

# Step-Free Access Update

Appendix 1



# Recap on London Underground Step-Free Access

In July, we announced the next stations being reviewed in our step-free access programme.

These are:

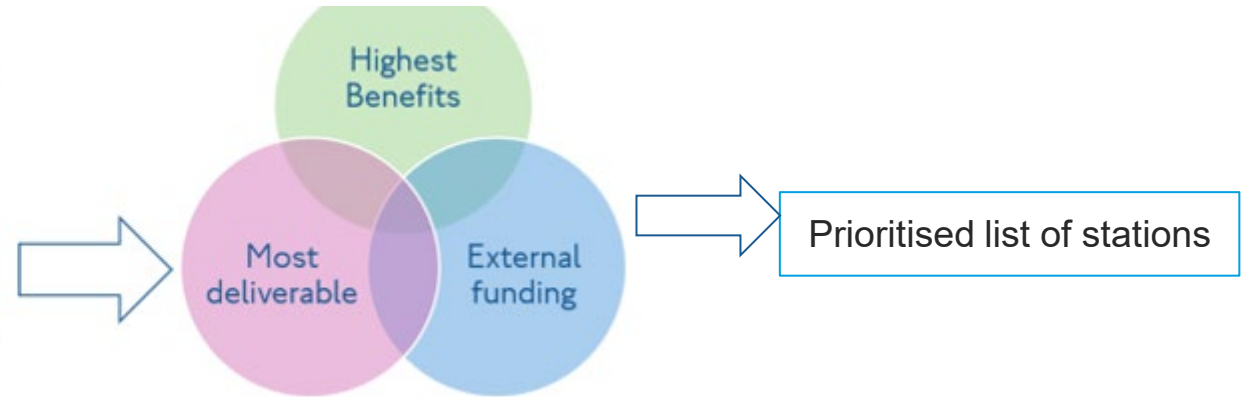
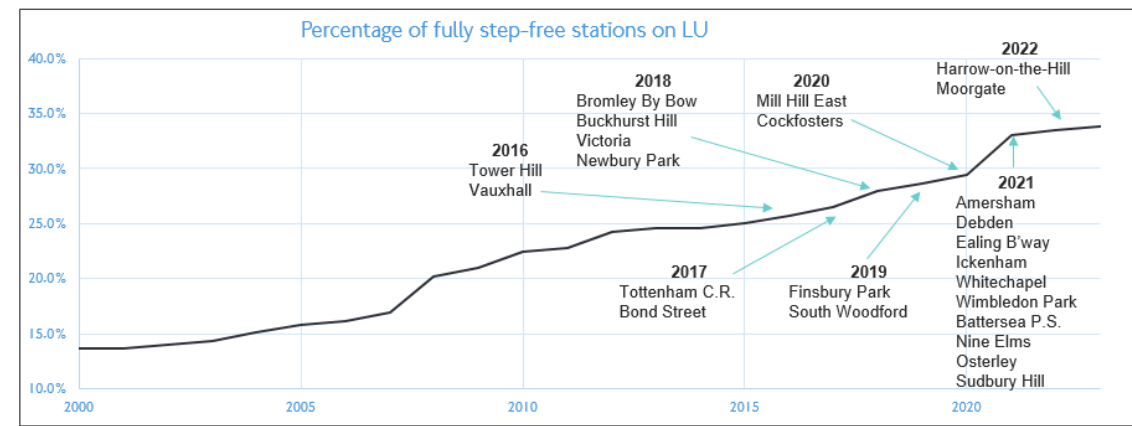
- Alperton
- Arnos Grove
- Burnt Oak
- Eastcote
- Finchley Road
- Northolt
- North Acton
- Rayners Lane
- West Hampstead
- White City

Levelling Up/Borough funding is also available for:

- Leyton
- Colindale

Since March 2016, 24 London Underground stations have been made step-free.

TfL's 2023 Business Plan has approximately £20m of funding per annum for accessibility projects. To enable investment decisions we have completed a prioritisation exercise, informed by our public consultation.



Based on this work, in July 2023 we confirmed 10 stations which we are assessing to understand the best way to deliver step-free upgrades. Of these 10, Burnt Oak and Northolt (both of which were paused due to the coronavirus pandemic) are in the most advanced state, having been about to enter construction at the start of the pandemic. The other eight stations would need to complete full design.

We also announced in July that we are conducting a longer term review of step-free access on the southern (Morden) branch of the Northern line. The work to mobilise this new programme is covered later in this presentation.

We are also working with the Department for Transport (DfT) to meet the conditions to unlock their funding for Leyton and Colindale stations. Combined with funding from the London Boroughs of Barnet and Waltham Forest, this will enable step-free and capacity improvements at both stations.

# Step-free access currently being delivered

At Elephant & Castle, Paddington and Knightsbridge, project teams are currently working to deliver improvements to step-free access on the London Underground.

We are also mobilising for work at Surrey Quays on the Overground.

Network Rail continues its step-free access programme on its infrastructure in London with a number of schemes expected to complete over the next 15 months.

## Knightsbridge

- Works are currently on-site to make Knightsbridge step-free
- Three new lifts will make the station step-free from street level to platform. Boarding ramps on both platforms will help customers board Piccadilly line trains step free
- Works will complete in mid-2024



Construction site for the new station box at Elephant & Castle

## Elephant & Castle:

- Work is currently underway on the new station box
- Tunnelling to connect the box to the existing station completes in 2028
- Funding and timing of the fit-out works for the new entrance, which would deliver step-free access to the Northern line platforms, is still uncertain.

## Non-London Underground works

- **Surrey Quays:** We have confirmed Morgan Sindall as our main contractor for the works to create a new entrance to this Overground station. Expected to complete in 2026, this project will deliver step-free access to the Overground platforms
- **Network Rail** is currently on-site delivering step-free projects at 13 of its stations. Petts Wood and Streatham are expected to complete during autumn 2023. Barnes, Bexley, Isleworth, Mill Hill Broadway, Motspur Park, Palmers Green, Plumstead, Seven Sisters, Teddington, Tooting and Wandsworth Town are all currently expected to complete during 2024 .



Lift lobby in the new step-free entrance at Knightsbridge (not yet open to the public)

## Paddington

- Works delivered by the Paddington Square Development will create a new step-free route direct to the new plaza on Praed Street via an expanded Bakerloo line ticket hall
- The works will complete the step-free interchange with National Rail at Paddington
- Our development partner, who is funding and delivering the station works, has experienced delays but is still targeting bringing into use in spring 2024.

# Step-Free Access Programme (i)

We now have the team in place for the new step-free programme and are working on the assessments of the 10 stations announced in July.

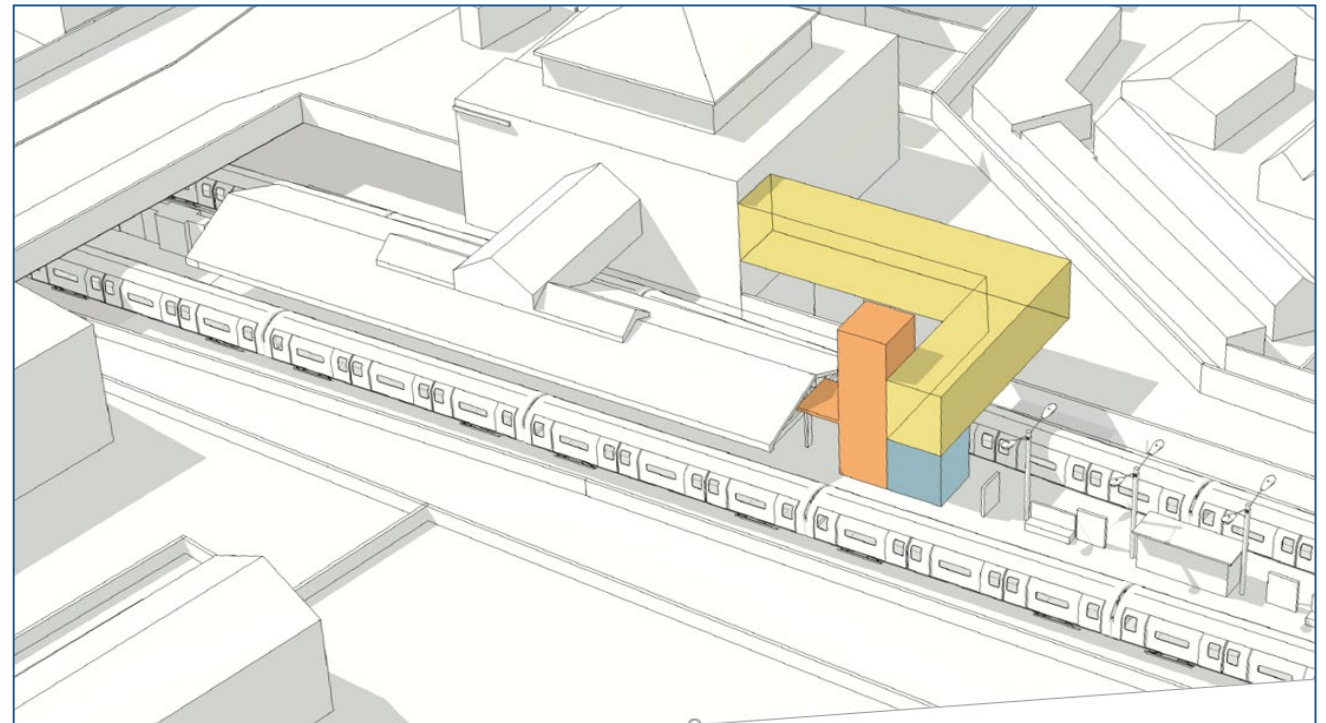
We will have outputs of this work in early 2024 to inform our prioritisation for financial year 2024/25 and beyond.

Our ongoing prioritisation will include taking into account equality impacts and our ongoing obligations under equality legislation as a service provider and under the public sector equality duty.

The TfL team (including project management, engineering and commercial support) is now mobilised. Supply chain partners have commenced work and will undertake design, asset surveys, construction planning and provide cost information.

For the eight stations being taken through feasibility (Alperton, Arnos Grove, Eastcote, Finchley Road, North Acton, Rayners Lane, West Hampstead and White City), the team is developing single preferred options which could be taken to the next stage of design. The stations that progress further and in what order depends on the outcomes of this work, which includes evaluating costs and the disruption during construction. A number of the stations also need funding discussions to progress with partners.

At Burnt Oak and Northolt the previous designs are currently being reviewed, together with updated construction strategies, programmes and costs. This will enable a decision on whether to take one or both schemes into construction in 2024.

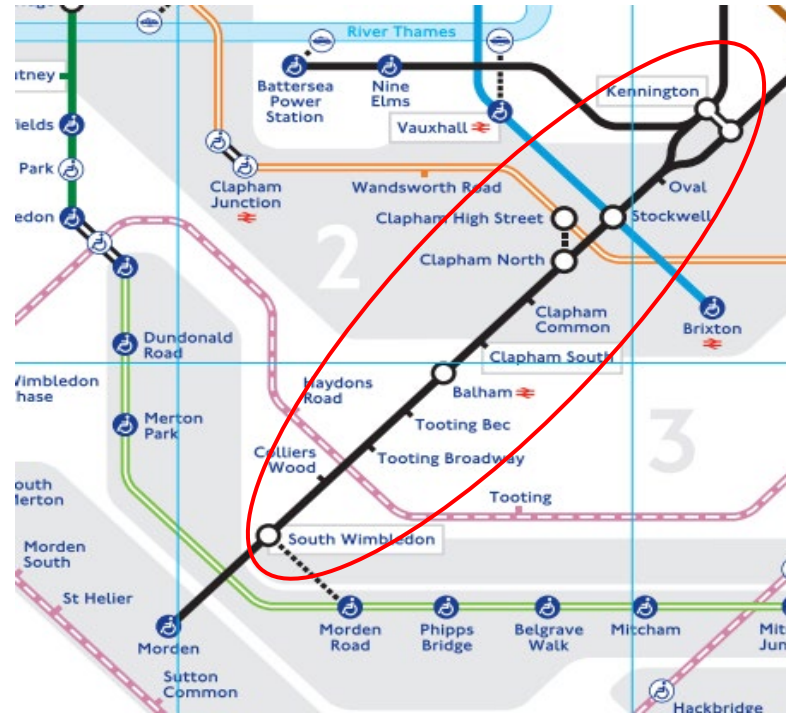


Isometric diagram showing the proposed new lift shaft and overbridge at Burnt Oak.

# Step-Free Access Programme (ii)

As well as the 10 stations announced in July we also shared details of a review of the southern branch of the Northern line.

We will have the outcome of this initial study in early 2024 to inform investment decisions for 2024/25.

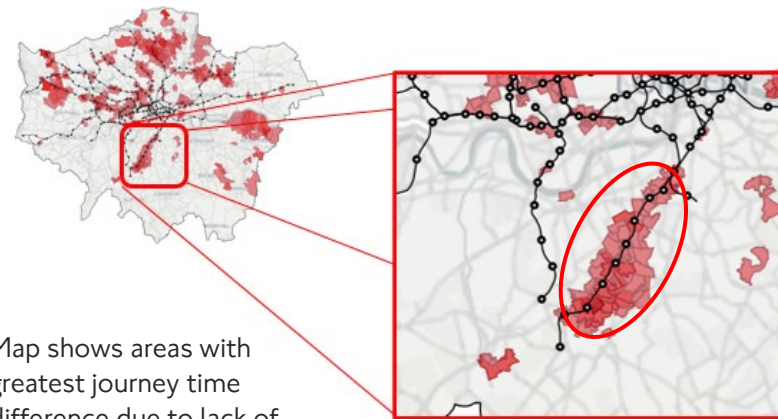


The largest step-free access (SFA) gap on the Underground network is the stretch between Waterloo/Elephant & Castle and Morden on the Northern Line. Although the benefits of plugging this gap would be huge these are all deep-level stations in densely built-up areas of London and all will be difficult and expensive.

Our review of the southern branch of the Northern line has commenced to identify which station(s) are the best candidates for more detailed feasibility and design work, with the long-term aim of addressing this significant gap in our step-free network.

Our team is currently working through existing design information on the stations, along with data on asset condition and other infrastructure around the stations.

The output will be a ranked list to inform which station(s) we take into more detailed studies in 2024.



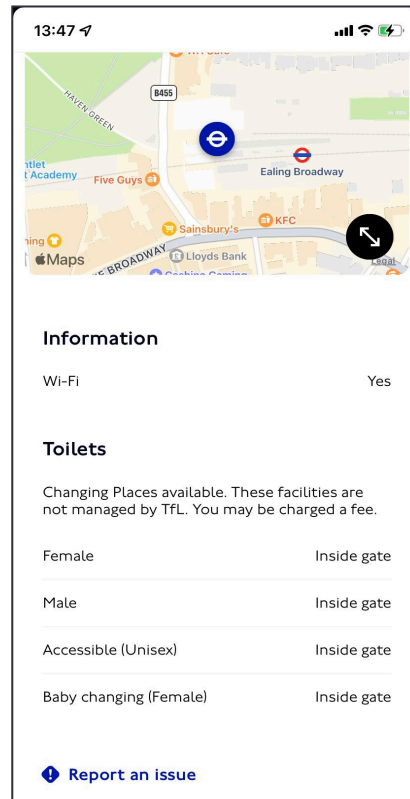
Map shows areas with greatest journey time difference due to lack of step-free, with the southern branch of the Northern line highlighted

# Step-Free Access programme is a cornerstone of wider work towards a more inclusive network

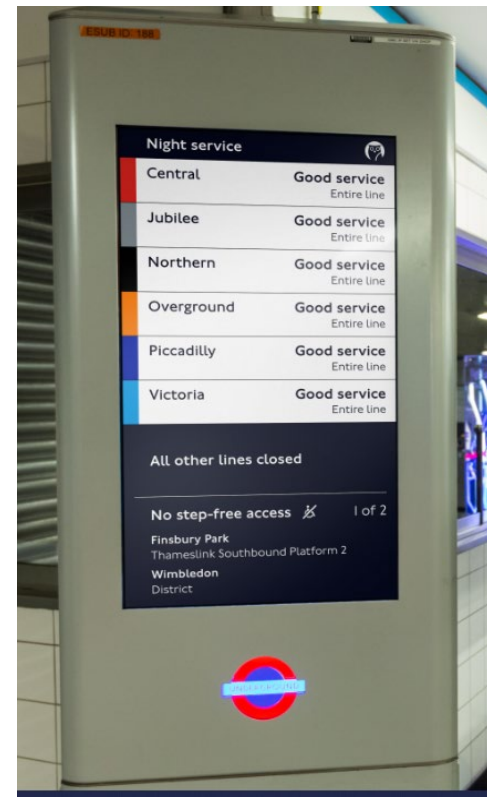
A revised draft of Action on Inclusion – Customer, building on recent improvements and setting out a comprehensive programme to improve inclusiveness, will be published later in the year



Successful “mini-ramp” trial



Detailed toilet information in TfL Go app



Improved live information on step-free in stations

Portfolio of activity to improve accessibility and inclusiveness includes:

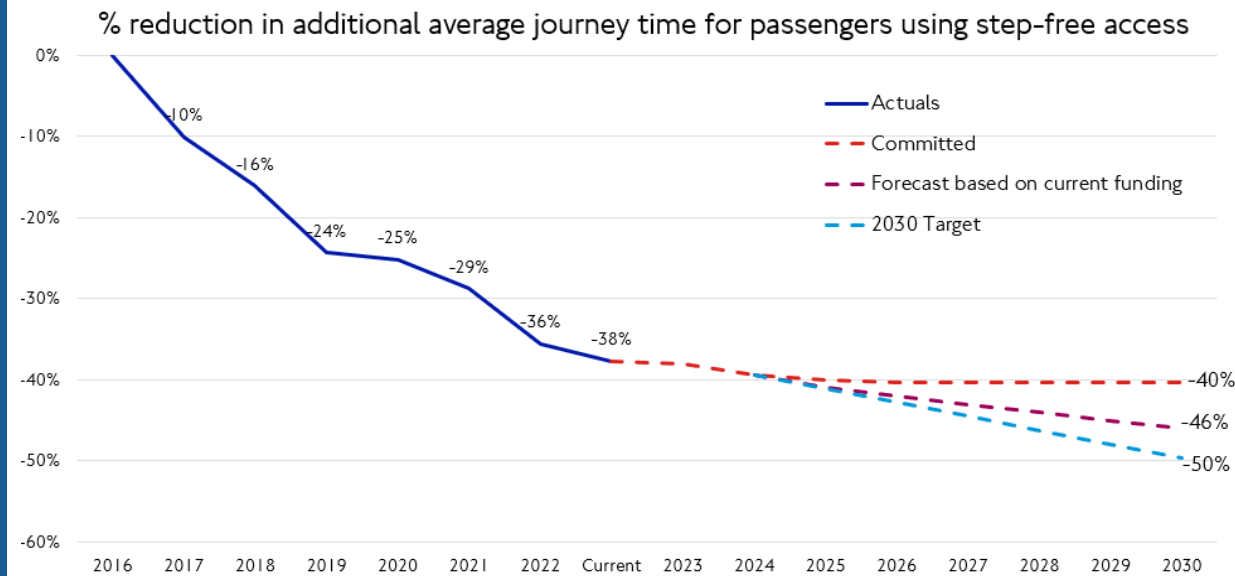
- Network-wide roll-out of mini-ramps underway following a successful trial on the Jubilee line
- Disability & Equality Training for frontline and head office colleagues
- Improvements to toilet ambience and customer information as part of wider work to enhance toilet facilities across the network
- Improvements to accessibility signage in stations
- Better accessibility features in TfL Go app, station busyness and “least walking” journey planning.
- Better live information on lift availability in stations

# Next steps

The accelerated target for step-free access (brought forward from 2041 to 2030) is achievable but needs funding from others to supplement our investment.

The level of TfL investment needed will depend on: (1) costs (2) our success at leveraging funding from external parties and (3) the progress Network Rail make on its network.

Our current strategy is to build a work bank of deliverable schemes which will exceed our current funding. This both enables ongoing discussions with potential funding partners and gives TfL the option of funding more schemes in future years.



Achieving our target needs ongoing success at obtaining funding from others (approximately £20m per annum). We continue to make progress in this area (for example £10m secured in-principle for SFA at West Hampstead station from an adjacent development in March 2023), but we need to do more.

We also await an update from DfT on the next round of Network Rail Access for All investment in London, which also contributes towards the target.

To inform our decision making we are updating our prioritisation model and evaluating potential improvements. Potential options identified include:

- Weighting higher in the prioritisation stations with above average levels of social deprivation
- Weighting for demographic factors such as proportions of older people or with young children likely to need a buggy
- Weighting higher stations with greater degree of barriers to those with mobility needs but who don't need a wheelchair such as stations with long staircases rather than just a few steps

We continue to engage with stakeholders to inform the update to our prioritisation model. We will have outputs from our current work in early 2024. Linked to the conclusion of the current TfL business planning round, we will need to make decisions on which schemes progress in what order.

## Q4 2023/24 - Decisions needed on

- Whether to take one (or both) of Northolt and Burnt Oak into build in 2024.
- Which of the other 8 stations to take forward into full design in 2024
- A further round of feasibility studies to build larger work bank of schemes

**2024/25** - Leyton, Colindale, Burnt Oak, Northolt enter construction. Selected stations from current feasibility round enter design. Paddington and Knightsbridge and current round of Network Rail Access for All complete

**2025/26** - Leyton, Colindale, Burnt Oak, Northolt complete construction  
- Additional stations start construction

**2026/27** - First station from current round of feasibility could be step free.