



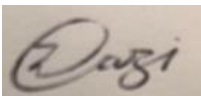
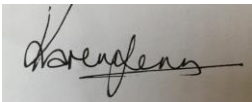
F1457 A1 Equality Impact Assessment (EqIA) form

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

Project * Programme Strategy Policy*	Leyton SFA and Capacity Enhancement UIP3188 (Document number use UIP3188-TFL-MAC-C083-RPT-ZZ-00001)
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	 Signature	Date 08/12/2020

Produced By	Principal Sponsor	Brian Staunton
	 Signature	Date 01/12/2020

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	0.1	13/11/20	First draft
	1.0	23/11/20	First set of comments incorporated
	1.1	01/12/20	Released for signing
	1.2	16/12/20	Final comments included

* Delete as appropriate (the Accountable person should always be at least one management level higher than the Responsible person).

Project Related Documents	Doc No.	Document title	Relevant Section(s) of this Document



Step 1: Clarifying Aims

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

The objective of this project is to increase the capacity of Leyton station and to provide step free access from street to platform (access to trains will be via a Manual Boarding Ramp). This is integral to enable nearby housing delivery, unlocking 7000 new homes. This will be achieved through the construction of a new entrance and ticket hall adjacent to the existing station building. Following construction of the new entrance and ticket hall, the existing ticket hall will be made safe and the existing entrance closed. The new entrance will be built to the north of the existing building on High Road Leyton.

The requirement for a new ticket hall has arisen due to congestion to the existing station entrance. In the AM peak crowds will often queue at the gateline to access the station. Due to the small size of the station the queue quickly backs up out of the station onto the narrow footway. This impedes passengers and pedestrians alike. During the PM peak the station faces a different issue. Due to the high frequency of the Central line passengers are regularly arriving onto the eastbound platform to leave the station. Crowds can form at the base of the staircase leading to enhanced crowding on the platform. This in turn can lead to non stopping of the eastbound service. To combat this, staff open the emergency stairs during the PM peak to allow faster egress. The station is also close to Brisbane Road, home of Leyton Orient FC, attracting additional crowds.

The new entrance and ticket hall will be constructed on undeveloped land adjacent to the station. Through the use of two lifts and an overbridge the route from street to the platform will be step free. Access to and from trains from the platform will be via Manual Boarding Ramp (MBR) as a result of the characteristics of the Central line fleet. In addition to this the new ticket hall will include a new gateline, new ticket machines, help points and customer information points. The new gateline will include two Wide Aisle Gates (WAGs). New signage and ticket machines in this area will be designed to be as accessible as possible to cater for all passengers. The existing gender neutral toilet will be retained.

This project will vastly improve the experience for older and disabled customers. At present the station does not provide an entrance / exit point to the network for passengers in wheelchairs as a result of the large number of stairs to the platforms. This barrier to travel will be removed by this project. The project will also benefit those who struggle with stairs, or those with small children, luggage etc. The improvements to capacity, signage, and other facilities will also benefit disabled people with other impairments as well as those with other protected characteristics. Due to the large section of society which the project will benefit a number of different journey types will be unlocked including business, leisure and wellbeing. This will have widespread benefits to the economy. In the unfortunate circumstances that one lift has to be taken out of service in the station, a level of redundancy will still be available for passengers who require step free access. If the lift in the required direction of travel is not available, a customer will be able to access the opposite platform and change at Stratford, South Woodford or Newbury Park as required.

The station attracts circa 14.4m passengers p/a (2016). Demand is expected to rise at Leyton station and by 2041 it is forecast to be 17% higher in the AM Peak and 15% higher in the PM peak compared to 2016. The growth in demand is due to the station's proximity to the Olympic Legacy area at Stratford and the proposed increase to the number of homes in area. The increased size of the ticket hall and the set back of the gateline will mean that crowding out onto the street is significantly reduced, if not eliminated.

Upgrading Leyton station will provide a boost to the local economy. The station is located in a vibrant area with shops, cafes, restaurants, schools and places of worship nearby. Leyton Mills retail park is opposite the station. Also nearby (0.6 miles) is Waltham Forest Disability Resource Centre. Whipps Cross University hospital is the nearest hospital to Leyton station, being just over 2 miles away. The map on the next page identifies some of the attractors to the local area.

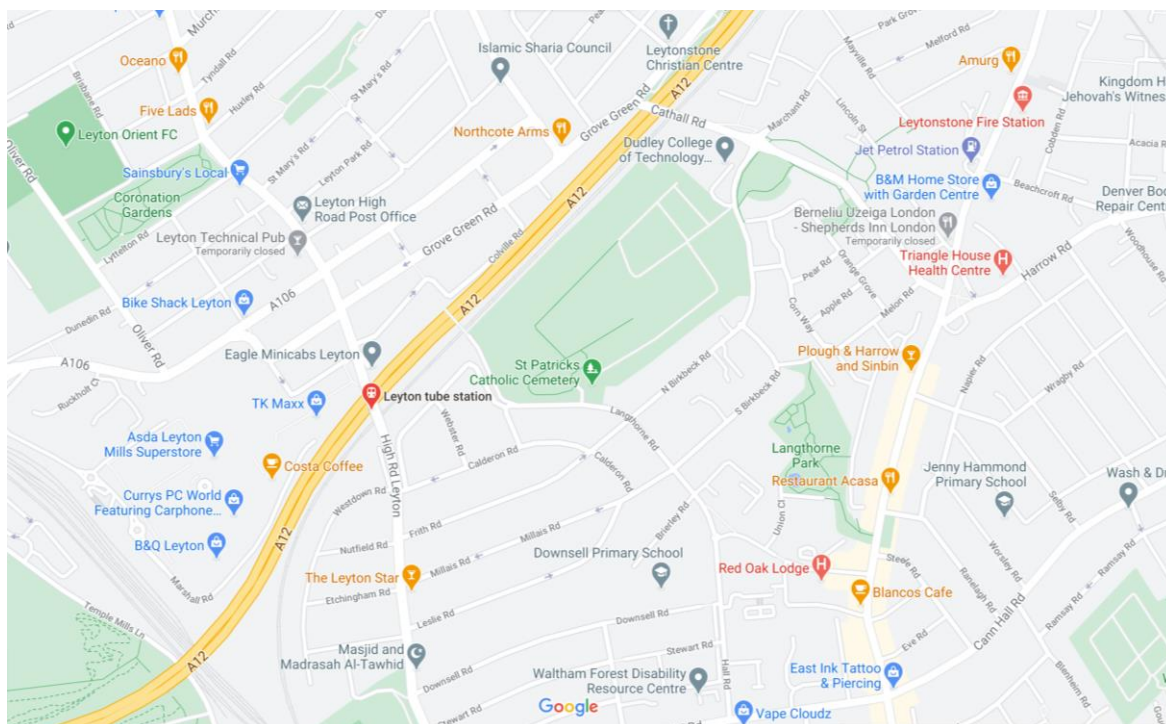


Diagram 1: Local attractors to the area around Leyton station

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

This project will impact both staff and customers. During the construction phase staff and customers may experience a degradation of the ambience within the station. However, the existing ticket hall and entrance will remain open throughout all stages of the project.

The majority of works will be taking place adjacent to the station meaning that current public areas of the station will be unaffected. During the works access to the emergency stairs will need to be removed. This means that during the PM peak crowding on the eastbound platform is likely to increase. This may result in enhanced station control with potentially additional staff required. If crowding on the eastbound platform becomes significant it will be necessary to non-stop some services until crowding clears. This is likely to result in a small number of customers either having a longer platform wait time, or those on trains being over-carried. Whilst the emergency exit on the eastbound platform is closed an alternative emergency exit will need to be provided. This will potentially be from the east end of the eastbound platform.

Ahead of the instigation of construction, and throughout the project, the Communications Strategy will be reviewed and updated to provide the best possible information at all stages of the project. In advance of the project all key stakeholders will be advised of the scope and scale of the project. This will include local councillors and groups. A local letter drop will also be arranged. Staff will be involved throughout the project and will be invited to provide their views during the design stage so that any issues and opportunities can be captured and investigated.

When the project is completed customers and staff will experience an improved customer environment which will be more spacious and will allow step free access to platforms. New staircases will land near to the centre of the platforms rather than near the western end meaning that crowding is likely to be reduced and boarding / alighting less skewed. New signage will provide improved wayfinding whilst new ticket machines will make purchasing a ticket easier. The larger footprint of the new ticket hall will reduce on-street crowding, benefitting customers, staff and the local community. The new infrastructure will make Leyton station available as an access and egress point to the network for step free journeys. The improved lighting and ambience of the station will have an impact on deterring crime. As a result of this the station will support leisure and business journeys to and from the area, benefitting many who previously either had to find an alternative access point or an alternative journey method.

This project scope does not include any works outside of the station boundary, such as changes to the urban realm. However, discussions will be held with LBWF and other areas of TfL to discuss other changes which could be made nearby which would further enhance the project, such as potential changes to streetscapes, provision of cycle racks and provision of seating. Any changes will need to be carefully planned to take account of the limited space available in the immediate area of the station.

At present there is no taxi office or taxi waiting point within half a mile of the station and the constrained nature of the highway near the station makes it difficult to see how this could change. However the nearby Leyton Mills retail park provides an opportunity for drop off and pick up. A cycle parking hub is located 60 yards north of the station and will continue to be available throughout and after the works.

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 | - Other – refugees, low income, homeless people |
| - Disability including carers ¹ | - Pregnancy/maternity |
| - Gender | - Race |
| - Gender reassignment | - Religion or belief |
| - Marriage/civil partnership | - Sexual orientation |

Summary information taken from Travel in London: understanding our diverse communities. Some key information on how groups may be affected by this project follows:

- Alongside cost, barriers to greater public transport use most commonly mentioned by BAME Londoners are overcrowding (64 per cent), slow journeys (50 per cent), unreliable services (43 per cent), concerns about antisocial behaviour (40 per cent) and dirty environments on the bus or train (39 per cent). The project at Leyton is likely to lead to a reduction in crowding at the station after completion. This will be both in the ticket hall platform and on the platforms (as the centre landing stairs are likely to lead to more dispersal of crowds on the platform)
- Women are more likely than men to be travelling with buggies and/or shopping, and this can affect transport choices. By providing lifts at Leyton station we will be opening up the station to those with buggies / prams and / or shopping. Whereas access to the platform would have been very difficult and / or impossible this will no longer be the case.
- We conducted a survey in 2014 to further understand some of the key issues faced by disabled people travelling on the network. The results show that the majority of disabled Londoners (61 per cent) would travel more often than they currently do if they did not experience barriers such as accessibility or cost constraints. Providing a step free route at Leyton will therefore provide an access point to the network.
- Additional journeys that would be made more often without these barriers would be for leisure and social activities such as visiting friends and family (49 per cent), entertainment and exercise (41 per cent), social activities such as going to the pub or to a restaurant (40 per cent) and shopping (34 per cent).
- We recognise that there may be barriers to transport faced by some transgender women and men. However, we do not yet have sufficient data to provide a detailed analysis.

Specifically, in relation to the Leyton Area;

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



- The local area is diverse and has a young population. The diverse nature of the area means that the Communications Strategy will be key to communicate the changes to the station.
- There are a number of facilities in the area which may attract additional customers. New Spitalfields Market is nearby and although not open to members of the public is likely to attract workers to the station. Leyton Mills retail park is opposite the station and also attracts customers. Leyton has a large number of pubs and restaurants (including Turkish, Portuguese, Polish, Indian, Mauritian, Somali and Cypriot).
- The area local to the station has a number of schools and colleges including Chobham Academy, Newport Primary School, Downsell Primary School and Colegrave Primary School.
- The station is close to Leyton Orient FC. The Brisbane Road stadium has a capacity of 9,721.
- The station is near to a number of places of worship, the nearest being the Adonai Ambassadors Assembly to the north and Masjid and Madrasah Al-Tawhid to the south. Each are within a few minutes walk from the station.

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	In the short-term older people may be impacted by the station works. The works may lead to some temporary changes to station operation which may be a barrier to travel. Construction works may be noisy at points which could deter travel. Closure of the existing emergency stairs as an egress route from the eastbound platform onto High Road may lead to increased crowding. Due to limited space within the new ticket hall it will not be possible to install seating, however waiting rooms are available on each platform. Furthermore, it will not be possible to install new toilet facilities at the station. Gender neutral toilet facilities will remain available on the station.
Disability including carers	Y	Changes to station operation and additional noise may be a barrier to travel whilst construction works are taking place. Due to limited space within the new ticket hall it will not be possible to install seating. However, waiting rooms are present on each platform. Accessible toilet facilities will not be installed as part of the project. This is due to the constricted nature of the site available. Gender neutral facilities will be available.
Gender	N	n/a
Gender reassignment	N	n/a
Marriage/civil partnership	N	n/a

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Other – e.g. refugees, low income, homeless people	Y	Likely increase in ticket machines which do not accept cash may mean that low income groups and others who depend on cash transactions may rely upon fewer ticket machines or nearby TicketStops to purchase tickets. (It should be noted at this point that the plan is still for the station to accept cash transactions. Any change to this would be after a full investigation into the impacts of going cashless at a network level).
Pregnancy/maternity	Y	Additional noise and crowding during the construction phase may have a negative impact.
Race	N	
Religion or belief	Y	There are around 6 places of worship (of various religions and denominations) near the station. Although not planned, any disruption to travel or station access caused by the project could impact upon the attendance of some members of the congregation.
Sexual orientation	N	

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	New entrance and ticket hall will be bright and spacious. Natural lighting will be used wherever possible. Sight lines will also be clear and signage will be improved. This will have a positive impact on our customers who are older as crowding will be reduced, wayfinding will be clearer and fear of the risk of crime will be reduced. The new ticket machines provided within the ticket hall will be accessible and will aim to make transactions as simple as possible. Lighting installed in the new ticket hall will be to a high standard and will be designed to provide a level amount of lighting throughout the ticket hall, eradicating any dark spots. The new lifts down to the platforms will have a positive impact as those who struggle with stairs or have hidden disabilities will now have a step free route available. As part of the design process for the new ticket hall a full signage scheme will be designed and wayfinding will be assessed ahead of the new areas of the station going live. Hearing loops will be installed in the new ticket hall to assist



		those customers who may be hard of hearing. New terrazzo flooring will meet all applicable standards referring to slip adherence, glare and levels, making the risk of slips, trips and falls as low as reasonably practicable. New stairs between street level and platform level are also being installed as part of the project (with the existing stairways being retained for use as emergency exit routes). The two new sets of stairs will fulfil all standards regarding number of stairs, step height, stair nosings and double height handrails. This is a major improvement on the condition of the existing stairs.
Disability including carers	Y	Ticket machines provided as part of the station upgrade will be accessible and straightforward to use. Lighting within the ticket hall will be to a high standard and will adhere to lux levels stated within standards. Where possible, natural light provision will be included in the design. The new lifts at the station will provide step free access to the platforms with access to the trains via MBR. This will allow some customers to travel to or from Leyton where this was not previously possible. More spacious ticket hall and two WAGs will make access and egress easier. As part of the design process for the new ticket hall a full signage scheme will be designed and wayfinding will be assessed ahead of the new areas of the station going live. Hearing loops will be installed within the new ticket hall to provide additional help to those customers who have hearing issues. Terrazzo flooring will meet all applicable standards referring to slip adherence, glare and levels. This should reduce the risk of accidents to alarp. New stairs between street level and platform level are also being installed as part of the project (with the existing stairways being retained for use as emergency exit routes). The two new sets of stairs will fulfil all standards regarding number of stairs, step height, stair nosings and double height handrails. This is a major improvement on the condition of the existing stairs.
Gender	Y	Improved lighting and sightlines in the new ticket hall will reduce fear of the risk of crime. The lighting will be designed to ensure that no dark spots are present within the station. As it is statistically more likely that women will be travelling with buggies / prams, children and heavy shopping, the provision of lifts will make access to and from the platforms easier and safer. WAGs will allow easier access for buggies and prams.
Gender reassignment	Y	Customers who have undergone or are undergoing gender reassignment may be more likely to be the target of hate crime. The improved sightlines, lighting and ambience should reduce the fear of crime as well as levels of actual offences. A thoroughly reviewed lighting design will ensure that there are no dark spots present on the station.

Marriage/civil partnership	Y	Customers who have formed civil partnerships may be more likely to be the target of hate crime. The improved sightlines, lighting and ambience should reduce the fear of crime as well as levels of actual offences. A thoroughly reviewed lighting design will ensure that there are no dark spots present on the station.
Other – e.g. refugees, low income, homeless people	N	N/A
Pregnancy/maternity	Y	New entrance and ticket hall will be bright and spacious. Sight lines will also be clear and signage will be improved. This will have a positive impact upon this group as crowding will be reduced. The new WAGs and lifts down to the platforms will have a positive impact also.
Race	Y	Ticket machines provided for the upgrade will be accessible and will provide an option to carry out transactions using a number of different languages. New entrance and ticket hall will be bright and spacious. Sight lines will also be clear and signage will be improved. This will have a positive impact as crowding will be reduced, wayfinding will be clearer and fear of the risk of crime will be reduced. A high standard of lighting design will ensure that there are no dark spots present on the station.
Religion or belief	Y	Customers travelling to nearby places of worship will benefit from an improved travel experience as a result of the new entrance and ticket hall. Those who struggle with stairs will benefit from the stations new step free status. Improved lighting and sightlines in the new ticket hall will reduce fear of the risk of crime. The lighting will be designed to ensure that no dark spots are present within the station.
Sexual orientation	Y	The sexual orientation of customers may make them a target of hate crime. The improved sightlines, lighting and ambience should reduce the fear of crime as well as levels of actual offences. The lighting will be designed to ensure that no dark spots are present within the station.

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?
Customer engagement	Engagement will take place to outline the scope of the works and the impacts that this may have upon customers. Alternative options available to customers will be highlighted. Further information in 'Action Planning' section below.
Local Engagement	Engagement will be held with local groups and organisations including charities who will be impacted by this project. These groups will be identified during initial consultation and also as the communications plan is developed. At this point this document will be updated to clarify these groups.
Public engagement	Members of the public will be consulted by various means including email and letters. No decision has been taken on Public Consultation meetings at this point. A decision will be made during the development of the Comms Strategy.
IDAG, London Travel Watch.	Consultation with these groups is planned and will be carried out during the detailed design stage. This document will be updated to reflect this.

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.

There will be several key stakeholders involved with the successful delivery of this project.

- LBWF will be invited to provide their thoughts throughout the design phase. Planning permission will be sought for the new entrance.
- Meetings will be held with Operational teams to assess how stations will be run during construction to mitigate impacts as far as possible. The Operational readiness, contingency planning and closure planning teams will support the implementation of operational plans. The Operational team will also be invited to provide their thoughts of the design of the station during the detailed design process.
- The Travel Demand Management team have been engaged and have assigned a project manager to lead on delivery of the integrated communications plan which will include stakeholder and customer engagement, messaging and travel demand management.
- Liaison will take place with IDAG to discuss design of the new ticket hall and lifts with feedback being considered for inclusion in the final design
- The Accessibility Programme have experience of installing SFA schemes into stations. The lessons learned in the past will provide valuable information and lessons learned.
- TfL Surface / LBWF – If works disrupt access to the station at any point a plan will need to be ready to implement which will stop the outside of the station becoming overcrowded any impinging upon the journeys of local residents who do not intend to access the station.
- Accessibility forums and local charities / interest groups. Groups have yet to be identified but will be added to this document when identification has taken place.



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 EqIAs this will be box 1). Please remember to review this as and when the piece of work changes


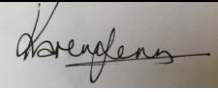

1. Change the work to mitigate against potential negative impacts found	<p>When the works are complete, there is not expected to be any negative impacts for customers or staff. The station will be larger, safer and available for step free travel.</p> <p>However, during the construction period there will undoubtedly be negative impacts and it is important that these are mitigated against as far as possible. Planning for the construction phase of the project are at a very early stage so more mitigations will be agreed upon as planning progresses, however key mitigations have been identified thus far.</p> <ul style="list-style-type: none"> • Staff – ensure that the staff working environment remains safe and pleasant. Liaise with staff on issues that could cause issues both in the operation of the station and also upon staff welfare. Phase construction where possible to have minimal impact upon staff. • Customers – ensure existing ticket hall remains open throughout the project and service is maintained. Produce detailed communications so that customers understand the reasons behind the construction works. Ensure that any movement of materials through the existing station does not take place during the traffic day. • Local residents – as far as possible ensure that noisy works are not scheduled for inconvenient times. Ensure that residents are kept up to date on progress through letter drops and other means.
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
<ul style="list-style-type: none"> Outline operational and customer impacts and required mitigations. This includes understanding 'in station' and surface impacts through; <ul style="list-style-type: none"> Site-visits to the stations Walking the pedestrian route to understand the impacts and mitigations for customers – particularly those with accessibility needs. 	Tbc	Ben Plucknett / Michael Barrett (tbc)
<ul style="list-style-type: none"> Detailed integrated communications and mitigation plan. This includes Stakeholder, Staff and Customer mitigations. This will include consideration of; Accessible comms and ways to engage with local communities – using social media platforms and other organisations to inform of changes and alternative routes and on train announcements. Plans must include information on alternative stations and local bus routes for customers who may not wish to use the station during the upgrade works. 	Tbc	Ben Plucknett (tbc)
<ul style="list-style-type: none"> Detailed Operational Readiness Plans This will include operational plans to help mitigate impacts and confirmation of potential additional SRT staff. 	Tbc	Ellie Parfrey Taylor/ Ronan Gilbert (tbc)
<ul style="list-style-type: none"> Communication with key stakeholders This will include discussion of the best way to release information on the works and any changes to the customer experience. 	Tbc	Andrew Hatch / Ellie Parfrey Taylor (tbc)
<ul style="list-style-type: none"> Customer communication and mitigation plan to commence This includes all customer channels including social media, employee communications, operational communications and operational mitigations – will this also include information on site so that customers can access information during their journeys. 	Tbc	Ben Plucknett / Ellie Parfrey Taylor (tbc)

Step 7: Sign off

Signed Off By	EQIA Author	Name – Brian Staunton Job Title – Principal Sponsor
	 Signature	Date – 01/12/2020
	EQIA Superuser	Name Karen Venn Job Title D&I Specialist
	 Signature	Date 08.10.20
	Senior accountable person	Name – Melissa Cazzato Job Title – Lead Sponsor
	 Signature	Date – 08/12/2020
	Diversity & Inclusion Team Representative	Name – FE McAndrew Job Title – Diversity and Inclusion Lead
	FE McAndrew	10-12-20
	Signature	Date

