Severity - medium</p>	<p>We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.</p>

<p><b>4.5.5</b>  <b>Alternative routes may be longer or more crowded.</b>  People attending both the IDAG and the Inclusive Travel Forum expressed concerns around alternative routes. They wanted to be given a choice of alternatives rather than TfL assume their preference. Some people with hidden disabilities would prefer a longer route if it was likely to be quieter, or if there was a resting place along the route.</p>	<p>The extensive publicity and provision of travel advice allows route planning in advance.</p> <p>The yellow engineering posters ('spanner banners') provide a choice of alternative routes by either train, bus or active travel.</p> <p>Tailored alternative journeys are available by speaking directly to a member of staff or by telephoning the customer contact centre.</p> <p>Staff will be encouraged to offer options of different routes</p>	<p>Full</p>	<p>Our pedestrian modelling has indicated which routes are quieter. Alternative routes which minimise impact on busiest stations / sections of line will be promoted, however we are still expecting these alternative routes to be busy at times.</p> <p>There are multiple sources of information which people can use to decide on the best alternative route for them.</p> <p>The customer can tailor Journey Planner to their personal needs such as step free, fewest changes, least walking.</p> <p>In many cases staff have sufficient local knowledge to inform a customer if there is seating or benches along a walking route.</p>	<p><b>Medium</b></p> <p>Likelihood – medium  Severity - low</p>	<p>Network Monitoring Control Centre will monitor in real time.</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p> <p>A Blockade Operational Review Meeting will be held with Area Managers and Service Control Managers after the first week of the blockade.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is the option to upweight comms or produce further targeted comms as the digital marketing campaign is flexible.</p>
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<p><b>4.5.6</b> <b>Alternative routes may be challenging</b> To make decisions for themselves, people need to know how far the destination is, and have an indication of how far in metres and how far in minutes.</p>	<p>Average walking speeds are provided for some of the routes in the core area eg Moorgate – London Bridge.</p> <p>Journey Planner will be adapted to reflect longer journey times through stations which we expect to be busier, e.g. Embankment.</p> <p>A customer can tell Journey Planner the maximum amount of walking they wish to do.</p> <p>Licensed ambassadors are being deployed at key locations throughout the blockade. They have the necessary operational licenses to assist customers at platform level.</p>	<p>Partial</p>	<p>Signage giving alternative routes to a destination, walking times and whether there are resting places was decided not to be feasible for these reasons: The Borough Councils are restrictive in how much signage we can erect, and having multiple signs quickly becomes confusing. It was felt better to keep signage simple, especially given the limited opportunities for erecting additional signage.</p>	<p><b>Medium</b></p> <p>Likelihood – medium Severity - medium</p>	<p>We will monitor feedback via the Customer Contact centre although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p> <p>IDAG and Inclusive Travel Forum members will be asked to share any feedback they have received/experienced during the Blockade.</p>
<p><b>4.5.7</b> <b>Traffic crossings</b> Certain pedestrian crossings are going to become busier as they are on the alternative walking routes. People with disabilities may find it harder to cross.</p>	<p>Traffic signal alterations to allow pedestrians longer to cross at key locations.</p>	<p>Full</p>	<p>Longer crossing times can be implemented at certain crossings in response to congestion monitoring during the blockade.</p> <p>If implemented, it will extend the green man period and allow longer crossing times for the duration of the Blockade.</p> <p>Certain crossings such as Duke St Hill at London Bridge are already at their maximum crossing time and cannot be extended.</p>	<p><b>Low</b></p> <p>Likelihood - low Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Network Control Managers daily during the first two weeks of the blockade and then weekly.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is an option to produce further targeted comms to manage demand, as the digital marketing campaign is flexible.</p>

<p><b>4.5.8 Perceptions of personal security and safety may worsen.</b></p> <p>Disabled Londoners report more incidents of abuse and unwanted sexual behaviour than Londoners as a whole. They are more likely to report anxiety around getting lost.</p> <p>Disabled staff may also feel vulnerable to abuse or hate crime.</p>	<p>Alternative surface level routes will be lit and have a large degree of camera monitoring.</p> <p>Additional CPOS staff presence will be present at street level for the first two weeks.</p> <p>The Metropolitan Police, BTP and City of London Police have been briefed on our strategy. They may also choose to deploy extra resource to these places.</p> <p>Staff are encouraged to report all incidents of abuse, and support is available.</p>	Full	<p>By providing publicity, travel advice and extra staff to assist, we reduce opportunities for sexual harassment or hate crimes to take place.</p> <p>There is a current poster campaign informing the public that sexual harassment in all its forms will not be tolerated</p>	<p><b>Low</b></p> <p>Likelihood – low</p> <p>Severity - low</p>	<p>We will monitor feedback which mentions fear or anxiety via the Customer Contact centre, although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p>
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<p><b>4.5.9 Disabled people unable to access help</b></p> <p>Visually impaired people may be unable to see a member of staff. The consultation sessions recommended that we teach staff to be aware of hidden disabilities and to be proactive in approaching customers. People with speech and/or hearing impediments may experience difficulties in speaking to staff in a crowded and public space. Feedback from the Inclusive Travel Forum was that neuro diverse people may worry that the help points are not to be used for reassurance.</p>	<p>LU station staff are given disability awareness training, which includes awareness of hidden disabilities. A current round of disability and equity training is taking place and being pushed to blockade impacted stations first. Staff are trained to pro-actively approach customers and be aware of hidden disabilities.</p> <p>Staff can use other methods of communication such as voice recognition apps on iPads.</p> <p>A suggestion from the Inclusive Travel Forum was to make the help points more welcoming. Help points are tested daily.</p>	Partial	<p>Our ticket halls and routeways are busy places and it may not be possible for a staff and customer interaction to take place in a secluded or quieter area.</p> <p>Signage opportunities are limited because of local borough guidelines. Signing multiple routes would quickly get confusing</p> <p>There is a review of help points as part of a wider piece of work around customer experience standards. This will not be finished in time for the blockade, however the feedback from the Inclusive Forum will be incorporated as part of the evidence gathering for that piece of work.</p>	<p><b>Low</b></p> <p>Likelihood – low</p> <p>Severity - low</p>	<p>We will monitor feedback via the Customer Contact centre although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p> <p>IDAG and Inclusive Travel Forum members will be asked to feed back on their personal experiences of travel during the Blockade.</p>
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<p><b>4.5.10</b> <b>Being given vague directions</b> 'Being directed to a bus stop by someone who does not know the exact location or bus number is not reassuring and can lead to further difficulty' – quote from the Inclusive Travel Forum.</p> <p>ITF members recommended a line on the ground to follow.</p>	<p>Each station has a Continuing Your Journey map.</p> <p>TfL Go app will also provide a user with onward directions</p> <p>Staff to be briefed using briefing packs. Ambassadors may be able to escort customers to the correct bus stop.</p>	<p>Partial</p>	<p>A line on the ground has been used before and was found to be impractical as we want customers to look up and be aware of their surroundings. The line is not visible in congested conditions. It gets dirty. The landowner may not grant permission for a line on their land.</p>	<p><b>Low</b></p> <p>Likelihood – low Severity - low</p>	<p>We will monitor feedback via the Customer Contact centre although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p> <p>IDAG and Inclusive Travel Forum members will be asked to feedback on their personal experiences of travel during the Blockade.</p>
<p><b>4.5.11</b> <b>Alternative routes being unsuitable or impassable</b> Examples given by members of the Inclusive Travel Forum include walking routes proving inaccessible to a wheelchair user due to a lack of a dropped kerb or ramp, or because the route has become blocked. Or, a visually impaired person being directed to an escalator station which their dog is not trained for.</p>	<p>All walking routes include dropped kerbs, zebra crossings etc</p> <p>We are engaging with the boroughs – they are fully briefed on the alternative street level routes and are taking measures to declutter routes.</p> <p>Staff will be encouraged to be aware of guide dog user needs. Some dogs will use stairs or a stationary escalator.</p>	<p>Partial</p>	<p>It is not the responsibility of TfL to patrol routes.</p> <p>However, if staff spot an obstruction when travelling at street-level they will be encouraged to report it. It will then be reported to the relevant authority to clear the obstruction.</p>	<p><b>Low</b></p> <p>Likelihood – low Severity - low</p>	<p>Cameral monitoring of routes by the NMCC.</p> <p>Reports of obstructions by users of these routes directly to staff, who can then report to the local authority.</p>
<p><b>4.5.12</b> <b>Train announcements</b> Some of our disabled customers need time to think through a change in the route and prepare themselves to leave the train.</p> <p>IDAG members recommended that the announcements were made at least 6 or 7 stops beforehand</p>	<p>Revision to on-train announcements explaining the blockade on the Northern line and advising customers where to interchange or where the train terminates.</p> <p>We will also be asking drivers on the Southbound Northern line to announce that Kings Cross is the last station on the route with step free access and egress.</p>	<p>Partial</p>	<p>We will not make automatic on-board train announcements as far as 6-7 stops in advance as this is likely to cause confusion.</p> <p>The extensive publicity and journey planning tools allow customers to plan their journeys ahead.</p>	<p><b>Low</b></p> <p>Likelihood – low Severity - low</p>	<p>We will monitor feedback via the Customer Contact centre although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p> <p>IDAG and Inclusive Travel Forum members will be asked to feedback on their personal experiences of travel during the Blockade.</p>

<p><b>4.5.13</b>  <b>Unable to access travel information in advance</b>  Disabled people are less likely to be online and are more reliant on paper-based information sources.</p>	<p>There will be a leaflet drop to residences along the route, with a South London and a North London version of the leaflet.</p> <p>We will also have printed material available such as the pocket map and in car line diagrams will also show the blockade. PA messages will be broadcast at stations and station staff are on hand to advise.</p> <p>Additional Ambassador and CPOS staff will be available in the initial stage of the blockade to answer questions and give travel advice.</p> <p>The Metro newspaper will also carry travel advice.</p>	<p>Full</p>	<p>The media campaigns around Covid safety and the blockade are multi-media and should reach all segments of our customers.</p> <p>If a person did turn up at a station with no prior knowledge of the blockade, staff will be on hand to advise.</p>	<p><b>Low</b></p> <p>Likelihood – low  Severity - low</p>	<p>We will monitor feedback via the Customer Contact centre although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p> <p>IDAG and Inclusive Travel Forum members will be asked to feedback on their personal experiences of travel during the Blockade.</p>
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<p><b>4.5.14 Unaware of the blockade until arriving at a NR gateway – disabled people are at a disadvantage.</b>  Example given by a member of IDAG who lives in the Midlands: Disabled people travelling into the capital may be unaware of the blockade because media advertising is concentrated in the London area e.g. local radio advertisements</p>	<p>We have engaged with National Rail train operating companies and they have contributed to the planning of the Blockade at relevant gateway stations.</p> <p>We are also engaging with local stakeholders such as Moorfields Eye Hospital to encourage them to attach travel information to hospital appointment letters.</p> <p>Check before you travel advice applies to all customers. Journey Planner provides travel advice for those planning to use the Tube during a trip to the capital.</p> <p>Infrequent visitors to London can register for updates on TfL's Accessibility Data Base, which sends email updates if something changes which is likely to affect accessible travel – eg if a lift has to be taken out of service.</p>	<p>Partial</p>	<p>For disabled customers who arrive at a station with no prior knowledge of the Blockade, staff will be on hand to advise.</p>	<p><b>Low</b>  Likelihood – low  Severity - low</p>	<p>We will monitor feedback via the Customer Contact centre although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p> <p>IDAG and Inclusive Travel Forum members will be asked to feedback on their personal experiences of travel during the Blockade.</p>
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<p><b>4.5.15</b>  <b>Charing Cross branch of the Northern line is suspended</b>  Unplanned service disruptions will impact on disabled people particularly as levels of crowding on alternative routes increases. It may increase anxiety around travel and make travel difficult, leading to isolation. Disabled people are more likely to be affected by hate crime incidents, which are more prevalent in crowded areas of the network.</p> <p>Disabled Staff could also be subjected to harassment and abuse as a result of increased crowding and tension amongst customers.</p>	<p>Journey Planner will provide real time travel information and suggest alternative routes.</p> <p>Digital messaging at stations will show real time travel information. Ambassador staff and CPOS officers (Compliance and Policing On Street) can be redeployed to the area.</p> <p>Staff are encouraged to report all incidents of abuse, and support is available.</p>	<p>Full</p>	<p>Customers will be encouraged via posters, station messaging and train announcements to alight at Oval. Oval has is at the start of the 733 bus route which takes customers to the City via Kennington.</p>	<p><b>High</b></p> <p>Likelihood - low  Severity - high</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p> <p>We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.</p>
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#### 4.6 Protected Characteristic – Pregnancy and Maternity

Negative impact	Mitigating action	Implementation	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.6.1 Risk of Covid</b> Pregnancy increases risk of dying or becoming seriously ill from Covid. Crowding on tubes and buses makes infection more likely.</p> <p>Pregnant staff are at increased risk of complications from contracting Covid if unvaccinated.</p>	<p>Covid preventative measures, such as mask wearing, UV hand-rail sanitisers, hand gel and an enhanced cleaning regime are in place on buses, bus stations, and tubes and tube stations.</p> <p>There is an increased cleaning regime in staff accommodation, and social distancing measures are in place.</p>	Full	Intensive Cleaning regimes have been in place since March 2020. However, as Covid is a highly infectious airborne disease it is very difficult to prevent transmission when people are in close proximity to each other	<p>High</p> <p>Likelihood - medium Severity - high</p>	Monitoring of staff incidences of Covid, monitoring of London Covid infection levels.
<p><b>4.6.2 Additional crowding on the Tube</b> Pregnant people or those with small children would be more likely to be worried by perceived crowding and fear of being bumped or jostled.</p> <p>Pregnant staff are more likely to be worried by crowding on their journey to work and at work</p>	<p>A comprehensive publicity campaign has been designed to divert customers away from busy routes and times of day and divert them to less crowded modes, routes and times. We have planned one-way routes at certain stations to keep customers flowing and minimise congestion.</p> <p>Additional buses are being provided on Route 733 to provide extra capacity between Kennington and Moorgate.</p> <p>TfL also provide ‘baby on board’ badges and priority marked seats. TfL are also running a ‘look up’ campaign which encourages people to offer their seat without being asked. Reasonable adjustments can be made to staff working hours and duties.</p>	Full	<p>The Northern line transports a high proportion of white-collar workers. It is expected many of these commuters will opt to work at home and this will reduce the numbers travelling in the peak, however some stations are still expected to be very busy.</p> <p>Congestion will be prevented on stations by employing the usual tools of closing to incoming customers or non-stopping trains.</p>	<p>Medium</p> <p>Likelihood – medium Severity - low</p>	<p>A Blockade Operational Review Meeting will be held with Area Managers and Service Control Managers after the first week of the blockade.</p> <p>Oyster data will be reviewed to see if travel management strategies have been effective.</p> <p>There is the option to upweight comms or produce further targeted comms as the digital marketing campaign is flexible.</p>

<p><b>4.6.3</b>  <b>Additional crowding on buses</b>  Women are more likely to be travelling with buggies, small children and shopping.</p>	<p>There is a designated wheelchair / buggy space on all our buses, including the additional buses which are being provided on temporary Route 733 to provide extra capacity between Kennington and Moorgate.</p>	<p>Partial</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p> <p>There are multiple sources of information which people can use to decide on the best alternative route for them.</p>	<p><b>Medium</b></p> <p>Likelihood – medium</p> <p>Severity - low</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>
<p><b>4.6.4</b>  <b>Step free access to the Northern line removed at London Bridge</b>  Pregnant women and people travelling with young children are more likely to have planned their journey with access to a lift in mind.</p>	<p>TfL will be providing travel advice and real time information to mitigate this issue. A special taxi will be provided to mobility impaired customers from London Bridge to Morden only, because of this route no longer being step free. This has been communicated to disability stakeholder groups. Pregnant women unable to make this journey by alternative means could also be offered this service at the discretion of the station supervisor.</p>	<p>Partial</p>	<p>Check before you travel advice applies to all customers. Journey Planner will provide accessible alternatives. Buses on the alternative routes are accessible to people travelling with buggies. Walking routes are also planned with all users in mind, with dropped kerbs and pedestrian crossings.</p>	<p><b>Medium</b></p> <p>Likelihood – medium</p> <p>Severity - medium</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p>

<p><b>4.6.5</b>  <b>If the Charing Cross branch of the Northern line is suspended</b>  Unplanned service disruptions will impact on pregnant women particularly as levels of crowding on alternative routes increases. It may increase anxiety around travel and make travel difficult for those with young children.</p>	<p>Journey Planner will provide real time travel information and suggest alternative routes.</p> <p>Digital messaging at stations will show real time travel information. Ambassador staff and CPOS officers (Compliance and Policing On Street) can be redeployed to the area.</p>	<p>Full</p>	<p>'Check before you travel' advice applies to all customers.</p> <p>By providing publicity, travel advice and extra staff to assist, we reduce opportunities for sexual harassment or hate crimes to take place.</p> <p>There is a current poster campaign informing the public that sexual harassment in all its forms will not be tolerated.</p>	<p><b>High</b></p> <p>Likelihood - low  Severity - high</p>	<p>Network Monitoring Control Centre will monitor in real time, with a dedicated individual monitoring the blockade for first few weeks</p> <p>CPOS Officers and TfL Ambassadors will monitor for the first two weeks.</p> <p>We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.</p>
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## 4.7 Protected Characteristic – Faith

Negative impact	Mitigating action	Implementation	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.7.1</b>  <b>Re-routing via busy areas or via unfamiliar streets could expose people of faith to hate crime.</b> Reports of hate crime are more frequent at busy locations, therefore concentrating passengers may cause incidents of hate crime to increase.</p> <p>Staff who wear visible signs of their faith may also be subjected to hate crime while travelling to work.</p>	<p>Alternative surface level routes will be lit and have a large degree of camera monitoring.</p> <p>Additional CPOS staff presence will be present at street level.</p> <p>The Metropolitan Police, BTP and City of London Police have been briefed on our strategy. They may also choose to deploy extra resource to these places.</p>	Full	By providing publicity, travel advice and extra staff to assist, we reduce opportunities for hate crimes to take place.	<p><b>Medium</b></p> <p>Likelihood – low Severity - medium</p>	We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.
<p><b>4.7.2</b>  <b>Harder to access places of worship or faith schools</b>            Churches, mosques and other places of worship may be harder to access due to longer and more congested travel routes</p>	<p>The publicity campaign aims to reach as many customers as possible. Check before you travel advice applies to all customers.</p> <p>Updated travel advice will appear on our travel advice webpage</p>	Full	The information campaign has been designed to reach all Londoners	<p><b>Low</b></p> <p>Likelihood – low Severity - low</p>	We will monitor feedback via the Customer Contact centre although may not be able to identify correspondents as belonging to any of the protected characteristic groups.

#### 4.8 Protected Characteristics – LGB, Gender Reassignment

Negative impact	Mitigating action	Implementation	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.8.1</b>  <b>Re-routing via busy areas or via unfamiliar streets could expose Lesbian, Gay, Bisexual and Transgender people to sexual harassment or hate crime.</b></p> <p>Reports of hate crime are more frequent at busy locations, therefore concentrating passengers may cause incidents of hate crime to increase.</p> <p>Lesbian, Gay, Bisexual and Transgender staff are also likely to be subjected to increased incidences of hate crime or sexual harassment.</p>	<p>Alternative surface level routes will be lit and have a large degree of cameral monitoring.</p> <p>Additional CPOS staff presence will be present at street level.</p> <p>The Metropolitan Police, BTP and City of London Police have been briefed on our strategy. They may also choose to deploy extra resource to these places.</p> <p>Body worn cameras are available for staff on request and may help deter attack. Staff are encouraged to report incidents and support is available.</p>	Full	<p>By providing publicity, travel advice and extra staff to assist, we reduce opportunities for sexual harassment or hate crimes to take place.</p> <p>There is a current poster campaign informing the public that sexual harassment in all its forms will not be tolerated.</p>	<p><b>Medium</b></p> <p>Likelihood – low  Severity - medium</p>	<p>We will monitor feedback which mentions hate crime via the Customer Contact centre, via the British Transport Police and via daily feedback from our front-line operators.</p>

#### 4.9 Low Income and Homeless Groups (not a PCG but included in the assessment)

Negative impact	Mitigating action	Implementation	Explanation	Residual risk H/M/L	Ongoing monitoring
<p><b>4.9.1 Risk of Covid</b> People on low incomes. The homeless and asylum seekers may have low immunity to Covid due to not being registered with the NHS or a GP, or low rates of vaccination take up. Crowding on tubes and buses makes infection more likely.</p>	<p>Covid preventative measures, such as mask wearing, UV hand-rail sanitisers, hand gel and an enhanced cleaning regime are in place on buses, bus stations, and tubes and tube stations.</p>	Full	<p>Intensive Cleaning regimes have been in place since March 2020. However, as Covid is a highly infectious airborne disease it is very difficult to prevent transmission when people are in close proximity to each other</p>	<p>High Likelihood-medium Severity - high</p>	<p>Monitoring of staff incidences of Covid, monitoring of London Covid infection levels.</p>
<p><b>4.9.2 Increased cost of travel</b> People who transfer from train to bus (or vice versa) will have to pay two separate fares if using paper tickets or pay as you go.</p>	<p>Hopper fares will apply to people who transfer from bus to bus; i.e. they will not pay twice.</p>	Full	<p>Customers who have travelcards or Freedom passes will not be affected.</p>	<p>Low Likelihood - low Severity - low</p>	<p>We will monitor feedback via the Customer Contact centre, although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p>
<p><b>4.9.3 Not knowing about changes to travel</b> Low Income and Homeless Londoners are less likely to access the internet and less likely to own a smartphone.</p>	<p>We will also have printed material available such as the pocket map and in car line diagrams will also show the blockade. PA messages will be broadcast at stations and station staff are on hand to advise.</p> <p>Additional Ambassador and CPOS staff will be available in the initial stage of the blockade to answer questions and give travel advice.</p> <p>The Metro newspaper, which is free, will also carry travel advice.</p>	Full	<p>The information campaign has been designed to reach all Londoners</p>	<p>Low Likelihood – low Severity - low</p>	<p>We will monitor feedback via the Customer Contact centre, although may not be able to identify correspondents as belonging to any of the protected characteristic groups.</p>



## 5 Monitoring

*TfL are going to be monitoring things during the Blockade to make sure everything is working well and to learn lessons for the next major blockade.*

A blockade monitoring and evaluation group is being set up to provide data to the business. The meeting rhythm will be daily for the first few weeks, particularly while government Covid prevention advice is liable to change. After the initial period it will settle into a weekly meeting routine.

The meetings will allow data to be used to inform business decisions such as dialling up or down mitigations or reallocating resources. It will draw information from the following sources:

### **Operational Monitoring:**

- Operational staff feedback - Crowd levels on stations will be monitored by Control Room staff in the usual way, and congestion control measures implemented when necessary.
- Central monitoring of the network is done at the London Underground Control Centre and Network Monitoring Control Centre (Surface); staff will be paying particular attention to those areas we expect to be particularly impacted by the Blockade. At NMCC, a dedicated individual will be monitoring the blockade for first few weeks.
- Take up of the taxi for will be recorded and monitored by London Bridge and Morden supervisors.

### **Data monitoring:**

- Oyster, Freedom pass and Zip card data will be reviewed to see if travel management strategies have been effective.
- Service delivery (actual vs planned) and on-train crowding maps
- Bus tap-ins and crowding levels
- Travel Demand management will record customer effectiveness measures, such as the proportion of people who open their travel information emails from TfL.
- Cycling and e-scooter figures from hire data and walking data from camera monitoring.

### **Feedback monitoring:**

- We will monitor feedback via the Customer Contact centre, although may not be able to identify correspondents as belonging to any of the protected characteristic groups. We can search for keywords, such as hospital, pregnant etc which helps us understand who is being impacted.
- IDAG and Inclusive Travel Forum members, and local stakeholders such as Moorfields Hospital, will be asked to feedback on their experiences of travel during the Blockade.
- Stakeholder feedback will be obtained during the regular cycle of stakeholder meetings.

**Staff Monitoring:**

- Staff impacts will be monitored via focus groups and by speaking to Operational Managers.

## 6 Informed Decision-Making

Decision	Reason
<b>Change the work</b> to mitigate against potential negative impacts found	
<b>Continue the work</b> as is because no potential negative impacts found	
<b>Justify and continue the work</b> despite negative impacts (please provide justification)	<p>The work is to be continued.</p> <p>The Blockade is necessary to complete the Bank Station Capacity Upgrade, which will provide numerous benefits for all Londoners and specifically people in many of the Protected Characteristic Groups.</p> <p>There will be temporary negative impacts for the duration of the Blockade but thought and preparation has gone into mitigating these where reasonably possible, and these have been consulted upon with key stakeholders.</p>
<b>Stop the work</b> because discrimination is unjustifiable and no obvious ways to mitigate	

## 7 Sign-off of current stage

<b>Accountable line manager</b> (signs at all stages)	Job Title	Lead Sponsor	Name	xxx
	Signature		Date	
<b>Produced by</b> (signs at all stages)	Job Title	Principal Sponsor	Name	xxx
	Signature		Date	25/01/22
<b>Reviewed by</b> (sign at stages 3 & 4)	Super-user Job Title	Diversity & Inclusion Specialist	Name	xxx
	Signature		Date	January 2022
	D&I sign-off Job Title	Lead Diversity & Inclusion Specialist	Name	xxx
	Signature		Date	January 2022