




N.B: the completed form should be emailed to the [Diversity and Inclusion team](#)

Project	London Overground Station Capacity Improvement Programme (LOSCIP) – Surrey Quays Station Enhancement LR23-TFL-ZZZ-E029-ASM-ZZ-0001
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Document History	Version	Date	Summary of changes
	0.1	17/06/2019	First Draft
	0.2	28/08/2019	Second Draft following review by representative of the EQiA Superusers Group
	0.3	30/10/2020	Third draft following start of Approval In Principle Concept Design
	0.4	05/11/2020	Changes incorporated following review by TfL Diversity and Inclusion Team

Step 1: Clarifying Aims

Q1. Outline the aims/objectives/scope of this piece of work

Strategic Context:

The London Mayor's Transport Strategy (MTS) covers various aspects of transport issues which will be addressed under his tenure. The MTS covers various key elements of policy such as improving rail services, (p83, Policy 16), improving public transport accessibility and inclusivity (p72, Policy 14), and unlocking new homes across London (p102, Policy 21).

As the population of London grows, it is inevitable that commuters will become increasingly reliant on the rail network, more so than any other city in the UK. It is therefore essential that overcrowding issues are dealt with. The Mayor has developed a policy which seeks to "transform London's rail-based services to provide safer, modern, reliable, integrated, accessible and user friendly services, with improved journey times and an increase in capacity of at least 80 per cent by 2041 to tackle crowding and facilitate mode shift to rail".

As the demand and use of transport, especially on the rail network, grows, it is imperative that all users are considered to ensure that issues concerning accessibility and inclusivity are also tackled. The Mayor seeks to deliver a better whole journey experience for all Londoners, including those with disabilities and the growing number of older people. Policy 14 further addresses the need to provide "accessible to all" so everyone can travel independently. Currently 45% of disabled Londoners find planning and making trips by public transport stressful, one of the main reasons being having very few alternative options if the chosen service is delayed.

As London grows the demand for housing will also increase. It is estimated that 65,000 homes will be required to be built before 2041. The MTS seeks to "ensure that new homes and jobs in London are delivered in line with the transport principles of good growth for the current and future Londoner" of which two of these principles are inclusive, accessible design and good access to public transport.

Problem Statement:

Surrey Quays station sits within the Canada Water Opportunity Area (OA). The draft London Plan policy expects the OA to deliver over 20,000 new jobs, 5,000 new homes and a vibrant new high street, although on the basis of schemes approved or in the pipeline the actual amount of development is likely to exceed this capacity.



Figure 1: Location of Canada Water Opportunity Area

The OA is in a prime location for re-development. Served by Cycleway 4, Canada Water has the potential to be an exemplar for the Healthy Streets Approach. There are several development sites within the OA which are at different stages of maturity. However, the proposed British Land (BL) Masterplan development represents the largest development and accounts for almost all the new jobs and 60 % of new homes identified in the draft London Plan. Consequently, it is expected to have the biggest impact on existing transport infrastructure and services within the OA.

Canada Water and Surrey Quays stations are the main points of access to the London Underground and London Overground networks for the OA. Surrey Quays station already suffers from congestion caused by the sub-standard width of the north bound staircase in the morning peak. Similarly, on the south bound platform crowding is experienced particularly in the PM peak due to the narrow platform width. The station is not currently step free, and the delivery of passenger lifts is deemed too costly and complex within the footprint of the existing station layout.

Work by TfL City Planning to determine the impact the proposed developments (alongside background growth) within the OA has been undertaken. The main conclusion of the assessment was that Surrey Quays station, in its existing configuration, will become increasingly congested as passenger numbers increase due to background growth, development in the area and the attraction of the Elizabeth Line to which the London Overground East London Line provides a direct link. By the mid 2020's there is expected to be a significant risk of frequent station closures despite crowd management procedures being put in place by station staff to ensure that passengers using the station can remain safe. Without improvement, Surrey Quays station will not be able to meet the demands of disabled people and others with reduced mobility such as those with buggies or carrying heavy/bulky items.

At the time of writing with the onset of Covid-19 demand for public transport has declined significantly. On

the East London Line weekday demand is currently running at approximately 50% of the level prior to the Lockdown that started in March 2020. TfL have a planning assumption that by Spring 2022 travel demand for London Overground will return to circa. 75% of the level pre-Covid-19. In addition, TfL have developed a range of future planning scenarios for 2030 featuring different levels of passenger demand on our rail networks, depending upon changes to travel habits and the health of the wider economy. In comparison to 2016 these generate changes in demand from -23% to +55% (the assumption pre-Covid-19 was that demand would grow by an overall 23% by 2030). Whilst these scenario-based forecasts are generic for our rail modes, at Surrey Quays the high level of property development planned in the station catchment area results in forecast future growth in passenger demand of 240% by 2041. Nearly all of this would be achieved in the early 2030s as the property developments planned in the Canada Water area are completed. Given that the level of demand growth forecast at Surrey Quays is an order of magnitude higher than the worst-case travel demand effects of Covid-19, the requirement for Surrey Quays Station Upgrade remains unchanged given the constraints of the existing station layout. Surrey Quays Station Upgrade forms a constituent part of the East London line Upgrade additionally providing for a new station at Surrey Canal Road and an increase in train frequency from 16 trains per hour (tph) to 20tph in the core section of the route between Surrey Quays and Dalston Junction. The scheme is funded from the Ministry of Homes, Communities and Local Government (MHCLG) Housing Infrastructure Fund. The overall scheme is projected to unlock the delivery of over 14,000 homes in LB Southwark and LB Lewisham.

Business Objectives and Outcomes:

Business Objectives:

The Strategic Aims/ Key Business objectives for this project are as follows (also included in the Pathway Initial Proposition Document for the project.

Area	Strategic Aim/Key Business Objective	Link to Mayors Transport Strategy
Transport	Provide sufficient capacity to accommodate existing and future forecasted demand within the Canada Water Opportunity Area up to 2041.	Aligns to MTS Proposal 71 and 82
Transport	Provide step free Access to support a more accessible and inclusive transport network.	Aligns to MTS Proposal 55
Transport	Improve the accessibility of the Canada Water Masterplan development site by providing a new entrance on the north side of Lower Road.	Aligns to MTS Proposal 82
Transport	Promote Healthy Streets principles within the Canada Water Opportunity Area.	Aligns to MTS Proposal 50 and Policy 2
Transport	Promote use of the public transport network through providing a high-quality passenger experience of Surrey Quays station, the London Overground network and interchange with other public transport modes.	Aligns to MTS Policy 10 and 13
Constructability and Operability	Improves (or at least not degrades) London Overground's ability to operate and maintain its infrastructure and train service.	N/A
Development	Enhances the development and regeneration benefits that the Canada Water Masterplan will bring to the Canada Water Opportunity Area.	Aligns to MTS Policy 21
Development	Unlocks the delivery of new homes forecasted within Canada Water Opportunity Area.	Aligns to MTS Policy 21
Commercial	Deliver improvements at Surrey Quays Station which are value for money and meet funding requirements.	N/A

Objectives Area	Main benefits by stakeholder group
Transport	<ul style="list-style-type: none"> Passengers will benefit from increased station capacity providing a safe and pleasant user experience of the station. They may also benefit from reduced overall journey times due to more efficient time spent at the station. Persons with reduced mobility (PRM) will also benefit from an improved experience of the station, and in some cases will be able to use the station when they were unable to do so previously. TfL is expected to benefit from an increase in revenue with more people choosing to use the station due to sufficient capacity and facilities. TfL is also expected to benefit from improved customer satisfaction from customers using the enhanced station.
Constructability and Operability	<ul style="list-style-type: none"> Potential improvements to London Overground's ability to operate and maintain its infrastructure and train service.
Development	<ul style="list-style-type: none"> The British Land development will benefit from a brand-new station entrance which provides direct access to their development. The scheme will also provide additional capacity needed to mitigate the impact of the many more passengers going to/from the new homes and jobs and the planned town centre. Passengers will benefit from using the station to access their homes and places for work and other shops and leisure facilities in the OA.
Commercial	<ul style="list-style-type: none"> TfL expected to benefit reputationally and financially from delivering improvements at Surrey Quays Station which are value for money and meet funding requirements (in particular external funding).

Outcomes:

Measures of Success	Measure / Baseline / Expected Value
Capacity	Increased station capacity at Surrey Quays station which meets future forecasted demand within the Canada Water Opportunity Area up to 2041.
Passenger Experience	Increased customer satisfaction for those using Surrey Quays station both in terms of station capacity and accessibility.
Demand and Revenue	Increased demand at Surrey Quays station and for the East London Line service creating additional TfL revenue as a result.

Scope of Works:

The key scope of the project covers both providing a new station entrance in the north east side of Lower Road and works within the existing station building.

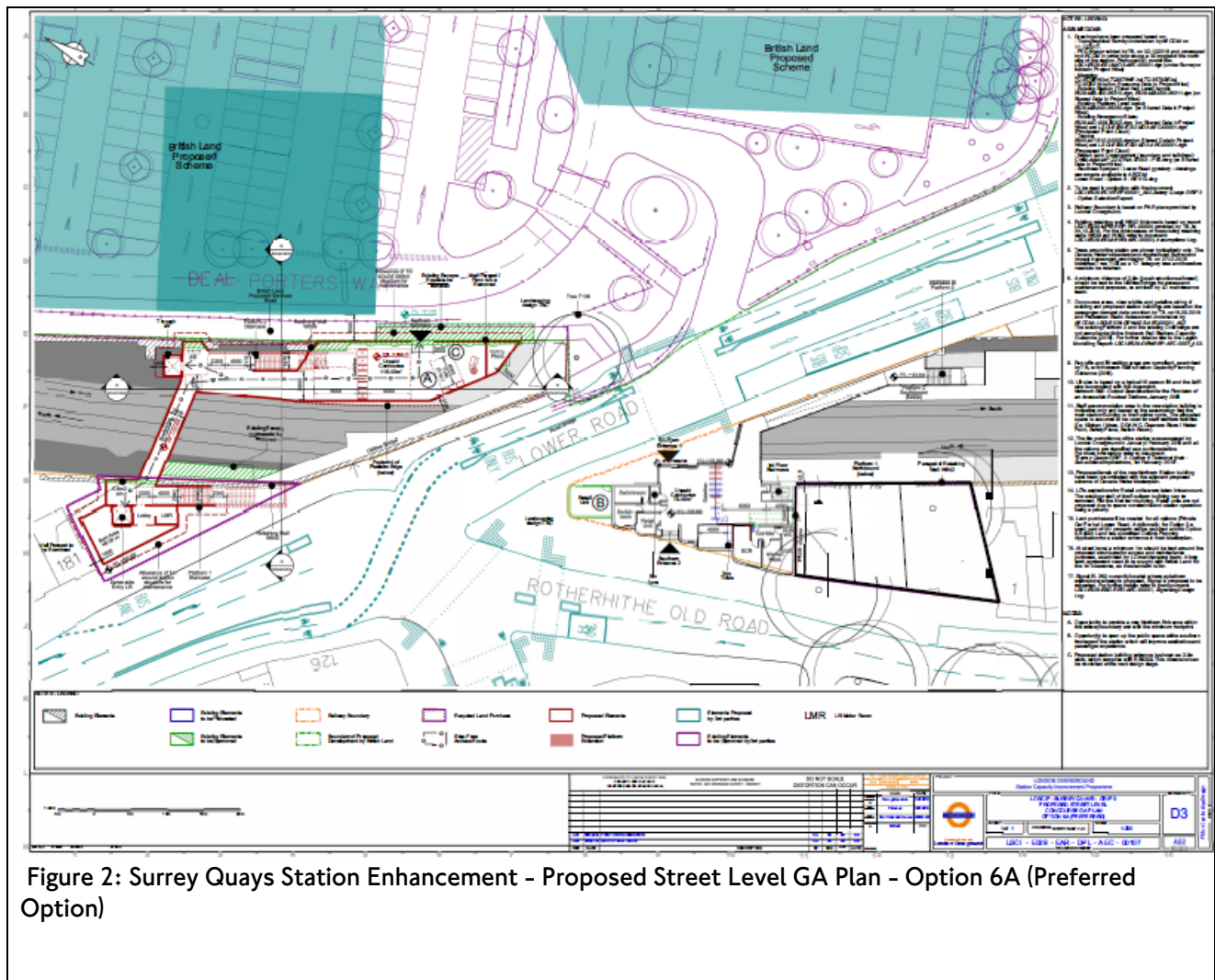
New Station Entrance:

- Provision of a new station entrance and unpaid concourse area to enable direct access to the station from the British Land Canada Water Masterplan site.
- New compliant staircases to both Platforms with landings parallel to platform edge (from new entrance).

- New passenger footbridge (connecting Platform 1 and 2) that complies with the Static Analysis Standards and LEGION Modelling.
- New 16-person lifts to serve each platform (2 no. in total).
- A new gateline, consisting of 6 automatic ticket gates and 2 wide access gates.
- Provision of a customer support zone - the customer support area is split into two zones; the Information Zone, and Ticket Zone, and is where passengers will be able to locate information to assist them with their journey and purchase tickets to allow them to make that journey.
- Opportunity for new staff welfare facilities at Concourse level on Lower Road.
- A place of safety adjacent to the main entrance for staff working in the Customer Support Zone. This is based on the existing project assumption that a ticket office will not be provided at the new station entrance.
- Platforms 1 and 2 will require extensions towards the north to accommodate the new lifts and staircases arrangement.
- Land acquisition will be required of a brownfield site on Lower Road currently (although only partially) used as a resident's car park for adjoining properties.

Works Within Existing Station Building:

- Two new additional automatic ticket gates and one additional wide access gate (5 + 2 in total).
- Potential opportunity to open the public space at the southern frontage of the station by removing the existing retail unit which will improve aesthetics and passenger experience.
- Potential opportunity to improve the passenger flow at Platform 2 by relocating the staff WC & Lockers Room behind the eastern intermediate bridge pier.
- Repairs to the existing finishes will be required to accommodate the new gateline. Existing furniture at both Concourse and Platform levels may require relocation.



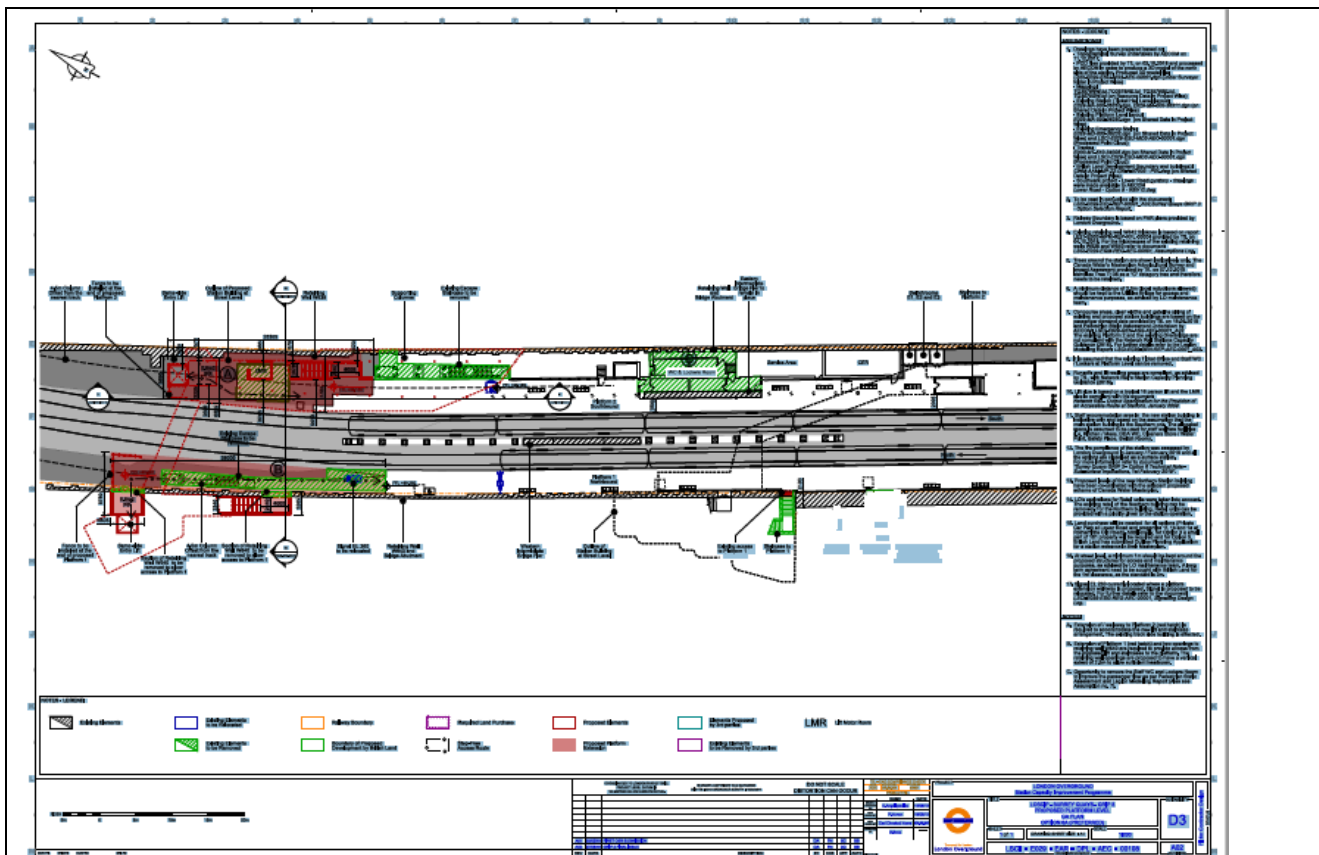


Figure 3: Surrey Quays Station Enhancement - Proposed Platform Level Concourse GA Plan - Option 6A (Preferred Option)

Design Development to Date and Current Scheme Status:

The project has completed the Option Selection stage of design, in which three options were assessed against a set of predetermined assessment criteria. A single preferred option was selected, (Option 6A), following a stakeholder workshop in March 2019. The scheme is currently being developed to an Approval in Principle Concept Design, which is scheduled for completion by Autumn 2021. Following this, a Design and Build contract will be tendered in early 2022.

The project is entirely third party funded through contributions from:

- British Land, as part of a proposed commitment in their planning conditions (set out in a section 106 agreement).
- A successful TfL bid to the MHCLG's Housing Infrastructure Fund (HIF) for the East London Line Upgrade which will fund infrastructure that unlocks new housing.

At the time of writing, the scheme is fully funded to the end of Approval In Principle (AIP) Concept Design (GRIP 4/Pathway Stage 3) with the remaining HIF monies to be confirmed once the affordability exercises for the overall the East London Line Upgrade are confirmed (planned Autumn 2021).

Q2. Does this work impact on staff or customers? Please provide details of how.

As per the stated objectives of the project set out in Section 1, it is anticipated that upon delivery of these objectives the project will have the following impacts:

Station Staff

The new entrance will include an additional gateline and it is therefore expected additional staff will be required to operate the station, although the final number cannot yet be confirmed by the Station Facility Operator Arriva Rail London (ARL). Additional staff welfare facilities will to be provided by the project and provision for these facilities within the proposed part of the station are included in the design.

TfL Customers – London Overground

London Overground customers will benefit from a greatly improved passenger experience both through the additional station capacity the project will bring and the passenger lifts at Surrey Quays station for which there are currently none. Through the provision of the new entrance, the project will also provide a direct access to/from the Canada Water Masterplan site which will benefit those customers who are travelling to/from that site.

TfL Customers - Bus

Additional bus service provision is proposed to ensure that the public transport offering can cater for additional demand generated from the development site. British Land will also be contributing to this as part of their planning conditions which is set out in a section 106 agreement with the local authority and TfL. The additional bus provision is not part of the scope of this project.

During the construction stage of the project there could be negative impacts on bus services such as diversions, cancellations or additional journey times. At the time of writing, this cannot be confirmed until a main works contractor has been appointed and detailed construction plans/impacts are known and available.

Step 2: The Evidence Base

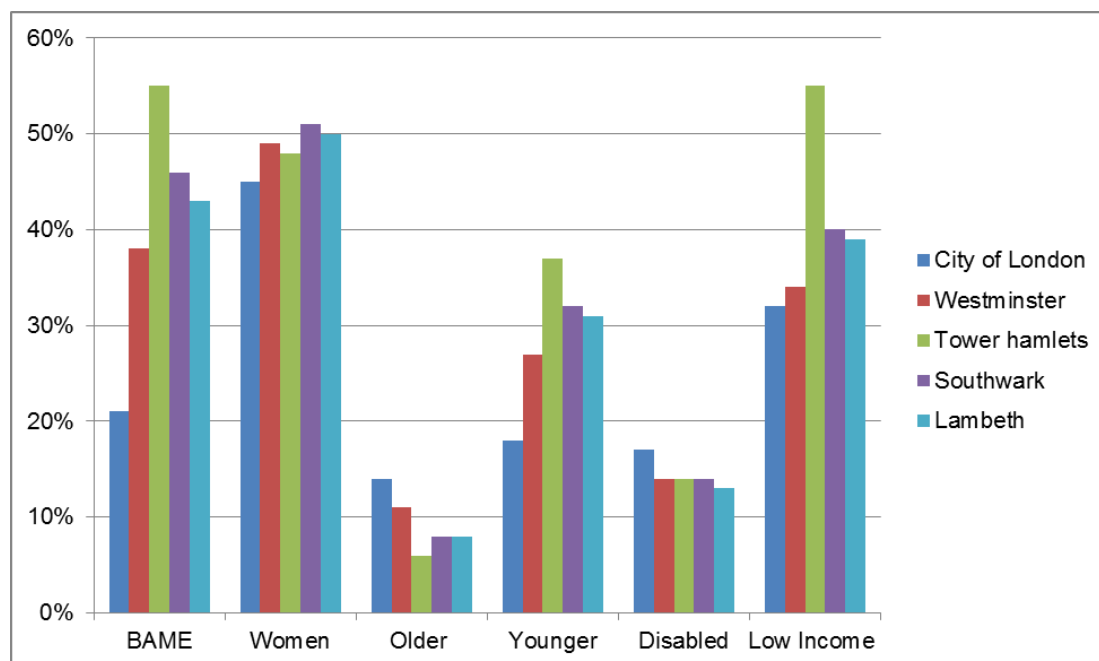
Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work

Consider evidence in relation to all relevant protected characteristics;

- Age
- Disability including carers¹
- Gender
- Gender reassignment
- Marriage/civil partnership
- Other – refugees, low income, homeless people
- Pregnancy/maternity
- Race
- Religion or belief
- Sexual orientation

This section of the assessment will cover the demographical evidence available on various portals provided by the EqIA guidance document.

The chart below provides information on various groups of people with the listed London boroughs. The proposed project scheme is located within the London Borough of Southwark.



BAME (Black, Asian and minority ethnic) Londoners:

BAME in London account for 40% of the population out of which around 75% use London Overground on weekly basis. Among the BAME group: 60% percent of BAME Londoners use National Rail whereas, around 60% use DLR.

The most likely mentioned barrier relevant to the proposed works of using public transport for BAME groups are cost (53%), slow journey times (50%) and unreliable services (43%).

¹ Including those with physical, mental and hidden impairments as well as carers who provide unpaid care for a friend or family member who due to illness, disability, or a mental health issue cannot cope without their support

Women:

According to the 2011 Census data, 51 per cent of Londoners are women. Women tend to complete more weekday trips on average than men (2.8 for women compared to 2.6 for men).

The most significant obstacles preventing women using public transport are the cost of tickets, journey times, unreliable service and risk of accidents.

Older People:

The most frequently stated obstacles for older people were overcrowded services and antisocial behaviour from others on public transport. Due to the construction works, public transport within the proposed scheme may be disrupted during the construction phase and this may trigger older people to take alternative public transport routes.

Younger People:

Overcrowding, slow journeys and cost are the three most common barriers to greater public transport use cited by younger Londoners.

Disabled People:

14 percent of Londoners consider themselves to have a disability and 90 percent of disabled Londoners report that their disability limits their ability to travel.

According to TfL survey in 2014, the main barriers that affect the ability of disabled Londoners to make frequent public transport journeys can be summarised as:

- Accessibility related (44 per cent)
- Cost (21 per cent)
- Comfort (20 per cent)

The land acquisition required for the works includes an area currently used as a car park by adjoining residents. Enquiries of the landowner and adjoining residents have been made to try to establish which residents are parking there, what rights they have to park there and to understand any issues that may occur if the parking were removed or relocated elsewhere. Those enquiries have revealed:

- no evidence that the adjoining residents have a formal right to park in the area;
- only one resident has specifically responded to the enquiries made to date and that resident has indicated there may be issues associated with relocating the car parking to another location further away from their residence due to disability.

Further engagement is being made with the landowners and this resident to better understand the impact and how this could be mitigated. In addition, further engagement will continue to take place with other residents to establish whether there are any other impacts caused by the removal or relocation of this parking. The EqlA will be updated on this when further information is available.

Low income

Thirty-six percent of Londoners live in a lower income household where the earning is less than £20,000 per year.

The barrier relevant to these project proposed works is the cost of tickets (39 percent), slow journey times (35 percent) and fear about the risk of accidents (13 percent). Some of these barriers may be experienced by Londoners with low-income households during construction.

A wide range of studies and research has been undertaken in support of the proposals. These range from public realm studies, research into issues affecting those with specific impairments and extensive data collection.

Accessibility and Inclusiveness was considered at the option selection design stage.

Step 3: Impact

Q4. Given the evidence listed in step 2, consider and describe what potential short, medium and longer term negative impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential negative impact
Age	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be a risk of negative impacts on various age groups being able to access the station when there may be a need to close/divert access routes to and from the station during the works. This may lead to a longer travel time as a result which could impact some ages more than others. This cannot be confirmed until the construction methodology is clearer.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage for all groups if necessary, during their works.</p> <p>Long Term:</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p> <p>There is a risk that the new station design could create barriers for older customers with poor wayfinding and signage, lack of seating, inaccessible ticket machines, poor lighting, insufficient blue badge parking, inaccessible drop off points and routes into the station. Customers also tell us that without more accessible toilets on the network, improvements to step-free access on the network are much less useful.</p> <p>There is a risk that the station will not provide a fire evacuation lift which would greatly assist older people and prevent them from walking up stairs in the event of a station evacuation. The flow of people during an evacuation also poses a threat to older people. The use of a fire lift in isolation by vulnerable groups is thought to be of great benefit with the ensured isolation of power to those lifts to avoid inaccessibility.</p> <p>There is a risk the new station entrance and proposed adjacent development do not possess a changing places toilet, which would greatly benefit older people.</p> <p>There is a risk the station will not provide platform humps which could mean older people are reliant on the help of station staff and/or others for assistance on/off the train.</p>

Disability including carers	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be a risk of negative impact on those with a disability including their carer(s) being able to access the station when there may be a need to close/divert access routes to and from the station during the works. This may lead to a longer travel time as a result which could impact those with some disabilities and their carer(s) more than others. This cannot be confirmed until the construction methodology is clearer.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage lighting/signage for all groups if necessary, during their works.</p> <p>During works, those who are visually and mobility impaired need to have adequate aids that will ensure safe navigation around the station. Raised platform humps and associated ramps both during and after construction to help those who have these issues.</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p> <p>Long Term:</p> <p>The removal or relocation of adjoining residents' car parking spaces from the land required for the project to a location further from their existing car park may have an impact on disability. Further information is being sought to fully understand the potential impact and possible mitigation that could be put in place. These will be added to this EqlA.</p> <p>There is a risk that the new station design could create barriers for disabled customers with poor wayfinding and signage, lack of seating, inaccessible ticket machines, poor lighting, insufficient blue badge parking, inaccessible drop off points and routes into the station.</p> <p>There is a risk that the station will not provide a fire evacuation lift which would greatly assist those with a disability and their carer(s) and prevent them from walking up stairs in the event of a station evacuation. The flow of people during an evacuation also poses a threat to those with a disability and their carer(s). The use of a fire lift in isolation by vulnerable groups is thought to be of great benefit with the ensured isolation of power to those lifts to avoid inaccessibility.</p> <p>Evacuation modelling needs to be completed to consider those who are visually impaired, blind or have mobility issues – both during the construction stage of the project and once works are complete. IDAG are keen to receive this information to be satisfied that this</p>
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		<p>group have been carefully considered.</p> <p>There is a risk the new station entrance and proposed adjacent development do not possess a changing places toilet, which would greatly benefit those with a disability and their carer(s). Customers also tell us that without more and accessible toilets on the network, improvements to step-free access on the network are much less useful.</p> <p>There is a risk the station will not provide platform humps which could mean those with a disability and their carer(s) are reliant on the help of station staff and/or others for assistance on/off the train.</p>
Gender	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be an increased risk of negative impacts for women should the construction reduce sight lines or lighting levels which increase fears in relation to personal security.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage and after of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage lighting/signage for all groups if necessary, during their works. Personal security will be considered.</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p> <p>Long Term:</p> <p>There is no negative impact anticipated on gender in the long term due to this project.</p>
Gender reassignment	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be an increased risk of negative impacts for women should the construction reduce sight lines or lighting levels which increase fears in relation to personal security.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage lighting/signage for all groups if necessary, during their works. Personal security will be considered.</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p>

		<p>Long Term:</p> <p>There is no negative impact anticipated on gender reassignment in the long term due to this project.</p>
Marriage/civil partnership	N	<p>There is no negative impact anticipated on marriage/civil partnership in the short, medium or long term due to this project.</p>
Pregnancy/maternity	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be a risk of negative impacts on pregnant customers and/or those with small children if there is a need to close/divert access routes to and from the station during the works. This may lead to a longer travel time. This cannot be confirmed until later in the project when full construction staging/diversions and relative impacts are clearer.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage lighting/signage for all groups if necessary, during their works.</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p> <p>Long Term:</p> <p>There is a risk that the station will not provide a fire lift which will greatly help pregnant customers and those with small children and prevent them from walking up stairs in the event of an evacuation. The flow of traffic during an evacuation also poses a threat to pregnant women and/or those with small children. The use of a fire lift in isolation by vulnerable groups is thought to be of great benefit with the ensured isolation of power to those lifts to avoid inaccessibility.</p> <p>There is a risk the new station entrance and proposed adjacent development do not possess a changing places toilet, which would greatly benefit those with infants and/or young children.</p> <p>There is a risk the station will not provide platform humps which could mean pregnant women and/or those with children are reliant on the help of station staff and/or others for assistance on/off the train.</p>

Race	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be an increased risk of negative impacts for women should the construction reduce sight lines or lighting levels which increase fears in relation to personal security.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage lighting/signage for all groups if necessary, during their works. Personal security will be considered.</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p> <p>Long Term:</p> <p>There is no negative impact anticipated on race in the long term due to this project.</p>
Religion or belief	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be an increased risk of negative impacts for women should the construction reduce sight lines or lighting levels which increase fears in relation to personal security.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage lighting/signage for all groups if necessary, during their works. Personal security will be considered.</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p> <p>Long Term:</p> <p>There is no negative impact anticipated on religion or belief in the long term due to this project.</p>

Sexual orientation	Y	<p>Short Term:</p> <p>During the construction stage of the project there may be an increased risk of negative impacts for women should the construction reduce sight lines or lighting levels which increase fears in relation to personal security.</p> <p>Adequate lighting and signage will have to be in place at all times during the construction stage of the project to ensure that the station can continue to operate safely and efficiently. The works contractor will need to provide sufficient temporary lighting/signage lighting/signage for all groups if necessary, during their works. Personal security will be considered.</p> <p>Lack of information and communication about the changes before, during and after could also have a negative impact on customers.</p> <p>Long Term:</p> <p>There is no negative impact anticipated on sexual orientation in the long term due to this project.</p>
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Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential positive impact
Age	Y	<p>The proposed works at the station will have the following potential positive impacts for older people in the long term by:</p> <ul style="list-style-type: none"> - Providing step free access from the street down to the platforms and visa versa. - Providing the capacity required at the station to cope with long term demand forecasted at the station and remove issues of congestion at the station which could impact certain ages more than others. - Providing sufficient lighting and wayfinding to/from the new concourse and entrance to the proposed Canada Water development site. - Providing accessible urban realm improvements to integrate the new station entrance with the proposed Canada Water development site for seamless and safe travel between the two. - Providing raised platform humps to provide unhindered access to/from the train.
Disability including carers	Y	<p>The proposed lifts at the station will have the following potential positive impacts for those with a disability and their carer(s) in the long term by:</p> <ul style="list-style-type: none"> - Providing step free access from the station concourse/gateline down to the platforms and visa versa. - Providing the capacity required at the station to cope with long term demand forecasted at the station and remove issues of congestion at the station which could impact certain ages more than others. - Providing sufficient lighting and wayfinding to/from the new concourse and entrance to the proposed Canada Water development site. - Providing accessible urban realm improvements to integrate the new station entrance with the proposed Canada Water development site for seamless and safe travel between the two. - Providing raised platform humps to aid those with a disability

		and their carer(s) unhindered access to/from the train.
Gender	N	There is no positive impact anticipated on gender in the short, medium or long term due to this project.
Gender reassignment	N	There is no positive impact anticipated on gender reassignment in the short, medium or long term due to this project.
Marriage/civil partnership	N	There is no positive impact anticipated on marriage/civil partnership in the short, medium or long term due to this project.
Other – e.g. refugees, low income, homeless people	N	This project does not impact the existing fare structure on the London Overground network. London Overground Concessionaire Arriva Rail London (ARL) is currently undertaking an initiative to promote LO customers making direct donations to the Whitechapel Mission to help homeless rather than providing them with change on LO services.
Pregnancy/maternity	Y	<p>The proposed lifts at the station will have the following potential positive impacts for those who are pregnant and/or have children in the long term by:</p> <ul style="list-style-type: none"> - Providing step free access from the station concourse/gateline down to the platforms and visa versa. - Providing the capacity required at the station to cope with long term demand forecasted at the station and remove issues of congestion at the station which could impact certain ages more than others. - Providing sufficient lighting and wayfinding to/from the new concourse and entrance to the proposed Canada Water development site. - Providing urban realm to integrate the new station entrance with the proposed Canada Water development site for seamless and safe travel between the two. - Providing raised platform humps to aid those who need assistance accessing to/from the train.
Race	N	There is no positive impact anticipated on race in the short, medium or long term due to this project.

Religion or belief	N	There is no positive impact anticipated on religion or belief in the short, medium or long term due to this project.
Sexual orientation	N	There is no positive impact anticipated on sexual orientation in the short, medium or long term due to this project.

Step 4: Consultation

Q6. How has consultation with those who share a protected characteristic informed your work?

List the groups you intend to consult with or have consulted and reference any previous relevant consultation? ²	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
Station Facility Operator (SFO) (Arriva Rail London – ARL)	The SFO has been consulted throughout the design process and has indicated its support for the scheme. Impact on staff and high-level requirements for welfare facilities have been discussed and adopted as the design progress. An operational concept will be finalised and signed off during the next design stage (GRIP 4).
Independent Disability Assessment Group	Surrey Quays Station Upgrade was presented to the Independent Disability Assessment Group (IDAG) meeting on September 18 th 2019 to seek views from representative of the key disability groups. A series of recommendations were made that included key advice to the project team of ensuring inclusivity within designs for disabled people. The project team has taken these recommendations on board and will seek to investigate all requirements and incorporate them as much as possible within designs, which is taking place at this current stage of the project. The list of actions arising are set out in Step 6 below. The outcomes will be discussed with IDAG following the completion of further design work.
Landowners and occupiers affected by acquisition of land	Consultation and discussion with affected landowners and occupiers have highlighted a potential issue with the relocation of adjoining resident's car parking space(s) from the required land to another location. An adjoining resident has highlighted a disability which may impact the relocation of their car parking space to a location further away from the current location. Work continues to explore the impact of this and possible mitigation that can be put in place to minimise potential impact.
Faith groups	Consultation with all places of worship within the vicinity of the proposed new station will take place within the concept design stage to ensure their views are captured.
Older people groups	Consultation with all older people groups within the vicinity of the proposed new station will take place within the concept design stage to ensure their views are captured.

² This could include our staff networks, the Independent Disability Advisory Group, the Valuing People Group, local minority groups etc.

Q7. Where relevant, record any consultation you have had with other projects / teams who you are working with to deliver this piece of work. This is really important where the mitigations for any potential negative impacts rely on the delivery of work by other teams.

Extensive engagement has been undertaken with British Land, the property developer for the Canada Water Masterplan, to ensure the Surrey Quay Station Upgrade is fully integrated into the overall scheme. The new station entrance is planned to open onto a pedestrianised square and the development process shall ensure changes in level are avoided.

The Station Facility Operator and Asset Owner and Maintainer continue to be engaged as design work develops.

In addition there has been engagement with TfL Streets with respect to the surrounding road layout and in particular 'Cycleway 4' which is being introduced along Lower Road and goes past Surrey Quays Station.

There has also been significant engagement with other teams engaged in other upgrade work to support East London Line improvements.

Step 5: Informed Decision-Making

Q8. In light of the assessment now made, what do you propose to do next?

Please select one of the options below and provide a rationale (for most EqlAs this will be box 1). Please remember to review this as and when the piece of work changes

1. Change the work to mitigate against potential negative impacts found	As a number of risks of negative impacts have been identified we will continue to work with IDAG and the D&I team to ensure that our action plan mitigates these.
2. Continue the work as is because no potential negative impacts found	
3. Justify and continue the work despite negative impacts (please provide justification)	
4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate	

Step 6: Action Planning

Q9. You must address any negative impacts identified in step 3 and 4. Please demonstrate how you will do this or record any actions already taken to do this. Please remember to add any positive actions you can take that further any positive impacts identified in step 3 and 4.

Action	Due	Owner
Project presented at IDAG and the previous version of this EqlA reviewed.	18 September 2019 - complete	David Buttigieg (Project Manager)
Project team to review the usage of the term 'acceptable accessibility' so that the documentation better reflects the project team's desire to maximise accessibility, as recommended by IDAG.	November 2020	Max Cooper (Project Manager)
Project team to review congestion / flow modelling for visually impaired and mobility impaired passengers, as recommended by IDAG.	February 2021	Max Cooper (Project Manager)
Project team to encourage the developer and/or the shopping centre to install a changing places toilet close to the station, as recommended by IDAG.	February 2021	Max Cooper (Project Manager)
Project team to ensure electronic signage is consistent throughout station, as recommended by IDAG.	February 2021	Max Cooper (Project Manager)
Project team to review the provision of fire lifts and the isolation of power to the lifts, as recommended by IDAG	March 2021	Max Cooper (Project Manager)
Project team to review the provision of raised platform humps to aid visually impaired passengers and associated ramps, as recommended by IDAG.	March 2021	Max Cooper (Project Manager)
Further information to be gathered and assessed concerning the relocation of car parking spaces from the land to be acquired to mitigate impacts.	June 2021	Max Cooper (Project Manager)

Step 7: Sign off

Signed Off By	EQIA Author	Name: Lorraine Hinds Job Title: Assistant Project Manager
	<i>Lorraine Hinds</i> Signature:	Date: 06/11/2020
	EQIA Superuser	Name: Hazel Jessett Job Title: Senior Engineer Built Environment
	<i>Hazel Jessett</i> Signature	Date: 06/11/2020
	Senior accountable person	Name: Lee Blakeman Job Title: Lead Sponsor Rail & Sponsored Services
	<i>Lee Blakeman</i> Signature	Date: 06/11/2020
	Diversity & Inclusion Team Representative	Name: Staynton Brown Job Title: Diversity & Inclusion Lead
	<i>Staynton Brown</i> Signature	Date: 06/11/2020