

GREATER LONDON AUTHORITY

Our reference: MGLA170226-4460

11 March 2026

Dear

Thank you for your request for information which the Greater London Authority (GLA) received on 16 February 2026. Your request has been considered under the of Information Act (FOI) 2000.

You requested:

As you may be aware we have had a long-standing frustration regarding the step-free access issues at Stanmore Station.

As we have not had a clear answer from the Mayoral office or Mayor of London, would it please be possible to request the reasoning behind not having a lift installed at Stanmore Station as a freedom of information request?

Our response to your request is as follows:

Please find attached the recorded information that we hold within the scope of your request. The relevant MQs are located here:

1. [Stanmore Tube station accessibility](#)
2. [Stanmore Tube station accessibility](#)

Please note that Transport for London (TfL) is the Mayor's transport authority and is responsible for implementing the Mayor's Transport Strategy, and for the day-to-day operational running of transport services. You may wish to send a further request to TfL at foi@tfl.gov.uk.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA170226-4460.

Yours sincerely

Information Governance Officer

GREATER**LONDON**AUTHORITY

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

Briefing

To: Seb Dance, Deputy Mayor for Transport
From: [REDACTED], Government Relations, TfL, [REDACTED]

Meeting with Krupesh Hirani AM, Navin Shah CBE, Professor Paul Fish of the Royal National Orthopaedic Hospital (RNOH) and Brian Carlin of Aspire

Friday 17 March 2023, 2:00pm – 4:00pm

Stanmore Underground station, London Road, Stanmore, HA7 4PD

GLA Attendees: Seb Dance, Deputy Mayor for Transport
[REDACTED] GLA Policy Officer for Transport
[REDACTED] Lead Sponsor for London Underground projects at TfL
[REDACTED] Government Relations Officer at TfL

External Attendees: Krupesh Hirani, London AM for Harrow and Brent
Navin Shah CBE, former London AM for Harrow and Brent
Professor Paul Fish, CEO at RNOH
Brian Carlin, CEO at Aspire

OVERVIEW

A site visit to assess accessibility at Stanmore station and bus links to the RNOH. There is a longstanding aspiration to improve the currently unsatisfactory ‘step-free’ arrangements at Stanmore with a lift. Navin Shah has campaigned on this for many years, along with elected representatives of all parties, and local community stakeholders, including the RNOH and Aspire.

In January 2019, a similar meeting was held at Stanmore station with your predecessor, Heidi Alexander. In attendance was Navin, in his capacity as the then London Assembly member for Harrow and Brent, as well as Rob Hurd, RNOH’s CEO at the time, and Brian Carlin, the CEO at Aspire (who is still in post and who is also going to be attending this meeting).

AGENDA

- | |
|---|
| <ol style="list-style-type: none">1. Step-free access provision at Stanmore station2. TfL’s step-free access consultation3. Bus links to the RNOH |
|---|

Appendix 1 contains: information on London’s step-free access programme, local bus route enhancements since 2019, ongoing and upcoming local bus consultations, Navin’s letter request, and a write-up from Aspire of the January 2019 meeting with Heidi Alexander.

1. Step-free access at Stanmore station

- Stanmore station, the northern terminus of the Jubilee line, is step-free.
- The station can be accessed via a ramp, but we agree that this is not the best solution, as the process of accessing the ramp is quite long and requires passengers to travel through the car park. In addition, the ramp itself is steep and, while nominally meeting national requirements, we recognise that it is not satisfactory to users and requires sharing space with vehicles.
- Despite this, TfL has always been clear that the only way to fund a lift at the station is through third party funding, especially as the station already has a step-free access solution.
- Previous attempts to secure funding from neighbouring developments have not been fruitful. This includes from Elysian, a new development built next to the station for luxury retirement apartments.
- In 2019, TfL selected Catalyst Housing to be their development partner for 492 affordable homes across three car park sites at Stanmore, Canons Park and Rayners Lane stations. These development proposals included a new lift for Stanmore station, with aim of being in place and operational by early 2023.
- Unfortunately, these proposals were opposed by local groups, mainly due to the loss of car parking spaces within station car parks, and the heights of the buildings proposed. TfL amended the plans to retain 300 of the 466 car park spaces, but the application was ultimately rejected by Harrow Council in 2021. Catalyst then withdrew their planning application, and we are not currently progressing the site.
- As this scheme was integrated into the cost of a building within a wider development package, we are not in a position to provide the cost of the installing a new lift at Stanmore station in isolation.

Local concerns

- The proximity of the RNOH and Aspire (a charity who assist those with spinal injuries) has long been cited locally as a compelling reason for improving the access issue at the station.
- Navin Shah has long been campaigning on improving the current provisions for step-free access at Stanmore station. Note that Navin is a chartered architect, so he has his own informed views on design possibilities and considerations.
- There is an issue at nearby Harrow-on-the-Hill station regarding the lack of drop-off space for disabled customers, which has been brought into focus by the new lifts. Lobbying is taking place to provide drop-off space at the expense of existing taxi rank space. TfL's position is that the taxi rank at the station is busy and there are certain times and days where all the space is required for and used by taxis. Harrow only has six taxi ranks across the whole borough, which is very limited in comparison to some other boroughs. It is difficult to create new ranks, and removing spaces at Harrow-on-the-Hill station would not align with the Mayor's desire to provide more taxi ranks across London. It is worth noting that TfL officers are unwilling to meet with Harrow officers to discuss this issue, citing the reasons outlined above.

2. TfL's step-free access consultation

- TfL consulted on its future approach to step-free access on London's Tube network between 2 November 2021 and 10 February 2022. The consultation received a total of 5,583 responses, of which 31 were from stakeholders. Stakeholders in this context were London's ward councillors, Members of Parliament representing London constituencies and all London Assembly members, as well as local groups and mobility forums.

Responses from local stakeholders in Harrow and Brent

- Response from Harrow Council:
 - The previous focus on radial travel into central London needs to switch more to local connectivity and to key destinations within local areas. Step-free access needs to support this in terms of interchange between lines, like at Rayners Lane station (changing direction), and with bus services, like at South Harrow station.
 - Public transport connectivity to RNOH is important. Access to RNOH was recently improved by the extension of the 324 bus route. However, step-free access from the northern end of the Jubilee line is recognised as substandard and unsuitable for those with mobility problems.
 - TfL should be looking to maximise the benefit of step-free access. The boundaries between types and sizes of stations might be open to interpretation, and priority should not purely be based on footfall.
 - Priority should be given where there are fewer existing step-free access stations, so that more people and more destinations can reasonably be covered by the plan. Harrow Council listed South Harrow, Rayners Lane, Harrow-on-the-Hill and Stanmore stations, and outlined the strategic reasons and possible funding options behind making them priority stations.
- Response from Brent Council:
 - Only two stations in the borough are considered fully step-free. With this in mind, securing step-free access improvements as a means of making as many of the borough's stations and interchanges as accessible as possible is an important priority, which will help achieve Brent Council's Local Plan and Transport Strategy.
 - When determining future station accessibility improvements, TfL should consider making step-free the stations in Brent and across London which are likely to be the most strategic and practical.
 - TfL should develop a data-driven 'strategic prioritisation framework' to identify the priorities for step-free access from a strategic, evidence-led standpoint. This framework should be supplemented 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.
- Response from the Ruislip Residents' Association:
 - TfL should build station platforms and trains to be at the same level. That way, there wouldn't be a need for boarding ramps.
 - TfL should 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 passengers' phones, combined with a beacon on passengers' wheelchairs.

Next steps, including funding

- In an ideal world, TfL would make the entire network step-free. Unfortunately, this is not the case, so TfL must use criteria (passenger numbers, cost, nearby amenities and station characteristics) to prioritise stations they have the available funds to proceed with.
- The consultation response has made it clear to TfL that the public want more step-free stations.
- TfL is now assessing how to select and prioritise the best stations in line with consultation feedback. The results of the consultation are being combined with TfL's existing transport modelling data to identify suitable candidates. TfL will be reviewing all non step-free stations as part of this exercise.
- A decision on the next tranche of funding for step-free access will not be made all at once. It is anticipated that initial decisions may be taken in March/April 2023 in terms of an short list of stations where TfL is proposing that they carry out feasibility works later this year to better understand costs and benefits. Only after feasibility work has been conducted will TfL be able to make decisions on which stations they are able to take into delivery.
- While TfL progressively upgrades the Tube network to become step-free, it will also be delivering on other accessibility priorities in the shorter term, such as improved signage and trials of innovative solutions to provide level-access on platforms. This work is happening now, and includes staff training on boarding ramps, accessible signage improvements, and the addition of walking times to TfL's journey planner.
- One of the solutions TfL is currently trialing is a bridging device at eight stations on the Jubilee line until spring 2023 (Bermondsey, Canada Water, Canary Wharf, Canning Town, Green Park, London Bridge, North Greenwich and Stratford). The device is designed to cover the remaining small gap between the platform and trains at stations that are already step-free from street to train, as we have been told by some customers that this small gap is a barrier to them being able to get on and off trains independently.
- To address the issues raised by customers in the longer term, we are looking to develop an accessibility programme that will deliver improvements in a holistic, co-ordinated and accountable way, which will be dependent on long-term funding. When designing future step-free access schemes, TfL will be looking at the 'whole journey', putting measures such as toilets, walking distances and routes between stations, interchanges with other public transport modes, and seating on an equal footing with lift provisions.
- TfL will continue to seek opportunities for third-party funding to deliver more accessibility projects across the network. TfL has been clear that the only way to fund a lift at Stanmore station is through third party funding.

5. Bus links to the RNOH

- When this group met with Heidi Alexander in January 2019, the only TfL bus service serving RNOH was the 107, accessed from step-free Edgware station.
- RNOH operated a courtesy car service from Stanmore station to and from the hospital, but this could only accommodate collapsible wheelchairs. The hospital is a 30-minute walk from Stanmore station.

- Until August 2018, an Uno bus route 615 (operated for students of the University of Hertfordshire, but available to the general public) operated between the station and the hospital, but this was withdrawn by the operator. This service was low frequency and operated from 6.30am to 6.30pm on Monday to Fridays only. Oyster services were not accepted as this was not a TfL service.
- The aspiration in 2019 was to extend one of the terminating bus services to provide improve bus links to the hospital, most likely the 324. The 324 bus service was extended from Stanmore station to Centennial Business Park, Elstree in August 2021, serving the same stop as the 107 bus outside the RNOH grounds. While this bus service does now serve RNOH, the bus stop it pulls into is still quite a walk from the main road to the hospital entrance, which we appreciate is not ideal. Navin is likely to raise this point.

84 bus service

- The 84 bus route has always predominantly served locations in Hertfordshire and has long been part of Hertfordshire County Council's bus network. Given TfL's current financial situation, we are not in a position to take on the costs previously covered by Hertfordshire County Council. Furthermore, none of the options for replacing the 84 between Barnet and Potters Bar have a good financial case.
- There are existing TfL bus links via Cat Hill changing between routes 307 and 298 to reach destinations in Potters Bar from the Barnet area. TfL is going to continue to keep travel patterns and demand under review, and the flexible nature of the bus network means it can make adaptations at relatively short notice to reflect changing demand where required.
- There are a number of transport options to and from Potters Bar that run at a higher frequency than route 84 did and offer sufficient capacity to accommodate those displaced from the former route 84. TfL runs routes 298, 313 and school route 626 between Potters Bar and Cockfosters, Chase Farm Hospital and Enfield. It also runs route 399 between Monday to Saturday inter-peaks around Hadley Wood.
- Passengers from Potters Bar can access Barnet on the bus network by using route 298 and changing at Cat Hill roundabout in Cockfosters to route 307. This is covered by the Hopper Fare. There is also a direct rail service between New Barnet, Hadley Wood and Potters Bar stations.
- It is also important that TfL ensures value for money and the best use of its resources by only running the level of capacity that is needed on the bus network. TfL regularly reviews capacity on its routes and makes adjustments to service levels to make sure that is the case.
- This bus service is not an issue that has been raised by local stakeholders in Harrow and Brent. Krupesh Hirani AM has not been in touch with TfL about route 84, but Theresa Villiers (MP for Chipping Barnet) and Feryal Clark (MP for Enfield North) have. Gagan Mohindra (MP for South West Hertfordshire) has also raised this route with TfL.

Appendix

To: Seb Dance, Deputy Mayor for Transport

From: [REDACTED] Government Relations, TfL, [REDACTED]

Meeting with Krupesh Hirani AM, Navin Shah CBE, Professor Paul Fish of the Royal National Orthopaedic Hospital (RNOH) and Brian Carlin of Aspire

Friday 17 March 2023, 2:00pm – 4:00pm

Stanmore Underground station, London Road, Stanmore, HA7 4PD

GLA Attendees:

Seb Dance, Deputy Mayor for Transport

[REDACTED] GLA Policy Officer for Transport

[REDACTED] Lead Sponsor for London Underground projects at TfL

[REDACTED] Head of Property Development at TfL (TBC)

[REDACTED] Bus Service Delivery Manager at TfL (TBC)

[REDACTED] Government Relations Officer at TfL

External Attendees:

Krupesh Hirani, London AM for Harrow and Brent

Navin Shah CBE, former London AM for Harrow and Brent

Professor Paul Fish, CEO at RNOH

Brian Carlin, CEO at Aspire

OVERVIEW

A site visit to assess accessibility at Stanmore station and bus links to the RNOH.

There is a longstanding aspiration to improve the currently unsatisfactory ‘step-free’ arrangements at Stanmore with a lift. Navin Shah has campaigned on this for many years, along with elected representatives of all parties, and local community stakeholders, including the RNOH and Aspire.

In January 2019, a similar meeting was held at Stanmore station with your predecessor, Heidi Alexander. In attendance was Navin, in his capacity as the then London Assembly member for Harrow and Brent, as well as Rob Hurd, RNOH’s CEO at the time, and Brian Carlin, the CEO at Aspire (who is still in post and who is also going to be attending this meeting).

APPENDICES

1. London Underground’s step-free access programme
2. Local bus route enhancements since 2019
3. Ongoing and upcoming local bus consultations
4. Letter to Seb Dance from Navin Shah CBE, 3 January 2023
5. Aspire’s write-up of the meeting at Stanmore station with Heidi Alexander, Navin Shah CBE, Rob Hurd (CEO, RNOH) and Brian Carlin (CEO, Aspire) to discuss step-free access, 18 February 2019

Appendix 1: London Underground's step-free access programme

- TfL is committed to improving accessibility for customers travelling across London.
- Every Londoner should have equal access to easy, safe and reliable transport, which is what step-free access can provide to older and disabled people with reduced mobility, as well as parents and carers, people who may be navigating our transport system with luggage or large and heavy equipment, and those with hidden disabilities.
- Step-free access stations have lifts, ramps or a combination of both, so that customers don't have to use escalators or stairs to move between the street and the platform.
- Currently, 51 per cent of the TfL rail network is step-free across all Tube, DLR, London Overground, London Trams and Elizabeth line services. This includes 92 Tube stations (a third of them) and more than 60 London Overground stations. All DLR stations and tram stops are step-free, and all Elizabeth line stations are step-free from street to platform.
- In 2022, Harrow-on-the-Hill Tube station became one of the latest to secure step-free access.
- London Underground had a number of plans to deliver more step-free access to stations across the network in the coming years. As a result of the pandemic and TfL's ensuing funding situation, the progress of many of these step-free access projects has been affected.
- TfL is still planning to deliver step-free access projects at Knightsbridge and Paddington (Bakerloo line only) station. These projects are on site and scheduled for completion in 2023.
- TfL submitted bids to the Government for Levelling Up funding to make Colindale and Leyton stations step-free in the Summer of 2022. In January, we were told that those bids were successful. We are currently working through the detailed process of meeting the conditions for the release of Government funding.

Step-free access in Harrow

- Canons Park, North Harrow, South Harrow and West Harrow stations do not provide customers with step-free access.
- Harrow and Wealdstone station:
 - Harrow and Wealdstone station has step-free access to all platforms.
- Harrow-on-the-Hill station:
 - In March 2022, Harrow-on-the-Hill station on the Metropolitan line became London's 91st step-free station, helping customers with reduced mobility to access the station and the wider TfL network.
 - Four new lifts have been installed at Harrow-on-the-Hill station, providing a step-free route between the street and Metropolitan line trains. In addition, station signage has been enhanced to assist with wayfinding. Boarding ramps will continue to support customers boarding or alighting Chiltern trains, and with TfL's Turn-up-and-go service, staff will be on hand to assist customers if required.
- Pinner station:
 - Pinner station is step-free.
- Rayners Lane station:
 - Rayners Lane station is step-free when changing between the Metropolitan line eastbound and the Piccadilly line eastbound, and the Metropolitan line

westbound and the Piccadilly line westbound (although manual boarding ramps are required).

- Stanmore station:
 - Stanmore station is step-free. The station can be accessed via a ramp, but this is not the best solution. The process of accessing the ramp is quite long and requires passengers to travel through the car park. In addition, the ramp itself is steep and not satisfactory to users.
- Sudbury Hill station:
 - In December 2021, Sudbury Hill became London's 90th step-free station, enabling step-free access from step to platform on the Piccadilly line.
 - Sudbury Hill station's step-free access scheme won an award at the National Railway Heritage Awards held in December 2022. TfL are planning to install this plaque later in the year and we are in contact with Harrow Council about an event. This may be worth mentioning as part of the meeting.

Appendix 2: Local bus route enhancements since 2019

Bus route	Date of enhancement	Boroughs impacted	Details	Additional details
H12	29 June 2019	Harrow	Increase in bus frequency	Monday to Friday frequencies increased from 12 minutes – 5 buses per hour (bph) – to 10 minutes (6 bph).
X140	7 December 2019	Harrow	New route introduced with limited stop service between Heathrow Airport and Harrow bus station	During Monday to Saturday daytimes, this route operates every 12 minutes (5 bph). On Sundays and during all evenings, the route operates every 15 minutes (4 bph).
483	23 May 2020	Harrow	Route restructure operating from Uxbridge Road to Windmill Lane, Three Bridges	This route restructure operates via a mini gyratory system next to Armstrong Way. The 483 continues to serve stops within Ealing Hospital.
183	12 August 2020	Harrow	Increase in bus frequency	Monday to Saturday daytime frequencies increased from 8 minutes (7.5 bph) to every 7-8 minutes (8 bph). On Sundays and during all evenings, frequencies increased from every 10 minutes (6 bph)

				to every 8 minutes (7.5 bph).
112	29 August 2020	Barnet	Route extension from Brent Cross to North Finchley	
383	22 October 2022	Barnet	Route extension from Woodside Park station to Finchley Memorial Hospital	This extension was initially made under a temporary arrangement during the pandemic.
384	22 October 2020	Barnet	Route extension from Barnet, Quinta Drive to Edgware station	This route extension was quite political. Residents on Salsbury Road have expressed their objections, and we still receive complaints about the extension.
324	28 August 2021	Barnet, Harrow	Route extension from Stanmore to Centennial Business Park, Elstree	While this bus service does now serve RNOH, the bus stop it pulls into is still quite a walk from the main road to the hospital entrance.
N20	4 February 2022	Barnet	Route extension from Barnet Church to Barnet Hospital	This extension had been made earlier under a temporary arrangement during the pandemic, which was later made permanent.
234	4 February 2023	Barnet	Route extension from Highgate Wood to Archway station	This extension provides Barnet residents with new transport links, but it is not strictly in Barnet.

N271	4 February 2023	Barnet	New route introduced between Moorgate and North Finchley bus station	
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Appendix 3: Ongoing and upcoming local bus consultations

- Following the Mayor’s announcement that the Ultra Low Emissions Zone (ULEZ) will be expanded London-wide, he also announced that more than a million kilometres will be added to outer London’s bus network.
- On 6 March 2023, TfL launched four separate outer London bus route consultations, including one in Brent Cross, closing on 16 April. Another outer London bus route consultation will be launched on 15 March on services around Wembley Stadium. Please note that the proposed changes in this consultation only impact the Wembley end of the bus routes, rather than the parts of the routes operating through Harrow.

Bus consultation	Date of consultation launch	Boroughs impacted	Proposals
Brent Cross – proposed changes to routes 102, 189, 210, 232, 266, 316, 326 and C11	6 March 2023	Barnet, Brent	We are aiming to adapt and develop a bus network ready to serve the new Brent Cross West railway station, the growing Brent Cross Town community, and other developments around Edgware Road.
Wembley – proposed changes to bus routes 92, 202 and 440 Please note that the proposed changes for this bus consultation are happening at the Wembley end of the routes, rather than in Harrow.	15 March 2023	Camden, Ealing, Harrow, Hounslow	We have worked with the London Borough of Brent to review local bus services around Wembley Park and Wembley Stadium. These proposals have been designed to support new developments and changes to the road layout.
Route 223 extension	24 May 2023	Harrow, Brent	This consultation is on proposals to the extend route 223 from Harrow Town Centre to the new Kodak Development on Harrow View.
Wood Green / Haringey Heartlands bus changes	5 June 2023	Barnet, Brent, Camden, Enfield, Islington, Hackney,	This consultation is on proposals to reduce the bus

		Redbridge, Waltham Forest, Westminster	numbers on Wood Green High Street to better match passenger numbers, and to provide a bus service for Haringey Heartlands.
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Appendix 4: Letter to Seb Dance from Navin Shah CBE, 3 January 2023

Seb Dance

By letter

Date: 3 January 2023

Dear Seb,

Campaign for Public Transport Access to RNOH/Aspire in Harrow

As a way of introduction, I'm former Chair of London Assembly and former London Assembly member representing Harrow and Brent for 13 years. I was also member of Transport Committee including chair of Transport Committee for over a year (2019/21).

I stood down as an elected member at the last GLA elections in 2021 and since then I'm 'actively retired' supporting / working with voluntary and stakeholder groups dealing with accessibility for various causes.

FYI during my role as the London Assembly Member I took up accessibility for the service users of the world renowned Royal National Orthopaedic Hospital (RNOH) & Aspire Leisure Centre (both located on the same site in Stanmore) for provision of lifts at Stanmore Station and public bus links to the hospital site. The issues still remain unresolved and require short/long term resolution.

FYI as part of my accessibility campaign a site visit was arranged at Stanmore station in January 2019 with Heidi Alexander then the Deputy Mayor for Transport for London and campaigners including Rob Hurd Chief Exec of RNOH and Brian Carlin CEO of Aspire. See here is the link of the site visit: <https://www.aspire.org.uk/news/stanmore-station>

May I please request a similar site visit by you, TfL Colleagues and Krupesh Hirani AM for Brent and Harrow? I will be overseas till the last week of February so I would appreciate if you can give your availability in March please.

Paul Fish CEO of the RNOH and Brian Carlin CEO of Aspire Leisure Centre have agreed to attend the site visit at Stanmore Station and meet you ideally at the Hospital site to look at the long term bus links provision to the hospital site itself. I look forward to hearing from you with alternative dates to meet in March.

Best Regards.

Yours sincerely

Navin Shah CBE

Appendix 5: Aspire’s write-up of the meeting at Stanmore station with Heidi Alexander, Navin Shah CBE, Rob Hurd (CEO, RNOH) and Brian Carlin (CEO, Aspire) to discuss step-free access, 18 February 2019

<https://www.aspire.org.uk/news/stanmore-station>

Campaign for step-free access at Stanmore station

On Friday 18th January, Aspire’s CEO Brian Carlin and Rob Hurd, CEO of the Royal National Orthopaedic Hospital met with Deputy Mayor of London for Transport Heidi Alexander and Navin Shah, Assembly Member for Brent & Harrow.

The meeting was held at Stanmore underground station, where they discussed improving the current step-free access for disabled people. Joe Gilbert, Duty Manager at Aspire Leisure Centre and a wheelchair user for 46 years, demonstrated how difficult the 300m winding pathways are to navigate, even for someone as fit and healthy as he is.

Joe Gilbert said, “If I hadn’t been handcycling regularly for the last five years, I would never have been able to push myself up the slope on my own. It’s all uphill and the surfaces are so uneven with bumps and holes it’s quite dangerous. If it was raining or snowing it would be impossible. Most wheelchair users I know wouldn’t be able to get off a tube train and make it all the way up to the street.”

Brian Carlin, Aspire’s CEO, says, “I was delighted to meet with Navin Shah and Heidi Alexander and to have the opportunity of demonstrating the difficulties disabled people face when getting off a tube at Stanmore and up to street level. This is an issue Aspire has been campaigning about because Stanmore is the nearest underground station to the Aspire Leisure Centre and Royal National Orthopaedic Hospital, both of which have many visitors with limited mobility. I look forward to further discussions about how we can move forward with installing lift access to street level.”