



**Final Report for Mayor of London's Office
My London Survey**

LONDON

29th June 2009

The Nationwide Access Register, improving access through communication

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Management Summary

This survey was undertaken to find out from disabled and Deaf people plus parents with young children and elderly people living, visiting and working in London what they consider to be accessible or inaccessible and why. The study provides quantitative and qualitative data about the Capital and its amenities. The results provide the Mayor of London's Office with a meaningful snapshot of the sample's experiences along with suggestions for improving the overall visitor experience.

In total 795 people took part in the study. Some general themes brought out by the study show that in many cases disabled, Deaf, elderly people and parents are willing to overlook or find a work around for the lack of accessibility if the people working at the attraction, restaurant or operating the transport are willing to go the extra mile.

Methodology

Direct Enquiries developed a questionnaire to collect quantitative and qualitative data online, in a paper format and as a telephone questionnaire. This questionnaire was developed in conjunction with the Mayor of London's Office and its stake holders as well as RNID, RNIB and RADAR.

To ensure the survey was accessible to its target audience it was available to complete online via www.london.gov.uk and www.directenquiries.com or by contacting Direct Enquiries for a hard copy in alternative formats including Braille or to complete the questionnaire over the phone.

In addition to Centres of Independent Living and Local Access Groups, the following charities and organisations supported the initiative by promoting the survey via links from their websites, newsletters, e-newsletters and social networking medium eg Twitter.

- Action for blind people
- Action for ME
- Age Concern
- Aspire
- ATOC
- British Computer Association of the Blind Web Site
- Carers UK
- Disability Sport Events
- Downs Syndrome Association
- Leonard Cheshire Disability
- Mobilise
- Motability Operations
- Muscular Dystrophy Campaign
- RNIB
- RNID
- RADAR
- Spina Bifida Hydrocephalus Association

Summary of results

In total 795 people responded to the survey, one third of which are residents in London. Respondents were fairly evenly spread across the Boroughs. Over half of the respondents are employed of which only a third work in London. Over a third of respondents indicated they have a mobility impairment and a fifth rely on a wheelchair or powered scooter.

When asked to provide the names of attractions they found accessible, the results show that for respondents London's historic monuments and museums meet their access requirements closely followed by the Capital's parks and public gardens. Overwhelmingly people considered a location to be accessible when it had facilities for people with mobility impairments.

When thinking about inaccessible attractions there was no clear genre that respondents wanted to visit but found inaccessible. However, respondents did indicate that the absence of facilities for people with mobility impairments and a lack of parking made attractions inaccessible.

When asked which forms of transport are considered to be accessible, respondents indicated that the car and bus were their preferred methods of travel. They were considered to be accessible because they had facilities for people with mobility impairments and parents with children. Respondents identified the London Underground as the least accessible form of transport. When asked what makes a form of transport inaccessible, respondents indicated that the absence of facilities for people with mobility impairments was the greatest barrier.

Less than a third of respondents had paid for visitor accommodation in the last six months. Of those who had paid for accommodation the majority had stayed in mid-range hotels.

The majority of respondents had eaten out in London during the last six months. When asked what practical changes a restaurant could make so it was more accessible, many respondents indicated that accessible toilets were required. Over and above the physical aspects of a location, respondents indicated that Disability Awareness Training for employees would be a significant improvement to a locations accessibility.

When asked about ways that overall accessibility in London could be improved, as a short term fix, respondents wanted to see improvements to the public transport system closely followed by more information about access and facilities. Improvements to public transport was also cited as a long term strategy for improving London's overall accessibility.

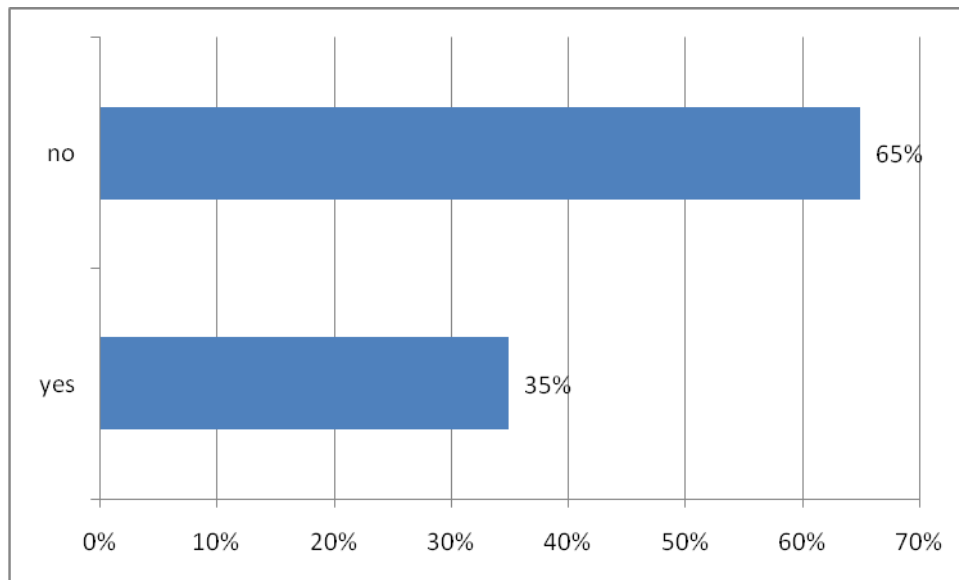
From the qualitative responses three main themes emerge;

- Improved accessibility in the London Underground
- Desire for a better policed and more consistent blue badge scheme
- Disability Awareness Training for everyone working directly with the public.

Questionnaire responses

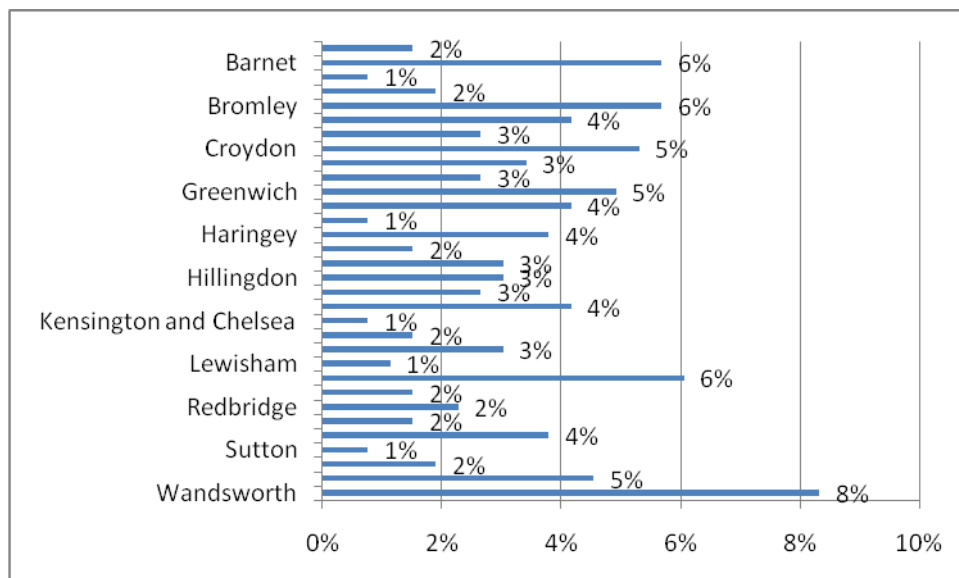
Do you live in London?

Total responses to this question: 795



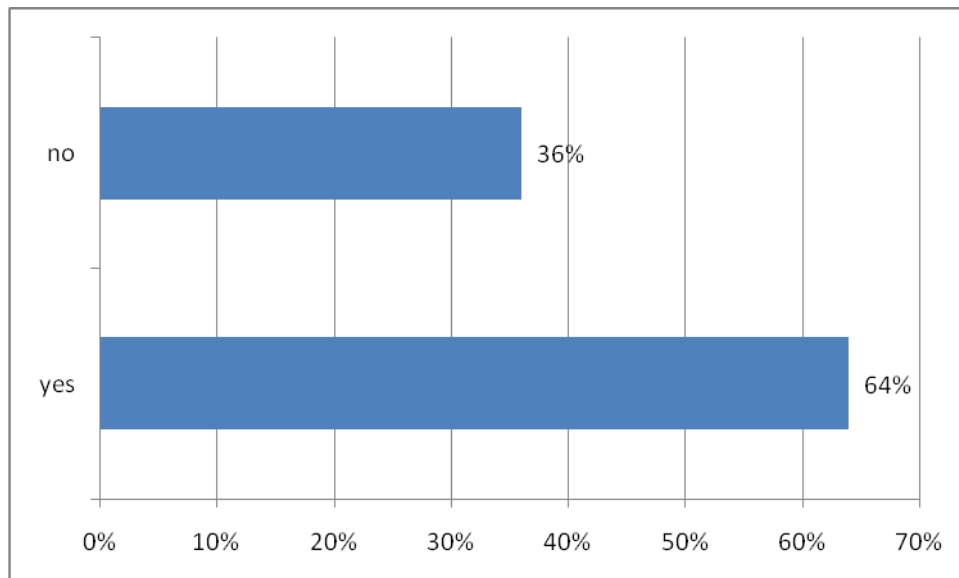
Which Borough of London do you live in?

Total responses to this question: 264



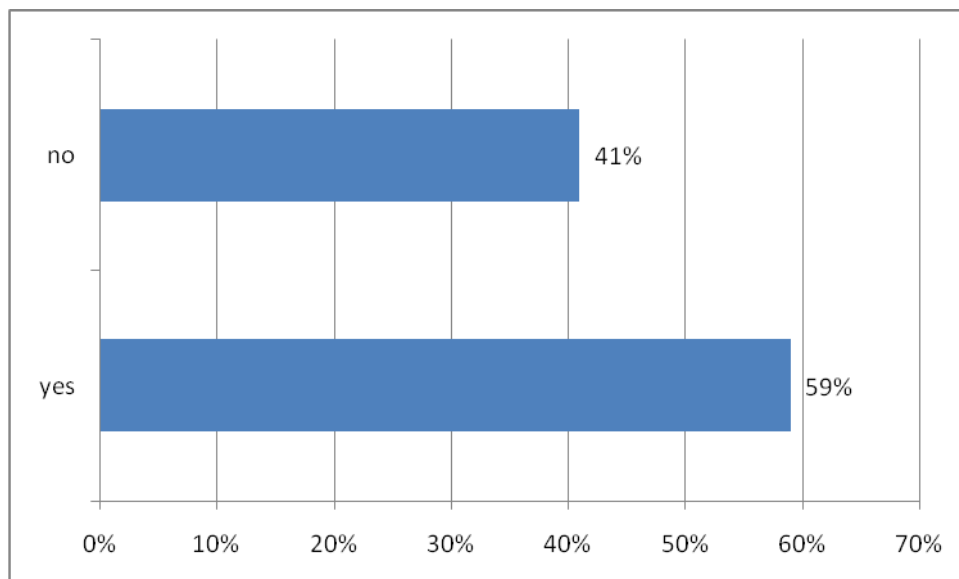
Have you visited London in the last six months?

Total responses to this question: 288



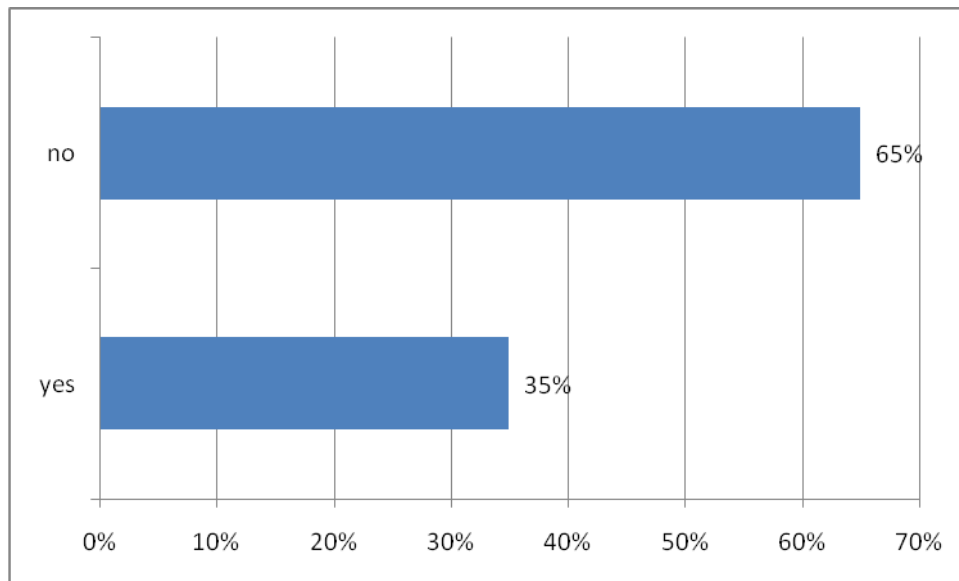
Are you currently employed?

Total responses to this question: 776



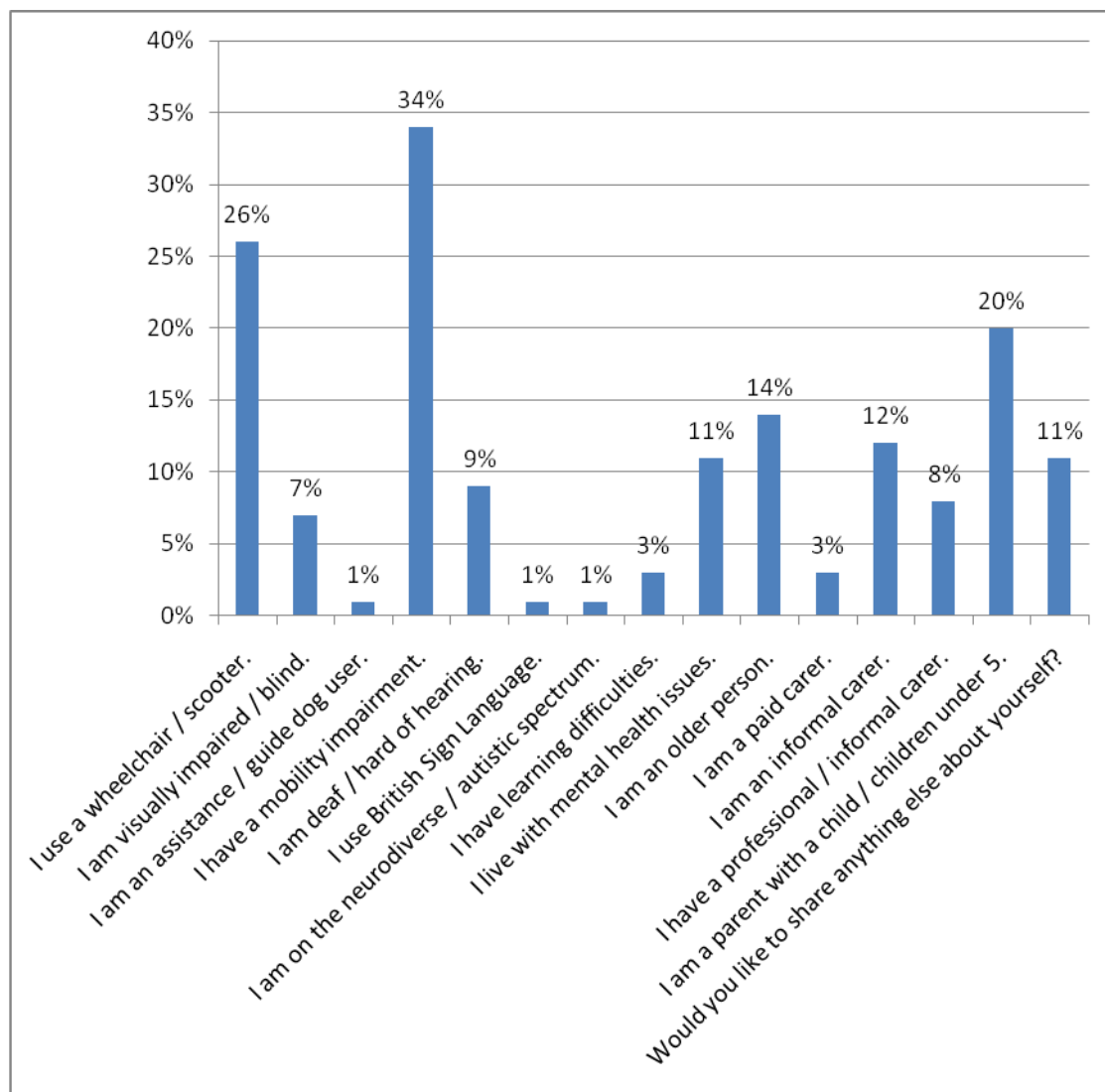
Do you work in London?

Total responses to this question: 579



Do any of the following statements apply to you?

Total responses to this question: 476



Would you like to share anything else?

anxiety sufferer

Care for 87 year old mother

chronic migraines with hemiplegia

I am pregnant & my father is disabled

i am the parent of a disabled child that uses a wheelchair

I have arthritis

I have slow thinking skills sometimes

i left london where i was born and raised 8 years ago

i suffer from a bad back (some fusion of my spine) so difficult to walk for long but not actually classed as disabled

Have Multiple Sclerosis

I use British Sign Language

I am registered as ambulant disabled

I am a lesbian and my girlfriend is my carer

I have short term memory problems

type 1 injecting Dieabetic

I work for a charity that helps people with both sensory and physical disabilities so am aware of the accessibility problems they might face

I work for a charity which assists people with disabilities

I'M HAVING CHEMO

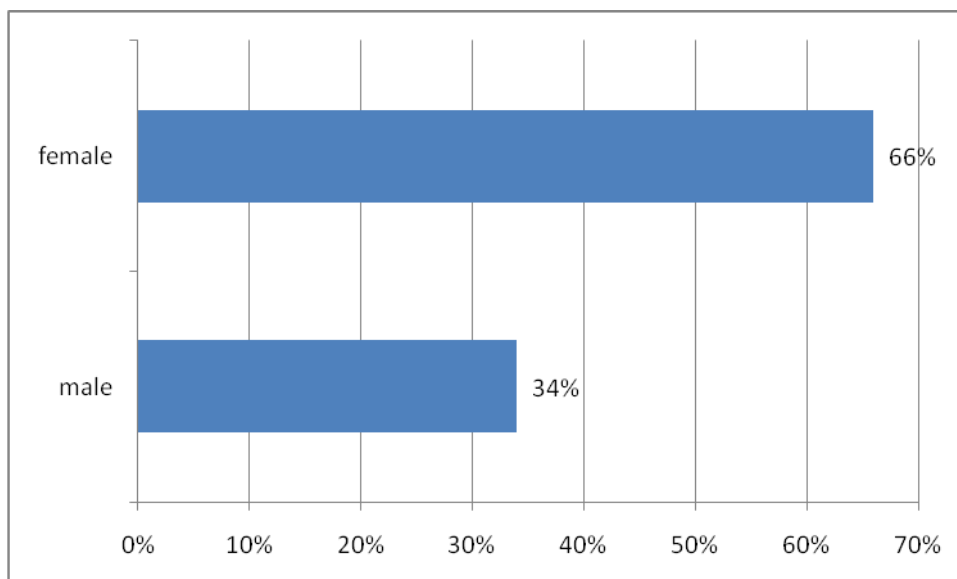
My wife is a wheelchair user

work part time mum of 2 boys

Working in the disability/accessibility sector

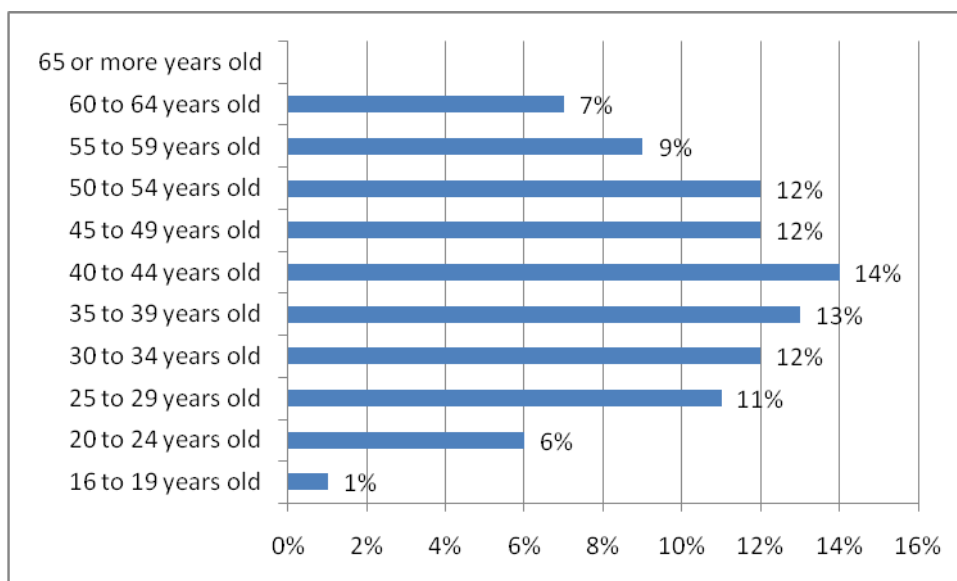
Are you male or female?

Total responses to this question: 745



How old are you?

Total responses to this question: 741

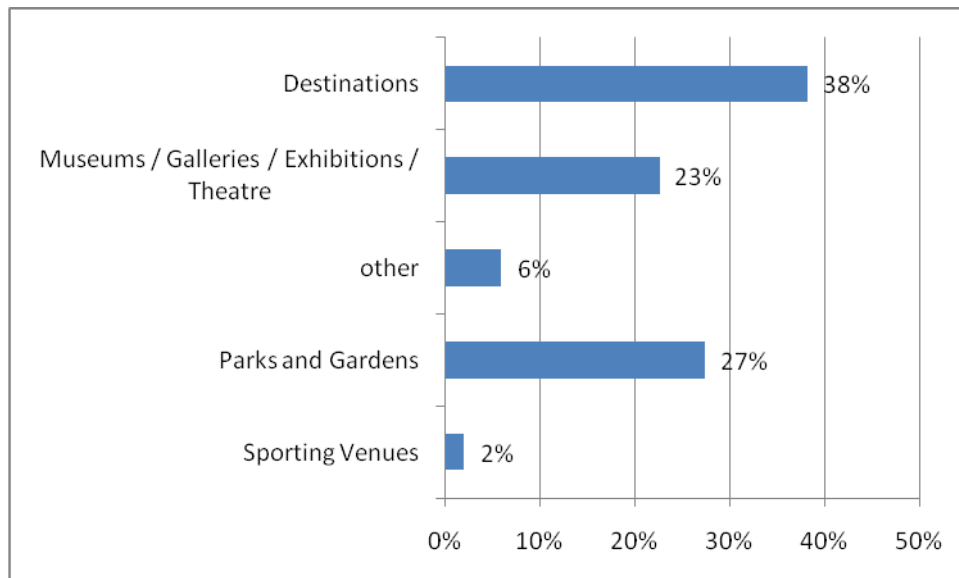


Thinking about London, please provide the names of attractions you consider to be accessible, for example: a major park or historic building.

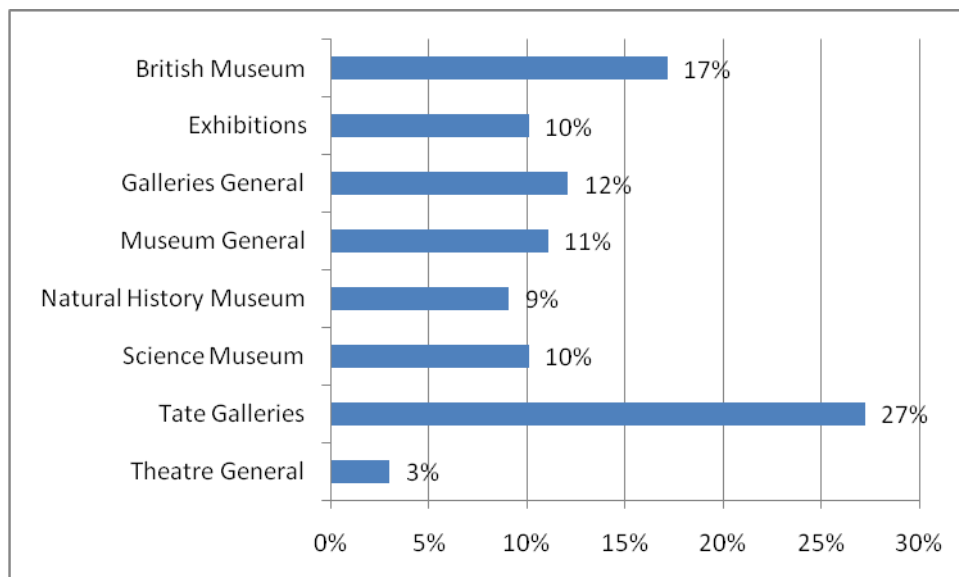
Which attraction do you consider to be the most accessible?

Total number of responses: 437

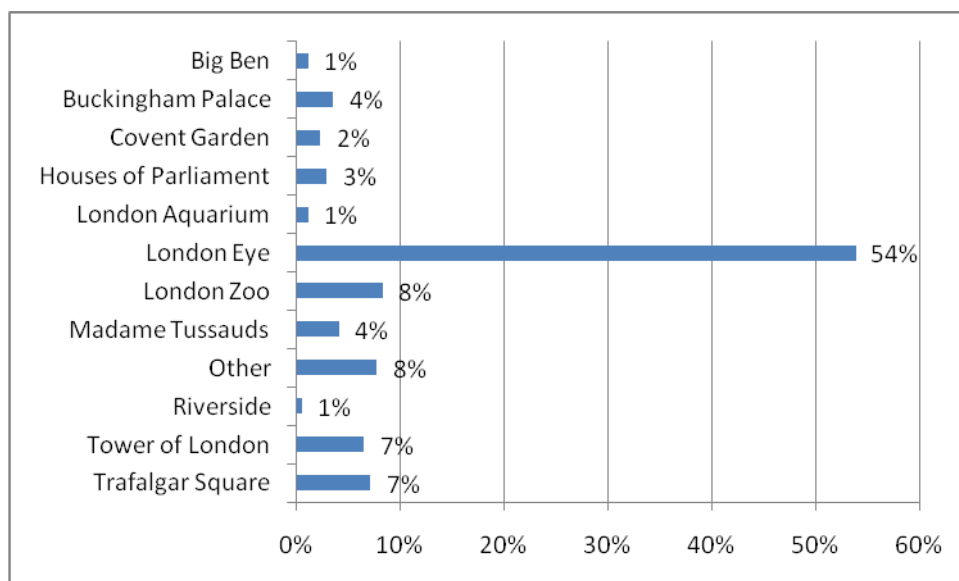
This question was an open response enabling people to provide unprompted answers.



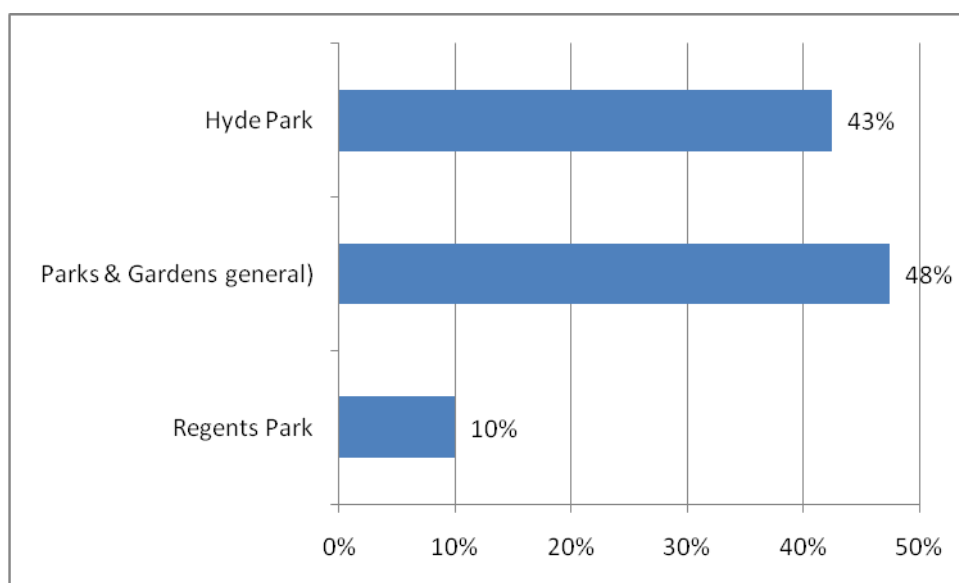
Total Responses



Break down of accessible Museums / Galleries / Exhibitions / Theatres



Breakdown of accessible destinations

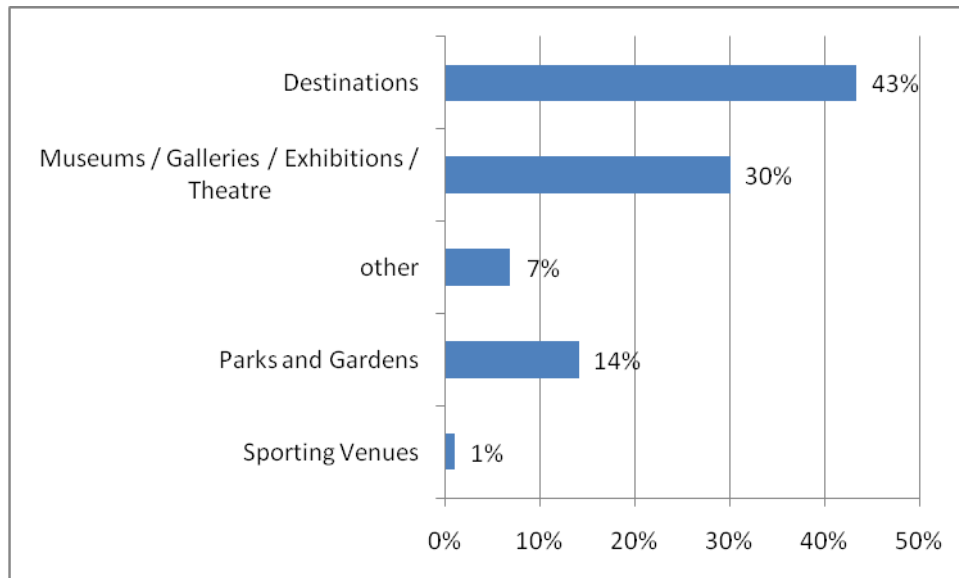


Breakdown of accessible Parks and Public Gardens

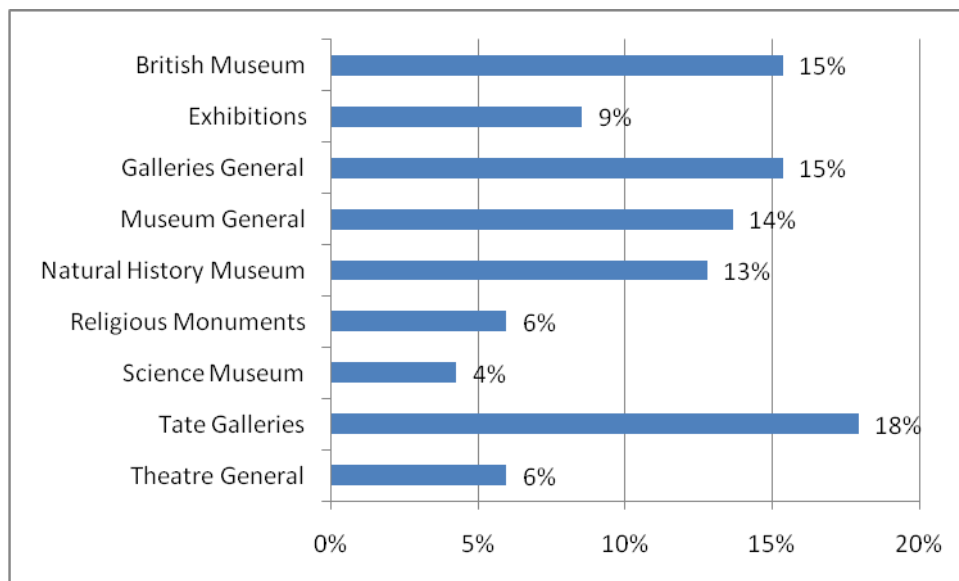
Which attraction do you consider to be the second most accessible?

Total number of responses: 389

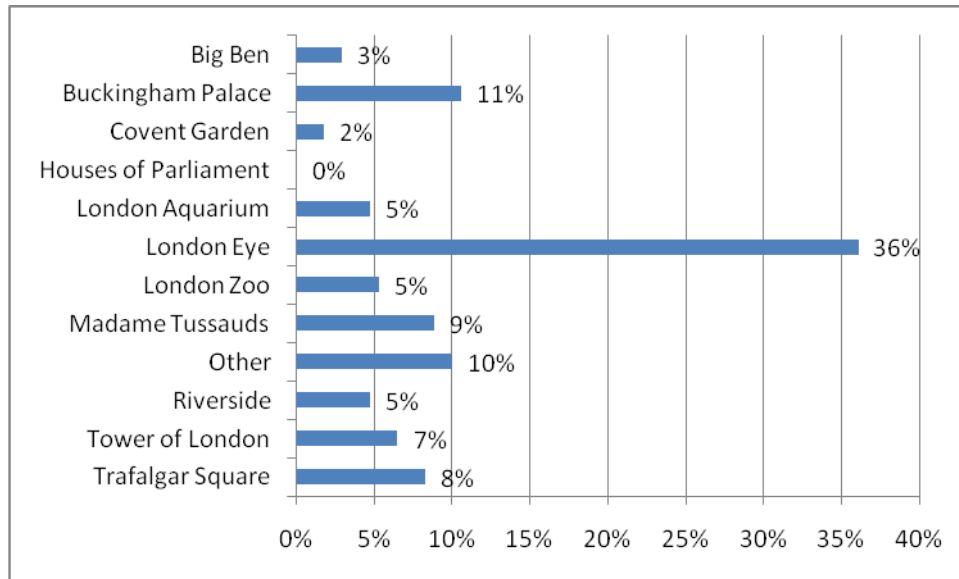
This question was an open response enabling people to provide unprompted responses.



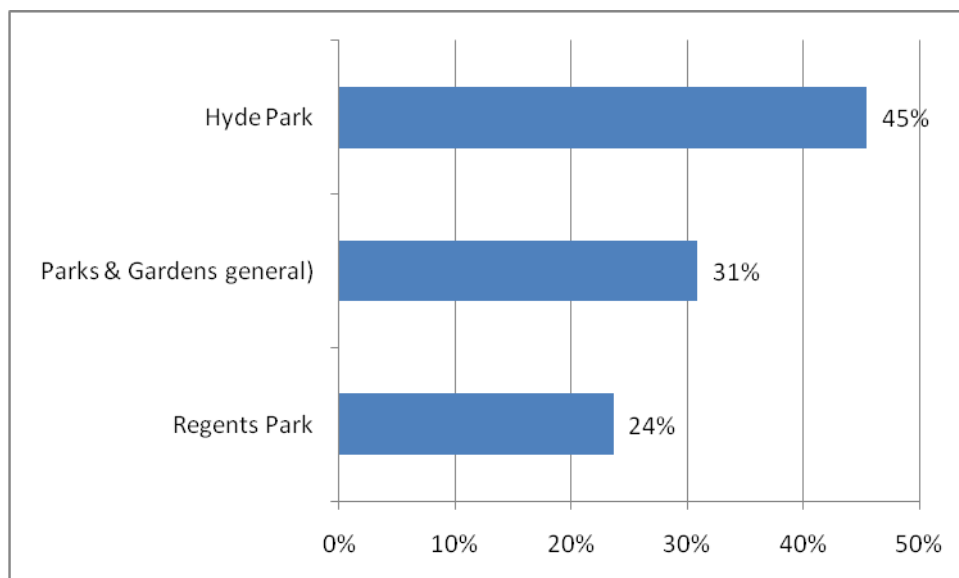
Total Responses



Break down of accessible Museums / Galleries / Exhibitions / Theatres



Breakdown of accessible destinations

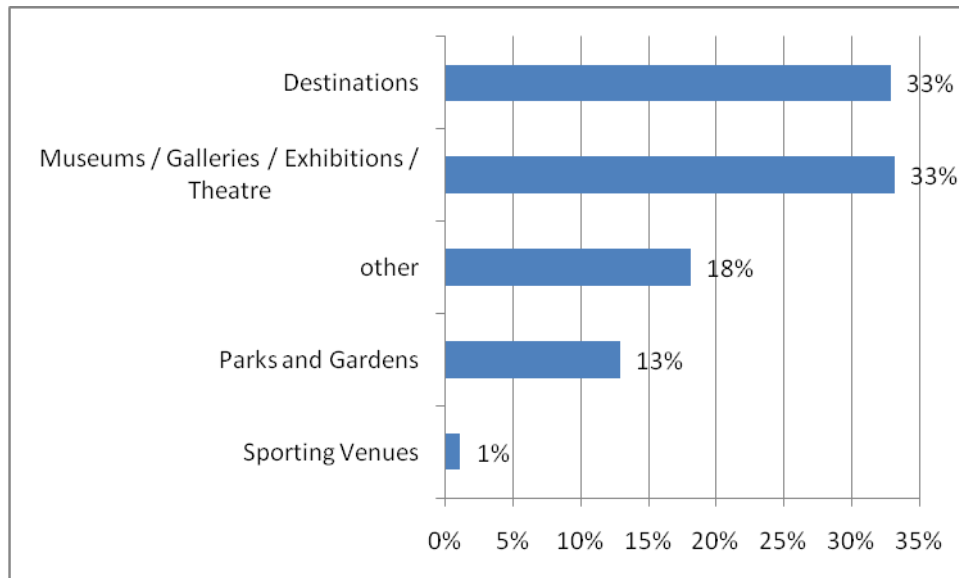


Breakdown of accessible Parks and Public Gardens

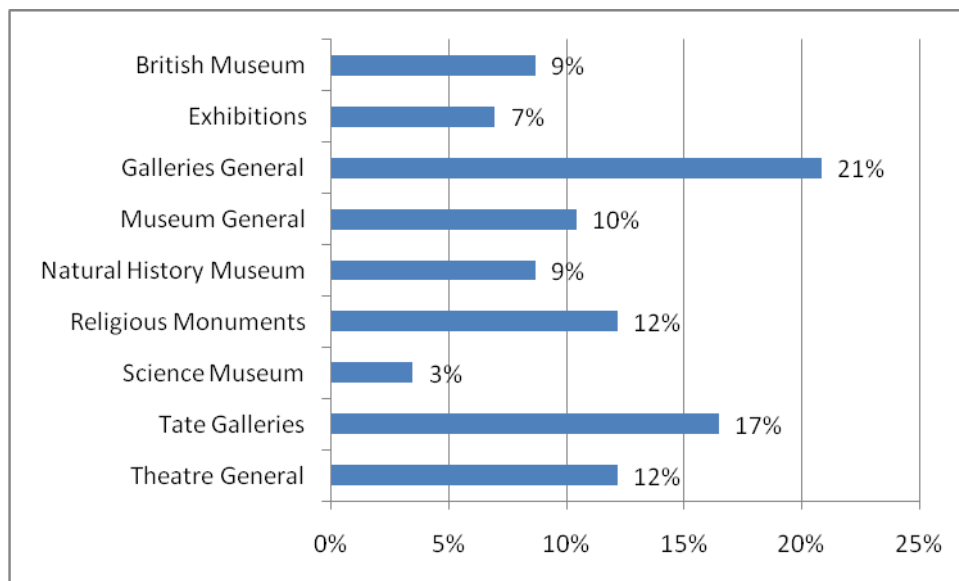
Which attraction do you consider to be the third most accessible?

Total number of responses: 346

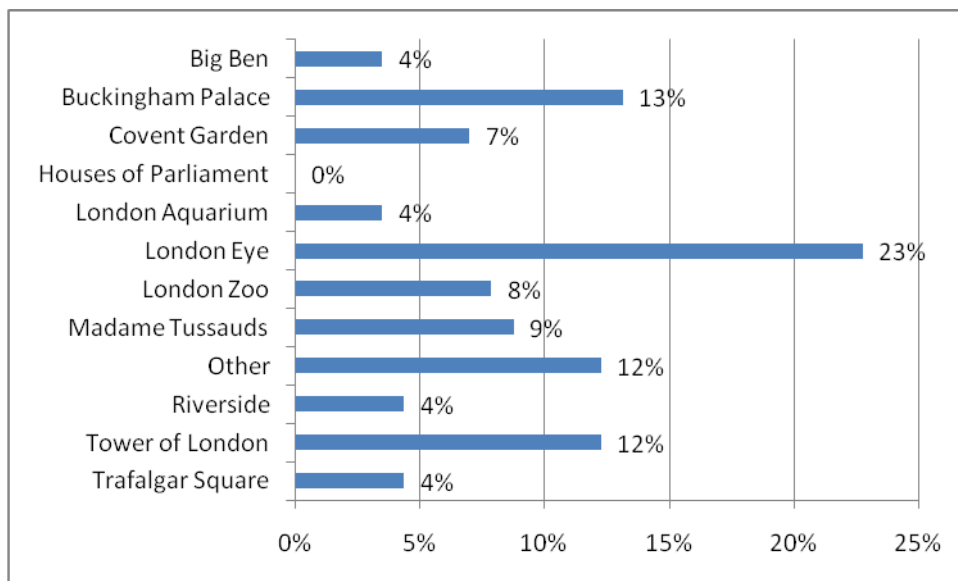
This question was an open response enabling people to provide unprompted responses.



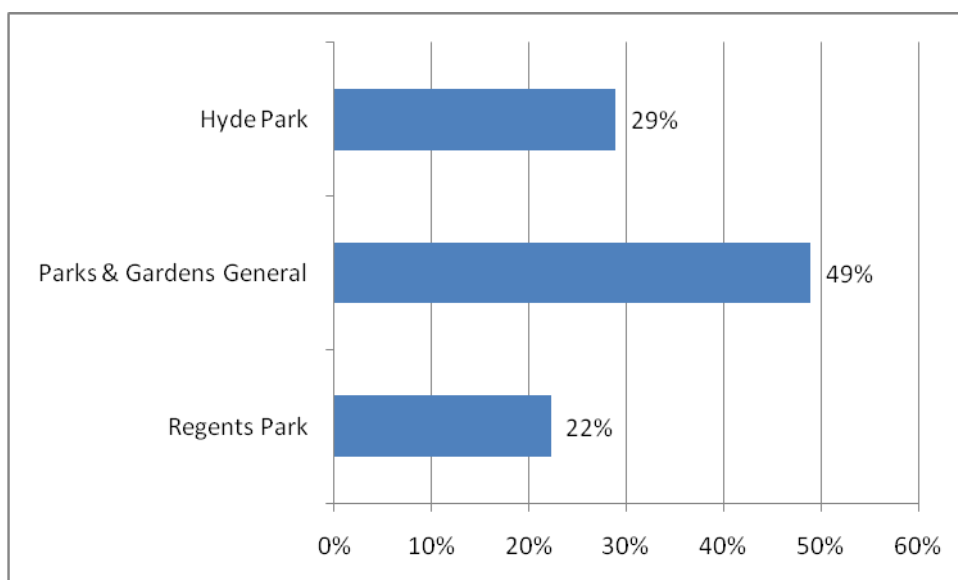
Total Responses



Break down of accessible Museums / Galleries / Exhibitions / Theatres



Breakdown of accessible destinations



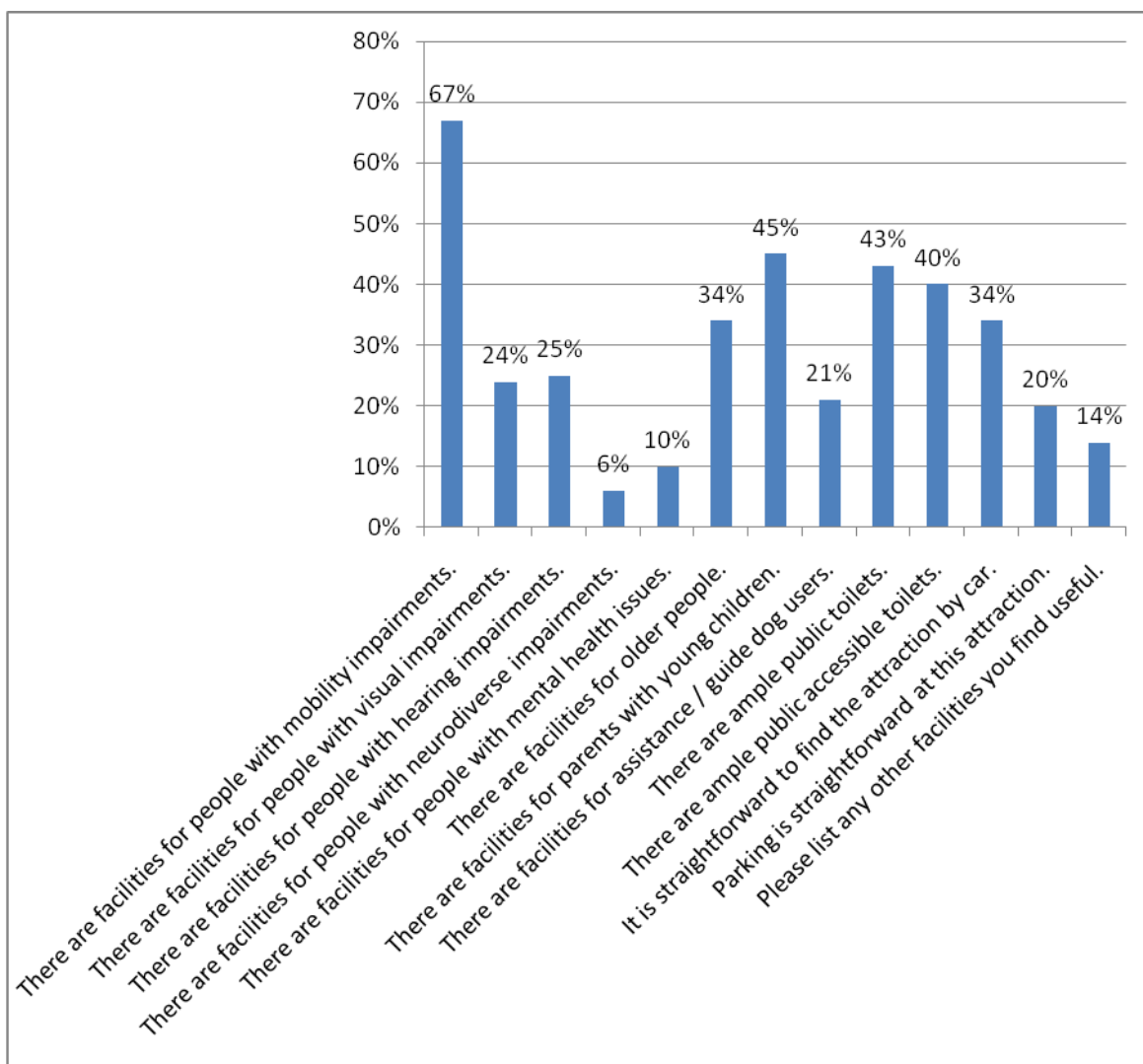
Breakdown of accessible Parks and Public Gardens

Thinking about the attractions you named in the previous question, please tick all the statements that apply.

What makes the attraction accessible for you?

Total number of responses to this question: 386

Respondents could give more than one response to this question.



Please list any other facilities you find useful.

Not good for toilets! but fairly flat; wide paths (can use sticks easily); plenty of seats.

Its easy to enter the park, and there are plenty of seats making walking around much easier with frequent opportunities to rest.

Its free

Local

Local

No steps

No experience

Seating and lack of steps

Staff are very helpful to elderly and pushchairs in helping you on and off

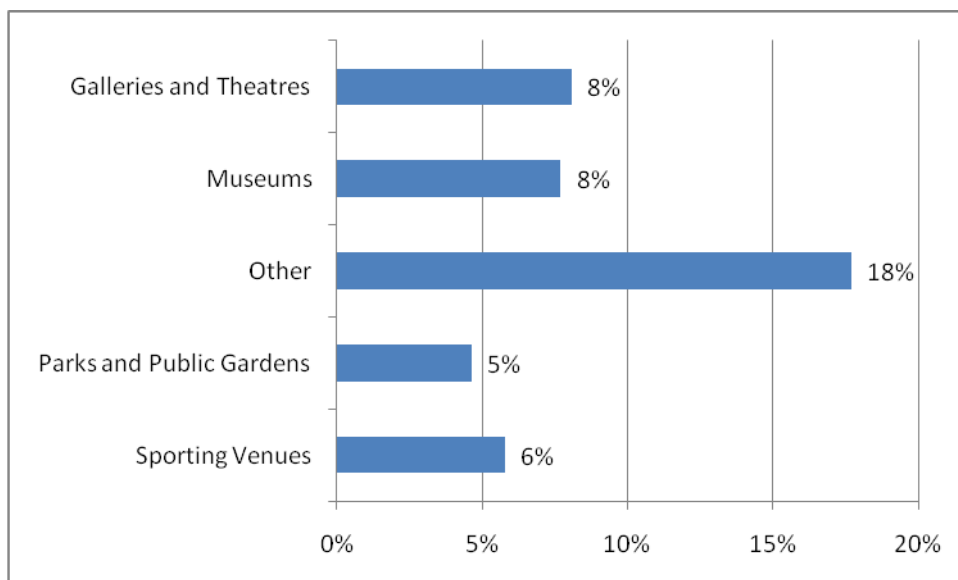
it's relatively flat, so accessible to suitcases as well as wheelchairs & pushchairs. It's relatively less busy than other bits of London, so more pleasant.

Accessible tube station
Transport bus
Visitor is static and attraction does the moving.
Free
bus routes
Easily accessible by tube
Easy by tube
easy to find
Easy to get to
Easy to get to by tube
Easy to reach by public transport
Easy tube access
It's central
Does not apply
Easily accessible
Easy by tube then on foot
easy to find
Easy to get to
Easy tube access
It is an open space without steps
It is easy to access by public transport
central ~ lots of buses
Does not apply
local, free, well maintained
Lovely wide open spaces
Same as Globe - not good access, but helpful staff.
Seating and outdoor cafe areas
Exhibitions well designed
Easy to reach by public transport

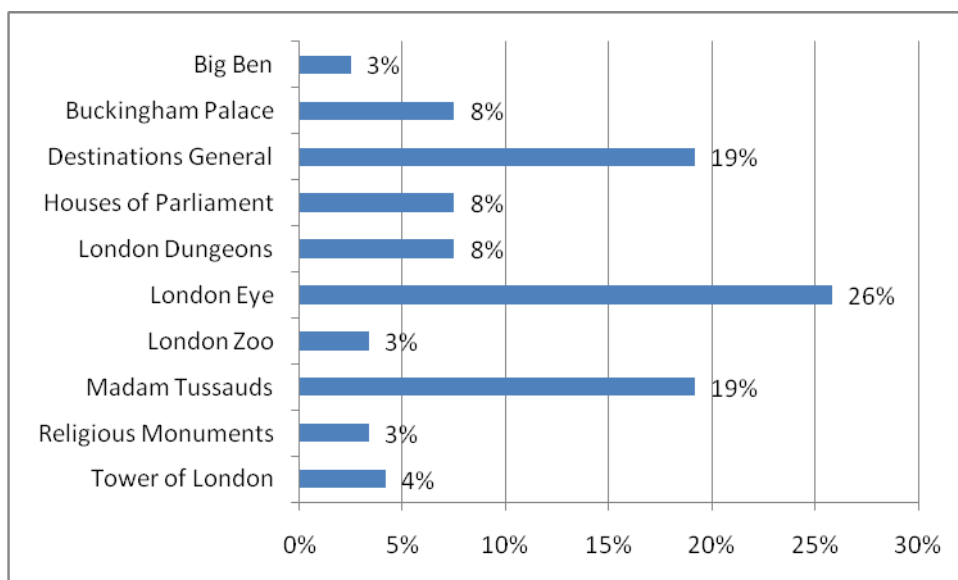
Thinking about London, please name the three attractions you would most like to visit but cannot because you find them inaccessible, for example: major park or historic building.

Please name the first attraction that you would like to visit but find inaccessible.

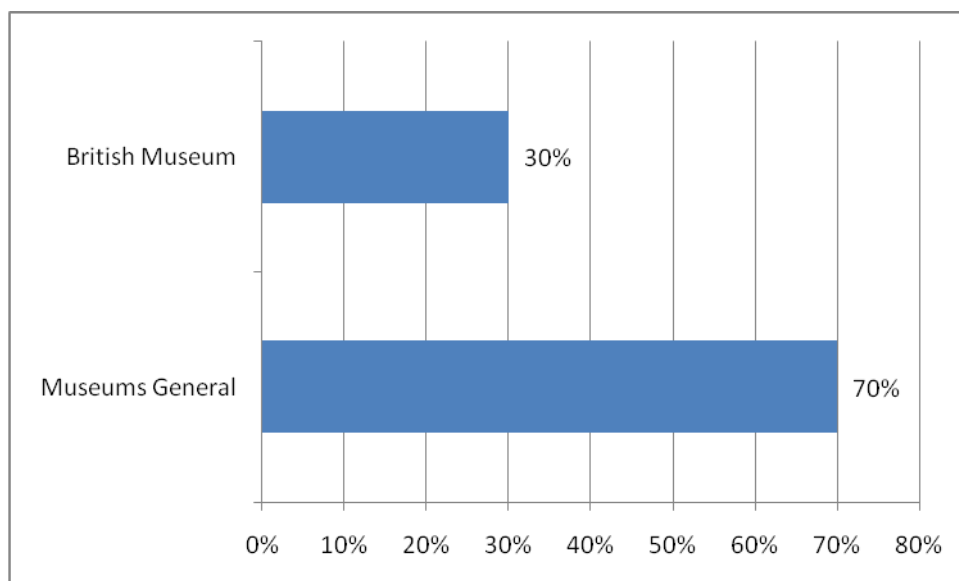
Total number of responses: 260



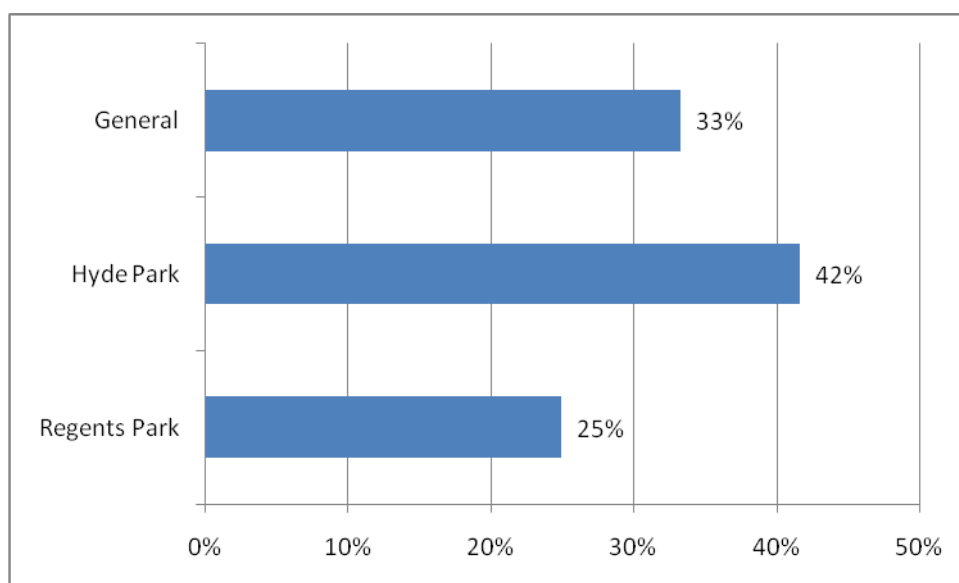
Total Responses



Breakdown of inaccessible destinations



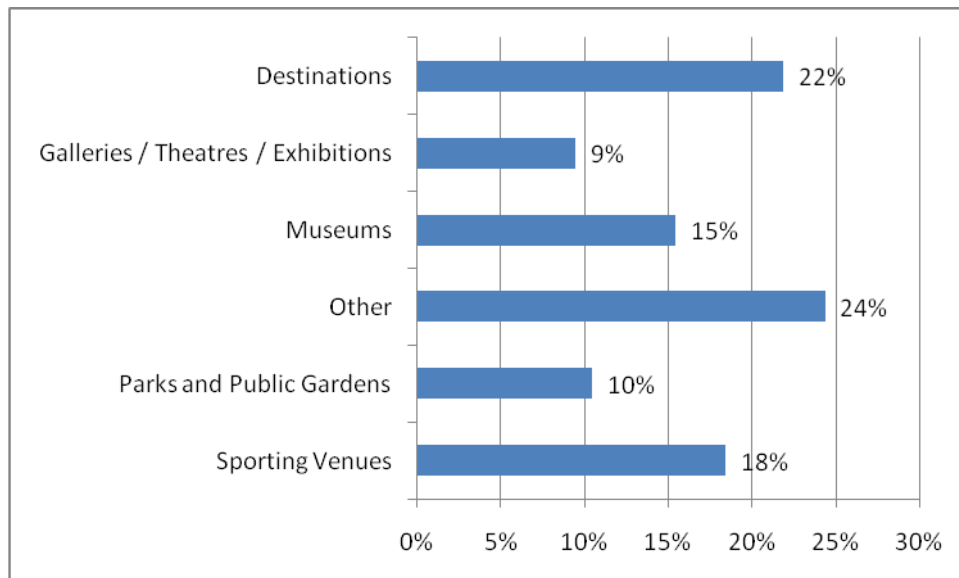
Breakdown of inaccessible Museums



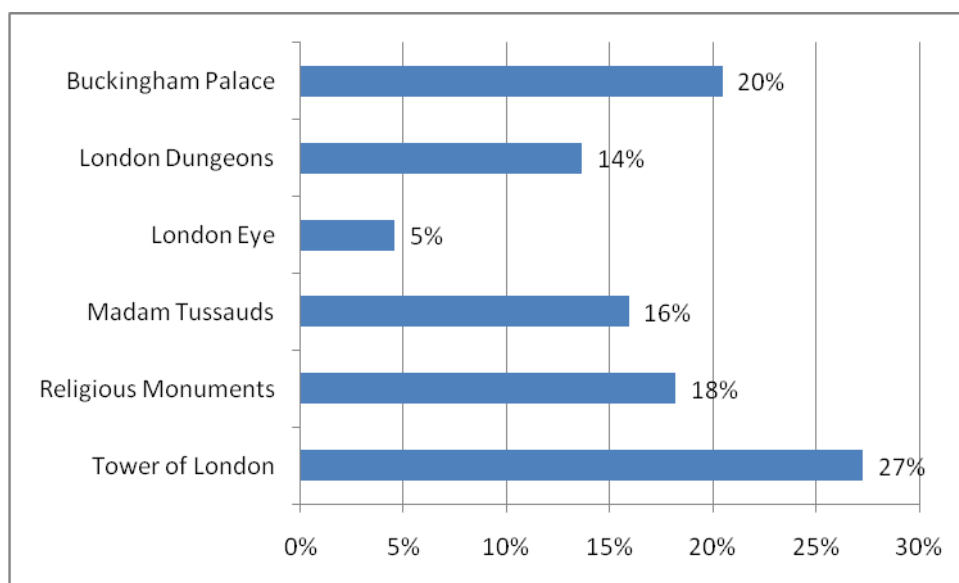
Breakdown of inaccessible Parks and Public Gardens

Please name the second attraction that you would like to visit but find inaccessible.

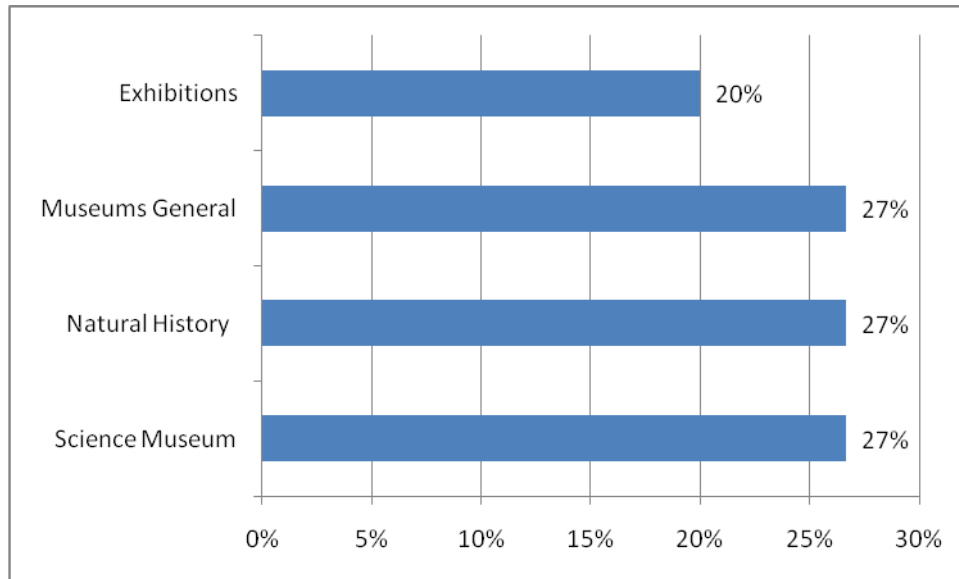
Total number of responses: 202



Total responses.

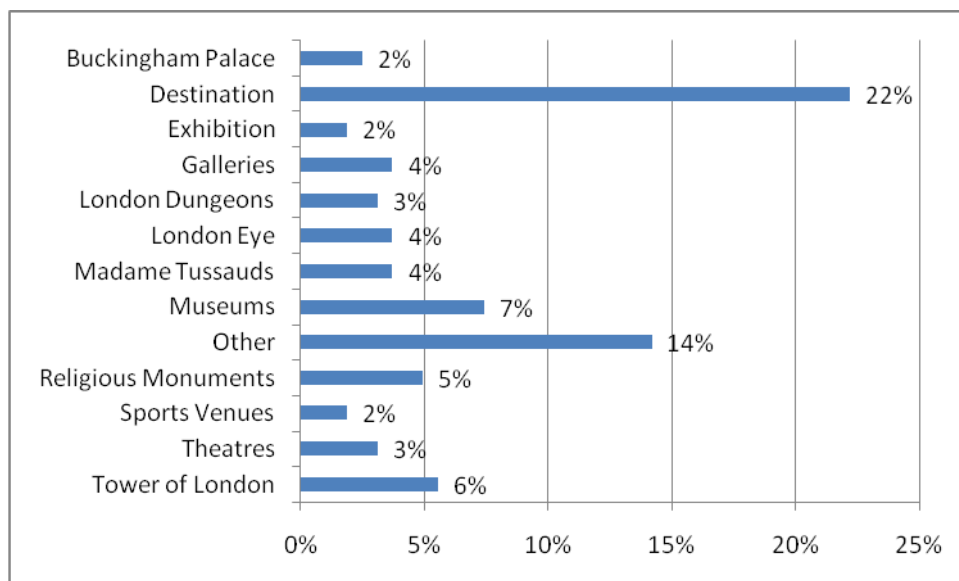


Breakdown of inaccessible destinations.



Breakdown of inaccessible museums.

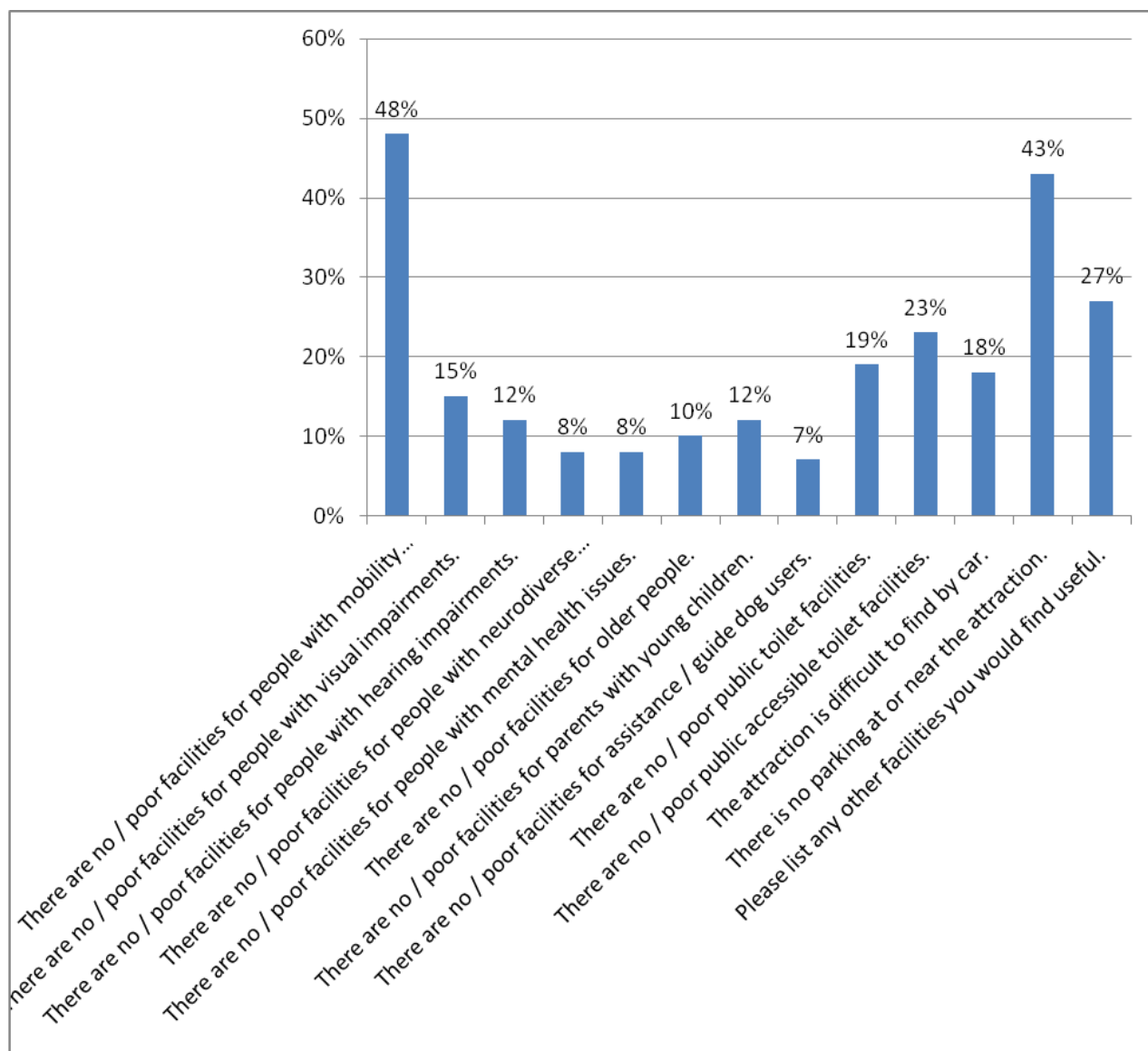
Please name the third attraction that you would like to visit but find inaccessible.
 Total number of responses: 162



Why do you find the attraction inaccessible for you?

Total number of responses: 220

Respondents were able to give more than one response to this question.



Which of the following forms of transport or facilities have you use in the last six months?

Total respondents: 400

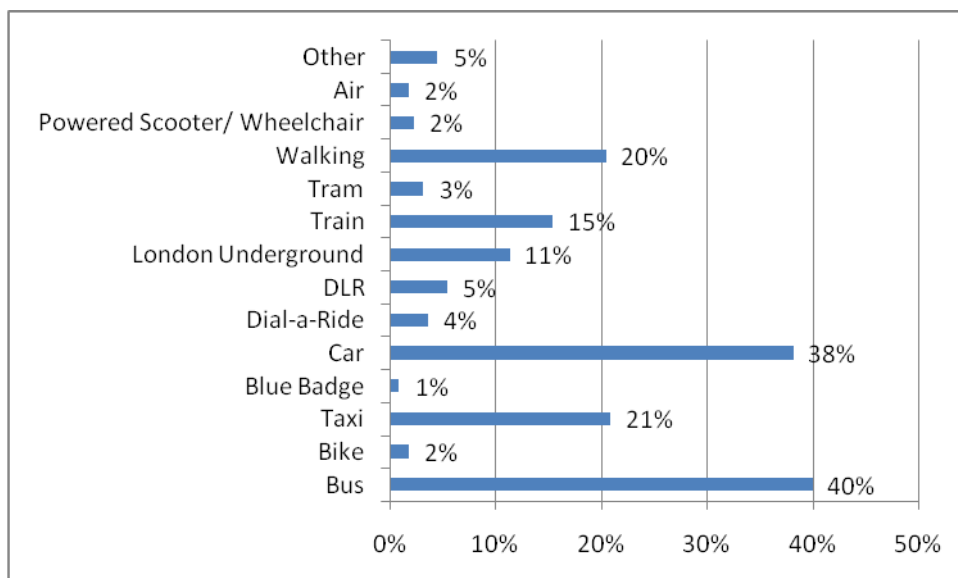
Respondents could select more than one option.

	Very Regularly (more than 3 times per week)	Regularly (Once a week or less)	Sometimes (Once per month)	Rarely (Less than twice per month)	Occasionally (Three times per year or more)	Never	Response Total
Air Travel	0.58% (2)	0.29% (1)	4.37% (15)	6.41% (22)	43.73% (150)	44.9% (154)	343
Blue Badge Parking	30.66% (107)	6.02% (21)	3.15% (11)	1.15% (4)	3.15% (11)	56.16% (196)	349
Bus	28.08% (107)	12.6% (48)	15.75% (60)	8.4% (32)	17.06% (65)	18.9% (72)	381
Cycle	2.94% (10)	3.24% (11)	4.71% (16)	3.53% (12)	10% (34)	75.88% (258)	340
Dial-a-Ride	0.89% (3)	1.19% (4)	2.38% (8)	1.79% (6)	2.68% (9)	91.07% (306)	336
Docklands Light Railway	2.29% (8)	2.29% (8)	7.43% (26)	6% (21)	22.29% (78)	60.29% (211)	350
London Underground	18.06% (69)	11.26% (43)	15.97% (61)	12.3% (47)	20.94% (80)	22.25% (85)	382
Mobility Scooter	2.69% (9)	1.49% (5)	1.19% (4)	0.9% (3)	1.79% (6)	91.94% (308)	335
National Rail Trains	13.56% (51)	11.44% (43)	21.81% (82)	12.77% (48)	22.87% (86)	17.82% (67)	376
Tram	2.34% (8)	3.22% (11)	3.51% (12)	3.8% (13)	12.87% (44)	75.73% (259)	342
Taxi	7.26% (26)	13.13% (47)	14.53% (52)	14.8% (53)	28.21% (101)	23.18% (83)	358
Walk	51.96% (186)	10.34% (37)	6.42% (23)	3.91% (14)	4.19% (15)	23.74% (85)	358
Wheelchair (manual)	16.47% (56)	2.65% (9)	3.53% (12)	0.88% (3)	2.65% (9)	74.41% (253)	340
Wheelchair (electric)	12.84% (43)	1.19% (4)	0.9% (3)	0.6% (2)	1.19% (4)	83.88% (281)	335

Please think about the forms of transport you have used during the last six months when answering the following questions.

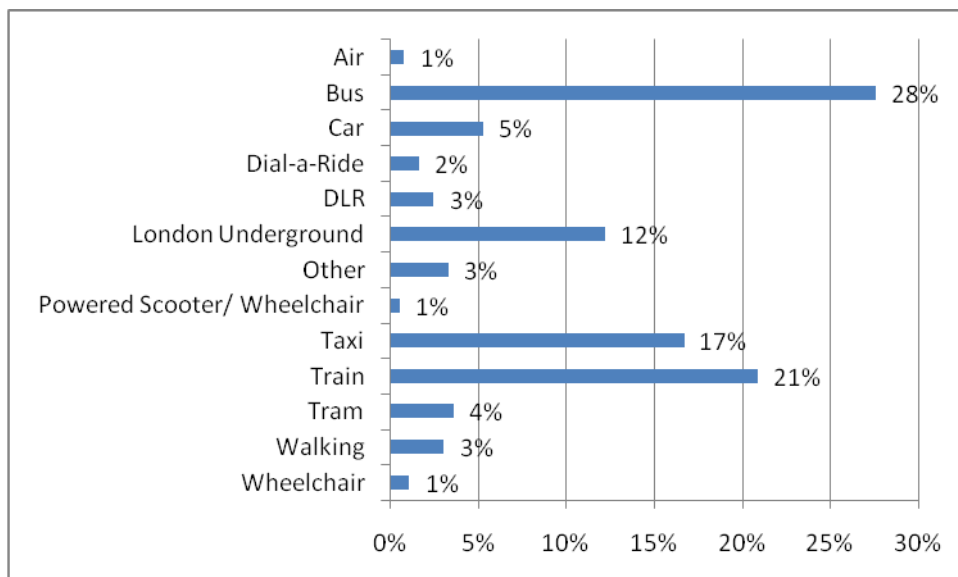
Which form of transport do you find to be the most accessible?

Total respondents: 420



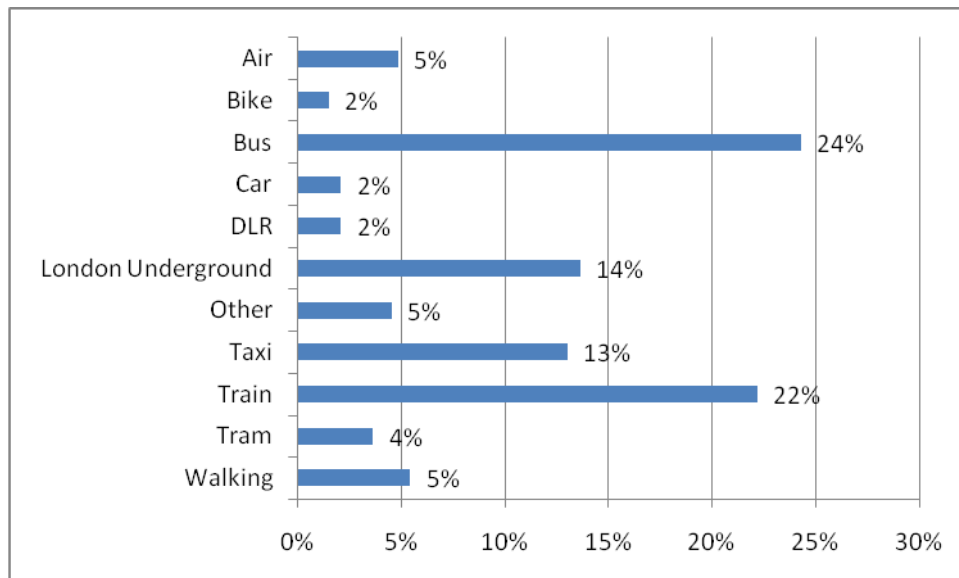
Which form of transport do you consider to be the second most accessible?

Total responses: 359



Which form of transport do you consider to be the third most accessible?

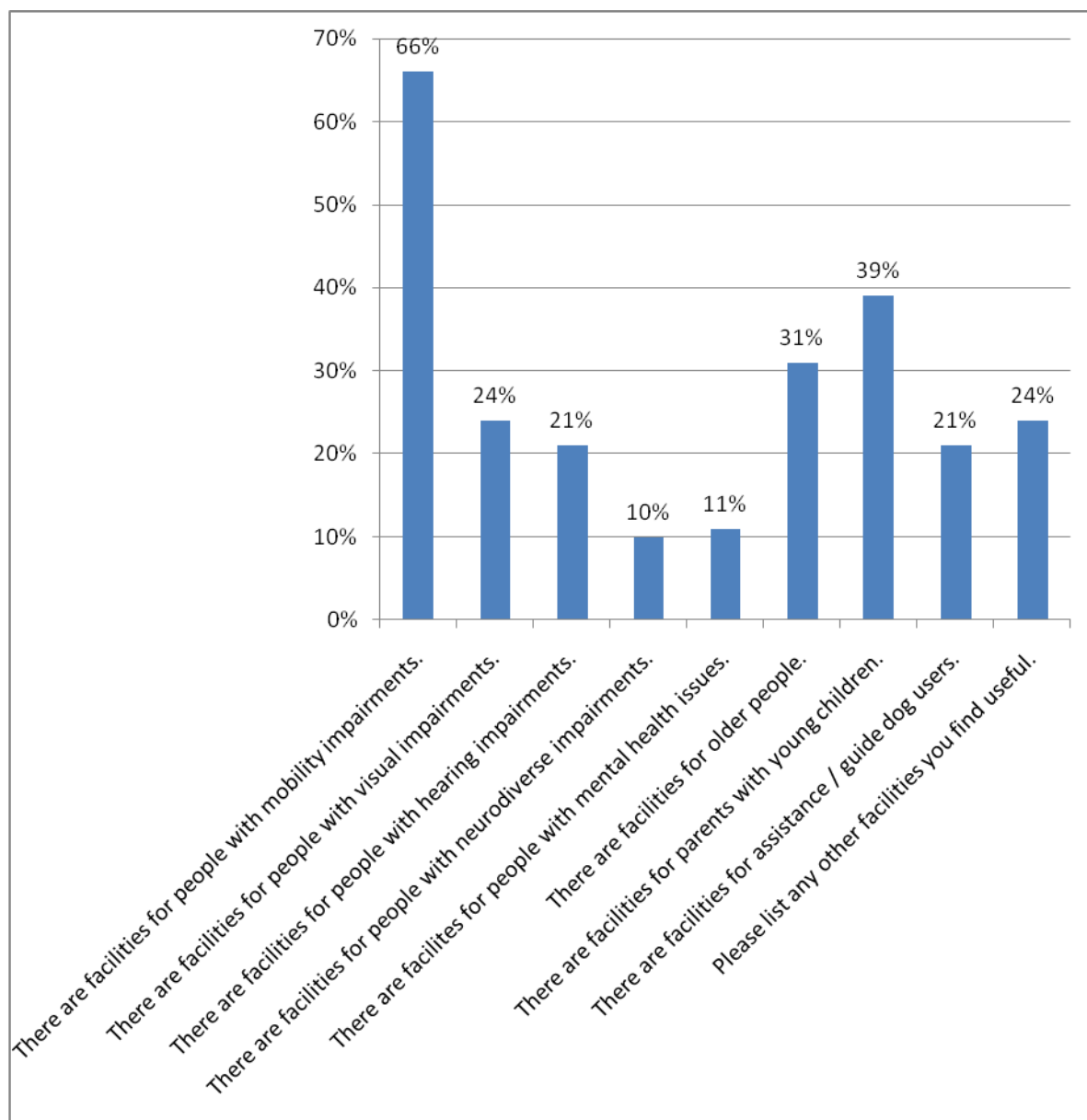
Total responses: 329



What makes this form of transport accessible for you?

Total responses: 319

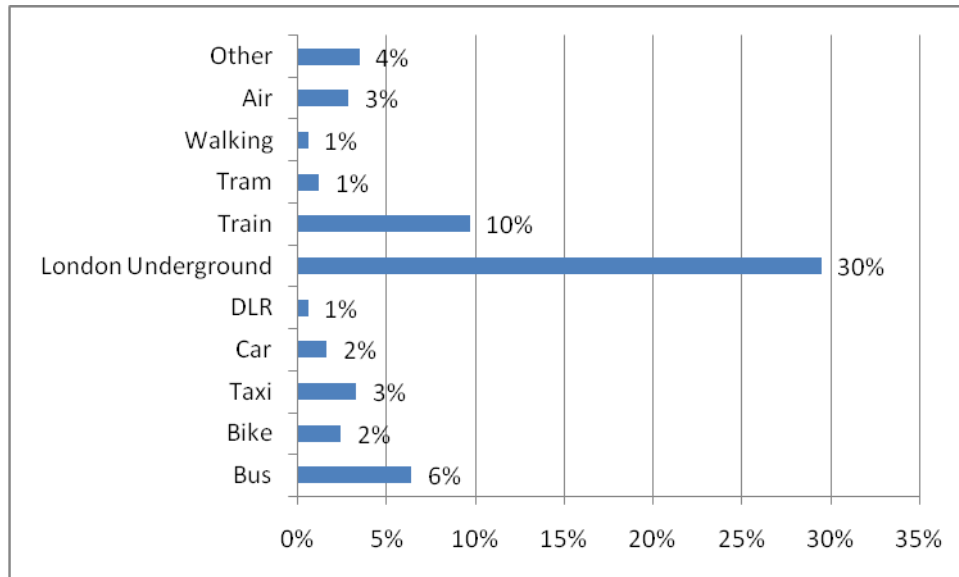
Respondents could select more than one option for this question.



Thinking about the forms of transport you have used in the last six months, which do you find most inaccessible?

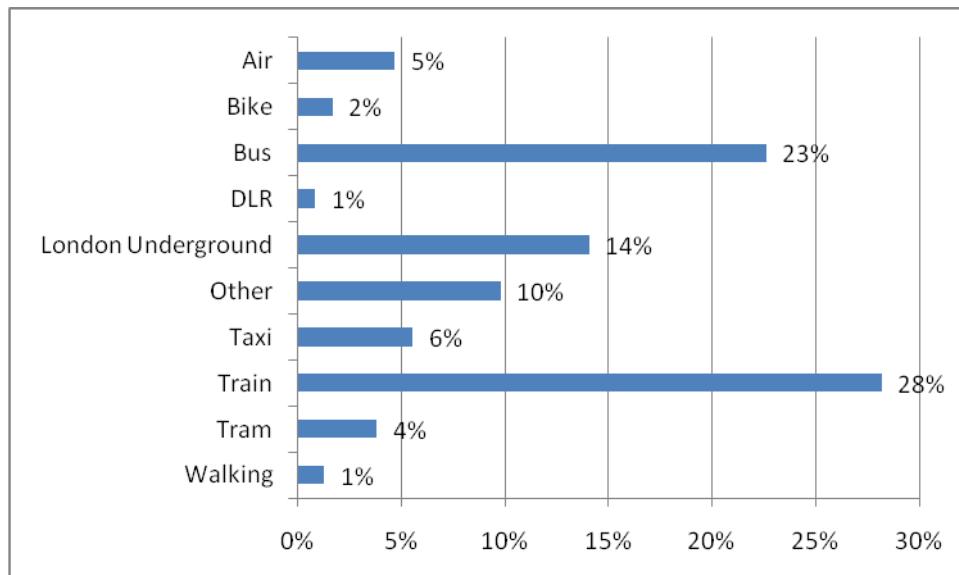
Please name the form of transport you find most inaccessible?

Total responses: 311



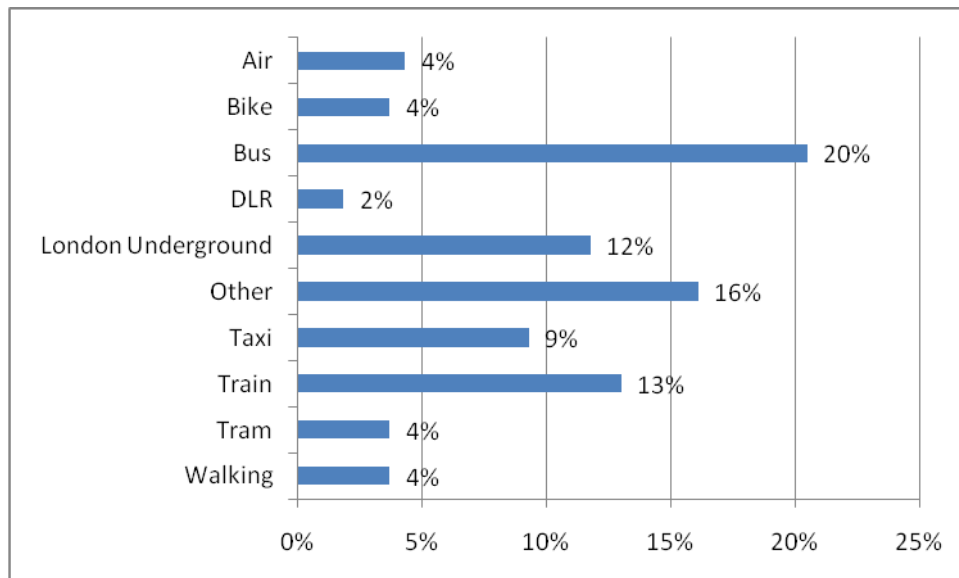
Please name the second form of transport you find inaccessible?

Total responses: 234



Please name the third form of transport you find inaccessible?

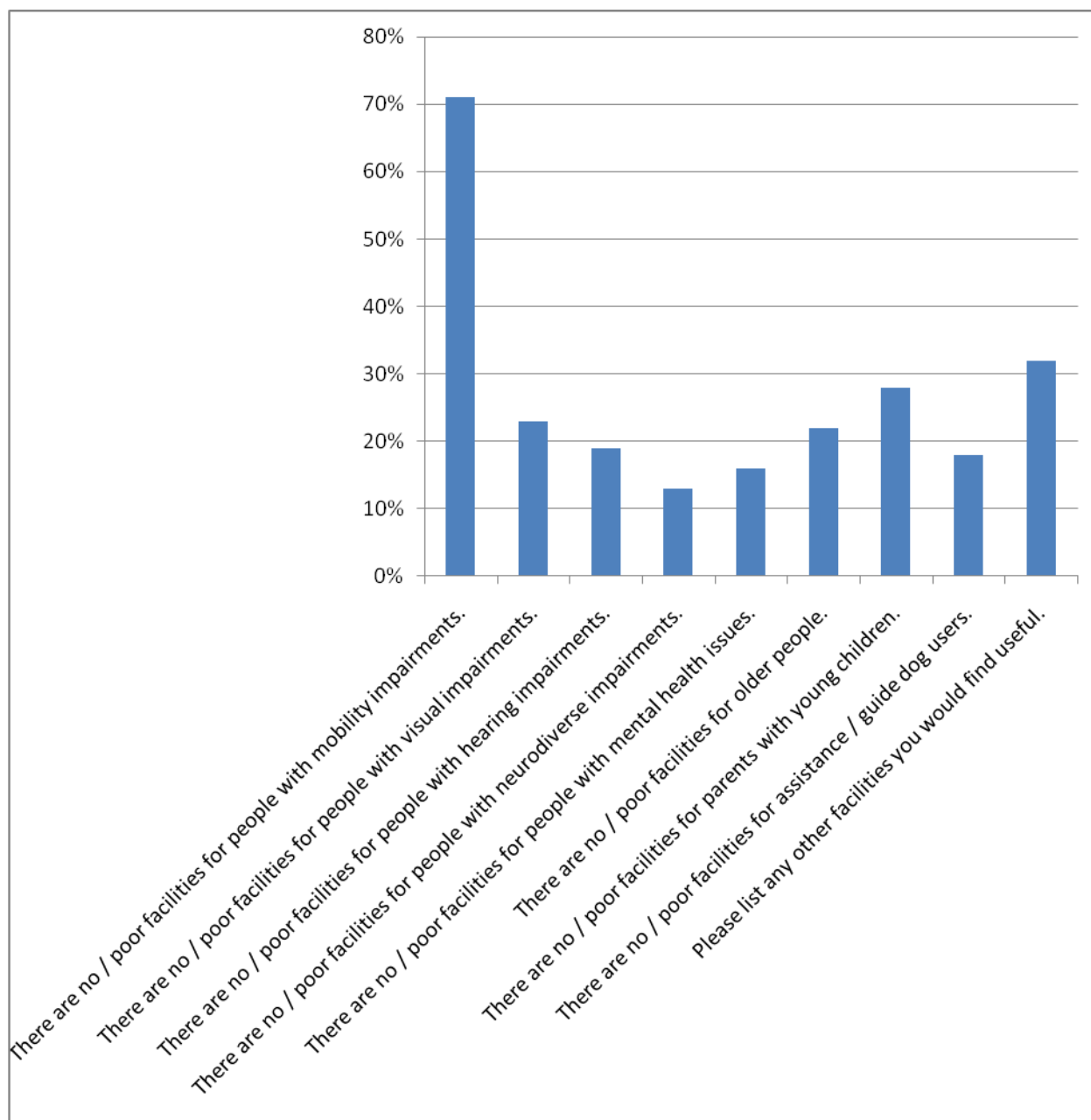
Total responses: 161



Why do you find this form of transport inaccessible?

Total responses: 285

Respondents could select more than one option for this question.



Do you have any general comments about transport that you would like to share?

24 hr tube service + cheaper rail travel

a solution to getting on and off underground trains to avoid the step is really important.

Bendy buses are the most accessible.

a) signage is too small, station / stops should be written larger, + audio announcements not reliable and staff are completely unhelpful, eg, no audio announcements at Earls Court. b) Kings Cross needs better / more signs for Visually Impaired. Often on tubes/buses the audio is switched off. c) At bus stops, its hard to work out what is coming, and drivers are very unhelpful. need to have oral announcements. Not enough space to write more, I have hundreds of comments.

Access at major stations for tube and rail is usually far superior to that at ordinary ones.

Access is improving and just needs to keep it up

Accessibility has improved. Lifts that talk are very helpful the staff on the whole are very helpful. Especially in the bigger stations. Information points uniformed location, so a new user to the station has a way of working out where it is. Especially a blind user. Recorded timetable for rural stations or no staff. People hesitated at Clapham Junction because no tactile pavement and some there's a very big gap.

Accessibility needs to be integrated from the design stage. Providing level access helps those with mobility impairments and everyone else eg. by making it more accessible to those with heavy luggage. Cycle routes need to join up sensibly with other bits of the transport network, with facilities to leave bikes secured at tube/bus stations.

Accessible public transport in London is very disjointed and often, as in the case of rail transport, can only be used with advance notice and planning which discriminates against disabled people as non-disabled people do not need to give advance notice. Many stations are not accessible.

All attraction websites must have clear accessibility info.

All public transport in London is overcrowded and not user friendly to those who rarely visit.

All too often the CIS information is not turned on or incorrect, this is particularly true for National rail. The Concessionary pass needs to be available in ALL Zones on National Rail 24/7

Alternatives to all the stairs in tube stations, routes for people with mobility difficulties between tube lines to reduce the length of walk when changing lines at a station

As a hearing impaired individual I find announcements impossible to understand. They should be displayed on the board as well as spoken over the intercom. I also find it impossible to travel up and down steps with a buggy and think there would be benefit from more lifts being installed

As a parent I often use the wheelchair areas of public transport vehicles. Obviously I have to vacate when a wheelchair user boards but I would like to see more additional flexible space that can accommodate buggies and/or luggage. Also think that announcements on buses and trains (both audible and visual) should be mandatory. This will help people from abroad who may have just heard a station name but can't read it (e.g Southwark) or vice-versa.

Assistance in starting to use buses or tube would be helpful.

Being so crowded means that I do not use London public transport at rush hour. I have left London because I could not manage to live/work there. I moved out so I could use my car. Sad state of affairs!

Better cross links from Bromley across London, Better station facilities and lifts at Bromley South. Staff need training in customer care.

bus drivers do not give mobility impaired people enough time to alight; they frequently try to close the doors while I am getting off and also expect you to manoeuvre your way round the door huggers

Bus drivers often refuse to use the ramps that are fitted to buses, saying they do not work. But surely every ramp on every single bus in London can't be out of order all the time?

Bus Service excellent for wheelchairs. Parking clearly marked and enforced

Bus stops and buses need to be totally level. Some taxi drivers need to be more helpful, some can be a bit abrupt and object getting the ramp up.

Bus transport is getting better, but the passengers are getting more hostile to wheelchair users. I can get on a Tube at my station but can't get off anywhere I want. Black cabs are a rip off, and are very unfriendly. Minicabs do not carry out basic safety measures. I have in depth details if you want them.

Buses are better than they used to be but as I have walking difficulties I still find them awkward. Often full downstairs and often unable to get a seat - lots of passengers with little or no manners. Tubes are impossible because of stairs and distances between platforms. For a disabled person the car is best - but my Blue Badge is unacceptable in the boroughs I want to go to City, Kensington, Westminster. Parking is too expensive and not enough of it.

Buses are my preferred form of transport but there is often a problem with parents with baby buggies using the space. Baby buggies should be folded when a wheelchair user needs the space and the driver should say so. Also, no way I could go on a bus with a friend who is also a wheelchair user. Drivers should let wheelchair users on first and then walking people otherwise it's hard to get on.

Buses are only allowed to carry one wheelchair user at a time. This means that sometimes husband/wife/parent/child or friends cannot travel together. This seems a nonsense in this day & age. Also local station access is widely inadequate & makes it impossible for wheelchair users to travel independently out of station staff hours i.e. after 20.30 hours. Returning after a show or concert by train is a nightmare at the local destination.

Buses are the most accessible form of transport yet this can be significantly undermined if, as is often the case, buses are crowded or the attitudes of drivers are discriminatory.

Buses have improved but links from train stations are still very poor. The underground is virtually useless.

Buses have improved significantly over last few yrs but no change with rail.

Buses have improved. Rail has not changed - feel unsafe, lack of lifts/ramps/staff.

Central London is not very accessible. Underground does not have lifts and besides drivers not opening the accessible doors, crowds are sometimes very scary and push leaving people with disabilities feeling insecure.

Clapham Junction as a very important station is very disabled unfriendly. There are no lifts, most platforms are only reached by stairs. Many train stations underground and main line have no lifts, either stairs or very steep ramps. Trams are excellent way of traveling no steps, no traffic, fast journey, very frequent and enough time to get on and off.

Communication difficulties for deaf sign language users - can't hear audio announcements, delays and live up to date information given audibly not given in visual written form inside train/tube/bus, and not always given on platform.

Commuting from Petts Wood to City is only really feasible by car as station is not accessible in wheelchair. Trains are not reliable in terms of ability to get on or off, or space for wheelchair. Buses take too long and several changes. But with emphasis on bus lanes this still means too long stuck in traffic.

Define accessibility please. Some of us are able to use public transport but find that overcrowding, bright lights and noise as a barrier to using the underground system. Similar overcrowding problems can act as barriers to travel on other forms of public transport.

Despite being right wing, I do believe in socialised public transport.

Dial-a-Ride is very accessible when you can get it. I find that as a manual wheelchair user buses are only accessible to me if I have someone with me. This seems to be

the way all accessible transport is designed either you have to be very strong or have a helper!

difficulty with using underground trains adds to problems of using national rail network, with a fear of escalators and a mobility problem using stairs as an alternative not an option

Do you have any comments about transport in general you would like to share?

Dropped kerbs - should always be OPPOSITE on each side of road thus obviating the need to travel in a wheelchair or scooter along a possibly busy thoroughfare searching for the way up!

Engineering works disrupt trains far too much and it is not fair that it feels like you're being punished for travelling on a weekend. I appreciate that engineering works are necessary but I am sure they need not cause so much disruption every single weekend. It is pointless having a weekend timetable as it is never stuck to.

Every effort is made to discourage people to drive into London - which I wouldn't mind, if getting there AND back to Essex wasn't such a nightmare & so very expensive!!! If I ever want to go out in London to see a concert or go to a comedy club, it's a real chore to get back home to Essex after midnight, which means I need to drive there, then I can't have a drink and can't park anywhere and if I do find some parking I get charged an arm and a leg. For this reason I am discouraged from coming into London now & go there a lot less than I used to

Fantastic tube service for able-bodied persons - very user unfriendly for mobility disability. The steps/stairs in most underground stations negate tube travel. Perhaps have a couple of specific disabled carriages on tubes so wheelchairs & mobility is not such a traumatic experience - identification for disabled could be incorporated into Oyster card? I appreciate the Blue Badge allowance - thank you
far too expensive need to be integrated

For a wheelchair user with a painful condition, public transport is hopelessly inaccessible and unreliable, taxis unreliable and expensive, air travel is unbelievably difficult and walking time-consuming, often impossible and fraught with difficulty. Own vehicle transport is best but handicapped by poor parking availability.

For me accessibility includes having accessible toilets - these are non-existent on DLR stations that I have visited and not common on train stations. Buying tickets is impossible using the machines. Buses often have non-working ramps or buggies in wheelchair space. Only one wheelchair space per bus so can't travel with my disabled friends. Can't use most underground stations in wheelchair.

Free travel on the bus is useful. However there are far too few parking spaces in central London, and there is no cohesive blue badge parking policy across London Boroughs. The tube is totally inaccessible for wheelchair users. Dropped pavements are often blocked - pavements are uneven and cluttered with unnecessary street furniture

generally clean and regular but too expensive for families and it is too difficult to travel in London with small children and only one adult

generally going into London with wheelchair is not possible. By the time you have worked out an accessible route, you invariably find the lifts are out of action on the day you want to travel. Last time I tried it, we used the Jubilee line. Got there OK but line was down for return journey. Staff had no advice on how to get back to Stanmore, from Westminster, with wheelchair and young child. Had to use three/four buses which took hours cause some drivers would not stop for wheelchair. Will never attempt it again, which is a shame cause most attractions are reasonably accessible, apart from lack of toilets with hoist. Will not drive cause no guarantee parking will be

available.

generally overcrowded on underground/trains and more difficult for disabled people

Get rid of the M4 bus lane

Getting on and off public transport is very difficult with a pushchair and a small child walking (with the exception of the tram). Other transport users are often aggressive even when there are small children around. Space for pushchairs is limited and you are sometimes competing with wheelchair users which is unacceptable for all concerned. Public transport is very hard work with two children under six and for some trips I would not even consider it, preferring to use the car.

going through barriers are a nightmare for people with disabilities

HAYES DOES NOT HAVE ANY LINK WITH CENTRAL LONDON BY PUBLIC TRANSPORT, APART FROM BUSES WHICH TAKES THREE CHANGES AND 3 HOURS IN PEAK TIMES TO GET TO THE CENTRE

I am a carer and I on my own can use a wide range of transport but when I am with my elderly grandfather it is obvious that the transport system is not geared for the disabled. There is little to no assistance for the disabled and elderly at stations with no staff being on platforms. The trains are barely at the station for less than 60 seconds so to get someone with mobility difficulty on and off a train is very difficult. Also the gap between the train and the platform is very large, when my elderly grandfather was on a train on his own before his deterioration he had to go to the next station so that he could get off the train.

I am deaf and find travelling difficult. Text displays at bus stops and railways make things easier but they do not always work.

I am personally very disappointed with Boris Johnson's lack of interest in and commitment to disabled peoples' access to transport in London. Ease of travel is vital to a city as large as this, and equality of opportunity to travel around London with ease is not only essential in terms of supporting its businesses and communities but also a right of all its citizens. With his current transport policies Boris Johnson is preventing many citizens from taking part in many of the employment, education, social and leisure opportunities that London has to offer.

I avoid public transport because it's either too expensive (national rail) or too unreliable and time consuming (bus)

I believe more emphasis should be put on enabling disabled travellers to feel comfortable. The general public should be educated about disabilities.

I believe that the London Mayor's office should elicit the help of people with very severe disabilities who need very specialised access needs to provide advice and guidance on making London accessible. If you can get it right for people with the highest level of access needs you will certainly tick all the boxes!!

I cannot see why central London still has an exemption from allowing blue badge holders the same rights nationwide. We have had a survey by DfT which said this was unfair and did not provide the access required. If I want to go to Oxford street I cannot find spaces near shops I want to visit. There should be at least 1 space in every street. Camden has no spaces near British Museum for blue badge holders but a space for green badge holder who is rarely used - green badge holders can also use pay bays and blue badge bays so why do they need special green badge bays? There are lots of green badge bays off Tottenham Court Road that are never being used - also regular users of blue badge bays park all day Mon to Fri instead of getting a green badge so users not able to get green badges or needing limited parking on occasions can never find a space. It's all about protecting income than providing parking spaces

I do think London underground should have more street to platform access. Or lifts

that would give that access. Using the escalators whilst walking with sticks is very difficult and people tend to barge past and can lose balance. I see it as an urgent need as well as a health and safety issue

I don't use transport that is difficult because of the stress factor. I have tried buses but get thrown about too much in my wheelchair and feel unsafe when the chair is not bolted down. Have not tried trains because I am too worried about finding I need help to get on and off etc or at the stations - if I go in my car I can be independent and don't need to always have a carer with me.

I feel that the London Underground can be unreliable especially in rush hour. There are many delays due to signal failures.

I feel that the rate of change in making everyday means of transport completely accessible for the disabled traveller extremely slow and more priority should be given to such issues and not just because of the 2012 olympics.

I feel the whole network has to speed up the process of becoming disability friendly. I have been a wheelchair user since 1981, and while there have been massive improvements in some areas, others have barely moved on. The Underground in central London has not really improved and many train stations on the outskirts are still totally closed to people with severe mobility impairments.

I feel there should be more areas of accessibility for wheelchair users for the underground and more curbs should be lowered in certain areas of London

I find bus and train companies the least accessible to use as a wheelchair user.

Finding a stop that is accessible to enter and depart at is hard. You can't always get on or off where you want. I find taxis much easier to use but they are more costly.

I find it very difficult to access buses with ramps as I have experienced only 50% of them working. The dial a ride service does not allow enough journeys locally and I cannot go far enough when using the system. Cannot access the centre of London by underground. There are not enough Disabled parking facilities in the Centre of London, Westminster and Kensington and Chelsea boroughs see fit to make it difficult for disabled persons to park for a reasonable time at a reasonable rate. If there were more Inspectors on buses such as number 25 there would be less fare dodging and more space for legitimate users.

I find the shiny and slippery surfaces at railways and in shopping malls very scary and puts me off travelling at all

I find traveling in central London a nightmare and avoid it if possible if I can not drive where I want to go I have to take a taxi, these in general are good, if you can get one! I have tried traveling by bus but on every occasion I have run in to trouble and been made to feel a second class citizen. I would love not to have to drive everywhere, I would love the freedom to go where I want when I want on public transport. I feel this is not what is happening and I am not sure it will change before 2012.

I generally have to use elbow crutches, as the effect of using a wheelchair is too daunting to think about. Making the underground more accessible - as I've seen in Barcelona - would help dramatically.

I hate people abusing 'blue badge' parking

I have a mobility scooter so that I can get around London, for me and my disability it's the best

I have an appalling experience of public transport. I was assaulted today because I went to the front of the queue. I have a largely invisible medical condition called hypermobility syndrome. It means, for me, that I can generally get about but I cannot walk for long distances nor cycle for long distances, I cannot stand for longer than a few minutes without being in considerable pain. I generally look all well and able - and sometimes I can stand very few minutes, but is not often. hypermobility syndrome is

generally hidden cause of disability and great difficulty and upset in using public transport, and it is time that accessibility policy was adapted to take this kind of condition literally on board. I have thought about getting myself crutches or a walking stick however this would only cause additional problems and injury in my upper limbs. basically, what I need is not to have to queue and to have a seat on the form of transport that I am using. there doesn't seem to be a scheme which allows this. I have been advised to apply for a disability freedom pass, but I doubt I would qualify. I am willing to act as a consultant in this issue.

i have been granted a taxi card which is absolutely brilliant, thank you, however, it would be great if it would cover journeys into all of London at a subsidised rate to enable me to get to my hospital in Great Ormond Street. It only covers a certain stage with 2 swipes and still won't get me there on one journey without costing an absolute fortune. It would be great if this could be extended. Otherwise it has helped me out greatly. Thanks.

I have been listening this morning to someone complaining about the careless driving of a bus driver which resulted in an elderly person being knocked to the floor resulting in a heavy nose bleed. The driver also refused to lower the bus step for access which he could. They should not be allowed to drive without adequate training for elderly people who are the ones who use the buses most.

I have chronic pain and have to travel to london regularly where the pain clinic is. Sometimes the escalator is broke but on the whole I can cope with the journey

I have difficulty in walking, standing and climbing steps, consequently public transport is out of the question as I cannot stand steadily on something that is moving and usually packed tightly like cattle therefore it is a useless form of transport for me and I need to take my car wherever I go in order to arrive safely.

I have to plan my journey in great detail often to find when I get to wimbledon station that the lift i need is'nt working & I just have to go home

I have witnessed on a few occasions that bus drivers are not fully aware of how to use their equipment to lower the bus level for wheelchair users. One bus tried in vain for about 15 minutes whilst the wheelchair user was kept outside in the cold waiting.

After 15 minutes, he discovered that the ramp was broken and therefore could not take the passengar onboard. Very disheartening as a customer to see this happen to a fellow passenger. This is not acceptable. Having a long term medical condition I have notified a bus driver of having low sugar and if I could remain on the bus for 5 minutes to get myself together, eat before continuing

I invariably use a taxi; mosr taxi drivers are helpful

I like taxi, but in London all the roads have holes with nobody working on them. Maybe they are paid by the hole.

I now use 1 stick in central london as wheelchair travel is impossible and I need one hand to hold on. Underground is worst non stop stairs and pushed and sworn at by employees for holding people up. South west trains have abandoned me at Barnes station 72 steps late at night twickenham station non working stair lift 40 steps and teddington and Hampton stations have to walk over bridge. I am slow and the replacement train or bus has left long before I can reach it and there is noone on duty at station to help

i often find it cheaper and more convenient to drive, especially over using the bus which is very expensive and often unreliable

I often have to change trains to get from one destination to another, but find they dont meet up and I either just miss a connecting train or have a long wait. I dont use a car in London because it is too congested and too expensive to park.

I prefer by far the train as it is more comfortable, it has some public toilets too and it announces the different stations reached

I see people in wheelchairs suffering most with broken bus ramps and drivers telling them they can't get on because there are already pushchairs in the space. Get the mums to fold down the pushchairs and sit with tots, the wheelchair user can't fold it down. They often end up waiting ages for buses. When I've asked staff to tell me the rail tannoy announcements because I'm hard of hearing they're always lovely and ignore other people's interruptions to focus on letting me lipread. Once in 2008 a ticket inspector was rude, insisted I pay a fine in cash and would not give me a receipt (he exploited my disability), I wrote a complaint, it was investigated thoroughly and I got my money back. Things like this need to be routed out.

I strongly feel that mainline stations should be accessible for people with children (buggies) or people who use wheelchairs. Earsfield station in particular is a nightmare with long flights of stairs and usually no-one around to help. Tube stations should also have more lifts/escalators.

I think London's transport services are geographically well distributed but often far too cramped, particularly at rush hour- people might not recognise and make allowances for the disabilities of others at these peak times.

I think public transport is becoming too expensive. Little and often no difference in price regardless of whether you are on the bus for 10 or 50 minutes.

I think the bus service has become more regular a better service and nearly all the buses have been replaced in our area with lovely new ones and there is always someone to help you on and off for buggies maybe more fold down seats would be good to make more room for wheelchair users and buggies and you are with the driver so feel safe

I think the tube service is great. You can access most places in London easily. However I sometimes find the national rail service back to my home town of Swindon doesn't run late enough so if I am going to a concert, I have to stay overnight (the last train is 11.30).

I think transport in London has improved over the years. But unless I use my car I am still reliant on others. I consider myself quite able but I could use London's public transport without a group of people accompanying me. Driving is a better mode of transport for me but accessible parking is very difficult to find, especially around central London and the major attractions.

I travel occasionally by train but find the lack of lifts in this day & age at train stations appalling! leaving me unable many times to get to my destination! I don't know how the PARA Olympics will be staged!!!!!!!

I will never forget the time the staff stopped one of the escalators so I could walk down, they had to do it twice as in two halves. It was too steep & fast for me.

I wish the needs of disabled pedestrians could be better met in London. Our footways are littered with obstacles and made dangerous by cyclists on the pavement. No matter which mode of transport we use, we all need to get to that mode by using the footway. We could develop the best bus/tram/tube/rail systems in the world but, if we need to use our footways to get to them from our homes, but the footways are inaccessible, we have accomplished nothing!

I would dearly like access to 'Dial-a-Ride' again. I come to London quite regularly and I miss the subsidized use of Taxis. I appreciate that London's Mayor pays for this - but if this was transferred to central government, then everybody from Britain would have disabled access to taxis.

I would like the fares of transport to be a bit cheaper, especially for housewife and children, and a bit more reliable.

I would love to assist in making London a top quality place for those with disabilities more so those like my self who use a manual wheelchair why is it we can land a man on the moon or travel to Mars yet 90% of the tube network is not disabled friendly, excuse after excuse is always offered I do not want excuses I just want to travel like and normal person does is that to much to ask off?

I would love to go on the underground but because there are no lifts and not all of them can be used by people in wheelchairs I haven't been able to use them for 6 years. Bus drivers and Taxi drivers don't always like to put their ramps down and it always seems like such an effort for them.

I would use buses more but they seem to not go where I need them to. Also there could be more space for push chairs on buses please.

I'd love to own a london bus, if I had the money

IF I KNOW IT IS NOT ACCESSIBLE I WONT BOTHER TRYING.....NOT WORTH THE STRESS

If the government wants the populace to stop using cars and start using public transport then it will have to be more subsidised to bring down fares, more frequent and, in the case of buses, more widely available in less populated areas

If you are not very able then the London transport system is not very welcoming or easy to use

I'm glad to see that the airport has produced a charter now for people with disabilities, has made travel a lot easier.

I'm not sure this survey really got to the bottom of my thoughts on London transport. It could have been better designed.

improve trains for mothers with buggys as i would travel more if it was easy to sit safe with double buggy and not have to fold down and hold both babys

In my case most forms of travel are limited by my disability. Coaches are not accessible unless one has a special vehicle of course there are non-for use on a general route. Buses are difficult, as most will only carry one or two wheelchairs, great if you get on first but if not you are left in limbo not knowing whether you may have to wait any period of time for it or returning, a real gamble. Rail again is another gamble main line is okay if you book up well in advance but in my experience there is always a cock-up, which puts me off from travelling this way The car, which then has major, parking problems. I.e. I had a month ago to go to Harley street looked for ages for a disabled space finally found a place could not open the car door because the bright spark who marked the spot did not think about the road camber! The only crumb of comfort that this happens in other places in the country, this only shows the level of disability awareness of staff when marking.

It is completely disadvantageous to those of us with assistance dogs that we cannot use the Underground System. Assistance is available from staff at stations, but dogs cannot normally be carried, and cannot use escalators. When I enquired about which stations I could use to gain access by lift, the answer was virtually - none it is getting better Buses have come a long way for folks with mobility problems

It is very hard to carry bags on the tube if you are on your own

It requires an integrated approach to infrastructure development and effective involvement by disabled people as required by the law (DDA 2005) to ensure that the services meet the needs of disabled londoners which currently they don't. By involving disabled people, it could reduce the costs of providing these services by reducing waste and making the services work better

It would be good if audible announcements were available at bus and train stops also level access on to busses keep cyclists and pedestrians separate

It would be great to have more lifts on National Rail stations, particularly busy stations like Clapham Junction. The same goes for the Underground. More accessible access to platforms would be very helpful.

It would be nice to be treated like a person instead of a nuisance. I'm sorry I spoil their day, but I can't help it!

Its getting there and I know it wont get better overnight but hope it is much better by the time the olympics are starting.

Ive found short journeys by bus impossible due to pre purchasing tickets

Just that this country has very poor facilities for the elderly and disabled people and this could be vastly improved.

Lack of flexible 3-day travelcards for part-time workers is ridiculous. With so many children in London there are still parts of the public transport system that rely on parents getting help from strangers to carry pushchairs up steps. Transport on trains, buses, underground is all too busy at peak times to easily get to work place nurseries. lack of station staff to assist with boarding/alighting late in the evenings for wheelchair user

London accessible toilets are filthy compared to these toilets in other parts of the country, esepcially ones in railway stations, bus stations and tube stations where there are any

London is an excellent place for blind people to get around in and things are improving for us all the time. The talking anouncements on public transport are excellent and there is also the taxi card scheme for unfamiliar routes. Living in London has really improved my independence.

London taxis are brilliant, the buses look easy to use but as a visitor to the city I do not know which lines to use and need to sit whilst waiting.

London Taxis, there are no standard ways of access, not all drivers use ramps, some have even just lifted my chair into the cab which is very dangerous for both myself and driver. In addition, I have never ever been securely strapped into a London cab, I have to hang on for dear life. Underground is a no go area for wheelchair users trying to travel independently and the rail network is pants at dealing with wheelchair users.

London tends to ignore the travel needs of disabled people who do not live in London, but who coem to London for work, leisure, shopping, health care, etc.

London Transport gives assistance to VI people who need assistance getting to know a new way to work, or other destination. this service, though not used by me, is very much apreciated by those who use it. long may it continue please

London transport is for my needs excellent. However the TFL route finder often offers very strange and not particularly helpful route suggestions.

London transportation is too expensive. Travelcards need to be reduced and a discount available for unemployed job seekers.

London Underground. Air-conditioning should be provided. There should be more trains at peak times and more consideration given to claustrophobic customers; trains should not be left on the platform waiting with doors closed. Trains should not be left waiting in a tunnel for minutes with no explanation to customers.

Love the network in London and the concept of daycards. Would like to see more people on assistance/help for people with mobility problems at all major sights

Major need to get costs down.

make it accessible and affordable

More accessible announcements, I usually cannot hear what is said - the info boards on the underground are great.

More attention should be given to providing lifts to surface underground stations and

to overground stations

more patience by the drivers would make a journey more enjoyable and and less stressful

Most forms of inner city transport are either subsidised badly or imapropriately run

Most forms of public transport are less than ideal for all disabled people. Taxis like to pass you by. Buses are still not accessible despite the claims by london transport. Underground will never be fully accessible to wheelchair users in my lifetime. Car is still the best form of travel.

Most public transport is improving, but there are still some many barriers to those who are less than fully fit that, it remains innaccessable, dangerous and frightening to use for many. Taxi drivers attitudes are still a hit and miss when it comes to customers with impairments who require additional support and care, eg. assistance in and out of cab, most trains are innaccessable because of the lack of ramps, lifts or station staff. Lighting and signage often very poor on station platforms if you can get to them

Most transport operators do not consider the needs of visually impaired people with their present operating systems or when introducing new systems. Poorly trained staff is a serious issue.

My biggest fear of public transport is the ellement of the unknown. If it should be busy and I have to stand (quite a rarity to be offered a seat nowadays)I am very scared of a breakdown and being stuck on a train having to stand for no one knows how long.

My local station had lifts fitted which made a world of difference and means I can now access central london quickly - just a nightmare changing to go anywhere else as the interim stations (clapham junction say) don't have lifts. Of course the underground is not very acessible unless you stick to the jubilee line - make them all like this please.

My main problem is the number of stairs at tube stations - particuloarly in outer London. I visit friends in Ealing regularly and find all stations in the vicinity have long and steep stairs. Paddington station seems also to have a profusion of steps between levels when travelling from Ealing Broadway

My Partner's daughter is blind and has a guide dog. 3 years ago we went to web=mbley sunday market and an asian stall holder asked us to leave his stall due to the guide dog.we complained to the market management who said they would deal with this. Perhaps the market traders need more information on the needs of the visually impaired

Need more lifts or escalators at tube and train stations... More seating availabitly on platforms for when delays occur...

Network Rail asking for dispensation to reduce the width of platforms at Stratford Station to build new subway resulting in wheelchair users being banned from using that part of station to board trains. Unacceptable, backward step.Unhelpfull staff at london stations-i.e. can't be bothered to provide assistance to board/alight trains despite being notified. (Wheelchair ramps required).

Never enough disabled parking bays

None, do not use london transport - far too crowded and smelly
not enough stair free station (tube & trains)

not good for disabled paople as no assistance is given unless booked in advance which isn't always possible. Tube stations are completely inaccessible as wheelchairs are a fire hazard and i have been turned away in the past the same with trains as not all stations are equipt to deal with mobility problems

Not really!

noticeable improvements with buses

Open glass balconies and glass lifts cause endless problems. These are inadequate

forms of travel for people with spacial awareness. I constantly feel I am going to fall. My carer accompanies me at all times when travelling. Often stations do not have adequate seating when needing to wait for the next bus/train etc. I have parkinsons disease and spatial awareness, which are classed as 'hidden disabilities' but just as disabling. I do not use a wheelchair so people do not understand why you cannot use an escalator and need an enclosed lift.

Overall, in London we generally have quite good public transportation system for disabled people compared to most other western countries, but still can be made better by more investment to improve the public transportation system and training of staff for allâ€¦

Pavements in London are incossistant with the lack of paired lowered kerbs around tourist areas. One side might have a suitable Kerb but the othersidedoes not.Lack of provision of ramped access to the Mall.

people should think more about making things accessible for those with disabilities and mothers/fathers with young children than they do at the moment.

Please visit our website, www.describe-online.com.

Prices arn't too bad as long as you have an oyster card, but I think ity is unfair to penalise those without, eg visitors to London unfamiliar with the system. PAYG oyster fares should be avalible on more overland services.

Public transport has improved for the public in general, however, for wheelchairs user the service is very poor

Public transport has improved over time but there is still a lot that needs implementing or improving. As important is the delivery fo the service. General politeness and professionalism is generally good but the occassional bad experience makes the service appear skewed.

Public transport in the UK is incredibly expensive compared to other countries; this is ludicrous at this time of environment crisis when we should be encouraging its use more than ever. At the moment the cost doesn't justify the extra inconvenience of using it.

Public transport is genrally rubbish. As a family we would like to use it but assessibility is realy poor. It is worse in the south east.

Public transport is London is generally practical to use. The TfL website is invaluable.

public transport is not safe at night

rail needs improvement

rail service very poor. Night bus service great.

reducing staff at train stations will make the stations less accessible

Rush hour travel is a complete nightmare, there are simply not enough trains for demand, yet prices continue to rise

Signage and maps not adequate. Need of easily available leaflets on trains and buses for info. Staff need training on Deaf & Disabled awareness.

simple things such as the height from the platform to the train can make boarding difficult, poorly trained bus drivers who pull away before you are seated or have hold of a handrail make bus travel dangerous, crowded underground restrict the times I can travel (need a seat)

sinage at underground stations should be improved

Some buses and trains announce in sound when they arrive at destinations and this is very helpful and should be rolled out on more transport
stated all previously

Station staff need to be more helpful in regard to carrying prams down stairs and should be able to leave a baby asleep in the pram.

the trains in general are accessible and functional once in, however the stations and platforms continue to remain awkward to get to

The different rules in different London Boroughs are confusing and inconsistent making travel around London difficult even for those of us that live and work in the capital. The rules should be applied uniformly nationwide. Stations and platform upgrades are too slow to allow travel on the tube network as a viable option unless you live close to and only need to use the Jubilee line. Living in Putney this is just not an option for me. More use should be made of boat travel with accessible options available at river drop off points, for practical onward journeys.

The big gaps between trains and platforms are a major problem in London. A station is not only accessible if there is a lift. A wheelchair user should be able to board the train as well. There should be one point at every platform where you can get into the train step-free.

The biggest problem for blue badge users is finding parking sufficiently close to destination, especially in inner London

The biggest problem with the buses remains the wheelchair/parent with buggy stand off. I use buses for work, but it can be very challenging and I often have to take a cab instead. I have missed appointments in the past. The Tube is the fastest mode, but I am not clear what assistance (if any) is available and how to book it. National Rail has a booking system but it doesn't work...

The European disabled Blue Badge applies in every EU member state and I can park my car in the city centre of every capital except London. The introduction of the congestion charge purportedly eased congestion in London. The very fact that disabled people do not have full access to the city as they do in other European capitals has made them second class citizens and is a form of apartheid and is a breach of our human rights. I have to fight and struggle to get a seat on a tube train and I can't always get one. People can see you there with a walking stick in pain but they will rarely give you a seat. It can take me days to recover from a tube journey when I really need to park near my destination. I'm spending May Bank Holiday in bed resting recovering writing this. I'm fortunate that I at least have that option as wheelchair users are even less fortunate. The failure to properly protect the Blue Badge scheme is another outrage. I recently discovered that Police Community Support Officers are not allowed to check disabled badges to see if they are genuine or being used by their real owner. With 50% of badges being used fraudulently and fake badges rife disabled drivers don't stand a chance of parking even in the handful of bays that the boroughs care to provide. The supermarkets don't enforce their bays. It's hardly worth setting foot outside the front door!

The extra cost for making improvements for disabled people often seems to be too much to make it feasible. There should be more discounts and grants from organisations to cover the costs

The height from platform to train on some overground trains is far too high, it is the only form of transport that I have a problem using

The insistence on having London bases e.g. Wembley (why not have built in the Midlands?) only contributes to poorer transport.

The journey planner is not accurate for wheelchair users a 10 inch step is not possible for a wheelchair user and I do not want to just visit the platform

THE LONDON UNDERGROUND IS MORE OR LESS UNUSABLE FOR PEOPLE WITH MOBILITY PROBLEMS DUE TO THE NUMEROUS STEPS, AND LONG WALKWAYS BETWEEN INTERCHANGES

The main problem for disabled people or those with young children is having no idea if a station is equipped for wheelchairs/buggies, or has lots of stairs prior to going there.

the questions are rather general; need to understand that the unpredictability of the transport network is a big problem; the overcrowding which could be reduced by providing more buses on popular routes particularly during school runs; disability awareness training-just cos I don't look disabled doesn't mean I'm not!

The ramps on the buses often don't work. Some London taxi drivers still won't pick up Wheelchair users,

The signs in Tube stations are not big enough and sometimes not close enough to the base of an escalator (when going down). Some perception is needed in the round to provide wherever possible the biggest sign. Oxford Circus is a good example where in the long corridors the signs are too small. Behaviour on buses by the public is gradually getting worse, now kids go free they chose to bus it when they only need to travel one or two stops taking up space, playing music and littering. Bring back conductors!

The situation is patchy: some access very good, but some poor. Provision for hearing disability very poor in some places e.g. tannoys (very common disability).

The train & underground is most difficult as no LIFTS!!!!

The tube is far too expensive and crowded. Parking in London is a joke! I take public transport when I can and I think it's great that people are encouraged to do so.

However I have to use my car for work purposes also and many of the things that tickets are issued for are ridiculous and unfair - tickets should be issued for good reason and not just used to make money!

The Tube is really out of the question for wheelchair users. The buses although accessible can be very difficult to use on busy routes or at certain times. Taking a taxi is very expensive and even more expensive if you order a wheelchair accessible taxi by phone rather than in a taxi rank which seems unfair.

THE UNDERGROUND DOES NEED HEARING LOOP PROVISION

The Underground needs to be made much more accessible.

The underground would be much more accessible if there was level access from the platform to the train and visa versa, such as trialed on the Waterloo and City line as I can use escalators and several stations that are not wheelchair accessible just have escalators. Bus drivers that don't ignore you or refuse to ask buggies in the wheelchair space to move would be good too.

The underground would be the best to use in peak times but getting to the train is the issue and some stations do not have lifts or escalators

There are always delays on the London Underground and a lot of overcrowding also the price of the tickets are way too high, which I have been to US Citys and even Paris and there Subway system are a lot more cheaper and more efficient. I am just wondering how is the city going to cope with the extra amount of people for the 2012 Olympics. Especially with the delays. The buses are not too bad but the roads are very congested and again how is London going to cope with the extra people.

There are not enough accessible London Transport train stations - particularly my nearest station, Stanmore in the Borough of Harrow, which has 48 steep steps to get to the platforms.

there are not enough blue badge parking bays in central London.

There is a distinct lack of accessible transport in the Thamesmead/Abbeywood area. We only have a few buses and one train station. If you do not have a car it is very difficult to go anywhere, Although I have seen plans for new transport proposals at the moment there doesn't seem to be any progress on them.

There is a lack of appreciation that many physically disabled people can only travel by private car or (if available to them) private hire vehicles. Not enough Blue Badge

parking is provided at public places and in offices (GLA is a very bad offender like other authorities, e.g. Southwark Council offices across the road) and effectively discriminates by preventing physically disabled people working for them or visiting City Hall). Blue Badge parking is abused by ineligible people who should be dealt with (including shoppers in every car park), enforcement needed and welcomed by genuine disabled people. Most public transport is not accessible to physically disabled people and black cabs very badly designed for access.

There is an inconsistency in customer service. Facilities that are available for visually impaired people are often misused by non disabled customers (seats etc), poor training of bus drivers (starting bus before someone has sat down), lack of audible announcements (some buses have them, some don't).

There is no up to date VISUAL information for hearing impaired people

There is on the whole still major problem getting around if you are a wheelchair user. Often the hassle of getting to places is not worth the effort, and takes away from the enjoyment of visiting attractions

there is talk of help for those who are disabled but this is not always the case especially at peak times.

There needs to be a radical rethink about transport for those with mobility problems. My elderly parents came to visit me for a week, and I suddenly realised that everything from pavements being closed to pedestrians with no alternative provision made, to buses with thoughtless drivers, and a tube network with next to no facilities for disabled passengers, makes travelling around London by taxi the only viable and reliable option for those who are unsteady on their feet and partially sighted.

There needs to be more room on public transport for wheel chairs and buggies, as well as larger seats for people who need a bit more room.

There should be level/lift access on all forms of transport

There should be more low floor buses for people with prams and other people with mobility problems, such as Arthritis & Asthma. The bus firms should also try to run a regular service for the public. sometimes if the traffic is really bad around terminal stations, they don't go into terminal to pick passengers up. All they are bothered about is making up time, not picking up people who rely on them

these questions unfortunately did not really get at the issues that are out there. if there are facilities for mobility impaired people (huge and diverse group! impossible to put together in one box like this!) for example, then buses should be fab, but in reality the ramps are not working, drivers not aware, buggies clogging up the wheelchair space, people not offering seats to ambulant mobility impaired people, etc etc. shame, you've missed lots of useful detail for the survey here! lots of work needs to be done in London to provide an equal service to all, including revolutionising Dial-a-Ride and Door-to-Door, getting buses fit for groups of wheelchair users that want to travel together, getting a fault report hotline on buses, travel training for a wider range of people, providing ten times better cycling conditions at the very minimum - a lot of it is currently more dangerous than actually cycling on the road!!! blue badge parking in Westminster needs to be sorted, Heathrow and air travel in general is far from working, etc etc

things have improved considerably but there remain considerable barriers in place which prevent disabled people from using public transport in London. the only way to resolve this is by involving disabled people in the design and provision of services through both formal and informal mechanisms

This is a bit of a strange survey! My family use the tube quite regularly for trips to London. I think it's great, although I wish the tube and trains ran later into the night. My

only gripe!!

This questionnaire does not address the difficulties that large powered wheelchair users have on all forms of transport. High top vehicles have nowhere to park in central London which prevents owners of such vehicles enjoying central London. Time restricted disabled parking in the City and Central London make it impossible to visit cinemas, theatres, and all the Kensington museums.

Too expensive

Too expensive and not very reliable even if you could actually get anywhere in London by public transports

Trains are the best thing for people with chronic back pain - more comfortable than buses, because seats are far better designed, plus the train moves slowly and does not jog or throw around passengers as buses do. I wish bus drivers would drive with less speed and more care and there would be more bendy buses which are much easier for me. Stairs in buses are horribly painful. Tubes are ok but sometimes seem to have more walking and stairs than trains. This is serious and chronic pain is common so please consider it alongside other impairments. Thank you, Alice Lagnado. Transport in London is getting much better but there are still ways in which it could be improved. It would be really helpful if all Black cabs could come under the subsidy scheme for wheelchair users.

transport in London is very expensive the bus required is hard to find the direction of travel is often unclear

Transport providers need to give greater consideration to people with mobility impairments who don't use wheelchairs.

Tube and train fares are incredibly expensive and keep rising. It would be fantastic if there were cycling lanes in London like they have in Amsterdam. I feel that it's too dangerous to cycle in London traffic at the moment.

Tubes and trains have highly inaccessible stations. Passengers do not wait for you to get off even if you have young children with you, and it is very scary to balance a pushchair up a steep escalator with people pushing and tutting behind you.

Very dependent on the person involved. Bus drivers can be excellent or rude and do not put out the ramp and drive off without me.

Very difficult to get across London by underground, it would be nice if overground stations such as Waterloo and Liverpool St station had better connections between them. The London Underground needs stations and trains about twice as long, to accommodate the very large amount of people using this form of transport.

Very difficult to travel with young children. Safety is a question in such big crowds, especially on the Tube. Travel with a push chair is hazardous!

Want to bring disabled child into London, after last experience it seems impossible unless we drive 100 miles in our own car

WE HAVE VERY OLD INFRASTRUCTURE BUT AT LONDON BRIDGE WHICH CALLS ITSELF AN ACCESSIBLE STATION YOU HAVE TO LEAVE THE STATION GO ON A 5 MINUTE WALK/WHEEL AND COME IN A DIFFERENT ENTRANCE JUST TO CHANGE FROM ONE LINE TO ANOTHER. WHEN THE TRAIN ARRIVES I CANNOT GET MYSELF ONTO IT BECAUSE OF GAP AND DIFFERENT LEVEL OF PLATFORM AND TRAIN

We should all be using public transport more but it has to be affordable and accessible to all otherwise it will never happen

Wheelchair users get a raw deal on public transport. Buses all have provision, but without a conductor to ensure the area is clear, often wheelchair users are refused entry. Too many buggies. Underground is simply not viable unless you live near a

station with access to platforms and are going to a station with lifts. Imagine the problem when the city has to host many hundreds of additional wheelchair users for the Games.

When fitting low level flooring, if there is a gap or a step it remains just as inaccessible as ever and many disabled people get embarrassed. Tube stations should all be accessible in 21st century.

When in London my wife and I rarely use the Tube as many stations in the city centre are inaccessible. Buses are now great with the ramps. Not all taxis are willing to stop for wheelchair passengers.

Whilst some LUL stations have lifts, most still lack level access to the actual trains, making it impossible for me as a wheelchair user to access the trains unless i'm travelling with somebody else, or 68risking it68 hoping that some stranger will assist me. Additionally, there are no LUL stations in the 68absolute central68 area part of Central London, meaning my option is to travel by bus, which takes far long. The attitude of bus drivers also varies incredibly - some are helpful, some wheelchair users to be an inconvenience.

Why concentrate on parking when Londo has such great public transport? Also often it isn't the transport itself that is inaccessible but getting into/out of the terminus etc ie pavement ramping (and signage of accessible routes) On my most recent trip to London I had a reasonably heavy (I was on a study visit to Bruxelles) wheeled suitcase) and getting into/out of Euston and St Pancras took several attempts to find the ramped exit (and occassional giving up and heaving!)In fact paying attention to paving and ramping would improve accessiblity for parents with pushchairs, those using wheelchiars as well as those who have brought too much luggage (and we would like everyone to have too much to take home wouldn't we?)

Why no group for mums with a disabled child who is 16. Not enough facilities to make driving into London easy. Any vistiors to London will find moving aboiut the city hard if in or pushing a wheelchair. I tend to park in areas that I know will be quiet and walk to where I want to go...but i know London. A lot of work needs to be done to make the fantastic attractions we have more independantly accesible.

Would like the bus system to work better for wheelchair users. Drivers not always helpful and sometimes the ramps do not work.

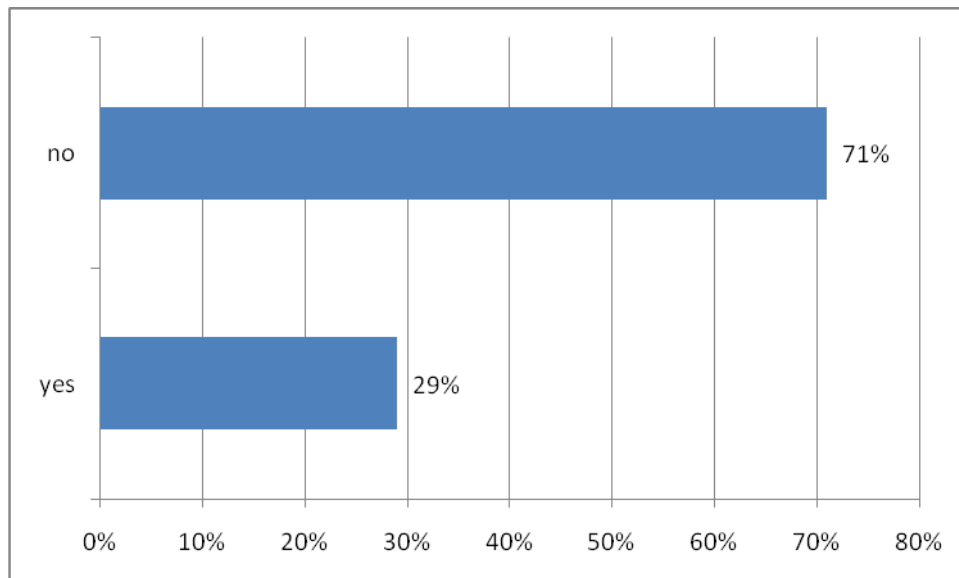
yes it's too expensive, dirty and unreliable

Yes very much, basically the underground in 2009 for manual wheelchairs users is utterly gross and most unfair system of transportation. Why should I spend more time trying to travel around London on a bus which takes so much longer than being able to simply get on a tube train

you cant rely on taxi card as all drivers are self employed and theuir attitude varies greatly. some buses have wheelchair spaces in much too difficult positions. more door to door assisted accessible transport bigger than taxis (minibuses) with lifts is urgently needed. Dial a ride needs to be much more flexible in its booking. it is silly that i book a course of dental work and cant book all the transport for it at the same time, but have to wait until 2 weeks before each appt, which i may forget to do. Oxford St is my nearest big shopping area and i would love to be able to go there once a month or so, but it is just too stressful, having to go on several buses and knowing that in the crowded areas it is very hard or impossible to get on and into the wheelchair space

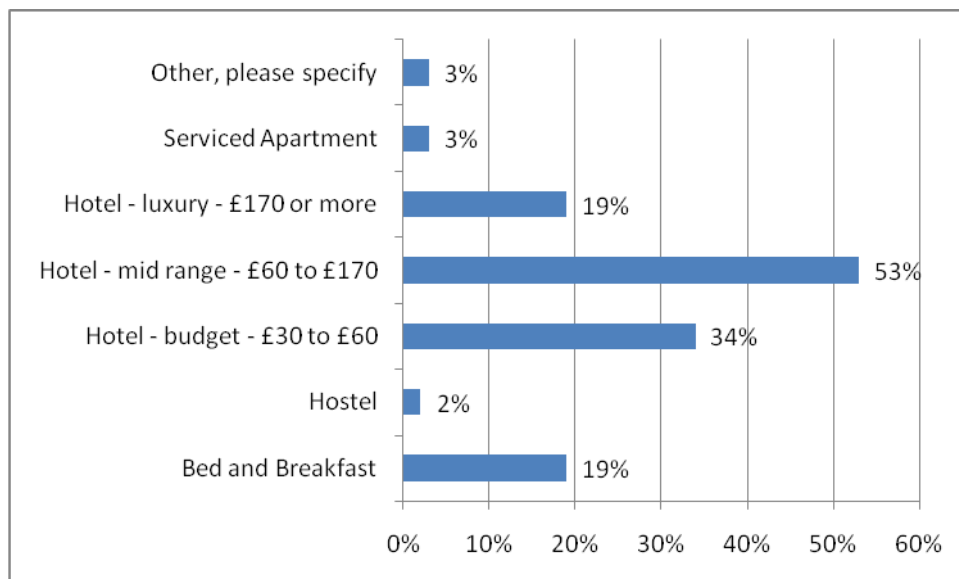
In the last six months have you paid for visitor accommodation in London?

Total responses: 423



Which types of visitor accommodation have you paid for in the last six months?

Total responses: 108



Thinking about your accommodation choices over the last six months, please indicate which of the following statements apply to your stay.

Total responses: 88

More than one response was available for this question.

	Bed and Breakfast	Hostel	Hotel - budget - £30 to £60	Hotel - mid range - £60 to £170	Hotel - luxury - £170 or more	Serviced Apartment	Response Total
It had facilities for people with mobility impairments.	17.74% (11)	1.61% (1)	37.1% (23)	58.06% (36)	30.65% (19)	1.61% (1)	62
It had facilities for people with visual impairments.	8.33% (3)	5.56% (2)	27.78% (10)	50% (18)	19.44% (7)	0% (0)	36
It had facilities for people with hearing impairments.	16.67% (4)	0% (0)	33.33% (8)	20.83% (5)	29.17% (7)	0% (0)	24
It had facilities for people with mental health issues.	9.09% (1)	0% (0)	36.36% (4)	27.27% (3)	27.27% (3)	0% (0)	11
It had facilities for older people.	11.11% (4)	2.78% (1)	36.11% (13)	33.33% (12)	25% (9)	0% (0)	36
It had facilities for people with young children.	17.14% (6)	0% (0)	37.14% (13)	40% (14)	17.14% (6)	8.57% (3)	35
It was straightforward to find by car.	23.68% (9)	5.26% (2)	28.95% (11)	44.74% (17)	28.95% (11)	0% (0)	38
There was designated parking.	23.81% (10)	2.38% (1)	28.57% (12)	45.24% (19)	28.57% (12)	4.76% (2)	42

In your experience, are there any practical changes accommodation providers could implement to make locations more accessible?

Total Responses: 59

Accurate information of facilities available and straight forward booking procedures including web booking

All hotels should have bathrooms with wheel-in showers

automated doors so that one does not have to struggle with the weight of the door or not enter at all

better information on thier web sites and more accessible web sites

better parking facilities in and around hotels would be greatly appreciated!! Also don't charge such exorbitant parking fees they make enough on the room charges.

better parking proper disabled rooms not all have hand rails

designated parking and more easilly accessible rooms (ie designate ground floor rooms to people with mobility problems)

Designated parking would be helpful. Also more grab rails in the bathroom and taps which are easy to operate. Beds could do with being abit higher as well, as if you have

a bad back or mobility problems they are difficult to get in and out of.

designated parking. We had to go to an expensive hotel to find parking for ur mobility vehicle so that we could unload wheelchair near to the hotel entrance

Doors are often very heavy or revolving which is difficult in a chair. Designated parking is always minimal and not policed for those abusing it. A disabled room often supplies a shower in a bath which is inaccessible to most.

Doors in opening for those in wheelchairs, and also at disabled toilets

for people with mobility difficulties i think hotels need to change quite a few things to make it more accessible. Beds should be clear underneath to allow hoist access.

Bathrooms need roll in showers - baths are not accessible. Toilets with enough space for a wheelchair with turning space. Restaurants and bars to have lower counters.

free or cheap taxi service

ground floor accommodation, lifts, wide openings

Have disabled parking or at the least a drop off area. Make sure people are aware where they can park if driving. Make sure people are aware of other transport options.

hotel booking websites can include a field for assistance requirements

Hotels never show what their accessible accommodation is like on their websites, it's always a struggle to find out. In addition, when phoning to request accessible rooms, some reception staff haven't really got a clue what accessible means and trying to book accessible accommodation through an agent is a nightmare - all they're interested in is getting the sale - I have had some real problems doing this, despite asking the right questions, I have still ended up in totally inaccessible hotels. Even accessible rooms are full of clutter, I can hardly ever get out of the room because the doors are so heavy - the word accessible is so differently translated - there should be a standard that everyone can understand.

I booked a hotel on behalf of a very good friend we arrived to make the booking with her dog in tow. They stated no dogs not even assistance dogs and if a blind person wanted a room they had to email in advance.

I have detail study on 12 London hotels which i carried out contact me if you want the information: apart from one they were very very BAD

It would be helpful if parking was made available for blue badge holders. Sometimes it can be difficult to get to tables for dining. I also feel rooms for the disabled should be situated on the ground floor for safety reasons.

Lifts, cleanliness of accessible rooms, ease of access to the accessible rooms; Once again there needs to be more access to hotels that are not just the most expensive - these are the ones that tend to have electric hoists, showers rooms, companion/carer rooms, etc. Thus it is not cost effective to come to London either, much less not accessible to get around!

lifts, ramps and space

Listen to the disabled persons request for a room. Being disabled does not mean I need a room for a wheelchair. I have asked for a low floor room as I am disabled and constantly get a room 'next to the lift'. This is not pleasant to stay in a room where the curtains have to stay closed all the time so that I cannot see out because I feel I will fall out/down. Sometimes the lift has also been a 'feature' glass lift - even worse to use. A disabled person can tell you what they have a problem with and will tell you what they need. Often it gets 'interpreted'. Consideration also needs to be given to the situation of a fire. At the Guoman Hotel at Tower Bridge, I was given a very nice third floor room but when the fire alarm went off at three in the morning, I did not get any assistance to evacuate and had no information on where the evacuation chair was kept. I could not get anyone to answer the telephone and no-one came to help

me. My wife persuaded me that it was nothing but a fire practice. At any time I could have 'frozen' through Parkinsons Disease and either been stuck myself or blocked the way out for other people.

Location/ease of finding from tube stations/bus stops. The route from tube station/bus stop to the location. Fitting bigger lifts.

London needs to allow more disabled bays near large hotels and attractions

Many hotels claim to have a wheelchair users rooms, but the adaptations are installed incorrectly, and instead of having many rooms with various levels of adaptations most have one or two rooms designed with small wheelchair users in mind. The facilities for people with visual impairments are almost useless.

more lifts that are serviced regularly. no steps when you need to go into the restaurant for meals. attached car parks that don't cost the earth to use when visiting the hotel.

more lifts!

no; had no cause to complain

Not in my opinion, but if it wasnt for budget accomodation in London, i wwould have been stuck sleeping at a bus shelter in London because there is not enough public transport to get me back home to Essex after midnight!!!!

Not very 68disabled friendly68; no onsite parking

of course. There is a great lack of facilities that are truly accessible for me. It is a disgrace that I have to pay full price for a hotel room and not being able to use the shower or toilet. It is not just good enough that you can get into the room if you have to shit in a bucket when you get in!

Offer specific disabled rooms on a ground floor if it is not feasible to update accommodation. If I was entirely disabled I would not be tempted to visit London at all because the B&B and hotels I reuire would be out of my price range. London is not disability friendly.

People should be charged per room not by how many people are sharing a bed. I don't share a bed with my husband, because he has a back problem. Lots of elederly people, divorced people, single people do not want to share a room. Just because it has a double bed why charge extra for their sleeping arrangements? It is a unfair extra charge on the old, disabled, divorced. It makes holidays out of the question.

persuade the local council to make the paving accessible from public transport. The hostel I stayed at was 200yds from a tube station yet would have been inaccessible for someone using a wheelchair becuse of the number of missing/non matching ramps as well as poor building works with no pedestrian provision (at all)In general the hotels and other accomodation I have stayed in has been extreemly good on accessibility for those with mobility problems. They need better signs for those with hearing difficulites and physical signage for those with visual problems. In addition there is often poor colour contrast between floor and physical features such as walls, steps etc. There is little awareness of hearing impairment - my hearing is poor (but I wouldn't count as disabled) and I struggle

Provide more dedicated Blue Badge (Free) Parking

Provide more wheelchair accessible bedrooms with a choice of twin or double, or with adjoining rooms that are free to PA users if twin is not an available option. Provide ceiling hoists. Provide better facilities (e.g. lower counters that are USED by staff) at reception. Understand their own provision better. Advertise access that they do have available on their MAIN website or on websites they advertise on/subscribe to. That would help for starters.

Provide step-free access to *all* entrances, not just one.

Provide wheelchair suitable access from all entrances, not just one which tends to be

the norm, often in some hidden location at the back of the building. It would also be far more dignifying and inclusive if **all** areas of the building were accessible, not just the wheelchair-suitable bedrooms - for example, the licensed bar normally provided in a hotel.

put in wet rooms which can be used by wheelchair users

ramps, wider doorways, handrails, choice of shower or bath, space in rooms for wheelchairs, priority in lifts for people with mobility difficulties, wheelchair-accessible counters at reception

Some hotels are not easy to get into if they have massive steps into them. Also some disabled rooms don't have enough space for a wheelchair or there will be a massive step into the disabled bathroom. I've had to get out of my chair and crawl into the bathroom in some places as the lip under the door was too high to get over in the chair.

Sorry too Long!!

Staff need to be more aware of how to treat disabled people with dignity and respect. To meet needs without patronising.

step free access for wheelchair

The last budget hotel I stayed in involved trudging up 5 flights of stairs with no lift available, however, it was clearly stated when booking that this may be the case.

The ones I have used are all compliant

The range of accommodation is pretty good provided you book well in advance but that is probably true whether it is accessible or not.

They could be more aware of the issues one faces when one is disabled, and/or requires help from an assistance dog, or individual. Small single rooms DO NOT prove suitable when one has to have help of some kind in every situation, I think of toilet/bathroom, where, for instance, a dog would be required to be with you should you be deaf. Bathrooms need to be bigger. If a bigger space is required, the occupant should not bear the cost, but the hotel should forgo the extra 'charges' for a room more suited. I had to pay for a double room, simply because the dog and me did not fit into the bathroom of a single en suite room.

To make doors more easier to open rather than pulling have any of you tried in a wheelchair tried to open a door towards you? making parking more better to get wheelchairs out of cars etc

very difficult to make budget hotels easily accessible for limited mobility and normally lots of stairs to climb to get to rooms

We could have a text guide which explains the layout of the building including location of major facilities, emergency exits etc.

wheelchair access, disabled parking, more spacious bathrooms

wheelchair access ramps, larger lifts

Wider doors to rooms & bathrooms would be simple & inexpensive. It is nearly always easy to put in a ramp or platform lift, which would bypass many access problems.

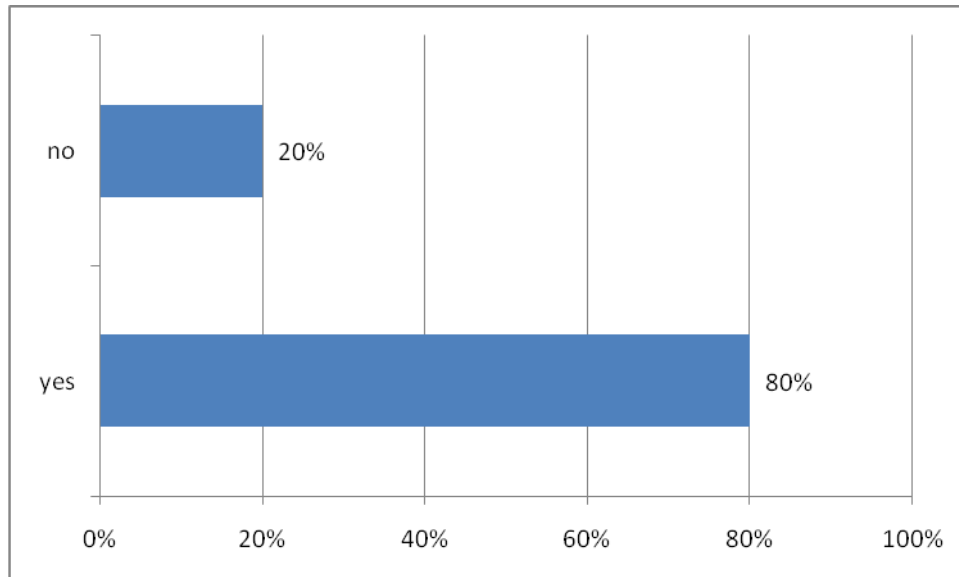
Twin disabled rooms as well as doubles as not all people rooming together are husband/wives or partners. Double beds in those cases mean paying for two rooms rather than one making a stay much more expensive.

Yes, more budget hotels in central London could have wheelchair accessible accommodation.

Please take moment to think about your restaurant choices in London over the last six months.

Have you eaten out in London during the last six months?

Total responses: 419



Thinking about your restaurant choices over the last six months, please indicate which of the following types of restaurant you have chosen and why.

Total responses: 299

More than one response was available for this question.

	It met my access requirements	It fitted with my budget	It was recommended by a friend/colleague	I read a favorable review	Location	There was accessible parking	Response Total
Family Friendly Dining	70% (119)	65.88% (112)	22.35% (38)	11.18% (19)	51.76% (88)	24.12% (41)	170
Gastro Pub	46.79% (51)	49.54% (54)	29.36% (32)	19.27% (21)	46.79% (51)	16.51% (18)	109
Good Value Dining	45.06% (73)	74.69% (121)	27.16% (44)	11.11% (18)	48.15% (78)	18.52% (30)	162
Halal	64.29% (9)	64.29% (9)	35.71% (5)	14.29% (2)	35.71% (5)	42.86% (6)	14
Kosher	27.27% (3)	18.18% (2)	18.18% (2)	18.18% (2)	18.18% (2)	9.09% (1)	11
Luxury Dining	41.67% (30)	20.83% (15)	47.22% (34)	27.78% (20)	34.72% (25)	16.67% (12)	72
Organic Dining	54.17% (13)	29.17% (7)	29.17% (7)	8.33% (2)	25% (6)	16.67% (4)	24
Pavement Dining	60.27% (44)	43.84% (32)	19.18% (14)	5.48% (4)	53.42% (39)	12.33% (9)	73
Traditional	57.14% (44)	49.35% (38)	28.57% (22)	10.39% (8)	38.96% (30)	19.48% (15)	77
World Cuisine	58.33% (49)	50% (42)	41.67% (35)	19.05% (16)	54.76% (46)	20.24% (17)	84
Vegetarian	36.73% (18)	51.02% (25)	28.57% (14)	8.16% (4)	44.9% (22)	16.33% (8)	49
Vegan	25% (3)	25% (3)	33.33% (4)	16.67% (2)	8.33% (1)	16.67% (2)	12

In your experience are there any practical changes restaurants could implement to make them more accessible?

Total responses: 172

A difficult one. They need to be located on high streets and this makes it very difficult to arrange parking. Maybe more parking zones for disabled drivers (blue badge)

A little more space at tables, and the option to find a space near a wall in order to make safe any assistance dog, keeping it away from waiter's feet and others too!. Often a restaurant will accept you as a customer, and then send you to the back of the room as if embarrassed by the dog being visible to other customers - dog-hygiene issues I suspect.

A rating guide to eateries concerning accessible loos and parking

access ramps, more space between tables

access to entrance by ramp roomy disabled toilet

Access to get in the restaurants, Access to get around in the restaurant, Access to toilets that are truly accessible, staff that are trained to help people and have good attitudes towards people who have disabilities!

access to toilets/spaces between tables to avoid disturbing the entire restaurant to get up from table/staff to try to understand needs of individual not just pay lip service

accessible toilets - hardly any in decent restaurants

Accessible toilets in all restaurants

Accessible toilets, change facilities for children

Again provision of more Dedicated Free Blue Badge parking spaces

all of them to provide accessible/inclusive toilets, parking, bearable noise levels, level

access and more Deaf awareness. I am sure the list goes on, for example very few restaurants are aware of the right to take assistance dogs onto the premises.

All places we used were very helpful moving chairs to enable access, there is little else I would expect them to do.

All restaurant should provide accsses for wheelchair user

ALL staff need Deaf Awareness training

An example: Wagamamas, Norris Street (near Piccadilly Circus). Disabled lift provided from street level, to basement restaurant. But lift on street level is accessed through a large glass door, with a step up to it. The lift door and large glass door clash, making it extremely difficult to open - and impossible without assistance. Restaurants need lifts and ramps. I thought that it was unlawful for such premises not to have such provision!

As a deaf person dining out is not a comfortable experience. Music obliterates speech eg conversing with the waiting staff and other background noise prevents conversation with companions. So I rarely eat out. Restaurants could have quiet areas or areas with better acoustics eg drapes or soft furnishings can help. Restaurants could control music or control volume.

As most still do not have ramped entranced and they do not care, and they know that the 1995 & 2004 DDA is mostly ignored by everybody, plus it is virtually impossible to take a case against them. There are very few with disabled toilets. Have many examples of this if you want my feed back?

Be aware that wheelchair users do eat out and need to be able to get to tables and the toilets without disturbing others diners. Having tables that wheelchair users can sit at without banging their knees on the table.

Be more friendly and not try and put disabled people out of the way.

Being on crutches a lot of the time, I find that seating is placed to close in most eating establishments that you struggle to get in and around, I would dread the result of a fire better accessible toilets and ones not used as a store cupboard or kept locked!

Better lighting (for lipreading) and less background music would help.

Better parking facilities for blue badge holders. Not easy in Central London.

better understanding and catering (no pun intended) for those with hearing and visual problems. Still many restaurants with very poor provision for wheelchairs/children's buggies/pushchairs (space as well as ramping)

bigger gaps between tables access to toilet facilities

Blue badge parking. Automatic doors. No stepped entrances.

car parks

Clear large print, Standard Font

consider wheelchair users - a ramp to front door does not make it accessible - need wheelchair-accessible toilets. And don't use the disabled toilet as a store room. Or block access to it with tables. To name justa few...

CYcle parking

Decent restaurants, at all budget levels, generally cater for most physically disabled customers (although I am not yet in a wheelchair so cannot comment on that experience but few wheelchair users frequent restaurants ... which may say something about accessibility, access to tolets, etc.) Fast food and cafes tend to restrict access too much, e.g. fixed seating is always a problem as is access to toilets. disability access and not having to go upstairs/downstairs to access the toilet area

Disbled toilets on ground floor or lift to upstairs toilets

dont have lots of tables in one area. wheelchair users cant get past chairs and tables

when occupied. bars and counters need to be lower with payment area lowered too. have automatic doors at the entrance or push button access.

Doubt they would given the financial situation

easier access: wider doors, no steps and more space around tables. easily accessible toilets with changing facilities

Educate restaurant owners and staff that it is unlawful to refuse access to a visually impaired person with a guide dog to their restaurant. Braille menus would be helpful.

ensure adequate parking and disabled access

Ensure that their tables are high enough to accommodate wheelchair users and make them step free with properly accessible toilets

ensure toilet facilities are on the ground floor and we don't have to go up or down any stairs

Ensuring access for larger, power wheelchairs and WCs large enough to take these. Space between tables Tables high enough for wheelchair users to run under

Far too many have ignored the Disability Discrimination Act and fail to offer step free access and access to a wheelchair friendly toilet.

fewer stairs especially to WC's

Flexibility in table lay out Pay attention to accoustics - often restaurants too noisy hard to hear friends Lighting needs to be considered - nothing too harsh Provision of accessible toilets and easy access from street through front door important

For high street local type 3e restaurants don't pack in so many tables and chairs in such a small area, don't have toilets in the basement.

For wheelchair users steps are prohibitive - replace with slopes. Consideration should be given to accommodating wheelchair users without hiding them away at the back of the restaurant.

Free parking?

Getting into the buildings and mostly having disabled toilets in ALL those buildings

good lighting for British Sign Language users to see each other signing For hard of hearing/deaf people who struggle to hear - background music should be kept to a minimum

have a table with a bit more space around it for wheelchair, easily accessible from door. Have toilets on same floor!

Have more covered outside eating spaces

Have ramps. Less steps in and outside of the restaurants. More helpful staff would also be nice. More room to get around in the actual place as sometimes if you can manage to get into the restaurant there is not enough room to move inside.

Have you tried to place a wheelchair near a table look at the legs on some tables it makes at times impossible to get really close to tables. Make counters lower in places for the disabled in chairs, more toilets for disabled but cut out making baby changing in disabled toilets. Doors should be more disabled friendly

Having space allocated for parking buggies would help, children's supervised play area (like Pont de la Tour at the weekend) is great and actually a real incentive to go. Most places need a kids menu without chips though...

Height adjustable tables, not having fixed chairs, not having too many places crammed in, large print menus, large handled cutlery and straws. Accessible toilets that are a decent size, hoist in toilet.

Highchairs - and highchairs which are clean and not broken. Baby changing facilities. Buggy parking

I do like Indian food but these restaurants are not helpful to guide dog owners and this is a particular problem in East London

I found it very difficult to find places where i could eat in central London - most had steps at the entrance. it was particularly difficult in the area around Trafalgar Square and Covent Garden

I rarely eat out because its so hard to hear in most restaurants. Too much background noise, too many hard surfaces. Ones with booths are best.

I think there should be more room between tables for physically impaired persons as well as wheelchairs.

In general restaurants are too crowded for wheelchair users. Even if a toilet is available it is sometimes too difficult to access, eg. blocked by tables, chairs etc so the door can't open fully to get in. Frequently lifts in buildings which require you to go upstairs to eat are out of order so making the place inaccessible.

It would be good to have a national sign that was displayed for all accessible places. I don't like a fuss and knowing when I look at a place that I could get round or be accepted would be excellent. And electric doors of course.

It would be nice if there was more room between tables and other obstacles!

its more about the problems with transport to get to and from them, although restaurants do need to make sure they leave bigger gaps between tables so that wheelchairs get in and out easily

Less tables in smal l dining rooms that cannot accommodate them.

level access entry, accessible toilet, information, friendly staff

Level or ramp access should be much more available as should usable accessible toilets. Staff should be better trained in needs of wheelchair customer - for example giving a space where they will not be bumped into by all passing staggs and customers; knowing how to operate ramps and lifts; knowing about toilet facilities; asking about special requirements.

loo on same level as dining. In Ivy and Heston Blumenthal fat duck and many others find no disabled loo but up many stairs even though the restaurant has been told in advance one is disabled

Make it easier to get prams in and provide highchairs.

make seating larger or at least not so crasmped together in at least some parts fo the restaurant

Make sure it is possible to get into the accessible Wc withough having to weave through seated diners and having furniture removed from the wc

Make sure there are adequate accessible toilet facilities

Make toilets more accessible even for the able bodied.

Mention the facility available on websites

Menus and more meaningful directions on web sites.

more accessible,for wheelchairs,Wider doors & Loos!!!

More baby change facilities. More high chairs

More Braille menus. Offering to carry trays etc over to the table for me in self-service restaurants - it's difficult to juggle stuff with a guide cane and a hand bag!

More chairs without armsNot playing background music/acoustic treatment to reduce the noise level to enable conversation

More disability-educated staff.

More offers out of season/during school holidays

more ramps

More ramps and better space between tables as it can be easy to get a table but impossible to get to the toilet.

More ramps!

more room between tables for access.

More room between tables, toilet positioned on ground floor not in the basement.
Swing doors to open easily.

more room to move between tables. Toilets with no steps to reach and automatic doors to enter.

More should have accessible toilets

more space between tables for wheelchair access

more space between tables to make wheelchair access better and staff to talk to the person with the disability rather than the carer not all disabled people are stupid

more space between tables, accessible toilets that are open all the time

More space between tables, greater availability of highchairs. Smoke free zone outside - pavement dining is now the smokers corner and not very pleasant when with young children.

more space between tables; lifts/access to other floors; better training for waiting staff

More space for buggys wheelchairs and better access and more help would be great

More space to allow for buggies

Most are pretty good and willing to help with wheelchair access - most already seem to have ramps, and will move tables around to be helpful!

most places seem accessible some are really busy the staff are all helpful

Most restaurants have the tables too close together which means that wheelchairs and other mobility aids have difficulty in moving around. I should imagine that it is also difficult for people with mental health issues being so close to strangers when eating.

Mostly accessible inside if you have carers, but most entrances are not because of at least one large final step. Should at least have portable ramp.

move toilets from the basement; don't pack and stack restaurant so you can't walk around it without having to ask people to move;

My experience is that most restaurants these days have good disabled toilets available.

need more accessible restaurants for disabilities

non smoking is a big plus.

none

none that i can think of

Not having too many tables so that people can make their way around easily

Not put radar key locks on accessible toilets - provide a large toilet with handwash for everyone

Not really.

Only to alter the layout inside for the disabled

parking

Pizza Express is a good example of a family friendly chain. Most have baby change and level access to toilets (as well as flexible seating provision). The materials used for decor (reflective surfaces) can make it difficult for hearing impaired friends but on the upside they diffuse the noise children inevitably make.

Provide access for wheelchair users to all sections and floors.

Provide access to all areas, including raised sections or seating on other floors. Often, only the ground floor has any access for wheelchair users - other floors, raised sections, balcony areas etc normally lack this. Additionally, whilst many provide suitable access, a considerable number still lack disabled toilet facilities.

provide braille menus

provide more space

Provide portable ramps to address small steps where that is the only barrier. Provide an accessible route through the tables that remains open even when the restaurant is crowded. Provide menus in Braille. Stop playing loud music. Put up a few soft furnishings to absorb the background noise. Use tables that don't have legs in the way of wheelchair access. Provide straws or have lighter drinking crockery. Have more wheelchair accessible toilets and don't use them as storage. Know what facilities they have and let all their staff know. If they can't accommodate you, let you know quickly and don't leave you in the rain waiting for non-existent assistance / ramps (and, preferably, know where the nearest accessible similar venue is - not necessarily the same chain).

ramped access, accessible toilets, wider aisles, better training and awareness, lighting, quieter background music, availability of disabled friendly cutlery and crockery,

Ramping steps at doors, accessible toilets, more room to move (tables not packed in so close together).

Restaurants should be required to have toilets on the same floor as the dining room. Too often the toilets are on the floor above or below.

Restaurants should inform customers on their website which facilities they have. Every restaurant should have step-free access and accessible toilets. I go out for dinner 3-4 times / week and accessibility is the most important reason why I choose a restaurant.

Restaurants with one step should always have a portable ramp. Tables and chairs should allow enough space for wheelchair access

Seating: seats are often very deep and uncomfortable which means I cannot spend long at the restaurant. I know this is a common issue for people with back pain. Plus noise - for those hard of hearing we need more sound absorbing surfaces, curtains, carpets etc

set up a good user scheme where they get stars for disability accessibility, awareness etc, the bigger chains are now getting their acts together because they want the custom i.e. I know if I go to a harvester I will always be able to get my chair to a table. places like Morrisons cafes have specially raised tables that are ideal to sit at in an electric wheelchair. today I went to a pizza hut and had to leave without eating as the new layout of the restaurant made it impossible for me to get close enough to a table to eat.

Simply disabled toilets on street level as well as tables with room around

SIMPLY ELIMINATE THAT LITTLE STEP UP TO GET INTO THE RESTAURANT, ALSO TOILETS ARE VERY OFTEN UP OR DOWN A LOT OF STAIRS AND THEN THERE IS THAT REALLY HEAVY DOOR THAT YOU CAN'T PUSH OPEN FROM A WHEELCHAIR

Since I'm hearing impaired I choose pubs/bars/restaurants with soft furnishings (that soak up background noise), good lighting (for lip reading) and as few crying children, screaming drunkards as possible (to limit grating background noise). Soft furnishings would be my recommendation especially for Belgo's and Wagamama (love their food but can't bear the environment)

Some restaurants are quite dark and their menu is in a fancy font, it makes it hard to read, they should always have a plain text menu available for those that need it. Some are inaccessible because of steps

Staff need to be aware how to treat disabled people with dignity and respect. Meet needs without patronising. Provide menus in braille.

Staff Training

step free access for wheelchair

Still basic access like ramps need to be installed. Also accessible loos must be maintained and not used as is still the case for storage. Also better layout of internal space

Stop blocking the pavements with tables and signs

Surely this is common sense???? level entry, accessible toilets, tables at a height that one can sit close to for a wheelchair user, tables without these silly bloody pedestals that stop a wheelchair from getting close and space between tables so there is ease of movement around the place. Menus in large print/braille.

tables too close and differing levels make access with small children difficult

The availability of booster seats for toddlers (not high chairs) would be useful. My children are too big for high chair but too small for some of the fancy chairs in restaurants and cannot reach the table. Also toilets cubicles are usually small and not child friendly so I usually resort to the disabled toilets where there is more space. Toilets are often in inaccessible places, i.e. in the basement (down a flight of stairs) or up the stairs.

The biggest problem is the variation in restaurants so you have to choose one that suits your needs but also they have to try and adapt.. Disability awareness should be compulsory and annually ongoing for all staff. Perhaps there should be an award scheme or prize i.e waitress of the month or waiter of the month awareness award certificate!

the number of restaurants in London that are truly accessible is pretty small. As a wheelchair user I will go to restaurants that I can get into. Yesterday I went around and was able to eat but had to piss in the street [Tower Bridge]

The ones I visited seemed fine

the provision of wheelchair accesible toilets that met more than just minimum specification.

The restaurant industry has improved it's service to wheelchair users greatly. Yet again many toilets are poorly designed and tend to be baby changing rooms as well (which makes them dirty and normally in use). Restaurants still tend not to fully understand how easy it is for them to be DDA compliant, but it is one part of London life that has got much better

There is a great need for more restaurants to install ramped access to their premises as wheelchair users have very limited choice as to where they are able to dine.

They could actually keep the disabled loo as such rather than use it to store stuff as is often the case.

They could have Large Print menus

they could make it easy for wheelchair users to get in by having less cramped dining areas even if that meant fewer tables and it would be good to have tables where it was possible to get your knees under the table if you are a wheelchair user. It would also be helpful if owners didn't use accessible toilets as store rooms for cleaning equipment.

They could make sure tables which were easy to get to and near toilets were prioritised for disabled people. Could also provide a spoken menu.

They need to be more tolerant towards children with special needs and their behaviour. Parking is usually an issue.

THEY SHOULD ALL HAVE RAMP ACCESS TO THE RESTAURANT IF THEY HAVE A STEP INTO THEM RATHER THAN HAVE TO ASK FOR ASSISTANCE IN LIFTING A WHEELCHAIR/SCOOTER INTO THE RESTAURANT OR HAVING TO LEAVE IT

OUTSIDE

To have WORKING disable toilets, being able to enter the premises with my wheelchair

Toilets can be a major problem

toilets easier to access and clean. Think about the threshold lips on doors...hard to manage in a wheelchair. Space to put wheelchair. I have had managers treat me with disdain when I ask to liquidise food for my son, even with my own liquidiser.

Train staff to assist disabled more often, and be aware the some disabilities are not obvious, like my visual impairment.

Using larger font size on their menus (as standard) and a large print menu easily available (without having to ask). Some thought to access (avoiding heavy doors, not clogging up passage ways with sacks of rice, flour and potatoes, surplus chairs, etc).

Very difficult to implement, but parking is often a problem

widen their doors to accommodate wheelchairs

Wider doorways, round tables to facilitate wheelchairs with leg raisers Accessible toilets big enough for powered wheelchairs to be able to turn around in

Wider entrance doors & accessible toilets would be a big step forward. Movable rather than fixed seating and tables that do not have a drop down underneath. Level or ramped access

Wider gaps between tables at entrance and on path to toilets. narrow spaces very off putting

Worst problem usually is position of toilets, eg down stairs.

Written clear guidance on just how accessible restaurant might be - this needs to be standardised & should be displayed OUTSIDE restaurant & in all guides and advertising & such restaurants should be given something akin to a star marking so that a disabled person knows exactly which criteria have been met.

yeah be able to push double buggy in and sit with children not all restaurants cater well for babies

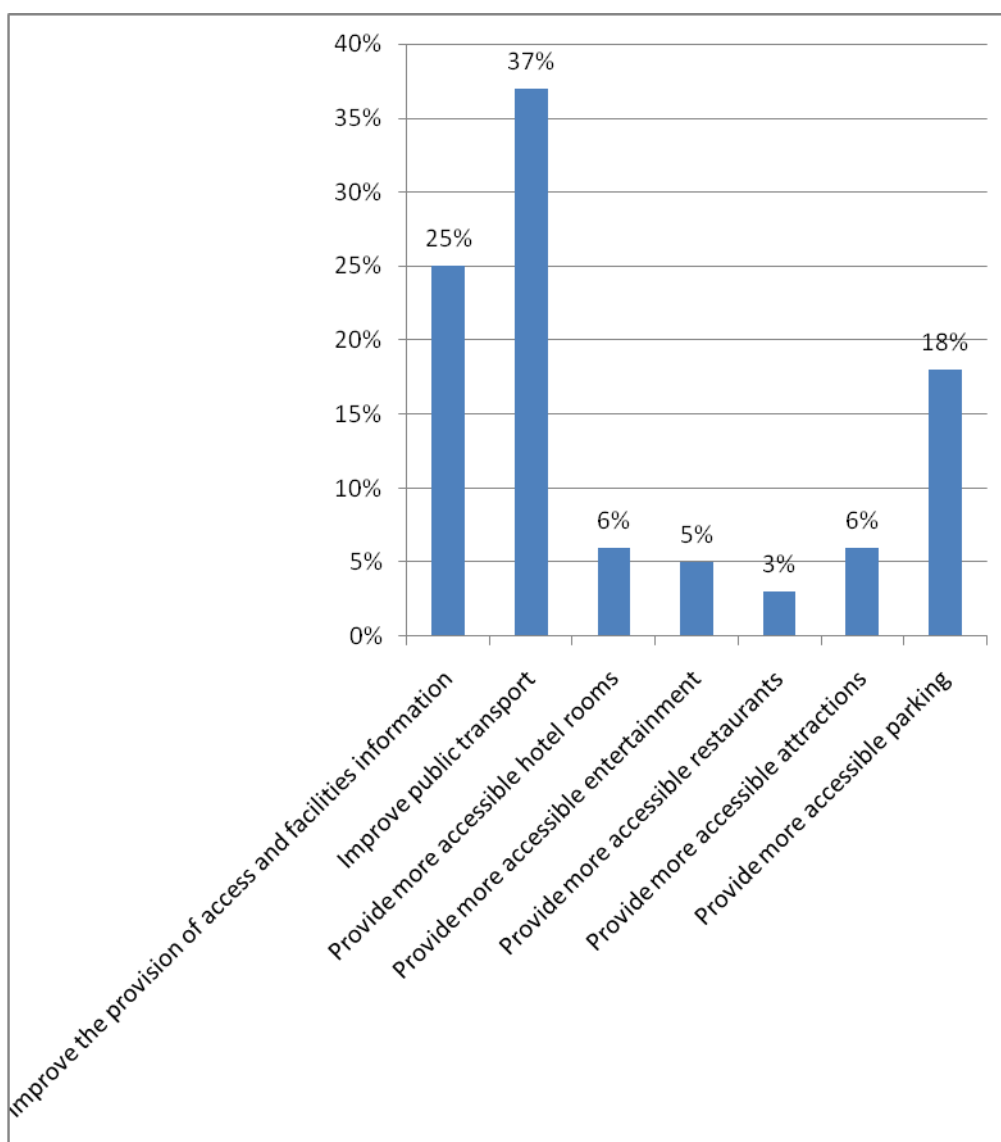
Yes staff need more training on how to serve someone with a disfigurement without being patronising or awkward or drawing unnecessary attention to the customer with a disfigurement.

Yes, by making up to date menus in braille and large print. having well trained staff in guiding and describing layout of table (cutlery, glasses, food/dishes etc).

Yes, have accessible toilets on the same floor as the restaurant and make accessible toilets radar key operated to keep them exclusively for disabled people.

If you could choose one quick fix to make London more accessible to disabled and deaf people, parents with buggies and older people, what would it be?

Total respondents: 295



Do you have any suggestions for improving accessibility in the short term?

Total respondents: 153

1. Raise the platform at one door of the tube / train. A good example is Hamburg in Germany. They had the same problem as London and raised several of their station platforms in the middle of the train.
2. Make sure that the train and bus announcements and displays are working properly. Some drivers switch the new system off. So you don't know what the next stop is.
3. Change the parking rules in Westminster, Kensington and Camden. You can use your Blue Badge everywhere in EU, except in these boroughs.

A few more disabled bays in busy places to allow better access

A physical means of getting on and off trains and tubes when there is a big gap between train and platform. Perhaps allocating space on trains where children/buggies have priority (not just a sign which people ignore).

a) oral announcements at bus stops / tubes. on board and stations.b) staff to be trained to assist fully / quicklyc) taxi schemes are very poor and unreliable / time inefficientd) train stations are very difficult to get around, due to poor signage and inability of staff to assist, and visual screens are no good to me. I need proper audio announcements, or staff who can assist fullyNote, at leicester square tube (northern line) it announces train coming / destination, in advance. Please implement this everywhere.

Access to information is the biggest problem for all who live or work in London. Invest in a facility Language Service Professionals know how to use for the provision of efficient and effective access to information for all. London needs a Polycom TPX Suite with Language Service Professionals ready to use it 24/7 to give and receive information at the right time, in the right format, at the point of need to the right person or target audience in all languages. It costs Â£250,000 for that facility and the heart of London is about people and technology.

Accessible and well publicised data base of accessible provision

Across the board for all the above, compulsory disability equality training

Actually an advertising campaign reminding people to offer to help carry buggies up stairs at the station would help!

Allow more ordinary blue badge parking in Central London. Remove the exemptions currently claimed by Westminster, the City, and Camden.

Allowing Blue Badge use in all areas of central London

an accessible guide to London

Any Pub need accessibility for any disabled who wheelchair welcome.

Appropriately placed ramps, lifts & slightly wider entrance/toilet doors

As before, toilets in restaurants can be a big problem

Ask ALL disabled simply to sit on board meetings and ask what makes their lives far better, make a crack down on parking on pavements etc, litter left on pavements. Get transport to be open for all disabled

assistance for wheelchair/pushchair users at tube stations

Assuming the reality of zero investment - theatres, restaurants and attractions should state CLEARLY when they are NOT accessible. At least these places could be avoided. But simple steps like providing ramps where there are steps, and sorting out decent provision, not tokenistic provision (eg decent provision= St Martins-in-the-fields Crypt lift - fantastic. Wagamamas lift - absolutely dire. Also, there needs to be more 'joined up thinking' - eg Westminster Pier - a lovely ramp to the boats - but three sets of hazardous steps to contend with before reaching the ramps!

ban pavement parking

Bendy buses and better designed seats in buses for people with chronic back pain [this would also help older people, pregnant mothers etc]. More public toilets.

Better awareness training for staff.

better online information for visual impaired people

Better response from people who are supposed to be helping the disabled in travelling.

Buggy buddies! Easily identifiable friendly staff in plentiful supply at key interchanges who can help people with access issues -either by giving their buggy a lift, guiding them to the right train if they are hearing/visual impaired, providing information for the best way to continue journey etc

by training all London transport staff in how to guide and disability awareness.

Campaigns for priority people and try to educate others that the transport system is not just for commuters, so allowing a greater consideration of other users with buggies

etc

Cheaper public transport especially tubes and trains

Check the pavements around the visitor centres and provide better safer lowered kerbs

coach trips with accessibility in mind

Communication - make it easy to obtain and see

Concrete over/ramp small sections of stairs that exist in certain sections of the Underground, of around 2 or 3 steps, that prevent wheelchair access but could easily be remedied.

Conductors on buses to help people board and alight, advise unconfident travellers, give added sense of safety and provide an ongoing incentive for people to touch in with their oyster cards. If TfL think this too costly how about a volunteer scheme for the duration of the Olympics?

Decrease fares and parking charges. Far too expensive for the average person.
disability access

Disability equality training for staff with social model

Discount travel for parents/older/disabled during certain hours

Don't just think about accessibility as physical - think about attitudinal - especially for disabilities that are not about mobility

Dropped kerbs on each side of road directly opposite one another - like Barcelona.

Educate the public and workers in public places about how to support others who need it!! Get people involved in the various governmental committees that can make the changes in these areas = people who have disabilities and access needs - not just the token person in a wheelchair or older person but more than that - consult with groups of various people, etc.

Education - just tell people how to deal with those of us with hearing impairments we make up one in seven of the population afterall!

Education of people providing customer facing services & using the existing accessibility features eg. bus drivers who know they must lower ramps when requested.

enforcement of DDA on restaurants and hospitality businesses.

Ensure London engages a competent person to lead on this not the condescending deputy mayor

Extend full Blue Badge concessions to the currently excluded London Boroughs and to all permit holder (e.g. 'Resident', 'Business') spaces in all London Boroughs

Extend number of buses/trains etc with visual indicators of stops

generally i am not in favor of the car in london so this only leaves public transport and i think there has to be some major investment made in this prior to the games starting in 2012 i like the park and ride but still need parking places.

get all the dropped kerbs sorted, get buses sorted, including potential around the new Routemaster, implement long outstanding recommendations regarding door-to-door, start a campaign to hotel and restaurant owners and theatre land

Get more lifts and convert all the underground to wheelchair friendly trains and platforms. Make flat edges on the pavements. At the moment some are so high that I have to go over them backwards or have to go on the other side of the road instead. Also even the pavements that have been redone are not completely flat so I have to on them backwards too.

Have a poster publicity campaign about how accessibility to public transport includes everybody: give information on particular or unusual medical conditions and what difficulties this might pose somebody. Provide or a poster campaign saying what a

card some people have to do including queue jumping. carrier highlight the stress for a disabled person scheme. who has to ask for a seat every day. raise people's awareness. people do not have the right to attack people someone just because they have jumped the queue because they cannot stand for very long. people need to be educated out of their black and white perspectives.

Have a purge on people parking on pavements. Stop people leaving rubbish/bags/bins on the pavements. Encourage/incentivise businesses to become DDA compliant. Don't expect wheelchair users to be able to 'walk a little bit'. Stop abuse of disabled bays by non-disabled drivers. Get hotels, restaurants and others to be certified according to standard 'code' of accessibility (these exist already - depending on the accessibility and degree of help needed)

have more guards at gates in underground - waited 5 mins and had to ask to be let through barriers

Have more lift facilities for underground. check on a daily basis that these are in working order and clean. AND UNLOCKED!!!!

have plenty of staff available to assist on trains and tubes

HEARING LOOPS ADDITIONAL LIFTS

I fully understand there are some attractions that are out of reach for wheelchairs because to alter them would change them - not everything can be accessible

If music is played in any attraction, it should be very low level to ensure it does not inconvenience customers

If you can't replace stairs at stations, make it clear that someone is available to help carry children/buggies down/up. You feel bad having to ask for help, so it should be readily offered.

Improve access by use of ramps, lifts, level access to all venues. improve condition of pavements and roads. improve access to parking.

improve all access to allow everyone to participate in enjoying the activities that are available without restriction because of disability

Improve awareness of disability

Increase awareness-raising training for all TFL staff, on a range of disabilities, the issues faced by older people, people travelling with young children etc.

Increase dedicated disabled parking spaces and police specific use. Reward restaurants that comply with disabled access requirements.

increased deaf awareness - how to interact with deaf and hard of hearing eg. eye contact, write things down very simply, use gesture

Information on Websites could follow an uniform code

install lifts and escalators at more tube stations to reduce numbers of stairs

Involve Disabled & Deaf people within the tourist industry

Keep the cars (other than local cars) out of London

keeping access info up to date-I know which stations work for me but if the lift/escalator is broken I'm screwed and have to change my plans. Putting notices at front of station clearly would be good. Again explaining to staff why I can't go down stairs when staff should accept and have an alternative route in mind.

lifts at stations

LIFTS LIFTS LIFTS LIFTS and more lifts in every tube station connecting with mainline services and clear maps for wheelchair users to plot journeys

lifts when the escalators don't work seats in the waiting area

longer running tube service, do roadworks and tube/rail work at night instead of disruption during the day

Lots more working ramps. If the ones on buses really are broken, fix them.

Lower kerbs on pavements. There are still a lot of streets in central London which do not have any lowered kerbs. Sometimes, when they have been lowered they are too steep or have been built unevenly.

Make better and increased provision for disabled car parking because public transport does not fully work for the majority of wheelchair users

Make City of Westminster provide more disabled parking bays

Make every cafe/pub/bar/shop owner try to gain access to their own premises by wheelchair/on crutches/with a pushchair. Having found out their own shortcomings they would possibly alter things.

Make more tube and overground stations accessible via step free access. Improve audio and visual announcements on all public transport. Provide TfL staff with better disability awareness training.

Make public transport safer and more secure for parents and their young children. It's the behaviour that falls short of overtly criminal that is the most common reason parents (and most other people) don't want to use public transport. Chavs swearing and playing loud, adult-themed music in front of young children forces parents to either be seen as weak in front of their children by moving somewhere else, or to risk violence or abuse by confronting the culprits. There is never anyone official around to assist.

Make sure disabled people are seen to lead this work. I need those of us who experience the barriers to equal participation regularly can fix it.

More accessible buses more physical signage (Braille and raised wording) but beware of clutter (I recently used the Bruxelles metro and although I know it reasonably well it was still difficult to navigate because of the clutter of signs and lack of meaningful symbols)

More accessible tube/train stations

More attention given to communication formats staff training to give them communication skills, provision of useful information in multiple forms eg scrolling message simultaneous with sound message, especially when problems or delays or changes needed

More blue badge parking zones clearly signed

More help at stations for families travelling lift access to be more easily available

More lifts rather than escalators or steps.

More locations for Blue Badge parking BUT backed up with (a) enforcement to prevent unauthorised use of badges, especially family members who abuse privilege, and (b) information online about where these places can be found.

More pedestrianized zones and bus and cycle only roads

More people to help at an accessible point & easy to get to for help. This is only in the short term

More space which would give better access for all

More staff at non central rail stations in the evening (mine are Peckham Rye, Battersea Park and Clapham Junction) for safety, advice and support or at least stop the reduction of staffing that seems to have happened in the 10 years I've been in London.

More staff at tube and train stations so that there are people on hand to help. More ramps and lifts also needed.

No but this is a long term situation that really needs to be sorted
no comment

Offer grants to restaurants that have toilets at entrance level to enlarge these by 2012 to become an accessible unisex toilet for everyone.

Often information guides about travelling by public transport, will say, 'make your way to the information desk'. You need to bear in mind that a blind person cannot see to find the appropriate desk and a system to accommodate blind people's needs to be put in place. For example, a mutually agreed meeting point at a station.

Open up the London Underground system by allowing the public to use 'staff only' lifts, that would really help me and others

Parking availability if you are a blue badge holder and book ahead? Maybe?

Parking would be an improvement in the short term as then the disabled person wouldn't have to rely on public transport or taxi's. Parking would also give more accessibility to attractions as you could move your car to each one, such as a tour bus is able to travel from one location to another.

parking, parking, parking clean the accessible public toilets

PLACES WITH STEPS SHOULD HAVE RAMPS

Please can London Transport staff work in a more joined up way? E.g. if a lift or escalator is out of order or there is a more complicated route through a tube station due to work being carried out, can the 68Plan my journey68 facility on the tfl website reflect this - even if the lift is out of order for a day?

provide education to people selling food that assistance/guide dogs ought to be welcomed. this is particularly the case in the West End but in East London it is very hard to get a good dinner with friends. continue to maintain the route training from home/work via London Transport - this is a very valued service.

provide equipment physically disabled people need to use but cant always bring with them themselves. mobile hoists - shower chairs - clear space under beds - remove excess chairs in the room to allow turning space - roll in shower not baths - toilets with rails.

Provide more 68hearing aid loops68.

Provide more car parks with more spaces for disabled badge holders

provide portable ramps for wheelchair and signage to say they are available on request

provide some form of non slip surface to shiny floors it is very scary

Provide training for those in the service industries and transport.

provision of better facilities for people with sensory impairments / learning disabilities. (Information in a variety of formats including electronic files, large print and braille, plain english and symbols. Having loop systems and sign language interpreters in all tourist and other information stations. A requirement for all websites to carry accessibility information. 68Changing places68 mobile toilets for all events (carnivals, festivals etc)

Public awareness of how pushing, rushing and hurrying people who may have unseen disabilities can affect that person. More consideration and tolerance.

Raise at least part of all platforms at LUL stations with lift access, so as to provide level access to the trains, not just the platforms. Additionally, at some stations there is the ridiculous farcical situation of two or three steps preventing access to an entire platform - logic would suggest that such a small flight of stairs could be converted into a ramp. Staff training needs significant improvement - a LUL staff member at Victoria station suggested that two of my friends carried me, and my wheelchair down two flights of stairs and two escalators as a way of providing me with access to the trains. Such a suggestion should be confined to fiction, not reality.

Raise public awareness of needs of disabled people. How they need to be helped, and how to deliver that help with respect.

ramps so that can push pushchairs to the platform

reduce road congestion, longer tube hours

reduce the fares you charge for visitors coming into London from other counties...if public transport is going to be so unreliable and shabby, the price of a ticket should reflect this!!!!

remove unnecessary street furniture and clutter. councils to inspect all business premises to ensure DDA compliance, publish a full and comprehensive guide to ALL businesses, fine businesses who do not comply, provide helpers at major attractions, and train stations etc. Provide a full training scheme for all businesses, to raise awareness and ensure readiness for 2012

Restrict the flow of non disabled traffic to outside of the city/congestion zone making it park and ride so that public transport is used more often.

see question 36 - its the same question!!!

separate sections at major tube stations for people with young children / other accessibility issues - without stairs and with less crowding

Set up a system which restaurants can display which says that the restaurant does not have too many tables, has disabled access, has plain text menus available, that has signed up to a code of conduct that assures patrons that if they have needs they will try to meet them

Some stations on the tube could have level access but don't, eg High Barnet.

Sort out the parking situation in the London boroughs which don't use the blue badge scheme

staff with special needs training

Stair lifts in some of the shallow stations...District and the extreme central line. Not all stops but perhaps 1 in 4. Manned ramping into carriages or at least help as gap from platform too wide. Share information.

step free access to attractions accommodation shops and eating places

Text guides to venues such as those provided by www.describe-online.com. Could advise subject to suitable agreement.

Think about design. Remember people do not like/cannot use glass lifts/glass balconies/glass walkways and minimise the use of steps, use ramps. Modernise the underground but not with glass, glass and more glass. Older people using walking frames, children's pushchairs, visually impaired/mobile all prefer ramps to steps. I do realise that some of it is used for security so that police etc can monitor and see people using the lifts/balconies and corridors.

to make staff aware at attractions theatres etc of individual needs and not to assume that because a person is not in a wheelchair they may also have access needs

To provide large wheelchair accessible toilets with ceiling hoists so that all those people that rely on such a facility can visit London for a longer day.

To provide more accessible parking; It doesn't have to be free, just reasonably priced, closer to attractions and accessible for disabled drivers! Also better policing for use of blue badges. Blatant misuse of blue badges is just unbelievable now and a better system is needed.

Tourist buses should be replaced by wheelchair accessible buses

train staff to be more aware of disabled and people needing help. Though I must say staff at London Bridge underground credit to the tube!

Training and monitoring of staff in facilities A more joined up approach to goods and services (e.g. boroughs, TfL DCMS etc) Building and planning services that support good access standards

training for bus drivers and staff at train stations.

tube/rail delays before and during journeys. Station announcements. All totally

inaccessible for those with a sensory loss. Also, lack of platform staff to support those who are unable to access information. Emergency points, speaking only. What about those without speech? How can they access these? Inaccessible. Those with pushchairs and buggys only 2 spaces available on each bus.

unify the rules used for the blue badge scheme in different London Boroughs.

ut in extra blue badge spaces

We have stars awarded for hotels and restaurants, why not for accessibility?

When wheelchair user are waiting for buses there should be a system that bus drivers allow the wheelchair passanger to get into the bus first

Why are we looking at the short term? This is too little and too late and deeply depressing.

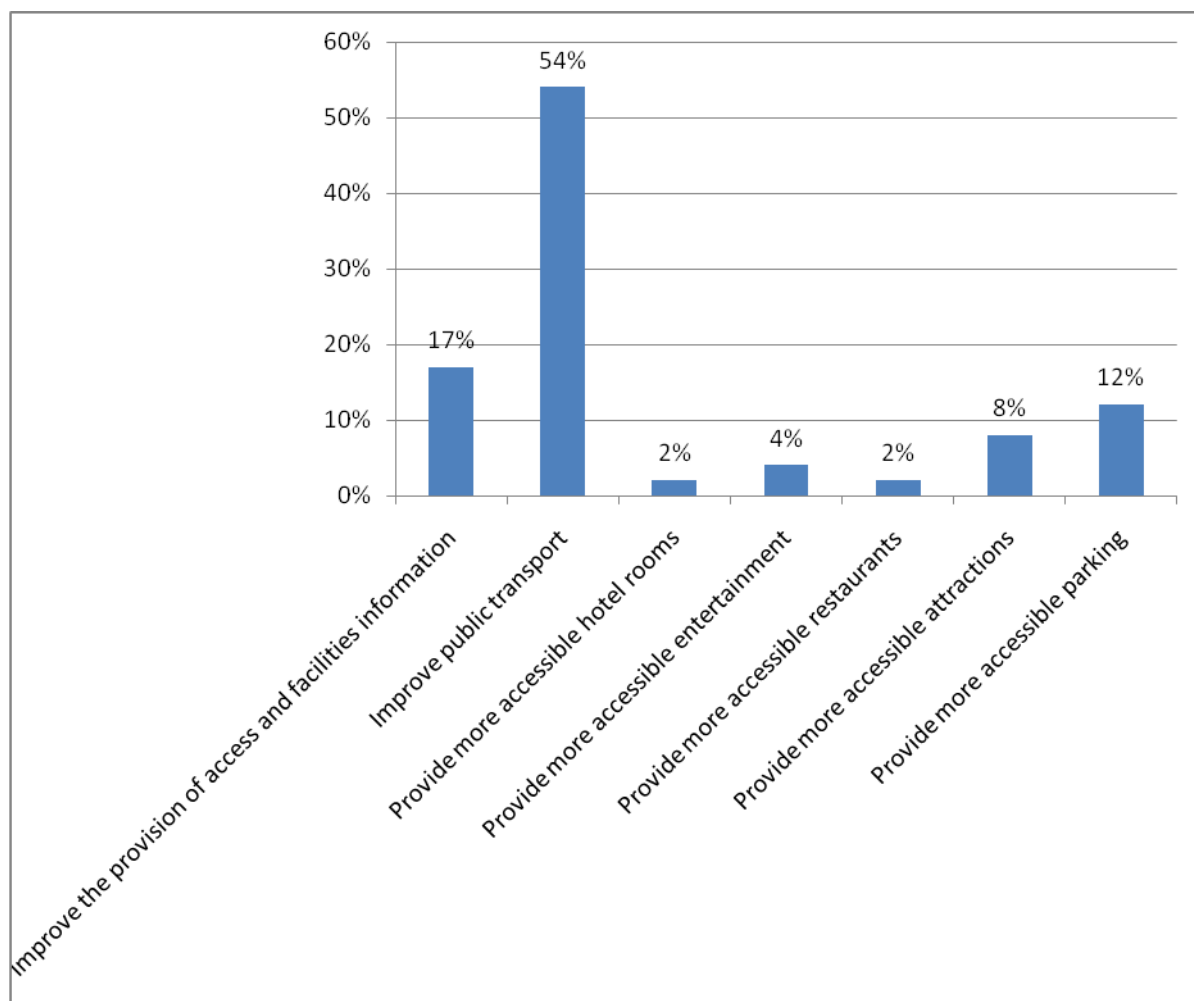
Wider pavements, less parking available

yes advertise well to let us mums know great places to take children as it is imprtant to do day out trips for children it helps them learn how to behave in public and to resect our coulture

Yes ask those in OUR world of the disabled what is best from our eyes not from those sitting at a desk or who have not been in a wheelchair

If you could choose one long term strategy to make London more accessible to disabled and deaf people, parents with buggies and older people, what would it be?

Total respondents: 282



Do you have any suggestions for improving accessibility in the long term?

Total respondents: 141

a facility for those not entitled to a blue badge more freedom to park especially evenings and weekends, exemption from congestion charge for hospital appointments

a) not enough taxi ranks, and impossible to hail a black cab outside of a rank, when you can see. b) black taxi drivers not very disabled friendly c) attractions / entertainment sites more accessible d) staff on public transport, must be able to assist me much better, at present I have to beg for any type of info or assistance. e) maybe have a 68 Tube / train buddy 68 a person who can travel with me on the service and make sure I get on/off trains OK. f) tube / train stations that are particularly bad are : London bridge / Bank / King Cross / Earl's Cross / Victoria / Camden Town / Saint Pancras / Marylebone / etc

accessible public transport and education and enforcement to maintain these provisions

accessible transport including tube

Again, involve Deaf & Disabled people within the public services and transport in London

All tube maps should show which stations/lines are accessible. Many more tube stations and trains should be accessible. Something should be done to support bus drivers trying to encourage parents to fold buggies.

alternative to stairs at tube stations, shorter walks in tube stations for people with mobility difficulties when changing tube lines at stations

As above, this would be a long term aim, to have all venues and transport written up in a meaningful manner.

As above, provide an ongoing system of training, monitoring, inspection and accreditation of ALL businesses, both as a service provider and as employers.

Remove obstacles from the streets, fine businesses for non-compliance. Provide a network of guides and assistants to help disabled people at stations, attractions etc assuming we've sorted the transport to get there making London attractions fully accessible.

At present, I and many other disabled people I meet still feel services in London do not promote independence but create and encourage dependence on others. It would be impossible and unsafe for me to access public transport and services around central London without a group of people. I and many other disabled people have the ability to be a lot more independent if attitudes change in London.

ban London weighting allowances

be good if the taxis were more accessible

bring back trams to SE London as bus times are not practical in the morning rush

British Sign Language should be taught more in schools for example. I have visited one school with a hearing resource base where the entire school, including those able to hear, are encouraged to sign - valuable skill.

build to DDA requirements and ensure that all attractions etc are accessible

By making underground a 100% more wheelchair friendly and making disabled toilets a requirement

Changes in planning regulations so physical access is key to allowing any planning applications. Monitoring of DDA compliance (people going round to check rather than waiting for public to make a complaint). More information to service providers about their responsibilities under DDA. Improvements in provision of dropped kerbs at EVERY road. Real accessible transport. All accessible toilets are 68 changing places 68

toilets. Policing of Blue badge usage.

Children should be considered in planning processes in a similar way to disabled individuals. If young children only have proper facilities (and a positive experience) when in eating in fast food outlets (like MacDonalds), they will not be encouraged to try healthier foods. Similarly, if children have a bad experience of public transport when they are young (and I believe it can be very distressing for a small child), they will take to a car when they get older.

clean what there is and ensure that there are parking bays for wheelchair users and parking wardens who do not book you when you park on yellow lines (permissible with blue badge but which parking wardens disagree with; also the congestion charge should be automatically free for disabled vehicles without preregistering.

Create more awareness about disabilities that do not fall into mobility category and engage with more positive attitudes, awareness and understanding, and communication techniques

Create wider pavements Remove parking and make streets more pedestrian friendly easy to find advertise they are wheelchair and physically challenged accessible

Embrace electric cars. Provide charging points and free parking for them. No one prefers sharing under-sized spaces on public transport with poorly-behaved, foul-mouthed chavs over the space, privacy and security of car travel - especially relevant for parents of young children.

Enforce the DDA on all organisations providing public services

Ensure London engages a competent person to lead on this very important issue, this needs to be someone who understands the issues and can take a pragmatic approach to solutions. This person needs to have a sufficiently senior position so that they are taken seriously by all stakeholders

Ensure that all public staff are trained to deal with people with disabilities of all kinds and that information is easily and clearly available to all - written for the deaf, clear large print for the visually impaired and staff designated to help out - maybe in a special coloured uniform eg if you see someone in a green jacket they are trained to help out those with disabilities.

ensure that drivers of non public transport have to follow the law and ensure that they cannot park in places that restrict access to public transport

ENTERTAINMENT IS OFTEN DONE IN BARS ETC THAT ARE NOT ACCESSIBLE

Ensure that you employ wheelchair users on the planning committees, and listen to them.

Establish a London wide campaign for better access and an advisory service for businesses that would like to see my credit card, but cannot because of access issues.

Extend the talking announcements to platforms, also have pressable talking signs at bus stops, telling you which buses stop at each stop, where the route travels to, how often they stop there, etc.

Fix the problems disabled people face regarding travelling on the tubes. To an able bodied person tube travel may be daunting to a disabled person it becomes total social exclusion as a means of transport. Better facilities to physically get to a tube train and actually board and use.

free public transport

Generally more space between things. I seem to spend all my time squeezing between tables, chairs, doors, department counters, lifts, etc.

Get and listen at all times those with disabilities and do not offer the always major excuse of cost, how do you value cost when because of a birth problem you gain a disability or if you like me have a major accident become disabled the simple fact is as

always you get we understand, but do YOU? ask disabled to talk and more talk

Get lifts into central London tube stations. Providing a limited selection of accessible stations on the Jubilee lines and in other 68 random places is not enough. Disabled persons (particularly those with mobility impairments) should be able to travel in this area together with everyone else.

Get more and big screens for the games in HD

Get rid of all step only stations. Have lifts or escalators as well.

give people information about disability. don't be afraid of disabilities. provide more staff at train stations. Training courses on wheelchair users needs. bus and taxi drivers to be more aware. ramps and lifts fitted at stations.

Have greater access at more railway and tube stations, more lifts, less stairs, stop escalators being out of action, have flat access onto more trains.

Have more of those travel/location map type things fitted with aids for the deaf & the blind.

have plenty of staff available to assist on trains and tubes

I have found London to be the most accessible place to visit with a wheelchair and all officials, police and traffic wardens, have gone out of their way to assist. With this attitude, the long term can only get better provided wheelchair users accept there are some places you just cannot get to.

If poss. more escalators in the tube.

If you want to reduce traffic then make all public transport totally accessible and the benefits would quickly outweigh the costs.

Improve access on the railway network & allow more than one wheelchair user per bus. Allowing two (and there is room for this) would be a big step forward

Improve station infrastructure with more lifts and frankly more carriages - packing us in like sardines is unacceptable (it's unacceptable overall but specifically for kids), scary for children and with parents required to return to work asap saying we just shouldn't take buggies on at rush hour doesn't help. Northern line at Clapham = waiting several trains to go past if you need to fit a buggy on.

Improve the public transport provision to attractions

Improve transport interchanges and paving around them. Getting relatively short distances is made impossible because of very poor ramping and signage

Improvement to all London Stations, lessen the gap between the train and the platform - London Bridge is the worst for this. Ramps that come out of trains like they do on the buses but that can be used by the public, maybe accessed with a special pass like the oyster card system.

Improvements to all the above list is needed. City designers, town planners and those responsible for approving buildings and changes etc must be skilled in understanding about access issues. Access needs not met - design not approved. transport is key to inclusion If people can't get there there is no point just making somewhere fabulous people have to be able to get there.

Install lifts at all tube & rail stations

installing lifts at all tube stations

it obviously takes investment to improve access to all underground stations but full access by 2025 is too long a timeframe.

It would be good to see one day all attractions made disabled access, a disabled parking place and a discount for carers as all times, it's unfair to penalise a person because they need assistance.

It would be nicer to be able to travel across London on the Underground without having to pay for expensive taxi journeys e.g., Wimbledon Tennis - Oxford st

Hotel=£55 one way

It would be very beneficial if there could be something similar to dial a ride made accessible to disabled/ carers, family etc It could be booked maybe in advance(24 hours notice)and for a reasonable fee, but would need some degree of flexibility so that a strict timetable didn't have to be followed.

Just get every business to 'sign-up' to a charter, get them to speak with disabled groups and not second guess what is required. Make the London Olympics truly accessible, and not just a handful of specific venues. Make this our lasting legacy. Create level plazas for pedestrians. Be brave - do it!

Laws that all public areas should have disability provisions.

Lifts, and lots of them

Look at the transport infra-structure and implement the disability act to make restaurants and public places fully accessible. Improve public toilet facilities, perhaps by using the RADAR key system.Setting aside more blue badge parking spaces and reducing the congestion charge for blue badge holders.

Looking better into the transport system

Make facilities/provisions larger. Many facilities that are provided are kept to the minimum and this can very awkward.Larger toilets, larger shopping iles, wider doors, etc.

Make more tube and overground stations accessible via step free access. Improve audio and visual announcements on all public transport.Provide TFL staff with better disability awareness training.

make sure that there is an effective way in which disabled and Deaf people can communicate about the barriers we face. To be honest this survey will not provide any really useful information and is a lost opportunity!

make the tube 100% accessible!

make transport cheaper and easier for these groups to use helpful staff better more accessible buses

Making bus or coach travel accessible to those of us with physical disabilities would help and special routes may be needed for the olympics otherwise those of us with mobility difficulties will only see it on television. However, making more Blue Badge spaces available with heavy fines for anyone abusing system is a necessity too. Planning controls should ensure adequate parking for the disabled is provided for employees, to enable the disabled to work and ensure employers have often experienced and highly qualified / capable staff can work for them ... penalise employers like GLA who do not provide parking for disabled staff ... part of the car-hating, disability disregarding, bicycle mafia controlling this organisation ... along with so many authorities and employers!

Many of the other categories the survey proposes will improve because of the commercial and legal case for enhancements. Public transport sits outside of this to a degree being dependent on government investment. Improvements in public transport open up areas which in turn pressures attractions and facilities to become more accessible. An ongoing focus on accessibility will send a message to private businesses and be welcome to a wide cross section of the community.

Minimise steps. Consider using bollards to protect pedestrians from traffic instead of kerbs. Consider 'hidden disabilities' in designs of street furniture, roads, buildings etc. Not everyone can enjoy a 'panoramic' view and standing at bus stops, stations etc. it is very difficult in London to keep all the beautiful historic buildings and balance the needs of the minorities with special needs. Perhaps offer a choice of both - 2 lifts, one with glass lift for panoramic view and one with enclosed lift for those who cannot or

would prefer not to have the view?

more access to travel on Tubes & Trains

more accessible stations, more space on public transport for wheelchairs

More first contact people who can use BSL

More lifts at stations, step-free access to the tube and national rail trains. Proper trained staff (some bus drivers don't even know how to open and close the ramp). Check if restaurants are DDA compliant if the open or re-open a new restaurant.

More lifts/ramps for buggies - fewer stairs

More long term funding

More public info, adverts on national TV aimed at disable travellers and make your cabbies follow the lawn !!!!

More ramps etc and other facilities to enable all users to benefit from the wide range of facilities that London has to offer.

More resources. Strict enforcement of the DDA.

More seating at bus stops. properly signed disability seating zones in the same way that first-class have their own section of the train carriage. disability cards which allow queue jumping. a solution to situations like this which have milder solutions than having to apply for free travel.

more staff at underground, train stations, bus stations

More theatre spaces for wheelchairs and reduced prices for carers. All Tube stations accessible

More wheelchair spaces on buses and trains

Ongoing training of everyone concerned with public transport, services and facilities, Disabled training and the issues it would address would make everyone think more clearly. Often the very obvious it not so because of the way and order in which those who have never faced any kind of disability think. I often say, it is not ignorance on their part, just lack of information.

Parking in central London is cost prohibitive and it is such a vast unknown if blue badge spaces will be available or not. These are enough to stop me and very many other disabled people from entering central London.

parking is too expensive and taxi are too expensive so london transport is the only option

Planners need to wake up to the needs of all people and not pay 'lip service'.

portable ramps to smaller attractions/restaurants ramps/lifts to larger attractions/restaurants

Promote travel at off peak times. Train staff to have some or better customer service skills.

Provide a central point for people with disabilities to report problems to, not necessarily with a reason to prosecute, but just to bring the issues to attention and for someone to help with addressing those issues in a reasonable way. I don't expect everywhere to be fully accessible but I expect that people have made reasonable adjustments to help me and people like me. I should not have to take the answer - 'no, we're not accessible for people with disabilities' when I ring to check - especially not so long after the DDA was introduced and the length of warning time there was before it became statute.

Provide better information on Blue Badge Parking. Check pavement routes for lowered kerbs! Ensure that any pavement works provide suitable alternative obstruction free routes.

Provide glass lifts on station platform up to footbridges, and to street level, at the

following stations. Paddington Hammersmith and City Line platforms. Paddington District and Circle Line platforms. Olympia exhibition centre network rail platforms to footbridge. White City station. Putney Bridge station

Public awareness will still be important in the long term.

Railway carriage floors and platforms same level with carriages having retractable steps to close the gap thus eliminating the requirement to pre book journeys (and a big safety measure in stopping accidents of people falling between) as is being carried out in Switzerland.

ramps and/or lifts to make more attractions accessible possibly via a grant scheme

Ramps to everything. Lifts in every tube station. More transport police so it isn't so scary for weaker people to travel by public transport (come home at 10pm through Stockwell with a wheelchair-bound person and see what I mean).

Redesign buses and taxis. Their present design is not fully accessible or safe for wheelchair users.

reduce road congestion, longer tube hours, more pedestrian zones and wider pavements

Reduce the cost and increase the accessibility of public transport.

remove cars from centre

Same as above - but also working with disabled people to find out what they need and act on it. Better toilets

Same as the short term. I know it will cost a lot of money and be a hassle but it would be nice to go on the underground again and to not have to have my parents go out before me to find a route with high curbs so that I can reach my destination.

separate sections at all tube stations for people with young children / other accessibility issues - without stairs and with less crowding

Separate carriages for special needs (these could revert to normal use during peak hours) but would be fitted with wider seating/space for buggies during off peak hours should be able to fit lifts to most train and tube stations. eliminate gaps between platform and trains

So few of the tube stations seem to have wheelchair access. No wonder I haven't ever in my life seen a wheelchair user on the tube.

space space. to move around with prams wheel chairs etc plenty of space less accidents

staff trained in special needs would make it easier for both the staff and the disabled person. there would be clearer understanding of needs leading to safer visits and places being more accessible

Stop delaying it, and get lifts into Central London Underground stations. Also, having step free access to the platform is useless to a wheelchair user when there is a 30 cm gap and 30 cm step to the train.

street to platform access. lifts

Tactile cone TfL not working at traffic lights. Shouldn't be up to the blind person to work out if it's working or not. Who checks them and how often. Reporting needs to be easier. Needs to be more flexible reporting. Have the stations announcing busses, keep it on very useful. Stations are announced.

The question above doesn't make any sense. A long term strategy for London to improve accessibility would not focus on only one issue - it would address all the above and the balance between them.

The tube needs serious investment to be inclusive of the whole population. The disabled should not be denied all but about three stations on the whole network which have disabled street level to platform level access. Bus drivers need to consider the

elderly when they stand on their brakes throwing the most abled bodied around the bus, let alone those who have balance problems. Reduced fares for disabled people using black cabs?

To have more big food courts like they have in Asia - with many different restaurants and cafes under one roof.

to improve public transport and the main route provsion ie train park and ride

Train key people (Police, Transport drivers, any one wh has regular contact with the public to be more aware of the needs of disabled people, including basic Deaf awareness.

Underground, underground, underground - a nightmare for anyone on wheels or without sight

undertake in depth access audits by disabled people for all internal and external entertainment facilities

Well I don't feel that people should be encouraged to rive into London. That may be a selfish thing because I don't suffer with mobility problems, but I am happy with the way things are progressing and think encouraging people to drive in would be a step backwards! So, if there's an issue, the answer is better public transport.

Without accessible public transport, people have no way of getting to places to take advantage of the accessible facilities at those locations.

Work with restraunteurs so that they better understand the needs of disabled people.

Yes ..all lifts need to be open and integrated into the common areas of attractions not out the back into an enclsoed lift shaft. Go look at the Louvre. More disabled parking bays. Toilets that are key accesable where nappies can be changed.....i change in the back of my car....cold and not very private....where else?

yes improve for the use of buggys and well advertise it for us mums

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