

Jacob Gemma

From: Norman Will (Will Norman, Walking & Cycling Commissioner)
Sent: 02 November 2022 13:44
To: Milne Jamie
Subject: FW: Will meeting with Sarah Gayton

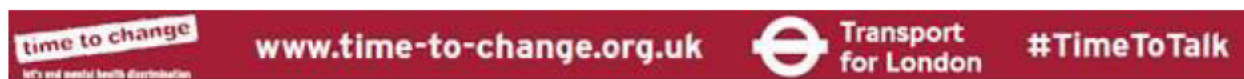
From: McAndrew Frances <[REDACTED]@tfl.gov.uk>
Sent: 03 May 2019 12:39
To: Achillini Sophie <[REDACTED]@tfl.gov.uk>; Webster Gordon <[REDACTED]@tfl.gov.uk>; Norman Will (Will Norman, Walking & Cycling Commissioner) <[REDACTED]@tfl.gov.uk>; Futch John <[REDACTED]@tfl.gov.uk>; Lister Tom <[REDACTED]@tfl.gov.uk>; Treen Jennifer (Engineering) <[REDACTED]@tfl.gov.uk>
Cc: Bortoli Stephanie <[REDACTED]@tfl.gov.uk>; Morris Edward <[REDACTED]@tfl.gov.uk>; Fletcher Peter <[REDACTED]@tfl.gov.uk>; Preteceille Lauren <[REDACTED]@tfl.gov.uk>; Heathman Georgia <[REDACTED]@tfl.gov.uk>
Subject: RE: Will meeting with Sarah Gayton

Excellent summary and email and sorry I couldn't be there.

I have however been giving thought to our next steps both in terms of the best way to share this feedback with internal stakeholders whilst also bringing in other views and expertise to improve the accessibility of cycle infrastructure designs from the start (and not as we are challenged to do now which is almost too late in the process via the EqIA process).

Thoughts welcome as we take this forward

Frances McAndrew | Diversity and Inclusion Lead
5th Floor, Wing-Over Station, 55 Broadway, London SW1H 0BB
Telephone Number: [REDACTED] 6



From: Achillini Sophie
Sent: 02 May 2019 15:26
To: Webster Gordon; Norman Will (Will Norman, Walking & Cycling Commissioner); Futch John; Lister Tom; Treen Jennifer (Engineering)
Cc: Bortoli Stephanie; Morris Edward; Fletcher Peter; Preteceille Lauren; McAndrew Frances; Heathman Georgia
Subject: RE: Will meeting with Sarah Gayton

All,

I've put together the below suggested response to Sarah, to accompany the minute from yesterday's meeting.

Please can you let me know if you have any comments or concerns. I plan to share tomorrow morning.

Thanks

Sophie

Dear Sarah

Thank you for coming in to speak to us yesterday. I've attached the minutes from our session, which Gordon has very comprehensively put together.

As you know, we want to ensure walking and cycling are as safe and appealing as possible for everyone. Central to this is reducing danger on streets, including the dominance of motor vehicles.

To achieve this, we need to enforce illegal behaviour; ensure cars are travelling at safe speeds and transform streets into places where everyone, regardless of age or impairment, feels safe and entitled to be there.

Working with the disability sector

We remain committed to working with external organisations in a constructive, and solutions-focused way, to help shape and strengthen our policy and programmes. We look forward to continuing to work with NFBUK, and others representing the voice of disabled Londoners, to ensure, as far as possible, changes we make to our network are inclusive. We welcome your ideas and suggestions on how we can support both cyclists and pedestrians to exist harmoniously together, given the limitations outlined by Will in yesterday's meeting. We look forward to you sharing the outputs from your roundtable on cycling infrastructure.

Our Accessibility Stakeholder Forum exists to bring together a range of voices from the disability sector to help us ensure disabled and older people have a say in how we achieve this, and other organisational and Mayoral objectives. Our Independent Disability Advisory group complements this by providing their professional expertise and specialist knowledge of disability access, transport and customer service. They provide strategic and practical advice from a place of best practice to ensure we are meeting our duties under the Equality Act 2010, by for example, supporting our Equality Impact Assessment process. They also support us to deliver the Mayor's Transport Strategy and help support the Mayor's commitment to social integration; helping to reconnect communities, as outlined in his Inclusive London strategy.

As you know, we are in the process of producing a daughter document which will outline how we are delivering the MTS through an accessibility and inclusion lens. This will be discussed at Friday's Accessibility forum. I know representatives from NFBUK have confirmed their attendance.

Bus stop bypass working group

In addition to the above channels of engagement, we work closely with the disability sector on ad hoc initiatives to address certain issues. Our bus stop bypass working group is one such example of this. Members of the group included Transport for All, Guide Dogs, Royal National Institute of Blind People (RNIB), Age UK London, London TravelWatch, Living Streets, London Cycling Campaign and the Cycling Embassy of Great Britain. This group helped us to develop a balanced and collaborative approach to solving and mitigating concerns around bus stop bypasses.

The New Cycle Infrastructure on London's Streets - Summary of On-street trials (TfL, 2018) was discussed during the meeting. The scope of this research in relation to bus stop bypasses was to determine whether implementing a Zebra crossing was preferable to having an uncontrolled crossing. The working group helped us to agree the methodology. Both the TRL report and our summary report presented findings which suggest that Zebra crossings are easier for visually impaired people to find compared to uncontrolled crossings, particularly as they include tactile tails. Eighty-two per cent of cyclists interviewed knew that they should be giving way to pedestrians at the Zebra crossing, compared to 32 per cent for the uncontrolled crossings. The report acknowledges that "some difficulties remain for visually impaired people, even with Zebra crossings, particularly when crossing from bus stop to footway"; however in the absence of other feasible options, we considered the evidence on balance shows that Zebra crossings are preferable to uncontrolled crossings at bus stop bypasses.

We appreciate that you would like to further interrogate the data presented in these reports to discuss wider questions of the suitability of bus stop bypasses; however it is important to note the original scope of the research was to understand the impact of the Zebra crossing design concept and provide an evidence base for making changes to the road network. We have now retrofitted Zebra crossings at all bus stop bypasses and has monitored these sites closely.

We will continue to look for opportunities for refinement and innovation, and as per the spirit of the meeting, we are open to discussing other ideas that could be trialled as part of making improvements for people walking and cycling at and around bus stops.

Inclusive design

We discussed our Disability Equality; Inclusive Design; and Equality Impact Assessment training very briefly after the meeting yesterday. I wanted to take the opportunity to give you an overview of the programmes, which have been rolled out to thousands of back office staff across our business. This training will strengthen our decisions, and help to make Healthy Streets truly inclusive by ensuring disabled people are considered at the start of projects.

Through the Disability Equality Training, staff:

- gain a personal insight into the experience of using the TfL network from the perspective of disabled customers with a variety of impairments
- increase understanding of the key barriers and access needs of disabled customers with a variety of impairments
- increase understanding of the Social Model of Disability and how it can be used to remove barriers to using the TfL network, both operationally and strategically
- help identify strategic and managerial actions that can improve the service TfL provides to disabled customers

The Inclusive Design Programme is targeted at all engineers, designers, planners, surveyors, facilities managers, architects, programme and project managers and anyone involved in creating or managing spaces and places. Through the programme, participants learn how to:

- Put people at the heart of the design process, ensuring they can use the transport network safely, easily and with dignity
- Acknowledge diversity and difference and is responsive to people's needs
- Offer choice where a single design solution may not work for everyone
- Deliver flexibility in use offering more than one solution to help balance everyone's needs
- Provide buildings and environments that are convenient and enjoyable for everyone.

Our Equality Impact Assessment (EqIA) training programme has so far trained over 500 members of staff across our projects and delivery teams in the importance and duty of our EqIA process. We have over 40 EqIA 'superusers' across the organisation to ensure that this process is followed stringently and proposed schemes are assessed for their detailed impact on any of the protected characteristics.

Cycling consultations

We're beginning consultation this week on neighbourhood improvements in west London to make local streets better and safer places to be. We would welcome NFBUK's views as part of our consultation process, and I encourage you to formally respond. We would also welcome your support in encouraging members living locally to respond, so we can ensure local voices of disabled people who will be directly impacted, are represented. The consultation for the improvements will be open until 12 June for people to have their say and is available here: tfl.gov.uk/wood-notting

Our consultation for the Cycle Future Route (CFR) between Hackney and the Isle of Dogs launches on 8 May. These proposals will transform roads in east London linking Hackney and the Isle of Dogs to make it easier for people to cycle and walk.

Consultations for other CFRs will follow within the next few months. Again, I encourage you to formally respond.

Best wishes,

[Sophie Achillini](#)

Engagement Specialist | National & Regional Partnerships
Public Affairs & External Relations | Transport for London

[tfl.gov.uk](#)

From: Webster Gordon

Sent: 01 May 2019 15:59

To: Norman Will (Will Norman, Walking & Cycling Commissioner); Futch John; Lister Tom; Achillini Sophie; Treen Jennifer (Engineering)

Subject: RE: Will meeting with Sarah Gayton

All,

Draft engagement meeting minutes attached. Please return any tracked comments / additions to Sophie who will coordinate the final minutes and proposed response as part of her team's engagement role.

My main comment would be to consider how best to respond to the request for a pause on bus stop bypasses and bus stop boarders.

We could suggest that we will continue to look at opportunities to improve conditions for pedestrians at bus stops where a dedicated facility for cyclists is necessary due to wider safety issues. We would welcome ideas on how to provide a better environment for pedestrians in these locations where it is essential for cyclist safety improvements to be made and would encourage them to respond to the consultation on the scheme: Wood Lane to Notting Hill Gate, which went live today.

We would then be able to capture their views formally as part of that consultation which includes layouts which feature bus stop bypasses and Zebra crossings over cycle tracks linking to signal controlled crossings.

Perhaps that could feature as part of the cover letter in our final response.

Regards,

Gordon Webster | Walking & Cycling Technical Specialist | Active Travel & Health
Transport Strategy | City Planning

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From: Norman Will (Will Norman, Walking & Cycling Commissioner)

Sent: 01 May 2019 15:01

To: Webster Gordon; Futch John; Lister Tom; Achillini Sophie; Treen Jennifer (Engineering)

Subject: Will meeting with Sarah Gayton

Dear All

Thank you for attending the meeting earlier. Do let me know any thoughts, concerns or follow up actions you have.

Gordon – thank you for ‘volunteering’ to take notes. Will you share them internally before they go out?

Many thanks

Will

Will Norman
Walking & Cycling Commissioner

 *Please consider the environment before printing this e-mail*