

Board

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**Secretariat memorandum**

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LTW591

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**Step-free stations in London**

**1 Purpose of report**

- 1.1 To provide members with an update on progress towards a step free Rail and Underground network.

**2 Recommendations**

- 2.1 That members note the report.

**3 Introduction**

- 3.1 The Disability Discrimination Act 1995 (Part 3) referred specifically to access to goods, services and facilities. It is a civil rights provision and the duties which it places on service providers were introduced incrementally in three stages between 1996 and 2004. Subsequently local highway authorities were included in its provisions. On 5 April 2011 the public sector equality duty (the equality duty) came into force. This duty replaced the existing race, disability and gender equality duties, but applies in a similar way regarding access issues.
- 3.2 Transport providers in the UK were aware that this legislation was due and acted in advance of it by building stations on the Jubilee Line, the Docklands Light Railway and Tramlink with a step-free route to the platforms.
- 3.3 In current practice, any new transport infrastructure ensures that accessibility is integrated into the design. However, most stations in London pre-date concerns about step free access and need retrospective works to provide a step free route. The provision of step free access to stations is the result of geography, topography, railway layouts (.e.g. single track stations are often easier to provide an accessible route to the platform, but stations with three or more tracks can be much more difficult), the historic policies of railway companies, campaigns by local users, and also political and practical enthusiasm of local authorities to fund or press for the

provision of step free access e.g. by using the planning process to secure developer contributions.

- 3.4 Providing step free access to trains and trams has large benefits to passengers in general although the largest benefits will be to people who use wheelchairs, people with restricted mobility, parents and guardians travelling with children and / or vulnerable passengers, and people travelling with luggage. There are also operational benefits such as reduced dwell times at stations and tram stops, and safety benefits from reduced numbers of slips, trips and falls. Wider societal benefits also accrue from the increased ability of people with reduced mobility to access employment, healthcare, education, being able to interact with family and friends and to attend and participate in cultural activities.
- 3.5 London TravelWatch has been consulted by Transport for London and Network Rail regarding the various programmes to improve step-free access in London. This paper summarises the two main programmes and highlights changes since the last update to the Committee in February 2012.

## **4 Railways for All**

- 4.1 Railways for All is the Department for Transport's (DfT) accessibility strategy for the National Rail network. It was launched in 2006 and has been responsible for upgrading a number of stations in the London Railway Area.
- 4.2 The criteria used for selecting stations for the main fund was to choose the busiest stations, weighted by the number of people declaring themselves as disabled in the 2001 Census. Around 30% of the stations on the national network were chosen in order to ensure a fair geographical spread across the country and DfT Ministers made the final decisions on which stations were included. The London stations are listed in Annex A.
- 4.3 As a result of the 'Hendy' review responsibility for managing and delivering schemes under this programme has been transferred to Network Rail, but with funding from the DfT. A consultation is currently being run by Network Rail on behalf of the DfT nominating stations to be included in the next round of funding. This can be found at:-  
<https://www.networkrail.co.uk/communities/passengers/station-improvements/access-for-all/> .
- 4.4 Progress with making stations step free has been variable and often subject to factors outside of the control of the railway industry. For example, some schemes are dependent on property development nearby, and delays to this, or abandonment of such schemes can result in the cancellation or delay of step-free access schemes. An example of this is Tottenham Hale station, where the provision of a lift has been dependent on a redevelopment scheme since the mid-2000s. This has been very problematic as the platform involved is served by trains from Stansted Airport.

- 4.5 Other schemes have been deferred when Network Rail or train operators find that the costs and difficulties of delivering schemes have proved to be too high, too difficult or result in public opposition. Examples of this include Tulse Hill and Norwood Junction. At Grove Park, the main platforms are fully accessible by means of a ramp. However, the Bromley North branch platform is not accessible. Network Rail proposed a new footbridge with lifts, but the design and location of this was unacceptable to the local community so the scheme was dropped.
- 4.6 Sometimes opportunities arise from local initiatives or planning gain that result in all or parts of stations becoming accessible. For example one platform at Hadley Wood station is now accessible after a local user group was able to persuade the operator to open a new side entrance. Similarly, at Tulse Hill the local authority has through the planning system obtained a new step free entrance to one platform, but no funding has yet been made available to install gates and ticketing equipment at this entrance.
- 4.7 It should be noted that there are still a number of stations for which simple step free improvements could be made at modest cost, as they would not require the installation of lifts. However, these have not been progressed to date on account of their low footfall as recorded in the Office of Rail Regulation's usage statistics. These include stations such as Bellingham, Castle Bar Park, Chessington South, Fulwell, Maze Hill, Penge West, Ravensbourne and Sudbury Hill Harrow in London. Hither Green has a very large footfall, and ramp access to all platforms but the ramps are too steep to be classed as accessible. Penge West is on the London Overground network and had a significant boost in service levels in 2010 with the expansion of the number of trains calling from four to 12 per hour off-peak. Numbers of passengers have increased as a result. It is recommended that London TravelWatch maintains its position that it would be worthwhile pursuing step free access at these locations.

## **5 London Underground's step-free access programme**

- 5.1 London Underground has 75 stations that are step-free and a further 24 that are programmed to become step-free as part of major station redevelopments and Crossrail. 221 London Underground stations have no step-free access. These are shown in Appendix B.
- 5.2 London Underground has begun experiments allowing wheelchair users to use escalators where they feel confident enough to do so at their own risk and without staff assistance. This is limited to stations where the escalator steps are of sufficient length and width to accommodate a wheelchair.

## **6 Priorities for future investment**

- 6.1 The commitment to investment in step free access is welcome, but this needs to be continued on a consistent basis.
- 6.2 The random and seemingly un-coordinated nature of step free access to the rail and underground network means that a flexible policy of investment is required to secure best value for both passengers and those making the investment. The framework for this would include:-
- New stations and substantially upgraded facilities at existing stations will include step free access from the start of planning.
  - Prioritising investment at stations where step free access can be achieved at reasonable cost by the provision of ramps and additional entrances. (See Annex C).
  - Prioritising investment at stations where step free access would enable the whole route of a service to be fully accessible or enable interchange between services or access to major hospitals. (See Annex C).
  - Prioritising investment in areas where there are a lack of alternative step free stations e.g. on the Piccadilly and Great Northern lines north of Finsbury Park: between Kennington and South Wimbledon on the Northern Line: between Wimbledon Chase and West Sutton (St.Helier for nearby hospital); between High Street Kensington and Baker Street on the Circle Line; Chislehurst – in an area of otherwise of few step free access stations, but with high incidence of older residents, and could be achieved with two lifts off existing subway.

## **7 Equalities and inclusion implications**

- 7.1 This is clearly an equalities issue. Many stations in London are inaccessible to those that cannot use steps.

## **8 London TravelWatch priority**

- 8.1 The items discussed in this report meet London TravelWatch's prioritisation criteria.

## **9 Legal powers**

- 9.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly

within the London railway area, and to make representations about them to such persons as it thinks appropriate.

## **10 Financial implications**

10.1 There are no financial implications for London TravelWatch arising from this report.

## Annex A

### Railways for All funded step free access

Balham	Elstree & Borehamwood	Blackheath
Finsbury Park (still in progress)		Brockley
Clapham Junction	Forest Hill	Bromley South
Denmark Hill	Dorking	Camden Road
Earlsfield	Highbury and Islington	Gospel Oak
Herne Hill	Horley	Hatfield
Kew Gardens 2013	New Cross	Hemel Hempstead
Kingston	New Cross Gate	Honor Oak Park
Lewisham	Ilford (still in progress)	Orpington
Staines	Limehouse	Oxted
Streatham Common	New Eltham	Purley
Thornton Heath	New Malden	Putney
Swanley	Streatham Hill	Queens Road Peckham
Twickenham	Tilbury Town	West Norwood
Vauxhall	Tottenham Hale (Still in progress)	
West Byfleet	Walthamstow Central (National Rail)	
West Hampstead Thameslink		Worcester Park
Weybridge	Wembley Central	Chadwell Heath
London Euston	Hackney Central	Hackbridge
Elmers End	Harpenden	Slough
Berkhampstead	Crystal Palace	Brentwood
East Dulwich	Wendover	Stevenage
Crayford	Edmonton Green	Hampstead Heath
West Hampstead (Still in progress)		Kensal Rise
South Tottenham	Blackhorse Road (National Rail)	
Bexleyheath		

### Committed but not yet started schemes

Luton	Peckham Rye	Alexandra Palace
Brondesbury	Brondesbury Park	Seven Sisters (National Rail)
White Hart Lane	Palmers Green	Teddington
Whitton	Barnes	Shortlands
St.Mary Cray	Battersea Park	Hither Green
Petts Wood	Queens Park	Streatham
Bexley	Carshalton	Coulsdon South
Plumstead	Selhurst	Teddington
Ewell West		

Annex B

**London Underground step free access programme October 2018**

<b><u>Step-free access stations list</u></b>	
<b>Existing step-free stations</b>	
1	Acton Town
2	Barking
3	Bermondsey
4	Brixton
5	Caledonian Rd
6	Canada Water
7	Canary Wharf
8	Canning Town
9	Chalfont & Latimer
10	Chesham
11	Chorleywood
12	Dagenham Heathway
13	Earls Court
14	East Ham
15	Elm Park
16	Epping
17	Finchley Central
18	Fulham Broadway
19	Hammersmith (District)
20	Hammersmith (H&C)
21	Harrow & Wealdstone
22	Heathrow T123
23	Heathrow T4
24	Heathrow T5
25	Hendon Central
26	Hillingdon
27	Hounslow East
28	Hounslow West
29	Kensington Olympia
30	Kew Gardens
31	Kilburn
32	London Bridge
33	Morden
34	North Greenwich
35	Oakwood
36	Pinner
37	Richmond

38	Southwark
39	Stanmore
40	Stratford
41	Sudbury Town
42	Tottenham Hale
43	Upminster
44	Upney
45	Uxbridge
46	Wembley Park
47	West Finchley
48	West Ham
49	Westminster
50	Willesden Junction
51	Wimbledon
52	Woodford
53	Wood Lane (H&C line)
54	Woodside Park
55	Roding Valley
56	Golders Green
57	Edgware
58	High Barnet
59	Hainault
60	Southfields
61	Kingsbury
62	King's Cross St Pancras
63	Green Park
64	Blackfriars
65	Farringdon
66	Buckhurst Hill
67	Greenford
68	Wembley Central
69	Tower Hill
70	Bromley-by-Bow
71	Vauxhall
72	Paddington (H&C)
73	Tottenham Court Road
74	Bond Street

**Step free schemes to be completed**

- 1 Victoria (2018)
- 2 Whitechapel (2018)
- 3 Ealing Broadway (Crossrail)  
Bank (Northern Line by 2021, Waterloo and City by 2018)
- 4
- 5 Finsbury Park

6	Waterloo (Waterloo and City by 2018)
7	Paddington (Bakerloo by 2019)

**Existing partially step-free stations**

1	Amersham (SB Metropolitan line only) – see below
2	Barkingside (EB Central line only)
3	Borough (NB Northern line only)
4	Debden (EB Central line only) – see below
5	Elephant & Castle (SB Northern line only) – see below
6	Euston Square (Westbound)
7	Liverpool Street (EB Circle, Metropolitan and Hammersmith & City lines only) Paddington – District, Circle and Bakerloo station (EB Circle and District lines only) – see below
8	
10	Rickmansworth (SB Metropolitan line only) – see below
11	Ruislip (EB Metropolitan and Piccadilly lines only) – see below
12	South Woodford (EB Central line only) – see below
13	Theydon Bois (EB Central line only)
14	Waterloo (EB and WB Jubilee line only) – see above
15	West Brompton (EB District line only)

EB – East Bound  
 SB – South Bound  
 NB – North Bound

**Committed schemes for full step free access as at October 2018**

1	Amersham (also served by Chiltern)
2	Cockfosters
3	Mill Hill East
4	Osterley
5	South Woodford
6	Newbury Park
7	Harrow-on-the-Hill (also served by Chiltern)
8	Boston Manor
9	Burnt Oak
10	Debden
11	Hangar Lane
12	Ickenham
13	North Ealing
14	Northolt
15	Park Royal
16	Rickmansworth (also served by Chiltern)
17	Ruislip

18	Snaresbrook
19	Sudbury Hill
20	Wimbledon Park
21	Knightsbridge
22	Elephant & Castle (Northern line)

## Annex C

Prioritising investment at stations where step free access can be achieved at reasonable cost by the provision of ramps and additional entrances

Station	Works needed to	Notes
Bellingham	Both platforms	Ramp access could be achieved
Castle Bar Park	Southbound platform	Completes West Ealing – Greenford route. Adjacent school specialises in special needs children
Chessington South	Terminating platform	Ramp access. Future Crossrail 2. Serves Chessington World of Adventures
Fulwell	Both platforms	Ramp access
Penge West	Southbound platform	Ramp access. Town centre regeneration
Ravensbourne	Northbound platform	Ramp access
Sudbury Hill Harrow	Both platforms	Ramp access and links to Sudbury Hill LUL step free scheme to create interchange with Piccadilly line
Haydons Road	Eastbound platform	Ramp scheme. Also serves St. George's Hospital and Springfield Hospital complex
Waddon	Eastbound platform	Ramp scheme links to TfL road scheme for A23 and A232. Completes whole route with Carshalton Beeches from Sutton to West Croydon.
Tooting	Westbound platform – ramp Eastbound platform - lift	Serves St. George's Hospital
Tulse Hill	Platform 4	Gateline required into adjacent development where developer will provide step

		free route
Carshalton Beeches	Westbound platform	Completes with Waddon the Sutton – West Croydon route
West Dulwich	Both platforms	Long ramp
Kilburn High Road	Both platforms	Platform 1 new lift and entrance onto Belsize Road Platform 2 new lift at location previously provided passively

Prioritising investment at stations where step-free access would enable the whole route of a service to be fully accessible or enable interchange between services or access to major hospitals.

<b>Station</b>	<b>Works needed to</b>	<b>Notes</b>
Gipsy Hill	Platform 2 single lift using passive provision secured during previous reconstruction	Completes whole London Bridge – London Victoria route with Wandsworth Common
Upminster	Platform 6 single lift or long ramp	Completes whole station and Romford – Upminster service. Connections to District Line, c2c services into Essex and Elizabeth Line services from Romford
Grove Park	Bromley North platform	Completes whole station and gives step free access to Bromley North branch
Clock House	Northbound platform 1	With Eden Park completes whole Lewisham – Hayes route, and interchange with Beckenham Road tram stop and Kent House station
Eden Park	Platform 2 single lift or long ramp	With Clock House completes whole Lewisham – Hayes route
Effingham Junction	Northbound platform single lift or long ramp	Provides interchange between routes from Surbiton and Epsom
West Brompton	Southbound District Line platform single lift	Completes whole station interchange with London Overground and Southern services. Serves Earls Court redevelopment site

Wandsworth Common	Three lifts required	With Gipsy Hill platform 2 completes whole London Bridge – London Victoria route
Norwood Junction	Whole station – but ties in with Croydon area remodelling scheme	Major interchange station. With Penge West completes whole London Bridge – West / East Croydon route
Walthamstow Central	Victoria line platforms	Major interchange station with bus station adjacent
Bank	Central line platforms	Major interchange station – increases step free journey opportunities exponentially across London
Mile End	Both platforms	Major interchange station
West Ruislip	All Central Line platforms and Northbound Chiltern Line platform	Interchange between Central Line and the Chiltern network
Silver Street	Both platforms	Adjacent to North Middlesex University Hospital. Connectivity to future Crossrail 2
St.Helier	Island platform	Near to St.Helier Hospital. Also in extensive area of no step free access
Hackney Downs	All platforms	Major interchange with Hackney Central
Gunnelsbury	Island platform	Interchange between District Line and London Overground. Completes route West Hampstead - Richmond
Loughborough Junction	Island platform	Adjacent to western entrance to Kings College Hospital and bio-medical centre.