



Shaping the future of Step-Free access on the Tube

Full consultation Report
November 2022

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MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

Contents

1. Executive Summary	1
2. About the consultation	2
2.1 Purpose.....	2
2.2 Potential outcomes.....	3
2.3 Consultation history.....	3
2.4 Who we consulted.....	4
2.5 Dates and duration.....	5
2.6 What we asked.....	5
2.7 Methods of responding.....	5
2.8 Consultation materials and publicity.....	6
2.9 Equalities Assessment.....	11
2.10 Analysis of consultation responses.....	11
3. About the respondents.....	12
3.1 Number of respondents.....	12
3.2 How respondents heard about the consultation	13
3.3 Who responded.....	13
3.4 Postcodes analysis	14
3.5 Comments on the consultation process and material.....	15
4. Summary of all consultation responses	18
4.1 Use of the Tube.....	18
4.2 Stakeholder responses	68
4.3 Petitions and campaigns	72
5. Next Steps.....	73
Appendix A: Detailed analysis of comments	74
Appendix B: Consultation questions.....	81
Appendix C: Consultation letter/leaflet	85
Appendix D: Summary of Stakeholder replies.....	91
Appendix E: List of stakeholders consulted with	102
Appendix F: Press and media	117
Appendix G Response to issues raised.....	130

1. Executive Summary

Introduction

Work to provide step-free access at stations forms an important part of our wider work to make our transport network more accessible and inclusive.

We consulted about the future approach to step-free access on the Tube network to understand what is important for our customers when travelling on the network. The consultation feedback would allow us to plan our approach for planning and delivering step-free access at Tube stations so that we are ready to act as soon as funding becomes available. The consultation ran between Tuesday 2 November 2021 and Thursday 10 February 2022 (running for 14 weeks in total).

The consultation was open to all and, therefore, respondents were self-selecting.

A total of 5583 responses were received, of which 31 were from stakeholders.

Impact of no step-free access at Tube stations

In the written comments we received, 46 per cent of public respondents raised the impact of having no step-free access and facilities at Tube stations and how it affected their travel, with eight per cent saying it causes distress and impacts on their mental wellbeing, six per cent saying it raises health and safety concerns in terms of accessing and navigating Tube stations, and seven per cent stated that the lack of step-free access limits the freedom and travel opportunities for some people.

Public respondents discussed how they felt the lack of step-free access at Tube stations negatively impacted different groups of people, with 18 per cent saying it negatively impacts disabled people and those with health issues, 14 per cent saying it negatively impacts young families and those travelling with prams/pushchairs, 10 per cent saying it negatively impacts older people, and eight per cent saying it negatively impacts those travelling with luggage and other items.

How to prioritise Tube stations for step-free access and facilities

Most public respondents felt that stations that interchange with other Tube lines or modes of public transport (i.e., trains and buses) should be prioritised, as well as prioritising stations that are within easy reach of hospitals/healthcare services.

Sixty-three per cent of public respondents also felt that the priority for making stations step-free should be those in a specific area or line where there are stations with minimal access (i.e., to 'plug a gap' in the Tube network). Forty-eight per cent of public respondents felt that making a smaller number of stations step-free to all Tube lines should be the priority rather than making a greater number of stations partially step-free (33 per cent), and 20 per cent said they had no preference.

Sixty-nine per cent of public respondents felt that it would be best to install lifts at a combination of some smaller and medium Tube stations or as part of a complex station.

Manual boarding ramps

Sixty-three per cent of public respondents said they do not need to use manual boarding ramps. Of those who have a mobility impairment, 37 per cent said they only use manual boarding ramps as a last resort. Five per cent of public respondents who commented said they had issues and concerns with using manual boarding ramps, with some discussing how ramps are sometimes either not available or staff have not prepared the ramps ahead of the respondent arriving at the station.

Toilet facilities and changing places toilets

Seventy-nine per cent of public respondents said that having access to toilets at Tube stations was either fairly important or extremely important, and 39 per cent said that having access to changing places toilets was fairly or extremely important.

Other themes raised that would improve accessibility of Tube Stations

In their written responses, some public respondents commented about other aspects they felt would improve the accessibility of Tube stations, such as:

- Installing more lifts and maintaining lifts to ensure they remain in service
- Installing more escalators
- Raising the height of platforms to be level with the Tube
- Ensuring the design and layout of step-free access and facilities reduces the amount of travel required for those with accessibility needs
- Improved signage and information provision at stations to assist with journey planning
- More staff available at stations to assist those with accessibility needs
- Better awareness in general from both staff and other travellers at stations about all forms of disability including invisible disabilities

As the consultation results will be used to inform future step free projects, it is not yet possible to give detailed information or commitments on how we plan to respond to every issue that has been raised. However, in [Appendix G](#) of the report we have outlined our shorter-term plans for improvement on the areas that have been highlighted. We have also provided our [next steps](#) following the consultation in section 5.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily understandable information about the future of step-free access on the Tube and allow them to respond

- To understand what is important to passengers who benefit from step-free access when they make their journeys
- To provide adequate time for people to respond
- To consider all responses fairly and equally when decision-making
- To understand concerns and objections
- To allow respondents to make suggestions

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we are able to identify what is important for passengers who benefit from step-free access
- Following careful consideration of the consultation responses, we are able to identify Tube stations that provide the best opportunities for the next phase of step-free access
- Following careful consideration of the consultation responses, we are not able to identify what is important to passengers who benefit from step-free access and plan the next phase of step-free stations

2.3 Consultation history

2.3.1 Background

Every Londoner should have equal access to easy, safe and reliable transport to get them home, to their job or place of education, connecting them with the people and things they enjoy, allowing them to travel confidently and conveniently.

Step-free access across the transport network plays a vital role in providing these opportunities for many older and disabled Londoners, as well as parents and carers. Work to provide step-free access at stations is therefore an important part of our wider work to make our transport network more accessible and inclusive.

We consulted about the future approach to step-free access on the Tube network to understand what is important for our customers when travelling on the network. The consultation feedback would allow us to plan our approach for planning and delivering step-free access at Tube stations so that we are ready to act as soon as funding becomes available.

2.3.2 Pre Consultation

We worked with stakeholder groups prior to the consultation launching to set up a stakeholder session at the start of the consultation period with key stakeholders including, Alzheimer's Society, Guide Dogs UK, London Vision, Scope, Parkinson's UK, Transport for All, Thoughtistic, RNIB, and Wheels for Wellbeing. This was designed to give them as much information as possible about how to share the consultation material with local groups, provide digital assets and ask for any invitations to any meetings being held that we could attend in person or virtually.

As we were launching the consultation, the Omicron variant of Covid-19 started to spread, and restrictions came back in on people's movement. This meant we were not able to hold any face-to-face meetings. Most of the groups contacted however were meeting virtually and were happy for us to attend their meetings.

2.4 Who we consulted

We consulted a wide range of stakeholders across London and the home counties. We targeted stakeholder groups whose members we considered would benefit from step-free access such as local mobility forums and local pensioner forums. We also targeted local carer and parent groups as well as local groups for people who are living with partial sight or sight loss.

We also worked with our more strategic and pan London stakeholders such as Transport for All and Age UK. They were able to provide access to local groups as well as advice on how best to prepare questions and what questions to ask.

We sent out our stakeholder email to over 820 groups. A full list of these groups is in Appendix E.

We consulted all local ward councillors in all the London Boroughs. We asked them to promote the consultation to any groups they may know or be a member of. As part of the local authority consultation plan, we worked with the media and communication officers in the boroughs to help promote the consultation on their website using digital media. All Transport Officers were also sent the consultation email.

In total, we sent over 2,800 emails at the start of the consultation to our stakeholder list. A copy of the email is in Appendix C.

We consulted our passengers by emailing them via our Customer Relations Marketing group. Passengers that had signed up for updates regarding any accessibility news on the network were sent an email at the start of the consultation. This email is in Appendix C, and the email was sent to approximately 300,000 passengers.

We sent a follow-up email to the same group two weeks before the consultation closed.

A copy of the follow-up email is in Appendix C.

We consulted with people who were connected to the Disability Horizons community via social media.

2.5 Dates and duration

The consultation was open between 2 November 2021 and 10 February 2022 (14 weeks). The consultation period was long as it was open over the holiday period. We also wanted to give ourselves enough time to consult with as many passengers and groups as possible so had planned for at least a 12-week consultation period.

2.6 What we asked

We wanted to know what features in a step-free Tube station are most important for passengers and potential passengers. For example, is it more important that a step-free Tube station has an interchange on to another line? Or, that it is next to a bus station? Is it more important for a step-free station to be near to a town centre? Or, to a hospital?

We asked for people's priorities, rather than specific locations, so we can apply this to every Tube station in London and see which step-free locations will benefit the most people.

The questions we asked were developed with input from our Independent Disability Advisory Group, as well as several key organisations we engage with that represent older and disabled Londoners, such as Transport for All and Age UK

A full list of the questions is in Appendix B.

2.7 Methods of responding

Consultees could provide us with their response through several different channels. They could:

- Complete the online survey on our consultation portal
- Use our Freepost address to post us the survey or letter
- Email us with their views or a completed survey
- Download an Easy-read version of the survey and email back to us or post it.
- Call our answerphone service where a member of the project team would call them back to either post out a survey or complete the survey over the phone
- Upload an audio file to our email address with their views
- Provide us a British Sign Language video of their views and email the file to us
- Use our Textphone service
- Provide views at any of the virtual events or, face to face meetings that took place

At the start of the consultation, we had arranged project webinars for people to attend and provide their views. Only five people registered for these, so they did not take place. Anyone who had registered received an email with an offer of a telephone call to discuss the project.

2.8 Consultation materials and publicity

Emails to public/stakeholders

We sent out a customer email to our customers who have registered for accessibility updates on our network. The email went out to approximately 300,000 people on 2 November 2021.

Due to the consultation period, we sent out a further email to this group, advising respondents that they only had two weeks left to provide us their views. This email went to the same group on 27 January 2022. A copy of the emails can be found in Appendix C.

We sent an email to all ward councillors, local elected members such as MPs and GLA Members across London and the home counties. When we sent the email, we not only asked for the views of the respondents but also requested that they promote the consultation to their constituents and local groups that they may be members of. This was to try to maximise the spread of the message and consultation. A copy of the email can be found in Appendix C.

We sent an email to all our known stakeholder groups across London and the home counties. This went to 820 groups. The email provided details of the consultation, requested views from the group but also requested an invite to attend a meeting with them to discuss step-free access with their members. A copy of the email can be found in Appendix C.

A first for us in this consultation period was a newsletter aimed at accessible groups updating them on our latest projects. We included an article in this newsletter. A copy of the newsletter can be found in Appendix C.

Our website portal allows people to register for an update on new consultations when they launch. We sent these people an email which can be found in Appendix C.

Media activity

On 2 November 2021, we put a press release out promoting the consultation across all our media partners. A copy of the press release can be found in Appendix F.

The story was picked up by the evening standard, and we had an article appear on 2 November. A copy of all the press coverage can be found in Appendix F.

Digital advertising

We put together an online marketing campaign to advertise the consultation. This was active for the first five weeks of the consultation, between 2 November and 7 December 2021.

We produced digital adverts for our stakeholders and other partners to place on their websites to help promote and spread the message of the consultation.

Partnership working

For the first time, we partnered with Disability Horizons. An online disability lifestyle publication that aims to give disabled people a voice.

They were able to put an article on their website, as well as putting an article in their newsletter which was circulated to over 7,000 people on their database. They posted on their social media channels which are followed by over 28,000 people on Twitter. This work in partnership with Disability Horizons generated over 940 click-throughs to the consultation portal. A copy of the article and advert can be found in Appendix F.

Public meetings drop-in sessions

We had planned to carry out pan London public events, but due to the outbreak of the Omicron Covid-19 variant, these were cancelled. When we were putting together our events, we found most, if not all, groups requested to meet virtually via MS Teams or Zoom apps. Near the end of the consultation period, we were able to attend a face-to-face stakeholder session, and this was with the Age UK group for the City of London.

Additional materials

We had produced an A5 flyer to help promote the consultation at events and as an additional digital asset. This can be found in Appendix C.

Webinars

We advertised webinars on our website for November and December. Due to a lack of interest, we cancelled them.

For those who had registered to attend, we made an offer of a phone call and or the opportunity to speak to one of the project team via email.

Meetings with stakeholders

During the consultation period, we met with a wide range of stakeholder groups. Some key strategic groups to help us promote the consultation, local user groups and mobility forums to get the views of people using the network, and groups where people were just able to respond to the survey.

We worked with our colleagues who have the local knowledge of groups and attend regular meetings with boroughs to promote the consultation. A summary of the meetings that took place are listed below.

We also worked with our colleagues who could provide us with links into the key stakeholder groups, arranging larger webinars and allowing us to build on the existing relationships.

Pre-consultation launch

Prior to the launch of the consultation, we attended the Inclusive Transport Forum. This was an online forum for representatives from the following stakeholder groups attended: **Alzheimer's Society, Guide Dogs UK, London Vision, Scope, Parkinson's UK, Transport for All, Thoughtistic, RNIB, and Wheels for Wellbeing.**

The consultation was received positively by the forum members, and attendees welcomed the opportunity to share valuable feedback and ask questions about the consultation and wider transport issues.

We invited stakeholders to request a briefing prior to the consultation launching, to receive details of the consultation details, how they could promote the consultation and how they could take part. Groups requesting such a briefing were, **RBKC Mobility Forum, Westminster Age UK, LB Islington, Disability Action Group Haringey, Camden accessibility groups and Public Transport Liaison Group meeting LB Sutton.**

During the consultation period

We ran a Key stakeholder webinar attended by over 100 people representing various stakeholders. We presented the consultation material, the aim of the consultation and how stakeholders can promote and spread the messages about the consultation with online digital banners and our pdf A5 poster. The result of this webinar was invites to more local stakeholder groups.

Stakeholder meetings held

Merton Vision Community Advisory Group

Presentation to the audience about the consultation. Attendees spoke about their journeys and experiences and were able to provide responses to the consultation.

Kingston Association for the Blind and Kingston Centre for Independent Living

Promoted the consultation to councillors and attendees of the meeting who expressed their opinions on the network currently and on step-free access in general.

Islington borough transport officers

Promoted the consultation to attendees and provided digital assets for the borough to use on their channels.

Speak out in Hounslow

Presentation to the audience. Attendees spoke about their journeys and experiences and were able to provide responses to the consultation using the Easy-read survey. They also suggested local stations for priority.

Richmond Mencap forum

Presentation to the audience. Attendees spoke about their journeys and experiences and were able to provide responses to the consultation using the Easy-read survey.

Barking & Dagenham Care and Support

Attendees spoke about their journeys and experiences and were able to provide responses to the consultation. They also suggested local stations that should be considered as a priority for step-free access.

Disability Action Haringey

Presentation to the audience. Attendees spoke about their journeys and experiences and provided responses to the consultation.

RBKC Mobility Forum and RBKC Access

There were two meetings with these groups. The first promoted the consultation and, in the second, attendees spoke about their journeys and experiences and were able to provide responses to the consultation. They also suggested local stations such as South Kensington for a priority. They also mentioned that the north of the borough stations should be considered as well.

They also had additional ideas for the TfL Go app and requested attendance at future meetings to discuss ideas.

Age UK London and the Greater London Forum for Older People

Participants highlighted that if the tube was more accessible, they would use it more in general. They noted the speed of escalators can be difficult for disabled people and directions for interchanges can be confusing at times. Long walking times within stations was a common theme. Travelators were seen as a helpful way and a possible addition to the step-free access programme.

They wanted to see more data on how many steps there are at stations as this could allow them to plan to use other routes with fewer stairs. Every big interchange station should have step-free access throughout the entire station.

Level access was a preferred option over manual boarding ramps.

Toilets was a hot topic and huge priority, and the group felt they should be included in any station upgrade or new station but need to be easy to find/access.

Active Travel and Public Transport Forum

Meeting with councillors and public where we presented and promoted the consultation.

London Visually Impaired Forum

Presentation to the audience, allowing them to respond with their journey experience and provide their individual responses to the consultation. Some of the attendees replied to the consultation via email after the event.

Wandsworth Older People's Forum

Presentation to the audience, allowing them to then provide individual responses to the consultation and provide comments on their experiences of travelling on the Tube network. They requested we look at local stations important to their journeys such as Putney. They were keen for us to attend future meetings.

Dementia Voice (Waltham Forest)

Presentation to the audience, allowing them to then provide individual responses to the consultation and provide comments on their experiences of travelling on the Tube network. They requested we look at local stations important to their journeys.

Age UK City of London

Presentation to the audience, allowing them to then provide individual responses to the consultation and provide comments on their experiences of travelling on the Tube network. They requested we look at local stations important to their journeys. As this was a face-to-face meeting, and we were able to bring responses from the event.

Tower Hamlets Accessibility Forum

Presentation to the audience, allowing them to then provide individual responses to the consultation and provide comments on their experiences of travelling on the Tube network. They requested we look at local stations important to their journeys.

Richmond Public Transport Liaison Meeting

Meeting with councillors and public where we presented and promoted the consultation.

Watford Borough Council

Meeting with councillors to discuss local stations on the Tube network.

London Muscle Group meeting

Presentation to the audience, allowing them to then provide individual responses to the consultation and provide comments on their experiences of travelling on the Tube network. They requested we look at local stations important to their journeys.

Social media Instagram Live event

On Thursday 3 Feb, a representative from Transport for All joined our head of Equality and Inclusion to speak about accessible stations, step-free access, and our recent consultation.

Marcia asked Katie various questions about both her own experience using the network and how important it is for people to have their say in shaping a future step-free programme. A full transcript is added below, but here are some highlights, key learnings and thought-provoking quotes from Katie. You can watch the full interview on YouTube [here](#).

Highlights:

- Our first ever Instagram Live for a consultation
- The live was well-received, with a total of over 1,200 tuning in

Key learnings:

- Accessibility is much more than just ramps and lifts, we need to consider the bigger picture
- Using manual boarding ramps is not seen as spontaneous travel, and some don't feel comfortable using them
- Roughly 58% of disabled Londoners don't have access to a car, public transport is so important to be accessible and step-free access plays a huge role in that
- There is a huge gap with the time it takes a disabled person to make a journey compared to a non-disabled person
- We need to prioritise disabled people's voices in decision making

2.9 Equalities Assessment

An Equalities Impact Assessment has not been completed for this consultation as we do not yet have specific proposals for future step free access work – these will be subject to a full EQIA process. Each station would require its own assessment if they are taken forward.

However, given the subject matter of this consultation it was essential that we made every effort to involve those identifying as belonging to a group with protected characteristics, in particular those identifying as having a disability and parents with children. We undertook a large amount of work to ensure this happened and section 2.8 contains full details of this.

Forty-four per cent of respondents to the consultation advised us that they had a disability.

2.10 Analysis of consultation responses

The analysis of the consultation has been carried out by our supplier, AECOM, who were procured via a competitive tender process. The full coding table created by AECOM can be found in Appendix A.

3. About the respondents

3.1 Number of respondents

Respondents	Total	per cent
Public responses	5552	99
Stakeholder responses	31	1
Base	5583	100

3.2 How respondents heard about the consultation

How respondents heard	Total	per cent
Received an email from TfL	3467	65
Received a letter from TfL	24	*
Read about it in the press	155	3
Social media	763	14
Saw it on the TfL website	173	3
Other	721	14
Base	5303	100

*Less than one per cent

3.3 Who responded

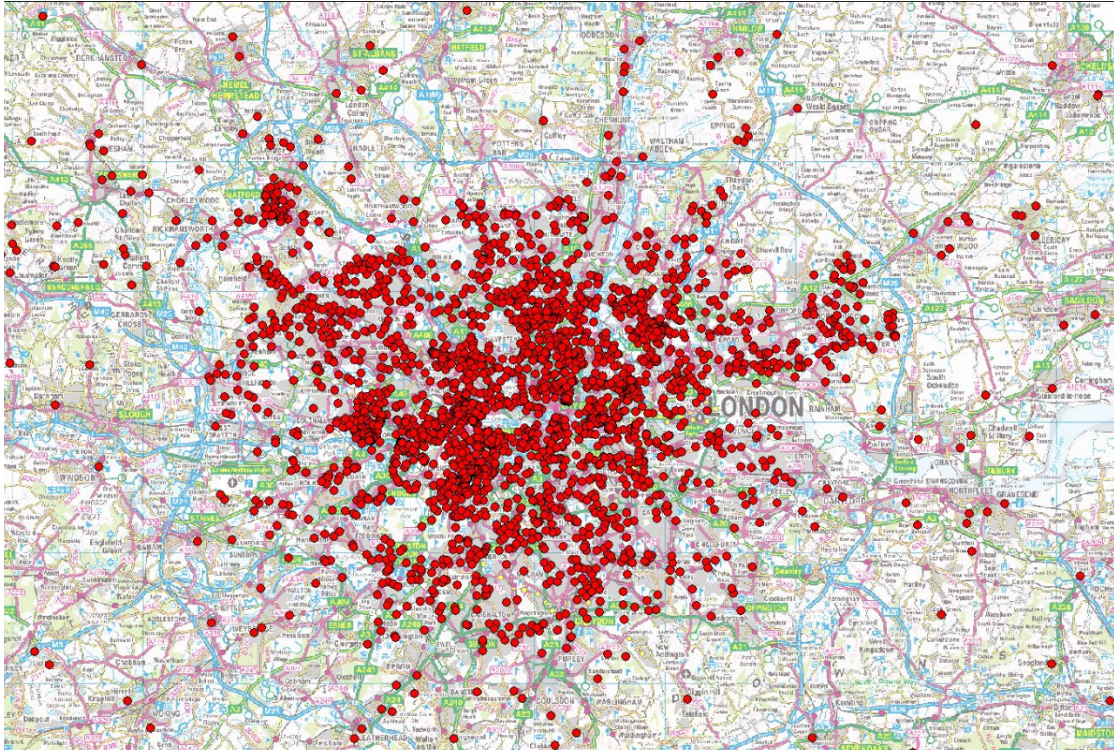
Respondent type	Total	per cent
A London resident	4127	78
A London business owner	180	3
Employed within London	1104	21
A visitor to London	791	15
A commuter to London	484	9
Not local but interested in step-free access	419	8
Base	5301*	134

- People could select more than one option resulting in more than 100 per cent

3.4 Postcodes analysis

Below is a map showing the home location of respondents who gave a valid postcode.

Figure 13: Location of respondents



Contains OS data © Crown copyright and database right 2021

3.5 Comments on the consultation process and material

We want to improve on the consultations that we carry out and people’s views on the way we consult is important. To seek these views, we asked respondents a series of questions about the quality of the consultation materials and the accessibility of them. A summary of the responses are found in Table 22.

Table 22: Quality of consultation (per cent)

Component of consultation	Very good	Good	Adequate	Poor	Very poor	Not applicable	Base (n)
Website structure & ease of finding what you needed	24	39	24	3	1	8	4972
Written information	20	39	25	3	1	11	4847
Maps, images & related diagrams	22	34	25	5	1	13	4865
Online survey format	23	43	26	4	1	2	4899
Website accessibility	24	42	20	2	1	11	4821
Events & drop-in sessions	5	7	9	2	2	75	4732
Promotional material	6	11	12	4	2	67	4692

We then ask people to add any comments they may have about the materials. The comments have been analysed and coded and form part of our continuous improvements for our consultations.

Table 23 shows the key comments shared by respondent in relation to the quality of the consultation.

Table 23: Quality of consultation comments

Comment	Public	Stakeholder	All respondents
Survey questions			
Issues with questions - complicated or unclear	84	0	84
Issues with questions - range of responses were limited	43	1	44
Issues with the questions - irrelevant	43	0	43
Issues with questions - can't express which step-free interventions would work best	42	1	43
Issues with questions - range of responses were too extensive	6	0	6
Survey design			
Lack of information/need more details/clearer information	71	0	71
Doesn't reflect the complexity of the issue	77	2	79
Survey/questions are biased/leading	73	2	75
Poor quality/design/presentation	58	1	59
Inadequate space to provide detailed comments	27	0	27
Survey length is too long	9	0	9
Survey accessibility			
Consultation material not advertised or publicised enough/should be publicised further/suggest further consultation	63	6	69
Criticism of survey inclusivity	44	0	44
Criticism of TfL website	19	1	20
Consultation was difficult to access	12	0	12
Other consultation comments			

General positive comment	113	4	117
General negative comment	71	1	72
Other comment about the consultation/consultation material	50	1	51
No issues	23	0	23
Base (those who provided a comment about the quality of the consultation)	644	12	656

4. Summary of all consultation responses

We received 5583 responses to consultation, of which 31 were stakeholders. Section 3 summarises the demographic information about our respondents. Respondents represented the following (NB respondents can be represented in more than one group): In summary, almost all respondents felt providing step-free access and facilities to stations across the Tube network was important and, if implemented correctly, it can enable more people to access stations and travel on the Tube, as well as generally encouraging people to travel more often and improving the travel experience for them.

Use of the Tube

Sixty per cent of public respondents now use the Tube less than they did before the Coronavirus pandemic. If there were more step-free stations on the Tube network, 66 per cent of public respondents said they would use the Tube more, including 86 per cent of respondents who have a mobility impairment and 80 per cent with a chronic illness. A total of 880 public respondents said they did not currently use the Tube, but 80 per cent of these said they would use it if it was more accessible to them.

A total of 2406 members of the public provided a written response about step-free access and facilities. Where references are made to the proportion of those who provided a comment about a particular aspect related to step-free access (e.g., the proportion of respondents who commented about lift facilities), this is the proportion of the 2406 member of the public who provided a written response.

4.1 Use of the Tube

4.1.1 Before the Covid-19 pandemic, how often did you use the Tube, and how often do you use the tube network currently?

Headline Findings

- Sixty per cent of public respondents now use the Tube less than they did before the Coronavirus pandemic
- Thirteen per cent previously using the Tube daily but now only three per cent using it daily

Summary of all responses

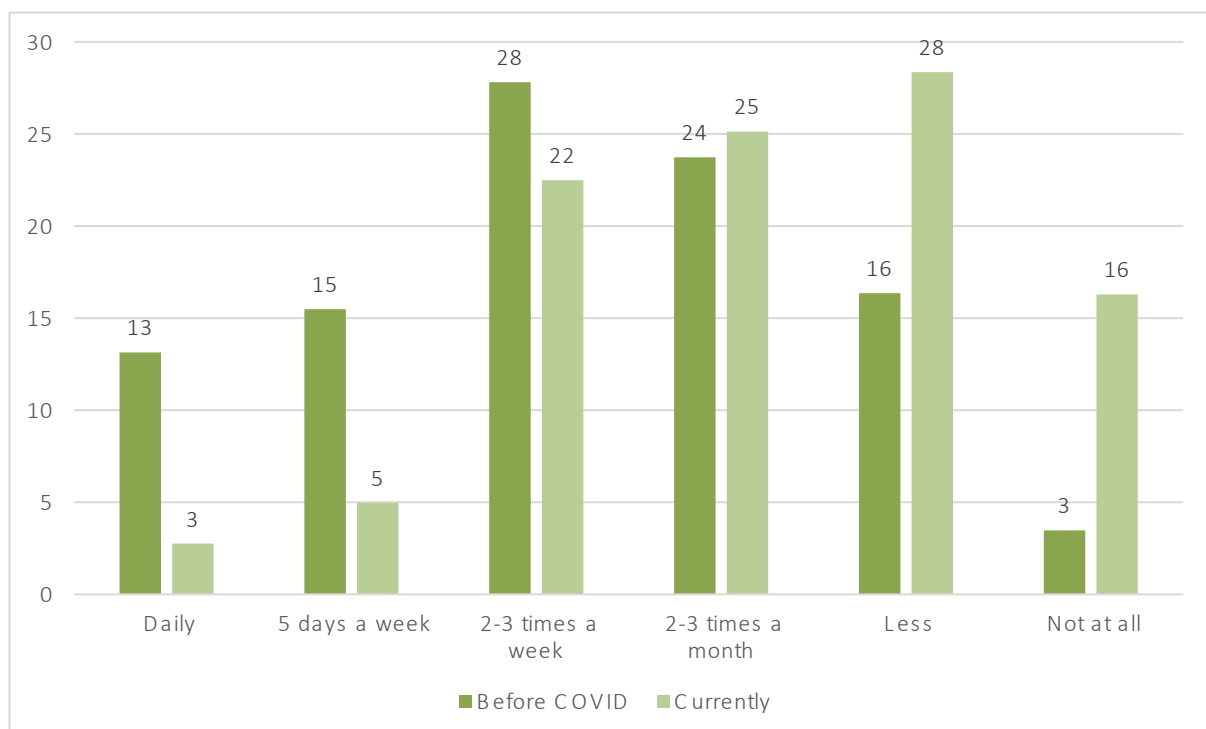
Figure 1 shows public respondents use of the Tube before the Coronavirus pandemic compared to currently. Overall usage has decreased, with 60 per cent of public respondents stating they now use the Tube less than before the pandemic.

Before the pandemic, 55 per cent of public respondents said they used the Tube 2-3 times a week or more. Respondents who currently use the Tube 2-3 times a week or more has decreased to 30 per cent.

When asked what their current use of the Tube is, 28 per cent respondents selected that they use the Tube less than 2-3 times a month. This was the most often selected response compared to 16 per cent per cent before the pandemic.

The biggest difference between current usage and usage before the pandemic is from those who used the Tube daily or five days a week. Before the pandemic, 13 per cent of respondents used the Tube daily and 15 per cent used the Tube five days a week. Respondents who currently use the Tube daily and five days a week is now three per cent and five per cent respectively.

Figure 1: Use of the Tube by the public before the pandemic and currently (per cent)



Base: All public respondents: Pre-Covid (n=5411), current (n=5418)

4.1.2 If the tube network had more step free stations, how often would you like to use the network?

Headline Findings

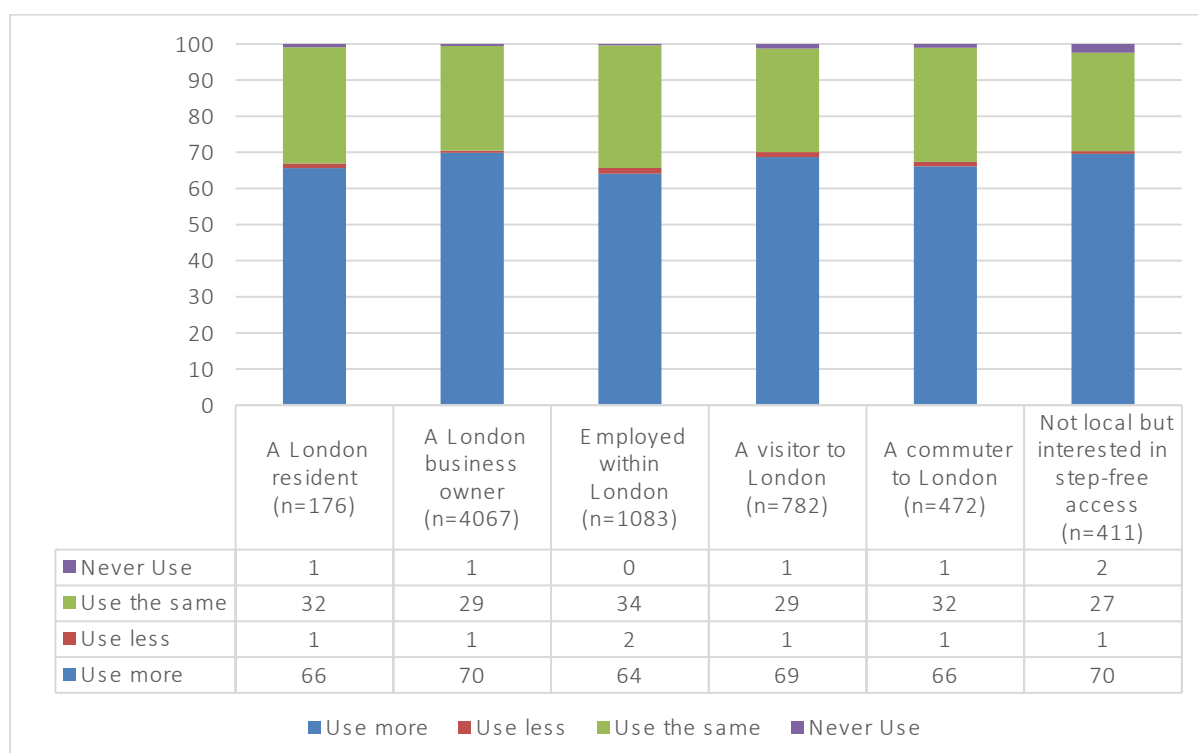
- Sixty-six per cent of all public respondents said they would use the Tube more if there were more step-free stations, including 73 per cent of respondents with a disability
- Forty-six per cent of public respondents commented about the impact of having no step-free access and facilities at stations and how it affected their travel
- Nine per cent of public respondents who provided a written response commented about how they generally supported step-free access at Tube stations and felt that it was important and should be a priority

Summary of all responses

Respondents were asked if the Tube network had more step-free stations, how often they would use the network. The response to this question had been compared to their current usage of the Tube.

Sixty-six per cent of all public respondents said they would use the Tube more if there were more step-free stations. The split by respondent type is shown in Figure 2 below.

Figure 2: Usage change from present if the Tube network had more step-free stations



Free text comments received

General comments about step-free access

Nine per cent of respondents (n¹=228) who provided a written response commented about how they generally supported step-free access at Tube stations and felt that it was important and should be a priority. Two per cent of those who commented discussed how they disagreed with step-free access and felt that should not be a priority for improvements.

¹ When we display (n = 'number') 'n' refers to the number of people that provided a particular written comment as part of their consultation response.

Table 1: General comments about step-free access

Comment	Public	Stakeholder	All respondents
Support step-free access/is important/should be a priority (general comments)	228	4	232
Oppose step-free access/is not important/should not be a priority (general comments)	40	1	41
Total (those who provided general comments about step-free access)	268	5	273
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

Support step-free access/is important/should be a priority (general comments)

(n=228): These respondents explained that they felt providing step-free access at Tube stations was important and should be a priority for TfL to improve travel opportunities and accessibility for those with disabilities. Also to improve the travel experience for those without disabilities, to reduce the impact on the environment by encouraging and enabling more people to use public transport rather than drive, and to make London a more attractive and accessible city for all. Examples of comments include:

“It’s so important to make public transport accessible to all, not only for climate change, but to give people access to facilities, give independence, agency and equality.” (Frequent Tube user; limiting long-term illness; parent or carer for a disabled person)

“Step-free access is not just for the disabled and wheelchair users. Step-free access is also important for people with luggage using public transport to travel to airports.” (Rarely/never use Tube; limiting long-term illness, older person)

“Should be a top priority for TfL. Disabled people deserve access to everything that able-bodied people already have access to. It is rather shameful that step-free access on the Tube, as well as other accessibility infrastructure, is so lacking and unreliable and sporadic. London is for everyone.” (Frequent Tube user; mental health condition, neurodivergent)

Oppose step-free access/is not important/should not be a priority (general comments)

(n=40): Many of these respondents felt that step-free access should not be a priority and that money would be better-spent elsewhere to improve access for disabled people to other facilities and services, with some adding that unless all Tube stations can be made step-free, the impact would be limited. A few

respondents felt that improving the Tube service should be the priority before considering step-free access further, discussing how they felt the service was poor, overcrowded, and unreliable. Examples of comments include:

“The money should be spent on new Tube trains as 80% of them are very old, cramped and extremely hot. I don't see wheelchair users using the Tube until new ones are put in place.” (Infrequent Tube user; limiting long-term illness, parent or carer for a disabled person)

“Please focus on doing core maintenance and overall performance improvements first as a priority. The London Tube system is lagging far behind its peers in these areas and is at risk of suffering long-term structural and feasibility issues.” (Frequent Tube user; non-disabled ally)

Impact of step-free access

Six per cent of respondents who provided a written response about step-free access commented about the positive impacts of having step-free access at Tube stations.

Table 2: Impact of step-free access

Comment	Public	Stakeholder	All respondents
Step-free access can improve journey quality/time	96	3	99
Already benefitted from step-free access improvements	38	0	38
Total (those who provided a comment about the impact of step-free access)	134	3	137
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

Step-free access can improve journey quality/time (n=96): Some respondents discussed how they supported step-free access as they believed it can improve journey quality and time for those with and without disabilities, and two per cent of respondents who commented discussed how they had **already benefitted from step-free access improvements** to Tube stations in London. Those who discussed how they continued to experience issues with particular stations and journeys felt that the addition of step-free access and facilities would improve both their journey time and travel experience. Examples of comments include:

“To make a journey, it often takes me twice as long if not three times as long as someone who walks, particularly if I am trying to get to somewhere like Baker Street. I am aware it is a complex station as it is so old that adaptations are hard, but it is deeply frustrating as a wheelchair user.” (Frequent Tube user; mobility impaired; limiting long-term illness)

“[Having step-free access] makes it less stressful when carrying luggage. There is no need to take time to plan ahead or lug cases up steep interchanges.” (Frequent Tube user; hearing impaired; older person)

Impact of no step-free access

Of those who provided a written response about step-free access, 46 per cent of respondents commented about the impact of having no step-free access and facilities at stations and how it affected their travel.

Table 3 shows the key comments that were raised in relation to this.

Table 3: Impact of no step-free access

Comment	Public	Stakeholder	All respondents
Non-accessible stations impact disabled people or those with health issues	426	14	440
Non-accessible stations impact young families travelling with prams / pushchairs / buggies / young children	337	10	347
Stairs / steps are an issue / difficult to use	258	2	260
Non-accessible stations impact older people	233	11	244
Non-accessible stations can cause distress	193	3	196
Non-accessible stations impact those travelling with other items (e.g., luggage, bikes)	185	3	188
The lack of step-free accessible stations limits freedom / reduces opportunities	175	8	183
Non-accessible stations are health and safety issues	153	2	155
Forced to take alternative route if step-free access isn't available	145	5	150

The lack of step-free accessible stations prevents / deters travel	93	0	93
Total (those who provided a comment about the impact of no step-access)	1095	18	1113
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

The key comments shared about the impact of having no step-free access at Tube stations were:

Non-accessible stations impact disabled people or those with health issues

(n=426): Eighteen per cent of respondents who commented discussed how the lack of step-free access at Tube stations can have a considerable impact on the travel of those with health issues and disabilities, with many referring specifically to those who are mobility impaired and experience difficulties with steps at stations. Examples of comments include:

“I don't personally need step-free access, but it is an absolute scandal and a matter of justice and equality that step-free access is not available across the network. We should remember that step-free access is important to parents and those who can't lift heavy luggage, as well as those who find walking difficult.” (Frequent Tube user; non-disabled ally)

“Step-free access is important as cancer has made it difficult to climb steps. A few steps is ok, but long flights are very difficult, and I can't walk long distances.” (Frequent Tube user; limiting long-term illness)

- **Non-accessible stations impact older people (n=233):** Ten per cent of respondents who commented discussed the negative impact that non-accessible stations have on older people. Many commented about the importance of lifts and other step-free facilities at Tube stations and how the lack of these restricts travel opportunities for older people.

“I am an 84-year-old man with a walking stick. At Barking station, there is only one very old lift which is frequently out of order, which is inconvenient for me and mothers with prams and wheelchair users.” (Frequent Tube user; mobility impaired; limiting long-term illness; older person)

“As an elderly person, step-free access and lifts are very important for visiting hospitals and family.” (Frequent Tube user; hearing impaired; older person)

Non-accessible stations impact young families travelling with prams/

pushchairs/buggies/young children (n=337): Fourteen per cent of respondents who provided a written comment discussed the negative impact that non-accessible stations have on young families and those travelling with children or

prams/pushchairs/buggies, with many providing examples of situations where they had experienced issues or have to take longer journeys due to the lack of step-free access at particular stations. Examples of comments include:

“I completed this survey as I have a baby, and it is very difficult to get around London with a pram without step-free access. There should be more support offered when lifts are broken and not a sign saying “sorry for the inconvenience”. It’s not inconvenient, it means I am stuck somewhere. Where there is step-free access, it should be simple. It takes me an age to get out of Kings Cross, for example.” (Frequent Tube user; non-disabled ally)

“For me (quite fit, 34-year-old man), the most important thing would be lift installation to make a station accessible for parents with kids and strollers... For example, access to the platforms of Ladbroke Grove station consists of multiple-step levels resulting in huge obstacles for women with kids, and tourists with suitcases. The presence of a lift would be extremely helpful.” (Frequent Tube user; non-disabled ally)

“I am not disabled but have young children, one of which is still in a buggy, so getting around on the Tube is dangerous and challenging when there is no step-free access. It significantly limits our options for shopping, socialising, and accessing the cultural benefits of London outside our neighbourhood.” (Frequent Tube user; non-disabled ally)

Non-accessible stations impact those travelling with other items (e.g., luggage, bikes) (n=185): Eight per cent of respondents who commented discussed the difficulties of travelling on the Tube network with luggage and other items, with some emphasising that it is not only those with health issues and disabilities that experience difficulties with steps at Tube stations. Examples of comments include:

“Please give priority to stations which do not have an escalator. Many of us can use escalators but cannot cope with steps, particularly when we are struggling with luggage or shopping trolleys.” (Frequent Tube user; older person)

“Remember step-free access is not just for pushchairs or wheelchairs. It’s particularly important for luggage and shopping trolleys.” (Rarely/never use Tube; older person)

“Some side ramps aside of stairs (e.g., Aldgate East) would help to transport prams, luggage or bikes.” (Frequent Tube user; limiting long term illness; older person)

Stairs/steps are an issue/difficult to use (n=258): Eleven per cent of respondents who provided a written comment about step-free access commented more generally about the issues and difficulties that stairs and steps can cause at Tube stations, with some explaining that steps can be dangerous to use depending on the weather and how busy the station is. Examples of comments include:

“Many stations with steps are dangerous at busier times and at all times in central London.” (Rarely/never use Tube; older person)

“I live in Dagenham East. It has steep steps, very slippery when wet/icy.” (Rarely/never use Tube; parent or carer for a disabled person)

“None of the four stations nearest to me are accessible. The District line is problematic with too many stairs for me. My overground station is accessible for journeys into town but not for the return.” (Frequent Tube user; mobility impaired)

Non-accessible stations can cause distress (n=193): Eight per cent of respondents who commented discussed how the lack of step-free access and facilities at Tube stations can be distressing and impact on the mental wellbeing on travellers. Many who had health issues discussed how they already faced difficulties in their lives because of disabilities, but they added that the lack of step-free access and facilities at Tube stations creates further difficulty for them and causes distress. Some respondents explained that they are stressed when using the Tube network because they are concerned about become stranded during their journey due to the lack of step-free access and facilities at a station. Examples of comments include:

“Being disabled is hard enough without having to negotiate stairs or travel further to a station with step-free access.” (Frequent Tube user; mobility impaired; limiting long-term illness)

“Very stressful taking the Tube when I don't know if I will get stuck because of lack of accessibility.” (Frequent Tube user; limiting long-term illness)

“I use crutches to walk. The bottlenecks of fast-moving people mean I slow the traffic. Adequate space to walk without the pressure or stress of fast-moving traffic is the second-most important issue after accessible stations without stairs. You become even more conscious of your disability when dozens of people are behind you pressuring to get round you and making dissatisfied noises about the slow pace.” (Frequent Tube user; mobility impaired)

Another key theme that emerged from the comments was the stress and concern of using the Tube network if you are dependent on the help of others when travelling, with many discussing this in relation to travelling with prams and explaining that they are reliant on the help from staff or other travellers at stations to help lift their prams when traversing stairs and steps. Some said they avoid travelling on the Tube network unless with others they know because they find it very stressful navigating stairs and steps alone. Examples of comments include:

“Using the Tube as a parent with a pushchair/pram is a no if you are travelling alone. At the moment, you rely on the help of strangers which is stressful as you never know if someone willing to help is around.” (Infrequent Tube user; non-disabled ally)

“I am not disabled but am old and have very short legs. I travel frequently at unplanned times, so a ramp is unrealistic. I depend on other travellers to help me leap the gap, especially if I am carrying anything heavy. Vauxhall and Waterloo are both terrifying!” (Infrequent Tube user; older person)

“I am focused on taking a buggy on the Tube, so my accessibility needs are lesser than others, as with help, I can get around, but it’s stressful relying on others and not knowing if help will be there. In the past, I have added an additional 30-minute walk to my journey just to be able to access a station with a lift.” (Rarely/never use Tube; non-disabled ally)

Non-accessible stations could be health and safety issues (n=153): Six per cent of respondents who provided a written comment discussed how non-accessible Tube stations can cause health and safety concerns for some travellers, mainly in relation to traversing stairs and steps and being concerned about falling due to health issues, other passengers, or carrying items and equipment. Examples of comments include:

“Many stations with steps are dangerous at busier times” (Frequent Tube user; older person)

“Because I am blind, it is going down steps that is the problem. Although I have no problems walking, it’s the risk of falling down those steps!” (Frequent Tube user; visually impaired; hearing impaired; mental health condition)

“The most stressful and dangerous part of Tube journeys for me is the gap between the Tube and platform. Please prioritise solutions for those.” (Rarely/never use Tube; mobility impaired, visually impaired, older person)

The lack of step-free accessible stations limits freedom/reduces opportunities (n=175): Seven per cent of respondents who commented shared how the lack of step-free access and facilities at Tube stations limits the freedom and travel opportunities for some, particularly those with mobility impairment and where stairs and steps were a barrier, those travelling with prams and pushchairs. Because of the lack of step-free access at some stations, several respondents discussed how they no longer travel to particular areas of London they would like to because of the difficulty they experience at Tube stations. Examples of comments include:

“It is currently very difficult for me to work or travel independently for health reasons because of inaccessibility on the Tube. Please do not treat disabled people as second-class citizens. We deserve equitable access.” (Rarely/never use Tube; mobility impaired, limiting long-term illness, mental health condition, neurodivergent)

“Had no idea how difficult it was to do anything until I had a baby and am now restricted from so many places because I can’t take the pram up and down stairs on my own, and there isn’t always someone to help. In a wheelchair, I wouldn’t even be able to rely on help from strangers to get in and out. I have felt so trapped and this must be so, so damaging to the mental health of any

Londoner who can't use stairs alone.” (Rarely/never use Tube; non-disabled ally)

“I lost my job, in part, due to the inaccessible nature of a journey between Epsom and Oxford Circus. As a young woman, with a newly diagnosed disability, it was both impossible to navigate this journey and impossible to encourage my employer to take any form of responsibility for the lack of access.” (Rarely/never use Tube; limiting long-term illness)

“Having lifts at stations would literally change my life and mean I could actually go out in the city I live in for work or social activities.” (Rarely/never use Tube; mobility impaired, limiting long-term illness, mental health condition, neurodivergent)

Forced to take alternative route if step-free access isn't available (n=145): Six per cent of respondents who commented discussed how they are forced to take alternative routes or travel using methods other than the Tube because of the lack of step-free access at stations. Many discussed how they drive or use buses or taxis to make their journeys where step-free access at stations is not available, even though they would prefer to use the Tube. Some respondents commented more specifically about how the lack of step-free facilities, particularly lifts, determines whether or not they can use the Tube. Examples of comments include:

“I currently find that I do not make journeys I might otherwise make because while there is technically a step-free route, it is so roundabout and arduous that it just wouldn't be worth it for an "optional" journey.” (Frequent Tube user; non-disabled ally)

“I can usually find a Tube route that has step-free access, though it is not straightforward and takes additional time, but if one of the step-free accesses is out of order, there usually is no alternative except to use a taxi or bus.” (Frequent Tube user; mobility impaired)

The lack of step-free accessible stations prevents/deters travel (n=93): These respondents felt that the lack of step-free access at particular Tube stations either prevents or deters them from travelling. Closely related to other points raised and discussed, some explained that because of the stress and safety concerns they have experienced when using the Tube network, they avoid using the Tube. Others shared that because some stations do not have step-free access or facilities or require considerable walking, this acts as a barrier and prevents them from using the Tube. Examples of comments include:

“Step-free needs to consider amount of walking (e.g., for the elderly as well). This is what deters some people using the Tube.” (Frequent Tube user; older person)

“Some stations I use have lifts and I plan my journeys accordingly. I find the speed of the down escalators in some stations so fast that I avoid using them and consequently avoid the Tube network. It is also difficult if I am carrying a

suitcase as stairs are increasingly more difficult to negotiate.” (Frequent Tube user; older person)

4.1.3 What type of journeys do you make on the Tube now? What type of journeys would you like to make on the Tube if it were more accessible to you?

Headline Findings

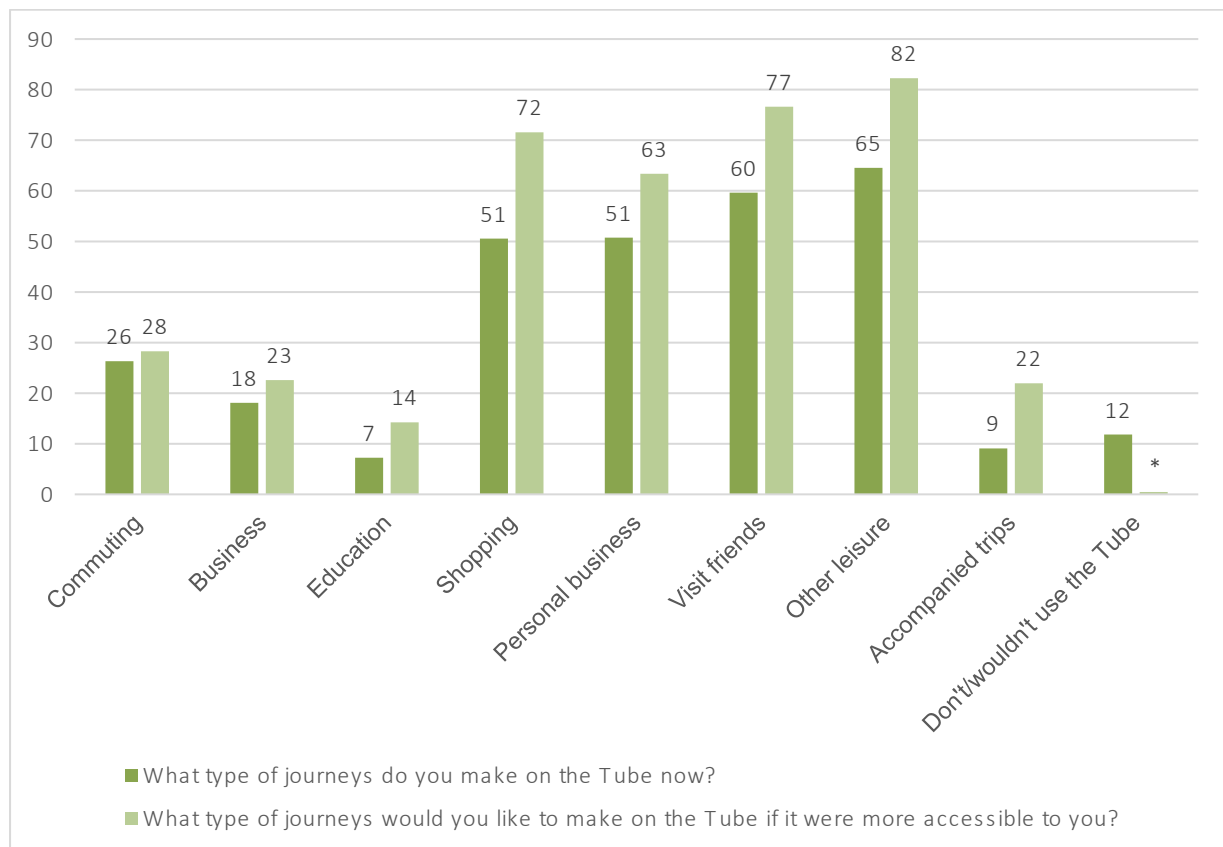
- Of the 880 public respondents who do not currently use the Tube, 80 per cent said they would use the Tube if it was more accessible to them
- If the Tube network was made more accessible, public respondents said their journeys made for shopping would increase by 21 per cent, visiting friends would increase by 17 per cent, other leisure trips would increase by 17 per cent, and travel for personal business would increase by 12 per cent
- If the Tube network was made more accessible, 87 per cent of respondents with a mobility impairment stated they would use the network more for other leisure trips, and 72 per cent would use it more for personal services including medical visits

Summary of all responses

Respondents were next asked about the type of journeys they currently make using the Tube network and which they would make if the Tube network were more accessible, the largest increase was for journeys which were leisure related. Figure 3 shows there was a 21 per cent increase in shopping, 17 per cent to visit friends, 17 per cent for other leisure trips including sports, day trips and holidays and a 12 per cent increase for personal business purposes.

The difference between respondents who currently don't use the Tube and those who still wouldn't use the Tube if the network had more step-free stations was also significant with 12 per cent of respondents stating they would use if there was more step-free access compared to less than one per cent who stated they still wouldn't use the Tube.

Figure 3: Difference in journey purpose if the network has more step-free stations (per cent)



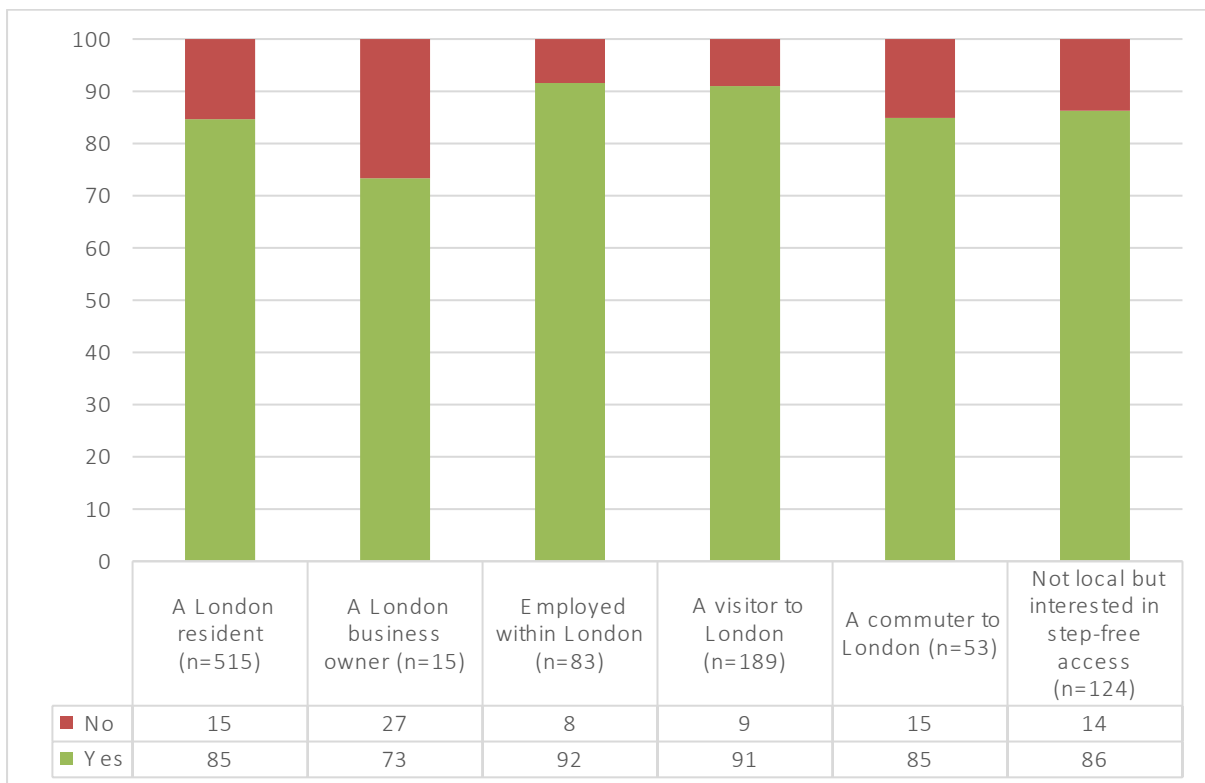
*Less than one per cent

Base: Current Tube usage (n=5407); Usage if Tube more accessible (n=4757)

- Eighty-seven per cent of respondents with a mobility impairment stated they would use the network more for other leisure trips, and 72 per cent would use it more for personal services including medical visits
- Seventy-four per cent of respondents with a chronic illness would use the network if it was more accessible for personal business such as medical trips

Of the 16 per cent (n=880) of public respondents who stated they do not currently use the Tube, 80 per cent said they would use the Tube if it was more accessible for them (Figure 4).

Figure 4: If you do not currently use the Tube, would you use the Tube if it was more accessible to you? (per cent)



- The majority of respondents who listed a disability stated they would use the Tube if it was more accessible, including 85 per cent of those who were older people, 94 per cent of those with a mobility impairment, and 93 per cent of those with a chronic illness

4.1.4 Should we prioritise making stations step free if they already have (different options presented)? Please pick your top three in order of importance

Headline Findings

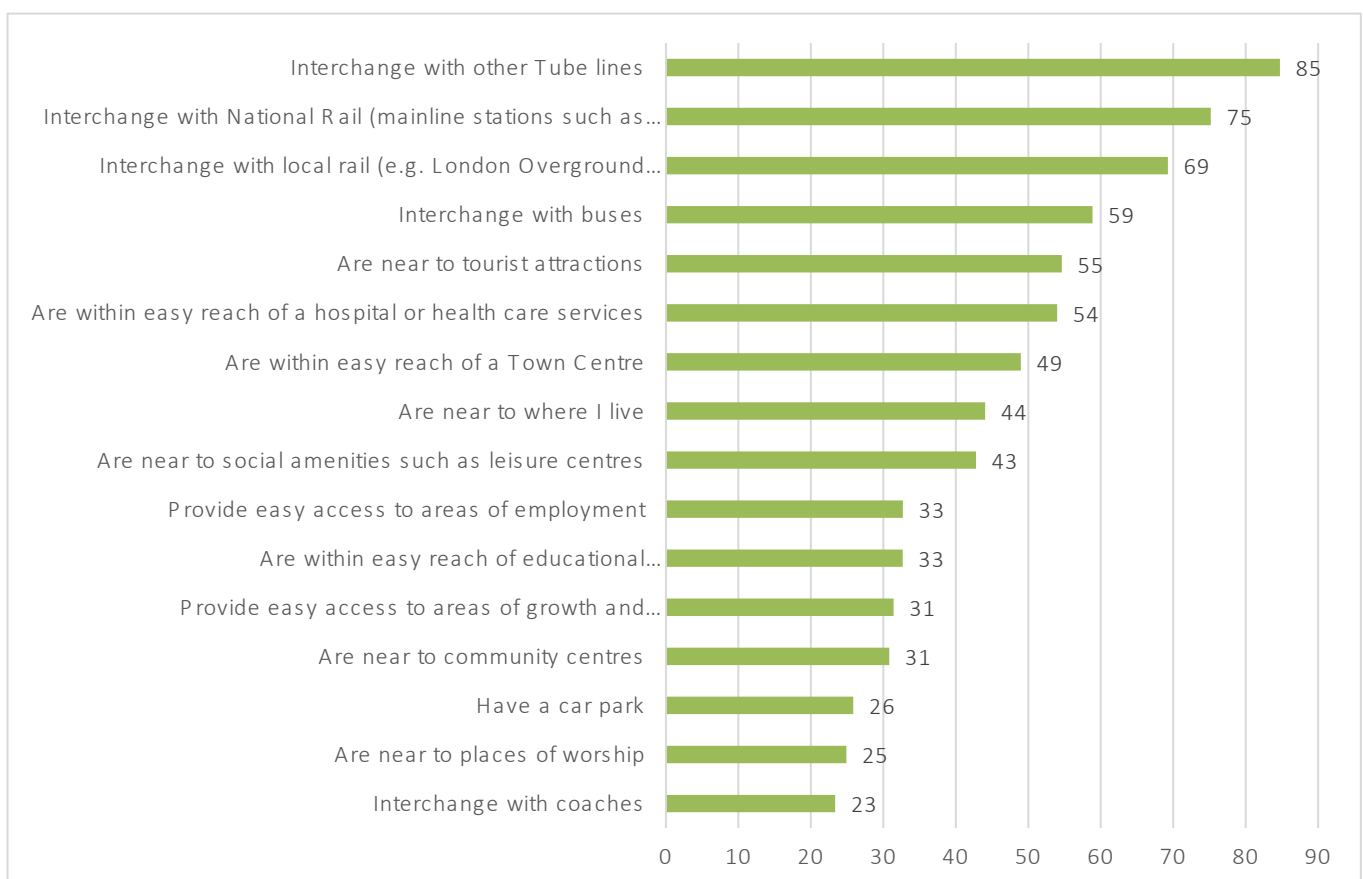
- Public respondents felt the stations that should be prioritised for step-free access should be those that interchange with other Tube lines or modes of public transport, including trains and buses
- Prioritising stations that are within easy reach of a hospital or health care services was also rated highly for stations that need step-free access
- Six per cent of public respondents who provided a written response said that all Tube stations should have step-free access, and five per cent suggested prioritising those that are the busiest and used the most, such as those with interchanges

Summary of all responses

Respondents were asked which stations should be prioritised for step-free access based on current factors about the station such as location, current facilities and access to other lines or important buildings. A further, open option was given allowing respondents to offer their own suggestions. These have been coded into the data.

The four most-selected responses were all stations that include interchanges with other modes of public transport. The most often selected response was to prioritise stations that interchange with other Tube lines (85 per cent) or ones that interchange with National Rail lines (75 per cent). Figure 5 below shows all factors which were selected by more than 20 per cent of respondents.

Figure 5: Should we prioritise making stations step-free if they already (per cent)



Base: All public respondents (n=4981)

- Thirty-three per cent of respondents with a mobility impairment stated that stations with car parks should be prioritised compared to 26 per cent overall

Next, respondents were asked to rank their top three aspects in order of priority. To aid analysis and to help understand which attributes featured in respondents top three the most, each ranking was then given a score of three for 1st priority, two for second priority and one for third priority in order to give an overall score. The table 4

shows all aspects by score as a percentage of the maximum possible score of 16656.

Interchanges with either other Tube lines was a top three priority for 59 per cent of respondents (score = 8162). Interchanges with major National Rail stations (score = 4828), being within easy reach of hospitals and other health services (score = 3078), were also highly prioritised factors. Interchanges with buses and interchanges with local rail also scored highly (score = 2528 and 2259 respectively).

Table 4: Priorities for step-free access (per cent)

Aspect	1 st Priority	2 nd Priority	3 rd Priority	Score
Interchange with other Tube lines	37	14	8	8162
Interchange with National Rail (mainline stations such as Kings Cross)	12	20	12	4828
Are within easy reach of a hospital or health care services	9	9	11	3078
Are near to where I live	11	5	5	2750
Interchange with buses	5	12	7	2528
Interchange with local rail (e.g., London Overground stations)	3	9	13	2259
Are within easy reach of a Town Centre	2	4	6	1065
Are near to tourist attractions	1	3	7	952
Have a car park	1	1	2	430
Provide easy access to areas of employment	1	2	2	428
Are near to social amenities such as leisure centres	*	2	3	415
Are within easy reach of educational establishments/centres	*	2	1	308
Provide easy access to areas of growth and development (i.e., where a	1	1	2	265

lot of new housing and employment opportunities are planned)				
Interchange with coaches	*	1	1	189
Are near to community centres	*	*	1	131
Other (please specify)	*	*	*	127

*Less than one per cent

Base: All public respondents (n = 5552)

- There were no significant differences in the aspects ranked at the top (interchanges with other Tube lines and National Rail stations)
- Respondents with any disability ranked having a car park as a higher priority than those who stated they have no disability (9th compared to 13th)
- Respondents with disabilities were also more likely to prioritise stations with a bus interchange than those with no disabilities (4th compared to 6th)

Free text comments received

Twenty-one per cent of respondents who provided a written response commented about which type of stations they felt should be prioritised for step-free access. Table 5 shows the key comments raised.

Table 5: Key comments about which stations need step-free access

Comment	Public	Stakeholder	All respondents
All stations should have step-free access	144	1	145
Prioritise stations that are the busiest / used the most / have interchanges	132**	9	141
As many stations as possible should have step-free access	68	2	70
Prioritise step-free access at stations serving hospitals / medical centres	58	9	67
Prioritise step-free access at stations serving popular sites	57	6	63
Prioritise step-free access at stations serving Airports	51**	1	52
Focus on stations that are the least accessible	36	2	38

Support accessible stations in clusters (e.g., at least one accessible station within a borough/district)	22	2	24
Prioritise Tube line (i.e., entire line is should be accessible)	14	0	14
All new stations should have step-free access	8	2	10
Total (those who provided a comment about which stations need step-free access)	508	14	522
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

**These include 18 identical or near-identical responses which were received as part of a campaign

The key comments shared about which type of stations need step-free access most and how to prioritise them were:

All stations should have step-free access (n=144): Six per cent of respondents who commented said all Tube stations in London should have step-free access to provide access and improve the travel experience for all types of travellers.

Examples of comments include:

“Strategy must be to ultimately have 100% step-free access. Combination of large, medium, and small stations should be undertaken in phases. Make Tube to rail easier for intercity rail and airport passengers.” (Frequent Tube user; visually impaired)

“The aim should be to make all stations step-free in time. Where any station is being redeveloped, the improved station should always be step-free.” (Frequent Tube user; non-disabled ally)

“Step-free access to Tubes and platforms should be at all stations.” (Frequent Tube user; limiting long -term illness)

Prioritise stations that are the busiest/used the most/have interchanges

(n=132): Although many of these respondents said they believed all Tube stations should have step-free access, some provided their opinions on how to prioritise which stations are made step-free first, with a few acknowledging that the budget for making changes is limited. Five per cent of respondents who commented felt that the Tube stations that are the busiest and used the most should be prioritised for step-free access in order to have a positive impact on the largest amounts of people, such as stations which interchanges that are used on various routes. Examples of comments include:

“Obviously, there is a limited budget. It must be possible to determine the usage of station by people who would most likely benefit from step-free facilities and then calculate the most cost-effective way of allocating budgets.” (Frequent Tube user; refused)

“Perhaps prioritise large stations with long interchanges and many steps (e.g., London Bridge).” (Frequent Tube user; mobility impaired; limiting long-term illness)

As many stations as possible should have step-free access (n=68): Although the consultation sought public opinions to assist TfL in selecting which Tube stations are made step-free first, three per cent of respondents who commented requested that as many stations as possible should be made step-free to improve accessibility for all across the network. Examples of comments include:

“Please give as many stations step-free access as quickly as you can until every station on the network is in some way step-free by default.” (Frequent Tube user; non-disabled ally)

“Please make as many places accessible as possible, it will change so many lives.” (Frequent Tube user; parent or carer for a disabled person)

Prioritise step-free access at stations serving hospitals/medical centres (n=58): Some respondents felt that Tube stations serving hospital and medical centres should be prioritised for step-free access, discussing how it was important to enable all to travel to these locations and make the journey as easy as possible. Examples of comments include:

“Travel to hospitals would be very important to many disabled patrons.” (Frequent Tube user; mobility impaired, limiting long-term illness)

“Please make Stanmore station step-free. It's near the Royal Orthopaedic hospital, so it should definitely be step-free!” (Frequent Tube user; mobility impaired, older person)

“Access should be easier near hospitals.” (Frequent Tube user; parent or carer for a disabled person)

Prioritise step-free access at stations serving popular sites (n=57): These respondents suggested focusing on making Tube stations step-free where they serve popular sites visited by many people, such as universities, museums, and sporting venues. They explained that in doing so, all will have equal opportunity to visit such locations, as some may have been unable to previously or deterred due to the lack of step-free access and facilities. Examples of comments include:

“Need step-free access at Mile End urgently to serve the university. This is a major deficiency in provision at the moment.” (Frequent Tube user; mental health condition, learning disability)

“South Kensington should be a priority station. Close to major attractions and three museums. The Science Museum and Natural History Museum are child-friendly... the station is not. Parents really struggle up and down stairs with buggies and small children.” (Frequent Tube user; older person)

“Near to major tourist and sports sites is important (i.e., St John's Wood and Baker Street for Lords Cricket Ground, Wembley Park, Green Park and Waterloo).” (Frequent Tube user; non-disabled ally)

Prioritise step-free access at stations serving Airports (n=51): Some respondents felt that Tube stations that serve airports should be prioritised for step-free access, discussing how some experience difficulties transporting luggage when travelling to and from airports. Examples of comments include:

“I have watched disabled people, the elderly, and those with heavy baggage trying to interchange at Farringdon (e.g., to Gatwick Airport) for many years with great difficulty. Yet a simple ramp with a kink would make it so much easier. There must be many other stations where regular users could suggest a cheap practical solution to the benefit of all.” (Frequent Tube user; non-disabled ally)

“Surely the matter of luggage is also important, particularly on routes to and from major interchanges and airports.” (Frequent Tube user; older person, non-disabled ally)

“I think stations that are on route to airports should be step-free. I regularly travel to Heathrow by cab because, as a pensioner, I struggle with a suitcase at Alperton station both up and down the stairs to connect with the Piccadilly line at Acton Town.” (Frequent Tube user; older person)

Focus on stations that are the least accessible (n=36): These respondents suggested prioritising step-free access at Tube stations that are currently the least accessible to people, such as those with a large number of steps but not lifts or escalators. A few respondents felt that providing step-free access at stations that receive less footfall is also important, explaining that some disabled users are reliant on other travellers to help them with steps and stairs at times. Examples of comments include:

“Generally, I think you should focus on installing more escalators and lifts at stations that have more than eight steps (e.g., Manor House or Oxford Circus).” (Frequent Tube user; limiting long term illness, mental health condition)

“I think that stations where there are a lot of steps should be prioritised. Snaresbrook on the Central Line has a very large number of steps up to the westbound platform. It really does need a lift to ensure that it is accessible to a wider range of users.” (Frequent tube user; non-disabled ally)

“Prioritise where there is no escalator option, and in quiet stations where there are fewer people to help others” (Frequent Tube user; non-disabled ally)

4.1.5 What should we prioritise in the next phase of step-free access (SFA) work?

Headline Finding

Sixty-nine per cent of public respondents felt that it would be best to install lifts at a combination of some small/medium stations and/ or to improve access at as part of a complex station

Summary of all responses

Respondents were informed of previous phases of the Step-free Access program and how funding was allocated. They were also informed of the types of stations that exist on the network and given an example of the number of each type of station could be upgraded within the current budget for this next phase.

Respondents were then given the following options for station size priority and asked where they thought the priority should be when installing lifts:

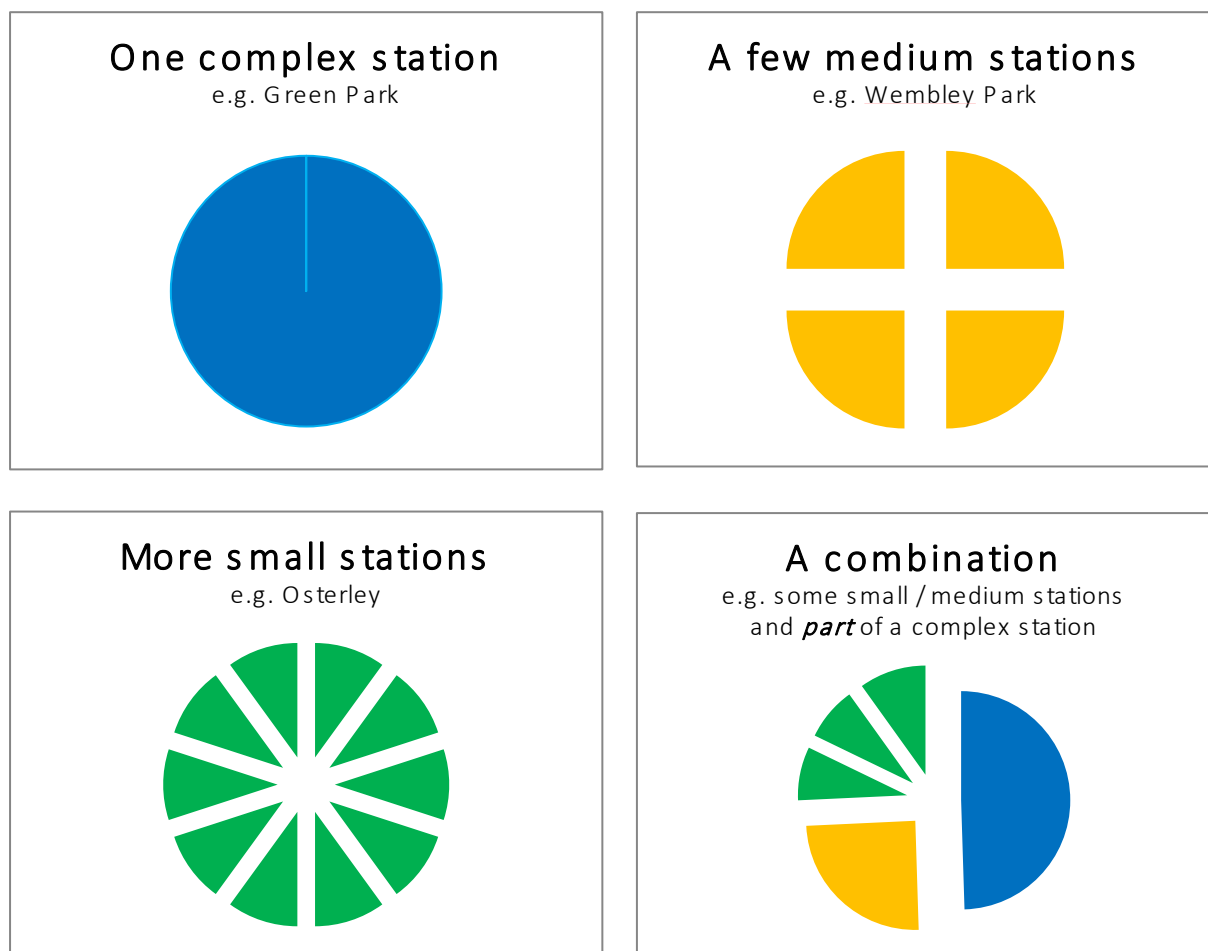
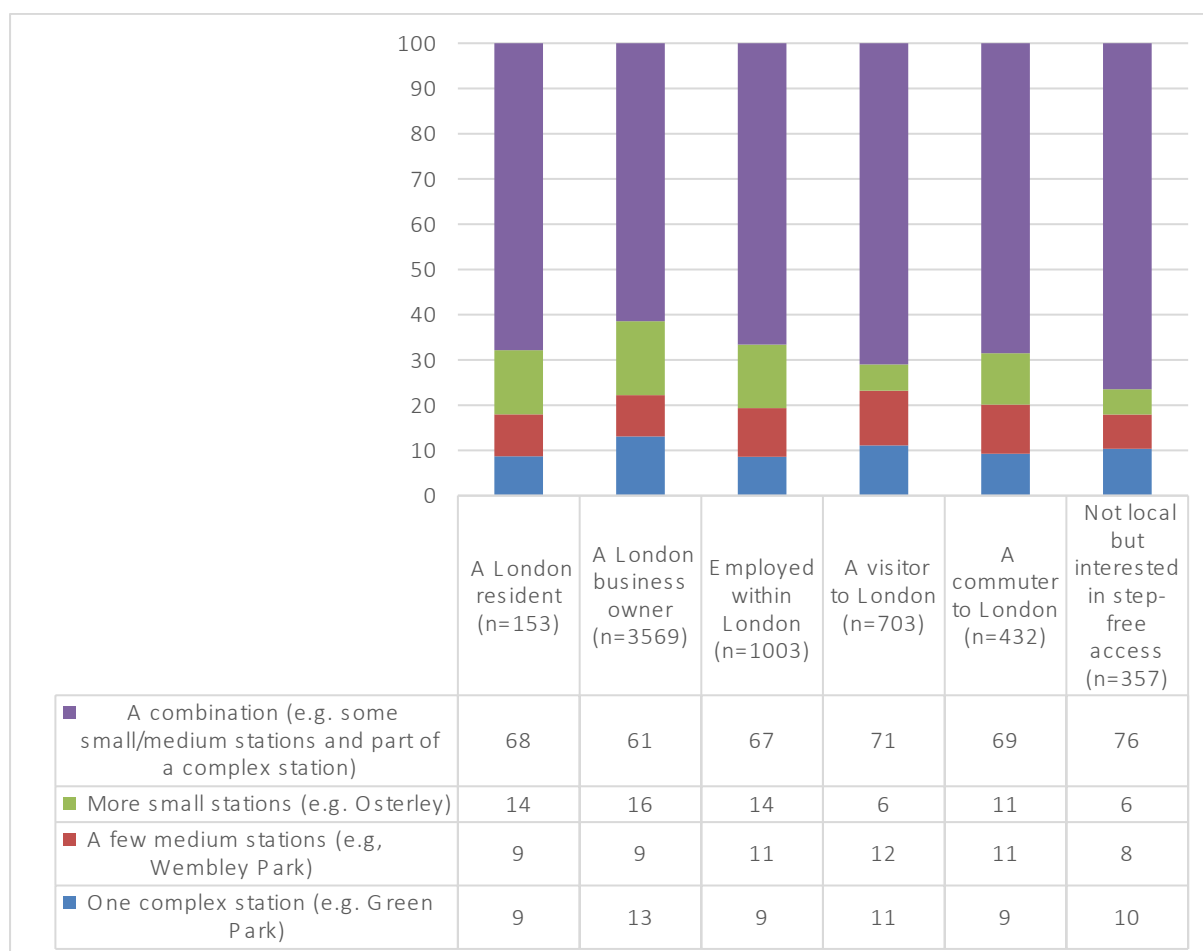


Table 6: Priorities for size of station to be prioritised (per cent)

	Public	Stakeholder	All respondents
A combination (e.g., some small/medium stations and part of a complex station)	69	83	69
More small stations (e.g., Osterley)	13	8	13
One complex station (e.g., Green Park)	9	8	9
A few medium stations (e.g., Wembley Park)	9	0	9
Base (n)	4718	12	4730

The majority of respondents (69 per cent) stated they felt the best place to focus on installing lifts was a combination of some small/medium stations and part of a complex station (Figure 6).

Figure 6: Priorities for size of station to be prioritised (per cent)



- Seventy-three per cent of respondents who have a mobility impairment and 72 per cent of respondents with a chronic illness stated that TfL should focus on a combination of smaller and medium stations and part of a complex station



4.1.6 Should we prioritise making stations step free in areas where we ‘plug a gap’ or ‘create a hub’?

Headline Finding

Sixty-three per cent of public respondents felt that the priority in making stations step-free should be those in a specific area or line where there are stations with minimal access (i.e. to ‘plug a gap’)

Summary of all responses

Respondents were next asked about making stations as a whole, step-free. They were given the option of prioritising stations where there are minimal accessible stations in a specific area or a specific line or prioritising stations where there are already some accessible stations.

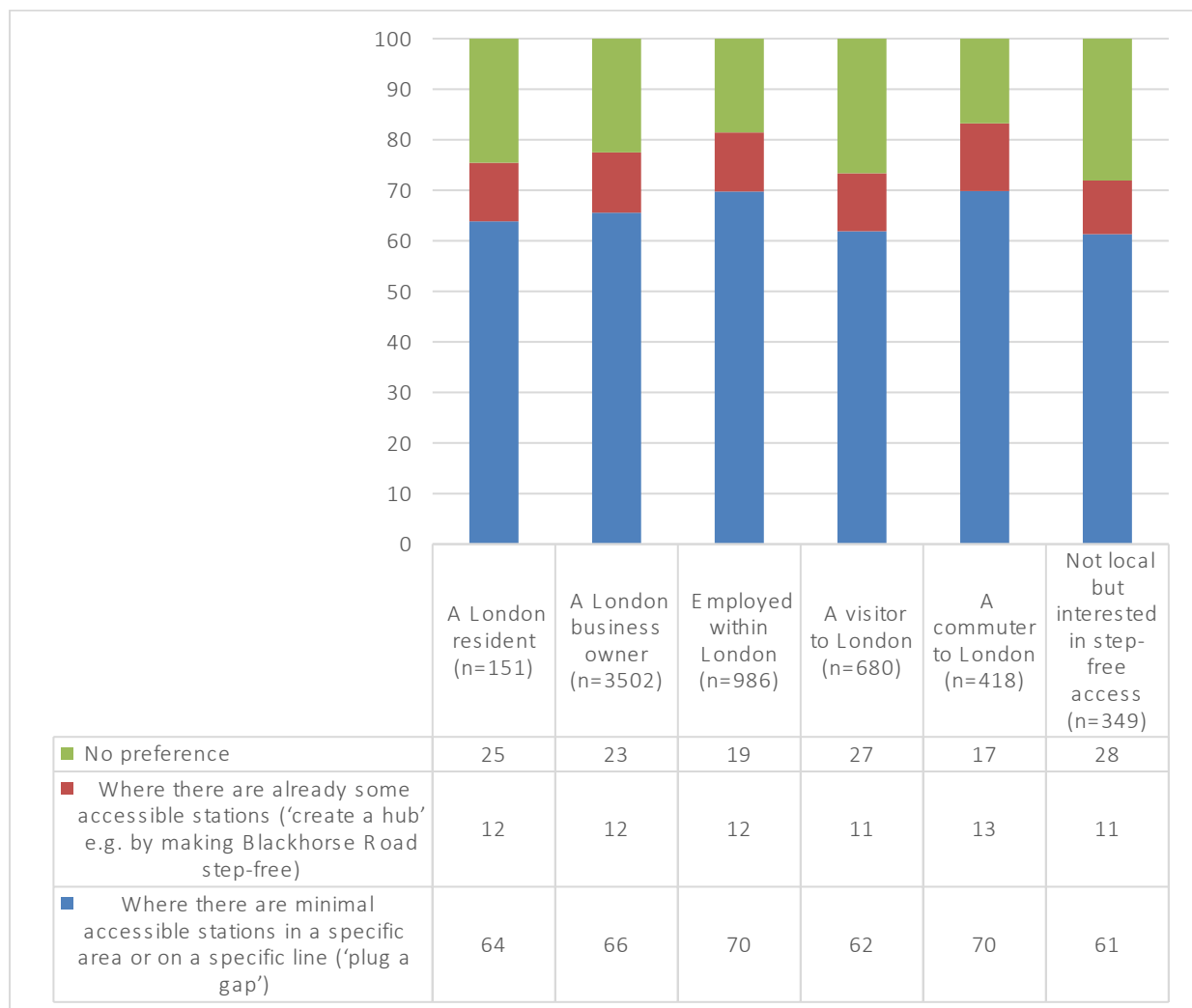
A. Where there are minimal accessible stations in a specific area or on a specific line (‘plug a gap’)	B. Where there are already some accessible stations (‘create a hub’ e.g., by making Blackhorse Rd step-free)
	

Sixty-three per cent of respondents felt that the priority in making stations step-free should go to those stations in a specific area or line where there are minimal accessible stations.

Table 7: Priorities for stations to be prioritised (per cent)

	Public	Stakeholder	All respondents
Where there are minimal accessible stations in a specific area or on a specific line ('plug a gap')	63	92	63
Where there are already some accessible stations ('create a hub' e.g., by making Blackhorse Road step-free)	12	7	12
No preference	25	0	25
Base (n)	4613	12	4625

Figure 7: Priorities for stations to be prioritised (per cent)




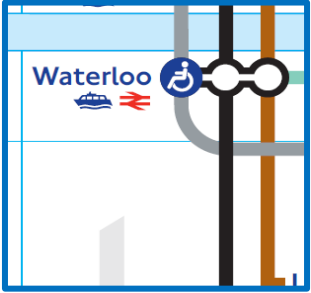
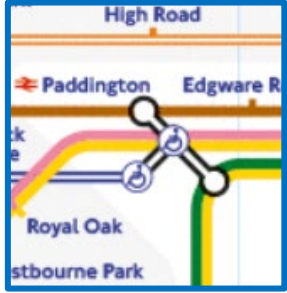
4.1.7 Should we prioritise making a smaller number of stations step-free to all lines or a greater number of stations partially step-free to some lines?

Headline Finding

Forty-eight per cent of all public respondents felt that the priority for making Tube stations step-free should be making a smaller number of stations step-free to all lines

Summary of all responses

Respondents were asked what they thought the best way to use the funding was for making stations step-free. They were given two options – making a smaller number of stations step-free to all lines; or making a greater number of stations partially step-free.

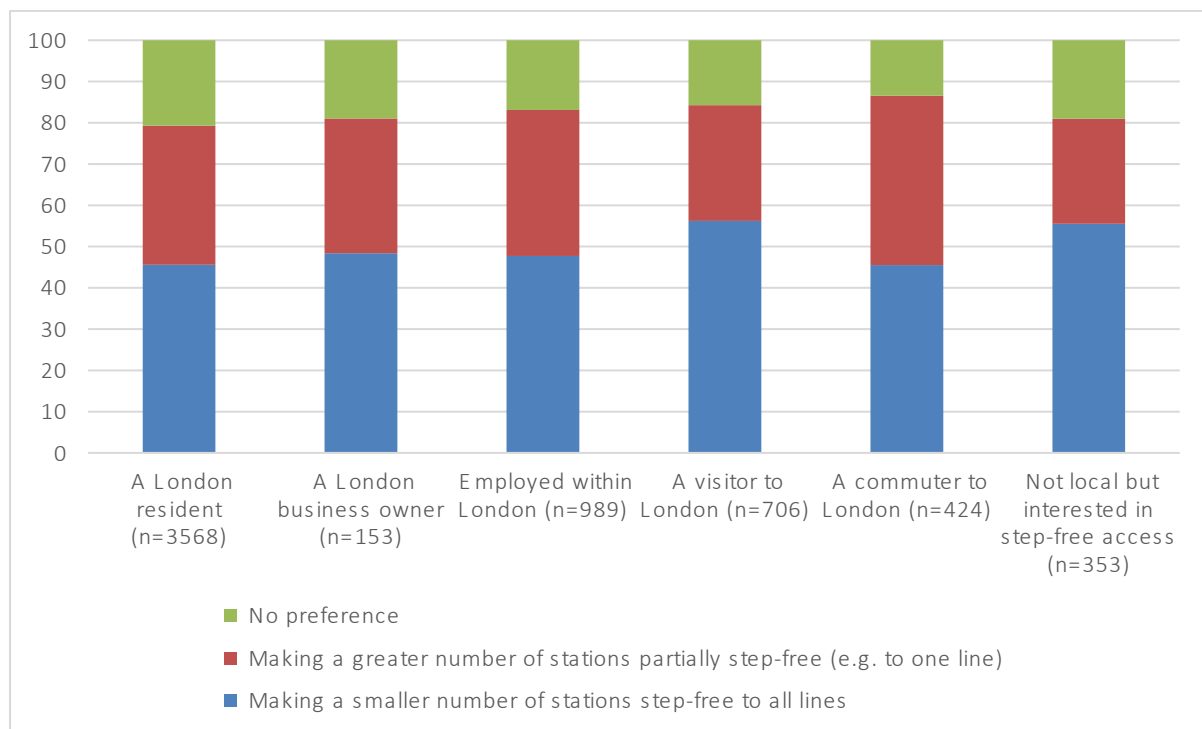
A. Making a smaller number of stations step-free to all lines	B. Making a greater number of stations partially step-free, e.g. to one line	
		

Forty-eight per cent of all public respondents felt that the priority should be making a smaller number of stations step-free to all lines.

Table 8: Priorities for stations to be prioritised in lines (per cent)

	Public	Stakeholder	All respondents
Making a smaller number of stations step-free to all lines	48	42	48
Making a greater number of stations partially step-free (e.g., to one line)	33	33	33
No preference	20	25	20
Base (n)	4712	12	4724

Figure 8: Priorities for stations to be prioritised in lines (per cent)



- Respondents with a mobility impairment or chronic illness (both 52 per cent) were more likely to prefer making a smaller number of stations step-free to all lines than those with no disability (44 per cent)

Free text comments received

Twenty-eight per cent of respondents who provided a written response provided suggestions for which specific Tube stations should be made step-free. Five per cent of respondents (n=117) suggested providing step-free access or improving existing facilities at central stations and hubs across the network. Whereas 25 per cent of respondents (n=599) suggested other Tube stations, with many being local to the respondent.

Table 9: Requests for stations to be made step-free or existing facilities improved

Comment	Public	Stakeholder	All respondents
Request for specific local station(s) to be made step-free / that existing step-free facilities there are improved	599**	16	615
Request for specific central station(s) or hubs to be made step-free / improve existing step-free facilities	117	0	117
Total (those who provided requests for stations to be made step-free)	682	16	698
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

**This includes 18 identical or near-identical responses which were received as part of a campaign

It should be noted that signs of various campaigns were noticed in the responses where multiple responses were received within a short time period requesting step-free access at particular stations.

4.1.8 If TfL made your three most important stations step-free, what impact would this have on your daily life?

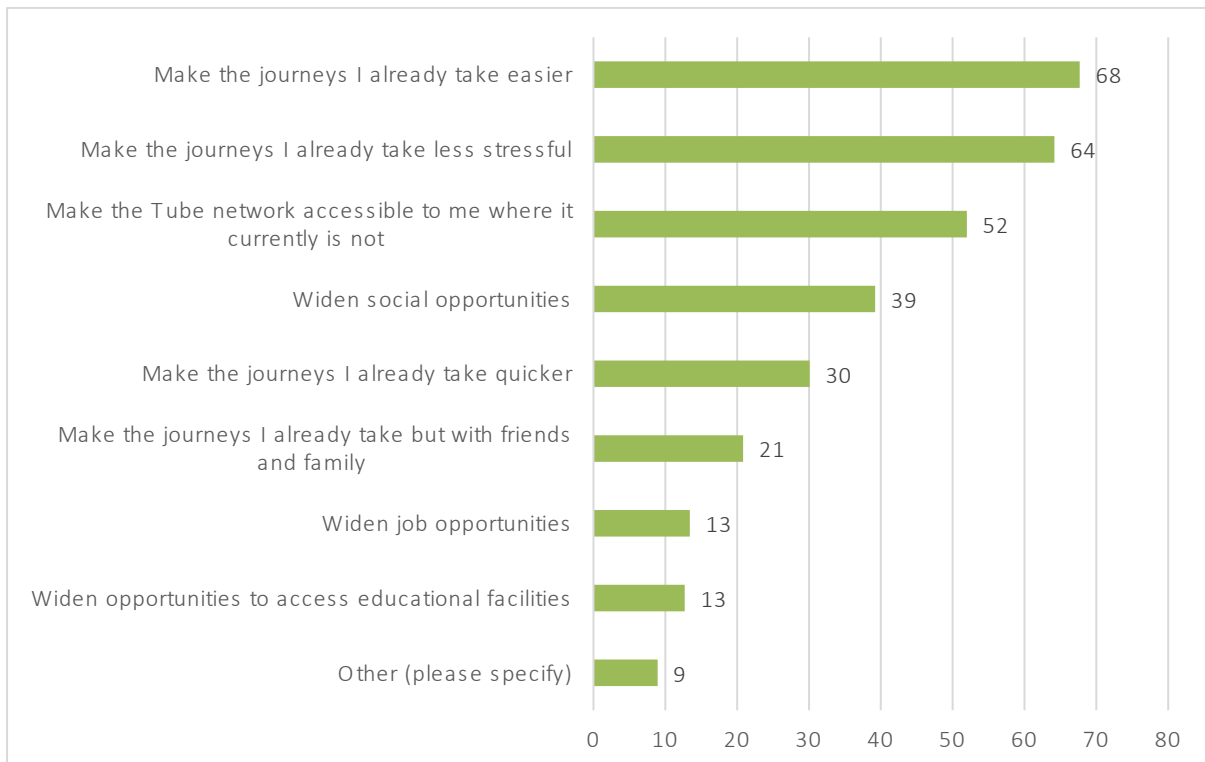
Headline Finding

If the three most important Tube stations to public respondents were made step-free, the biggest change to their daily lives would be that their journeys would be made easier (selected by 68 per cent), their journeys would be less stressful (64 per cent), and their usage of the Tube network would expand (52 per cent)

Summary of all responses

Respondents were next asked of the impact on their daily life were their three most important stations made step-free. Respondents stated that the biggest change if this were to happen would be that the journeys they already take would become easier for them, 68 per cent of respondents selected this option (Figure 9). This was very closely followed by 64 per cent feeling like their current journeys would become less stressful and 52 per cent felt it would expand their usage of the Tube network as it would make it accessible to them where it currently isn't.

Figure 9: Step-free stations impact on daily life (per cent)



Base: All respondents (n = 4865)

- Seventy-six per cent of respondents who stated they had a disability related to old age felt it would make journeys they already take easier, whilst 54 per cent of respondents with a mobility impairment felt it would widen their social opportunities
- Seventy-three per cent of respondents with a mobility impairment stated it would make the network accessible where it currently is not
- Respondents who consider their older age to be a disability (68 per cent), as well as those with mobility impairment (66 per cent) and those with chronic illness (73 per cent) were more likely to state that it would make journeys less stressful than those with no disability (57 per cent)

4.1.9 How do you feel about manual boarding ramps?

Headline Findings

- Thirty-seven per cent of those who have a mobility impairment said they only use manual boarding ramps as a last resort
- Five per cent of public respondents who provided a written response discussed issues and concerns they had with using manual boarding ramps
- Sixty-three per cent of public respondents said they do not need to use manual boarding ramps

Summary of all responses

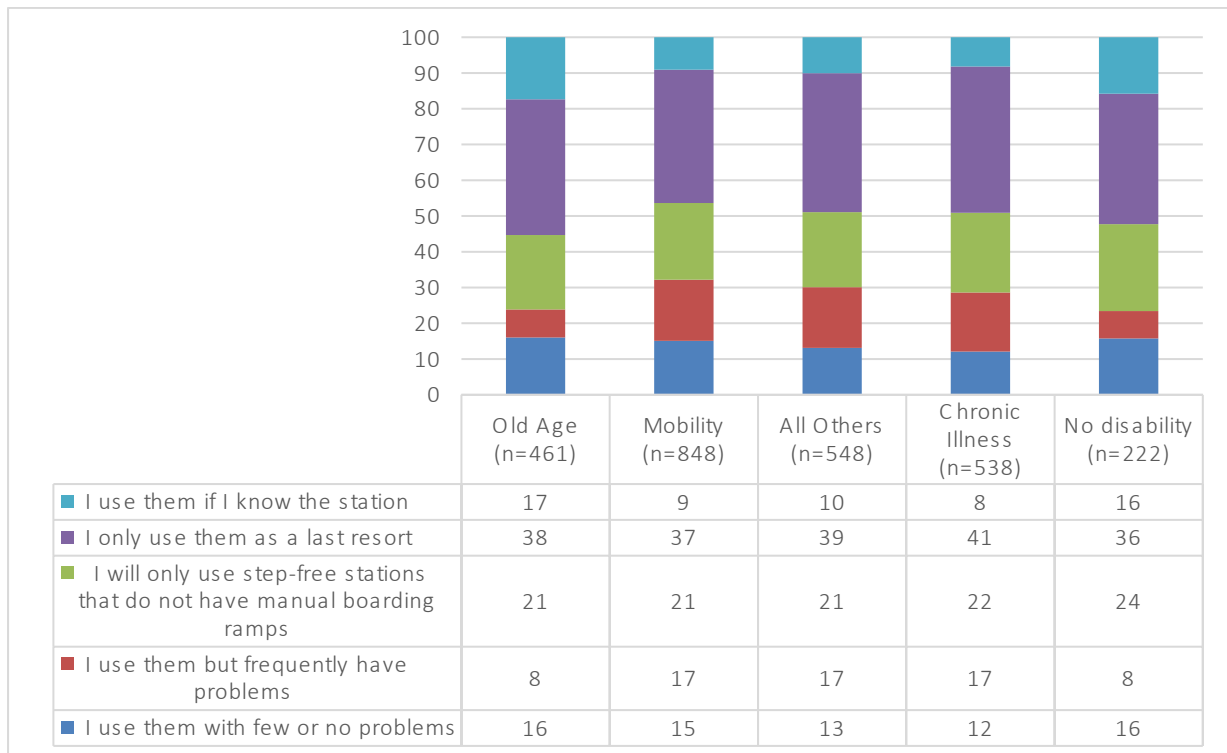
Respondents were asked how they felt about manual boarding ramps. Sixty-three per cent of respondents stated they don't need to use manual boarding ramps.

Table 10: Manual boarding ramps (per cent)

	Public	Stakeholder	All respondents
I don't need them	63	54	63
I only use them as a last resort	14	15	14
I will only use step-free stations that do not have manual boarding ramps	8	0	8
I use them with few or no problems	6	23	6
I use them but frequently have problems	5	8	5
I use them if I know the station	4	0	4
Base (n)	4824	13	4837

Figure 10 below shows the responses from respondents who identify themselves as having a disability and use manual boarding ramps. Of those respondents who have a mobility impairment and require a ramp, 37 per cent state they only use them as a last resort.

Figure 10: Manual boarding ramps (per cent)



- Fourteen per cent of all respondents with a mobility impairment stated they would only use step-free stations that do not have manual boarding ramps
- Fifteen per cent of respondents who use manual boarding ramps said that they use them with few or no problems

Free text comments received

Of those who provided a written response about step-free access, seven per cent of respondents commented about manual boarding ramps at Tube stations. Table 11 shows the key comments raised by respondents.

Table 11: Key comments raised regarding manual boarding ramps

Comment	Public	Stakeholder	All respondents
Issues/concerns with using ramps	109	0	109
Need more staff available to help with ramps	54	0	54
Need more accessible manual boarding ramps	29	0	29
Need ramps that are fit for all purposes/user types	12	0	12
Total (those who provided a comment about manual boarding ramps)	164	0	164
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

Issues/concerns with using ramps (n=109): Five per cent of respondents who commented discussed how they had experienced issues or had concerns with using manual boarding ramps at Tube stations. Many shared examples of experiences they had faced with boarding ramps either not being available or staff not having prepared the ramps ahead of the respondent arriving at the destination. Many explained how they found travelling stressful where they need to use manual boarding ramps due to being dependent and reliant on staff at the stations assisting them, and some described the experience of using ramps as “undignified” and restrictive to their “freedom” and “independence”. Examples of comments include:

“I live near Kilburn underground station, where a manual boarding ramp is needed. Many times, when I am returning to Kilburn, there is nobody waiting with the ramp despite asking the staff to call ahead. I hope that one day the platform can be made level with the Tube so I do not need to depend to staff.” (Frequent Tube user; mobility impaired)

“Manual boarding ramps typically add 10 minutes to the journey, because you have to find a member of staff, then wait for them to be available to go to the platform. It is extremely stressful knowing that you are to arrive at a station with a manual boarding ramp because you have to worry about whether the message got through or not.” (Rarely/never use Tube; mobility impairment, limiting long-term illness, mental health condition)

**4.1.10 How important to you is having access to a toilet at a Tube station?
How important to you is having access to a changing places toilet at a Tube station?**

Headline Findings

- Seventy-nine per cent of public respondents said that having access to toilets at Tube stations was either fairly important or extremely important
- Thirty-nine per cent said that having access to changing places toilets was fairly or extremely important
- Eleven per cent of public respondents who provided a written response said that more or better accessible toilet facilities were needed at stations, and five per cent said better upkeep was needed of the existing facilities

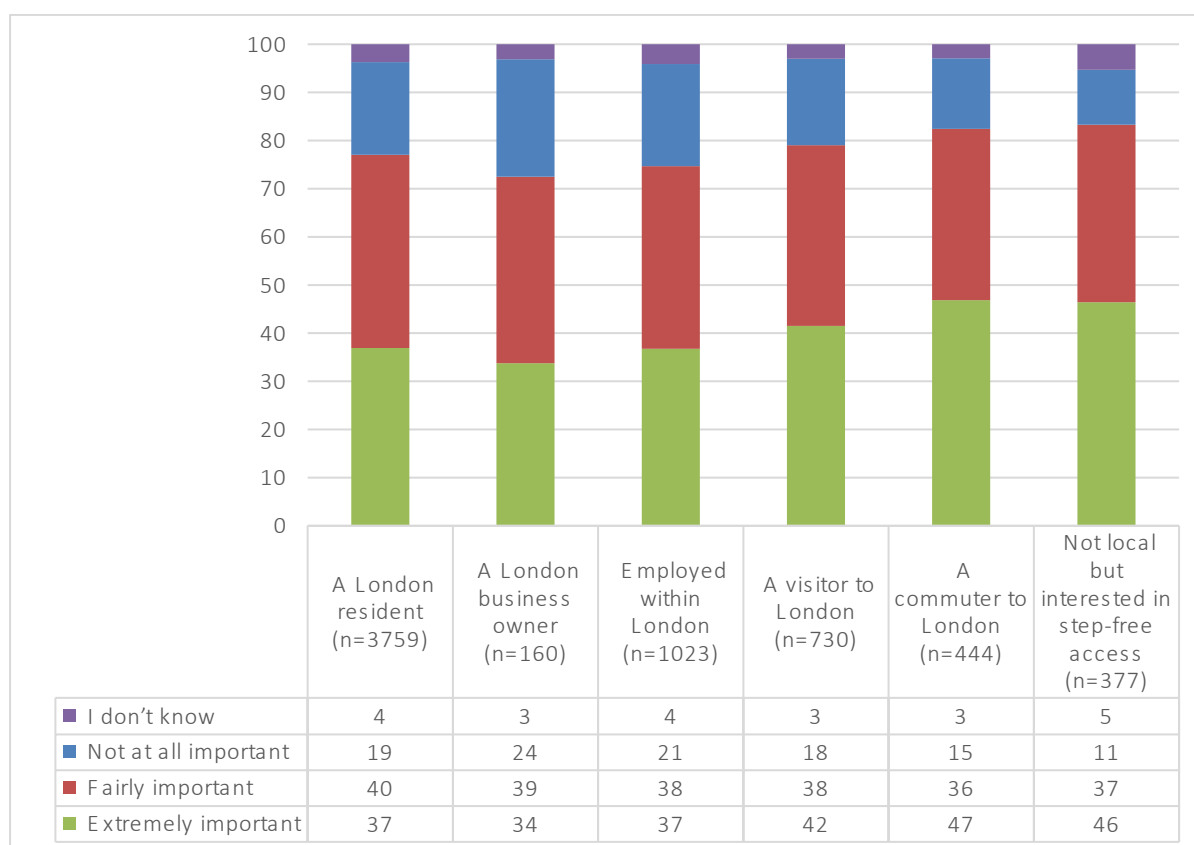
Summary of all responses

Respondents were asked how important they felt it was to have access to toilet facilities and changing places toilets at Tube stations. Of those respondents that answered, access to toilets was considered either fairly important or extremely important by 79 per cent of the public. Having access to changing places toilets was considered fairly or extremely important by 39 per cent of the public.

Table 12: Importance of having access to a toilet at a Tube station (per cent)

	Public	Stakeholder	All respondents
Not at all important	18	8	18
Fairly important	40	33	40
Extremely important	39	50	39
I don't know	4	8	4
Base (n)	4952	12	4964

Figure 11: Importance of having access to a toilet at a Tube station (per cent)



Statistically significant differences in responses:

- White British respondents were more likely to say access to toilets is not important than those from minority ethnicities (19 per cent compared to 14 per cent)
- Respondents with Chronic illness (85 per cent), Other disability (84 per cent) and Mobility impairment (80 per cent) were more likely to say access to toilets is important than those without a disability (73 per cent)
- Respondents aged 46-60 most likely to feel access to toilets is important (82 per cent)

4.1.11 How important to you is having access to a changing places toilet at a Tube station?

Headline Finding

Thirty-nine per cent said that having access to changing places toilets was fairly or extremely important

Summary of all responses

Respondents were asked how important they felt it was to have access to a changing places toilet at Tube stations. Of those respondents that answered, having access to changing places toilets was considered fairly or extremely important by 39 per cent of the public.

Table 13: Importance of having access to a changing places toilet at a Tube station (per cent)

	Public	Stakeholder	All respondents
Not at all important	50	33	50
Fairly important	24	25	24
Extremely important	15	33	15
I don't know	10	8	10
Base (n)	4910	12	4922

Figure 12: Importance of having access to a changing places toilet at a Tube station (per cent)



- Commuters and those employed in London were most likely to state that access to changing places toilets is important (49 per cent and 43 per cent respectively), whilst residents and visitors were least likely to feel they were important (38 per cent and 41 per cent respectively)
- Respondents from ethnic minorities more likely to say that access is important than white respondents (56 per cent compared to 35 per cent)
- Younger respondents, aged under 45, more likely to state that changing places toilets are important than those aged 46 or older (54 per cent compared to 33 per cent)
- Fifty per cent of respondents that use the network five days a week or more, felt that access to changing places toilets is important

Free text comments received

Table 14 shows the key comments shared in relation to toilet facilities and changing places toilets at Tube stations. Of those who provided a written comment about step-free access, 18 per cent commented about toilet facilities and changing places toilets.

Table 14: Key comments raised regarding toilet facilities and changing places toilets

Comment	Public	Stakeholder	All respondents
Need better/more accessible toilet facilities at stations	266	4	270
Need better upkeep of accessible toilet facilities	115	0	115
Need accessible toilet facilities at all stations	49	0	49
Need changing facilities in all accessible toilet facilities	39	2	41
Need better signage for accessible toilet facilities	26	0	26
Toilet facilities should be free to use	18	1	19
Would be willing to pay to use accessible toilet facilities	8	0	8
Total (those who provided a comment about toilet facilities and changing places toilets)	426	6	432
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

The key comments raised in relation to toilet facilities and changing places toilets were:

- **Need better/more accessible toilet facilities at stations (n=266):** Although some respondents said they felt **all Tube stations should have accessible toilet facilities** (n=49), 11 per cent of respondents commented more generally and said that more or better accessible toilet facilities were needed at Tube stations. Some discussed how they felt there was a general lack of such facilities across the Tube network or not enough at certain stations, with some explaining the importance of having access to toilets during their journeys due to struggling with health issues. Examples of comments include:

“Many suburban stations have toilets on one platform only (e.g., Becontree). Many major stations have no toilet at all which is unacceptable in this day and age.” (Frequent Tube user; non-disabled ally)

“Given it takes longer to travel with accessibility needs, and many accessibility needs also come with an increased need for toilet/changing facilities, this is extremely important, more so than for the average traveller. Step-free access is needed as much as possible for the independent disabled to get around alone, but also to make it easier for all disabled travellers and carers if they have carers.” (Rarely/never use Tube; mobility impaired, limiting long-term illness)

“There need to be more public toilets at Tube stations that are accessible and clean.” (Frequent Tube user; mobility impaired, older person)

Some discussed how they felt the quality of existing facilities was poor or inadequate, such as the size and layout of the facilities, as well as how well-lit they are and how easy there are to use. Examples of comments include:

“I find it very frustrating when some toilets are not either open or don't have enough room for disabled people like myself.” (Frequent Tube user; mobility impaired)

“I would love to see more toilets in particular on the Tube as I am diabetic and can often get “caught short”.” (Rarely/never use Tube; limiting long-term illness, visually impaired, mental health condition, neurodivergent)

“Toilets should be well-lit and not in out-of-the-way places (i.e., as safe as possible).” (Frequent Tube user; older person)

- **Need better upkeep of accessible toilet facilities (n=115):** Five per cent of respondents who commented felt that the upkeep and accessibility of existing toilet facilities needed to be improved. Many shared that they felt existing facilities were not well-maintained and provided examples of issues they have

encountered, with some saying they avoid using the toilets if possible due to safety and hygiene concerns. Examples of comments include:

“I had to use one at Finsbury Park station and I'd chance wetting myself than use it again. It was in a very unhygienic condition. I know or it seems some of the public seem to like “fouling” public toilets. However, who keeps them clean and in a 'welcome' clean condition!? If the station toilets could be as clean as the one I used in Crewe in October, it'd be wonderful.” (Frequent Tube user; older person)

“If there's a toilet, can it be kept clean and in working order? I'm thinking specifically of Stratford where the ladies often had wet or even flooded floor, no toilet paper, blocked toilets. In any ladies, it's essential to have a hook or similar to hang handbag on. Male designers may not realise this. I don't want to have to put my bag on the floor!” (Frequent Tube user; mobility impaired; older person)

“Toilets and changing stations would be helpful for parents if they can be regularly maintained in a clean and sanitary manner. My current experience with public toilets in London has been anything but, and I frequently have to resort to buying something at a retailer just so I can use their toilet or changing room for my daughters.” (Frequent Tube user; non-disabled ally)

Some respondents shared examples of accessibility issues they had encountered with toilet facilities, finding them to be locked at times or out of use despite being advertised as being open and available for use. Some believed the toilets were sometimes closed to prevent vandalism, but they felt that vandal-proof materials should be used for facilities or that radar key locks were added to them.

Examples of comments include:

“Where toilets currently exist, they are often closed and/or poorly maintained (e.g., Barking). If more toilets were made from vandal-proof materials, such as stainless steel, they could be left open at all times.” (Frequent Tube user; non-disabled ally)

“Regarding toilets - more are needed. Please also add radar locks so they are not misused. Please also keep disabled toilets open for as long as a station is open, particularly at rail interchange stations... Please could Tube staff allow disabled customers to use staff toilets if there are no disabled toilets at a station on production of a radar key?” (Frequent Tube user; mobility impaired, limiting long-term illness)

“It is very unhelpful if a toilet that is advertised as being open is in fact closed. I am technically disabled, and mobility is an issue for me.” (Rarely/never use Tube; mobility impaired)

4.1.12 Other comments: facilities and awareness of Tube station staff

Headline Findings

Of the public respondents who provided a written response about step-free access at Tube stations:

- Six per cent of those who commented felt that access onto the Tube from the platform should be improved
- Five per cent felt that more or better lifts are needed at stations
- Four per cent felt that more staff should be available at stations to assist those with accessibility needs
- Six per cent suggested other improvements to the Tube network
- Four per cent felt that it was important to also provide step-free access at overground stations

Summary of public responses

In their written responses about step-free access and facilities, respondents commented about lifts and escalators at Tube stations as well as other aspects related to the accessibility of stations, such as staff assistance. The key comments for these topics are presented and discussed in this section.

Lift facilities

Nine per cent of respondents who provided a written response about step-free access commented about lift facilities at Tube stations.

Table 15 shows the comments raised.

Table 15: Key comments raised regarding lift facilities

Comment	Public	Stakeholder	All respondents
Need more/better lifts in stations	118	4	122
Need improvements to lift efficiency/better upkeep	68	1	69
Need lifts in all stations	16	0	16
Lifts need to have more capacity	16	0	16
Total (those who provided a comment about lift facilities)	207	5	212
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

The key comments raised in relation to toilet facilities and changing areas were:

- **Need more/better lifts in stations (n=118):** Five per cent of respondents who commented felt that more or better-quality lifts were needed at Tube stations, both for those with and without disabilities to enable access for those with mobility impairments but also those transporting items such as luggage. Some also felt the design and layout of lifts could be improved, such as the size of lifts and the location of buttons inside lifts to ensure they can be reached and used by wheelchair users. Examples of comments include:

“We need step-free in East Putney please as we have a lot of disabled people living close by to the station who can't access it because there is no lift and way too many stairs.” (Infrequent Tube user; non-disabled ally)

“Lift buttons in pre-existing step-free stations are often too high to reach for a wheelchair user with little mobility. It would be great if more attention was paid to these little details, as they can make a huge difference for users.” (Frequent Tube user; mobility impaired)

- **Need improvements to lift efficiency/better upkeep (n=68):** Some respondents felt that existing lift facilities at Tube stations needed better upkeep and maintenance to keep them in good working order, with some commenting about lifts that have not been in service which has impacted their journeys. A few respondents discussed issues they had experienced with the cleanliness of lifts, requesting that staff regularly clean and maintain these at stations. Examples of comments include:

“It is not enough to install lifts. I live in Walthamstow; the lift at Walthamstow Central is almost permanently out of order, which means that people with mobility difficulties can arrive here and then be stuck at the bottom of three flights of stairs.” (Rarely/never use Tube; non-disabled ally)

“Lifts and toilets, apart from being in working order, must be clean and not smell - this adds an additional responsibility on station staff.” (Frequent Tube user; limiting long-term illness, older person)

“One of the main problems is lifts being out of order. For example, today at Barking, the lift was open when I arrived but closed when I wanted to depart. There was no advance publicity or warning about this.” (Frequent Tube user; mobility impaired older person)

Escalator facilities

Two per cent of respondents who provided a written response about step-free access commented about escalator facilities, and these are shown in **Table 16**.

Table 16: Key comments raised regarding escalator facilities

Comment	Public	Stakeholder	All respondents
Need more/better escalators at stations	47	1	48
Need escalators at all stations	2	0	2
Total (those who provided a comment about escalator facilities)	49	1	50
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

Need more/better escalators at stations (n=47): These respondents felt that more or better-quality escalators were needed at Tube stations, particularly those for whom steps and stairs presented a barrier, but also for those transporting items. Although a greater proportion of respondents requested more lifts than escalators in the written responses, some felt that escalators would be a suitable alternative for many where installing lifts was difficult. Examples of comments include:

“Wheelchair-accessible access is ideal, but step-free with escalators helps many people who have fatigue issues.” (Frequent Tube user; parent or carer for a disabled person)

“I am partially sighted and find using stairs difficult and quite stressful as most don’t appreciate you are in need of a handrail and well-marked stairs. A lift or escalator at East Putney and Putney Bridge would transform these Tube stations.” (Frequent Tube user; parent or carer for a disabled person)

Other step-free facilities

Twenty-two per cent of respondents who provided a written response commented about other step-free facilities or related aspects. **Table 17** shows these responses.

Table 17: Key comments raised regarding other step-free facilities

Comment	Public	Stakeholder	All respondents
Improve access onto the Tube from the platform (e.g., increasing the height of platforms)	136	5	141
Suggestions for other improvements/innovations not currently used on the Tube network	136	5	141
Should improve step-free facilities for overground services/stations	102	7	109
Improve step-free access between lines/platforms within stations	65	1	66
Should be better integration between underground and buses/other transport services	62**	8	70
Improve layout of step-free facilities	46	2	48
Improve step-free access between platforms and station entrance/exit	44	1	45
Should be better integration between underground and overground/rail network	43	4	47
Other suggestions for improvement to overground services	15	1	16
Improve seating in stations	13	0	13
Improve hand railings on Tubes	11	0	11
Improve seating/capacity on Tubes	10	0	10
Improve hand railings in stations	7	0	7
Total (those who provided a comment about other step-free facilities)	541	15	556
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

**This includes 18 identical or near-identical responses which were received as part of a campaign

The key comments raised about other step-free facilities or related aspects were:

- **Improve access onto the Tube from the platform (e.g., increasing the height of platforms) (n=136):** Six per cent of respondents that commented felt that access onto the Tube needed to be improved, with many of these respondents suggesting that the height of platforms is increased to make it level with the Tube. These respondents discussed how this would reduce their reliance on staff members to help them board the Tube, improving their freedom and independence. Examples of comments include:

“Platforms same height as Tube doors should be a priority. All Tube doors need handles to aid the stepping in process.” (Frequent Tube user; parent or carer for a disabled person)

“Just raising the platform like at Morden and St Pancras is so much better than having to book assistance and use ramps. How difficult can it be to raise a platform a few inches? I feel like bringing some concrete and doing it myself!! It is so much better - less stressful for me, increases my independence and stops taking up staff time (if there are any staff on duty... which is a worry as sometimes there is nobody to help me... so I can't travel on my own).” (Frequent Tube user; limiting long-term illness)

“It's 2021, and we still have huge gaps on platforms and stations with steps. Given that we have been making standard Tube stock for decades, I don't understand why platform heights are an issue.” (Frequent Tube user; mental health condition)

- **Suggestions for other improvements/innovations not currently used on the Tube network (n=136):** Six per cent of respondents who commented provided suggestions for other improvements to the Tube network that are not currently in place or used. Some respondents suggested replacing manual boarding ramps with automated ramps that extend from either the Tube or platform, feeling that this would make it easier to enter and exit the Tube. Examples of comments include:

“I do not understand what ‘manual boarding ramps’ are. Why can the Tube doors not have automatic sliding gap closers?” (Frequent Tube user; mobility impaired; visually impaired; hearing impaired; older person)

“The Tube could be modified to have automated boarding ramps like the buses do on one carriage that has assigned wheelchair spaces. With disability priority painted onto the platform.” (Infrequent Tube user; limiting long-term illness)

“Raising boarding ramps where possible would make self-boarding/ disembarking a realistic gain for many disabled who wish to be independent in their travels.” (Frequent Tube user; non-disabled ally)

Some respondents discussed how longer distances between facilities at Tube stations were a barrier, and they suggested adding moving walkways to help those with mobility impairments or those who experience fatigue. Examples of comments include:

“At some stations, e.g., Green Park, the walk to transfer to another station is far too long. You ought to provide a few benches on the way or a moving carpet. I have given up those stations as the walk is too much for a handicapped person such as me.” (Frequent Tube user; mobility impaired)

“If lifts are not possible in certain places, make flat escalator like in airports and IKEA.” (Frequent Tube user; parent or carer for a disabled person)

“Reduce long walks in some interchanges (St Pancras) - install moving walkways!” (Rarely/never use Tube; older person)

- **Should improve step-free facilities for overground services/stations**

(n=102): Although many respondents acknowledged that improving step-free access at more Tube stations will be beneficial, four per cent of those who provided a comment felt that it was as important, if not more important, to improve step-free access at overground stations in London. Some respondents discussed how they felt accessibility at Tube stations had improved over the years but felt that it was still an issue at overground stations, believing that TfL should be focusing more on improve step-free access at these stations.

Examples of comments include:

“I appreciate that TfL is looking at making Tube stations accessible, and this will be widely beneficial. However, TfL should also consider the accessibility of overground stations which is currently unacceptable at many stations.” (Rarely/never use Tube; mobility impaired, limiting long-term illness, mental health condition)

“I want to stress how crucial it is that TfL expands this consultation to not just Tube stations in London, but also to overground Tube and train stations. There are plenty of commuters travelling into London but have no choice but to travel into the large train stations in central London because these are the only accessible stations... There has already been enough work to make the Tube accessible for now that, in my mind, TfL should make the priority for any work to focus on overground and railway stations.” (Infrequent Tube user; parent or carer for a disabled person)

“I think that every new station should be built ensuring total step-free access. I understand there are historical issues in converting some Tube stations, but the fact that some of the overground stations have been built recently without step-free access is unacceptable. There are also several stations which could fairly easily be converted to step-free by including ramps etc which should be quick wins.” (Infrequent Tube user; non-disabled ally)

- **Improve step-free access between lines/platforms within stations (n=65):**

Some respondents felt that step-free access needed to be improved between

lines and platforms at Tube stations, discussing how they experienced issues with the number of steps or walking required to travel between lines and platforms. Examples of comments include:

“Bank station has too many steps and long walks to interchange lines, especially if you have difficulty walking.” (Frequent Tube user; older person)

“My main experience is at Liverpool station and Kings Cross where I find climbing the stairs to cross the line to get to right line and then descending quite stressful, especially when I have luggage.” (Frequent Tube user; older person)

“Step-free access should not mean long walks between a series of short lifts (e.g., as at Kings Cross and Victoria).” (Frequent Tube user; limiting long-term illness)

- **Should be better integration between underground and buses/other transport services (n=62):** Some respondents felt that there should be better integration between Tube stations and buses and taxis in London, explaining that this would improve the travel experience for those making trips involving multiple modes, both when travelling to and from Tube stations. Examples of comments include:

“I like the idea of hub step-free access stations with access to buses/taxis etc. I am still quite mobile, but as I age, step-free access is increasingly important to me.” (Infrequent Tube user; mental health condition, older person)

“Step-free access between the Tube and other parts of the London transport network would be a great addition.” (Infrequent Tube user; older person)

“As a full-time wheelchair user, I need step-free access to all Tube and railway stations which interconnect with local bus services and facilities.” (Rarely/never use Tube; mobility impaired, older person)

Awareness and assistance

Nine per cent of respondents who provided a written response commented about staff members at Tube stations, discussing their awareness and ability to help those with disabilities and experiences they have had with staff members.

Table 18: Key comments raised regarding awareness and assistance

Comment	Public	Stakeholder	All respondents
Improved numbers of staff available with training to accommodate those with accessibility needs	95	3	98
Negative comments/experience with staff at stations	61	1	62
Improve awareness of invisible disabilities (e.g., hearing impairment, cognitive impairment, long-term illness)	31	2	33
Should not have to pre-book help/assistance	31	1	32
Improve the policing of abuse towards those with accessibility issues (e.g., other passengers being impatient/hostile)	23	0	23
Positive comments/experience with staff at stations	21	0	21
Total (those who provided a comment about awareness and assistance)	213	5	218
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

Improved numbers of staff available with training to accommodate those with accessibility needs (n=95): Four per cent of respondents that commented felt that more staff members with the required training and skills were needed at Tube stations to assist those who have accessibility needs. Because of this, some respondents discussed how they are deterred or concerned about using the Tube in case they face issues during their travel. Examples of comments include:

“Some outer London stations do not have staff available (i.e., Croyley), so getting help/access is difficult.” (Frequent Tube user; mobility impaired; limiting long-term illness; visually impaired; hearing impaired; learning disability; parent or carer for a disabled person)

“I use manual boarding ramps frequently, and whilst I have no problem physically using them, there is often a problem finding staff to put the ramp down.” (Frequent Tube user; mobility impaired; limiting long-term illness; mental health condition; learning disability)

“Most accessible interventions need staff to be on the platform. We need more visible and helpful TfL staff.” (Rarely/never use Tube; older person)

Some respondents commented more specifically about how they felt staff members at stations lacked the required skills and training to assist those with disabilities and accessibility needs. Examples of comments include:

“Improved staff training around attitude, experienced times supervisors slow to respond resulting in multiple missed trains, far preferable to not require the manual ramp as it brings reliance on another person back in.” (Frequent Tube user; mobility impaired)

“Communication, training and customer care are at least as important as physical access. The number of times I’ve been left on Tube/trains or been treated like luggage is shocking.” (Frequent Tube user; mobility impaired; limiting long-term illness; hearing impaired)

“The staff that are helpful are great, but the ones who are not need training. Disability awareness is good but could still be better.” (Rarely/never use Tube; mobility impaired, hearing impaired, learning disability)

4.1.13 Other comments: signage, information, and provision of step-free access and facilities

Headline Findings

Of the public respondents who provided written responses about step-free access at Tube stations:

- Four per cent of respondents felt that the information and signage for step-free facilities was lacking at Tube stations and needs to be improved
- Three per cent felt that more or better-quality information about step-free access and facilities needed to be provided to help people to plan their journeys in advance
- Three per cent of respondents noted that installing step-free access and facilities can make accessibility issues worse if not implemented correctly

Summary of public responses

Sixteen per cent of respondents who provided a written response about step-free access commented more generally about the provision of facilities and the signage and information related with them.

Table 19 shows the key comments shared.

Table 19: Other key comments raised about step-free access

Comment	Public	Stakeholder	All respondents
Need better signage for all step-free routes and facilities	98	4	102
Step-free access can be counterproductive/can make accessibility issues worse	75	2	77
Need better/more information about access to plan journeys (i.e., in advance of making a journey)	72	3	75
Need live 'station accessibility' information for passengers	60	2	62
Need better awareness/publicising of step-free facilities (e.g., was unaware that manual boarding ramps were available)	37	1	38
Need 'user-friendly' step-free facilities	27	0	27
Opposes partial step-free stations	24	1	25
Step-free facilities need to be accessible all the time (i.e., 24/7)	19	1	20
Need better upkeep of all step-free facilities (general comments)	19	0	19
Need better policing of disabled facilities	19	0	19
Need more inclusive signage/information at stations	15	1	16
Total (those who provided other comments about step-free access)	378	8	386
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

The key comments raised in relation to the provision of step-free facilities and information were:

- **Need better signage for all step-free routes and facilities (n=98):** Four per cent of respondents who commented felt that the information and signage for step-free

facilities was lacking at Tube stations and caused issues with navigating them, particularly in terms of the availability and locations of toilets, lifts, escalators, and other facilities. Examples of comments include:

“Where there is step-free access, it is not always easy to find.” (Frequent Tube user; older person)

“Signage about which carriage to use for step-free access is extremely poor.” (Frequent Tube user; mobility impaired)

- **Need better/more information about access to plan journeys (n=72):** Some respondents felt that more or better-quality information about step-free access and facilities needed to be provided, discussing how they felt this was lacking when trying to plan in advance of making a journey, particularly for those who use wheelchairs or have other mobility impairments. Many felt there needed to be more up-to-date information online and better maps to help inform and plan journeys and routes, with some saying it was unclear which Tube stations had step-free access and which did not. Some also felt that it needs to be clearer which stations have partial step-free access rather than full step-free access, discussing how they felt step-free icons on maps were inaccurate in this respect and caused confusion. Examples of comments include:

“Maps are inadequate for being able to plan what stations on the rail and Tubes I can use when I need step-free access.” (Infrequent Tube user; mobility impaired, limiting long-term illness)

“Why does it take so long to update the maps of the relevant lines when a station is made step-free? Passengers have to complain about this before the maps are changed.” (Frequent Tube user; non-disabled ally)

“If stations are only partially step-free accessible (e.g., one platform/direction is step-free but the other is not), the station should not be assigned a step-free icon on maps. This causes significant confusion when planning journeys. The step-free icon should be reserved for stations that are fully step-free in all directions and at all platforms, and stations that are only partially step-free should be delineated as such on maps (NOT as small print on the step-free map alone). This may mean a new icon for these stations but would mean far less difficulty for planning journeys for people with limited mobility.” (Infrequent Tube user; mobility impaired, limiting long-term illness, neurodivergent)

Two respondents specifically suggested providing more information about step-free access in a TfL app.

“Important to have an app to plan a journey with a wheelchair with various accessibility options, including completing journey by taxi.” (Frequent Tube user; older person, parent or carer for a disabled person)

*“It would be good to show stair-free routes in the TfL app as an option.”
(Infrequent Tube user; mobility impaired)*

- **Step-free access can be counterproductive/can make accessibility issues worse (n=75):** Some respondents discussed how the addition of step-free access and facilities can make accessibility issues worse, mainly due to the layout and location of such facilities which cause queuing or require travelling longer distances between them. Many of these respondents commented specifically about the location of lifts causing issues, with some saying those with disabilities sometimes have to travel further than those without disabilities because of the location of lifts at Tube stations. Examples of comments include:

“For me, distance is as much an issue as steps, so if the step-free solution means a long walk between the entrance of the station and the platform, then it is as much an obstacle as steps for me.” (Frequent Tube user; limiting long-term illness)

“Often the walk for step-free access is considerably longer than that for able-bodied people. If you're already struggling to walk, this additional distance is very debilitating.” (Infrequent Tube user, limiting long-term illness)

“Walking is painful but possible. I don't want to walk a long way between three different lifts, which are themselves a long way from the platforms, as that is painful. In general, I don't want to be forced to use my electric wheelchair on the Tube because it limits where I can travel to and from.” (Frequent Tube user; mobility impaired)

4.1.14 Other comments: other general comments

Summary of public responses

This section presents the other frequent comments that were raised in relation to step-free access, with 15 per cent of respondents who commented providing these. Table 20 shows these other comments.

Table 20: Other comments raised in relation to step-free access

Comment	Public	Stakeholder	All respondents
Criticisms of TfL	141	2	143
Criticism of the Government	14	3	17
Criticism of the Mayor	12	0	12
Other (does not fit into codeframe)	129	14	143
Comments referring to Covid-19	57	2	59
Criticism/queries about funding/finances	49	4	53
Comparisons to other cities/countries	43	0	43
Total (those who provided other comments related to step-free access)	364	18	382
Base (total who provided a written response about step-free access and facilities)	2406	31	2437

Other comments Five per cent of respondents provided other comments that did not fit into categories used in our analysis of the consultation responses. One reoccurring theme that was raised was that step-free access should be prioritised for Tube stations where there are high concentrations of disabled people living in the area, with some respondents explaining that they expect this would have the largest positive impact and enable some to use the Tube where they had previously not been able to. Examples of comments include:

“Ladbroke Grove and Latimer Road are both small Tube station that are next to Lancaster West Estate which has a huge population of residents that have disabilities and are in need of step-free access to Tube station in their local community.” (Frequent Tube user; non-disabled ally)

“Hornchurch Station has a high percentage of elderly residents who struggle with the steep staircase. Step-free access is a priority. Hornchurch Station is old, dirty and unsafe, as no staff are around.” (Frequent Tube user; mobility impaired, limiting long-term illness, older person, parent or carer for a disabled person)

Another theme that emerged from the other comments were concerns and queries about health and safety policies and procedures, with some respondents questioning what the procedures are at Tube stations for disabled people with regards to emergency situations and evacuations. Examples of comments include:

“If [disabled people] cannot use stairs, what happens in an emergency when lifts won’t work?” (Frequent Tube user; non-disabled ally)

“Please make a clear evacuation policy should the station have to be evacuated. As a wheelchair user I can’t use steps should the lift be out of action.” (Frequent Tube user; parent or carer for a disabled person)

4.2 Stakeholder responses

Thirty-one stakeholders submitted responses to the consultation. Their comments have been analysed and are grouped in table 21. These comments have formed part of the ongoing work alongside the public responses received to help shape our future work on step-free access.

All stakeholder responses have been read, considered and summarised. A copy of the summaries can be found in Appendix D

A copy of the stakeholder code frames used for the analysis can be found in Appendix A

A list of all the stakeholders we consulted can be found in Appendix E

Table 21: Stakeholder responses

Comment	Stakeholder
General comments	
Support step-free access/is important/should be a priority (general comments)	4
Oppose step-free access/is not important/should not be a priority (general comments)	1
Station type requests	
Request for specific local station/s to be made step-free/that existing step-free facilities there are improved	16
Which stations should have step-free facilities	
Prioritise stations that are the busiest/used the most/have interchanges	9
Prioritise step-free access at stations serving hospitals / medical centres	9
Prioritise step-free access at stations serving popular sites	6
As many stations as possible should have step-free access	2

All new stations should have step-free access	2
Focus on stations that are the least accessible	2
Support accessible stations in clusters (e.g., at least one accessible station within a borough/district)	2
All stations should have step-free access	1
Prioritise step-free access at stations serving Airports	1
Impact of step-free access	
Step-free access can improve journey quality/time	3
Impact of no step-free access	
Non-accessible stations impact disabled people or those with health issues	14
Non-accessible stations impact older people	11
Non-accessible stations impact young families travelling with prams/pushchairs/ buggies/young children	10
The lack of step-free accessible stations limits freedom/ reduces opportunities	8
Forced to take alternative route if step-free access isn't available	5
Non-accessible stations impact those travelling with other items (e.g., luggage, bikes)	3
Non-accessible stations can cause distress	3
Non-accessible stations are health and safety issues	2
Stairs/steps are an issue/difficult to use	2
Step-free facilities - general comments	
Need better signage for all step-free routes and facilities	4
Need better/more information about access to plan journeys (i.e., in advance of making a journey)	3
Step-free access can be counterproductive/can make accessibility issues worse	2
Need live 'station accessibility' information for passengers	2

Opposes partial step-free stations	1
Need more inclusive signage/information at stations	1
Step-free facilities need to be accessible all the time (i.e., 24/7)	1
Need better awareness/publicising of step-free facilities (e.g., was unaware that manual boarding ramps were available)	1
Toilet facilities	
Need better/more accessible toilet facilities at stations	4
Need changing facilities in all accessible toilet facilities	2
Toilet facilities should be free to use	1
Lift facilities	
Need more/better lifts in stations	4
Need improvements to lift efficiency/better upkeep	1
Escalator facilities	
Need more/better escalators at stations	1
Other step-free facilities	
Should be better integration between underground and buses/other transport services	8
Should improve step-free facilities for overground services/stations	7
Improve access onto the Tube from the platform (e.g., increasing the height of platforms)	5
Suggestions for other improvements/innovations not currently used on the Tube network	5
Should be better integration between underground and overground/rail network	4
Improve layout of step-free facilities	2
Improve step-free access between lines/platforms within stations	1
Improve step-free access between platforms and station entrance/exit	1
Other suggestions for improvement to overground services	1

Staff awareness and assistance	
Improved numbers of staff available with training to accommodate those with accessibility needs	3
Improve awareness of invisible disabilities (e.g., hearing impairment, cognitive impairment, long-term illness)	2
Should not have to pre-book help/assistance	1
Negative comments/experience with staff at stations	1
Respondent characteristics	
Reference made to users with invisible disabilities/health issues	7
Reference made to wheelchair users	6
Reference made to users with mobility aids other than wheelchairs (e.g., crutches, walking sticks, assistance dog)	1
Other comments	
Other (does not fit into codeframe)	14
Criticism/queries about funding/finances	4
Criticism of the Government	3
Criticisms of TfL	2
Comments referring to Covid-19	2
Survey questions	
Issues with questions - can't express which step-free interventions would work best	1
Issues with questions - range of responses were limited	1
Survey design	
Doesn't reflect the complexity of the issue	2
Survey/questions are biased/leading	2
Poor quality/design/presentation	1
Survey accessibility	

Consultation material not advertised or publicised enough/should be publicised further/suggest further consultation	6
Criticism of TfL website	1
Other consultation comments	
General positive comment	4
General negative comment	1
Other comment about the consultation/consultation material	1
Base (total who provided a written response about step-free access and facilities)	31

4.3 Petitions and campaigns

4.3.1 Petitions

There is a petition on change.org petitioning for step-free access at Northfields Tube station signed by over 2000 people the last time it was reviewed. The petition is supported by Ealing Fields Residents' Association (EFRA) and Transport for All.

The originator of the petition was contacted to see if the petition was going to be submitted as part of a consultation response. However, they have decided not to submit it.

4.3.2 Campaigns

Through the consultation period, respondents emailed us letting us know the Rt. Hon. Gregg Hands MP had suggested people contact us and support step-free access at their local stations.

Although the consultation is focused more on people's journeys rather than people just requesting their local station are made step-free, we did receive a number of requests through campaign requesting that step-free access was provided at the Tube stations of Putney Bridge, East Putney, and Parsons Green.

We are taking these views into account and will respond to the campaign. However, each priority is being reviewed rather than the amount of people requesting their local station.

There were several local campaigns where we were unable to identify the originator. However, we did receive similar responses in and around the same time for the same station, suggesting there had been a trigger for people to respond.

As with the requests for the Putney stations, these requests are noted and have formed part of the consultation analysis. By focusing on priorities, rather than specific locations, we can apply what we learn to every Tube station in London to see which locations would benefit the most people.

The stations people contacted us about during these campaigns were.

- Northfields
- South Kensington
- Mile End

5. Next Steps

We are committed to making our transport network more accessible and easier to use for all our customers.

Through the consultation, respondents made it clear that they want more step-free stations. They have also provided valuable feedback to inform future step-free access work. We will use the feedback of the consultation to help us assess which stations would be good candidates for future step-free access, combining the feedback with existing transport modelling data.

While the impact of the pandemic on our finances has affected progress of step-free projects recently, we continue to deliver step-free access at Knightsbridge, as well as the step-free access benefits of the Bank station upgrade and redevelopment at Paddington. These projects will build on the significant accessibility improvements delivered by the Elizabeth line, where all 41 stations are step free from street to platform at least, as well as recently delivered step-free schemes at stations such as Barking Riverside and Harrow-on-the-Hill.

Our continuing financial pressures restrict our ability to invest in further step-free schemes, meaning external funding will be critical to ongoing delivery. We will continue to work with third parties and developers to identify funding opportunities. In August 2022 we submitted a Levelling Up Fund bid to the Government to make Colindale and Leyton stations step-free. We have also submitted a list of 20 stations – 19 of which are served by TfL services – for consideration under the Department for Transport’s Access for All programme, which provides funding to make National Rail stations more accessible. We will also continue to support the delivery of step-free improvements as part of our wider commercial development programme at stations and our planned property developments across London.

We recognise that step-free access is not the only thing that can improve the accessibility of our network, and the consultation responses have also given us helpful feedback on other areas where improvements could make our services more accessible and convenient, including toilets, manual boarding ramps, staff training, information provision and signage. Work is already underway on a range of projects to address many of the wider accessibility issues raised in the consultation, including initiatives to improve signage and lift availability information, provide more seating and trial a new platform to train bridging device.

As the consultation results will be used to inform future step free projects, it is not yet possible to give detailed information or commitments on how we plan to respond to every issue that has been raised. However, in Appendix G we have outlined our shorter-term plans for improvement on the areas that have been highlighted.

Over the last year we have adopted a more holistic and co-ordinated approach in how we monitor and address accessibility across our entire network, which will help us to give our customers as consistent an experience as possible. These consultation results along with customer research and stakeholder feedback will be used to help us identify and prioritise accessibility improvements across TfL in the longer-term, subject to funding.

Appendix A: Detailed analysis of comments

TfL required a third party to analyse the consultation responses. AECOM were appointed to carry out the following tasks:

- Thematic coding and analysis of open-ended questions
- Quantitative analysis of the closed questions and demographic questions
- Cleaning and analysis of postcode data provided
- Mapping of respondent location
- Production of a report

Below is the full coding table created by AECOM through their analysis of the consultation responses:

Table 24: All codes

Comment	Public	Stakeholder	All respondents
General comments			
Support step-free access/is important/should be a priority (general comments)	228	4	232
Oppose step-free access/is not important/should not be a priority (general comments)	40	1	41
Station type requests			
Request for specific local station/s to be made step-free/that existing step-free facilities there are improved	599	16	615

Request for specific central station/s or hubs to be made step-free/improve existing step-free facilities	117	0	117
Which stations should have step-free facilities			
All stations should have step-free access	144	1	145
Prioritise stations that are the busiest/used the most/have interchanges	132	9	141
As many stations as possible should have step-free access	68	2	70
Prioritise step-free access at stations serving hospitals / medical centres	58	9	67
Prioritise step-free access at stations serving popular sites	57	6	63
Prioritise step-free access at stations serving Airports	51	1	52
Focus on stations that are the least accessible	36	2	38
Support accessible stations in clusters (e.g., at least one accessible station within a borough/district)	22	2	24
Prioritise Tube line (i.e., entire line is should be accessible)	14	0	14
All new stations should have step-free access	8	2	10
Impact of step-free access			
Step-free access can improve journey quality/time	96	3	99
Already benefitted from step-free access improvements	38	0	38
Impact of no step-free access			
Non-accessible stations impact disabled people or those with health issues	426	14	440

Non-accessible stations impact young families travelling with prams/pushchairs/buggies/young children	337	10	347
Stairs/steps are an issue/difficult to use	258	2	260
Non-accessible stations impact older people	233	11	244
Non-accessible stations can cause distress	193	3	196
Non-accessible stations impact those travelling with other items (e.g., luggage, bikes)	185	3	188
The lack of step-free accessible stations limits freedom/ reduces opportunities	175	8	183
Non-accessible stations are health and safety issues	153	2	155
Forced to take alternative route if step-free access isn't available	145	5	150
The lack of step-free accessible stations prevents/ deters travel	93	0	93
Step-free facilities - general comments			
Need better signage for all step-free routes and facilities	98	4	102
Step-free access can be counterproductive/can make accessibility issues worse	75	2	77
Need better/more information about access to plan journeys (i.e., in advance of making a journey)	72	3	75
Need live 'station accessibility' information for passengers	60	2	62
Need better awareness/publicising of step-free facilities (e.g., was unaware that manual boarding ramps were available)	37	1	38
Need 'user-friendly' step-free facilities	27	0	27
Opposes partial step-free stations	24	1	25

Step-free facilities need to be accessible all the time (i.e., 24/7)	19	1	20
Need better upkeep of all step-free facilities (general comments)	19	0	19
Need better policing of disabled facilities	19	0	19
Need more inclusive signage/information at stations	15	1	16
Toilet facilities			
Need better/more accessible toilet facilities at stations	266	4	270
Need better upkeep of accessible toilet facilities	115	0	115
Need accessible toilet facilities at all stations	49	0	49
Need changing facilities in all accessible toilet facilities	39	2	41
Need better signage for accessible toilet facilities	26	0	26
Toilet facilities should be free to use	18	1	19
Would be willing to pay to use accessible toilet facilities	8	0	8
Lift facilities			
Need more/better lifts in stations	118	4	122
Need improvements to lift efficiency/better upkeep	68	1	69
Need lifts in all stations	16	0	16
Lifts need to have more capacity	16	0	16
Escalator facilities			
Need more/better escalators at stations	47	1	48
Need escalators at all stations	2	0	2
Ramp facilities			

Issues/concerns with using ramps	109	0	109
Need more staff available to help with ramps	54	0	54
Need more accessible manual boarding ramps	29	0	29
Need ramps that are fit for all purposes/user types	12	0	12
Other step-free facilities			
Improve access onto the Tube from the platform (e.g., increasing the height of platforms)	136	5	141
Suggestions for other improvements/innovations not currently used on the Tube network	136	5	141
Should improve step-free facilities for overground services/stations	102	7	109
Should be better integration between underground and buses/other transport services	62	8	70
Improve step-free access between lines/platforms within stations	65	1	66
Improve layout of step-free facilities	46	2	48
Should be better integration between underground and overground/rail network	43	4	47
Improve step-free access between platforms and station entrance/exit	44	1	45
Other suggestions for improvement to overground services	15	1	16
Improve seating in stations	13	0	13
Improve hand railings on Tubes	11	0	11
Improve seating/capacity on Tubes	10	0	10
Improve hand railings in stations	7	0	7
Staff awareness and assistance			

Improved numbers of staff available with training to accommodate those with accessibility needs	95	3	98
Negative comments/experience with staff at stations	61	1	62
Improve awareness of invisible disabilities (e.g., hearing impairment, cognitive impairment, long-term illness)	31	2	33
Should not have to pre-book help/assistance	31	1	32
Improve the policing of abuse towards those with accessibility issues (e.g., other passengers being impatient/hostile)	23	0	23
Positive comments/experience with staff at stations	21	0	21
Respondent characteristics			
Reference made to users with invisible disabilities/health issues	176	7	183
Reference made to wheelchair users	175	6	181
Reference made to users with mobility aids other than wheelchairs (e.g., crutches, walking sticks, assistance dog)	78	1	79
Reference made to older users	58	0	58
Other comments			
Criticisms of TfL	141	2	143
Criticism of the Government	14	3	17
Criticism of the Mayor	12	0	12
Other (does not fit into codeframe)	129	14	143
Comments referring to Covid-19	57	2	59
Criticism/queries about funding/finances	49	4	53
Comparisons to other cities/countries	43	0	43
Survey questions			

Issues with questions - complicated or unclear	84	0	84
Issues with questions - range of responses were limited	43	1	44
Issues with the questions - irrelevant	43	0	43
Issues with questions - can't express which step-free interventions would work best	42	1	43
Issues with questions - range of responses were too extensive	6	0	6
Survey design			
Doesn't reflect the complexity of the issue	77	2	79
Survey/questions are biased/leading	73	2	75
Lack of information/need more details/clearer information	71	0	71
Poor quality/design/presentation	58	1	59
Inadequate space to provide detailed comments	27	0	27
Survey length is too long	9	0	9
Survey accessibility			
Consultation material not advertised or publicised enough/should be publicised further/suggest further consultation	63	6	69
Criticism of survey inclusivity	44	0	44
Criticism of TfL website	19	1	20
Consultation was difficult to access	12	0	12
Other consultation comments			
General positive comment	113	4	117
General negative comment	71	1	72
Other comment about the consultation/consultation material	50	1	51

No issues	23	0	23
Base (total who provided a written response about step-free access and the quality of the consultation)	2549	31	2580

Appendix B: Consultation questions

This is a list of all of the questions asked.

1. Before the Covid-19 pandemic, how often did you use the Tube?

(Choose any one option)

- Daily
- 5 days a week
- 2-3 times a week
- 2-3 times a month
- Less
- Not at all

2. How often do you use the Tube network currently?

(Choose any one option)

- Daily
- 5 days a week
- 2-3 times a week
- 2-3 times a month
- Less
- Not at all

3. If the Tube network had more step-free stations, how often would you like to use the network?

(Choose any one option)

- Daily
- 5 days a week
- 2-3 times a week
- 2-3 times a month
- Less
- Not at all

4. What type of journeys do you make on the Tube now? (Please tick all that apply)

(Choose all that apply)

- Commuting: trips from home to usual place of work or from usual workplace to home
- Business: trips for work
- Education: trips to school or college
- Shopping: trips to the shops or from shops to home
- Personal business: visits to services, medical consultations, etc.
- Visit friends: trips to visit friends, either at someone's home or elsewhere
- Other leisure: mostly entertainment, sport, holidays and day trips
- Accompanied trips: trips made to accompany someone else e.g. taking a child to School
- I do not currently use the Tube

5. If you do not currently use the Tube, would you use the Tube if it was more accessible to you?

(Choose any one option)

- Yes

No

6. What type of journeys would you like to make on the Tube if it were more accessible to you? (Please tick all that apply)

(Choose all that apply)

Commuting: trips from home to usual place of work or from usual workplace to home
Business: trips for work
Education: trips to school or college
Shopping: trips to the shops or from shops to home
Personal business: visits to services, medical consultations, etc.
Visit friends: trips to visit friends, either at someone's home or elsewhere
Other leisure: mostly entertainment, sport, holidays and day trips
Accompanied trips: trips made to accompany someone else e.g. taking a child to school
I still would not use the Tube

7. Should we prioritise making stations step-free if they already: (Please tick all that apply)

(Choose all that apply)

Interchange with other Tube lines
Interchange with buses
Interchange with coaches
Interchange with National Rail (mainline stations such as Kings Cross)
Interchange with local rail (e.g. London Overground stations)
Are near to where I live
Are within easy reach of a Town Centre
Are within easy reach of a hospital or health care services
Provide easy access to areas of employment
Are within easy reach of educational establishments/centres
Provide easy access to areas of growth and development (i.e. where a lot of new housing and employment opportunities are planned)
Are near to social amenities such as leisure centres
Are near to community centres
Are near to tourist attractions
Are near to places of worship
Have a car park
Other (please specify)

8. Please pick your top three from the previous question in order of importance.

(Rank each option)

Interchange with other Tube lines
Interchange with buses
Interchange with coaches
Interchange with National Rail (mainline stations such as Kings Cross)
Interchange with local rail (e.g. London Overground stations)
Are near to where I live
Are within easy reach of a Town Centre
Are within easy reach of a hospital or health care services
Are within easy reach of a hospital or health care services
Provide easy access to areas of employment
Are within easy reach of educational establishments/centres
Provide easy access to areas of growth and development (i.e. where a lot of new housing and employment opportunities are planned)
Are near to social amenities such as leisure centres
Are near to community centres
Are near to tourist attractions
Have a car park
Other (please specify)

What should we prioritise in the next phase of step-free access (SFA) work?

In Phase 1 of the consultation we focussed on making as many stations step-free as possible and added 14 stations to the Tube's step-free network.

Installing SFA in complex/central London stations is costly and choosing one of these stations could use the entire budget for the whole programme.

9. With this in mind, should we focus on installing lifts at:

(Choose any one option)

One complex station (e.g. Green Park)
A few medium stations (e.g. Wembley Park)
More small stations (e.g. Osterley)
A combination (e.g. some small/medium stations and part of a complex station)

10. Should we prioritise making stations step-free in areas:

(Choose any one option)

Where there are minimal accessible stations in a specific area or on a specific line ('plug a gap')
Where there are already some accessible stations ('create a hub' e.g. by making Blackhorse Road step-free)
No preference

11. Should we prioritise:

(Choose any one option)

Making a smaller number of stations step-free to all lines
Making a greater number of stations partially step-free (e.g. to one line)
No preference

12. If TfL made your three most important stations step-free, what impact would this have on your daily life? (Please tick all that apply)

(Choose all that apply)

Make the Tube network accessible to me where it currently is not
Make the journeys I already take easier

Make the journeys I already take quicker
Make the journeys I already take less stressful
Make the journeys I already take but with friends and family
Widen job opportunities
Widen social opportunities
Widen opportunities to access educational facilities
Other (please specify)

Manual boarding ramps

We use a variety of methods to overcome the step and gap between the train and the platform. For example we can use manual boarding ramps or we can raise part of the platform so it's the same level as the train floor. Sometimes the layout of the platform or the design of the train means that we can only use manual boarding ramps, but sometimes we do have a choice.

13. How do you feel about manual boarding ramps?

(Choose any one option)

I don't need them
I use them with few or no problems
I use them but frequently have problems
I will only use step-free stations that do not have manual boarding ramps
I only use them as a last resort
I use them if I know the station

Toilets

Inside some stations on the Tube network, there isn't much space which can mean that finding room to build new accessible toilets can be difficult. However, we want to understand how important to you is having access to a toilet at a Tube station.

14. How important to you is having access to a toilet at a Tube station?

(Choose any one option)

Not at all important
Fairly important
Extremely important
I don't know

15. How important to you is having access to a changing places toilet at a Tube station?

(Choose any one option)

Not at all important
Fairly important
Extremely important
I don't know

16. Is there anything else you want to tell us about step-free access, toilets or manual boarding ramps on the Tube?

About you

Privacy notice:

Please note responses to the survey may be made publicly available after the consultation has closed, this would typically be in the form of a report on the results of the consultation exercise, but any personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please visit our [privacy policy](#).

17. What is your name?

18. What is your email address?

19. What is your postcode?

20. Are you:

(Choose all that apply)

A London resident
A London business owner
Employed within London
A visitor to London
A commuter to London
Not local but interested in step-free access

21. If responding on behalf of an organisation, business or campaign group, please provide us with the name.

Note: Please note: If you are responding on behalf of an organisation it should be in an official capacity.

22. How did you hear about this consultation? Please select the main way by which you heard.

(Choose any one option)

Received an email from TfL
Received a letter from TfL
Read about it in the press
Social media
Saw it on the TfL website
Other (please specify)

23. What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

Questions

Website structure & ease of finding what you needed

Written information

Maps, images & related diagrams

Online survey format

Very good Good Adequate Poor Very poor Not applicable

Website accessibility
Events & drop-in sessions
Promotional material
Easy Read version of material
Audio video of the material

24. Do you have any further comments about the quality of the consultation material?

Equality Monitoring

Please tell us about yourself in this section. All information will be kept confidential and used for analysis purposes only. We are asking these questions to ensure our consultations are open to all sections of the community and to improve the effectiveness of the way we communicate with our customers. You do not have to provide any personal information if you don't want to.

25. Gender (please select one option)

(Choose any one option)

Male
Female
Trans male
Trans female
Non-binary
Gender neutral
Prefer not to say

26. Ethnic group (please select one option)

(Choose any one option)

Asian or Asian British –
Bangladeshi Asian or Asian British –
Chinese Asian or Asian British –
Indian Asian or Asian British –
Other Asian or Asian British –
Pakistani Black or Black British –
African Black or Black British –
Caribbean Black or Black British –
Other Mixed – Other
Mixed – White and Asian
Mixed – White and Black African
Mixed – White and Caribbean
Other Ethnic Group
Other Ethnic Group – Arab
Other Ethnic Group – Kurdish
Other Ethnic Group – Latin
American Other Ethnic Group –
Turkish White – British
White – Irish
White - Other
Prefer not to say

27. Age (please select one option)

(Choose any one option)

Under 15
16-20
21-25
26-30
31-35
36-40
41-45
46-50
51-55
56-60
61-65
66-70
71+
Prefer not to say

28. Sexual orientation (please select one option)

(Choose any one option)

Heterosexual
Bisexual
Gay man
Lesbian
Prefer not to say

29. Faith (please select one option)

(Choose any one option)

Buddhist

Christian
Hindu
Jewish
Muslim
Sikh
Other
No religion
Prefer not to say

30. Which of the following best describes your impairment(s)?

(Choose all that apply)

I have a mobility impairment (e.g I am a wheelchair user) I am chronically ill/I have a long-term health condition

I am blind or visually Impaired

I am deaf or hard of hearing

I have a mental health condition

I am neurodivergent

I have a learning disability

I am an older person

I am the parent or carer for a disabled person

None: I am a non-disabled ally

Appendix C: Consultation letter/leaflet

Copy of stakeholder email sent on 2 November 2021

Email title: Help shape the future of step-free Access on the Tube

Dear Stakeholder

We would like your views on the future of step-free access travel on the Tube to help us shape our priorities for the next phase of stations post 2024.

We want the people who benefit from step-free access to tell us what features in a step-free Tube station are most important to them. For example, is it more important that a step-free Tube station has an interchange on to another line, or, that it is next to a town centre?

The consultation is now open and closes on 10 February 2022.

You can visit our consultation [website](#), this contains a survey, easy read documents, British Sign Language videos and information on what Step-free Access looks like today.

We would like to reach out to as many people as possible and talk about our passenger's priorities with them. If you attend or know of any meetings in which we could attend in person or virtually, please let us know by emailing Haveyoursay@tfl.gov.uk

If you would like to provide your feedback by phone, please call, 020 3054 6037

If you would like to use our textphone service, please contact 0800 112 3456

If you would like to attend one of our British Sign Language webinars, these are taking place throughout the consultation period, please check our website for the next date.

The consultation website can be found at www.tfl.gov.uk/step-free-tube

If you have any questions, please contact us.

Yours faithfully

Andy Lord

Managing Director

London Underground Limited

Copy of consultation portal email

Dear Stakeholder

We would like your views on the future of step-free access travel on the Tube to help us shape step-free access priorities and improvements on the London Underground network in the years ahead.

We want the people who benefit from step-free access to tell us what features in a step-free Tube station are most important to them. For example, is it more important that a step-free Tube station has an interchange onto another line, or, that it is next to a town centre?

This feedback, along with passenger data, transport modelling, third party funding opportunities, design and engineering investigations, will help us shape how we prioritise and deliver step-free stations into the future. While we don't currently have funding to deliver more step-free stations beyond our existing programme, this consultation will help us take action to meet London's needs as soon as funding becomes available.

*The consultation is now open and closes on **10 February 2022**.*

You can visit our consultation [website](#) which contains a survey, easy read documents, British Sign Language videos and information on what step-free access looks like today.

We would like to reach out to as many people as possible and talk about our customers' priorities with them. If you attend or know of any meetings in which we could attend in person or virtually, please let us know by emailing: Haveyoursay@tfl.gov.uk.

If you would like to provide your feedback by phone, please call 020 3054 6037 or if you would like to use our textphone service, please contact 0800 112 3456.

We are hosting a webinar on our step-free access consultation on 3 November 2021 which is open for organisations to join. If you would like to attend our webinar, please register via: <https://web.cvent.com/event/183032cc-c670-4d62-a82a-b06c6d4c384e/summary>.

If you would like to attend one of our British Sign Language webinars, these are taking place throughout the consultation period, please check our website for the next date.

The consultation website can be found at: www.tfl.gov.uk/step-free-tube.

If you have any questions, please contact us.

Yours faithfully

Andy Lord
Managing Director
London Underground Limited

Copy of A5 postcard

Help us shape our future approach to step-free Tube stations

Have your say

Every Londoner should have equal access to easy, safe and reliable transport to get them home, to travel to a place of work or education, to connect them with the people and things they enjoy doing, and to enable them to travel confidently.

Step-free access across the transport network plays a critical role in providing these opportunities to those who are older or disabled, or for parents and carers. While step-free access is especially important for these customers, it can also make travelling easier for everyone, such as those who might be carrying luggage or equipment for their job.

We'd like to know which features in a step-free Tube station are most important to you? For example, is it more important that a step-free Tube station has an interchange to another line, or that it is next to a bus station? Is it more important for a step-free station to be near to a town centre, or a hospital?

Consultation ends Thursday 10 February 2022

To find out more and to have your say please contact us:

Online: tfl.gov.uk/step-free-tube
Tel: **020 3054 6037** (please leave your name and number and we will call you back)
Textphone: **0800 112 3456**
Email: haveyoursay@tfl.gov.uk
Post: **FREEPOST TFL HAVE YOUR SAY** (no stamp required)

Our website has a summary of the proposals in easy read, audio and British Sign Language video. If you don't have access to the internet, or would like a paper copy of the response form or the information in any other formats please contact us using the details above.

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

A copy of the emails sent from our Customer Relations team

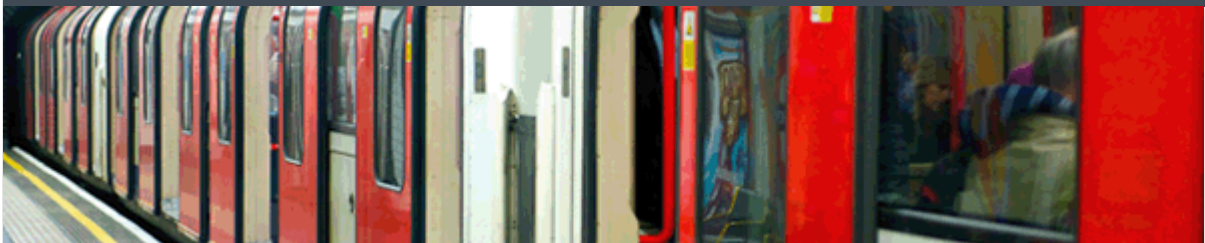
What features in a step-free Tube station are most important to you?

Can't see this email? [View online](#)

[Home](#)

[Plan a journey](#)

[Status updates](#)



Tube



Dear ,

We want to hear from people who use step-free access on the Tube network.

We want to know what features in a step-free Tube station are most important to you? For example:

- Is it more important that a step-free Tube station has an interchange on to another line, or that it is next to a bus station?
- Is it more important for a step-free station to be near to a town centre, or to a hospital?

We're asking for your priorities, rather than specific locations, so we can apply this to every Tube station in London and see which step-free locations will benefit the most people. This will help create a fairer delivery programme that puts the needs of the people who rely on step-free access at the heart of our decision-making.

[Visit our website](#) to have your say.

The consultation will be open between 2 November 2021 and 10 February 2022.

Yours sincerely,

Andy Lord
Managing Director, London Underground

What features in a step-free Tube station are most important to you?

Can't see this email? [View online](#)

[Home](#)

[Plan a journey](#)

[Status updates](#)



**YOU MUST WEAR
A FACE COVERING
ON TfL SERVICES**

Tube



Dear ,

There are just under two weeks left to give your feedback on our consultation on step-free access before it ends on 10 February.

We want to know what features in a step-free Tube station are most important to you? For example:

- Is it more important that a step-free Tube station has an interchange on to another line, or that it is next to a bus station?
- Is it more important for a step-free station to be near to a town centre, or to a hospital?

We're asking for your priorities, rather than specific locations, so we can apply this to every Tube station in London and see which step-free locations will benefit the most people. This will help create a fairer delivery programme that puts the needs of the people who rely on step-free access at the heart of our decision-making.

[Visit our website](#) to have your say.

The consultation will be open until 10 February 2022. Thank you to those who have taken part. Your views matter.

Yours sincerely,

Andy Lord
Managing Director, London Underground

A copy of the newsletter sent

From: Transport for London Partnerships

Sent: 29 November 2021 14:17

To:

Subject: Accessibility newsletter

Accessibility Newsletter

I am pleased to welcome you to the first edition of our new newsletter for people with an interest in accessibility issues.

London has a wide range of accessible transport options so that older and disabled people can travel in the Capital. But we know that more needs to be done. We are committed to improving transport in London by making it more accessible, safer and reliable.

I hope this newsletter proves useful to keep you up to date on all the latest developments across our network and gives you the opportunity to provide your thoughts. Our Local Communities and Partnerships team remains on hand for any questions or issues you wish to raise.



The future of Step-free stations

We recently launched a [consultation](#) asking for views on the future of step-free access travel on the Tube to help us shape step-free access priorities and improvements on the London Underground network in the years ahead. The consultation closes on 10 February 2022. [Contact us](#) if you'd like us to attend one of your forums or meetings or register for our next [webinar on 13 December 2021](#).

[Get involved](#)

Appendix D: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

London Boroughs (LB)

LB Brent

They note that only two stations in the borough are considered fully step-free. With this in mind, securing step-free station access improvements, as a means of making as many of the borough's stations and interchanges as possible accessible to all, is an important priority for the Council; and one which will help them achieve their Local Plan and Transport Strategy.

When determining future station accessibility improvements, the Council would like us to consider those stations in Brent and across London which are likely to be the most strategic and practical to be made step-free. They suggest this would involve:

- Developing a data-driven 'strategic prioritisation framework', to identify the priorities for step-free access from a strategic, evidence-led standpoint
- Supplementing this framework with site audits to capture information about the practicalities of making a station step-free (or improving the quality of the step-free access currently available)

The borough then set out their criteria and rationale for the framework

LB Camden

They previously submitted a bid to our SFA programme for upgrades at West Hampstead underground station which continues to be their priority. The other priority for the borough is Kentish Town.

They look forward to working with us to take forward their two priority sites at West Hampstead and Kentish Town and for other stations in the future, including ensuring the vital upgrades at Holborn and Camden Town are brought back onto the TfL Business Plan and investment programme.

LB Harrow

They submitted the form and then an open email to question 16 of the consultation which has been summarised below.

They consider that travel patterns are likely to be changed permanently even as health impacts of pandemic largely diminished. This presents challenges as well as opportunities. To maximise the opportunities, they see a need to remove barriers which prevent or discourage public transport journeys. Measures to encourage more public transport use including accessibility improvements will be very important especially for those who do not have access to private car transport as well as those who have a choice.

They consider that the proportion of types of journey has changed and probably some of this is permanent. This presents challenges as well as opportunities. Commuting into central London 5 days a week is now apparently the case for 5% whereas 40% are working from home. People with mobility issues less likely to travel if better opportunities have developed to allow remote working. They suggest that the previous focus on radial travel into central London needs to switch more to local connectivity and to key destinations within local areas. SFA needs to support this in terms of interchange between lines like Rayners Lane (changing direction) and with bus services like South Harrow. The public transport connectivity to Royal National Orthopaedic hospital is also important regional/national medical centre which was recently improved by extension of the 324 bus route. However, the step-free access from the northern end of the Jubilee line is recognised as substandard and unsuitable for those with mobility problems.

They ask that we should be looking to maximise the benefit with the boundaries between types and size of stations might be open to interpretation and should not purely be based on footfall.

Priority should be given where there are fewer existing SFA stations so more people and more destinations can reasonably be covered by the plan we showed is illustrative.

The borough listed the stations and outlined the strategic reasons and possible funding options behind their priority stations. The stations are South Harrow, Rayners Lane, Harrow on the Hill and Stanmore.

They note that they are working with various partners and ourselves to develop these plans further.

Royal Borough of Greenwich Cllr Denise Hyland

The councillor considers that it would help massively if there was a facility on the app for taking a journey if passengers could put that you've got a mobility issue and the app would then find you the best route. They think that may already be in place and they just haven't seen it which case more advertising for better mobility on public transport would be ideal.

Royal Borough of Kensington and Chelsea

They host a Mobility Forum which meets four times a year. The Forum is made up of Council staff and representatives from a variety of disability groups in the Royal Borough, including some service users. This response is based on feedback from the Council's Mobility Forum and has been approved by the Lead Member for Planning, Place and Environment.

Prioritisation of stations for step-free access

The Council looks forward to the day when all stations in London are step-free and accessible to all. Whilst it is acknowledged that prioritisation is the way to achieve this goal, they would not wish us to lose focus of this overall objective. This is the context in which the Council's response on how we should decide which stations to make step-free first should be viewed.

They consider that we should be using data analytics to inform its thinking on the prioritisation of step-free schemes. This should include identifying the walking catchment area of station, as well as considering how this catchment is increased by bus services feeding into the station. Of course, the existing usage of stations is a useful starting point for understanding the impact that a step-free scheme would have and stations which are served by multiple lines, such as South Kensington, would score highly on this metric. The goal should be to maximise the number of journeys which can be made by a step-free route and make the most common journeys accessible. This may mean that we focus on simple stations with high patronage levels.

The Mobility Forum members have highlighted to the council the importance of making stations serving specialist hospitals priority for step-free access. They mention South Kensington station and build a geographic case for this station to be a priority.

Mobility Forum members also highlighted the importance of plugging gaps in the network so that no Londoner is too far from their nearest step-free station. From the north of the borough, there are few direct bus connections to the closest step-free station at Paddington.

The importance of the bus network in accessing step-free stations was also highlighted by Mobility Forum members. Ladbroke Grove, South Kensington and High Street Kensington (another station step-free access scheme identified in the

Council's capital pipeline) are all fed by numerous buses and therefore the catchment area for these stations is far bigger than the walkable distance to these stations.

Other points regarding accessibility

Members request that there needs to be better information on the step-free status of stations on our website so that customers can plan journeys more effectively. For example, are all lines at the station step-free or just some? Is there step-free access from surface to train or surface to platform? Is there step-free interchange between lines?

Ramps

When making a station step-free, it is important to ensure that it is step-free from street to train with areas of the platform being lowered or raised to avoid the use of ramps. Painting a wheelchair or buggy symbol on platform ramps, to indicate where passengers should wait to access the wheelchair/ buggy space on the tube would increase the benefit of these ramps for little extra cost. The question on the use of ramps is difficult to answer in the abstract, as the customer's experience will depend on how the ramp is installed and maintained and whether they are travelling by themselves or with others.

Toilets

When considering the business case for toilets, they ask that we consider usage of the toilet by a catchment area including residents and businesses/ places of interest near the station, as well as usage by passengers using the station. Toilets should be on the non-paying side of the gateline, where possible, to increase this catchment area.

LB Sutton Cllr Jill Whitehead Chair Sutton Public Transport Liaison Group

The London Borough of Sutton does not have the Underground, Overground or Croydon Tram despite them campaigning for the Croydon tram to come to Sutton in recent years.

They state that they are dependent on infrequent buses and even more infrequent trains from Southern and Thameslink which are often cancelled. They would like some attention paid to transport deficits in south London.

LB Waltham Forest

The borough notes that there are four Tube stations in the borough, none are accessible, so they suggest priority is given to these stations.

They make a case for each station with notes of growing population and developments in the areas.

They make points of the good work being carried out in partnership with TfL and developers to improve access across the borough for everyone aligning priorities with the Mayors Transport Strategy.

Watford Borough Council

They would like to see step-free access introduced at Stations where step-free onward transport such as Demand Rapid Transport is available for customers to continue their journey in a step-free method.

Members of Parliament

Rt Hon Greg Hands MP

He sets out the reasons why step-free access is important at Putney Bridge and Parson Green stations. He advises that he has long campaigned for better pedestrian access at Parsons Green.

He also advises that both stations are the least accessible in his constituency, with no lift at either. The nearest step-free access station is Fulham Broadway Tube Station.

He has encouraged his constituents and encouraged them to take part in the step-free access consultation and campaign for step-free access at these two stations.

Local Mobility forums

Croydon Mobility Forum

They are pleased to be able to respond to the consultation on Step-Free Access to London Underground stations. Although there are no underground stations in their area of south London, their members use the underground system on regular occasions when attending hospital appointments, leisure activities, visiting friends and relatives and as a way of crossing London as part of a longer rail journey.

Which stations should have priority?

They are aware that many underground stations are more than one hundred and fifty years old and the cost of providing step-free access can be very expensive. Their view is, it is better to do as many stations in the suburbs as possible as this is where most people live. This should take priority over interchange stations. It is also important to select stations that have good onward bus, taxis links and drop off points.

It is also important that we identify those stations that serve communities where there are the largest numbers of people with reduced mobility.

Interchange Stations

They suggest that these stations should take a lower priority. The exception to this is where they interchange with important destinations such as London terminal stations, are near to hospital and medical services or major attractions such as museums. If reducing the cost would mean separate lifts/escalators and that interchange had to be at street level rather than underground that would be satisfactory.

We should look at journeys and destinations that people with reduced mobility need to make. Also, to establish if it is possible to have step-free interchange along the route even if it means travelling on one or two stations and traveling back or starting off in the wrong direction for a couple of stations. It is also important that this does not attract an additional fare.

Funding

They would like us to direct more funding to increase the number of Underground stations that have step-free access, this particularly important as they consider the population is getting older and the number of people with reduced mobility is increasing.

East Surrey Transport Committee (ESTC)

They are pleased to be able to respond to the consultation on Step-Free Access to London Underground stations. Although there are no underground stations in their area of south London, their members use the underground system on regular occasions when attending hospital appointments, leisure activities, visiting friends and relatives and as a way of crossing London as part of a longer rail journey.

Which stations should have priority?

They are aware that many underground stations are more than one hundred and fifty years old and the cost of providing step-free access can be very expensive. Their view is, it is better to do as many stations in the suburbs as possible as this is where most people live. This should take priority over interchange stations. It is also important to select stations that have good onward bus, taxis links and drop off points.

It is also important that we identify those stations that serve communities where there are the largest numbers of people with reduced mobility.

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off in the wrong direction for a couple of stations. It is also important that this does not attract an additional fare.

Funding

They would like us to direct more funding to increase the number of Underground stations that have step-free access, this particularly important as they consider the population is getting older and the number of people with reduced mobility is increasing.

Local groups

Merton Conservatives

They consider further measures to improve accessibility for the London Underground are needed for residents. They suggest we should introduce and improve step-free access at Colliers Wood and South Wimbledon stations.

They further suggest that Merton Council should also liaise with the Department for Transport, Network Rail and ourselves to ensure step-free provision can be properly funded and provided as swiftly as possible at Overground and National Rail stations.

Lancaster West Estate (LWE)

They consider that there is a genuine and urgent need to provide step-free access at Ladbroke Grove Station and Latimer Road Station due to the lack of step-free alternatives nearby, the amenities and services that would be made available, as well as the pressing and urgent needs of the people in the area.

They provide local residents accounts as to their current transport situation and the benefits that making the two stations more accessible would have.

The Exhibition Road Cultural Group

They welcome RBKC's commitment of £7.5m towards the cost of step-free access at South Kensington. They urge us to work with Kensington and Chelsea Council to find a workable solution to deliver step-free access from the District and Circle Line platform to the pedestrian tunnel exits, and to bring forward plan for the Piccadilly Line as soon as possible. They are keen to work with us as a partner on this.

They present the case for South Kensington station.

Onslow Neighbourhood Association

They state that they have been lobbying and advocating the necessity of step-free Access at South Kensington Station for the last 10 years. They find it distressing that a station with the characteristics of South Kensington Station still does not offer Step Free Access and Changing Places Toilets.

They also highlight the fact that not only South Kensington but also none of the other adjacent station offer step-free Access or Changing Places Toilets.

They welcome RBK&C financial commitment regarding the South Kensington future development.

Hackney Pensioners

They welcomed the consultation and were pleased to see us focusing on accessibility across the network.

They were pleased with the recent upgrade works at Old Street station but wanted to know why this was not made fully accessible?

Merton Living Streets

They suggest Improvements are all very well, but the warning of step-free facilities suspension must include the target rectification date and time and an opportunity to ring/text/email for status of services.

The Belgravia Society

They request that clear signage about step-free access in prominent places should be available.

Enfield Disability Action

They note that the step-free access would be making it easier to be able to access the network in a wheelchair & also for other users with disabilities.

One to one Enfield, Enfield national autistic society adult social group and Enfield learning disability service

They would like Tube staff trained on liaising with people with hidden disabilities. They would also like staff to be able to take members of the group to the train and arrange for them to be met and the destination station.

Members also suggested staff help passengers in lifts.

Ruislip Residents' Association

They suggest we build the platforms / trains to be at the same level? That way there wouldn't be a need for boarding ramps. They also suggest that we fit self-controlled lift platforms at the platform edge that will lift a wheelchair up to the train level this could be controlled by an App on your phone, combined with a beacon on your wheelchair.

London Disability Network

They state that wheelchair accessibility is far more important to their service users than toilets. They consider that this is the difference between being able to access and be included in the community and being isolated and neglected.

West Hampstead Amenity & Transport

They state that this is really important not just for people who are registered disabled, but for people with walking difficulties and for parents with buggies.

Merton Seniors Forum and Merton Transport Public forum

They consider that most stations hardly have toilets. Changes can only happen if a station modernisation takes place.

They state that these surveys will have no purpose until next term of parliament.

Lancaster West Neighbourhood Team

They note that the greatest transport network on the planet has finally understood what it is missing! They state that lifts are better than ramps, more costly but less space required.

Liberal Democrats Watford

They request that Watford station and a lot of the metropolitan line needs to be made more family friendly, which would increase usage of tube on weekdays and weekends

Ealing Fields Residents Association

They request that Northfields Tube Station needs step-free access. they highlight a petition in which 2,300 people have signed calling for step-free access at this busy suburban station.

Kensington Labour Party Disabilities Action Group

They were disappointed to read that there are currently no plans to expand step-free access to more stations beyond our existing programme. They urge us to make every effort to secure capital to improve the accessibility of all of London's tube network.

In response to the specific questions "is it more important that a step-free station has an interchange onto another line or is next to town centres". Ideally, they would want to have both. The state reasons behind this and how busy Shepherds Bush station is with Westfield shopping centre.

They consider that the ability to connect to other lines is an important element in the development of an infrastructure for an accessible tube network because as a group with members who reflect a cross section of people with disabilities their aim is to campaign improve access to all aspects of accessibility.

Transport groups

Campaign for Family-Friendly Trains

They are pleased to see that we are consulting on future step-free access priorities across the Tube network. They consider that there are significant barriers to train travel with children in the UK, particularly babies and young children in prams and pushchairs. Without step-free access at Tube stations or, as many members have experienced, the step-free access being unfit for purpose (such as lifts being frequently broken), it becomes extremely challenging to travel in London with small

children. A Tube network that is more accessible for parents and carers is vital for making an environmental impact and in allowing young Londoners to experience all that this great city has to offer.

They would urge us to work with groups representing parents and carers to ensure that their views help inform our projects going forward. They are happy to provide further input to the consultation and discuss further ways we could improve the experience of families travelling in London.

Railfuture

They note that National Rail and London Overground stations are specifically identified as a possible reason for a step-free implementation and concur with this reason. and have two supplementary observations:

- Reference should also be made to the step-free nature – or not – of stations and direct journeys to/from that National Rail / London Overground station, as Underground step-free Access can then allow many additional journeys.
- Occasionally, the presence of a step-free National Rail or London Overground station may be a reason to focus investment elsewhere

They believe that investment decisions on step-free should consider both London Overground and Underground stations together, in a pooled decision.

They suggest that an unasked question is, which is to improve understanding of how “perfect” a step-free journey needs to be to encourage more Underground use. By this they mean is the most important requirement to provide some journeys from the closest station to the start point to the nearest station to the end point with as few interchanges as possible (ie making it easiest and most convenient for what will inevitably be fewer people) or are more journeys by more people, most possible, but less than perfect, better.

They note that it is also important to investigate reducing the gap between train and platform as a possibility. they fully recognise that this will not help some wheeled users, particularly those that travel solo, but such reductions may help some passengers.

City of London Access Group

They ask that escalators should not be turned off at less busy times. When this happens, tube staff should never refuse to switch back on an escalator / reopen a closed route if required by an ambulant disabled person to enable access.

They suggest that wayfinding and navigation signage needs to be hugely improved both in terms of minimising wasted - effortful - walking for ambulant disabled people and for wheelchair users to find lifts more easily.

They further request all accessible toilets installed on the network should be Changing Places toilets where possible to facilitate access to the widest range of disabled people. These should be RADAR-key operated to prevent the typical scenario of their repeated and prolonged use by non-disabled people.

They state that manual boarding ramps should only be utilised as an access solution where it is impossible to raise a section of a station platform. This is because

reliance on using a ramp means a disabled person cannot make their tube journey independently.

They request that tactile paving should be installed and maintained in good condition at all stations for which TfL is responsible to enable safe and confident travel by visually impaired travellers.

They state that no new station should ever be designed to be inaccessible accessibility should not be a nice-to-have add-on dependent upon 'additional' resources.

They ask that, we should never negotiate away the rights of disabled people to equal travel to reach a funding settlement with central government.

Disabled people should not be asked to make invidious choices about where they would like to prioritise getting to - the aim should be to make all stations step-free, with high quality navigational signage to facilitate wayfinding. Non-disabled people aren't asked if they would like to be able to travel independently to college or rather to go shopping instead and neither should disabled people.

They request that we consider conducting feasibility and safety studies into the installation of wheelchair-accessible escalators if need be, as already in use in Japan, should these be cheaper than lifts, as a stopgap measure.

Increasing walking distances should never be utilised to manage customer flow to station platforms where this compromises accessibility. They ask that efforts should be made to minimise the walking distance at interchanges to avoid scenarios such as that at Kings Cross, which has in their opinion effectively become off-limits to many ambulant disabled people since the station refurbishment (ridiculously long walking distances from mainline station to Piccadilly, northern and especially Victoria tube lines).

Their final point is, as well as indicators at station entrances indicating arrival times of the next trains, information should be provided about distance to the platforms and no. of steps (if any), plus whether or not access is via escalators / steps to enable both ambulant disabled people and wheelchair users to quickly work out if it is an in-station journey they can successfully navigate.

Appendix E: List of stakeholders consulted with

All London Boroughs were consulted along with all of London's Ward Councillors, Members of Parliament representing a London constituency, all London Assembly members plus the listed groups below.

Where possible we have tried to keep these in alphabetical order. However the list is not in full alphabetical order with stakeholders who have responded to the consultation that were not on our initial list added at the end.

50+ restart	A Brighter Future
About Me Care & Support	ACCESS UK
Accessible	
Action and Rights for Disabled People in Newham	
Action Disability Group Kensington & Chelsea	Action for hearing loss
Action on Disability	Action Space
Advocacy for All	Advocacy in Greenwich
Advocacy Project Organisation	African French Speaking
Age UK Barnet	Age UK Bexley
Age UK Brent	Age UK Chiswick

Age UK City of London	Age UK Croydon
Age UK Ealing	Age UK Hammersmith and Fulham
Age UK Harrow	Age UK Havering
Age UK Hillingdon	Age UK Hounslow
Age UK Islington	Age UK Kensington & Chelsea
Age UK Kingston upon Thames	Age UK Lambeth
Age UK Merton	Age UK Orpington & District
Age UK Richmond upon Thames	Age UK Sutton
Age UK Waltham Forest	Age UK Wandsworth
Age UK Westminster	Ageing Better in Camden
Alzheimer's Society for Lambeth and Southwark	
Alzheimer's Society Sutton Office	
Alzheimer's Society – Barnet	Alzheimer's Society Croydon
Alzheimer's Society Dementia Support Service Wandsworth	
Alzheimer's Society Lambeth	Alzheimer's Society Waltham Forest
AmicusHorizon Limited	Anchor Trust
ARCA Generation	
Arnold House — Leonard Cheshire Disability	Around Poplar Children's Centre
Arts Richmond (Richmond upon Thames Arts Council)	
Asian Peoples Disabilities Alliance GroupAlliance	Asian People's Disability
Asian Women's Lone Parents Association	Aspire Wellbeing
Association of Muslims With Disabilities	Avenues London South Services
B&D Access Group & IIDP	B.A.P Theatre LTD
Balham Resource Centre	Bananas Art
Barking - Gospel Oak Rail User Group	Barking & Dagenham CCG
Barking & Dagenham CVS	
Barking and Dagenham NHS Care Commissioning Group	
Barking Mobility Forum hospital	Barking, Havering & Redbridge
Barking, Havering and Redbridge University Hospitals NHS Trust	

Barnet Bipolar Self Help support group	Barnet Carers Centre
Barnet Lone Parent Centre	Barnet Parent Carer Forum
Barnet Society	Barnet Somali Community Group
Barnet Torch Fellowship Group	
Barnet, Enfield and Haringey Mental Health NHS Trust	
Barts Health Trust	Berner TRA
Better Archway	Bexley Civic Society
Bexley Clinical Commissioning Group	Bexley Deaf Centre
Bexley Dodgers Boccia Club	Bexley Down's Syndrome Group
Bexley Mencap Group	Bexley NHS Care Commissioning
Bexley Pensioners Forum	Bexley Snap
Bexley Voluntary Service Council	
Bexleyheath & District Club for the Disabled	BEYA Children's Centre
Biggin Hill Community Association	Birchfield TRA
Blenheim – Insight	BlindAid
Bluebird Care (Enfield)	BME Health Forum
Brent Community Transport	Brent Disability GroupForum
Brent Gateway Partnership	Brent Irish Advisory Service
Brent Mencap	Brent MIND
Brent Visual Impairment Service	Bridge Renewal Trust
British Afghan Women's Society	British Blind Sport
British Disabled Angling Association	British Heart Foundation
British Youth Council (BYC)	Bromley & District Consumer Group
Bromley and Lewisham Mind	Bromley Experts by Experience CIC
Bromley Living Streets Group	Bromley Mencap
Bromley Mobility Forum	Bromley Voice
Bromley Well	
Bromley, Lewisham and Greenwich Mind	
BromleyDisabled Children's team	Bubic
Bus Watch West Haringey	Camden Carers

Camden Carers' Group and Former Carers' Group

Camden Carers' Service

Camden Chinese Community Centre Chinese Housebound Project

Camden Cutting

Camden Disability Group Action Service

Camden People First

CareNet

Carers Hub (Carers of Barking and Dagenham)

Carers' Support (Bexley)

Carers Trust Lea Valley Crossroads Care Service

Cassel Hospital

Castlehaven Community Association (WESTMINSTER)

CCG Greenwich

CCG Hounslow

CCG Kingston

Celebrations Theatrical Group

Central Middlesex Hospital

Certitude Travel Buddies

Charlton Athletic Community Trust

Chestnuts

Children's Service

Children's Activity Club (Monday and Tuesday Club)

Chinese Mental Health Association (CMHA)

Choice in Hackney

Chrip Street Children's Centre

City Connections Service (Part of Age UK East London)

City of London Access Group

Clapham Transport Users Group

Collingwood Children's Centre

Communit Waltham Forest

Camden Disability Action

Camden Learning Disabilities

Camden Society Choices

CarePlace

CCG Central London

CCG Havering

CCG Islington

CCG Wandsworth

Central Croydon Community Action

Centre 404

Chainreaction

Chattham Hall

Cheviots Childrens Disability Service

Chingford Line User Group

Choice Support

Church Farm Leisure Centre (GLL)

Clapham Park Forum

lockhouse Community Associate

Collinwood TRA

Communities and Third Sector

CommUNITY Barnet	Community Champions
Community Cook Up	Community food growing projects
Community Links Bromley	Community Southwark
Community Space	Compass
Compost CIC	Conquest Art
Co-operative Development Society Limited Hounslow	Community Transport Group
Crayford Community Centre	Crayford Forum
Creative Support	CRL - Change grow live
Crossroads Care Central and North London	Crossroads Care Enfield
Croydon Accessible Transport (CAT)	
Croydon Communities Consortium (CCC)	Croydon Disability Forum
Croydon Mencap	Croydon Mobility Forum
Croydon People First	Croydon Transport Focus
Croydon Voluntary Action	Crutch Haringey
Culture Access	CVS Brent
Cypriot Elderly and Disabled Group (Enfield)	Dads Network
Dalgarno Trust	DASH
Deaf Access	Deaf club
Deaf Ethnic Women's Association (DEWA)	Dementia Voice
Disability Action Haringey	Disability Action In Islington
Disability Advice Service	Disability Alliance
Disability BackUp	Disability GroupAction in Islington
Disability GroupAction in the borough of Barnet (DabB)	
Disability GroupAdvice Service	Disability GroupInspired Alliance
Disability GroupNetwork Hounslow	Disability GroupRights UK
Disability Horizons (online magazine))	Disabled Go
Disabled Motoring	
Disablement Association Barking and Dagenham (DABD)	
Dovetail Community Outreach	Durning Hall Community Centre
Ealing and Hounslow Community and Voluntary Service	

Ealing Centre for Independent Living	Ealing Community Network
Ealing Community Transport (ECT Charity) Group	Ealing Passenger Transport User
East Finchley Bus Watch	East Thames Group
Eastend Homes	Eastside Youth Havering
Elders Voice	
Elevation Training and Empowerment CIC	Elevation-Profile C.I.C.
Elfrida Rathbone Camden	ELOP - East London out Project
End Violence Against Women	Enfield Carers Centre
Enfield Caribbean Association	Enfield Clubhouse
Enfield Community Transport (ECT)	Enfield Disability Action
Enfield Disability GroupAction	
Enfield Health and Social Care Partnership	
Enfield Lesbian Gay Bisexual & Transgender Network	
Enfield Mencap	
Enfield Mental Health Users Group (EMU)	Enfield People's Project
Enfield Racial Equality Council	Enfield Saheli
Enfield Somali Community Association	
Enfield Turkish Cypriot Association ETCA	Enfield Vision
Enfield Visually Impaired Bowls Club	EnfieldInformed Families
Erith Town Forum	Euston Design
Every Parent & Child	Excel Women's Centre
Family Mosaic	Fawcett Society
Ferry Lane Action Group (FLAG)	Fight for Peace
Fight for Sight	Foodbank Wandsworth
Footsteps Football Academy Centre	Fountains Mill Young People's
Freedoms Ark	Friend in Need (FIN)
Friends of African Caribbean Carers and Sufferers of Dementia	
Friends of Gipsy Hill	Galop
Garden Suburb Community Library	Gargaar Somali Welfare Association

Gateway Club - Orpington and Bromley	Gendered Intelligence
Genesis Kids and Youth Club	Go Golborne Project
Godwin Lawson Foundation	Grace Organisation
Granfers Community Centree People	Greater London Forum for Older
Greek & Greek Cypriot Community of Enfield (GGCCE)	
Green Cross First Aid Training Enfield	
Greenwich Association of the Disabled (GAD)	Greenwich Mums
H & F Community Transport Project	H&F Disability Forum
H&F Local and Vocal hub	H4all
Hackney Community Transport	Hackney CVS
Hackney Disability GroupBackUp	
Hackney People First Big Group meeting	HACS
HAGA	
HAIL (Haringey Association for Independent Living Ltd)	
Hale Village	
Hammersmith and Fulham Disability Groupforum	
Haringey Association for Independent Living (HAIL)	
Haringey Boxing Club	
Haringey Clinical Commissioning Group	Haringey Hawks - male
Haringey Involve	Haringey Mencap
Haringey Over 50's Forum	Haringey Phoenix Group
Haringey Wheelchair User Group	Harrow & Brent United Deaf Club
Harrow Association for Disabled People (HAD)	Harrow Community Transport
Harrow Macular Disease Society	Harrow Mencap
Harrow Monitoring Group	Harrow Samaritans
Havering Association for People with Disabilities (H.A.D)	
Havering CCG Limited	Havering Community Transport
Havering Voluntary and Community	HBC Community Centre
Healthwatch	Healthwatch

Healthwatch Enfield	Healthwatch Tower Hamlets
Heatham House Youth Centre	Hendon Leisure Centre (GLL)
Highbury Roundhouse Community Centre	Highgate Society
Hilldrop Community Centre	Hillingdon Access & Mobility Forum
Hillingdon Asian Womens Group	Hillingdon Autistic Care and Support
Hillingdon Carers	Hillingdon Community Transport
Hillingdon Dads (SEND Family Support)	Hillingdon Somali Women's Group
Hillside Clubhouse	Homerton University hospital
Homerton University Hospital NHS Foundation Trust	
Hope and Restoration/trading as H&R Training Professionals	
HopeWell School	Hounslow Deaf Club
Hounslow Disability GroupForum	Hurst Community Centre
ICEC Foodbank	Inclusion Barnet
Independent Age	Independent Living Agency
Insight	Insight Platform
Institute of Psychotherapy and Disability	Iranian Community Service
Isle of Dogs Children's Centre	Isleworth Explorers Club
Islington Archaeology and History Society	Islington Transport Aware
Jags Foundation CIC	
Jami (Jewish Association for Mental Health)	Jewish Care
Jewish Deaf Association	Jewish Gay and Lesbian Group
John Smith Children's Centre	Joint Mobility Unit
Just Say Parents Forum	K&C Social Council
Katherine Low Settlement	
Kensington & Chelsea Forum for Older Residents	
Kensington and Chelsea Forum	
Kensington and Chelsea Health Trainer Service	
Kensington Residents Group	
Kent Association for the Blind	
Kilburn Older Voices Exchange (KOVE)	Kingston Voluntary Action

Kingston Wellbeing Substance Misuse Service Kith & Kids	
Kongolese Children's Association	
Lambeth Dementia Alliance	Lambeth Food Partnership
Lambeth Living Well Collective (the Collaborative)	
Lambeth Parent Forum	
Latin American Disabled Peoples Project	LB Richmonmd & Wandsworth
LDN (formerly Westminster Society)	LDN 4U Camden
LDN 4U RBKC	LDN 4U Westminster
LDN Drop-in Hub (Westminster)	Learning Disabilities Forum
Learning Disabilities Partnership Board	
Lefkara Association of Great Britain - Enfield Branch	
Leonard Sainer Day Care Centre (Jewish Care)	
Lewisham Clinical Commissioning Group	
Lewisham community Transport group	
Lewisham Living Streets	Lewisham Local
Lewisham Nexus Service	Lewisham Speaking Up
Lifeline Projects	Limited Edition
Linden Hall Community Centre	Living Streets - Hackney
Living Streets – Islington	Living Streets - Islington
Living Streets - Kings Cross (Camden)	Living Streets - Lewisham
Living Streets – Merton	Living Streets - Sutton
Living Streets - Tower Hamlets	Living Streets Southwark
London Friend	London Plus
London Recumbents	London Senior Social
London Tigers	London TravelWatch
London Vision Impairment Forum	London Vision South East
London Youth Support Trust	Longnor TRA
Look Ahead Care and Support	Loughborough Junction Action Group
Marnier Children's Centre	Marnier Parents Forum
Meath Gardens Children's Centre	Mencap

Mencap Merton	Mental health and wellbeing network
Merton & Sutton Mediation	Merton Centre for Independent Living
Merton Children with Disabilities Team	
Merton Community Transport (MCT) Mitcham	Merton Connected (MVSC)
Merton Senior Citizens Forum	Middlesex Association for the Blind
Mile End Children's Centre	Mile End Community Project
MIND	Mind Croydon
MIND in Barnet	Mind in Harrow
Moorfields Eye Hospital	Mortlake Brewery Community Group
Mowlem's Children Centre	MS Society
Mumsnet	Nafsiyat Intercultural Therapy Centre
Naree Shakti (Women's Strength)	NAS Lambeth Branch
NCT	NCT - Kingston
NCT- Barnet	NCT- Beckenham
NCT- Bexley	NCT- Brixton
NCT- Bromley & Chislehurst	NCT- Chiswick & Hammersmith
NCT- Clapham	NCT- Croydon
NCT- Crystal Palace	NCT- Dulwich
NCT- Ealing	NCT- Enfield
NCT- Greenwich	NCT- Hackney
NCT- Hampstead & Camden	NCT- Haringey
NCT- Harrow	NCT Havering
NCT- Hillingdon	NCT- Islington
NCT- Kingston	NCT- Lewisham
NCT- Newham	NCT- Orpington
NCT- Putney & Fulham	NCT- RB K&C
NCT- Redbridge	NCT- Richmond
NCT- Riverside	NCT- Streatham
NCT- Sutton	NCT- Tooting & Mitcham
NCT- Tottenham	NCT- Tower Hamlets

NCT- Twickenham	NCT- Walham Forest
NCT- Wandsworth	NCT- West Wickham
NCT- Westminster	NCT- Wimbledon
New Directions Enfield Learning Disability GroupSupport	
New Options	Newark Youth London
Newham CCG	Newham University hospital
NHS Brent CCG	NHS CCG Camden
NHS City & Hackney Clinical Commissioning Group	
NHS Ealing Care Commissioning Group (CCG)NHS Hillingdon CCG	
NHS Newham CCG	NHS South East London
NHS Tower Hamlets CCG	Nia
Nightingale Community Hospice	North Cray Neighbourhood Centre
North London Aquatics	North Middlesex University Hospital
North West London Hospitals NHS Trust	
North West London wheelchair services user	Notting Hill Housing Trust
NUS	Oakleigh Park Tennis & Squash Club
Oakleigh School and Early Learning Centre	
OBAC - Organisation for Blind African-Caribbeans	
One to One	
One Westminster	Outward Housing
Oxleas NHS Foundation Trust	Parent Forum
Parent Forum Resource Group	
Park Avenue Disability GroupResource Centre	Parkinson's UK Waltham Forest
Parkinson's UK Wandsworth branch	Parkside Community Centre
Petts Wood & District RA	Pitsea TRA
Poplar HARCA	Positive Parents
Praxis Community Projects	Pride London
Prince's Trust	Priory Hospital Roehampton
Putney Traffic Transport and Parking Working Group	
Queen Elizabeth Foundation Mobility Services	Queen Mary's University Hospital

Rainbow Hamlets	Rainbow Trust Children's Charity
Rainham ROYALS Youth Centre	RBKC Mobility Forum
Real - Local Voices and Accessible Transport Forum	
Redbridge Concern for Mental Health	
Redbridge Council for Voluntary Services	Redbridge Disability Association
Redbridge Disability Consortium	
Redbridge Disability Group Association	
Remploy	Respond
Rethink advocacy	Richmond access forum
Richmond and Kingston Accessible Transport (RaKAT)	
Richmond Concern Society	
Richmond Council for Voluntary Services	Richmond Fellowship
Richmond MENCAP	Richmond Royal Hospital
Richmond Transport and Mobility Forum	
Richmond Upon Thames Forum for Older People	
Riverside Bridge School	Rotary Club – Bromley
Royal Hospital for Neuro-Disability Group(West Hill)	
Royal National Orthopaedic Hospital	Royal Princess Hospital
RSBC	
RUILS/Mobility Forum and Transport Action Group	
Ruislip Young People's Centre	Runnymede Trust
Russian community Association	
Sense TouchBase South East (TBSE)	Sensory Needs Forum
Service User Network (SUN)	Share Community
Share Community Ltd	Shopmobility Waltham Forest
Sidcup Community Group	Sidcup Youth Centre
Sidney Street TRA	Sight Centre in Bromley
Sixty Plus	Slade Green Community Forum
SOBUS	Social Care Consortium
Society Links Tower Hamlets	Somali Elderly and Disabled Centre

South Bermondsey Partnership	South East London Vision
South Leytonstone Area Development Association (SLADA)	
South Mobility Forum Croydon	South Mobility Forum Merton
South Mobility Forum Wandsworth	Southern Housing Group
Southwark Disablement Association	Southwark Mobility Forum
Southwark Travellers' Action Group	Speak Out In Hounslow
St Ann's Hospital	St Barnabas Monday Club
St George's Hospital	St Germans Terrace Association
St Hilda's Community Centre	St John's Wood Society
St Josephs Pastoral Centre	St Leonards hospital
Stifford Community Centre	Stockwell Forum
Stonewall	STORM
Streatham Action	STS First Aid
Sundridge Park Working Mens Club	Sutton & Surrey Senior Citizens Club
Sutton Age UK	Sutton Centre for Equalities
Sutton Centre for Independent Living and Learning	
Sutton Centre for Voluntary Sector	
Sutton Community Transport	Sutton CVS
Sutton LGBT Forum	Sutton Lodge Day Centre
Sutton Mencap	Sutton Rail Users' Forum
Sutton Seniors Forum	Sutton Subrang
Sutton Tamil Welfare Association	Sutton United Football Club
Sutton Womens Centre	Suzy Lamplugh
Tamil Relief Centre	Tapestry
Teddington Memorial Hospital	Terrence Higgins Trust
The Association of Guide Dogs for the Blind	The Camden Society
The Clover Cafe	
The Disability GroupConfident Action Group (DCAG)	
The Enfield Branch of the National Autistic Society	
The Green Man Community Centre	

Wandsworth Community Transport	
Wandsworth Learning Disabilities Network	Wandsworth LGBT Forum
Wandsworth mental health resource centre	Wandsworth Mobility Forum
Wandsworth Older People's Forum	Wapping Children's Centre
We Are 336	We are W11
Wellbeing Connect	Wembley Taekwondo
West Drayton Young Peoples Centre	West End Community Trust
West Hampstead Amenity & Transport (WHAT)	
West Hampstead Parents Group	
Westcombe Society and Greenwich Line Users Group	
Westminster City Council, Learning Disability Group Partnership	
Westminster Society	Westside Young People Centre
WestTrans	Westway Community Transport
Whipps Cross hospital	Whitehorse Youth Centre
Whittington hospital	Whizz-Kidz
Will Crooks TRA	Willesden 2011 Judo Club
Willesden District Scouts	Willesden Local History Society
Willesden Sportability Club	
Willesden Supplementary Saturday School	Willesden Triathlon Club
Willesden Volleyball Club	
Wingate and Finchley FC Disabled Fans' Forum	
Winvisible (Women With Visible and Invisible Disabilities)	
Women's Institute (North West London)	Work Rights Centre
Yellow Pavilion	
Yiewsley & West Drayton Town Centre Action Group	
Young Harrow Foundation	Young Lambeth
Young's Football Coaching School	Your Choice Barnet
Your Life You Choose	Youth Action Diversity Trust
Youth Engagement Solutions Ltd	Zebra Cross Childrens' Club
Watford borough council	East Surrey Transport Committee

Lancaster West Estate

Railfuture

London Disability Network

Lancaster West Neighbourhood Team

Onslow Neighbourhood Association

The Belgravia Society

Campaign for Family Friendly Trains

Ruislip Residents Association

Exhibition Road Cultural Group

Ealing Fields Residents' Association

Hackney Pensioners

Appendix F: Press and media

Copy of our press release

Press release



Tuesday 2 Nov 2021

TfL Press Release - TfL asks customers to help shape the future of step-free access



[Download](#)

PN-122

- **Biggest consultation of its kind focuses on step-free access priorities and will shape and inform TfL's approach to step-free improvements at Tube stations in the future**
- **Over half (51 per cent) of the TfL network is now step-free, with work on Harrow-on-the-Hill and Sudbury Hill Tube stations close to completion**
- **TfL keen to deliver further improvements in the coming years, subject to sufficient capital funding being available**

Transport for London (TfL) has today (2 November) launched a public consultation to shape future step-free access priorities and improvements on the London Underground network, the first of its kind in 15 years.

The consultation, which runs until 10 February 2022, has been designed to help TfL identify which aspects of making London Underground stations more accessible it should prioritise, to bring the most far-reaching and beneficial impacts and help more Londoners use the public transport network independently.

Over half (51 per cent) of the TfL network – spanning Tube, DLR, London Overground, London Trams and TfL Rail services – is now step-free. Since 2016, 21 Tube stations have been made step-free as part of the London Underground accessibility programme, the Crossrail project and the Northern Line Extension. The recent completion of work at Osterley Tube station brings the total number of step-free stations on the Tube to 89 – close to 33 per cent of the whole Tube network. Information from the consultation responses will be used to shape and inform TfL's future approach for step-free Tube stations, should the Government provide funding for future programmes.

As part of the consultation, respondents will be asked whether they would prefer future funding to focus on upgrading a single, complex central London station, or be divided between smaller or medium sized stations located outside central London. They will also be asked whether they would prefer for future funding to be used to improve clusters of accessible stations to create a close group of accessible stations or upgrade areas with limited accessibility, or a combination of both.



[Download](#)

TfL welcomes the views of everyone across London who would benefit from a more accessible public transport network, including older people, disabled people, parents, carers, and people with long or short term medical conditions, as well as those travelling with bulky luggage or equipment for work. Borough councils will also be asked for their feedback during the consultation process.

Once the consultation closes, TfL will analyse all responses received and publish findings in the spring of 2022. Findings from this consultation will be analysed alongside TfL's own passenger data, transport modelling and engineering feasibility to help deliver a better and fairer future London Underground step-free station programme, should vital additional funding be made available. With funding likely to be limited going forward it is essential that TfL prioritises effectively, and the consultation results will help enable this.

Esther Sharples, Director of Asset Performance and Capital Delivery, said:

“Making independent, spontaneous travel easier for Londoners is one of TfL's top priorities. By launching this important public consultation, we will hear directly from Londoners about how we could best make Tube stations more accessible through the provision of step-free access when more funding is available. This will

enable us to prioritise delivering the most impactful changes to make London's public transport more equitable and inclusive, should we receive funding from Government.

"We encourage you to share this consultation with everybody who would benefit from it and look forward to hearing from as many of you as possible."

Heidi Alexander, Deputy Mayor for Transport said: "Making the public transport network accessible for all is a top priority, and this consultation will play a vital part in TfL's future plans for improvements to stations. We want everyone to be able to travel around the capital easily, whether they have a disability, are elderly or carrying heavy equipment, and I urge people to take part in this consultation and share their views.

"It is absolutely vital that the Government provide TfL with adequate support in the forthcoming funding settlement to allow us to move forward with these hugely important plans for more accessible stations."

Katie Pennick, Transport for All's Campaigns Lead, said: "Step-free access is one of the biggest challenges facing the Tube network. While in recent years there have been dramatic improvements, with key stations such as Bond Street and Finsbury Park opening up to disabled passengers, there is still a long way to go. Currently 89 out of the 272 Tube stations have step-free access from at least street level to platform. Many disabled Londoners live, work, or socialise in areas that aren't served by an accessible station, meaning journey times can often be four times longer¹ than those of non-disabled people.

"We really welcome TfL's approach to ensuring the views, experiences and priorities of disabled people are factored in to the strategy for future step-free improvements. We have long campaigned for disabled people to have a say in the design and delivery of schemes that impact us. We encourage all disabled

people – across all the impairment groups – to share their views as part of this consultation, to ensure the data is as representative and reflective as it can be.”



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Making travel more accessible and inclusive for Londoners is one of TfL’s top priorities. The most recent Tube stations to become step-free are Osterley (October 2021), Battersea Power Station and Nine Elms (September 2021 – both as part of the Northern Line extension), Wimbledon Park (August 2021), Ickenham (June 2021), Debden (April 2021) and Amersham (February 2021). In addition, Ealing Broadway was made step-free in May 2021 in preparation for the Elizabeth line, and Whitechapel became step-free when the original station entrance on Whitechapel Road re-opened in August 2021. Once open, the entire Elizabeth line will be step-free, providing a new and accessible route for Londoners.

Work is continuing on Harrow-on-the-Hill and Sudbury Hill stations in West London, which are scheduled to go step-free later this year, and discussions have

re-started with TfL's supply chain on the paused step-free improvements at Burnt Oak, Hanger Lane and Northolt. Subject to these discussions, construction work at these stations could begin by next spring, allowing them to be completed in the coming years. In 2022, TfL will also complete step-free access at Knightsbridge as part of a third-party development scheme as well as at Moorgate, which is already step-free to the Circle, Hammersmith & City and Metropolitan lines via the recently opened station entrance.

TfL is also progressing step-free access work that will make Bank (Northern line only) and Paddington (Bakerloo line only) partially step-free in 2022.

TfL works with a number of groups representing older and disabled people. These conversations inform TfL's projects, programmes and policies. TfL's Independent Disability Advisory Group – a panel of 10 members, appointed for their lived experience of disability, as well as their extensive expertise and knowledge of the key issues and barriers to accessing public transport – continue to provide strategic and practical recommendations based on inclusive best practice.

The TfL Go app is regularly updated to show not only fully step-free stations but also where accessible journeys can be made due to particular platforms within stations being step-free for entry and exit as well as to interchange between lines. It was recently updated to show journeys with the 'least walking'.

Londoners can share their views using the online consultation platform <https://haveyoursay.tfl.gov.uk/tube-step-free-access> or participate at in-person sessions held across London.

Contact Information

TfL Press Office

Transport for London

0343 222 4141

London News

Evening Standard: [More than half of London's transport network now step-free, says TfL](#)



More than half of London's transport network now offers step-free access, TfL has confirmed as it launches a public consultation to improve accessibility.

Fifty-one per cent of all Tube, Overground, DLR and TfL Rail stations are accessible to those who are unable to use stairs, while all London buses are wheelchair accessible and have retractable ramps. It is the first time TfL has provided a complete picture of accessibility across the transport network.

But only 89 Tube stations – around 33 per cent of the whole Tube network – offer step-free access.

The percentage of accessible stations on the Tube has increased from 28 per cent in June 2019, with a target of reaching 40 per cent by 2022.

As work nears completion on installing lifts at Harrow-on-the-Hill and Sudbury Hill Tube stations, TfL is now looking for public feedback on what further steps could be taken to improve accessibility across the transport network.

Launching on Tuesday 2 November, the public consultation will run until 10 February 2022, and Londoners can share their views with TfL online or by participating in an in-person drop-in session.

Heidi Alexander, London's Deputy Mayor for Transport, said: "Making the public transport network accessible for all is a top priority, and this consultation will play a vital part in TfL's future plans for improvements to stations. We want everyone to be able to travel around the capital easily, whether they have a disability, are elderly or carrying heavy equipment, and I urge people to take part in this consultation and share their views."

But Ms Alexander has said that it is “absolutely vital” that the Government provides TfL with a long-term funding settlement to ensure that improvements can be implemented more widely.

Katie Pennick, campaigns lead at accessibility campaign group Transport for All, has said that “there is still a long way to go” to make the TfL network accessible for everyone, despite “dramatic improvements” in recent years.

Ms Pennick said: “Currently 89 out of the 272 Tube stations have step-free access from at least street level to platform. Many disabled Londoners live, work, or socialise in areas that aren’t served by an accessible station, meaning journey times can often be four times longer than those of non-disabled people.

“We really welcome TfL’s approach to ensuring the views, experiences and priorities of disabled people are factored in to the strategy for future step-free improvements. We have long campaigned for disabled people to have a say in the design and delivery of schemes that impact us.”

TfL has completed work bringing step-free access to several stations in 2021, including Whitechapel, Osterley and Amersham, while the two brand-new stations at Battersea Power Station and Nine Elms were built with step-free access in mind.

But those two new stations, which opened in September as part of the Northern Line extension, were criticised as a “missed opportunity” for accessibility after wheelchair users complained that the lifts were too small and doors did not stay open long enough to get in and out safely.

TfL apologised for the teething problems and said it was taking on feedback from the public about how to make improvements.

Work on bringing step-free access to stations including Bank, Paddington and Moorgate is expected to be completed in 2022, while the results from the public consultation will be reviewed in spring 2022 and improvements will be considered once funding is available.

We put an advert in the Metro on 2 November 2021.

Shaping the future of step-free London

CUSTOMERS ARE BEING ASKED FOR THEIR VIEWS ON STEP-FREE ACCESS PRIORITIES

A NEW public consultation has been launched by TfL to better understand the priorities and improvements needed to make the London Underground network more accessible. This consultation, which is the first of its kind in 15 years, will run until February 10 2022 and will help TfL shape its approach to step-free improvements at Tube stations, subject to the help of Government funding.

More than half of the TfL rail network, incorporating the Tube, DLR, London Overground, London Trams and TfL Rail services, is now step-free. Since 2016, 21 Tube stations have been made step-free as part of the London Underground accessibility programme, the Crossrail project and the Northern Line Extension.

The recent completion of work at Osterley Tube station brings the total number of step-free stations on the Tube to 89, which is almost 33 per cent of the whole Tube network.

ASKING FOR FEEDBACK

The consultation asks whether people would prefer future funding to focus on upgrading a single, complex central London station, or to be divided between smaller or medium-sized stations located outside central London. It will also assess whether future funding should be used to make improvements in order to create a close group of accessible stations, or to upgrade areas with limited accessibility, or a combination of both.

TfL welcomes the views of everyone across London who would benefit from a more accessible public transport network, including older

people, disabled people, parents, carers, and people with long-term or short-term medical conditions, as well as those travelling with buggies, bulky luggage or equipment for work. Borough councils will also be asked for their feedback during the consultation process.

Once the consultation closes, TfL will analyse the responses and publish findings in spring 2022. Findings from this consultation will be analysed alongside TfL's own passenger data, transport modelling and engineering feasibility to help deliver a better and fairer future London Underground step-free station programme, should additional funding be made available. With this expected to be limited going forward, it is essential that TfL prioritises effectively, and the consultation results will help to enable this.

A MORE INCLUSIVE CITY

Esther Sharples, TfL's director of asset performance and capital delivery, said: "Making independent, spontaneous travel easier for Londoners is one of TfL's top priorities. By launching this important public consultation, we will hear directly from Londoners about how we could best make Tube stations more accessible through the provision of step-free access when more funding is available. "This will enable us to prioritise delivering the most impactful changes to make London's public transport more equitable and inclusive, should we receive funding from Government."

Making travel more accessible and inclusive for Londoners is one of TfL's top priorities. From now, the entire

Elizabeth line will be step-free, providing a new and accessible route for Londoners. Harrow-on-the-Hill and Sudbury Hill stations in West London are scheduled to go step-free later this year, and a number of stations are planned to be made step-free next year.

TfL works with groups representing older and disabled people, and these conversations inform its projects, programmes and policies. TfL's Independent Disability Advisory Group - a panel of ten members, appointed for their lived experience of disability, as well as their extensive expertise and knowledge of the key issues and barriers to accessing public transport - continues to provide strategic and practical recommendations based on inclusive best practice.

The TfL Go app is regularly updated to show not only fully step-free stations, but also where accessible journeys can be made owing to particular platforms within stations being step-free for entry and exit, as well as to interchange between lines. It was recently updated to show journeys with the least walking.

Share your views at in-person sessions held across London or by visiting the online consultation platform at haveyoursay.tfl.gov.uk/tube-step-free-access

For more articles and to keep up to date with TfL announcements, visit tfl.gov.uk

London travel advice: plan your journey now

Check your travel tfl.gov.uk/travel-tools

24 hour travel information
0343 222 1234*

*Service and network charges apply. See tfl.gov.uk/terms for details.

London Travelwatch
London's transport watchdog
call 020 3176 2999, or visit
www.londontravelwatch.org.uk

Newspapers left on the Tube can jam doors and cause delays to your journey. Take your newspaper with you or put it in a recycling bin.

The views expressed are those of TfL only and are not those of Metro.



Have your say: Share your views on step-free access priorities in a new consultation

Below is a list of media coverage that promoted the consultation:

Londonist: [Help TfL To Decide Which Tube Stations Will Get Step-Free Access Next](#) and also featured in the Londonist newsletter [here](#)

Ian Visits: [London Underground seeks ideas to improve step-free access to tube stations](#)

London News Today: [More than half of London's transportation network is step-free, says TfL](#)

Yahoo News: [More than half of London's transport network now step-free, says TfL](#)

Trade Media

Intelligent Transport: [TfL asks customers to help shape the future of step-free access](#)

Rail UK: [TfL asks customers to help shape the future of step-free access](#)

Rail Advert: [Transport for London launch consultation into future step-free improvements](#)

Rail Insider: [Accessibility consultation on Tube is underway](#)

Railway Gazette: [London Underground consults on accessibility priorities](#)

Local and borough news

Shepherds Bush W12: [TfL consulting on accessibility on transport network](#)

Barking & Dagenham Post: [Help shape roll-out of step-free Tube improvements](#)

Residents' Association of Emerson Park: [TfL consultation on step-free Tube access](#)

Barking & Dagenham Council: [Borough residents urged to help shape TfL's step-free future](#)

Social media:

Liam O'Dell, deaf and disabled journalist

<https://twitter.com/LiamODellUK/status/1459842996699078656?s=20>



Global Rail Network

<https://twitter.com/GlobalRailNet/status/1460662700732608523?s=20>



Bromley MenCap

<https://twitter.com/BromleyMencap/status/1460578728258506752?s=20>



. @TfL has launched a public consultation to shape future step-free access priorities and improvements on the London Underground network. Londoners can share their views using the online consultation platform here: buff.ly/3q3qNiy

#Accessibility



Haringey Council

<https://twitter.com/haringeycouncil/status/1458480395637379077?s=20>



Age UK <https://twitter.com/ageuklondon/status/1458450618981535748?s=20>

Last week, @TfL launched its step-free access consultation. It's so important that the voices of older Londoners are heard so make sure you have your say before February here: tfl.gov.uk/step-free-tube



disability HORIZONS

GIVING YOU A VOICE

Help shape the future of step-free access on the London Tube

Transport for London (TfL) has been working to make many of London's Tube stations step-free. TfL wants to expand this further, but that will take time and money.

It needs **YOUR HELP** to understand what really matters to you when it comes to making your Tube journey through London easy, whatever your circumstances.

Over the next few months, TfL will be carrying out a consultation to help it shape its future approach for step-free Tube stations.

To make this happen, TfL wants to know **what features in a step-free Tube station are most important TO YOU?**

TfL is **asking for your priorities**, rather than specific locations, so that it can apply this to every Tube station in London and see which step-free locations will benefit the most people.

This will help create a **fairer delivery programme** that puts the needs of people who rely on step-free access **at the heart of our decision making**.

Appendix G Response to issues raised

This section outlines our shorter-term plans or response relating to key issues highlighted through this consultation.

Which stations should have step-free facilities?	
Comment	Our response
Prioritise stations that are the busiest/used the most/have interchanges	As further funding becomes available for step-free access projects, we will seek to prioritise stations that meet the criteria as set out by the responses we received to this consultation. For example, we will prioritise stations that have an interchange with other Tube and rail lines or other transport modes such as buses and if they serve hospitals or 'plug a gap' between other accessible stations. We will also continue to consider other prioritisation tools such as transport modelling data and the availability of third-party funding sources, but the responses to this consultation will be at the heart of our decision making for years to come.
Prioritise step-free access at stations serving hospitals / medical centres	
Prioritise step-free access at stations serving Airports	
Focus on stations that are the least accessible	
All new stations should have step-free access	

Impact of no step-free access	
Comment	Our response
Passengers are forced to take alternative route if step-free access isn't available	We understand how frustrating this must be and we endeavour to fix any lift faults as quickly as possible. We have set firm targets for our lift engineer partners to attend and resolve these issues. The TfL Go app has in-built journey planning data for lift availability. If you are planning a step-free journey, it won't suggest a journey that uses a lift we know to be out of service. For journeys which are disrupted after they have started, staff will be available to help replan a journey - they will help find an alternative step-free route if possible. Public Help Points are also available next to every lift lobby so customers can seek help from staff easily. At many stations, if a lift is broken, there are lift fault posters next to the lifts with alternative information on step-free routes to help customers re-plan their journey quickly.

Step-free facilities - general comments	
Comment	Our response
Passengers need better signage for all step-free routes and facilities	<p>Accessible Signage</p> <p>We understand that the complexity of the Tube network means that many customers will have to navigate lengthy routes and multiple access arrangements. The way we signpost accessible stations has now been reviewed and a new suite of signs has been designed.</p> <p>This new accessible signage provides a distinctive and separate signing trail for customers with who need to follow accessible routes. It was developed in line with customer and staff feedback and is now installed at 5 stations including Battersea Power Station, Nine Elms and Harrow-on-the-Hill, with 7 more to follow shortly. Further roll out of the new signage will happen as more funding becomes available.</p> <p>The improvements have made wayfinding easier by use of overhead, floor and wall signage for level boarding points between the train and platform. We have also improved the signage for the accessible wide aisle ticket gates, routes to lifts and simpler diagrams within the lifts that show the accessible route through a station. The location of stations where manual boarding ramps are used is also highlighted via a line directory sign detailing the specific access at each step-free station. These signs are displayed by lifts and on platforms.</p> <p>Information for journey planning</p> <p>There is a lot of information already on the TfL website to help customers plan an accessible journey.</p> <p>General guidance on accessible transport can be found here:</p> <p>https://content.tfl.gov.uk/accessible-travel-web.pdf</p> <p>Guidance on how to plan an accessible journey can be found here:</p> <p>https://tfl.gov.uk/transport-accessibility/plan-an-accessible-journey?intcmp=5331</p> <p>The TfLGo app contains accessibility information such as which stations are step-free or have step-free interchanges, which have manual boarding ramps and where there are toilets. It also contains real-time</p>
Passengers request better/more information about access to plan journeys (i.e. in advance of making a journey)	
Passengers request live 'station accessibility' information for passengers	
Passengers request better awareness/publicising of step-free facilities (e.g. was unaware that manual boarding ramps were available)	
Step-free facilities need to be accessible all the time (i.e. 24/7)	
There needs to be better policing of disabled facilities	
Requests for more inclusive signage/information at stations	

journey planning information such as if a lift has been taken out of service. It can be found here:

<https://tfl.gov.uk/maps/using-tfl-go>

Our step-free Tube guide is a static map that shows all step-free stations, interchanges, manual boarding ramps and much more:

<https://content.tfl.gov.uk/step-free-tube-guide-map.pdf>

Other maps are also available such as the toilet map, the black and white Tube map, the stair free map (for customers who can use escalators but not fixed staircases) and a map showing tunnel sections of the network can all be found here:

<https://tfl.gov.uk/maps/track/tube>

Advice on travelling while pregnant or with a buggy can be found here:

<https://content.tfl.gov.uk/travelling-while-pregnant-or-with-a-buggy.pdf>

We also produce a number of guides to help customers get the most from the accessible transport network and they can be found here:

<https://tfl.gov.uk/transport-accessibility/download-accessibility-guides-and-maps?intcmp=69828>

You can order or download copies of the maps mentioned above from this link too.

Lift information

We are aware of the importance of real-time information so are working with staff to ensure that lift and escalator faults, and other information that impacts the accessibility of a station or route is communicated as quickly as possible.

We have introduced an app for our staff to use on their station mobile devices so that they can record the status of real time events such as lift and escalator faults. We then aim to have information on any change in lift and escalator status available to customers across a variety of platforms within ten minutes of the change happening. This means that our customer information and travel

	<p>tools such as the TfL Go app and Journey Planner are as up to date as possible.</p> <p>There is a feasibility study underway to investigate which lifts on our network could automatically self-report faults. This covers all London Underground lifts, the lifts on the Central Section of the Elizabeth line, London Cable Car lifts, and the London Overground lifts managed by TfL. The report will establish whether it is feasible for these lifts to self-report and what technology is required across the network to make these changes.</p>
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Lift facilities	
Comment	Our response
Need more/better lifts in stations	<p>There is often only a very small space on a station where it is possible to install a lift. This can in turn limit the size of the lift car that we are able to install. We always endeavour to install a 17 person lift and, where the layout of the station permits, for this to be a through lift to make it easier for wheelchair users to use.</p> <p>We have a pan-TfL lift programme that addresses the ongoing maintenance concerns on our older lifts. We also have a plan in place to deal with the reliability of Jubilee line lifts which can be impacted by their aging hydraulic components. The newer lifts installed on the network are managed by their manufacturer from installation, to ensure they are maintained to a high standard.</p>
Need improvements to lift efficiency/better upkeep	
Need lifts in all stations	
Lifts need to have more capacity	

Toilet facilities	
Comment	Our response
Need better/more accessible toilet facilities at stations	<p>We are aware of how important toilets are to our customers in making our network more accessible and giving people the confidence to travel. We are working hard to ensure customers have the information they need about toilet facilities available on the network.</p> <p>We recently published detailed information about the location and opening hours of public toilets in London Underground stations and plan to expand this to cover all toilets that are operated by TfL. The TfL Go App already holds information on whether the toilets are male, female or unisex, if they are accessible, if there are baby change facilities, if they are inside or outside of the gateline, if there is a charge to use them and if there is a nearby toilet that is not TfL managed. We are also looking at how this information could be improved on the app – for example by including toilet opening times.</p> <p>We aim to keep toilets open as much as possible within operational constraints and where public toilets are not available at a station, operational colleagues are usually able to advise on the location of suitable public toilet facilities in their local area. The importance of toilets to customers is covered in our disability equality training, additional accessibility events and through targeted staff communications.</p> <p>It is also vital to ensure that our existing toilet facilities are well maintained and clean. In the short term we have assigned a small budget to improving the ambience of the toilets most in need of repair and cosmetic enhancement, for example by redecorating.</p> <p>We are undertaking analysis to assess where there are gaps in accessible toilet provision on the network, in particular at stations with existing step-free access. The actions we can take in the longer term will depend on the level of funding available to us. We have recently updated our customer requirements for major projects which means that providing toilet facilities for all users, in particular accessible toilet facilities, is prioritised from the earliest stages of design and planning future step-free stations.</p>
Need better upkeep of accessible toilet facilities	
Need accessible toilet facilities at all stations	
Need changing facilities in all accessible toilet facilities	
Need better signage for accessible toilet facilities	
Toilet facilities should be free to use	

Escalator facilities	
Comment	Our response
Need more/better escalators at stations	<p>We continue to deliver a replacement and refurbishment programme based on the network's escalator needs. This focusses on the condition and performance of the escalators to support the target of 99.6 per cent availability to our passengers.</p> <p>Our escalator teams are also looking at improving environmental efficiency, making maintenance even more efficient.</p>

Ramp facilities	
Comment	Our response
Need more staff available to help with ramps	<p>As a direct result of this consultation feedback, we have committed to review the staff briefing process for manual boarding ramps. This means that we will work with our Area Managers to ensure that the roles and responsibilities are clarified for each member of staff at locations where manual boarding ramps are used. In July 2020 we introduced a turn-up-and-go (TUAG) app for our staff to help them keep track of customers who required a ramp to be deployed at their destination station. This app gives a digital notification to all staff at the customer's destination station via their staff i-pads, alerting them when a customer is en-route and when their train is about arrive. Although this app was introduced 2 years ago, this was at a time when ridership was very low, and we are aware that many customers may have been unaware of its introduction and the benefits it has introduced. Our data shows that the numbers of successful journeys for customers using ramps is rising – partly as customers return to the network and partly because of the success of the TUAG app.</p> <p>The use of manual boarding ramps is also covered in our disability awareness training and there is an exercise in which the delegates consider individual access needs and the impact on customers when there is no-one to meet them with the ramp that they have arranged. In addition there is an 'Accessibility Sparks' page on our staff training intranet which is dedicated to manual boarding ramps. This covers the importance of them, the different types, where they are located, how to use them and how to report faults. This page is available on all staff I-pads.</p>
Need more accessible manual boarding ramps	
Need ramps that are fit for all purposes/user types	

Other step-free facilities	
Comment	Our response
Improve access onto the Tube from the platform (e.g. increasing the height of platforms) (See previous section on ramps)	<p>Walking distances through stations</p> <p>We are aware that the distances between platforms and long routes through stations can be as much as a barrier to some people as the lack of step-free access. In most cases it is not possible for us to reduce the distance of these walking routes .</p>
Improve step-free access between lines/platforms within stations	<p>We now look to install seats in lift lobbies and for walking routes which are longer than 50m. This is still work in progress and in order to make limited resources go as far as possible, we are taking a pragmatic approach. For example if a platform lift lobby is near existing seats we might not always provide additional seats. It's not possible for us to install seats in long tunnels in stations because of the cost and complexity. The seats have to be recessed within the tunnel so that they don't create a pinch-point for the large numbers of passengers walking through them in busy times. However we do look at individual spaces and whether seats can be accommodated at natural breaks where the corridor is already enlarged.</p>
Improve layout of step-free facilities	
Should be better integration between underground and overground/rail network	
Improve step-free access between platforms and station entrance/exit	
Improve seating in stations	
Improve hand railings on Tubes	<p>We are also adding interchange walking time to the Journey Planner. This will display as a stage on the journey, for example 'interchange from Victoria to Central line – 5 minutes'</p> <p>Integration between London Underground and other transport providers</p> <p>We are working with other rail providers to build better working relationships at gateway locations to improve the experience for customers who are travelling across London and using multiple rail networks. We are also investigating how we can detail the help that is and is not available from LU staff on the Network Rail Passenger Assist app, as we are aware that the current provision causes issues, particularly when customers need help with luggage.</p>

Staff awareness and assistance	
Comment	Our response
Improved numbers of staff available with training to accommodate those with accessibility needs	We have provided staff with Disability Equality Training (DET) since 2017. Due to Covid 19 we halted all training from March 2020. In November 2021 we re-launched a new and improved virtual DET which is available for both frontline staff and Professional Services staff.
Improve awareness of invisible disabilities (e.g. hearing impairment, cognitive impairment, long-term illness)	Training for operational staff is prioritised for those working at 'hot spot' stations in order to get the best value from the training. These 'hot spot' stations have been identified by criteria such: as those with the highest footfall of disabled customers; where we use manual boarding ramps; where there is a high number of Turn Up and Go journeys; where there are lifts; or those that are close to large hospitals.
Should not have to pre-book help/assistance	
Improve the policing of abuse towards those with accessibility issues (e.g. other passengers being impatient/hostile)	<p>All new frontline staff receive DET within their first 2 weeks Induction training. This is given within a classroom-based environment.</p> <p>In addition, we have recently developed LU's Accessibility Sparks pages – this is a new training initiative that was originally launched in June 2021 and installed on approximately 7500 frontline staff devices. We are currently reviewing and updating these pages with new and improved content and videos.</p> <p>Continuous development and refresher DET for frontline staff is provided through a combination of the half day virtual DET, LU's Accessibility Sparks pages, station familiarisations and local station briefings. In addition, staff are directed to our Learning & Development (L&D) 'Stay Learning' training provision where a variety of Diversity & Inclusion training is available including Valuing People, Hidden Disabilities, Unconscious Bias, Dyslexia, Dsypraxia and Equality Impact Assessment Training.</p> <p>Our Customer Contact Centre (CCO) staff are trained on Accessibility as part of their two-week classroom-based Induction Training. All agents also receive on the job training on: handling accessibility queries such as planning a step-free journey, how to advise customers in relation to the turn up and go service, taking Passenger Assist bookings and providing information and contact details for Passenger Assist at non-TfL stations, 'Tone of voice' training which deals with the correct language to use when speaking and writing to</p>

	<p>disabled customers, and general customer service training to enable advisers to understand how to provide and deliver great customer service.</p> <p>All DET content includes an introduction to hidden disabilities and neurodiversity to help staff understand the 'diversity within disability' and that not all disabilities are visible. Staff are directed towards our L&D Stay Learning website where there are further Hidden Disabilities e-learning courses available to them. We also reinforce the message that customers do not need to book assistance whilst using the LU network, they can just turn up at the station and ask staff for assistance.</p> <p>Hate crime awareness and reporting is going to form part of our Safeguarding Training going forward. We have already trained 44 managers as L3 accredited Safeguarding Officers, and the content of this training also contained information on hate crime. Staff are briefed to support all customers as needed, for example in making a report to police if they have been the victim of a crime. A brief summary of this content will also be included within our DET at the next content review.</p> <p>We also ran an Accessibility Focus Month for our LU customer service teams between Monday 7 February and Friday 4 March 2022. The objectives of the month were to champion the importance of accessibility for customers with reduced mobility travelling on our network and to raise awareness of the huge impact our staff can have on customers' journeys.</p> <p>The weekly themes included:</p> <ul style="list-style-type: none">• Accessibility Matters• Our Turn-up-and-go service• The importance of step-free access knowledge and real-time information (including lift fault reporting)• Customer Toilets
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