

Single Equality Scheme 2013 update

One year on, how are we doing?



MAYOR OF LONDON



**Transport
for London**

Easy Read booklet

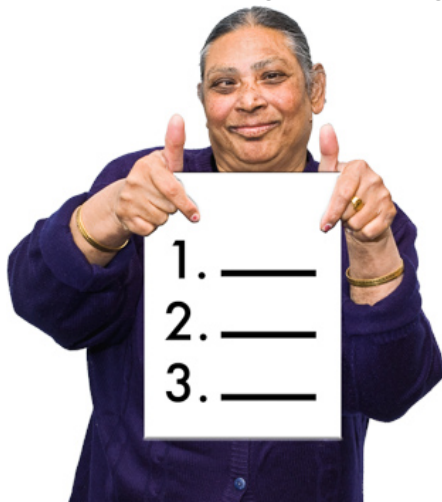


Contents

Welcome.....	3
Section 1 - Our action plan so far.....	6
Section 2 – Sharing the best ways to work.....	21
Part 1 – Clean air	22
Part 2 – Mayor’s Roads Task Force	23
Part 3 – Young people and transport.....	24
Part 4 – Young people and older people	26
Part 5 – Making TfL more diverse.....	28
Part 6 – Wheelchairs on buses	29
Part 7 – Better signs.....	30
Part 8 – Working with older people and disabled people	31
Part 9 – Classroom to Boardroom.....	33
Part 10 – ‘Steps Into Work’	34
Part 11 – Flexible working.....	35
Find out more	36

Welcome...

...to the TfL Single Equality Scheme 2013 Update. Everyone has agreed that our big equality goals are:



- Transport that's easy to use
- Plans that include equality issues
- Fares that everyone can afford
- Everyone feels safe when they travel
- Buying goods and services in a fair and equal way
- Staff are made up of people from different backgrounds.

In this Single Equality Scheme update we tell you what we are doing to reach our equality goals.



The update will tell you what we did last year and what we're doing next year.

In this update we're looking at how transport affects all **equality groups** – people or communities who face discrimination such as young people, old people, women and disabled people.

Accessible transport

Our big goal is to make transport easier for everyone to use. In December 2012 a plan called "Your Accessible Transport Network" explained what we're doing over the next three years.

We've made transport across London easier to use, especially after the work we did for the London Olympics.



A lot of older and disabled people don't know about this work, so we are going to tell everyone about it in spring 2014.



Other things we've done

We made a training DVD for bus companies to support disabled customers

Staff at five tube stations received training from disabled people.

We're making sure that wheelchair users can use the priority wheelchair space in buses.



By March 2014 three out of every four bus stops across London will be accessible.

We are also looking at how other equality groups are affected by London transport.



Travel costs

We know that the cost of travel in London is an issue for many people. The Mayor is keeping costs down by:

- Keeping Oyster Card prices the same as they were in 2012
- Bringing in a 60+ Oyster Card for older people.



Safety

We're working with the police to make transport safer for everyone

And we've set up the Children's Traffic Club to make young children more aware of road safety.



Equality matters

It's important that we run a transport system that's fair for everyone.

So we were pleased to win a Race for Opportunity award for the way we buy goods and services, especially from businesses run by BAME people.



We employ people from different backgrounds such as young women and people from BAME groups. But we know we can do better.



I hope you find the rest of this Single Equality Scheme Update useful.

If you want to find out more about our work our contact details are on Page 36.

Michele Dix
Managing Director, TfL planning.
Chair of TfL's Equality and Inclusion Leadership Group

Section 1 - Our action plan so far

Over pages 6 to 20 we look at what we've done this year and what we're planning to do over the next few years.





Transport planning

Improving air quality

- We will have 1000 hybrid buses in service by 2016. Hybrid buses run on petrol and electric.

- By the end of 2013 there will be 119 **New Buses for London** and 500 hybrid buses in service.



The **New Bus for London** is modern, fully accessible and uses the latest green technology.

Find out more

<http://beta.tfl.gov.uk/modes/buses/new-bus-for-london>



Promoting cycling in the community

We are helping local organisations to promote cycling in their community. In 2013 we:

- Gave new grants to 19 community organisations
- Gave small grants to five organisations that already had a grant.
- Organised a FreeCycle event in August 2013.



Getting more young people to walk and cycle

We set up 'STARS', a London-wide scheme to help colleges, schools and nurseries to promote walking, cycling and road safety.

Here are some facts about STARS:

- 1250 primary and secondary schools in London now work to the 'STARS' standard.
- 250 schools came to an event in October 2013 to discuss new activities
- In the last three years schools have set up 16.000 'STARS' projects.



Reducing the number of BAME young people in road accidents

We've set up the Children's Traffic Club for 3 and 4 year olds and their parents and carers.

So far 75,000 young children have joined the Traffic Club and nearly half of them are from a BAME group.

Safety and security



Changing how people think about young people

We're working with older people, younger people, the TfL Youth Panel and the police.

We held a number of meetings to look at crime and young people, and at how older and younger people can get along.



Helping people to feel safe on public transport

We're running campaigns and we set up the Youth Travel Ambassador (YTA) Scheme in 2011 to promote travel and road safety amongst 11 to 16 year olds.

We launched a new YTA scheme in October 2013.



We also ran a campaign that said "If your minicab's not booked, it's just a stranger's car".

Customer experience



Training for bus drivers

We've been working with bus companies on the best ways to support older and disabled people.

- There have been several events with bus companies, older people organisations and disability organisations



- Transport for All and Age UK made a video 'All Aboard' which has been part of bus driver training since October 2013.



Priority wheelchair area in buses

In December 2012 we ran a campaign asking buggy users to give up their space for wheelchair users.



Working with others

We've held a number of meetings and events to find out what young people think about transport in London.



Our fourth Youth Participation Panel was held in November 2012, where young people:

- Talked about our road safety campaigns
- Gave their views on the content of our Young People's Plan



Our Youth Panel of 20 young people, meets every two months to discuss topics like:

- Road safety
- Cycling,
- The new TfL website
- Jobs in transport.



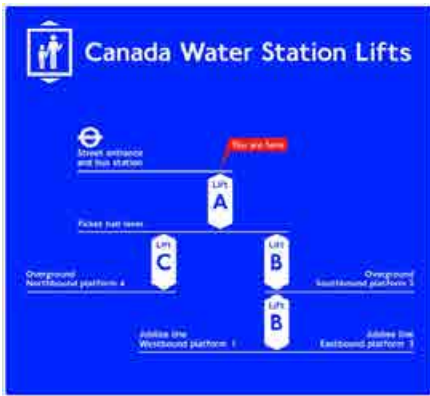
Mobility forums

We've set up a South Region and a Central Region mobility forums. These are meetings where people discuss transport issues.

We held meetings in the spring and summer. We also held a big meeting to talk about equality issues.

Making it easier to use services

We're making signs to help everyone, especially disabled people, to find their way around the transport system.



- Adding new signs for major events and attractions. In the same style as we did for the London Olympics.

- Adding new signs for step-free routes at 20 stations by March 2014



- Working with Network Rail on a map that shows all stations with step-free access.



- Running a competition to design a **smartphone app** to provide up-to-date information for people with different disabilities.

- Making information about step-free routes available to companies that make **smartphone apps**.



- Changing the TfL website to make it more accessible. It should be live early 2014.
- Changing the TfL online Journey Planner to include accessible routes.
- Making information on the TfL website easier for older and disabled people to read



Making it easier to travel around London

Over the next 10 years we're going to make more stations step-free and we want there to be three times more step-free journeys.



What we are doing on the tubes

- By 2018 there will be six more step-free stations including Tottenham Court Road and Bond Street.
- Making four more stations partly step-free including Paddington and Bank stations
- Looking at ways to bring down the cost of a step-free station



- Keeping manual boarding ramps brought in at 16 stations during the London Olympics. And have the boards at 19 more stations.
- Have more "platform humps" so that nearly half of all stations have "level access platforms"
- By 2016 four in ten trains will have air conditioning.



What we are doing on the buses

- By the end of 2016 nearly all bus stops will be easy to board.
- We're telling everyone about how the priority wheelchair space should be used in buses.



What we are doing for people who walk

Have more crossings that make a sound or have a number countdown.

Have more signs around London so that people know where to walk.

And we are trying out new technology that notices when people are waiting to cross the road, and gives them enough time to cross.



Making these big road junctions easier to walk around:

- Tottenham Hale
- Elephant and Castle
- Highbury Corner
- Vauxhall
- Euston Circus
- Henlys Corner



Making these areas in London easier to walk around by 2016:

- Tolworth
- Bromley North Village
- Harlesden Town Centre
- Wood Green
- Aldgate
- West End.



What we are doing about taxis

We now check taxis every month to make sure ramps and swivel seats are working. The taxis lose their licence until the work is done.

We are getting more private hire companies to sign up to our Cabwise and Findaride services. And we're working with taxi drivers to include customer service training when they learn The Knowledge.



Better customer services

We continue to train staff to provide a better customer service.

“Accessibility Champions” – TfL staff who know all about accessibility issues - have been in place since March 2013. We will have more Champions in 2014.

We're getting better at replying to complaints and are learning from concerns and complaints made.

We're making it easier to comment or complain on our website.



In summer 2013 older and disabled people from organisations Inclusion London and Transport for All trained 12 TfL staff.



Five 'accessibility centres' have been set up at Stratford, Kings Cross, Green Park, London Bridge and Westminster, where staff know a lot about disability and accessibility issues.

A training video for bus drivers was made with disabled bus passengers. By December 2014 all bus drivers will have seen the video.



We're setting up travel mentoring schemes in all 33 London councils.

And we're holding 'Bus Days' so that it's easy for disabled people to try out bus travel.



Finding out what people think about services

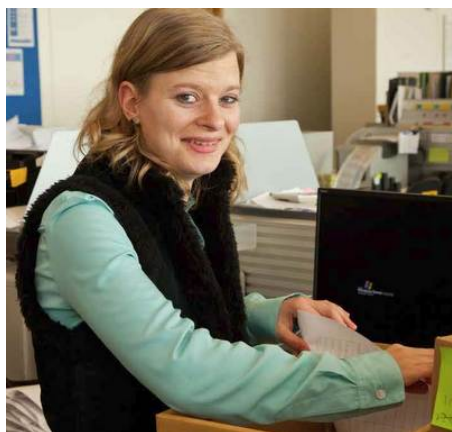
In summer 2013 we sent out the first email about accessibility issues to 43,000 people in our contact list. If you'd like to be on this list go to Page 36 for our contact details.

We held the second 'Thinking Outside the Bus' event in October 2013 with several older people and disability organisations such as Age UK and Transport for All.

We're going to hold a similar event about tube and rail issues.

We've been promoting the Dial-A-Ride service to groups such as over 85s, people who are blind or have sight problems.





Our staff

Getting more disabled workers at TfL

We're working hard for TfL staff to come from different backgrounds. Three projects are helping us do this.

Steps into Work

Our "Steps Into Work" programme helps people with learning disabilities to get a job.



In 2012 four out of 11 students from the programme got a paid job.

The 2013 10 students started the programme in January.



Classroom to Boardroom

In 2013 we held three "Classroom to Boardroom" events working with schools from Enfield and Uxbridge.

Most of the Enfield students were from a BAME group. The idea of this project is to get more younger and BAME people working for TfL.



Fair Access to Work

TfL staff from the tube, customer services and other services are working together to provide more and better work experiences.

We've been working with Greenwich Technical College since September 2013 to get students from the Classroom to Boardroom events to study or take up Apprenticeships.



A diverse workforce

We are working hard to get more people of different backgrounds to become senior managers, so we:

- Are working with RARE Consultancy to get more BAME people to study engineering.



- Held an event with the African Caribbean Society
- Advertised for managers in a disability magazine
- Are promoting our Apprentice schemes at schools with a high BAME population in January 2014



- Are working with Network Rail so that graduates who don't have a job, can work at TfL.



- Are working with TfL finance staff to support them to become senior managers.
- Are creating more chances for women and BAME staff to get senior jobs.



How we work

In September 2013 we brought in a new way to manage staff – this will be on the internet by April 2015.

We're supporting all TfL managers to be good managers.



A new faith calendar showing all religious holidays will be online every November.



We did a survey about staff pay in June 2013 and this is what we found:

- Senior managers tend to be white, male, straight and non-disabled in the older age groups.
- There are less senior managers from other equality groups, but they are paid well.
- Men are more likely to work full-time

We will write an action plan based on the findings of the survey.

All staff will be going on a new equality training course. Some staff will be able to do the course on a computer.



Making changes to the workplace for disabled staff

We're looking at the best ways to make changes to the workplace so that more disabled people can work.

This is also called **making a reasonable adjustment**.



In January 2014 we will let all staff and managers know about these changes

And we will hold meetings to support and advise managers.

Section 2 – Sharing the best ways to work

Over pages 22 to 35 you can read some detailed examples of what we are doing to reach our equality goals.



Part 1 – Clean air



The Mayor is reducing pollution in London to help us reach European air quality standards as soon as we can.

The Low Emission Zone controls the number of lorries and large vehicles driving in the Greater London area.

We may bring in an Ultra Low Emission Zone by 2020.

Mayor's Air Quality Fund means that £20 million will help to reduce pollution and make air quality better around London.

We are also going to make air quality better by:



- Bringing in 1600 hybrid buses - that run partly petrol, partly electric, by 2016.

- Bringing in the new Euro 6 buses

- Maintaining five buses run by hydrogen

- Get more electric buses & bring in more electric cars to the TfL fleet

- Having more buses that run on biodiesel

- Taking taxis off the road when they are 15 years old and private hire cars when they are 10 years old. We have taken 3000 old taxis off the streets so far.

- Run the tube on electricity that causes less pollution than other types of electricity.

- Support London councils to set up more car clubs, so that residents can hire a when they need one.



Part 2 – Mayor’s Roads Task Force



Currently 8 out of 10 trips in London and 9 out of 10 goods moved around London are made on our roads.

The number of people in London could grow to 10 million, so roads are going to be important for a long time.



In 2013 the Mayor’s Roads Task Force (RTF) carried out a big survey of London’s roads. They looked at streets and roads around the world and say we need good quality streets for:

- Vehicles such as buses, taxis and cars
- Business
- Cycles
- People who are walking



The RTF is working to make London’s roads and streets better. A few things they want to do are:

- Build a roof over some big roads
- Use technology more
- Have more 20 miles per hour speed zones
- Have good quality parking.



They are going to look at different ways to charge people to drive on roads, as they think this will get more people to walk and to use cycles.

Their work will cost a lot of money – about £30 billion over the next 20 years.

Part 3 – Young people and transport



A lot of the 2.8 million young people in London use public transport.

400 million trips were made by under 18s in one year.

By 2031 there will be over 3 million under 25 year olds.

We wrote a plan about making transport better for children and young people. It has five areas:



Safety – how we can reduce the number of young people who commit crime and how we can make transport safer.

Working with young people – how we can work more with young people to make our services better.

Skills and work – how transport can be used to make young people want to learn and tell them how they can work for TfL.

Travel choices – how we can tell more young people about cycling and public transport.

Less accidents – how we can reduce the number of accidents involving people who use the roads or public transport.



To find out more about our work with young people click on this link
www.tfl.org.uk/younglondon



What is STARS?

It's a scheme about road safety and transport use for schools, colleges and has three levels - Bronze, Silver and Gold.

Gold is the highest level and it means the school has a high number of pupils involved.



Over 1200 schools in London are in the STARS scheme and they are helping pupils and students to walk and cycle more, be safe on the roads and on public transport.

Find out more about STARS

Visit this website to find out more about STARS

www.staraccreditation.org.uk



Part 4 – Young people and older people



Older people told us they worry about large groups of young people. So we're working with the police to make travel safer for people of all ages.

Enforcement and On Street Operations

The team have held events bringing older and younger people together to discuss how they get along.



The Safer Transport team

The team are writing a Youth Engagement Plan. And they are looking at how young people can sometimes be victims and sometimes be offenders.



Islington Safer Transport Team (STT)

Worked with older people and a local boys' school, and talked about travelling on London transport.

They spoke about this at the "Mind The Age Gap" event in July 2013.

Brent STT

Held a 'Bridge The Gap' event for older and younger people.



Lewisham STT

In July the team worked with people of different ages who talked about travel on buses and other services.



Croydon STT

Worked with local schools and older people charities and through videos and stories they talked about travelling on public transport.

Enfield STT

The team are working with older people, young people and police cadets



Project Guardian

We held a survey about safety and almost one in six women said they had been a victim of sexual harassment when travelling on public transport.

Nine out of ten women did not report it because they didn't think it was serious.

We are working with the police so that passengers know that we do take sexual harassment seriously.



The work of Project Guardian has resulted in some people who commit these crimes going to prison.

And we have done a lot of work to find out what everyone thinks about this topic.

Part 5 – Making TfL more diverse

We're an award-winning organisation

We won the 2013 Business in the Community, Race for Opportunity, Collaboration and Partnership Award.



The award was for our work with five other organisations which led to 240 new jobs being created. One in four of these jobs were for BAME people.



We have shared our work with the BBC and the NHS.

Sandra Kerr, Director of said: “TfL has worked hard to achieve a diverse workforce.”

Apprenticeships

In 2010 we had eight apprentices employed by six companies.

In 2013 we work with 30 companies, 10 colleges and 400 apprentices, many of them work in engineering.

At first, a lot of our apprentices were white, so we've now working with schools with a high number of BAME people,

In 2013 of the 15 apprentices, 10 were from a BAME group. And many of them came from the poorest areas of the UK.



Part 6 – Wheelchairs on buses



When wheelchair users travel on buses they need to use the priority area.

Buggy users often use this area which can create problems when a wheelchair user boards a bus.

We are working with bus drivers, wheelchair users and buggy users to find a solution to this problem.



A 2013 survey found that one in three trips, the WPA was blocked. In some cases the wheelchair user could share the space.

But in other cases there was a long delay while buggies or luggage was moved.



Last year an advert went on buses and bus stops that said: "Buggy users please make space for wheelchair users"

Bus companies made sure that their staff and bus drivers knew about the advert.







And we changed the recorded message on buses so that it said: "The wheelchair priority area is now required. Can passengers in this space please make room – thank you".




Recent surveys have shown us that more bus drivers are making sure the space is cleared.

We are working with buggy users and companies that make buggies so that they build smaller buggies.

Part 7 – Better signs

Train to platform access at step-free Piccadilly line stations 	
Station	Access from train when arriving
Acton Town	Step/gap between train and platform
Caledonian Road	 Manual boarding ramp - Please contact staff before boarding (see below)
Earl's Court	Level access via platform hump
Finsbury Park	Interchange with Victoria line only - Level access via platform hump
Green Park	Level access via platform hump
Heathrow T1,2,3 	Level access via platform hump
Heathrow T4 	Level access via platform hump
Heathrow T5 	Step/gap between train and platform
Hillingdon	Step/gap between train and platform
Hounslow East	 Manual boarding ramp - Please contact staff before boarding train (see below)
Hounslow West	Level access via platform hump
King's Cross St. Pancras	Level access via platform hump
Oakwood	Level access via platform hump
Sudbury Town	Step/gap between train and platform
Uxbridge	Step/gap between train and platform

 To request a manual boarding ramp at the station where you intend to get off please press the Assistance button on any Help Point and talk to a member of staff before you board the train.

When we put up signs for the London Olympics last year we found out that wheelchair users used different routes to people who were walking.

So we put up different signs for people with different disabilities.



Since the Olympics we've been working with disabled people to make accessible signs a fixed part of travelling on tubes and trains in London.

We decided to use blue instead of the purple colour we used for the Olympics.

So far we have put up new signs at Green Park and London Bridge stations



We've changed the signs for temporary work and for the lift signs at Heathrow.

We've also added clear signs for step-free stations so that disabled people know exactly where to go to catch their train.

As there are more manual boarding ramps at more tube stations it's important that wheelchair users go to the right place.

Part 8 – Working with older people and disabled people



In April 2013 London Underground, London Overground and London Rail held an 'On The Right Track' event for disabled people.

Forty-five people from different organisations such as Mencap, the Alzheimers Society and the RNIB took part.



A number of people shared their stories about travelling around London, they also went into groups to discuss:

- Trains
- Stations
- Customer service
- Customer information

Feedback included:

- Signs at stations could be better
- It needs to be easier to use a textphone to speak to TfL contact centres
- It needs to be easier to comment or complain
- Individual incidents at stations that could have been better dealt with.



A video was made about the event.

Three out of four people thought the event was 'very good'



We published a report on the comments from the day saying how we are going to:

- Promote our services for disabled people
- Have better information on our website about moving between stations
- Have the same kind of signs on all lifts
- Have computer tablets at more stations to make it easier for staff to talk to disabled people

Part 9 – Classroom to Boardroom



We worked with Entrepreneurs in Action to support the Mayor's "Classroom to Boardroom" scheme.

13 and 14 year olds from Nightingale Academy from Enfield and Aylward Academy from Edmonton took part in this big exercise.



They were given a week to work out how to replace old and faulty traffic lights around London. They had to say how they would:

- Spend £11 million
- Reduce pollution
- Make it safe
- And what the benefits would be

In London we have:

- 6,000 sets of traffic lights
- 400 sets need replacing every year
- Each set costs £80,000.

So this was a difficult task!

The students came up with some very good ideas, such as painting the traffic lights a lighter colour to make them last longer.

Brendan Slight of Real Time Operations said: "The students did really well. They understood what needed to be done and came up with some really good ideas too."

Some students who took part were offered work experience. We hope that some of them will become TfL Apprentices.



Part 10 – ‘Steps Into Work’



Our ‘Steps Into Work’ project gives people with learning disabilities the chance to work for 12 months. It is jointly run by

- TfL
- Barnet and Southgate College
- Remploy – a charity that helps disabled people find work.



The project aims to help people move from education to work. In 2012 it helped four people get paid work,

For example Amelia (pictured, left) worked in different jobs, did a BTEC in work skills and got a paid job for six months.

She is now looking for a full-time job.



The teams working with Barnet and Southgate College students found it helped them by:

- Raising awareness about disability
- Making them work better as a team
- Breaking down barriers
- Making them think more about how they work every day.



One of the managers taking part in the scheme said it helped his team to learn new skills. His team has worked with two students and they are keen to work with a third student.

Part 11 – Flexible working



In January 2014 a new job share scheme will help staff to find a job share partner.



Managers will be told about the benefits of job sharing such as:

- Good workers will stay in their job
- There is cover for holidays and sickness
- Two people means more ideas and different ways of working.

Our Equality team will check that the scheme works OK.



Sue O'Malley (pictured left) has worked for TfL for 38 years and when her first child was born she started working part-time.

She told the Women's Staff Network Group how difficult it was to have a career and find someone to share with.

We've worked with Sue to set up the new job share scheme. She joined a group of staff to look at what other organisations did.

Thanks to Sue's work TfL staff can now register if they want to.

Find out more

If you would like to find out more about our work please get in touch.



Call us on **020 3054 7146**



Email us at groupe&i@tfl.gov.uk



Visit www.tfl.gov.uk/equality

This Easy Read booklet was...

