

Proposal name	Central London Plan - A10 Bishopsgate bus/cycle/walk corridor					
EqIA number and stages record (allocated by D&I)	Number:	11	Stage	A	Version:	3
Key dates	Date submitted	09/07/2020	D&I review and response	16/07/2020	IDAG review	

Recorded dates of sign-off

Stage	Version	Stage definition	Date signed off
A		Scheme proposal/concept stage. This is signed off as part of the decision to progress with the scheme and engage with external stakeholders.	
B		This stage records the changes to the impacts and mitigations during detailed design and consultation. It is signed off prior to construction.	
C		Stage C commences during construction and is signed off once construction is completed. It represents decisions reflecting the completed project.	
D		An update following evaluation and what has been learnt from the work.	

TfL modes affected (X)

Buses	X
LU	
LO	
TfL Rail	
DLR	
Trams	
TPH	X
LRS	
EAL	
Cycle	X
Pedestrians	X
DAR	

Summary of key residual risks (completed by D&I)

The main risk, on this scheme, is for people who may require door to door travel arrangements and will not be able to access the two areas that will be restricted to pedestrians, buses and cycles.

As part of the London Streetscape Plan, aimed at ensuring walking and cycling is used wherever possible to allow public transport capacity to be utilised by those that need it most, there is a requirement, especially in Central London, to increase the space available to pedestrians and cyclists and improve public transport so that capacity is available to those that need it most. This will allow social distancing to be maintained as lockdown restrictions are eased and to ensure that the likelihood of danger to the public by the transmission of the coronavirus is minimised.

The A10 Bishopsgate corridor, with major rail and Underground termini at either end, has long been under pressure from the demands placed upon it, especially in terms of providing adequate space for pedestrians as well as maintaining a reliable bus service in its role of a key bus corridor. Even a modest increase in economic activity is likely to see acute pressure on the footway space available, making social distancing difficult to achieve.

This project proposes the creation of a bus/cycle/walk only corridor. Through traffic would be prevented from passing along the length of the scheme extent (see figure 1), but essential access would remain possible. By reducing the overall flow of traffic, it is possible to reallocate road space to pedestrians, improve conditions for cyclists and improve journey times for buses.

The objectives of this scheme are to:

1. Prevent through traffic on the corridor to allow road space to be reallocated to active travel (walking and cycling) and public transport (bus) modes.
2. Widen footways along the corridor, where possible, to provide more space for pedestrians and allow social distancing to take place.
3. Improve bus journey times by reducing congestion caused by through traffic.
4. Improve conditions for cyclists by reducing the amount of motorised traffic on the corridor.

The scope of the scheme runs from the Monument Junction north of London Bridge in the south to the junction of Commercial Street and Norton Folgate in the north.

It is proposed that the hours of operation for the closures on Bishopsgate would be between 7am and 7pm, Monday-Friday. This would be in line with other closures proposed by The City of London on their own roads as part of their own COVID-19 response works. The newly introduced banned turns would be in operation at all times because it is considered that part time banned turns are confusing for the public and complicate the signal design.

There will be works to widen footways, reduce the width of the carriageway, move bus stop infrastructure, change traffic signals and provide new traffic signage along the length of the corridor. Works will vary at points along the corridor depending on scheme requirements and site conditions.





The scheme will be delivered on a temporary basis, using temporary materials. It is possible that these can be easily relocated should conditions change or need to be amended to meet the needs of all users.

Figure 1 - Scheme Extents



Proposed change	Impact positive (P) or Negative (N)	Impact number	Impact for customers or staff	Evidence to substantiate the negative impact (links files or references)	Mitigations/recommendations	Mitigation Implementation			Implementation Explanation	Residual risk	Mitigation communicated with staff		Mitigation communicated with public		Ongoing Monitoring and responses
						None	Partial	Fully			Y/N	How?	Y/N	How?	
Construction work will be required to implement the scheme	N	1	Changes to pedestrian, traffic and bus routes		Accessible pedestrian access will be maintained. The detailed designers will prepare Traffic Management (TM) plans, but it is anticipated that the works will be carried out during the night or at weekends to minimise disruption to as many road users as possible. Any changes/closures will be clearly signed on street. Detailed TM plans will be developed and once we have a confirmation of how works will be carried out we will update EqIA to reflect any possible road closures and provide mitigation measures.			X		Engaged through design iterations.		Through stakeholder letters and on website.			
	N	2	Noise may be increased during construction.		Considering the nature of works for this scheme the majority of works are expected to result in low levels of noise (the scheme is designed in temporary materials and therefore do not require any extensive (civil/ground works). It would be the aim to undertake these types of works before 11pm. It is expected that other works will take place during the night to avoid delays for buses should part of the road need closing (this would also mitigate negative impacts people using buses may experience if works are done during the day). Detailed traffic management plans will be developed.			X		Engaged through design iterations.		Through stakeholder letters and on website.			
	N	3	Air quality may be poorer during construction due to the increase in dusty works and construction traffic. It is not possible to model this impact but a scheme of this nature would not be expected to have a significant air quality impact.		Work will be carried out in line with guidance set out in the LoHAC contract around minimising the environmental impact of schemes, including on air quality.			X		Engaged through design iterations.		Through stakeholder letters and on website.			
	N	4	There will be a narrowing of the footway during the works on the pedestrian crossing (where the scheme proposes to remove the central pedestrian islands on Cornhill)	Concept design drawings	Part of traffic management (TM) planning includes ensuring that the site is as accessible as possible, for example by planning where ramps need to be laid and checking that remaining footway width is suitable for use by a wheelchair user etc. Currently this review also includes ensuring space is available to ensure appropriate social distancing. Detailed TM plans will be developed and once we have a confirmation of how works will be carried out it will be possible to update the EqIA to reflect any possible narrowing of footways and provide mitigation measures.			X		Engaged through design iterations.		Through stakeholder letters and on website.			
Removal of bus stop between Threadneedle Street and Cornhill in the northbound direction - This is so that the footway can be widened to create space for pedestrians to socially distance given the footway constraints on the eastern side of Bishopsgate due to development activity.	N	5	There will have a potential negative impact for older people, disabled people, pregnant or people with young children as it may be necessary to walk further to or from the next nearest bus stop location. It is possible that visually impaired people who are familiar with their route may become confused and disorientated and unable to find the new location. People who are neuro divergent or have dementia may become confused and distressed by the changes. Depending on their origin, passengers would be required to use either the next stop north (a distance of c. 225m) or the previous stop to the south (a distance of c. 200m). In either direction, this will require the crossing of one additional side road. A signalised pedestrian crossing is in place at each side road.	All bus stop removals / relocations were undertaken in discussion with colleagues in London Buses. A review was undertaken, which included an assessment of spacing between adjacent stops as well as boarding and alighting at each stop. The distance to the next stop north is c. 225m and the distance to the previous stop to the south is c. 200m.	Update customer information at stops to make passengers aware of the new arrangements. Provide additional seating or rest points between the two stops. Monitor feedback from bus users either directly to London Buses or via the Streetspace email address that has been set up to collect feedback on the wider programme.		X			Engaged through design iterations.		Through stakeholder letters and on website.			
Changes to certain routes that stop at bus stops E and F outside Liverpool Street station in a northbound direction. - This is to more evenly spread services over the two stops to reduce pressure on the footways to allow pedestrians to circulate.	N	6	There will have a potential negative impact for older people, disabled people, pregnant or people with young children as it may be necessary to walk further to or from the next nearest bus stop location. It is possible that visually impaired people who are familiar with their route may become confused and disorientated and unable to find the new location, people who are neuro divergent or have dementia may become confused and distressed by the changes. The two stops are c. 75m apart, on the same (northbound) side of Bishopsgate. It is not required to cross any side roads to travel between the two stops.		Update customer information at stops to make passengers aware of the new arrangements. Provide additional seating or rest points between the two stops.		X		The proposed change was suggested by London Buses to help with social distancing because of the high numbers of people in the areas around the bus stops. Customer information at the two stops will be updated to reflect the changes to routes. As the distance between the two stops is relatively short is not intended to provide additional seating at this location.						
The scheme proposes removing through traffic from the corridor from 7am - 7pm, Monday to Friday by introducing a number of bus gates and banned turns. Taxis, private hire vehicles and those who need to service properties or require any other type of access along the corridor will continue to be able to access the majority of the corridor, with the exception of two stretches that are bus and cycle only between the hours of operation, but may need to use alternative routes to do so depending on their origin and destination around the corridor.	N	7	There are two sections of the corridor (between Middlesex Street and Liverpool Street and between Leadenhall Street and Fenchurch Street) where it will now be necessary to walk up to 80 and 90 metres respectively to or from premises from the closest point of access at the end of the section. These sections result from the locations of the bus gate signage and banned turns. This may have an impact on people who are unable to walk these distances but require access. Blue badge holders, taxis and private hire vehicles, as well as other private vehicles will not be allowed through the bus gates	There are retail units (including pubs and units selling food), office accommodation, residential properties and transport related activities (bus stops, rail and Underground stations, kerbside activity bays) along, and accessed from, the Bishopsgate corridor. Access to these activities will change, in terms of routing or hours, for motorised vehicles following the scheme. Blue badge holders, taxis and private hire vehicles, as well as other private vehicles will not be allowed through the bus gates	Maintain access to taxi rank at Liverpool Street station for end-to-end journeys, where required. Alternative branches of certain retail units found on Bishopsgate are available nearby for those who require door-to-door access. Those properties only accessible from Bishopsgate would become more difficult to access by car, taxi, private hire vehicle or van.		X		Access to on-street taxi rank at Liverpool Street station is maintained in the proposal. Conversely, for those accessing the area by foot, cycle or bus, it is expected for access to be easier as a result of the reduced traffic levels as a consequence of the scheme.						
Implementing footway widening to aid social distancing and to ensure that the likelihood of danger to the public by the transmission of the coronavirus is minimised. The footway widening includes changes to kerbside activities. To create additional footway space, it is necessary to make changes to various kerbside loading activities. Two 2 minute pick up and set down bays and a loading bay are proposed to be removed, there are proposed to be changes to the operational hours of other bays as well as a move of one bay to the north by 16m.	P	8	Provides more space for pedestrians to socially distance on footway		Restriction of through traffic allows the reallocation of space to increase the amount of footway available for social distancing.			X		Considered to be a positive impact in response to the public health emergency following COVID-19. Reduced traffic levels during hours of operation as a result of the restrictions on through traffic implemented through this scheme will create more space for pedestrians and cyclists and an improved journey for bus passengers.					
Aside from the two sections of corridor where no motorised vehicles other than buses are permitted, taxis and private hire vehicles will continue to be allowed, under the existing rules, to drop off and pick up at the kerbside as they were before the scheme was implemented although their route to access the same location may need to change depending on their origin.	N	9	Takes dedicated kerbside space away from people who really need to drive e.g. locations, timing and access to kerbside bays are changed as part of the scheme	See concept design drawings for locations of and changes to kerbside loading arrangements.	Provide alternative locations for kerbside activity to take place, as set out in the proposed changes.		X								
Parking for blue badge holders will also be retained where it is currently provided in the existing loading bays, although the hours of operation of these bays may change to reflect the operational hours of the scheme.	N	10	By implementing barriers to create footway widening it could mean it makes crossing the road informally difficult for people.	See concept design drawings for locations of different types of footway construction. Detailed design drawings show typical cross sections of footway build out construction.	Leave gaps within barrier layout to allow informal crossing to take place. Use alternative construction techniques, rather than barriers, to widen footways. Where possible, areas of newly created footway will be constructed using boll down kerbs and backfilled with tarmac to ensure informal crossing can be undertaken, if an individual desires this. As concept design has progressed, we have been able to steadily increase the number of places using this construction method rather than barriers. Signalised crossing and formal crossing points are to be kept clear.		X		It is undesirable to leave gaps in barriers as their layout can be compromised and cause confusion for road users, both of those using the new footway and the carriageway so we are reducing the use of this arrangement.						
	N	11	This will impact on those who require dropping off close to their destination. If they are unable to be dropped off close enough then they may not be able to make the trip.	Two sections of corridor where only buses and cycles are permitted.	Access to the corridor for door-to-door journeys is maintained except for two stretches: between Middlesex Street and Liverpool Street (a distance of c. 170m) and between Leadenhall Street and Fenchurch Street (a distance of c. 100m). Here, access would be available up to either end of these stretches of the corridor, from where final access to properties would be eg. on foot. The maximum distance to the end destination would be 85 and 90 metres, respectively if you accessed the property from the closest side road. It may be necessary for these users to change their route to access the side road closest to their destination to reduce the overall distance of the last leg of the journey. Access to the taxi rank at Liverpool Street station is maintained.		X								
	N	12			Permit access to two sections of corridor where only buses and cycles are permitted to ensure complete door-to-door access.		X		Retaining as much access to premises along the corridor, both for people and goods, has been a key principle from the outset of the design process for this proposal. As certain premises and roads may only be accessed from Bishopsgate as a result of other restrictions on the surrounding highway network, the proposed changes have been considered throughout the scheme's development to maintain as much accessibility as possible.						
	N	13	This will potentially impact on taxi and private hire vehicle drivers to facilitate suitable journeys and drop-off or pick-ups for their customers, requiring greater use of pre-booking services or changes to routing that may make journeys longer and potentially more expensive. Locations, hours of operation and restrictions introduced by the bus gates and banned turns will affect the existing access routes using Bishopsgate corridor.		Permit access through the bus gates for taxis and private hire vehicles. Change locations of bus gates and banned turns to allow access to all the corridor (remove two stretches of corridor where only buses and cycles are permitted).		X		Access through the bus gates will not be permitted for taxis and private hire vehicles during the hours of operation to reduce levels of through traffic on the corridor and allow for the reallocation of space to widened footways and to improve carriageway conditions for cyclists and bus passengers. Access to the majority of the corridor, with the exception of two stretches, is maintained for essential vehicle trips including taxis and private hire vehicles. Access to the taxi rank at Liverpool Street station is also maintained. It may be necessary for these users to change their route to access the corridor. The location of the bus gates and banned turns allows those who have accessed the corridor to turn off it prior to committing an offence of travelling through a bus gate. This arrangement also reduces the need for vehicles to turn within the road to leave in the same direction of entry, reducing safety risks and practical concerns associated with such a						
	N	14	Some individuals with pushchairs or wheelchairs may need to access the newly created pedestrian areas. Depending on the construction of the widened areas of footway, there may be a difference in levels.	See concept design drawings for locations of different types of footway construction. Detailed design drawings show typical cross sections of footway build out construction.	Provide ramped access between areas of widened footway at different footway heights. Where kerb buildouts are provided on each side of signalised pedestrian crossings or where the footway buildout is continued with a long section of barrier a 1:12 ramps has been added at start / end of kerbed buildout. Where kerb buildouts end or where the footway widening is continued with barriers for only a short length, the ramp is omitted and the kerbed footway build-out tapered back to the kerb. There is an exception at signalised crossings where pedestrians can use the existing dropped kerb to re-join the footway.		X								
The changes will result in new layouts for all road and pavement users.	N	15	New layouts can be confusing for many people including those with sensory impairments, neurodegenerative or neurodivergent conditions and poor mental health. This can create confusion, anxiety and an inability to travel through the streetscape.		Consider how local groups may be assisted or provided guidance through newly changed areas.		X		Our Communications team are working to inform key stakeholders/groups about the changes, including offering meetings to explain the scheme and to gather feedback/suggestions.						

Reference number	Abbreviation	Reference documents or abbreviation meaning
1	D&I	TfL Diversity and inclusion team
2	DAR	Dial-a-Ride
3	DLR	Docklands Light Railway
4	EA	Equality Act 2010
5	EAL	Emirates Air Line
6	EqIA	Equality Impact Assessment
7	GLA	Greater London Authority
8	IDAG	Independent Disability Advisory Group
9	LO	London Overground
10	LRS	London River Services
11	LSP	London Streetspace Plan
12	LU	London Underground
13	MBR	Mobile boarding ramp
14	MIP	Mobility impaired person
15	ORR	Office of Rail and Road
16	PCG	Protected Characteristic Group (As identified within the Equality Act)
17	P&L bay	Parking and loading bay
18	PSED	Public Sector Equality Duty (section 149 of the Equality Act)
19	RDG	Rail Delivery Group
20	SISG	Social Impact Steering Group
21	T&D	Technical and Data
22	TfL	Transport for London
23	TPH	Taxis and Private Hire
24	TSC	Transport Support Card
25	TTM	Temporary traffic management
26	TVM	Ticket vending machine
27	VIP	Visually impaired person

Purpose	The purpose of this Equality impact Assessment (EqIA) is to identify how TfL's changes to infrastructure, operation, policy or programme will impact on customers and staff, potentially creating barriers to travel or ability to work. TfL recognise that everyone is likely to be affected by Covid-19 but we are focused on people who come within the Equality Act 2020 (EA) defined Protected Characteristic Groups (PCGs) in addition to people who may also be disproportionately affected due to their financial and socio-demographic situation. This document highlights potential mitigations and further investigations that may be required to reduce or eliminate the identified barrier. It will provide a record of the barriers identified and how they have been addressed with due regard to staff and customers.
Instructions	<p>Please fill out this form and submit to EqIA@tfl.gov.uk. This is a live document which will be updated as information is received. D&I will assist teams in ensuring that we have reduced or removed negative impacts, where possible. Where negative impacts remain it will be even more important to interrogate our decisions to enable TfL to make informed decisions regarding the impacts on staff and customers and the potential exposure of TfL to not meeting it's obligations under the Equality Act 2010. As the document is live, there are different stages for sign-off to ensure that any changes throughout implementation are recorded and any post evaluation is recorded.</p> <p>Following the initial filling out of the form, it will then be controlled by D&I. Please send any required changes or updates to D&I so that up-to-date information may be centrally maintained.</p> <p>The information will be sent to TfL's Independent Disability Advisory Group (IDAG) for review where this is deemed of benefit. The form will also be submitted to the Social Impact Steering group (SISG) to raise any impacts where the risk of negative impact is high.</p>
Tabs overview	There are seven main tabs/sheets, although you may add more to reference additional information. The first three (shaded blue) will need to be filled out and the next three (shaded light green) are for information and reference to help with understanding and filling the form out.
Key information	This needs to be filled out and provides the overall information for the proposal - please note that no names should appear within the document (initials only) as the document will be centrally controlled.
Background information	Please include the location of the project proposed and any background information that ensures a clear picture as to what the project is.
Impacts & mitigations	This sets out the proposed changes, the associated identified impacts and mitigations. There are other tabs which will broadly assist TfL in tracking decisions through the process of implementation of the changes.
Abbrev.	Any abbreviations or definitions and references are listed here
Instructions	The instruction sheet provides information to assist with filling out the form and the process. Removed before publishing.
Sign-off	Sign-off of stage A should be achieved before work commences. After each Stage sign-off, the document will move into a live version of the next stage. Removed before publishing.
Staff Contacts	Please provide abbreviated names (e.g. initials) where required in the document and full names within this sheet. This is because the sign-off and staff names sheet will be removed for publication. Please DO NOT provide full names within the main body of the document.
Key information	The key information is provided by the key contact who initially fills out the form
Name of Project/ Policy/ Change proposal	Provide the name of the proposed project, policy or any other change that will affect either our staff or customers.
Project contact details	Please provide details of the person responsible for the project (initials only, with contact details within the rear of the document)
D&I contact details	The details of who will be assisting the team with regards to reviewing the proposals will be provided by D&I
EqIA	<p>The number will be provided by D&I and will consist of: the number of the proposal; each EqIA will have a unique number; the stage that the proposal: there will be is submitted for and the version.</p> <p>The number of the proposal: each EqIA will have a unique number to assist with identification and reference.</p> <p>The stage that the proposal is seeking sign-off for: There are four stages for sign-off which consist of:</p> <p>A - Proposal with agreed mitigations. This is signed off before decisions to progress with the scheme, including engagement with some external stakeholders.</p> <p>B - Changes to the proposal, risks or mitigations during detailed design. This is signed off prior to construction commencing.</p> <p>C - During construction including any changes to design, impacts or mitigations - Stage C sign-off should reflect the completed project.</p> <p>D - Post implementation evaluation - We should be monitoring, evaluating and learning from the work being done. This sign-off will record the findings for future learning and will record any information appearing after work has been completed.</p>
Key dates	The dates will record submission date, D&I review date, IDAG review date (if required) SISG review/notification date.
TfL modes impacted	Please tick any box which is below the TfL mode of transport affected by the change(s). If those affected are not provided for in the boxes then please provide more information in the 'Any other information' box below. Please provide all modes affected even if some are not affected by all of the impacts.
Other information	The boxes below those specified above are to highlight any reviewers, information providers or other projects that may affect the proposals or be affected by them. A box is also provided for any other information.
Impacts & mitigations	It will not be possible to fill out all of this part of the form when first submitting. Provide as much information as possible under the initial columns. The columns in grey will need to be filled out after submission.
Proposed change	Identify the changes that are being proposed. This could be physical changes to the environment, changes to a policy, strategy, business plan, practice or procedure or any change which could affect either our staff, customers or both.
Associated files or links	Please submit any additional information which will assist the reviewer in understanding what is being proposed.
TfL modes impacted	This column can be hidden if the EqIA deals with only one mode of transport. If the EqIA covers a number of different modes then please use this column to identify the mode(s) that are affected by the impact.
Positive or negative impact	Our key aim is to identify negative impacts to allow us to assess them and record mitigations. It can also be useful to identify positive impacts or changes we can make to enhance experience. This column helps us to easily identify whether the impact is positive or negative.
Impact number	There may be a number of impacts associated with a specific change and so, to make referencing easier, each of the identified impacts is given a separate number. Please add in lines adjacent to the change to accommodate the identified impacts.
Impact for customers or staff	This column identifies the impact that will be a result of the change. Ensure that each separate impact has a different line so that it can be assessed separately. Whilst many people may be affected by a change we are particularly interested in how the change will impact on protected characteristic groups(PCGs). These are identified within the EA and are listed below.
	Protected characteristic groups:
	Age
	Disability - disability covers a wide range of users who may have mobility, sensory, cognitive or neurodiverse characteristics which means that changes could have a greater impact
	Gender reassignment -
	Gender (Sex)
	Marriage and civil partnership - This does not need to be considered with regards to the public but should be considered when proposals affecting staff are being proposed.
	Pregnancy and maternity
	Race (ethnicity)
	Religion and belief
	Sexual orientation
	We must also consider the needs of people who have the potential to be socially excluded, such as:
	People on low incomes
	Refugees and asylum seekers
	The homeless
	Job seekers
Evidence to substantiate the impact	Identify any evidence, including consultation, research, local geography and demographics etc. to demonstrate your understanding of the project and the potential impacts. Decisions to progress work or make changes are not carried out arbitrarily and so what information is available to evidence that inclusion has been considered throughout the decision-making process.
Mitigations/recommendations	Include incorporated or proposed mitigations and recommendations to reduce any negative impact or increase positive impact.
Mitigation implementation	This will identify to what extent the mitigation will be implemented.
Implementation explanation	This outlines in more detail how the mitigation is going to happen.
Residual risk	The risk is assessed once the change, impact and mitigation sections are complete and agreed. The risk will be assessed by D&I in conjunction with the team. The definitions of the colour coding are outlined below:
	 This impact will have a significant effect on the identified group(s) of people. This may create a barrier that prevents someone from completing their journey. There may also be an impact on mental health and wellbeing. This could result in discrimination due to the disproportionate impact on identified groups.
	 This impact is likely to have a negative effect on the identified group(s) although it is unlikely to prevent access to or completion of the journey. It is likely to result in greater inconvenience when measured against someone who does not have the same protected characteristic. This may result in discrimination.
	 It has not been possible to eliminate all negative impact but TfL has assessed the risk of the negative impact and determined that the change needs to be made and/or the mitigations reduce the risk to an acceptable level.
	 Either no negative impacts have been identified or mitigations will ensure that people are not put at greater inconvenience to someone who does not have the protected characteristic.
Mitigation communicated with staff	How will TfL identify how the mitigations will be communicated to staff.
Mitigation communicated with customers	How will mitigations and information be communicated to customers.
Ongoing monitoring and responses	Please set out how, when and by whom the impacts of the changes will be monitored.

This sheet will be removed for publication

Recorded dates of sign-offs			
Stage	Version	Stage definition	Date signed off
A		Proposal with agreed amendments	17/08/2020
B		Changes to proposal	
C		Post implementation	
D		Post implementation evaluation	

Reviewers (optional)	Job title/team	Date reviewed

Sign-off of current stage				
Accountable line manager	Job Title		Name	
	Signature		Date	
Produced by	Job Title	Principle Sponsor	Name	
	Signature		Date	5th June 2020
Reviewed by	D&I Job Title	Inclusive Design Advisor	Name	
	Signature		Date	18.08.20
	Final sign-off job title	Diversity & Inclusion Lead	Name	
	Signature		Date	

