



Transport  
for London

TRANSPORT FOR LONDON  
DISABILITY AND DEAF  
EQUALITY SCHEME  
2009-2012  
Easy-read In Brief



The Disability and Deaf Equality Scheme is a plan to make sure Transport for London is fair to everyone. It sets out how we are going to improve travel choice for disabled and Deaf people using all the different forms of transport in London.



We think that 18 out of every 100 people in London are disabled or Deaf people and there are many more who sometimes find it difficult to get around London on their own.



When we put together the Disability and Deaf Equality Scheme, Transport for London held a Citizens' Jury in July 2009.



The Jury was made up of different disabled and Deaf people who live and/or work in London.



The Jury also have some personal experience of or need for the services Transport for London provides. The Jury was supported by members of Transport for London Independent Disability Advisory Group (IDAG).



The Jury heard evidence and received written reports from senior officers from across the organisation.



The Jury then met to think on what it had heard and read. Finally the Jury told Transport for London the things they wanted them to change and Transport for London gave a response back.



This was used when we put together the consultation for The Disability and Deaf



Equality Scheme which was launched at Disability Capital in September 2009.

This Disability and Deaf Equality Scheme and its action plan have been developed as a direct result of what the Jury said as well as input from Transport for London Independent Disability Advisory Group.



The Disability and Deaf Equality Scheme is part of the Mayor's Transport Plan which will be published in 2010 following a period of public consultation.



The Plan shows the most important things that need to be done and the Disability and Deaf Equality Scheme shows how this will be done over the next three years.



## About Transport for London

Transport for London was put together in 2000. Its job is to look after and run London's transport system.



This includes:

London's buses,



London Underground,



London Overground railways,



Docklands Light Railway,



and Croydon Tramlink.



It also runs:

London River Services,



Victoria Coach Station



and the London Transport Museum.



Transport for London's main role is to look after London's transport services which are used by over 10 million people every day across London.



Transport for London also has responsibility for:

- Managing the Congestion Charge



- Fixing lots of main roads and all of London's traffic lights



- Making sure all the city's taxi and private car hire trade do what they are supposed to.



- Letting people know if a range of walking and cycling days out



- Being in Charge of Dial-a-Ride door-to-door assisted transport



- Making sure that travelling around London is safe for all and accessible for disabled people



- Providing good plans for the London 2012 Olympic and Paralympic Games to make sure they work



## Why we put this together

The Disability Equality Scheme shows how Transport for London will help people understand about disability equality, which is about being fair and accessible to disabled people.



It also shows how Transport for London will make sure the things it does will meet the needs of disabled and Deaf people better.



In recent years the public transport system has got a lot better in being accessible to more people but the Mayor knows that more work is needed.



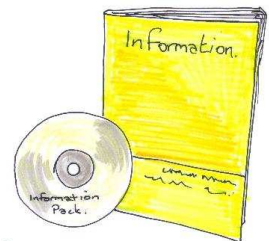
All buses are low-floor this means they can lower to the ground to let wheelchairs on.



More money will provide step-free access from street to platform at many Tube stations, the same thing will happen at some National Rail/London Overground stations.



Having more accessible information, having more visible and better-trained staff and providing better change from one form of transport to the other will also make accessibility better.



This Disability and Deaf Equality Scheme, together with the Mayor's Transport Strategy and its accessibility plan, will list



the work that will be carried out to make London's transport system and the street environment better.



Every year the Transport for London's Equality Report will report on the actions that have happened from the Disability Equality Scheme.

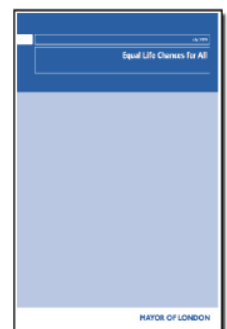


The first of these reports will be brought out at the same time as Transport for London's Business Plan in December 2010.



## **Equal Life Chances for All**

In July 2009, the Mayor of London brought out his equality plan 'Equal Life Chances for All'.



It will put equality at the heart of business planning and will make sure that services run by the Greater London Authority Group are accessible and right for all Londoners.



The Plan will also agree to provide an accessible and inclusive London 2012 Olympic and Paralympic Games. The aim is that these Games will leave something behind after they have finished to benefit all Londoners.



## **Transport for London's approach to disability equality**

Transport for London has put together groups across the organisation to check how well the organisation is going on being fair to everyone.



These groups will report to the Mayor twice a year.



Transport for London now has a greater understanding of the barriers that disabled and Deaf people face in accessing its services and will find and remove barriers



### **Citizens' Jury recommendations**

It was explained to the Jury what Transport for London is doing currently and what it plans to do in the future.



The jurors were told how much money Transport for London had to spend so they were able to look at the evidence given and say what they think should happen over the next 3 years



The Jury examined six important areas of service delivery and employment.



**Community and stakeholder engagement** (this means getting the views of people who work for Transport for London)



Transport for London is committed to understanding the views of its customers and service users.



The views of disabled and Deaf people are important to the ways in which Transport for London can make improvements to how they can travel



The Jury wanted to understand how Transport for London plans to involve disabled and Deaf people in getting this information.



## The whole journey approach

This is a way of looking at travelling that was put together with the help of Transport for London's Independent Disability Advisory Group to make sure that disabled and Deaf people's needs are looked at all stages of a journey - from planning the trip, getting information during the journey, the cost of the journey and changing between different sorts of transport.



## The physical environment (this means streets and stations)

The plans to make transport easier to use for those who find it hard to get out and about include things like step-free programmes on London Underground, the design of streets and pedestrian crossings and plans for shared space schemes.



## **Workforce and attitudinal barriers**

(this means people who work for Transport for London and bad attitudes towards disabled and Deaf people that cause barriers)



Transport for London wants to include all the different communities in London and the Jury wanted to know what it is doing to attract and keep disabled staff in employment with them.



It also wanted to know what training Transport for London gives employees so that they can help disabled and Deaf passengers.



## London 2012 Olympic and Paralympic Games

Transport for London is working in partnership with the Olympic Delivery Authority and the London Organising Committee of the Olympic Games to make sure that disabled and Deaf people will be able to get to the Games to watch them or be volunteers.



The Jury wanted to know how Transport for London is doing this and also how it is working to make sure that people who live in London will be able to carry on day-to-day activity while the Games are on



### **Safety, security and a plan to help people cope**

Making safety and security better across the transport system is very important for the Mayor and Transport for London.



The Jury wanted to know what Transport for London are doing to try and stop crime and bullying on its transport.



It also wanted to know what plans had been made with the police, ambulance and fire service to make sure that if anything happened disabled and Deaf people would be helped to safety.



The next sections of the Disability and Deaf Equality Scheme show what Transport for London is going to do because of that the jury told it.



### **Community and stakeholder engagement**

Transport for London carries out the Disabilities Mystery Traveller Survey to check how accessible Transport for London's services are for disabled people.



(Mystery shopping is where a person pretends to be a customer and reports back on how they were treated and what service they received.)



The survey looked at all aspects of the bus, taxi, minicab or London Underground journey.



The Jury said that younger disabled people should have a way to say what they think about the services Transport for London provides.



Transport for London has agreed to look at working with organisations of younger disabled people to see how this can be done.



## The whole journey approach

The whole journey approach knows that disabled and Deaf people need to be able to get accessible information to plan their



journey,

and that getting to transport is as important as access to transport itself.



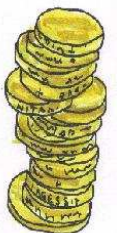
Information while travelling needs to be easy to get;



staff helpfulness and clear information can make it easier to be able to change between different sorts transport.



How much it costs to travel is also important for disabled and Deaf people as they are more likely not to have much money and not all can get (or use) the disabled persons' Freedom Pass.



The Jury looked at what Transport for London is planning to make whole journeys accessible, especially to do with information you get while you are travelling and when you are buying a ticket.



### Removing physical barriers to travel

The Mayor and Transport for London think it is very important to remove physical barriers that get in the way of travelling, with improvements to the streets and at Underground and London Overground stations.



Places and buildings that are not accessible can be the most difficult barrier that disabled and Deaf people face day to day.



This is something that has been a problem for a very long time



Transport for London has looked at ways to make things better across all the services it provides,



including the introduction of low-floor, wheelchair-accessible buses; improvements to bus stops; increasing the number of step-free stations on the Underground; and developing platform humps to remove the gap between the platform and the train.



On the river, the eight piers that are owned by Transport for London are step-free and Croydon Tramlink services have been step-free since they first started.



More coach companies now have wheelchair- accessible buses and coaches.



Victoria Coach Station is mostly step-free and you can get mobility assistance to those who need it along with a waiting lounge for disabled and Deaf people.



All of London's black cabs are wheelchair-accessible and a DVD has been made for cab drivers to tell them how to talk to and help wheelchair users.



The Docklands Light Railway is step-free and, through the Access to All programmes, more London Overground stations will become so in the next few years.



When Crossrail is open there will be more step-free rail journeys available for people with mobility impairments.



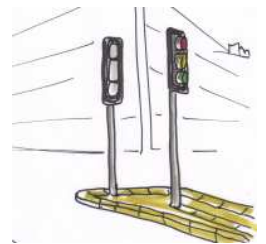
Making streets more accessible is very important to ensure good access to public transport.



Last year, Transport for London brought in 170 new projects aimed at making streets better. These projects affected 135 roads and 35 Transport for London Road Network routes.



These projects improved street lighting and crossings, removed unnecessary furniture and made pavements generally easier to use.



Shared space projects, such as Exhibition Road in South Kensington, are quite new ideas for London.



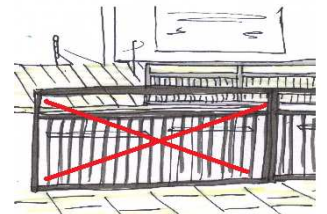
Transport for London will carry on looking for ways to make sure that disabled and, particularly, blind, visually-impaired and Deaf people will feel safe using areas where shared space projects are being tried out.



The Mayor wants to make the walking experience better for everyone (including those who get around on footpaths using wheelchairs and mobility scooters) and one of the ways this can be done is by getting rid of clutter.



This includes getting rid of railings between the pavement and the road that are not needed.



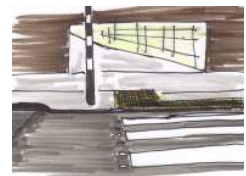
Transport for London's Pedestrian Environment Review System is a system for checking what needs to be made better.



All London's bus stops have been looked at and targets have been set to make them better. 50 out of 100 of all stops will be made easier to use for wheelchair users and people with mobility impairments.



This means changing how high kerbs are and changing where street furniture is around the stop.



### **Safety, security and planning for emergencies**

Disabled and Deaf people have told Transport for London how worried they are about safety when using transport; they have also said how getting to public transport is very difficult for them.



The Citizens' Jury thought it was important that Transport for London should have strong plans to make sure that disabled people's needs are taken into account in emergency situations.



The Jury was also concerned that Transport for London and its partners in the British Transport Police and the Metropolitan Police Service understand the issues, and have things in place to deal with hate crime against disabled and Deaf people,



and that Transport for London carries on dealing with anti-social behaviour, which can frighten disabled and Deaf people.



The Mayor and Transport for London knows that these things are important for everyone.



Although crime on the network generally is low and crime on the bus network has fallen by more than one third since 2005/06, it is important that things carry on getting better.



Making sure people feel safe is still an important thing for the Mayor and a major commitment for Transport for London.



During 2009/10, Transport for London will talk to everyone in the community to find out things people are worried about.



They will make sure that the Community Safety Strategy meets the needs of as much of the London community as possible.



Transport for London is a member of the London Resilience forum, and works with groups like the Metropolitan Police Service and British Transport Police, the London Ambulance Service and the NHS, the London Fire and Emergency Planning Authority and the Government Office for London.



Transport for London has agreed to hold a forum in March 2010 to talk about the issues that disabled and Deaf people are worried about if a very bad event happened on the network.



The forum will bring together disabled and Deaf people and emergency planning officers from these agencies. They will look at the plans we have now and talk about them.



The forum will then put together an action plan which will be brought out in time for the 2012 Games.



## Plans for the London 2012 Olympic and Paralympic Games

The Mayor wants to make sure the 2012 Games are the most accessible, inclusive and



environmentally-friendly Olympic Games ever.



The Olympic Delivery Authority who are organising the Games have the aim that everyone going to the Games should get there by public transport, by walking or cycling or by using temporary park-and-ride services.



The extra challenge is to make it stress free for Londoners going about their everyday activities. This way the Games



will be a positive experience for all.

The Citizens' Jury raised a number of issues around the plans for the Games. It was particularly interested to know how disabled and Deaf people are going to be involved in making the plans and also how the things left behind after the Games will make things better in all areas of accessibility.



## **Workforce and attitudinal barriers**

### **Transport for London's workforce (paid jobs)**

Transport for London aims to reflect London's diversity, including disabled and Deaf people, in its staff teams.



For this to happen, Transport for London recognises that disabled and Deaf staff need to be given the chance for training, to work in accessible places and to be free from harassment and victimisation.



Transport for London also needs to make sure that disabled or Deaf people who could work for them know when it has job vacancies and know that if they apply for a job it will be fair and transparent.



As well as the Citizens' Jury, Transport for London also paid for a researcher to look at the day to day lives of disabled and Deaf staff and the people who manage them.



This was to check if rules and guidelines are being followed and to ask what they thought Transport for London could do better.



Disabled and Deaf people involved in the research reported that their experiences were different.



Managers also had mixed views, but people agreed there should be a simpler Reasonable Adjustment process. This is the system for making changes to a job to make it accessible to a disabled or Deaf person.



There should also be more training and education about how to follow this system.



Staff also wanted equipment to be available quickly and without fuss.



The detailed report findings have helped to put together our action plan. The Independent Disability Advisory Group and equality performance groups will be responsible for checking and making sure this plan is used.



**Attitudinal Barriers** (negative attitudes towards disabled and Deaf people)

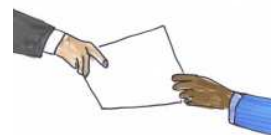
Transport for London's staff and bus drivers have an important role to play in making journeys accessible.



The Jury wanted to understand what training is given to them, how it was put together, who gives the training and who checks how well the training has worked.



Transport for London shared details of its training courses with the Jury and explained how these courses were put together with the input of disabled and Deaf people.



In the run-up to the 2012 Games, Transport for London recognises that some of its office-based staff may need to provide help and advice during the Games.



They, too, will need to be trained to understand and support the needs of disabled and Deaf people.



Transport for London will work with its Independent Disability Advisory Group and disabled people's organisations to look into the best way of achieving this.



## **The role of Transport for London's Independent Disability Advisory Group**

Transport for London set up an Independent Disability Advisory Group in 2007 to involve disabled people in its plans for making London more accessible for everyone.



The group is an important part of Transport for London's long-term goal to make sure it is fair for all disabled people.



It has an important part to play in making sure Transport for London's work is fully in line with the Disability Discrimination Act 2005. This is the law on being fair to disabled people.



The Independent Disability Advisory Group we have now worked with Transport for London to put together the Citizens' Jury and has talked to staff from across the organisation to help turn what the Jury says into action.



The Independent Disability Advisory Group will have a very important job and will take part in checking how the plan is being put into place at the end of each year.



## Impact assessments

As with all places of work, Transport for London needs to look at the impact its services have on disabled and Deaf people.



Following advice from the Jury, Transport for London has said they will look at maybe changing its approach to impact assessments.



They will work with partners such as the Greater London Authority with the aim of having a shared approach to impact assessments.



Transport for London agrees with what the Jury said and will check its rules on employing disabled and Deaf staff.



## The Disability and Deaf Equality Scheme Action Plan 2009-2012

The action plan is the most important part of the Disability and Deaf Equality Scheme as it sets out what Transport for London will do to improve access for disabled and Deaf people.



The plan has been put together through looking at the Scheme, listening to people's views and with input from Independent Disability Advisory Group members.



The first report on how we are getting on with the Disability and Deaf Equality Scheme will be brought out in December 2010.



Transport for London will also report on how things are going to the Greater London Authority and the London Assembly as part of the Mayor's 'Equal Life Chances for All' framework.



Transport for London has set up performance groups in each of its service areas (London Underground, London Rail, Surface Transport and Corporate services) which will meet four times a year.



4 times a year	
1	2
3	4
5	6
7	8
9	10
11	12

They will check how far actions have been taken in their areas to do with the Disability and Deaf Equality Scheme.



A Transport for London steering group will meet every six months to see how things are going and decide if the Equality and Inclusion plan for the organisation is working.



6 Months	
1	2
3	4
5	6

This group will include representation from the Independent Disability Advisory Group.




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