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(Slide shows image of a new lift at a London Underground station)

Step-Free Access Update

Slide 2

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.

The graph shows how the percentage of step-free stations has increased from 13.7% in 2000 to 33.5% in 2022.

It lists the stations that were added to the network from 2016 to 2022:

2016

Tower Hill
Vauxhall

2017
Tottenham Court Road
Bond Street

2018
Bromley-by-Bow
Buckhurst Hill
Victoria
Newbury Park

2019
Finsbury Park
South Woodford

2020
Mill Hill East
Cockfosters

2021
Amersham
Debden
Ealing B'way
Ickenham
Whitechapel
Wimbledon Park
Battersea P.S.
Nine Elms
Osterley
Sudbury Hill

2022
Harrow-on-the-Hill
Moorgate

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 ten, 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 the 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.

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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

(Image shows the lift lobby in the new step-free entrance at Knightsbridge, which is not yet open to the public)

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.

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 in to use in spring 2024.

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 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.

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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 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 station 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 shows the proposed new lift shaft and overbridge at Burnt Oak)

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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.

(Image of tube map showing southern end of the Northern line with the following group of stations circled: Oval; Stockwell; Clapham North; Clapham Common; Clapham South; Balham; Tooting Bec; Tooting Broadway; Colliers Wood; South Wimbledon)

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 stations(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 stations(s) we take into more detailed studies in 2024.

(Image of a map showing areas with greatest journey time difference due to lack of step-free, with the southern branch of the Northern line highlighted)

Slide 6

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.

(Slide contains images of a successful “mini-ramp” trial shows a customer on a wheel chair using the mini-ramp at a London Underground station; TfL Go app showing detailed toilet information; electronic display of 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.

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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.

A graph illustrates the percentage reduction in additional average journey time for passengers using step-free access – there has been a 38% reduction since 2016. The 2030 target is a 50% reduction; the forecast based on current funding is a 46% reduction and the committed reduction is 40% by 2030.

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 310m 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 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 a 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.