

Department for
Transport

Crossrail Equality Impact Assessment

Appendices



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Crossrail Equality Impact Assessment

Appendix 1 Initial Screening



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Screening Structure

This document follows the format and headings of TfL's guidance 'Equality Impact Assessments – How to do them', June, 2004.

1 Introduction

This document provides the initial screening of significant differential equality impacts that may affect priority groups arising from Crossrail.

2 The Assessment Team

The Department for Transport (DfT), Transport for London (TfL) and Cross London Rail Links Limited (CLRL) have worked together to undertake this screening.

3 The Assessment Process

A framework for the EqIA process has been provided by an inclusivity policy¹ that sets standards and expectations in relation to priority groups whilst applying equality legislation in the context of the DfT's statutory duty.

A comprehensive EqIA methodology suitable for use on a major infrastructure project has been developed, based on the DfT and TfL Race Equality Schemes (RES), to implement the policy.

The priority groups chosen are all those used in the DfT and TfL RES and the EqIA with the addition of Travellers in the race priority group and a new group representing socio-economic deprivation². A list of the groups is defined in Section 6.2.

This initial screening covers:

- project aims and objectives;
- priority groups that may be affected and their needs; and
- evidence of differential impact³ and how to improve equality;

¹The inclusivity policy addresses how the project aims to meet the needs of people in the seven priority groups identified.

²Socio-economic deprivation is measured by the Index of Multiple Deprivation (as referred to by the Social Research Unit in the Office of the Deputy Prime Minister).

³Positive or adverse impacts that are both significant and affect one priority group more than another. For example, the effect of steps on a journey is significant and affects people with restricted mobility more than others.

4 Project Objectives

Crossrail's key objectives are to:

- Support the development and regeneration of London as a world city, and in its role as the financial centre of Europe and the UK;
- Tackle congestion and the lack of capacity on the existing rail network; and
- Improve access into and around London for all sections of the community.

The project's objectives will be delivered through increased rail capacity on existing routes into the capital and by providing faster and more accessible travel into and within much of the London metropolitan area.

Crossrail supports the wider transport, planning, social and environmental objectives of the Government's 10 Year Plan, the Mayor's Strategies for London, the DfT's Strategic Plan and government regional planning guidance.

5 Main Project Activities

CLRL's main activities of planning, construction, operation and communication each have different likely equality impacts requiring assessment.

Planning includes development of design, production of the business case, health and safety matters and agreements on shared responsibility and interface with other organizations.

Construction activity involves construction of stations, intervention or ventilation shafts, portals, a depot, tunnelling, removal of excavated material, track and catenary work on the existing rail network.

The operating railway involves the provision of the train service, the operation of the depot, the stabling⁴ of trains in sidings and maintenance activities.

Communication involves consultation and provision of information in documentary and accessible formats, maintenance of communication records and provision of website and helpdesk services.

The likely impacts on the priority groups that may arise from these activities are reviewed in section 9.

⁴Stabling refers to trains in sidings or the depot when not in service.

6 Consultation & Priority Groups

6.1 Background

On 14 July, 2003 the Secretary of State requested that CLRL consult on Crossrail's route proposals to determine stakeholder and public opinion. A Public Awareness Campaign and consultation Round 1 followed, with public information centres, advertising and leafleting. The views of stakeholders were updated following previous consultation on route and policy options.

On 20 July, 2004 the Secretary of State announced the government's intention in parliament to introduce a parliamentary Bill for Crossrail 'at the earliest opportunity'. A supplementary Public Awareness Campaign and consultation Round 2 followed.

6.2 Equality priority groups

In carrying out the initial screening as detailed in sections 6.3 to 6.7, consideration has been given to the likely effects on the priority groups listed below:

Group	Definition of group
Age	young people (17–25) and all children; older people (50+)
Disability	all disabled people
Faith	various faith and belief groups
Gender	female and transgender
Race	Asian; Asian British; Black; BlackBritish; Chinese and others; people of mixed race; Gypsies & Travellers; white people (including Irish)
Sexual orientation	lesbian, gay men and bisexual people
Socio-Economic Deprivation	An additional priority group for socio-economic deprivation has been added following the pilot study to take account of those in the 20 per cent nationally most deprived areas as measured by the index of multiple deprivation.

6.3 Race and faith group locations

Analysis of data taken from the 2001 Census has been used to identify where priority groups exist with a significant variation in size from the London average at particular locations.

The following faith and race groups exist within 1 kilometre of Crossrail works and are significantly greater than the London average:

Location	Faith	Percentage of population within 1km of Crossrail works
Redbridge and Newham	Hindu	8% – 12%
	Muslim	25% – 37%
	Sikh	7% – 13%
Docklands, Whitechapel and Liverpool Street area	Muslim	40% – 54%
West End and Tottenham Court Road area	Buddhist	1.8% – 2%
	Jewish	4% – 6%
Southall, Hayes and Heathrow	Hindu	9% – 19%
	Sikh	15% – 34%
Langley, Slough and Burnham	Muslim	10% – 24%
	Sikh	7% – 10%

Location	Race	Percentage of population within 1km of Crossrail works
Redbridge and Newham	Asian	39% – 50%
	Black	18% – 29%
Docklands, Whitechapel and Liverpool Street area	Muslim	40% – 54%
West End and Tottenham Court Road area	Chinese and other	8% – 9%
Southall, Hayes and Heathrow	Asian	33% – 72%
Langley, Slough and Burnham	Asian	11% – 41%

The populations are expressed as ranges because the measurements have been taken from more than one location.

6.4 Needs of the priority groups

CLRL's inclusivity policy aims to provide an inclusive transport system with the minimum practicable adverse impact on priority groups. It aims to provide the greatest practicable benefit to communities by taking decisions that affect the public on the basis of evidence and inclusive consultation with priority groups and by working in partnership with other transport providers, developers and local authorities.

At this early stage, it is anticipated that priority groups require the following:

- step-free access to trains;
- accessible station signage and train departure information;
- integrated interchange amenities such as links to buses and taxis;
- accessible toilets;
- co-ordinated design of security features⁵ for vulnerable groups;
- staff training and train dwell times to consider priority group needs;
- rolling stock features to assist people with restricted mobility (disabled, older people, those with children or luggage); and
- step-free access during construction.

In the initial screening, any significant adverse or positive impacts that are likely to have a differential effect on priority groups, are assessed.

It is anticipated that secondary impacts may emerge as the assessment process develops.

6.5 Public consultation activities

The aims of consultation were to:

- identify and inform stakeholders, those who will use the service or be affected by it, and other interested parties;
- maintain social inclusion and to be fair, open and honest;
- record and report on consultees' comments and assess the level of support for the proposals and its individual elements;
- identify concerns and, where practical, seek to mitigate the impact of the project;

⁵These features may include lighting, staffing, use of CCTV and the layout of clear lines of sight in the station.

- maintain a contact database to facilitate feedback and provide updates;
- establish meaningful communication with those who may be directly affected; and
- remain accessible using media such as the project website and helpdesk.

Ways of communicating included:

- consultation events, information centres and information exchanges with interpreter services where appropriate;
- 24-hour, 7-day coverage telephone helpdesk;
- website with a translations link and Young Crossrail microsite;
- regular project updates for all respondents held on the contact database;
- material in London's community languages, large print, Braille and audio cassette available on request;
- detailed scale models and artist impressions were shown at selected information centres;
- newspaper advertisements and press releases (including translations into some locally spoken dialects) and mass leafleting;
- project briefings of local authority officers and councillors;
- issue of media bulletins with radio and television broadcasts; and
- schools education programme.

Consultation was planned to be socially inclusive, reaching the whole community. Physical access to events was a venue selection criteria. A description of these activities can be found in Appendix 7.

A history of all incoming and outgoing communication exists in a contacts database, now holding over 230,000 records with over 20,000 consultees.

The 'Code of Practice for the Dissemination of Information during Major Infrastructure Projects' published by the Office of the Deputy Prime Minister (ODPM) has been followed. Two consultation rounds, and an information round have been completed to inform stakeholders⁶ and the public about the project.

⁶ CLRL stakeholders are those whose statutory rights or responsibilities are affected, for example employees, shareholders, those living nearby and prospective rail users. The stakeholder organizations are listed in Annex 4.

CLRL has complied with the Freedom of Information Act 2000 (FOI), although it is not covered by the legislation.

Consultation results are reported to the CLRL Executive, Board and the Secretary of State as necessary.

6.6 Consultation: Rounds 1 and 2

There have been two consultation rounds, where the project was presented for open public comment:

- Round 1 consulted on the route and destination proposals between 27 October and 3 December, 2003; and
- Round 2 consulted on the detail of the selected route between 5 August and 27 October, 2004.

The overall statistics are:

Item	Round 1	Round 2
Information centre days	51	52
Information exchange days	n/a	47
Information centre display panels	145	184
Information centre & exchange visitors	7,244	10,125
Issues identified	4,849	7,803
Equality issues identified	30	60
Stakeholder responses	72	98
Stakeholder issues identified	347	380
Helpdesk enquiries	approx. 1,000	2,700
Website hits	100,000	70,000

Translations of the consultation material were made available in 11 community languages. Requests for translations, large print and audio cassette versions were met.

6.7 Information round

In February, 2005, stakeholders and the public were informed about the project proposals being presented in the Bill.

6.8 Environmental impact assessment – likely impacts

An independent team of specialists completed an Environmental Impact Assessment (EIA) and the results on community impacts available at that time have been used to inform the initial screening and REIA.

An improved selection criterion for community impacts⁷ was examined in the pilot study (see section 6.9) for use in the comprehensive EqlA.

It differs from the one used in the REIA by:

- covering all priority groups, including faith; and
- using race and faith census data within 1 kilometre of Crossrail.

6.9 Pilot study

A pilot study has been conducted at Ealing Broadway station where the methodology was tested and feedback sought.

The pilot study revealed:

- issues regarding security;
- poor access of the current station layout;
- interest in issues such as train information, ticketing and toilets;
- interest in operational issues such as dwell times, staffing levels and duties; and
- benefits to priority groups through access to employment, education, health, shopping and other community facilities.

Pilot study recommendations referred to consultation, comment analysis, communication and publication of the full assessment, all of which have been implemented.

⁷ See tables 5.1 through 5.4 in CLRL's community technical report. The impacts selected were taken from a report listing community impacts which occurred in areas of minority race populations.

7 Communication with Affected Parties

The overall effect on priority groups is expected to be overwhelmingly positive and appear at Annex 2. The effects may vary over time according to community characteristics.

Directly affected parties include those whose land or buildings need to be temporarily or permanently acquired and those close to the proposed works or certain parts of the operational railway.

Some adverse impacts are inevitable and where these occur, they will be managed or mitigated as appropriate and those affected informed.

A property team has responsibility for identifying and managing communication with those who have an interest in land or property that may be affected using contact details from a land and property referencing exercise. During consultation Round 1, there were 638 directly affected parties and land owners contacted resulting in 96 meetings, and in Round 2, there were 343 new interests contacted leading to 77 meetings.

Safeguarding directions issued by the Secretary of State requires local planning authorities to consult CLRL on any planning applications affecting the project. This requirement is shown on local land change registers and a safeguarding manager processes all enquiries.

Targeted leafleting is used to help raise awareness prior to any consultation events. Mobile information centres have been used to reach communities that may have an interest.

Leafleting campaigns have been carried out at stations on and near the line of route to inform potential Crossrail passengers, or those that may experience disruption due to construction activities or changes in their service.

Those who contact or register with the project are added to the contacts database. Frequent mail-outs are sent to ensure that as new project material is produced and developments or events occur, these are communicated.

8 Impact Mitigation & Development of Benefits

A detailed examination of route options and location of structures has been undertaken to arrive at the preferred route.

The selection of route corridors has been subject to consultation with a wide range of key stakeholders; a comprehensive assessment and sifting process focussed on these criteria:

- operating and capital costs;
- benefits such as crowding relief, time savings, regeneration, social exclusion, road decongestion and regeneration;
- environmental effects;
- statutory consents;
- engineering feasibility; and
- operational feasibility.

The EIA has been carried out to identify likely impacts and mitigation measures have been proposed. The assessment has identified likely community impacts affecting community facilities such as education, health and sport venues and places of worship.

A Construction Code sets out the key principles for construction, environmental management and health and safety to mitigate adverse effects during construction.

There is regular dialogue with planning and statutory authorities through formally constituted fora as well as with community and special interest groups to ensure that the considerable benefits of Crossrail are delivered effectively and equitably.

Before construction starts, an independent Complaints Commissioner will be appointed with responsibility for dealing with any concerns that may arise during construction that could not be resolved by the contractor or nominated undertaker⁸. During the construction phase, 24-hour, 7-days a week telephone helplines will be operated to service enquiries or receive complaints.

⁸The nominated undertaker is a body appointed to be responsible for delivering the project.

9 Equality Monitoring System

9.1 General

Equality initiatives are in place and an inclusive community liaison process exists, with those aspects relating to the EqIA described in Annex 3.

The equality framework consists of:

- an inclusivity policy;
- policies for the provision of facilities for people with restricted mobility and on access during construction;
- an equal opportunity policy relating to employment legislation that commits CLRL to the principle of equal opportunity in employment and procurement;
- project appraisal techniques that follow HM Treasury and DfT guidance on accessibility and social inclusion enabling a forecast of improvements to accessibility and reductions in deprivation;⁹
- a socially inclusive communications programme, including information made available in community languages and different formats; and
- Young Crossrail schools programme including a website and newsletter to assist understanding and dissemination of project consultation and information activities through schools along the line of route.

⁹ Passenger origin and destination demand modelling looked at door to door journeys, providing before and after comparisons of journey times applicable to all priority groups, except for people with restricted mobility who may need longer to complete their journeys. Modelling of regeneration employment effects has been done by matching skills available in an area to those forecasted from job creation, taking into account the numbers and skill profiles of the expected jobs and the available skills of the local population.

9.2 Setting up an EqIA process

Due to the relatively recent requirement for projects to undertake an EqIA, little precedent exists for assessment and monitoring methodology on a rail infrastructure project of the scale and complexity of Crossrail.

This has been addressed by:

1. undertaking a pilot study at a trial site, to further inform the strategy and process; and
2. starting to implement good practice by mainstreaming equality processes and awareness into the company culture.

The timing of these activities is included in the EqIA programme overview in Section 10.

9.3 Initial screening process

9.3.1 Sources of data

An initial screening has been completed to assess whether there is a requirement to undertake a full EqIA.

It has been carried out using the following sources of information:

- the EIA, using data on residual likely impacts;
- the pilot study;
- public and stakeholder consultation feedback;
- consultation with local authorities;
- media research from local and national newspapers and press cuttings service;
- consultation with a specialist inclusivity consultancy;
- concerns raised by priority group representatives;
- industry comment; and
- comment from DfT, TfL and CLRL departments.

9.3.2 Initial screening results

The results of the initial screening appear in Table 1. These are based on an examination of the data derived from the sources contained in 9.3.1. These results indicate that the following priority groups may be affected by differential impacts from the implementation of the proposed route.

Table 1 Potentially affected priority groups

Priority group	Members of group	Potential impact
Age	Children, younger and older people	adverse impacts on schools and community facilities, and from traffic and construction noise.
Race	Asian or Asian British people	adverse impacts on community facilities from traffic and construction noise in the Whitechapel area.
Race	Travellers	adverse impact from the location of a worksite at Eleanor Street in east London where a Traveller community are located.
Sexual orientation	Gay men, lesbians, and bisexuals	from the demolition of a venue used by the gay community.

A concern raised, that has been communicated to TfL and the Commission for Racial Equality, relates to the location of a ventilation shaft at Hanbury Street, E1. The likelihood and extent of such an impact will be assessed as part of the full EqIA.

9.3.3 Recommendation from initial screening

The initial screening confirmed that it would be appropriate to carry out a full equality impact assessment.

Table 2 Initial Screening Results

Equality Priority Group	Positive Impact (who could it benefit)		Adverse impact (who it could disadvantage)		Reason/Comment
	Legal	Intended	High	Low	
Equal opportunity or improved relations	Legal	Intended	High	Low	
Women	SDA	Intended positive likely impact through improved access to transport, social, economic and other opportunity for all priority groups in the long term, reducing social exclusion barriers.		Low	
Transgender people				Low	
Asian or Asian British people	RR(A)A		Potential impact		Some likely adverse impact in the Whitechapel area due to construction activity.
Black or Black British people				Low	
Chinese people and other people				Low	
People of mixed race				Low	
Travellers			Potential impact		Relocation of Eleanor Street Traveller site, E3.
Disabled people	DDA			Low	Improved accessibility at many Crossrail stations.
Lesbians, gay men and bisexuals	SDA		Potential impact		Loss of venues in Soho to construct new station.
Older people (50+)	Proposed legislation in 2006		Potential impact		Construction may affect age groups differentially, such as through the loss of community facilities. Young people may also be affected by works at Central St Martins College of Art, London Fashion College, Romford Playing Fields & Swanlea School, E1.
Young people (17–25) and children					
Faith groups	RR(A)A		Low		

10 Introducing an Equality Monitoring System

Construction and commissioning of the project will be managed by a 'nominated undertaker'.

Effective management of equality issues will be one of a range of statutory and best practice criteria that advisors and contractors will have to meet. An equality policy is a specified requirement of CLRL's procurement activities.

A review of current good practice in equality mainstreaming is being undertaken. Any new initiatives will support team briefings by industry experts and targeted training courses to help individual team members.

To initiate mainstreaming, a company-wide CLRL seminar was held in June, 2005 to outline the scope and process of the equality work programme and explain the legislative framework.

Training of helpdesk staff and community liaison officers has helped identify equality issues early and report them accurately.

A sophisticated project information system continues to be developed giving a high level of awareness to all staff on equality and other matters relevant to their professional responsibilities. This includes a regularly updated project intranet called Inside Track.

11 EqIA Programme Overview

The programme can be summarized as follows:

February, 2005	REIA and inclusivity policy published
May, 2005	Inclusivity policy workshop, EqIA process consultation and report on pilot study
June, 2005	Equality seminar
July, 2005	Initial screening and three regional EqIA workshops
Late 2005	EqIA report
2006	Report on design assessment
2007 to 2012	Report on design and construction
2010 to 2015	Report on construction assessment
2015	Report on operational assessment

12 Measuring the Performance of the Project

The EqIA team will measure the actual effect of the project on priority groups by recording the 2005 baseline condition. This will be compared to conditions after line opening, allowing the effect of the project to be evaluated at a local and route-wide level against pre-construction and predicted levels.

Performance of the project in delivering positive benefits will also be measured after line opening.

12.1 Baseline condition – system-wide

Equality parameters measuring the effectiveness of the inclusivity policy will be agreed.

Likely system-wide effects that will be measured are:

- socio-economic deprivation using statistics on employment;
- journey times between London and the surrounding areas, indicating changes in access to non-economic resources such as health, educational and cultural facilities; and
- availability of accessible facilities to people with restricted mobility.

This group of indicators will be established and monitored by the nominated undertaker.

12.2 Baseline condition – specific impacts

The baseline of site specific likely impacts will be measured where it is relevant and feasible, for comparison with construction and operational conditions.

Adverse likely impacts will be shown by comparison and measured against statutory requirements or good practice guidelines. Positive likely impacts will be compared to the baseline of existing provision at that site.

12.3 Post-opening transport and regeneration study

It is proposed that selected transport and regeneration parameters be monitored within three to five years after line opening to assess the effectiveness of CLRL's policies and implementation in delivering the predicted positive benefits.

These may include:

- economic growth in areas of deprivation;
- unemployment rates in areas of deprivation;
- number of incidents or complaints involving those in priority groups;
- socially inclusive communication initiatives;
- increase in access to accessible stations; and
- level of use by people with restricted mobility.

13 Conclusion

The results of this initial screening indicate that while many positive long-term impacts will arise from improved accessibility to community facilities, employment, health and educational opportunities, it is possible that there may be some adverse short-term impacts arising from construction activity on certain priority groups.

This initial screening assessment recommends that:

1. A full EqIA is carried out, including consultations with priority groups; and
2. A pilot study is used to inform the assessment process.

Annex 1 Consultation Activities

The following consultation activities have been undertaken by CLRL:

- Consultation Rounds 1 and 2 have been completed with information centres and information exchanges (see accompanying detailed material);
- Young Crossrail schools education programme provides students with curriculum-based activities. There is a microsite and a quarterly newsletter is distributed to over 300,000 students;
- A website facility displays all project material that is in the public domain and other corporate information. A translations link can be found on the homepage;
- A 24-hour, 7-days a week telephone helpdesk continues to operate;
- CLRL responds to requests for information in keeping with the FOI, as stated in section 6.3;
- A contacts database is being maintained and developed;
- Information about Crossrail is available in English, 11 community languages, large print, Braille and audio cassette versions upon request. Display panels and documents have been translated as appropriate;
- All public documents carry translated contact details;
- An interpreter service has been provided at certain events and remains available on request;
- Detailed scale models have been produced and artist's impressions have been commissioned depicting some of the more significant completed works;
- All consultation events have been widely advertised. Mass leafleting has preceded and complemented consultation events. Translated adverts have appeared in local newspapers;
- Project briefings have continued throughout the process with local authority members and councillors receiving briefing material and event details; and
- Media bulletins and radio and television broadcasts are often used to try and inform a wider audience.

Annex 2 The Benefits of Crossrail

Nearly 200 million passengers a year are expected to use the new railway. When overall financial effects are considered, Crossrail will have a benefit to cost ratio of 2:1, meaning that for every £1 invested, £2 of benefits are forecast in return. It is estimated that Crossrail could help to bring £20bn in economic and other benefits to the UK.

The following benefits may directly affect priority groups:

- enhanced accessibility helping people with restricted mobility;
- improvements to the existing environment such as in areas of dereliction and regeneration; and
- mainstreaming of inclusive policies, practices and knowledge in a large project like Crossrail having a beneficial knock-on effect in promoting equality in other major infrastructure projects and businesses;
- reduced social exclusion barriers which will encourage inclusion and equality; and
- support for regeneration and development areas.

The following benefits may be of general assistance to priority groups:

- increased rail capacity to, from and across central London;
- better use of existing rail corridors into and out of London;
- reduced crowding into, out of and across London, and at main line termini;
- faster journeys and new direct journey opportunities;
- additional capacity giving access to employment opportunities and services;
- thousands of jobs attracted to London during the construction and operation of the railway and as a result of secondary effects upon the economy;
- improved integration of transport networks in London and the South-east with connections to nine London Underground lines and many other national rail services;
- improved international connections;
- improved airport links;
- shift from road to rail use leading to improved air quality, energy conservation, reduced road congestion and road traffic accidents; and
- new facilities and infrastructure designed and built to modern standards.

Annex 3 Community Liaison

CLRL maintains a database of representative community and priority group representatives. Regular meetings are held and information on the proposals and project progress is periodically provided. Documents are presented with translated contact details as a minimum and with certain translations often produced at the outset. All material is produced with a consistent style and in an accessible format to help make it more easily understood and translated.

Area consultation teams comprising engineers and environmental specialists have been formed to become familiar with and to monitor community issues.

In addition, specialists in design provision for the disabled have been appointed to assist the CLRL engineering and architectural teams understand the requirements of relevant priority groups.

The helpdesk identifies emerging equality issues and conveys them to relevant personnel. Website and helpdesk monthly reports are examined for evidence of trends or issues. Similarly, a press cutting service searches for key equality words.

The consultation programme has encouraged community groups, stakeholders and the general public to examine the proposals, engage in dialogue with project staff and submit comment about the project. The analysis and categorization of the comment has made the project aware of the nature and extent of concerns and helped inform the design process.

Annex 4 Stakeholder Consultee List

Organisations:

Abbey Wood Community Centre
 Acton Community Network
 Acton Green Residents' Association
 Afro West Indian United Council
 of Churches
 Aldwych Building Tenants'
 Association
 Apasenth
 Armourers & Brasiers Company
 Arnold Road Residents' Association
 Aylesbury Vale District Council
 BAA Plc
 Bahai Community of the United
 Kingdom
 Balfour of Burleigh Residents'
 Association
 Bangladesh-British Chamber
 of Commerce
 Bangladeshi Welfare Association
 Baptist Church
 Barbican Residents' Association
 Barlby Road Estate
 Residents' Association
 Barleymow Estate Residents'
 Association
 Bayswater Residents' Association
 Behno Ka Ghar (Eastwards Trust)
 Belvedere Community Forum
 Bernardo's Centre
 Bernardo's Family Together Centre
 Bethnal Green & Victoria
 Housing Association
 Bethnal Green Training Centre
 Betterton Houses Tenants'
 Association
 Bloomsbury Association
 Bloomsbury Partnership
 Bluebird Boats
 Board of Deputies of British Jews
 Boyer Group of Companies
 Brady Street Community Centre
 Brentwood Borough Council
 Brentwood Diocesan Office
 Brick Lane Business Association
 Brick Lane Mosque
 British Chambers of Commerce
 British Horse Society
 British Museum Friends
 British Waterways
 Buckinghamshire County Council
 Buckinghamshire Federation
 of Community Association
 Buddhist Society
 Bury Place Residents' Association
 Business in the Community
 Byways and Bridleways Trust
 c/o The Hyde Park Appeal
 CABE - Commission for Architecture
 & the Built Environment
 Campaign to Protect Rural England
 Capra
 Central Rail Users Committee

Chelmsford Commuters and Rail Travellers (CART)	Development Trusts Association
Chelmsford Diocesan Office	Devon & Cornwall Business Council
Chenies Chambers Tenants and Residents' Association	Disabled Persons Transport Advisory Committee
Chiltern Society	Docklands Business Centre
Christ Church Gardens Youth & Community Project	Docklands Light Railway
Christ Church School	Dudley Court Tenants' Association
Christ Church Spitalfields	Ealing & Hanwell Community Network
City Heritage Society	Ealing Borough Senior Citizens Action Group
City of Westminster	Ealing Chamber of Commerce
Civic Trust	Ealing Friends of the Earth
Collective of Bangladeshi School Governors	Ealing Passenger Transport Users Group
Community Organisation Forum	East London Business Alliance
Confederation of British Industry	East London Mosque
Conservative Disability Group	East London Waste Authority
Corporation of London	East of England Development Agency
Council for British Archaeology	East of England Regional Assembly
Council of African & Afro-Caribbean Churches (UK)	EC1 New Deal
Countryside Agency	Ecological Design Association
Covent Garden Business Forum	Ecology Consultancy
Covent Garden Business Group	English Heritage
Covent Garden Community Association (CGCA)	English Nature
Crow Area Residents' Association	Environment Agency
Cyclists' Touring Club	Environmental Transport Association
Dartford Borough Council	Erith Town Forum
DCMS	Essex Chambers of Commerce
Department for Environment, Food and Rural Affairs	Essex County Council
	Ethnic Minority Enterprise Project

European Parliament	Hanwell Village Green Conservation Area Residents' Association
Exeter Chamber of Commerce	Harlow Rail Users Group
Federation of Private Residents' Association	Harrowby and District Residents' Association
Fitzrovia Neighbourhood Association	Havering Friends of the Earth
Five Roads Forum	Hayes Community Forum
Friends of the Earth	Hindu Council (UK)
Friends of Tower Hamlets Cemetery	Hitcham & Taplow Preservation Society
Gravesham Borough Council	Holborn Business Partnership
Gemma	Holborn Community Association
Greater London Authority	Holborn Neighbourhood Forum
Gordon Mansions Residents' Association	Holmefield House RA
Greater London Action on Disability	Hyde Park (Brigg) Stables
Greater London Archaeology Advisory Service	Hyde Park Estate Association
Green Party	Hyde Park Gardens and Stanhope Terrace Residents' Association
Greenford, Perivale & Northolt Community Network	Ilford Town Centre Partnership
Greenwich Environment Forum	Imams & Mosques Council (UK)
Gresse Street Tenants & Leaseholders' Association	Islington Archaeological & History Society
Grosvenor and Mayfair Residents' Association	Islington Chamber of Commerce
Grosvenor Estates	Islington Council
Hammersmith and Fulham	Iver & District Countryside Association
Historic Buildings Group	Iver Parish Council
Hammersmith Society	Jagonari Women's Centre
Hanway Place Residents' Association	Kensington Housing Trust
Hanwell Residents' Association	Kent County Council
Hanwell Steering Group	Kent Thameside Chamber of Commerce

Kent Wildlife Trust	London Diocesan Office
Kingston Episcopal Office	London Fish Merchants' Association (Billingsgate) Ltd
Kobi Nazrul Centre	London Rivers Association
LA21 Transport Group	London Society
Land Securities	London Transport Users Committee
Leopold Estate Tenants' Association	London Wildlife Trust
Licensed Taxi Drivers' Association	London's Older Persons' Strategy Group - Transport Sub-committee
Lindsay House Residents' Association	Mary Ward Centre Holborn Community Development Project
Living Streets	Marylebone Association
Local Area Partnership	Marylebone Travellers Association
London Borough of Barking and Dagenham	Mayfair Association
London Borough of Bexley	Maylands Green Belt Action Group
London Borough of Camden	Mecklenburgh Square Residents' Association
London Borough of Ealing	Methodist Church
London Borough of Greenwich	Mile End Old Town Residents' Association (MIOTRA)
London Borough of Hammersmith and Fulham	Millman Street Tenants & Residents' Association
London Borough of Havering	Minority Ethnic Business Federation
London Borough of Hillingdon	Muslim Council of Britain
London Borough of Islington	National Council of Hindu Temples
London Borough of Newham	National Maritime Museum
London Borough of Redbridge	Network of Buddhist Organisations (UK)
London Borough of Tower Hamlets	Network of Sikh Organisations (UK)
London Buddhist Centre	New Avenues Youth & Community Project
London City Airport	New Compton Street Associates
London Civic Forum	
London Development Agency	
London Diocesan Advisory Committee	

New Square Mile Business Association	Redbridge Chamber of Trade & Commerce
Newham Association for the Disabled	Residents Association of Mayfair
North Paddington Society	Residents of Old Gloucester Street
North Woolwich Old Station Museum	River Thames Society
Northampton Diocesan Office	Rochester Diocesan Office
Nye Stables	Royal Docks Trust
Ocean New Deal for Communities	Royal Borough of Kensington and Chelsea
Office of the Chief Rabbi	Royal Borough of Windsor and Maidenhead
Open Spaces Society	Royal Society for the Protection of Birds
Oxford Diocesan Office	Rugby and Harpur Residents' Association
Oxford Street Association	Save London's Theatres Campaign
Paddington Central	SELTRANS
Paddington Residents' Active Concern on Transport	Serpentine Running Club
Paddington Waterways and Maida Vale Society	Slade Green Community Forum
Park Cafe Limited	Slough Borough Council
Port of London Authority	Smithfield Market Traders' Association
Queen Court Residents' Association	Smithfield Trust
Queen's Park Estate Society	Society of Friends
Queen's Park Residents' Association	South Bucks Access Group
Rail Passenger Committee (Western England)	South Bucks District Council
Rail Passengers Committee Eastern England	South East Bayswater Residents' Association
Rail Passengers Committee Southern England	South East England Development Agency
Ramblers' Association	South East England Regional Assembly
Red Lion Leaseholders Association	
Red Lion Tenants and Residents' Association (Leaseholders Group)	

South East Forum for Sustainability	Tawfiq Somali Community Association (Bedford House)
South London Economic Development Alliance	Thames Gateway London Partnership
Southall Community Network	Thames Valley Chamber of Commerce
Southall Transport Action Group	Thames Water Property Services Ltd
Southend-On-Sea Railway Travellers' Association	The Chilterns Conservation Board
Southwark & London Diocesan Housing Association	The Church Commissioners
Southwark Diocesan Office	The Committee of the Brick Lane Jamme (Central) Mosque
Spitalfields City Farm	The Environment Trust
Spitalfields Community Association	The Garden History Society
Spitalfields Historic Buildings Trust	The Georgian Group
Spitalfields Small Business Association Limited	The Islington Society
Spitalfields Society	The Knightsbridge Association
Sport England	The London Forum of Amenity and Civic Societies
St Annes' Church & School	The London Railway Heritage Society
St Dunstons Church	The London Thames Gateway Forum
St John's Wood Society	The Monega Association
St Marylebone Society	The Nursery
St Mungos Hostel	The Pedestrian Association
Sterling Concessions Limited	The Ramblers' Association — East Berkshire
Stockley Park Consortium Ltd	The Royal Parks
Stone Parish Council	The Society for the Protection of Ancient Buildings
Stratford Community Forum	The Soho Society
Sunderland Terrace Residents' Association	The Sustrans
Swaminarayan Hindu Mission	The Theatres Trust
Swinbrook Estate Residents' Association	The Twentieth Century Society
Taplow Parish Council	

The Victorian Society
Thomas Buxton School
Thorney Weir House
Tower Hamlets Community Housing
Tower Hamlets Parents Centre
Toynbee Hall
Toynbee Housing Group
Trellick Tower Residents' Association
Trentishoe Tenants and
Residents' Association
Tybalds Close Tenants' Association
UK Islamic Mission
Vishwa Hindu Parishad
Visit Britain
Walpole Residents' Association
West Row Residents' Association
West Silvertown Village
Community Foundation
Westbourne Neighbourhood
Association
Westminster City Council
Westminster Diocesan Office
Westminster Society
Wildlife Trust
Winter Garden House
Residents' Association
Woodland Trust
Woodseer & Hanbury
Residents' Association
World Wildlife Fund UK
Wornington Green RA
Zoroastrian Trust Funds of Europe

Crossrail Equality Impact Assessment

Appendix 2

Assessment Methodology



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1 Executive Summary

Equality Impact Assessment (EqIA)¹ on Crossrail is a process by which a high standard of corporate social responsibility and stewardship is maintained in regard to the equality² of those who come into contact with the railway and its associated work. The project supports the view that bias and discrimination have no place in modern working practice and that their reduction will lead to a general improvement in quality of life.

This methodology seeks to provide a comprehensive assessment, and has been developed by Cross London Rail Links Limited (CLRL), Transport for London (TfL), the Department for Transport and other industry bodies. This paper provides guidance on how the assessment will be efficiently and equitably implemented on the Crossrail project.

The assessment has looked at the project planning and outline design stages to identify any potential discrimination and the process will continue into the operational phase.

The methodology has been designed to make the assessment relevant and proportionate. The project welcomes comment that will improve its development and implementation.

¹ Abbreviations are also contained in Appendix 1.

² Where 'equality' is used in this document it means 'equality of opportunity' irrespective of gender, race, disability, age, faith, socio-economic disposition or sexual orientation. It also implies promotion of good relations between persons of different groups as a means of reducing bias and its resulting discrimination.

2 Introduction

Crossrail will improve access and communication for all sectors of the community, including priority groups³ in London and the South-east. This document describes the methodology for assessing equality issues in the planning, construction and operation of Crossrail.

It is based on the following CLRL inclusivity policy principles:

- CLRL aims to provide a fully inclusive transport system;
- CLRL will ensure minimum practicable adverse impact on priority equality groups;
- All decisions taken that affect the public will be based on evidence and on inclusive consultation with priority groups; and
- CLRL will work to achieve the greatest practical benefit to communities by working in partnership with other transport providers, developers and local authorities.

The methodology demonstrates how the project will adopt and use best practice guidance to address existing and emerging statutory obligations.

³See Paragraph 6.2 for a list of the priority groups.

3 Statutory Framework

3.1 Relevant legislation

Relevant legislation covering the priority groups is listed below.

Age: no legislation exists, but government is currently drafting regulations covering employment and training.

Disability: Disability Discrimination Act, 1995 (DDA)⁴.

Socio-economic deprivation: No legislation exists, but the Treasury Green Book and Office of the Deputy Prime Minister's (ODPM's) Social Exclusion Unit report 'Making the Connections' on transport and social exclusion give guidelines.

Faith: Employment Equality (Religion or Belief) Regulations 2003.

Gender: gender (sex) discrimination is covered by two main pieces of legislation:

- The Equal Pay Act 1970 (EqPA) and
- The Sex Discrimination Act 1975 (SDA).

Race: race discrimination and harassment is made unlawful under the:

- Race Relations Act 1976 (RRA), as amended by
- The Race Relations (Amendment) Act 2000 (RR(A)A)

⁴On 1 October, 2004 the DDA Part 3 duties covering 'Access to Goods, Services and Facilities' were extended to include 'removal of physical barriers'. [Part 1 of the DDA covers the meaning of disability, Part 2 discrimination by employers, Part 3 discrimination by other persons, Part 4 education, Part 5 public transport, of which the exemption given to Rail Vehicle Accessibility Regulations (RVAR) in 1999 is expected to come to an end during 2006 when the Government introduces a new Disability Discrimination Bill. On 7 April, 2005 the DDA was amended to end the transportation exemption regarding physical barriers.]

The RR(A)A makes it illegal to discriminate on the basis of race, ethnicity or faith and puts a general statutory duty on all Schedule 1A bodies⁵:

- 'to have due regard to the need
 - a) to eliminate unlawful racial discrimination; and
 - b) to promote
 - equality of opportunity and
 - good relations between persons of different racial groups'.

Sexual orientation: Employment Equality (Sexual Orientation) Regulations 2003.

3.2 Guidance

Guidance and research material continues to be collected from relevant public bodies, organizations⁶ and specialists as it becomes available.

3.3 Implementation

DfT's implementation strategy to satisfy its statutory duty is described in the next chapter.

⁵Bodies & other persons subject to the RR(A)A general statutory duty include GLA (RR(A)A 2000, Schedule 1A, para. 15) and TfL (ibid, paragraph 39), and all Crown and government departments such as DfT, except for some security and intelligence services.

⁶Examples are the 'Code of Practice on the Duty to Promote Race Equality' from the Commission of Racial Equality (CRE) or the "Passengers' Accessibility of Heavy Rail Systems" guidance note from Disabled Persons Transport Advisory Committee (DPTAC).

4 Strategy

4.1 Existing equality initiatives

The project has an existing equality framework in the following broad areas:

- an equal opportunities policy to implement the provisions of the relevant equality related employment legislation and commit CLRL to the principle of equal opportunity in employment; and
- project appraisal techniques developed to evaluate improvement in accessibility and reduction of deprivation resulting from construction of the new railway infrastructure⁷.

4.2 Assessing equality

Although the project will have a positive overall effect, some adverse effects may occur at certain locations or as a result of certain elements of the proposals.

The methodology has been designed to assess likely impacts, within the bounds of the prioritisation criteria laid out in the project's inclusivity policy, on a consistent basis against the needs of each priority group and reach an outcome that is equal for each priority group.

4.3 Evaluation

EqIA is largely subjective and does not lend itself readily to quantitative evaluation. A framework has therefore been developed for undertaking the assessment on an individual basis, based on capturing and recording the data on which judgements are made. This assists in making such subjective assessments more transparent and repeatable.

The strategy aims to meet statutory requirements, establish an appropriate⁸ level of assessment and allow for continual refinement to address emerging requirements.

⁷ Origin and destination modelling provides before and after Crossrail comparisons of journey times applicable to all priority groups except for those with restricted mobility. Modelling of regeneration effects has used skills matching techniques to estimate employment based on job creation forecasts and skill profiles of the expected jobs and the labour force.

⁸ 'Appropriate' meaning what is necessary to achieve the aim and spirit of the Acts. The guiding principles are that the methodology should address elements which are obligatory, relevant, proportionate and complimentary (see CRE, Statutory Code of Practice, Chapter 3, page 15).

5 Methodology

This section provides an outline of the EqIA methodology.

5.1 The process

5.1.1 Section one: Initial screening

An initial screening of all priority groups⁹ has been completed. Those screened proposals that indicate a significant likely adverse impact on one or more priority group have been subject to a full EqIA.

5.1.2 Section two: Full impact assessment

The full EqIA collects and assesses evidence of positive and adverse impact and recommends policy responses to manage adverse impacts, to ensure that benefits are implemented and that actions are taken to improve relations with priority groups. This process is described in depth in section 7.

5.2 The priority equality groups

The following priority equality groups and strands will be assessed:

Group	Assessment strands
Age	young people (17-25) and children; older people (50+)
Disability	all disabled people, including people with sensory or mobility impairments, learning difficulties or mental health problems
Faith	various faith groups including Buddhist, Hindu, Jewish, Muslim and Sikh
Gender	females and transgender
Race	Asian; Asian British; Black; Black British; Chinese races; mixed races; Gypsies and Travellers
Sexual orientation	lesbians, gay people and bisexual
Socio-economic deprivation	20 per cent nationally most deprived areas.

⁹In line with TfL's comprehensive EqIA process.

It should be noted that Travellers, carers for passengers or those responsible for children and dependents are included in this study.

5.3 The impact test

The test applied in the EqIA is that of whether the project differentiates between an equality priority group and the rest of the population. Likely impacts¹⁰ can be either positive¹¹ or adverse¹²; and these have been assessed for their expected severity.

The assessment takes account of the likely impact of individual project components in an area. Mitigation measures proposed to address any likely impact on a priority group are designed to be an adequate and proportionate response to the likely impact.

5.4 Differential effects

Impacts will be included if they have a differential effect on any priority group¹³. If an impact affects one or more priority group more than the rest of the population then that impact will be examined to assess any potential for discrimination.

Due to the subjective nature of assessing whether an impact is differential, targeted consultation will continue with local representative groups to help ensure that subtle impacts better known by those with local knowledge will be identified.

In some instances it is understood that there may be a perception of discrimination where environmental or community impacts affect a neighbourhood with priority group communities, even though the impacts are felt equally by all parts of the community. In such cases, endeavours to meet statutory duty under relevant legislation will continue, such as that required by the RR(A)A 'to promote good relations between persons of different racial groups' by meeting with local community representatives and those potentially affected.

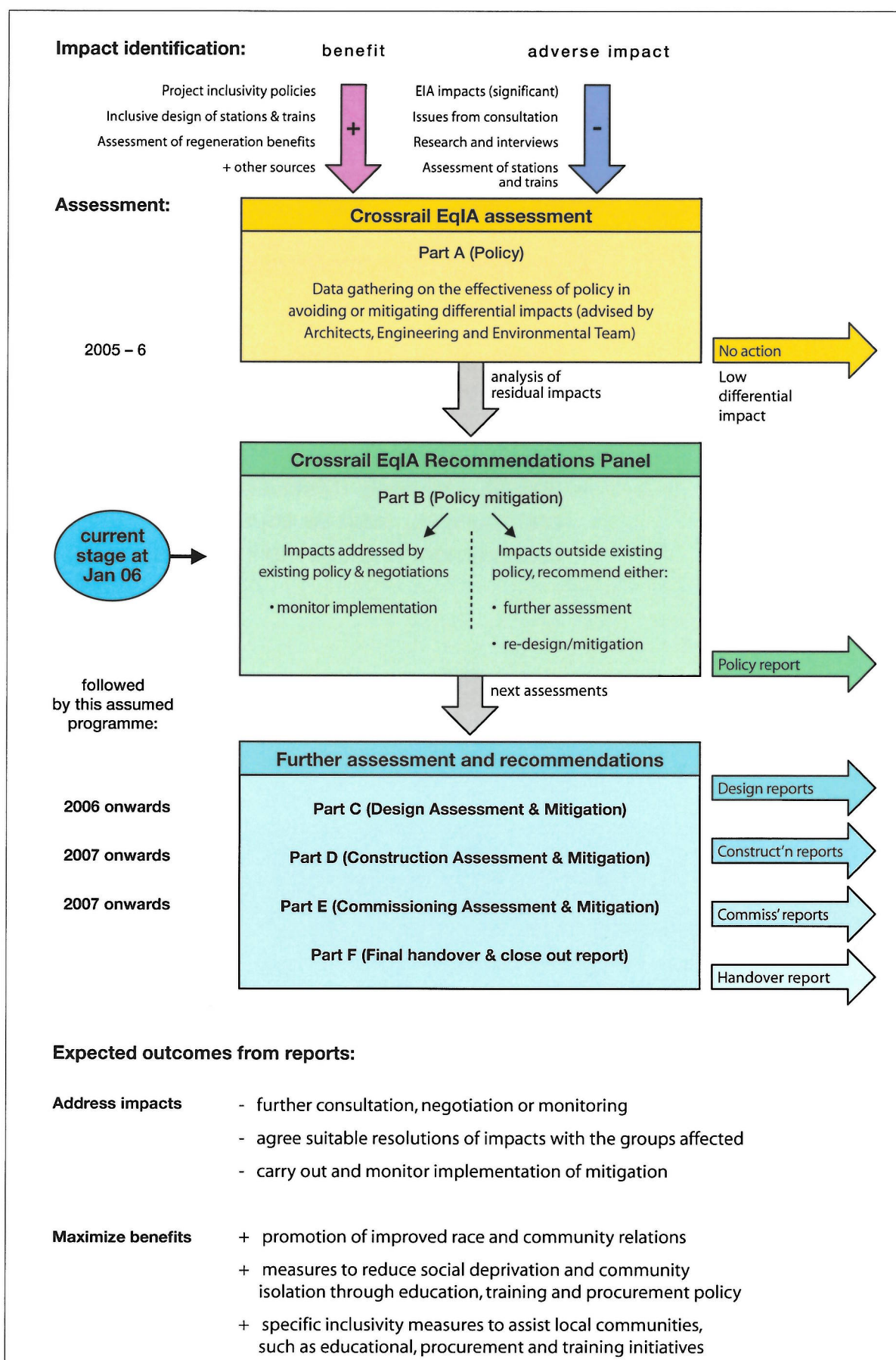
¹⁰An 'impact' may be a site-specific where there is a residual impact, for instance as shown in the Mitigation Register, or it may conflict with a policy.

¹¹A 'positive' impact could be specific training for a particular ethnic group that would have a positive differential impact on this group compared to its impact on all other people. It would not, however, necessarily have an adverse impact on the other groups.

¹²An adverse impact is one where there is differential effect without adequate mitigation; for instance it could be a building constructed without an induction loop, which would adversely discriminate against visitors with a hearing impairment.

¹³An example of a differential effect is where step free access is of much greater importance to people with restricted mobility compared to other parts of the population.

Figure 1.3 Diagram showing detail of impact identification and assessment



Expected outcomes from reports:

- | | |
|-------------------|--|
| Address impacts | <ul style="list-style-type: none">- further consultation, negotiation or monitoring- agree suitable resolutions of impact with the groups affected- carry out and monitor implementation of mitigation |
| Maximize benefits | <ul style="list-style-type: none">+ promotion of improved race and community relations+ measures to reduce social deprivation and community isolation through education, training and procurement policy+ specific inclusivity measures to assist local communities, such as educational, procurement and training initiatives |

6 The Full Impact Assessment Process

The full impact assessment takes place in two stages, part A 'data collection and analysis' and part B 'review and recommendation'.

6.1 Part A: Data collection and analysis

6.1.1 Data collection

Identification of likely impacts has been carried out in a systematic manner along the line of route from the sources below allowing details of the nature of each impact¹⁴ to be investigated.

To minimize variation between subjective assessments and to make data collection systematic and transparent, a number of techniques have been used:

- a structured data gathering process has been developed and is in use by the project's disability advisors¹⁵
- use of questionnaires at equality workshops
- face-to-face interviews, meetings and correspondence with priority group representatives, analysis of existing data and use of public data sources, such as the 2001 Census.

6.1.2 Data sources

Research on equality data sources for large infrastructure projects identified some broad DfT and TfL guidelines. The initial screening, pilot study and consultation with the project's inclusivity advisors identified further likely sources of data:

- data on significant residual impacts in the Environmental Statement;
- consultation comment;
- existing transport industry reports and analyses;
- complaints made directly to TfL and DfT; and
- newspaper, journal and magazine articles on transport and equality.

Consultation sources include those in the priority groups representing them locally and nationally, local community groups, local authorities and current rail operators.

¹⁴Details include the type, duration, frequency and severity of any impact.

¹⁵David Bonnett Associates use a formal process for producing Access Statements.

6.1.3 Impact analysis

After an impact has been identified, further details are assembled to help assess severity.

Details were typically drawn from:

- 2001 census data;
- local authority and TfL databases; and
- specialists, consultants, reports and analyses.

Impact severity has been measured using a similar method as in the EIA, by looking at duration, frequency, scale, location and sensitivity of impact in respect of each priority group. The effectiveness of, and ability to accommodate, mitigation has also been taken into account.

6.2 Part B: Review and recommendations

6.2.1 Recommendations panel

Results of data collection and analysis were reviewed by a recommendations panel against existing project policy. Any residual impacts either not covered by or conflicting with project policy were then subject to further study or consultation as appropriate.

The panel consists of CLRL's Environment and Planning, Railway Infrastructure Development, Operations, Statutory Consents, Consultation and EqIA Team representatives.

6.2.2 Conflicting policies

By endeavouring to meet equality policy objectives, recommendations may arise that conflict with other policy objectives, such as heritage impact. Where potential conflict exists, the 'prioritisation criteria' contained in the inclusivity policy, shown in Appendix 3, is invoked which uses community consultation, proportionality of impact, expert advice and safety as factors for consideration.

6.3 Ongoing process

Additional stages reflect the ongoing nature of the assessment:

- design assessment (Part C);
- construction assessment (Part D);
- commissioning assessment (Part E); and
- hand over report (Part F).

7 Communication & Responsibility

7.1 Internal

EqIA results and emerging standards, regulations, guidelines and legislation may need to be conveyed throughout the project, at various levels¹⁶ and times.

Staff may be responsible for reporting on likely impacts¹⁷ or may need to understand and apply the principles and good practice in their day to day work¹⁸. Others in the company will need to be informed to answer enquiries etc, such as the Crossrail helpdesk.

Developing effective methods of introducing and maintaining equality awareness is part of an overall equality mainstreaming programme.

7.2 External communications

All communications will continue to be planned on a fully inclusive basis. All external communications are recorded on a contact management database. There are established fields relating to areas of equality.

¹⁶ Staff should be made aware of legal obligations under the RR(A)A, DDA and other relevant legislation.

¹⁷ Community Liaison Officer(s) will need to know about new equality issues and with whom they should be raised.

¹⁸ Disability issues will generally be the subject of detailed design guidelines provided by a specialist consultant to the engineering and architectural functions within CLRL.



Crossrail Equality Impact Assessment

Appendix 3 Methodology Guidelines



Introduction

This document accompanies the Equality Impact assessment (EqIA) methodology and provides guidelines for assessing Crossrail equality impacts.

Differential impacts on priority groups

Impacts are assessed when they have a different effect on priority groups, compared to the majority of the population and include beneficial as well as adverse impacts. For adverse impacts, the assessment looks at whether they can be mitigated according to accepted standards of practice¹. A set of guidelines has been prepared for each group so that the assessment is consistent and balanced.

Priority group effects can be categorized as follows.

- **Impact dependent:** some priority groups are affected differently by the same type of impact, such as those affecting the disability, age and gender groups.

For example, impacts such as stairs or pavement curbs have a differential effect on disabled people compared to others.

- **Demographic² dependent:** priority groups are not evenly distributed, and in addition to assessing differential effect, the RR(A)A³ requirement for good race community relations is of particular relevance in areas where the priority group population significantly exceeds the regional average.

Example of faith impact: all impacts to faith community facilities will be assessed along the route, but in Southall where the Sikh population is 35 per cent compared to the London average of 1.5 per cent, particular attention will be given to community relations, for example by providing communication material in relevant community languages and by respecting sikh religious festivals.

¹ CLRL aim to future-proof design standards so that the railway will be to a modern design standard when it opens. For example, Cross London Rail Links Limited (CLRL) are using BS8300 (a code of practice on recommended design considerations) for standards of station and train accessibility that exceed minimum statutory requirements of the part M building regulations providing a high standard of accessibility, likely to meet expected statutory requirements.

² The characteristics of an area's population such as age, sex, race, faith, income, education, etc.

³ The Race Relations (Amendment) Act 2000 [RR(A)A]: the General statutory duty.

Summary of selection criteria — by type of impact:

Direct impacts are assessed where demolition, loss of or impairment to priority group facilities occurs.

Noise impacts are assessed where community facilities such as schools, hospitals or places of worship are affected.

Socio-economic impacts are assessed when employment or other effects occur that impact on socio-economic.

Transport impacts are assessed where:

- car parking and pick-up and drop-off areas at stations affect older or disabled people;
- pedestrian diversions are over 100 metres;
- construction road traffic⁴ (on roads carrying 5 lorries or more increase by 100 per cent) affects roads where priority group community facilities such as schools, colleges or youth centres are located; and
- road traffic flow changes occur due to diversions or other changes.

Visual impacts generally affect the whole community equally and are only assessed by exception.

Air quality impacts are dealt with under the construction code of practice, and are not considered to cause any differential effect.

⁴ There is evidence of increased road traffic accident frequency amongst children with hearing loss, of low social class and from ethnic minorities. This is outlined in various reports including the government report 'Making the Connections: Final report on transport and social exclusion' by the Social Exclusion Unit of the Office of the Deputy Prime Minister.

Table 1 Selection of impacts – by priority group

Priority group definition	Impact definition	Impact data source
<p>Age: likely impacts that have a direct and differential effect on children and young people up to the age of 25 and people over 50.</p>	<p>Direct impacts: are assessed where community facilities used by younger or older people are directly affected. Potential sources of impact include:</p> <ul style="list-style-type: none"> • temporary or permanent landtake, alteration or demolition of community facilities; • change in accessibility to community facilities; and • removal of services at stations resulting in increased journey times or additional interchange. <p>Thresholds and prediction assumptions are as detailed in section 6 of the Environmental Statement ‘Scoping and Methodology Report’, unless otherwise stated.</p> <p>Example: demolition of an educational establishment, nursery, residential care home, sport or health facility.</p>	<p>Consultation, workshops and volumes 2 & 3 of the Environmental Statement.</p>
	<p>Noise and vibration impacts: are assessed where there is a greater effect on older or younger people. Potential sources of impact during construction and operation include:</p> <ul style="list-style-type: none"> • activities above or below ground; • off-site vehicles and rail traffic; • activity on surface or in tunnelled sections of the line; and • road traffic. <p>Thresholds and prediction assumptions are as detailed in section 9 of the CLRL Environmental Statement ‘Scoping and Methodology Report’, unless otherwise stated.</p> <p>Example: construction noise near a school classroom.</p>	

Priority group definition	Impact definition	Impact data source
<p>Age (cont'd)</p>	<p>Road traffic impacts: are assessed where there is an affect on older or younger people from changes in traffic and transport conditions.</p> <p>There is evidence of significantly increased risk of road traffic accidents for children, especially those that are deaf, live in areas of social deprivation or are from ethnic minorities.</p> <p>Potential sources of construction traffic impact from both construction and operation include:</p> <ul style="list-style-type: none"> • road traffic flows due to diversions or construction vehicles; • temporary or permanent severance and/or disturbance of public rights of way or access routes causing diversions of greater than 100 metres; • changes in accessibility to community resources; • changes in bus or taxi services; • changes in parking and pick-up and drop-off points at stations; • temporary restrictions on access to railways and navigable waterways including the availability of pathways; and • crossing at busy roads introduced as part of pedestrian diversions. <p>Thresholds and prediction assumptions are as detailed in sections 7 and 8 of the Environmental Statement 'Scoping and Methodology Report', unless otherwise stated.</p> <p>Example: lorry movements near schools.</p>	

Priority group definition	Impact definition	Impact data source
Age (cont'd)	<p>Personal security and safety impacts: are assessed where they affect older or younger people. Potential sources of impact on personal security during construction and operation include:</p> <ul style="list-style-type: none"> • station layout, lighting and security measures such as train operating company or security staffing levels, station CCTV coverage and station help points; • design of temporary access to stations and platforms during construction, including the security factors described above; and • design and layout of train interiors and security measures such as train operating company and security staff levels. <p>Thresholds to measure changes in security levels will be developed prior to the EqIA detailed design assessment.</p> <p>Example: poor lighting at a station.</p> <p>Potential sources of impact on personal safety during construction and operation include:</p> <ul style="list-style-type: none"> • illegal access to construction sites and accidents from site hazards, including deep excavations; • work and test trains; and • high voltage overhead power lines. <p>Thresholds to measure changes in security levels will be developed prior to the EqIA detailed design assessment.</p> <p>Example: poor security at worksites.</p>	

Priority group definition	Impact definition	Impact data source
<p>Disability: likely impacts that have a direct and differential effect on disabled people, including those people with restricted mobility, mental or learning disabilities.</p>	<p>Direct impacts: are assessed where community facilities used by disabled people are directly affected. Potential sources of impact during construction & operation include:</p> <ul style="list-style-type: none"> • temporary or permanent landtake, alteration or demolition of relevant facilities; • changes in accessibility to community resources; and • removal of services at stations resulting in increased journey times or additional interchange. <p>Thresholds and prediction assumptions are as detailed in Section 6 of the Environmental Statement 'Scoping and Methodology Report', unless otherwise stated.</p> <p>Example: loss of a drop off and pick up point at a station for more than two weeks.</p>	<p>Consultation, workshops and volumes 2 & 3 of the Environmental Statement.</p>
	<p>Noise & vibration impacts: are not generally anticipated to differentially affect people with restricted mobility. However, those with mental or learning or other disabilities may be more susceptible and these will be assessed when identified.</p> <p>Potential sources of impact during construction include:</p> <ul style="list-style-type: none"> • portal, ventilation shaft site and surface activities; • work underground; and • off-site vehicle and rail traffic movements. <p>Potential sources of impact during operation include:</p> <ul style="list-style-type: none"> • operating new sections of line; • existing rail corridors where rail services increase; • groundborne noise and vibration from new tunnelled sections of line; and • changes in road traffic levels. <p>Thresholds and prediction assumptions are as detailed in Section 9 of the Environmental Statement 'Scoping and Methodology Report', unless stated otherwise.</p> <p>Example: noise at Romford Hospital that has a mentally disabled patient department.</p>	

Priority group definition	Impact definition	Impact data source
Disability (cont'd)	<p>Road traffic impacts: are assessed where there is a likely differential effect on the disability priority group. Evidence of significantly increased risk of road traffic accidents for children with hearing loss is of particular relevance. Potential sources of traffic impact from construction and operation include:</p> <ul style="list-style-type: none"> • effect on road traffic flows due to diversions or construction vehicles; • severance and/or disturbance to public rights of way and access routes causing diversions of greater than 100 metres; • changes in accessibility to community resources; • changes in bus or taxi services; • changes in parking and pick-up and drop-off points at stations; • temporary restrictions on access to railways and navigable waterways including the availability of pathways; and • crossings at busy roads introduced as part of a pedestrian diversion. <p>Thresholds and prediction assumptions are as detailed in sections 7 and 8 of the Environmental Statement 'Scoping and Methodology Report', unless otherwise stated.</p> <p>Example: lorry movements near schools or loss of a footbridge or path necessitating a pedestrian or wheelchair diversion of more than 100 metres.</p>	Consultation, workshops and volumes 2 & 3 of the Environmental Statement.
	<p>Personal security impacts: to individuals are assessed if there is evidence that they affect the disability priority group more than others.</p>	

Priority group definition	Impact definition	Impact data source
<p>Gender: likely impacts that have a direct and differential effect on females and transsexual people.</p>	<p>Direct impacts: are assessed where community facilities used by the gender priority group are directly affected. Potential sources of impact during construction & operation include:</p> <ul style="list-style-type: none"> • temporary or permanent landtake, alteration or demolition of community facilities; and • changes in accessibility to community resources. <p>Thresholds and prediction assumptions are as detailed in section 6 of the Environmental Statement 'Scoping and Methodology Report', unless stated otherwise.</p> <p>Example: closure of nursery facilities or women's centres.</p>	<p>Consultation, workshops and volumes 2 & 3 of the Environmental Statement.</p>
	<p>Noise impacts: are assessed if there is evidence that they affect the gender priority group more than others.</p>	
	<p>Road traffic impacts: are assessed if there is any evidence that they affect the gender priority group more than others.</p>	
	<p>Personal security impacts: to individuals are assessed as there is evidence that crime or the fear of crime affects the gender priority group more than others.</p> <p>Potential sources of impact during construction and operation include</p> <ul style="list-style-type: none"> • changes in station layout, lighting and security measures such as train operating company or security staffing levels, station CCTV coverage and station help points; • design of temporary access to stations and platforms during construction works, including the security factors described above; and • design and layout of train interiors and security measures such as train operating company or security staffing levels, internal carriage CCTV coverage and passenger to driver intercom systems; <p>Thresholds to measure changes in security levels will be developed prior to the EqlA detailed design assessment.</p> <p>Example: poor lighting or lines of sight.</p>	

Priority group definition	Impact definition	Impact data source
<p>Faith: likely impacts that have a direct and differential effect on minority faith groups.</p> <p>Where there is a significantly higher proportion of minority groups then there will be close and regular contact with the communities affected.</p> <p>Eg within 1 kilometre of Southall station, 34 per cent of the population is Sikh compared to the London average of 1.5 per cent.</p>	<p>Direct impacts: are assessed where they directly affected religious or community facilities used by faith groups. Potential sources of impact during construction & operation include:</p> <ul style="list-style-type: none"> • temporary or permanent landtake, alteration or demolition of faith group community facilities; • direct impacts on faith groups community facilities that impairs their use; and • changes in accessibility to faith group community resources. <p>Thresholds and prediction assumptions are as detailed in Section 6 of the Environmental Statement 'Scoping and Methodology Report', unless stated otherwise.</p> <p>Example: construction noise near a time of worship or religious festival or reduced access to a religious establishment.</p>	<p>Impacts from Consultation, workshops or volumes 2 & 3 of the Environmental Statement.</p> <p>Faith groups considered are listed in 2001 Census data:</p> <ul style="list-style-type: none"> • Buddhist • Hindu • Jewish • Muslim • Sikh
	<p>Noise impacts: are assessed if there is any evidence that they affect the faith priority group more than others.</p>	<p>Additional analysis has provided data for population profiles within 1 kilometre radius of railway infrastructure.</p>
	<p>Road traffic impacts: are assessed if there is any evidence that they affect the faith priority group more than others.</p>	<p>This data will be used to inform local consultation and mitigation proposals.</p>
	<p>Personal security impacts: to individuals are assessed if there is evidence that they affect the faith priority group more than others.</p>	

Priority group definition	Impact definition	Impact data source
<p>Race: likely impacts that have a direct and differential effect on minority race groups.</p> <p>Where there is a significantly higher proportion of minority groups then there will be close and regular contact with those communities affected.</p> <p>eg within 1 kilometre of Stratford station 30 per cent of the population is black compared to the London average of 10.9 per cent.</p>	<p>Direct impacts: are assessed where they directly affect community facilities used by the race priority group. Potential sources of impact during construction and operation include:</p> <ul style="list-style-type: none"> • temporary or permanent land-take, alteration or demolition of race group community facilities; • other direct impacts on race group community facilities specific to race groups that impairs their use; and • changes in accessibility to community resources. <p>Thresholds and prediction assumptions are as detailed in section 6 of the Environmental Statement 'Scoping and Methodology Report'.</p> <p>Example: impact on a community centre of special importance to one race.</p>	<p>Impacts from Consultation, workshops or from Volumes 2 & 3 of the Environmental Statement.</p> <p>Race groups considered are listed in 2001 Census data:</p> <ul style="list-style-type: none"> • Asian or Asian British • Black or Black British • Chinese or other group • People of mixed race • Travellers <p>Census data in the socio-economic specialist technical report gives percentages of race populations within 1 kilometre radius of stations.</p> <p>Additional analysis supplied has provided vent shaft, portal and depot data.</p>
	<p>Noise and vibration impacts: are assessed if there is any evidence that they affect the race priority group more than others.</p>	
	<p>Road traffic impacts: are assessed where there is a differential effect on the race priority group from changes in traffic and transport conditions.</p> <p>Evidence of a significant increase in the risk of road traffic accidents for children from minority race groups will be taken to account.</p> <p>Potential sources of traffic impacts from construction and operation include:</p> <ul style="list-style-type: none"> • effect on road traffic flows due to diversions or construction vehicles; • temporary or permanent severance and/or disturbance of public rights of way, access routes causing diversions of greater than 100 metres; • changes in accessibility to community resources; • changes in bus or taxi services; • changes in parking and pick up and drop of points at stations; and • temporary restrictions on access to railways and navigable waterways including the availability of pathways. 	

Priority group definition	Impact definition	Impact data source
<p>Race (cont'd)</p>	<p>Personal security impacts: are assessed as there is evidence that hate crime affects the race priority group more than others.</p> <p>Potential sources of impact during construction and operation include:</p> <ul style="list-style-type: none"> • changes in station layout, lighting and security measures such as train operating company or security staffing levels, station CCTV coverage and station help points; • design of temporary access to stations and platforms during construction works, including the security factors described above; and • design and layout of train interiors and security measures such as train operating company and security staff levels, internal carriage CCTV coverage and passenger-to-driver intercom systems. <p>Thresholds to measure changes in security levels will be developed prior to the EqlA detailed design assessment.</p> <p>Example: poor lighting or lines of sight at stations.</p>	

Priority group definition	Impact definition	Impact data source
<p>Sexual orientation: likely impacts that have a direct and differential effect on gay men, lesbians and bisexuals.</p>	<p>Direct impacts: are assessed where they directly affect community facilities use by this priority group.</p> <p>Potential sources of impact during construction & operation include:</p> <ul style="list-style-type: none"> • temporary or permanent landtake, alteration or demolition of community facilities; and • changes in accessibility to community facilities. <p>Thresholds and prediction assumptions are as detailed in section 6 of the Environmental Statement 'Scoping and Methodology Report', unless stated otherwise.</p> <p>Example: closure of a gay night club which will be demolished during the construction of Tottenham Court Road station.</p>	<p>Impacts from Consultation, workshops or volumes 2 and 3 of the Environmental Statement.</p>
	<p>Noise impacts: are assessed if there is evidence that it affects the sexual orientation priority group more than others.</p>	
	<p>Road traffic impacts: are assessed if there is evidence that it affects the sexual orientation priority group more than others.</p>	

Priority group definition	Impact definition	Impact data source
<p>Sexual orientation (cont'd)</p>	<p>Personal security impacts: on individuals are assessed as there is evidence that hate crime affects the sexual orientation priority group more than others.</p> <p>Potential sources of impact during construction and operation include:</p> <ul style="list-style-type: none"> • changes in station layout, lighting and security measures such as train operating company or security staff levels, station CCTV coverage and station help points; • design of temporary access to stations and platforms during construction works, including the security factors described above; and • design and layout of train interiors and security measures such as train operating company or security staffing levels, internal carriage CCTV coverage and passenger to driver intercom systems. <p>Thresholds to measure changes in security levels will be developed prior to the EqlA detailed design assessment.</p> <p>Example: poor lighting or lines of sight at stations.</p>	

Priority group definition	Impact definition	Impact data source
<p>Socio-economic deprivation: likely impacts that have a direct and differential effect on areas of low socio-economic well being.</p> <p>There are two types of likely impact that have a direct effect on employment:</p> <ol style="list-style-type: none"> 1. Potential job loss from a direct impact due to construction work in which business premises are acquired and relocation does not occur. 2. Greater access to employment due to a larger pool of jobs being made available within an attainable travelling distance on the basis of skills matching. 	<p>Employment impacts: are assessed where they directly affect the community facilities or employment prospects for this priority group.</p> <p>The two types of potential impact can occur during construction or operation from:</p> <ul style="list-style-type: none"> • temporary or permanent landtake, alteration or demolition of one or more group specific community facilities or places of employment (adverse impacts); and • changes in accessibility to community facilities or places of employment (mainly positive impacts). <p>Thresholds and prediction assumptions are as detailed in section 5 of the Environmental Statement 'Scoping and Methodology Report', unless stated otherwise.</p> <p>Example: job loss at Pudding Mill Lane (near Stratford).</p>	<p>Impacts from consultation workshops and Volumes 2 & 3 of the Environmental Statement.</p> <p>Areas of socio-economic deprivation near to Crossrail:</p> <p>West Drayton Hayes Southall Hanwell West Ealing Acton Main Line Paddington Tottenham Court Rd</p>
	<p>Direct impacts: are assessed where they affect unemployed people living in socially deprived areas more than others.</p>	<p>Farringdon Liverpool St Whitechapel Stratford</p>
	<p>Noise impacts: are assessed if there is evidence that they affect unemployed people living in socio-economically deprived areas more than others.</p>	<p>Isle of Dogs Forest Gate Manor Park Ilford Chadwell Heath Romford Custom House The Royals Abbey Wood</p>

Priority group definition	Impact definition	Impact data source
<p>A working definition of socio-economic deprivation uses the 20 per cent nationally most deprived areas as measured by the Office of the Deputy Prime Minister multiple index of deprivation.</p>	<p>Road traffic impacts: are assessed where there is an effect on this socio-economic deprivation priority group more than others from changes in traffic and transport conditions.</p> <p>Evidence of significant increases in the risk of road traffic accidents for children that live in areas of socio-economic deprivation will be taken account of.</p> <p>Potential sources of traffic impacts from construction and operation include:</p> <ul style="list-style-type: none"> • the effect on road traffic flows due to diversions or to construction vehicles; • temporary or permanent severance and/or disturbance of public rights-of-way, access routes causing diversions of greater than 100 metres; • changes in accessibility to community resources; • changes in the bus or taxi services; • changes in parking and pick up and drop of points at stations; and • temporary restrictions on access to railways and navigable waterways including the availability of pathways. <p>Thresholds and prediction assumptions are as detailed in section 7 and 8 of the Environmental Statement 'Scoping and Methodology Report', unless stated otherwise.</p> <p>Example: increase in lorry traffic in an area of socio-economic deprivation where children may be at greater risk of traffic accidents.</p> <p>Personal security impacts: to individuals are assessed if there is evidence that they affect unemployed people living in socio-economically deprived areas more than others.</p>	



Crossrail Equality Impact Assessment

Appendix 4

Pilot Study Report Ealing Broadway Station





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Acknowledgements

CLRL thanks the officers at the London Borough of Ealing for their helpful assistance in conducting this study and acknowledges the value of their contribution and local knowledge.

1 Executive Summary

Cross London Rail Links Limited¹ (CLRL) introduced an inclusivity policy² to provide a framework for managing any likely adverse impacts and to help ensure delivery of likely benefits relating to priority groups arising from the project. The Department for Transport (DfT), Transport for London (TfL) and CLRL are working together to undertake an Equality Impact Assessment (EqIA) to identify likely benefits and impacts.

The aim of the EqIA is to carry out a systematic review of and consultation on likely impacts on priority groups, and to provide a framework within which informed decisions can be made about how the project can respond. The EqIA work provides a focus for the assimilation of good practice and an understanding of how positive benefits can be delivered at a local level.

An EqIA methodology has been developed and applied to the project proposals at Ealing Broadway. The results indicate that the methodology is effective in identifying local impacts and benefits and that it satisfies statutory requirements. However, attempts to develop a quantitative aspect to the assessment have led to the conclusion that this introduces unnecessary complexity.

Promotion of the positive effects of the project will be achieved through local authority and priority group representative liaison, as well as by actively engaging with local training organizations, suppliers and businesses.

Results of the assessment at Ealing Broadway station indicate a significant positive likely impact for all priority groups due to improved access to station and train facilities, better personal security and improved access to employment and community facilities. The main likely adverse impact related to night-time security issues.

¹ CLRL is the company set up by DfT and TfL to implement the Crossrail infrastructure scheme.

² The Inclusivity policy is intended to introduce a framework which will help the company comply with current and anticipated equality legislation.

2 Introduction

DfT, TfL and CLRL are working together to undertake a comprehensive EqIA that will meet the project's inclusivity aims and statutory requirements.

Emerging equality legislation has produced a need for a systematic approach to integrate these requirements throughout the company's processes.

The EqIA process is described in the EqIA methodology that has been consulted upon with shareholders, stakeholders and equality advisors during 2004.

The pilot study tested the methodology on Ealing Broadway station proposals between November, 2004 and February, 2005, with some interviews and review meetings continuing after that period. It reviewed the impacts contained in the Crossrail Environmental Statement (published in February 2005) for their effect on priority groups and drew on equality consultation comment and stakeholder discussion. This report provides the results, records the issues and presents the recommendations of this study.

3 Background

The statutory framework for the EqIA is provided by the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 1995, the Employment Equality (Religion or Belief) Regulations 2003, the Sex Discrimination Act 1975, the Equal Pay Act 1970 and the Employment Equality (Sexual Orientation) Regulations 2003.

An EqIA has not previously been conducted on a project of Crossrail's scale and complexity. This pilot study was undertaken to test the process, assess the likely range of issues that may arise, and give early visibility of these matters to interested parties.

Ealing Broadway station and its locality were selected as the scope for the pilot study due to its size and significant passenger interchange with London Underground and main line services³. Its existing layout raises accessibility and security issues of concern to priority groups.

³First Great Western Link (previously Thames Trains).

4 Assessment Structure & Process

Crossrail's EqIA assessment will be applied to communication, planning, detailed design, construction and early operational phases.

4.1 Pilot study consultation

Consultation was carried out on the following project aspects:

- station design;
- operational policy;
- interchange and local issues; and
- generic train design.

4.2 Priority groups

The priority groups assessed in the pilot study were those covered by age, disability, faith, gender, race (including Travellers) and sexual orientation. These groups are defined in detail in the methodology.

The pilot study recommends the addition of a seventh priority group, for those in areas of socio-economic deprivation, with emphasis on rates of employment and opportunities for new or improved employment.

4.3 Advisors and reviewers

The structure of the assessment has been developed with involvement from all CLRL departments and external specialist advisors on inclusivity and disability issues. A transport and inclusion specialist provided an informal academic review.

4.4 Pilot study aims

The pilot study aimed to assess project policy implications and requirements of the priority groups for the following functions and stakeholder representatives:

Functions:

The pilot study consulted on how these areas will affect the priority groups:

- station design;
- operational policy; and
- interface issues (interchanges with other transport modes and local facilities).

Train design, maintenance depots and ventilation shafts were not included in the pilot study, but will feature in the full assessment.

Stakeholder representatives:

The following groups were included in the pilot study:

- CLRL staff;
- local authority officers; and
- priority group representatives, including Strategic Local Partnerships.

4.5 Forward planning – resource for the full assessments

The following changes are recommended:

- consultation to use comment forms (paper and e-mail);
- regional workshops to be held combining a number of local authorities by route section;
- follow up meetings upon request.

These are reflected in the recommendations in Chapter 9.

5 Communication

5.1 Comment

Comment was sought through meetings and interviews, and subsequently recorded in the Impact Register⁴. Workshops and comment forms will be used in the main assessment for all consultees, with the option of meetings and discussions upon request. The consultation process will be streamlined to improve its repeatability and to help Local Strategic Partnerships and priority group participation.

6 Pilot Consultation Activities

6.1 Local authority

The London Borough of Ealing was the principal source of local equality issues and details of priority groups to be consulted. Comment was provided on the process and inclusivity.

The following Ealing Council officers were consulted:

- Head of policy planning;
- Access officer; and
- Senior transport planner.

The council officers provided useful local knowledge and essential help in arranging and facilitating meetings with the Ealing Access Committee and the Ealing Community Network⁵.

It was recognized that local authorities should remain the prime source of consultation information, in conjunction with priority group representatives. It was acknowledged that during the initial stages of consultation, the EqIA team should have had better presentational material and explanatory documentation.

6.2 National and local priority group representatives

The following responses were received from the national or 'umbrella'⁶ group representatives, stakeholders and peer reviewers.

⁴The Impact Register can be found in the main Project & Policy Assessment Report, chapters 3 and 4.

⁵ECN is a group set up within the Strategic Local Partnership and represents over 400 local groups.

⁶Umbrella groups are national or regional groups which represent strategic or national interests and which may also co-ordinate and liaise with local groups.

Table 6.1 National priority group consultation

Organization	Priority Group	Outcome
Age Concern	Age	<ul style="list-style-type: none"> • Consulted the Chairman of Senior Citizens Action Group (SCAG) and Cllr Michael Elliott (Ealing Councillor, SCAG Committee Member and representative of Greater London Forum for Older People) • Comments received
Commission for Racial Equality	Race	<ul style="list-style-type: none"> • Advised on work scope • Copied draft methodology proposal and invited to comment • Comment received
Confederation of Indian Organizations	Race	<ul style="list-style-type: none"> • Consultation planned in main assessment
Ealing Access Committee	Disability	<ul style="list-style-type: none"> • Meeting held at Ealing Town Hall • Comments received
Ealing Community Network	All	<ul style="list-style-type: none"> • Meeting held at Ealing Town Hall • Comments received
Greater London Forum for Older People	Age	<ul style="list-style-type: none"> • as per Age Concern
London Gypsy & Travellers Unit	Traveller	<ul style="list-style-type: none"> • Not applicable at Ealing
Minority Ethnic Network (MiNet)	Race and Faith	<ul style="list-style-type: none"> • Contacted and awaiting further information
Royal Association for Disability and Rehabilitation (RADAR)	Disability	<ul style="list-style-type: none"> • Welcomed the opportunity to participate in main assessment
Runnymede Trust	Race and Faith	<ul style="list-style-type: none"> • Unable to assist with pilot study
West Indian Standing Conference	Race	<ul style="list-style-type: none"> • Consultation planned for main assessment
Women and Equality Unit	All	<ul style="list-style-type: none"> • Awaiting further information

It is proposed that other organizations will be contacted and invited to contribute to the full assessment.

The pilot study indicated that stakeholder and voluntary organization consultation response rates were likely to be low. This led to recommendations for a wider range of organizations to be contacted in the full assessment such as those at Local Strategic Partnership level and for priority group consultation to be conducted using comment forms, meetings and workshops.

Table 6.2 Stakeholder & peer review pilot study consultation

Organization	Priority Group	Response
Greater London Authority (GLA)	All	<ul style="list-style-type: none"> • Copied draft methodology proposal and invited to comment • Working with GLA through TfL • Copied Race Equality Impact Assessment • Will participate in main assessment
East London line extension (LUL)	All	<ul style="list-style-type: none"> • Liaison established with single point of contact • Copied draft methodology proposal and invited to comment • Will participate in main assessment
Future Inclusion	All	<ul style="list-style-type: none"> • Copied draft methodology proposal and draft pilot study report and comment received • Proposing Crossrail inclusivity policy • Copied Race Equality Impact Assessment and comment received
David Bonnett Associates	Disability	<ul style="list-style-type: none"> • Copied draft methodology proposal and draft pilot study report and comment received • Advising project on disability mainstreaming
University of Westminster	All	<ul style="list-style-type: none"> • Academic peer reviewer advised on methodology

6.2.1 Organizations to be contacted in the full assessment

British Transport Police, Diversity in Action in Local Government (DIALOG), Disabled Persons Transport Advisory Committee (DPTAC), Joint Council for the Welfare of Immigrants, National Assembly Against Racism, Stonewall, National Children's Bureau, Refugee Arrivals Project, Runnymede Trust and Transport for All.

Further research on groups representing children and young people will be conducted.

6.2.2 Non-participation

The following organisations declined involvement in the process:

The Child Poverty Action Group, the Disability Resource Team, Fawcett Society, Greater London Action on Disability (GLAD)⁷ and Positively Women.

6.3 Train operating companies

Ealing Broadway station is served by London Underground and First Great Western Link.

Consultation was not carried out with train operating companies in the pilot study. They will be invited to comment on station specific issues at the appropriate stage of the full EqIA.

6.4 Consultation Rounds⁸: priority group comments

Comment from the two consultation rounds contained equality related feedback and will be considered in the full assessments although equality focussed consultation will also take place.

Round 1: 31 responses raised priority group issues, with three relating to Ealing Broadway station;

Round 2: 60 responses raised priority group issues, with seven relating to Ealing Broadway station.

⁷ GLAD are considered to be adequately represented by TfL.

⁸ Two major public consultation rounds were held in 2003 and 2004 to obtain feedback from the public and stakeholders on the Crossrail line of route and the project detail. An information round was also held during early 2005. The results for this consultation apply to the whole line of route, not only Ealing Broadway.

6.5 Press cuttings

National and local newspaper cuttings have been monitored since September, 2004. None were seen to be applicable to both inclusivity issues and Crossrail at Ealing Broadway.

6.6 Environmental impact assessment

The Crossrail Environmental Statement (ES) contains significant likely impacts and benefits and these have been reviewed for priority group relevance.

Impacts were selected if they had a differential impact on a priority group⁹. Further detail on the screening of impacts appears at Annex 1 'Inclusion of Environmental Statement Impacts'.

No significant adverse impacts¹⁰ relating to priority group interests at Ealing Broadway station were identified in the ES.

Positive impacts affecting priority groups arising from improved access to transport include employment and educational opportunities, health benefits, leisure and access to other community facilities.

Impacts on race groups have been reviewed and initial findings suggest that there are no likely impacts having a differential effect, except for a potential security issue that is likely to affect other priority groups. This area will be reviewed in more detail during the full assessment.

The ES has proved to be an important source of likely impacts for the EqIA and will continue to be used in the full assessment.

A review of the ES data will establish appropriate threshold levels for the EqIA.

⁹ An example of a differential impact is the much greater importance to people with restricted mobility of step-free access compared to the population as a whole.

¹⁰ An impact from the closure of Paddington station during the two week track work blockade was not considered a significant equality issue since it broadly affects most existing passengers equally, especially given the current poor accessibility of Ealing Broadway station.

7 EqIA Consultation Analysis

7.1 Summary of the results

The Ealing Broadway results indicate significant likely positive impacts to all priority groups from the proposals at this station. The most significant likely benefits are in step-free access to trains, improved daytime security - which is of particular benefit to priority groups - and improved access to employment opportunities as well as education, health benefits, leisure and other community facilities.

The principle likely adverse impact would come from night time security issues that, if within the remit of the Crossrail train operating company, may be considered as a significant likely adverse impact unless improvements are made.

The results have been categorized into the following main issues, which are analysed in the next sections.

Table 7.1 Consultation issue categories

Issue categories (station issues unless marked T, which is a train issue)		Number
1	Step-free access to trains	5
2	Cycle access to platforms and cycle parking	2
3	Integration with local transport links	3
4	Equal opportunities in employment/training	1
5	Security/station CCTV	6
6	Improved station ticketing	2
8	Toilet facilities, with disabled access	2
9	Improved signage/buttons using symbols/Braille	6
10	Clear and frequent travel information announcements	2
11	Wide use of inductive loops	2
12	Use of hi-visibility colour banding and marking	1
13	Operational issues (dwell times, fare policy etc)	4
Misc.	Paddington closure, platform design, access to community facilities	10
T1	On train access for wheelchairs and cycles	2
T2	Announcements and info display	1
T3	Toilets on trains (including disabled toilets)	1
T4	Security/on-train CCTV	1
Total number of counts		51

7.2 Analysis of the results

Impacts are held on a register for analysis, review and recommendation. A scoring and weighting system to rate positive and adverse impacts was trialled in the pilot, but proved too ineffective. The complexity of developing a weighting algorithm taking into account the severity, duration and frequency of the impacts, while at the same time assessing its subjective aspects¹¹, was considered to outweigh the benefits of such an analysis.

It is recommended that a simple 'significant / not significant' categorisation be adopted for positive and adverse impacts, based on the criteria at Annex 1 'Inclusion of Environmental Statement Impacts' and the judgement of the Crossrail team detailed in footnote 14, with contributions from priority group representatives.

¹¹ The subjective aspects are those which include the perceived severity of the likely impact, possible initial resistance to short term changes due to construction works, and the other associated local factors, such as those based on past construction activities in the neighbourhood.

8 Analysis of Station and Train Comment

8.1 Project policy and high level design

Issues in the following categories arose:

- interface and interchange amenities (links to buses and taxis); and
- operational policy (dwell times, fare structure).

8.2 Generic design (detail design)

The results of consultation have also produced suggestions in some generic design areas:

- level-access issues common to many stations; and
- train layout and design features (wheelchair and disabled/elderly access).

8.3 Ealing Broadway station specific design

Ealing Broadway station design details:

- installation of lifts & escalators to platforms and removal of stairs to ticket hall; and
- co-ordinated design of security features (lighting, staffing, CCTV & clear sight lines in the station layout).

49 comments and ES issues were recorded in the EqIA Impact Register in 17 different categories relating to Ealing Broadway or route-wide generic issues. These will be taken forward to the full assessment.

The comment produced 128 separate issues affecting priority groups, with 75 per cent of them being positive impacts, 7 per cent neutral, and 18 per cent adverse.

However, due to the difficulties of ensuring that the numbers of comments fairly represented the weighting of the impact¹², this type of analysis will not be used in the full assessment.

Overall summary of impacts:

There is a significant net, positive likely impact on priority groups at this station, based on ES and consultation data.

¹²A weighted system of scoring impacts could lead to some significant localised impacts, which are only reported once, being under represented in importance in the assessment. Therefore numerical analysis of the weighted impacts is not recommended.

9 Timescales

This report is the first in a series being carried out as part of the EqlA process.

9.1 Timing of this report

The assessment and consultation was mainly completed between November, 2004 to February, 2005.

9.2 Reports

The following EqlA reports either have been or will be completed.

Pilot EqlA study (May, 2005)	Trial impact assessment and review of process
Race Equality Impact Assessment (early 2005)	Assessment of race issues
First EqlA report (late 2005)	Policies and overall scheme assessment
Second EqlA report (2006)	Initial design assessment
Subsequent reports (2007+)	Annual construction and operation assessments

10 Conclusions & Recommendations

The proposed Crossrail EqIA methodology has been tested during the pilot study and the results indicate that it meets project and statutory requirements. The following recommendations have arisen.

Pilot study recommendations:

- socio-economic deprivation should be added to the list of assessment priority groups;
- priority group consultation for the overall project design should be conducted widely using comment forms, meetings and workshops;
- consultation and close working with local authorities and representative groups on equality issues should be established and maintained. This should comprise:
 - meetings with the local authority single point of contact, Head of Policy Planning, Access / Equality Officers and relevant Local Strategic Partnership members
 - invitations to participate in EqIA consultation;
 - ongoing local liaison with priority groups as required; and
 - follow-up consultation on the EqIA reports as they are published;
- appropriate presentation material and explanatory documentation should be prepared to brief those being consulted on the Crossrail proposals;
- further research on groups supporting children and young people should be carried out to improve representation;
- design cut-off dates for making equality related recommendations should be established;
- simple 'significant / not significant' categorisation should be adopted for positive and adverse impacts;
- EqIA reports should include feedback from the recommendations panel sessions;
- a review of the EIA should be carried out to establish appropriate threshold levels for equality assessment;

- easy read documents should be produced;
- inclusivity should be mainstreamed; and
- links should be made with local education, training and business groups to discuss how to make the benefits of Crossrail available to local communities and who can provide a source of skilled local labour and services.

Annex 1 Inclusion of Environmental Impacts

This briefing note provides the rationale on which impacts from the Environmental Impact Assessment (EIA)¹³ will be included in the EqIA and at what thresholds.

The EqIA is carried out using data from the following sources:

1. public & priority group consultation;
2. research and interviews on requirements for priority groups;
3. design reviews of trains and stations against requirements; and
4. impacts taken from the EIA.

Environmental impacts qualifying for EqIA

The initial selection of EIA impacts into the EqIA register will be reviewed. All impacts which have a differential effect on priority groups, such as access which affects those with disabilities, will be included. The treatment of potential race impacts will be reviewed on the basis of a geographic analysis, applying it to most types of impact such as noise, traffic etc.

Example 1: work in the West End resulting in the permanent acquisition of parts of the London Fashion College and the College of Art and Design may affect young people more than other groups.

Example 2: construction noise on a Friday near a mosque would have a differential effect on those attending as this is a main day of prayer, rather than on a Sunday when noise restrictions are commonly in place.

Example 3: improved access from lifts and escalators to platforms will be of greater benefit to mobility restricted persons than others.

¹³The Environmental Impact Assessment is contained in the Environmental Statement.

EIA registers

The following EIA registers will be used in the EqIA: community¹⁴ and cumulative¹⁵ impacts; noise impacts; traffic impacts; and socio-economic impacts¹⁶.

Thresholds

The following thresholds define 'significant' EIA impacts:

- permanent loss of residential accommodation (5 or more people affected for 3 months or longer);
- temporary loss of residential accommodation (10 or more people affected for less than 3 months);
- impairment of community facility or key service if no suitable alternative is available within a reasonable distance;
- closure or diversions of public footpaths or other access of 100 meters or more;
- an increase of 100% in HGV lorry numbers, if over 5 per day; and
- an accumulation of a number of smaller impacts from noise, visual amenity or traffic assessments resulting in a larger cumulative impact.

¹⁴The community impact register records the impacts to an area such as loss of access to major civic centres including local health and educational amenities and facilities, which are not captured in the other EIA registers (noise, traffic etc).

¹⁵Arising from an accumulation of noise, visual, or traffic impacts to the community during construction and afterwards. It excludes air quality as this was not considered to give any significant residual impact.

¹⁶Socio-economic impacts are measured by changes in employment opportunities arising from a) new local economic development stimulated by improved transport links and b) increased access to a larger pool of jobs within a one hour journey time.



Crossrail Equality Impact Assessment

Appendix 5

Baseline Faith and Race Data



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1 Tables of Race and Faith Data

The following tables contain Census 2001 data on the faith and race populations within a 1 kilometre radius of Crossrail stations, depots and worksites.

Explanation of how race and faith groups have been identified

Communities containing higher than average proportions of race and faith groups have been identified in the following way:

- Census data from 2001 was analysed to identify the numbers of people from minority race and faith groups who live within 1 kilometre radius of a Crossrail worksite.
- These numbers were compared to the total population living in the same area, arriving at a percentage proportion for each group, which if summed across the whole population of that area would add up to 100 per cent.
- These individual percentages were then compared to the corresponding group's proportion averaged within the Greater London metropolitan area.

A simple method of selecting the most populous 1 kilometre areas was derived, by comparing the local percentage populations to the London average. The areas with significantly higher proportions of minority groups were able to be easily selected by choosing those which exceeded the average by an appropriate factor, set at 2.5 times the average.

Example

Looking at the first faith group alphabetically, Buddhists;

Buddhists make up 0.76 per cent of the population, averaged across all areas in London.

Within 1 kilometre of worksites on the Crossrail route, the average Buddhist population ranges from 0 per cent at Heathrow (or 0.18 per cent at Slough) up to 2.1 per cent at Tottenham Court Road station.

Those with an average of 2.5 times the London average (1.89 per cent) were:

- Fisher Street Shaft – 1.9 per cent;
- Tottenham Court Road station western ticket hall – 2.05 per cent; and
- Tottenham Court Road station – 2.11 per cent.

Proportionality

From the principle of proportionality, the areas in which CLRL would take greatest sensitivity for this priority group would be in these three aforementioned areas.

Notes

1. This numerical technique is only used in the EqIA as a guide when applying policy and for raising local awareness for Cross London Rail Links Limited (CLRL) staff and contractors, acknowledging that there are other factors affecting proportionality such as:
 - the severity of the impact; and
 - various subjective factors, such as
 - the community's perception of its severity, and
 - the understanding of the long term benefit to the community and any acceptance of making short term sacrifices.
2. The threshold figure can be varied to highlight more or fewer minority communities, and has been set provisionally at 2.5 to be representative. Statistical analysis has been carried out on the spread of populations in 1 kilometre communities for each faith and race group along the line of route, which suggests that a threshold figure of between 2 and 3 is appropriate.

The communities highlighted at this threshold can be seen listed in the following tables.

2 Faith – Western Section

Stations, Shafts, Portals & Depot	Total Population	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion Not Stated
TH = Ticket Hall JN = Junction ■ = Priority Group										
Maidenhead Stn [start of W section]	100%	64.2%	0.2%	1.5%	0.6%	5.5%	2.5%	0.4%	17.3%	7.7%
Taplow Stn	100%	76.2%	0.3%	0.8%	0.0%	0.5%	1.2%	0.4%	14.6%	6.1%
Burnham Stn	100%	68.3%	0.3%	2.6%	0.2%	3.8%	4.2%	0.2%	13.5%	6.9%
Slough Stn	100%	41.0%	0.2%	5.1%	0.1%	24.4%	10.4%	0.4%	10.0%	8.4%
Langley Stn	100%	68.6%	0.3%	3.2%	0.1%	3.7%	5.1%	0.4%	12.1%	6.6%
Iver Stn	100%	76.5%	0.2%	0.6%	0.2%	1.5%	3.5%	0.2%	10.6%	6.6%
West Drayton Stn	100%	66.3%	0.4%	2.7%	0.2%	3.7%	3.0%	0.4%	16.7%	6.6%
Heathrow T123	100%	62.5%	0.0%	2.6%	0.0%	12.9%	4.3%	0.0%	13.4%	4.3%
Heathrow Portal	100%	51.9%	0.8%	6.2%	0.1%	7.9%	6.2%	0.4%	16.3%	10.2%
Hayes and Harlington Stn	100%	48.4%	0.5%	8.4%	0.1%	10.6%	15.1%	0.4%	10.2%	6.3%
Southall Stn	100%	19.0%	0.4%	19.0%	0.0%	18.4%	34.2%	0.4%	2.7%	5.8%
Hanwell Stn	100%	58.7%	0.7%	2.8%	0.4%	8.6%	2.8%	0.4%	17.8%	7.9%
West Ealing Stn	100%	58.9%	0.8%	2.8%	0.8%	6.9%	2.0%	0.5%	19.0%	8.2%
Ealing Broadway Stn	100%	56.8%	1.6%	2.7%	1.2%	5.4%	1.6%	0.5%	22.6%	7.5%
Acton Main Line Stn	100%	54.7%	1.7%	3.3%	0.6%	12.4%	1.8%	0.5%	16.8%	8.2%

3 Faith – Central Section

Stations, Shafts, Portals & Depot	Total Population	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion Not Stated
TH = Ticket Hall JN = Junction ■ = Priority Group										
Royal Oak Portal	100%	55.0%	1.3%	1.5%	3.2%	11.8%	0.2%	0.6%	17.9%	8.5%
Westbourne Bridge Shaft	100%	54.0%	1.5%	1.7%	3.5%	12.3%	0.2%	0.6%	17.4%	8.7%
Paddington Stn Western TH	100%	51.7%	1.6%	2.0%	3.5%	14.7%	0.2%	0.7%	16.4%	9.2%
Paddington Stn Eastern TH	100%	50.8%	1.7%	2.3%	3.2%	15.4%	0.2%	0.7%	16.4%	9.3%
Hyde Park Shaft	100%	50.3%	1.7%	2.5%	3.5%	13.8%	0.3%	0.8%	17.4%	9.7%
Park Lane Shaft	100%	50.3%	1.5%	2.7%	5.6%	12.1%	0.2%	0.8%	16.6%	10.2%
Bond Street Stn	100%	53.1%	1.5%	2.0%	6.0%	7.5%	0.2%	0.7%	19.2%	9.6%
Hanover Square Stn TH	100%	52.6%	1.7%	2.1%	4.8%	7.3%	0.2%	0.8%	21.2%	9.4%
Tottenham Court Road Western TH	100%	49.3%	2.1%	2.4%	2.7%	10.2%	0.3%	0.7%	23.1%	9.3%
Tottenham Court Road Stn	100%	49.5%	2.1%	2.3%	2.4%	10.6%	0.3%	0.6%	22.7%	9.6%
Fisher Street Shaft	100%	48.7%	1.9%	2.0%	1.8%	13.4%	0.3%	0.5%	21.3%	10.0%
Aldersgate Street Shaft	100%	56.3%	0.8%	1.4%	1.5%	8.2%	0.4%	0.3%	22.0%	9.1%
Farringdon Stn	100%	54.1%	1.0%	1.4%	1.7%	8.8%	0.3%	0.3%	22.8%	9.4%
Farringdon Eastern TH	100%	55.2%	0.8%	1.4%	1.6%	8.2%	0.4%	0.4%	22.6%	9.4%
Moorgate	100%	52.6%	0.9%	1.5%	2.3%	10.1%	0.4%	0.4%	23.3%	8.4%
Liverpool Street Stn	100%	38.9%	0.7%	1.1%	2.1%	28.9%	0.2%	0.4%	19.8%	7.8%
Hanbury Street Shaft	100%	24.2%	0.6%	0.9%	1.3%	53.0%	0.2%	0.2%	13.1%	6.6%
Pedley Street Shaft	100%	28.2%	0.8%	0.8%	1.2%	47.5%	0.2%	0.2%	13.5%	7.6%
Whitechapel Stn Western TH	100%	24.4%	0.7%	0.8%	1.5%	54.0%	0.2%	0.2%	11.2%	7.1%
Whitechapel Stn Eastern TH	100%	28.2%	0.7%	0.8%	1.5%	49.5%	0.3%	0.2%	11.1%	7.6%
Stepney Green West Shaft	100%	33.4%	0.6%	0.9%	1.7%	43.9%	0.4%	0.2%	10.5%	8.6%
Stepney Green East Shaft [JN]	100%	33.2%	0.6%	0.8%	1.7%	44.2%	0.4%	0.2%	10.4%	8.6%
Mile End Park Shaft	100%	37.3%	0.9%	0.8%	0.7%	40.5%	0.4%	0.2%	11.5%	7.7%
Eleanor Street Shaft	100%	41.7%	1.0%	0.7%	0.8%	34.0%	0.5%	0.2%	14.3%	6.8%
Pudding Mill Lane Portal	100%	47.8%	0.7%	1.5%	0.7%	26.0%	0.5%	0.3%	14.8%	7.7%

4 Faith – North-east Section

Stations, Shafts, Portals & Depot	Total Population	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion Not Stated
Stratford Stn	100%	55.8%	0.7%	3.2%	0.3%	16.3%	0.7%	0.3%	12.2%	10.5%
Forest Gate Stn	100%	38.7%	0.5%	6.2%	0.4%	31.1%	3.4%	0.4%	9.4%	9.9%
Manor Park Stn	100%	33.8%	0.4%	8.3%	0.4%	37.1%	5.6%	0.3%	6.9%	7.1%
Ilford Stn	100%	33.3%	0.5%	10.2%	1.3%	31.0%	8.8%	0.8%	7.2%	6.8%
Seven Kings Stn	100%	41.6%	0.4%	12.5%	1.2%	17.4%	13.2%	0.7%	6.4%	6.6%
Goodmayes Stn	100%	47.4%	0.5%	9.0%	1.0%	14.6%	12.3%	0.5%	8.3%	6.4%
Chadwell Heath Stn	100%	67.8%	0.2%	2.9%	0.8%	4.7%	2.7%	0.2%	13.6%	6.9%
Romford Depot – Eastern end	100%	69.8%	0.5%	1.4%	0.5%	1.7%	0.7%	0.3%	16.6%	8.6%
Romford Depot – Western end	100%	70.6%	0.2%	1.4%	0.6%	2.3%	1.1%	0.2%	16.1%	7.7%
Romford Buildings	100%	70.5%	0.5%	1.2%	0.4%	1.5%	0.6%	0.3%	16.5%	8.6%
Romford Stn	100%	70.0%	0.4%	1.3%	0.6%	1.6%	0.8%	0.2%	16.6%	8.4%
Gidea Park Stn	100%	77.0%	0.2%	0.7%	1.0%	0.9%	0.3%	0.2%	12.6%	7.1%
Harold Wood Stn	100%	75.2%	0.3%	1.2%	0.4%	1.1%	0.2%	0.4%	13.9%	7.3%
Brentwood Stn	100%	71.7%	0.3%	1.5%	0.3%	1.1%	0.1%	0.6%	17.9%	6.6%
Shenfield Stn [end of NE section]	100%	82.7%	0.2%	0.9%	0.4%	0.4%	0.1%	0.1%	10.4%	4.8%

5 Faith – South-east Section

Stations, Shafts, Portals & Depot TH = Ticket Hall JN = Junction Priority Group	Total Population	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion Not Stated
Lowell Street Shaft [from JN at SGES]	100%	40.9%	0.9%	0.9%	0.7%	35.9%	0.3%	0.2%	12.6%	7.7%
Hertsmere Road Shaft	100%	47.3%	1.2%	1.0%	0.6%	26.6%	0.2%	0.2%	15.3%	7.6%
Isle of Dogs Stn	100%	45.7%	1.6%	0.8%	0.6%	28.3%	0.4%	0.3%	15.0%	7.3%
Blackwall Way Shaft	100%	42.0%	1.3%	0.9%	0.5%	33.4%	0.3%	0.3%	14.0%	7.2%
Limmo Peninsula Shaft	100%	60.6%	0.7%	0.7%	0.0%	17.7%	0.5%	0.2%	11.3%	8.3%
Victoria Dock Portal	100%	67.7%	0.6%	0.7%	0.1%	7.5%	0.3%	0.2%	12.4%	10.5%
Custom House Stn	100%	67.2%	0.7%	1.0%	0.2%	7.2%	0.5%	0.2%	12.3%	10.8%
North Woolwich Portal	100%	67.7%	0.6%	0.7%	0.1%	7.5%	0.3%	0.2%	12.4%	10.5%
Warren Lane Shaft	100%	56.7%	1.3%	3.8%	0.2%	7.0%	3.2%	0.3%	16.1%	11.5%
Arsenal Way Shaft	100%	56.7%	1.3%	3.8%	0.2%	7.0%	3.2%	0.3%	16.1%	11.5%
Plumstead Portal	100%	51.9%	0.8%	6.2%	0.1%	7.9%	6.2%	0.4%	16.3%	10.2%
Abbey Wood Stn [end of SE section]	100%	64.2%	1.6%	1.2%	0.1%	3.7%	1.9%	0.3%	18.1%	8.9%
All of London - average	100%	58.2%	0.8%	4.1%	2.1%	8.5%	1.5%	0.5%	15.8%	8.7%
All of London - threshold	>100%	1.9%	10.2%	5.2%	3.6%	21.2%	1.3%	39.4%	21.7%	

Threshold factor x London av. 2.5 Yellow shaded cells are those that are greater than the threshold

6 Race – Western Section

Stations, Shafts, Portals & Depot	Total Population	White	Mixed	Asian	Black	Chinese & Other
TH = Ticket Hall JN = Junction ■ = Priority Group						
Maidenhead Stn [start of W section]	100%	86.3%	1.4%	10.1%	0.6%	1.6%
Taplow Stn	100%	95.2%	1.0%	2.7%	0.6%	0.4%
Burnham Stn	100%	83.5%	1.8%	11.1%	3.0%	0.5%
Slough Stn	100%	48.3%	2.5%	40.8%	7.2%	1.2%
Langley Stn	100%	81.6%	1.7%	11.9%	3.6%	1.1%
Iver Stn	100%	91.5%	0.8%	5.7%	0.6%	1.4%
West Drayton Stn	100%	84.3%	2.2%	9.3%	2.9%	1.3%
Heathrow T123	100%	75.4%	1.3%	8.3%	10.1%	4.8%
Heathrow Portal	100%	78.3%	2.0%	16.0%	2.6%	1.1%
Hayes and Harlington Stn	100%	54.8%	3.0%	33.0%	7.1%	2.1%
Southall Stn	100%	14.8%	2.4%	71.0%	8.4%	3.3%
Harwell Stn	100%	70.2%	4.2%	11.5%	11.0%	3.1%
West Ealing Stn	100%	75.0%	3.7%	10.2%	7.6%	3.4%
Ealing Broadway Stn	100%	78.9%	3.2%	8.6%	3.9%	5.4%
Acton Main Line Stn	100%	65.6%	4.5%	12.4%	10.5%	7.0%

7 Race – Central Section

Stations, Shafts, Portals & Depot	Total Population	White	Mixed	Asian	Black	Chinese & Other
TH = Ticket Hall JN = Junction ■ = Priority Group						
Royal Oak Portal	100%	71.9%	4.7%	8.0%	9.1%	6.3%
Westbourne Bridge Shaft	100%	72.3%	4.5%	8.7%	7.7%	6.8%
Paddington Stn Western TH	100%	70.3%	4.8%	10.3%	6.5%	8.1%
Paddington Stn Eastern TH	100%	69.2%	4.9%	11.0%	6.2%	8.6%
Hyde Park Shaft	100%	70.5%	4.7%	10.7%	5.5%	8.6%
Park Lane Shaft	100%	74.5%	3.7%	10.3%	4.1%	7.5%
Bond Street Stn	100%	79.1%	3.2%	7.7%	3.6%	6.5%
Hanover Square Stn TH	100%	78.0%	2.9%	8.0%	3.7%	7.4%
Tottenham Court Road Western TH	100%	72.5%	3.1%	11.9%	4.4%	8.2%
Tottenham Court Road Stn	100%	71.9%	3.0%	12.2%	4.8%	8.0%
Fisher Street Shaft	100%	69.3%	3.0%	14.6%	6.4%	6.7%
Aldersgate Street Shaft	100%	79.2%	3.2%	6.8%	7.2%	3.6%
Farringdon Stn	100%	77.7%	2.9%	8.7%	6.9%	3.8%
Farringdon Eastern TH	100%	79.1%	3.0%	7.6%	6.7%	3.6%
Moorgate	100%	77.7%	3.1%	9.9%	5.8%	3.6%
Liverpool Street Stn	100%	60.9%	2.3%	29.8%	4.4%	2.7%
Hanbury Street Shaft	100%	38.0%	2.1%	53.7%	4.5%	1.7%
Pedley Street Shaft	100%	42.5%	2.2%	48.2%	5.1%	1.9%
Whitechapel Stn Western TH	100%	36.9%	2.1%	54.8%	4.5%	1.7%
Whitechapel Stn Eastern TH	100%	40.5%	2.1%	50.3%	5.3%	1.8%
Stepney Green West Shaft	100%	44.8%	2.2%	45.2%	5.7%	2.2%
Stepney Green East Shaft [JN]	100%	44.5%	2.2%	45.5%	5.7%	2.1%
Mile End Park Shaft	100%	45.7%	2.7%	40.5%	8.1%	3.1%
Eleanor Street Shaft	100%	50.7%	3.3%	33.2%	9.8%	3.0%
Pudding Mill Lane Portal	100%	53.0%	3.6%	25.3%	15.5%	2.5%

8 Race – North-east Section

Stations, Shafts, Portals & Depot	Total Population	White	Mixed	Asian	Black	Chinese & Other
TH = Ticket Hall JN = Junction ■ = Priority Group						
Stratford Stn	100%	45.7%	4.2%	16.9%	30.0%	3.2%
Forest Gate Stn	100%	32.2%	3.7%	39.6%	22.5%	2.0%
Manor Park Stn	100%	26.9%	3.2%	50.1%	18.2%	1.5%
Ilford Stn	100%	33.0%	3.0%	48.8%	13.8%	1.5%
Seven Kings Stn	100%	39.7%	2.9%	43.8%	12.2%	1.4%
Goodmayes Stn	100%	49.4%	2.7%	36.0%	10.4%	1.5%
Chadwell Heath Stn	100%	80.1%	2.2%	9.5%	7.2%	1.0%
Romford Depot - Eastern end	100%	91.4%	1.6%	3.4%	2.3%	1.3%
Romford Depot - Western end	100%	88.5%	1.6%	4.1%	5.2%	0.6%
Romford Buildings	100%	91.3%	1.4%	3.3%	2.7%	1.3%
Romford Stn	100%	91.5%	1.6%	3.4%	2.3%	1.2%
Gidea Park Stn	100%	95.0%	0.8%	2.1%	1.4%	0.7%
Harold Wood Stn	100%	94.4%	1.3%	2.5%	1.1%	0.8%
Brentwood Stn	100%	93.8%	1.4%	2.5%	0.7%	1.5%
Shenfield Stn [end of NE section]	100%	97.0%	0.8%	1.3%	0.2%	0.8%

9 Race – South-east Section

Stations, Shafts, Portals & Depot	Total Population	White	Mixed	Asian	Black	Chinese & Other
TH = Ticket Hall JN = Junction Priority Group						
Lowell Street Shaft [from JN at SGES]	100%	51.7%	2.3%	36.3%	6.4%	3.3%
Hertsmere Road Shaft	100%	59.2%	2.4%	26.3%	7.0%	5.1%
Isle of Dogs Stn	100%	55.6%	2.5%	28.2%	7.8%	5.9%
Blackwall Way Shaft	100%	49.7%	2.5%	32.6%	9.8%	5.3%
Limmo Peninsula Shaft	100%	52.5%	3.2%	15.5%	25.9%	3.0%
Victoria Dock Portal	100%	62.2%	3.0%	5.7%	26.3%	2.7%
Custom House Stn	100%	60.9%	3.5%	5.9%	26.4%	3.3%
North Woolwich Portal	100%	62.0%	3.7%	6.5%	25.3%	2.6%
Warren Lane Shaft	100%	59.6%	3.6%	11.2%	22.2%	3.4%
Arsenal Way Shaft	100%	59.6%	3.6%	15.2%	18.7%	2.9%
Plumstead Portal	100%	59.8%	3.4%	18.6%	16.3%	2.0%
Abbey Wood Stn [end of SE section]	100%	74.7%	2.7%	5.0%	14.2%	3.4%
All of London - average	100%	71.2%	3.2%	12.1%	10.9%	2.7%
All of London - threshold		>100%	7.9%	30.2%	27.3%	6.7%

Threshold factor x London av. 2.5



Yellow shaded cells are those that exceed the threshold



Crossrail Equality Impact Assessment

Appendix 6

Equality Consultation Comment Form







Equality Consultation Comment Form

E-mail or print out this form and return by fax to 020 7150 8801 or post to Sharon Ernst, Crossrail, FREEPOST, NAT6945, London SW1H 0BR by 5th September 2005.

Which of these viewpoints are you answering from? Tick as many as apply

from the viewpoint of: Disabled people Faith groups Gay men & lesbians
Older people Young people Race groups Transgender people
Unemployed people Women

Your details only needed if answering as an individual rather than as a group representative

It will be helpful to know a little about those who are responding. You don't have to answer all the questions if you don't want to. This section is not required if you are representing others.

Age: under 25 25-40 40-55 55+ Race:

Disability: Faith:

Male Female Transgender Sexual orientation:

Employment: Employed Unemployed Retired Student

Other:

Location enter name of the station or area you are interested in commenting on:

... or tick the box if you are commenting on
All stations and trains

What are the two or three most important features which would be helpful to you, or the group you are representing?

Please turn over

How important are the following general features to you or your group? eg wheelchair users may consider step-free access as 'very important' and cycle parking as 'not important'.
Tick ✓ one box per row – if you don't know, leave it blank

		Not important	Quite important	Very important
Stations	Easy integration with local transport links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Effective security & station CCTV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Clear and frequently updated travel information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Lifts and step-free access to platforms & onto trains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Toilets with disabled access & baby change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Improved signage & symbols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Use of tactile surfaces and Braille on buttons & signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Wide use of loops for hearing aid users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Use of hi-visibility colour contrast & marking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cycle parking at stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle access onto trains (except at sub-surface stations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Trains	On train access and space for wheelchairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	On train access and space for cycles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Announcements & destination information display	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Effective security & in-train CCTV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Toilets with disabled access & baby change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any other features you feel are especially relevant?				
Please turn over				

If you have local knowledge please tell us how important the likely local impacts are.

A list of the work sites and potential impacts is available for each section of the route

ES reference and
type of impact

Comment on local issues

Notes:

1. The list of likely impacts have been selected from the environmental assessment as those which may affect priority group members more than other people.
2. This list also includes all the worksites, so that those with local knowledge can make the project aware of other equality impacts.
3. Due to the control measures planned no dust or air quality impacts are expected.

Please turn over

Are there any other issues you would like to bring to the attention of CLRL?

Please turn over

Do you have any other general comments?

**Thank you for your feedback
Please contact us if you have any queries;
a report will be issued later in 2005.**

Follow up if you would like us to contact you, complete your contact details below

Would you like to attend a workshop or discuss equality further? Tick

Would you like to receive the EqIA report and further updates and from CLRL? Tick

Crossrail operates in accordance with the Data Protection Act 1998. Cross London Rail Links Limited and their agents will process personal information that you may provide for the purpose of consultation, statistical analysis, profiling and administration of the Crossrail project. All responses will remain confidential and will not be passed on to others.

Your contact details

Name

Organisation

or individual Tick

Postal or e-mail address

If you represent an organisation, please attach some descriptive literature. Thank you



Crossrail **Equality Impact** **Assessment**

Appendix 7 **Consultation & Results**





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1 Introduction

This section records the consultation and information communication process used both for the project-wide communications with all stakeholders as well as the specific workshops for equality groups and representative organizations.

Cross London Rail Links Limited (CLRL) consider consultation with priority group representatives, local authority and local strategic partnership officers to be an integral part of the EqIA. This was confirmed in a pilot study that recommended that a workshop format would be the most effective, and that the workshops should be laid on for each of the project design and consultation areas, that is, by western, central and eastern route sections.

Individual briefing meetings were held with national priority group representatives and local authority officers as part of the pilot study and before the workshops. These meetings sought to establish contacts, identify likely issues and get feedback on the approach to the assessment and consultation.

2 Workshops

The pilot study showed that an improved method of priority group consultation was needed, as small meetings and one to one conferences were impractical for general consultation.

In order to cover all local authorities and their various departments, and the priority groups using proportionate time and resources, a workshop format was chosen.

This was attended by senior CLRL management which had the advantages of:

- presentation of the Crossrail project by senior architects, engineers and environmental assessment managers;
- a consistent and uniform process and presentation across all boroughs; and
- allowing for a collective discussion on issues concerning all the priority groups, so enabling the consultees to make more civic¹ decisions.

¹The basis of civic decision making is the taking into account of the various and sometimes conflicting needs of the whole community, rather than one group only.

3 Objectives

The purpose of the workshops was to adequately brief delegates on the Crossrail project proposals in order that they felt sufficiently confident and informed to provide formal comment relating to the equality interests they represent. The objectives were:

- to explain the Crossrail project;
- to present the proposals for the relevant route section; and
- to describe the EqIA process and how to comment.

4 Delegates

Invitations were sent to all local authority officers along the line of route, and relevant priority group representatives at local and national level. Local Strategic Partnership officers at local authority level were asked to circulate the invitation to all community and priority group representatives within their borough. National priority group representative organizations were asked for further relevant contacts. Extensive research was undertaken to identify likely interested delegates. This included web research and use of established directories. As part of the invitation, all contacts were asked to notify the EqIA team of special areas of interest that they would like the workshop to address.

5 Venues & Facilities Provided

Venues were assessed for suitability and chosen using the key criteria which included proximity to the line of route and route section and to public transport, accessibility (including suitable, accessible toilet facilities) and adequate conference suite capacity and facilities.

Detailed joining instructions were issued to all workshop participants providing details of travel by all relevant modes and pictorial guidance to the conference suite for those who need accessible transport such as low step buses, step-free train interchange, and disabled parking.

Other facilities provided were:

- Palantypist and BSL signers;
- station and trains exhibition models showing physical layout;
- copies of all relevant A4 exhibition panels;

- easy read briefing;
- display of all parliamentary Bill deposit environmental assessment documents and specialist technical reports;
- models of the Crossrail train, Liverpool Street station and Bond Street station; and
- delegate packs containing an agenda, summary description of the likely impacts, comment form, feedback form (to capture views on the workshop).

Interpreter services, guide dog needs, and buddies in the event of evacuation were available.

The dates of the workshops were chosen to avoid religious holidays, and the timing avoided peak hour travel.

6 Workshop Format

Each workshop panel comprised of Department for Transport and Transport for London senior managers and a CLRL chairperson.

Boundaries on the workshop discussions were formed as follows:

- limited to equality and inclusivity issues on Crossrail;
- issues regarding route, destinations, mitigation or justification of the proposals were not considered.

Two exhibition displays, models, deposit documents, consultation material and a laptop computer showing the Crossrail website were arranged to present a walk through introduction to the project, accompanied by project staff.

The workshop format and information presentation was arranged to cater for the needs of all attendees, which was expected to include a wide variation of groups and backgrounds.

Information packs were prepared and additional detailed information was made available as required by those who wished to see it.

Each workshop lasted for about three hours and explained the proposals in overview before focussing on either the western, central or eastern route section accordingly.

Crossrail representatives of all disciplines attended. They actively mingled with delegates and acted as facilitators at each table. They were offered as advocates to ask questions on behalf of delegates.

Presentations were delivered by project personnel on equality, design and likely community impacts respectively, by route section.

Two discussion sessions were held where delegates were invited to comment and ask questions.

Comment forms were designed to capture comment on all key equality issues. These were referred to throughout the workshops and explained in detail.

Finally, informal break out sessions were available at the end of each workshop for anyone with outstanding issues or requiring assistance in completing the comment form.

Copies of the presentation slides and Palantype transcript were offered.

A 'lessons learnt' exercise took place after the first workshop as part of a continual improvement approach to maximise the benefit of the sessions.

The event was extensively photographed, and electronic Palantype records were made to capture all verbal comments made during the session.

7 Public Consultation

Public consultation preceded the equality programme, but from the beginning it was designed to engage with all sectors of the local community, through the choice of accessible venues and proximity to the Crossrail project worksites.

The communication media used by CLRL to inform the public about the project included:

- two public consultation rounds with information centres and exchanges and interpreter services;
- a 24-hour, 7-days a week telephone helpdesk;
- a project website with a translations link and a 'Young Crossrail' microsite;
- regular project updates for respondents listed on the contact database;

- community language briefings and large print, Braille and audio cassette versions;
- detailed scale models and artist impressions displayed at certain events;
- newspaper advertisements and press releases (including translations) with widespread leafleting;
- project briefings with local authority officers and councillors;
- media bulletins with radio and television broadcasts; and
- a schools' education programme.

8 Consultation Rounds 1 and 2

There have been two consultation rounds, where the proposals were presented and comment invited.

Round 1 consulted on the route and destinations between 27 October and 3 December, 2003, and Round 2 consulted on the detail of the selected route between 5 August and 27 October, 2004.

The overall statistics for both rounds are given below:

Item	Round 1	Round 2
Information centre days	51	52
Information exchange days	n/a	47
Information centre display panels	145	189
Information centre visitors	7,256	8,483
Issues identified	4,855	7,959
...of which equality issues	30	60
Stakeholder comments	235	331
Helpdesk enquiries	approx. 1,000	2,700
Website hits	100,000	70,000

A comprehensive history of all incoming and outgoing consultation communications exists in the CLRL contact database, which holds over 100,000 records of communication with over 17,000 consultees.

Results of consultation were submitted at appropriate project milestones for consideration by the CLRL executive and board and Secretary of State, following the 'Code of Practice for the Dissemination of Information during Major Infrastructure Projects' published by the Office of the Deputy Prime Minister.

The aims of the consultation were to identify and inform the stakeholders, to be fair, open and honest, to record and report on comments and assess the level of support for the proposals and its individual elements, and to maintain a contact database to facilitate feedback.

Some requests were received and responded to for translations, larger print and audio cassettes.

9 Information Round

Before deposit of the Bill in parliament, CLRL undertook a final information round between 10 and 19 February, 2005, to provide an explanation of the proposals to be contained in the Bill, and what were likely to be the major likely impacts, the compensation that would be available, the process by which consent would be sought, and the way for people to make representations against the project.

10 Results of Consultation & Workshops

Comment logged by issue and grouped by topic was reviewed to agree the project's response and to identify actions. All the issues appear overleaf against the project's initial, policy response.

Issue	Priority group(s) affected	Project response
Access	Disabled and older people	The 'Provisions for People with Restricted Mobility' Information Paper states that step-free access will be provided at new stations. A step-free access and wheelchair guide is being produced to help step-free journey planning.
Access during construction	Disabled and older people	Access and equality requirements will be specified during procurement. Effective signage will be used. A description of typical access measures will be prepared for consultation. CLRL will monitor all activities.
Seamless journey	Disabled and older people	A strategy for working with other infrastructure and service providers to aim towards providing seamless journey patterns will be prepared. Integration and accessibility at each station and boundaries of responsibility to be defined. An audit of existing stations is underway. Likely impacts on disability pick-up points will be reviewed.
Scooter provision	Disabled and older people	Where there is no space at a station, scooter parking will not be provided, however, this can be considered at stations where there are disabled car park spaces. National policy on scooters is being formed and will be complied with where this can be accommodated within the Bill powers.
People with learning difficulties	Disabled and older people	A communications strategy addressing issues relating to people with learning difficulties will be devised. Persons with learning difficulties will be involved in the development of relevant elements of the project design. Easy read documentation will be reviewed by organizations such as MENCAP and PEOPLE FIRST and research on current thinking on mental health requirements will take place together with input from the Department for Transport and Transport for London (TfL).
Design	All	Design currently conforms with the SRA Code of Practice. Equality related design will continue to be reviewed and the project design specification developed and consulted on.

Issue	Priority group(s) affected	Project response
Employment	Socio-economic deprivation	Equal opportunity, employment and training policies and initiatives continue to be developed.
Staff training and equal opportunities	Disabled	A list of likely training programmes, equal opportunity and employment policies and equality training is being developed.
Staffing	Disabled	Staffing levels will be determined by the successful franchisee. These will be based on the need to safely evacuate the subsurface stations within the defined timescales, the need to provide staffed ticket retail, as determined by the regulator and the need to effectively manage the train service.
Security	Gender, disabled, race	Crossrail has a passenger security policy that is periodically reviewed, especially due to personal crime and the existing terrorist threats. Regular liaison meetings take place with the Metropolitan Police and security services.
Ticket facilities	Disabled	Ticket retail is developing. It is assumed that by the time Crossrail becomes operational over 90 per cent of transactions will be by prepaid (Oyster) cards. All ticket retailing is expected to be automatic, with staff deployed to assist passengers in using the machines.
Noise	Disabled	Noise impacts on disabled will be taken into account in the Construction Code.
Timing of the equality assessment	All	This is the first EqIA on a major project and an information assembly phase and pilot study were deemed necessary. Having the results of the Environmental Impact Assessment, consultation rounds and a route to assess have proved beneficial. Priority group needs are now actively engaged in informing detail design considerations.

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Timing of the equality assessment	All	This is the first EqIA on a major project and an information assembly phase and pilot study were deemed necessary. Having the results of the Environmental Impact Assessment, consultation rounds and a route to assess have proved beneficial. Priority group needs are now actively engaged in informing detail design considerations.
Inclusion policy	All	Inclusivity and equality will be more clearly communicated under the mainstreaming proposals. (Appendix 3 Mainstreaming Initiatives).
Provision of toilets on stations	Age, disabled, gender	CLRL's policy and will be published and communicated. A list of what toilet facilities currently exist and where will be published. Where toilets do currently exist, they will be refurbished.
Toilets on trains	Age, disabled, gender	There are no current plans for toilets to be provided on Crossrail trains.
Journey information	All	Crossrail aims to be socially inclusive and will provide facilities and information that can be used by all priority group passengers.
Information on access facilities	Age, disabled	A communications plan will be developed. A journey planner is being developed to communicate levels of access at all locations and associated equality issues to all priority groups effectively.
Dwell time adequacy	Age, disabled	Dwell times will be sufficient to make the facilities and equipment available functional, subject to staffing on platforms.
Disabled and student travel concessions	Age, disabled	Crossrail expects to be part of the existing TfL fare policy and offer the same concessions.
Emergency procedures for wheelchair users, deaf people and those with learning difficulties	Disabled	Procedures are being developed in conjunction with Her Majesty's Rail Inspectorate and the London Fire and Emergency Planning Authority.
Train layout design	Disabled	Rail Vehicle Access Regulations will be complied with. A train design specification will be prepared describe train features, operational objectives and prohibitions for consultation.

11 Summary

The workshop approach was welcomed and feedback on the format has been positive overall:

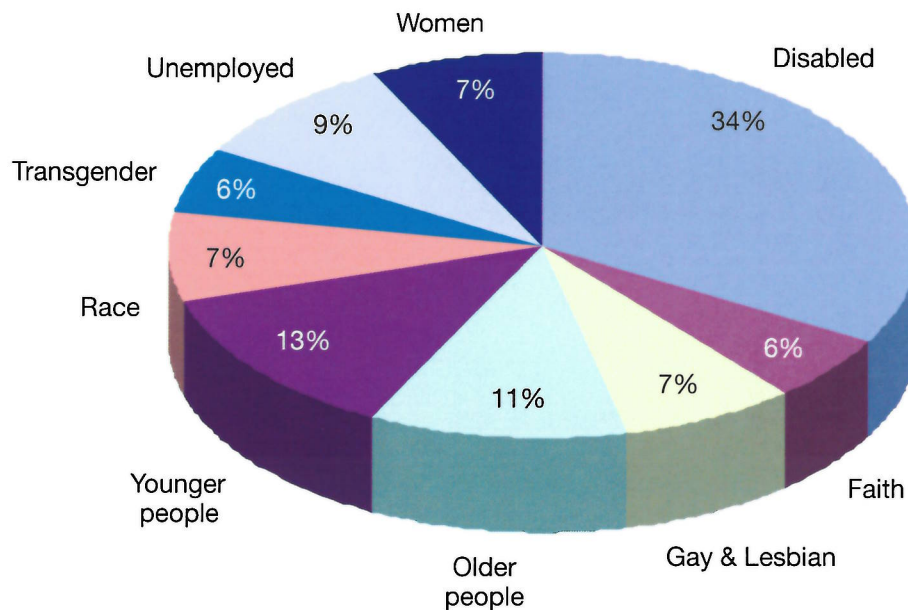
Delegates commented that they came to the workshops to:

- learn more about Crossrail; and
- learn more about the EqIA.

Of those that commented:

- 75 per cent of delegates thought the workshop was 'very useful';
- Half of all delegates thought the venue was 'very good'; and
- Nearly all delegates rated the format of the event as 'just right'.

Workshop comment forms: priority group representation







If you would like information about Crossrail in your language, please contact Crossrail supplying your name and postal address and please state the language or format that you require.

আপনি যদি আপনার নিজের ভাষায় ক্রসরেইল সম্বন্ধে তথ্য জানতে চান তাহলে অনুগ্রহ করে ক্রসরেইলের সাথে যোগাযোগ করুন। তাদেরকে আপনার নাম, ঠিকানা এবং কোন ভাষায় আপনি এটা চাচ্ছেন সেটা লিখে জানান।

Crossrail hakkında kendi dilinizde bilgi almak isterseniz, lütfen Crossrail ile temas kurarak, adınızı ve adresinizle hangi dil veya formatta bilgi istediğinizi bildirin.

Nếu quý vị muốn có tin tức về Crossrail bằng tiếng nói của quý vị, xin liên lạc với Crossrail cho biết tên, địa chỉ liên lạc bằng bưu điện cùng ngôn ngữ và khuôn khổ quý vị yêu cầu.

यदि आपको क्रॉसरेल के बारे में जानकारी अपनी भाषा में चाहिये, तो कृपया क्रॉसरेल के साथ सम्पर्क करें और अपना नाम, पता और कौन-सी भाषा या फॉर्मेट में चाहिये, इसके बारे में बतायें।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕ੍ਰਾੱਸਰੇਲ ਬਾਰੇ ਜਾਣਕਾਰੀ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕ੍ਰਾੱਸਰੇਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਕਿਹੜੀ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਇਸ ਬਾਰੇ ਦੱਸੋ।

જો તમને ક્રોસરેલ બાબતે માહિતી પોતાની ભાષામાં જોઈતી હોય, તો મહેરબાની કરી ક્રોસરેલ સાથે સંપર્ક સાધી અને પોતાનું નામ, સરનામું અને કઈ ભાષા અથવા ફોર્મેટમાં જોઈએ છે, તે બાબત જણાવો.

فرغی إذا كنت ترغب في الحصول على معلومات عن «كروسريل» (Crossrail). يرجى الاتصال بهم ذكرا اسمك وعنوانك والرقم البريدي واللغة أو الشكل الذي تطلبه.

如果你想獲得用你的語言書寫的有關Crossrail的資訊，請提供你的姓名，住址和要求的語言或格式。

Αν επιθυμείτε πληροφορίες για το Crossrail στη γλώσσα σας, επικοινωνήστε με την Crossrail αναφέροντας το όνομά σας, την ταχυδρομική διεύθυνση και τη γλώσσα ή η μορφή στην οποία επιθυμείτε να τις λάβετε.

اگر آپ کو کراس ریل کے بارے میں اپنی زبان میں معلومات درکار ہیں تو برائے مہربانی کراس ریل سے رابطہ کریں اور اپنا نام، گھر کا پتہ اور جس زبان یا جس شکل میں آپ کو یہ معلومات درکار ہیں کے بارے میں بتائیں۔

Haddii doonaysid warbixin ku saabsan Crossrail oo ku qoran luqadaada fadlan la soo xiriir Crossrail adoo dhiibaya cinwaankaaga boostada fadlan noo sheeg luqadda iyo qaabka aad u baahan tahay.

Faahfahin cidda lala xiriirayo waa:

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