

Northwood Station Entrance Relocation, Step-Free Access and New Development.



Equality Impact Assessment

February 2016

Version 1.3



1 Introduction

- 1.1 An EqIA is a means to ensure that the construction and operation of infrastructure and services provided by TFL as part of the Northwood Station Entrance Relocation, Step-Free Access (SFA) and Development project meet the needs of all customers.
- 1.2 An EqIA aims to assess the outcome of a project from the point of view of a number of groups of people, referred to hereafter as 'equality target groups'. These are:
- age;
 - disability;
 - gender reassignment;
 - pregnancy and maternity;
 - race;
 - religion or belief;
 - sex; and
 - sexual orientation.
- 1.3 Undertaking an EqIA enables TFL to comply with its statutory equality duties. It has regard for the impact of its services on equality target groups during the development of proposals for providing SFA a new relocated entrance, new residential and retail development. The EqIA is used to ensure that decisions are made which minimise unfairness, and do not have a disproportionately negative effect on people belonging to the equality target groups. Where actions are identified, these are recorded within an equality action plan and tracked to completion.

Demographic Profile

- 1.4 At the time of the 2011 Census the population of Northwood was recorded as 10,469 residents. A breakdown of this data identifies:
- The average number of people per household is 2.3;
 - There is a higher percentage of women to men, 52.5% to 47.5%; and
 - 15.83 % of the residents in Northwood are under the age of 16; 73.9 % of residents fall into the working age bracket (defined as a resident aged between 16 and 74) and the remaining 10.27% are over the age of 75.
- 1.5 The 2011 Census identified that there were 37,850 people in Hillingdon who considered that their day to day activities were limited a little or a lot by a disability or limiting long term illness. 69% of these were aged 50 and over.
- 1.6 The ethnic make up of Northwood is:
- 65.2% of residents identify themselves as White British background (this includes English, Northern Irish, Scottish, Welsh, Irish, Gypsy or Irish Traveller and Other White);
 - 3.6% from Mixed / Multiple Ethnic groups;
 - 27.5% from Asian / Asian British background (including Indian, Pakistani, Bangladeshi and Chinese);



- 2.5% from Black / African / Caribbean / Black British backgrounds; and
- 1.3% from other ethnic backgrounds (including Arab).

1.7 The religious make up of Northwood is:

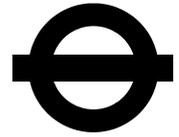
- Christianity is the predominant religion in the ward with 45.9 %;
- 13.1% are Hindu;
- 7.5 % are Muslim;
- 6.6% are Jewish;
- 15% identified having no religion; and
- 7.3% chose not to state a religion (the question was voluntary).

2 Summary Description of the Northwood Station Entrance Relocation, SFA project, Residential and Retail development.

2.1 The site extends to 3.21 ha and is located on the junction of Green Lane (B469) and Eastbury Road in Northwood. The majority of the site lies south of Green Lane, comprising the existing underground station and a mix of A-Class uses, residential flats, a light industrial use, dental practice and area of surface car parking. The southern part of the site is bounded by Green Lane to the north; the London Underground compound to the south; the railway line to the east ;and the rear boundaries of the Northwood Central Club, St John's United Reformed Church and residential properties fronting Hallowell Road to the west.

2.2 Northwood station is in Zone 6 located in the London Borough of Hillingdon, on the Watford branch of the Metropolitan Line between Moor Park and Northwood Hills. The station is located just off the town centre high street along Green Lane. The Underground line serves as the sole continuous link between the town of Northwood and Central London. The station used to be the terminus for many Metropolitan trains, with functions similar to Harrow-on-the-Hill and Neasden, as it is on a four-track section of the Metropolitan line. However, services are now only provided from two platforms for the slow lines.

2.3 The station is well connected via bus services to Uxbridge and Ruislip (via service 331), Greenford (Ealing via service 282), and Harrow-on-the-Hill (Pinner via service H11).



3 Station Usage

3.1 Northwood is used by just under 2.5 million people annually approximately 6000 a day, making it the 220th busiest station out of 270 stations on the network. Internally, it is classified as a 'Local A' station. The morning peak is the most intense point of demand in the daily station's traffic and starts at around 7am. Even then, the maximum number of customers through the station is usually below 400. The majority of morning customers are using the station to reach work in central London or attending schools in Watford and Harrow. Figure 1.1 details the average customer flows. The afternoon peak begins around 4pm due to returning school children and then increases again around 5pm-7pm with commuters returning home. As with many Greater London stations, there is a significant decline in commuters at weekends.

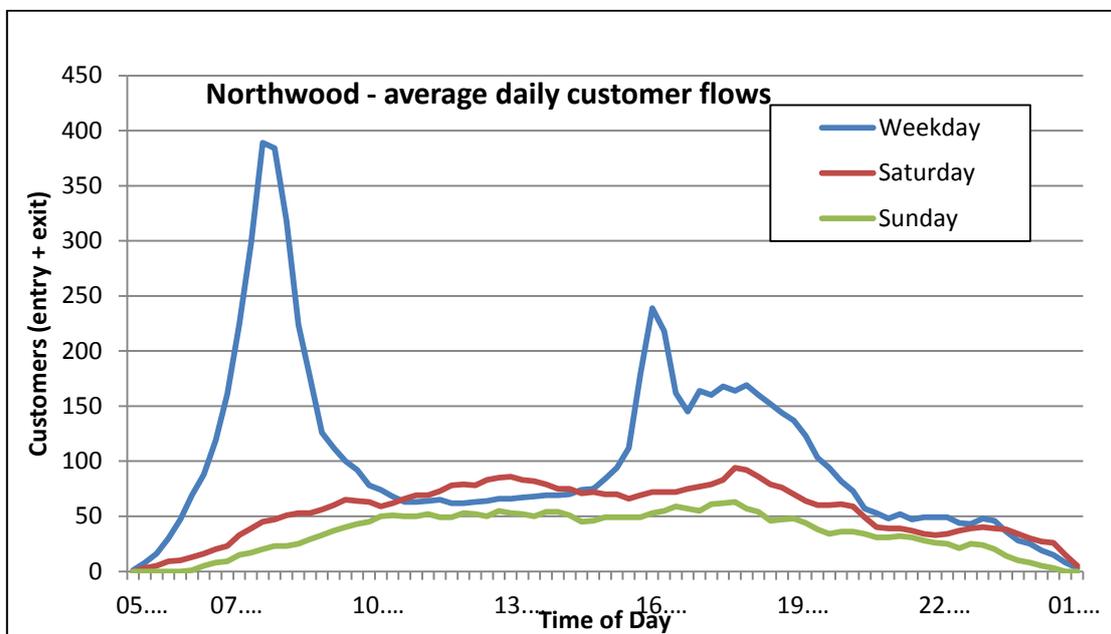


Figure 1.1 Northwood-Average daily customer flows

3.2 At present, there is step-free access from the footpath immediately in front of the station into the ticket hall. The existing station comprises of two platforms for north and south bound train services. These platforms are served by stairs from the ticket hall located at the north end of the station. The station is located within a cutting and the platforms are partly covered. There is no secondary means of escape or Mobility Impaired access, or refuge. Figure 1.2 details the proposed new station access, as included within the planning application submitted to LB Hillingdon on the 28th October 2015.



Figure 1.2 Conceptual Development Proposals and Artist Impression of TFL Vision

3.3 Full planning permission is being sought for the following:

- A new ticket hall to the Underground Station with step-free access;
- Improved accessibility for all users into and around the station;
- Improved interchange at the transport hub between underground trains, buses, vehicle users, pedestrians and cyclists;
- 298 parking spaces (including 180 public spaces);
- 306 cycle parking spaces (including 28 public spaces);
- A dedicated area for drop off/pick up and taxis;
- Demolition of existing buildings (within the conservation area);
- 94 new residential units;
- A new public space in the form of a piazza;
- 1,240 sq.m A1-A3 retail space which will improve and enhance the vitality and viability of the existing centre;
- External works associated with refurbishment of retained existing units; and
- Associated site preparation and infrastructure works.

3.4 Outline planning permission is sought for the remainder of the proposed development, comprising of the provision of up to 34 residential units (townhouses) and associated car parking and landscaping.



4 Objectives of the project

- 4.1 The overarching aim of the project is to ensure that Transport for London continues to provide a fit-for-purpose public transport station and new residential and retail offer. It shall do this by:
- positively contributing to the objectives of the Mayor's London Plan and Transport Strategy;
 - minimising passenger journey time through the station, thereby reducing crowding;
 - improving the quality of access, interchange and ambience, including the provision of step-free access routes from street level to the Metropolitan line;
 - improving emergency fire and evacuation protection measures;
 - increasing housing supply within the borough providing 128 new residential units;
 - 1,240 sqm A1-A3 retail space which will improve and enhance the vitality and viability of the existing centre; and
 - A new public space in the form of a piazza.

5 Research to support the Programme

- 5.1 The project is working towards delivering the Mayor's Transport Strategy, Accessibility Implementation Plan and the objectives set out in Your Accessible Transport Network. Research has been undertaken to inform these strategies and plans.

Explanation of the programme to people who might be affected by it directly or indirectly

- 5.2 There are three main users who are likely to be affected by the new development:
- (a) Customers: will receive regular updates about planned station works through a number of channels including station posters, newspaper articles, social media and the TfL website. Advice on alternative routes is provided and additional staff deployed to assist during the familiarisation period and during the construction programme;
 - (b) Existing Tenants & Businesses: Running parallel to the public consultation detailed above, consultation took place with the existing retail and residential tenants. Continued one-to-one engagement has been offered and they will also be kept updated of any key milestones when available; and
 - (c) Staff: This is undertaken through both internal publications and regular cross-functional meetings with Operation Liaison Managers and Area Managers.



6 Engagement and Consultation

6.1 TfL continues to carry out an extensive public consultation which has shaped the final proposed scheme. TfL and the wider project team have undergone a robust and comprehensive process of pre-application consultation throughout the scheme's development. This has involved extensive engagement and consultation with the local community and stakeholders; pre-application discussions with the LBH and GLA and consultation with TfL's Operations teams. To date 2,336 people have engaged with the project, this includes residents of Northwood and Eastbury wards and users of Northwood Station.

6.2 The list below details the schedule of consultation events:

- 2nd July 2014, TfL and Northwood Futures launched the extensive community engagement approach;
- July-October 2014, Northwood Futures held weekly open days in 65 Green Lane and shared information online, 1,504 individuals in the local area responded;
- End October 2014, Local people were invited to a series of workshops with the consultant team to discuss the issues in more detail;
- 4th November 2014, Phase 1 of Northwood Futures closed with a public meeting and online update;
- November 2014, Project team prepared initial design in response to information received in Phase 1;
- 27th-31st January 2015, a public exhibition was held in 65 Green Lane presenting the two visions for the scheme. A total of 1,781 people responded to the event, with 80% of respondents stating a preference for Vision 2.
- March 2015, TfL Board approved Vision 2;
- May 2015, full design team is appointed and detailed design work commenced.
- June 29th-1st July 2015, Public exhibition held in St John's Church and online sharing of design progress;
- 6th July 2016 tenant meeting, and;
- September 29th-3rd October 2015, Pre-planning public exhibition in 65 Green Lane and online.

6.3 All venues used for consultation events at Northwood were fully accessible and were held at varying times including weekends to allow full access.

6.4 Additional drop in sessions were held in 65 Green Lane this was posted on northwoodfutures.com website. The information was taken to other events (see below) so that people did not need to come to us but could still see the information. A detailed mailing list was collated and used to send out information and summaries were posted on local notice boards.

Additional Groups Engaged

1. Heart Beeps - parents of under 5's;
2. Live at home - reaching older more isolated members of the community;



3. Iron Age Foundation - reaching Muslim community;
4. Northwood 1st Scouts – reaching an audience of young people;
5. Emmanuel Church Parents & Toddlers Group - parents of under 5's; and
6. Emmanuel Church Sunday Services

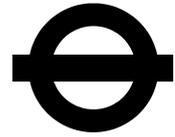
- 6.5 For the existing business and residential tenants consultation took place through group and one-to-one meetings to understand their concerns, and also to understand the development opportunities and constraints associated with any future scheme.
- 6.6 In addition to the consultation undertaken with existing tenants, any new tenants to the estate in the last year were made fully aware of development proposals and timescales, in advance of signing leases, etc.
- 6.7 In May 2015, TfL met with the tenants to discuss the outcomes of the January exhibition along with the programme of activities that would be undertaken over the coming months, namely:
- A public exhibition in June/ July 2015;
 - A public exhibition in September/October 2015;
 - the submission of the planning application;
 - the possible determination period; and
 - Outcomes of the planning application in respect of a refusal or approval.
- 6.8 On the 6th July 2015, TfL attended a meeting with all Tenants. This meeting was attended by TfL Head of Property Development and TfL Senior Category Manager. The transcript of the meeting was made publicly available on the NorthwoodFutures website (northwoodfutures.com) to ensure transparency regarding those discussions.
- 6.9 TfL has also offered the following assistance to existing tenants:
- I. Extension of existing occupation to allow more time to reach solutions;
 - II. The services of a dedicated business manager to assist with business plans, bid documentation etc., and lease terms;
 - III. Options surrounding relocation, such as turnover leases (i.e. TfL sharing any risk), or rent-free periods to cover fit-out and relocation costs; and
 - IV. Project phasing to ensure continuation of business.

7 Main beneficiaries from the scheme

7.1 There are two main groups who are likely to be affected by the scheme:

- a) Customers will benefit from the following deliverables as part of this project:

Deliverable	EQIA Benefit
Step-Free Access	Opening up of the transport network by making Northwood step-free between street and LU platforms. Improved connectivity. Improved accessibility to more areas of the network and thereby providing better access to jobs, entertainment,



	health care etc. Improved access to health facilities such as Hillingdon Hospital for those with restricted mobility in the local area.
Improved Ambience:	Easier to navigate station with better way-finding- leading to higher levels of confidence and reduction of perception barriers. Better feeling of safety and security by designing out crime helping TfL demonstrate its commitment to the requirements to its customers under the Criminal Justice Act; Improved station presence. Additional and improved retail facilities. Public realm improvements including highways, pavements, lighting, signage and cycle parking that will benefit both visitors and the local community.
Improved public transport infrastructure	To provide a range of choices to users, facilitate patterns of movement to give priority to pedestrians, cyclists and public transport and improve public safety. The Proposed car parking is closer to the station and existing/proposed retail, weather protected and more secure; An increase in disabled parking provision from 4 to 17 parking spaces;
The proposed mix of unit types and sizes	Will increase housing supply in the local area and improve housing choice in this part of the borough. Delivering a significant proportion of family accommodation.
Provision of 10% Wheelchair Accessible Housing	All of the units within the application are wheelchair adaptable (to comply with the standards set out in Part M (4)2) and 10% of the affordable are designed to be able to accommodate the standards set out in Part M (4)3 and can therefore be fully wheelchair accessible. The townhouses to the south of the proposed development have also been designed to comply with Part M (4)3.

b) Staff (Operations):

Deliverable	EQIA Benefit
Step-Free Access	Allows additional previously excluded staff members to work in operational roles, increasing access to employment and demonstrating TfL's commitment to improving employment opportunities and conditions under the Equality Act.
Job-Opportunities	There will be further opportunities for jobs opportunities during both the construction and operation, including local employment; and apprenticeships.
Improved Ambience:	Better feeling of safety and security by designing out crime helping TfL demonstrate its commitment to the



	requirements to its staff under the Criminal Justice Act
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8 Baseline situation:

8.1 Issues Affecting Equality Target Groups

8.1.1 Issues of congestion, overcrowding, difficult way-finding, lengthy walking distances, concerns about anti-social behaviour and crime and sub-optimal fire safety affect all users of the station, but may cause particular difficulties for passengers belonging to equality target groups. In addition to these general limitations, there are also specific shortcomings of the existing station that disadvantage people of reduced mobility. Currently SFA is not available at the station and the closest station with SFA is Pinner station.

8.2 Equality Target Groups' Travel Needs

8.2.1 This section uses data presented in Understanding the Travel Needs of London's Diverse Communities (TfL, 2012a). This research by TfL found that the greatest barrier to public transport use for most equality target groups is overcrowding. Safety and security concerns and fear of anti-social behaviour are also significant for all equality target groups. Limited secondary evidence was identified to address the travel needs of equality target groups.

8.3 Disabled People

8.3.1 Disabled people travel less frequently than non-disabled Londoners, and they are more likely to be concerned about crime, anti-social behaviour and the risk of accidents than the general population. Experiences of, and barriers to, public transport use vary significantly for disabled people, depending on their particular disability. Some key findings are:

- people with hearing impairments are most able to complete essential journeys;
- people with learning disabilities rely on familiarity and routine;
- visually impaired people find it more difficult to travel after dark;
- people with mobility impairments are least able to complete essential journeys. Long distances to/from public transport and at interchanges, combined with the presence of stairs, can limit journeys, and accessibility issues can be exacerbated by overcrowding during peak periods; and
- overcrowding is the second most frequently mentioned barrier to public transport use among disabled people (TfL, 2004).



- 8.3.2 Research carried out for TfL found that 40 per cent of disabled Londoners would be more likely to use public transport if it were easier to obtain travel information (TfL, 2002). Helpful and supportive staff can also contribute to a positive journey experience.
- 8.3.3 Consultees at the Access for All workshop in early March 2015 accepted the point relating to 'stations to be made step-free in any shape or form, depending on funding constraints'.
- 8.4 Older People
- 8.4.1 With high rates of limiting long-term illness amongst older people as well as other limitations associated with later life, many older people who do not identify themselves as disabled may nevertheless experience barriers in common with disabled people. For this reason, this assessment identifies older people as potentially sensitive to issues which are identified as important for disabled people.

9 Construction Process

- 9.1 The proposed scheme provides new Step Free Access Lifts situated a short distance along the platform to the south of the existing station. The lifts will be accessed by link bridges across the tracks with access formed through the external wall on the paid side of the existing station. This option will allow the existing station to remain in operation throughout the works with relatively minor disruption caused.
- 9.2 The works will be planned and phased in such a way that disruption to the station and train services is limited and predominantly avoided. There will be occasions when large components (e.g. Link Bridge units) will have to be craned into position whilst over-sailing tracks. Inevitably, there will potentially be a number of night or weekend possessions to allow this to happen. Phasing will also be considered to assist with a limited but continuous retail offer.
- 9.3 Equality Awareness: The project team will recommend that the contractor is registered under the Considerate Contractors' Scheme, and that the Contractor will adopt the associated Code of Considerate Practice. This includes considerations to respect and show courtesy to those affected by construction work, and having systems in place that care for the safety of the public. As well as environmental training, we will encourage that construction staff will also receive training on equality awareness, including maintenance of inclusive access, for example that any temporary ramps comply with standards regarding slope, surface, need for rails, etc.



9.4 Construction Employment: When the project is at the appropriate stage, we shall appoint a Contractor that has a Responsible Procurement Plan in place which includes a commitment to take steps to ensure that the Contractor does not unlawfully discriminate against employees on the basis of age, religion or belief, sexual orientation, race, ethnic origin, nationality, colour, gender, disability, part-time or fixed-term status, trade union membership or unemployment status. There will be further opportunities for jobs opportunities during both the construction and operation, including local employment and apprenticeship opportunities.

10 Overview of Benefits of the Northwood Station Entrance Relocation and SFA project - Accessibility Benefits

10.1 The project will impact positively on persons with restricted mobility through the provision of two lifts. In addition, the new station entrance finishes will adopt standards that do not discriminate against disabled people but seek to positively assist people in way-finding. Improved lift access will give disabled passengers who are not able to use stairs greater independent access to the station.

10.2 Clearer way-finding and additional entry points will improve the passenger experience, improving the feeling of safety and enabling more people to navigate through the station independently. The enhanced public realm and piazza will improve access to the station. This will benefit all equality target groups, who tend to have greater than average concerns about safety and anti-social behaviour.

11 Assessment:

11.1 Equality Target Group Assessment Table:

Equality Target Group	Positive Equality Impact	No Equality Impact	Negative Equality Impact
Gender			
Women	✓		
Men	✓		
Race			
Asian or Asian British People		✓	
Black or Black British People		✓	
Chinese people and Other people		✓	
People of mixed race		✓	



White people (including Irish people)		✓	
Other Groups			
Disabled people	✓		
Lesbians, gay men and bisexuals		✓	
Transgender people		✓	
Faith Groups		✓	
Age			
Older people (60+)	✓		
Younger people (17- 25) and children	✓		

11.2 Justification of the responses shown in the Equality Target Group Assessment Table:

Gender:	Improvements to Northwood station will benefit both genders and are non-gender specific in its benefits. It will benefit pregnant women who may find the SFA valuable.
Race:	Whilst there are no direct positive impacts for people of other ethnic groups, for those who do not have English as their first language, the improved way-finding routes and use of pictograms in new station signage will help in improving navigation through the stations
Disabled people:	<p>(a) Persons of Reduced Mobility:</p> <p>A key element of the project is to introduce SFA as part of its scope. This will allow access to the LU network and provide easier trips on public transport.</p> <p>(b) Persons of Impaired Vision:</p> <p>The project will introduce a number of items as part of their requirements under the Equality Act 2010 which include: improved lighting and improved way-finding including updates to signage.</p> <p>(c) Persons of Impaired Hearing:</p> <p>The project will introduce a number of items as part of their requirements under the Equality Act 2010 which include: better visual information including where</p>



	practical Ticket Hall level service information about departing trains from the station and induction loops.
Lesbians, gay men and bisexuals:	Improved feelings of personal security will be visible with enhanced lighting and CCTV coverage across the schemes
Transgender people:	Improved feelings of personal security will be visible with enhanced lighting and CCTV coverage across the schemes
Age:	<p>Improvements to stations under the programme will benefit all age groups as lifts are open to all customers and not operated on a needs test. Older passengers are often more concerned about personal security and the improved lighting, new CCTV coverage in new areas and additional help-points will help alleviate any concerns.</p> <p>SFA will also benefit the elderly who may have mobility issues.</p> <p>It will also benefit people with young children, with prams and luggage.</p>
Faith Groups:	N/A

12 Mitigation and Monitoring

- 12.1 During the construction phase, communication lines will be set up between the developer and the Local communities to deal with any issues that arise.
- 12.2 The monitoring systems will be undertaken through both the benefits management plan and through the existing business reports such as the LU Customer Satisfaction and Mystery Shopping Surveys.
- 12.3 The scheme will not introduce new or novel systems which would require approval by LU. The introduction of lifts will be through the pan-TfL lift programme for which training programmes are already in place.
- 12.4 One of the key measures of success will be more disabled people particularly those with limited mobility, sensory impairments or learning difficulties utilising the station and travelling on public transport this will be measured via staff feedback and customer satisfaction surveys.