

Department for  
**Transport**

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

## **Project & Policy** **Assessment Report**



January 2006



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Assessment Report**



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1. Consultation on this document runs until the 14 April, 2006.
2. Comments are invited in particular on the benefits and impacts presented in chapters 3 and 4.
3. Any other comments on wider equality considerations raised by the Crossrail project are welcome.
4. Feedback from the equality workshops held in July, 2005 is contained in chapter 2 and comment on the project's response is also invited.
5. Large print, Braille, easy read, audio cassette versions and translations are available on request.

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### **Formats**

Please say if you would like to receive the report as:

- PDF or Word document sent by e-mail; or
- hard copy by post

### **Other equality documents:**

- CLRL Inclusivity Policy; and
- DfT Race Equality Impact Assessment on Crossrail (REIA)

Equality publications can be downloaded at:

**[www.dft.gov.uk](http://www.dft.gov.uk)** click 'Railways' then 'Crossrail Hybrid Bill'

**[www.crossrail.co.uk](http://www.crossrail.co.uk)** click 'Race Equality Impact Assessment'  
or 'Equality Impact Assessment'.

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.

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જો તમને ક્રોસરેલ બાબત માહિતી પોતાની ભાષામાં જોઈતી હોય, તો મહેરબાની કરી ક્રોસરેલ સાથે સંપર્ક સાધો 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 ذكراً اسمك وعنوانك والرقم البريدي واللغة أو الشكل الذي تطلبه.

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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۔

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# 1 Introduction

## 1.1 Background to the project & its EqIA

Crossrail is a major new railway that will run under central London through new tunnels, linking Maidenhead and Heathrow in the west with Shenfield and Abbey Wood in the east. The Secretary of State is promoting the parliamentary Bill that will make provision for the project, and he is assisted in this by Transport for London (TfL), and Cross London Rail Links Limited (CLRL) — a joint venture company owned equally by the Department for Transport (DfT) and TfL.

CLRL aims to deliver transport and regeneration benefits. In doing so, all parties are intent on incorporating current thinking and good inclusivity practice into planning, implementation and operation phases of the project.

This document forms part of the Equality Impact Assessment (EqIA) that the DfT, TfL and CLRL are working together to complete. It is a consolidated equality assessment building on the good practice from within these organizations.

In developing, agreeing and publishing this report, the DfT is acting in compliance with its statutory requirements<sup>1</sup> and meeting appropriate<sup>2</sup> levels of assessment for this stage of the project — the assessment, consideration and re-consideration will develop as the project progresses. The DfT is committed to working closely with TfL and CLRL to deliver a railway fit for the purpose of serving the needs of the whole community.

## 1.2 The framework: RIA, REIA and EqIA

This report follows the Race Equality Impact Assessment (REIA) and the Regulatory Impact Assessment (RIA)<sup>3</sup> of the Crossrail Bill, that were published by the DfT at the time of introduction of the Crossrail Bill into parliament in February, 2005.

The REIA report contains an outline of the background, objectives and general principles<sup>4</sup> of the Crossrail project, together with an explanation of the equality priority groups, the impact test and concepts of proportionality and differential impacts.

<sup>1</sup>See the Crossrail EqIA Initial Screening.

<sup>2</sup>'Appropriate' being what is necessary to achieve the aim and spirit of applicable Acts. Such principles are that the report should address elements which are 'obligatory, relevant, proportionate and complementary.' (CRE, Statutory Code of Practice, page 15).

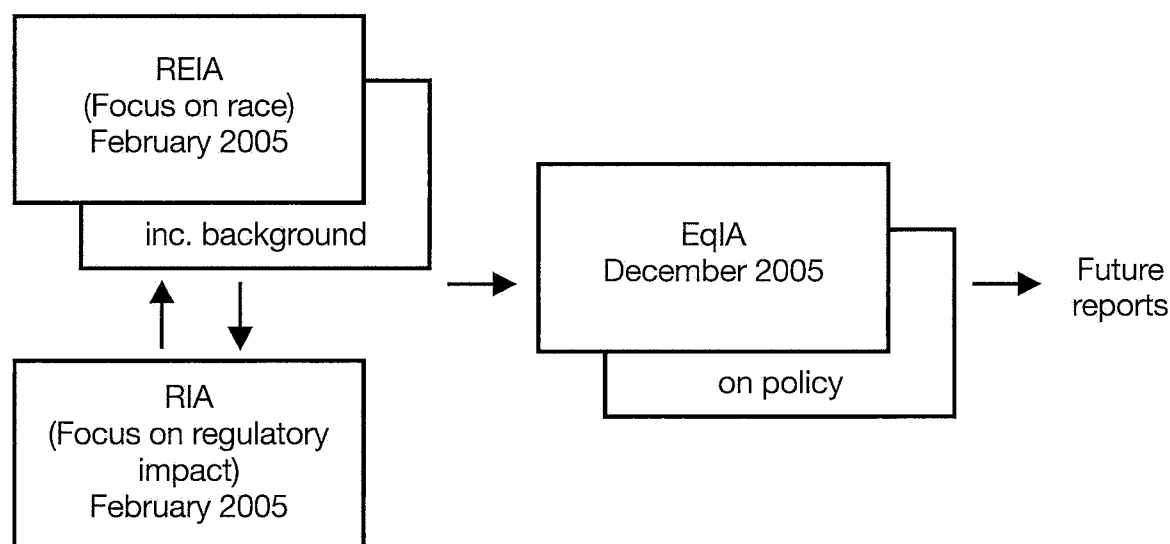
<sup>3</sup>RIA, Section 7.7 recommended that CLRL should undertake work necessary 'to identify any further possible mitigation measures that are appropriate and can be put in place'.

<sup>4</sup>REIA, pages 2 to 7.

Both the REIA and RIA envisaged the assessment of equality impacts and the development of mitigation as a process that would extend throughout the life of the project. Those two documents started the process with the REIA establishing the methodology and principles that have been applied in this report. This report extends the scope to all the identified equality priority groups as shown in Table 1.1 on page 8.

In leading up to the assessment of project policy reported in this document, CLRL carried out an initial screening and a pilot study at Ealing Broadway station in 2005.

**Figure 1.1: Relationship between the RIA, REIA and EqIA**



### 1.3 The purpose of this report

This report reviews the project and policy objectives that are currently likely to benefit or adversely impact on priority groups as defined in Section 1.5. It assesses the significant effects identified so far, based principally upon consultation responses and environmental impact assessment results. Subsequent reports will cover detailed design, construction and services in terms of benefits, impacts and mitigation.

Adverse impact mitigation is proposed at a policy level in this report, but not in detail. The next report in 2006 will present a re-examination of project and policy principles based on priority group consultation, provide an initial design assessment, and give an update on mitigation development.

The EqIA report programme in Figure 1.2 on page 6 shows how equality work will continue and evolve.

## 1.4 Equality assessment as an ongoing process

Equality assessment will continue throughout the design, construction and early operational life of the project. Having established a policy position in the majority of cases, mitigation can now be developed accompanied by ongoing assessment, monitoring and review.

An impact register will be maintained for accuracy and completeness to ensure that emerging or yet to be identified impacts are included in the assessment process as soon as practicable.

Priority group representatives will continue to play a key part in identifying benefits, likely impacts and issues and in developing appropriate mitigation. Issues raised to date during consultation will form part of the agenda for ongoing consultation.

## 1.5 Priority groups selected for the assessment

The following priority groups were considered<sup>5</sup> in the assessment.

**Table 1.1 Priority groups covered in this assessment**

Priority Group	Definition
Age	children and young people up to the age of 25 and people over 50
Disability	all disabled people, such as those with mobility or sensory impairments, learning difficulties or mental health problems
Socio-economic deprivation	those in the 20 per cent nationally most deprived areas
Faith	minority faith groups including Buddhist, Hindu, Jewish, Muslim and Sikh
Gender	females and transgender
Race	Asian, Asian British, Black, Black British, Chinese, Mixed, Gypsies, Travellers <sup>6</sup> and other
Sexual orientation	lesbians, gay men and bisexuals

<sup>5</sup> The priority groups selected conform to TfL equality guidance, with the addition of an socio-economic deprivation group which CLRL has added due to the benefits the project is expected to deliver in regeneration of deprived areas and due to the significance of job loss.

<sup>6</sup> In this report, race includes the generic term of 'Travellers' which includes the British Isles travelling community. As a group, Travellers is spelt with a capital T to distinguish them from people making a journey. Gypsies includes the Romany (Romani) community.



## 1.6 Methodology development

The assessment methodology aims to ensure that implementation of the Crossrail project is equitable and inclusive for all communities that it serves whilst complying with current and planned equality legislation.

The railway will improve access and accessibility within London and the South-east, and support regeneration and employment growth. The methodology helps to identify where these equality benefits may exist so that their delivery can be assured and enhanced.

The EqIA will assist in ensuring that these benefits are:

- given the necessary priority in the planning and delivery of the railway; and
- delivered equitably and efficiently to the priority groups.

The project will seek to ensure that there is no discrimination during the process of the railway's design, construction and operation while delivering benefits to the wider community.

The project consists of a number of separate infrastructure components whose effects vary between location and priority group. On a wider community level the new railway will have social and economic effects by delivering affordable and accessible travel for London and the South-east, and at a local level by supporting regeneration and by providing new and improved transport infrastructure.

The assessment of such a project — with socio-economic, cultural and other factors, some of which are inherently subjective — requires a methodical and systematic approach that can be applied equally and consistently across the line of route.

The methodology is intended to:

- clearly identify relevant benefits and adverse impacts by priority group;
- raise awareness and inform stakeholders and those affected in an accessible way;
- enable impact mitigation and development of benefit (seeking to protect and enhance benefits);
- record impacts in an accessible and understandable format; and
- keep priority groups involved and informed throughout the process.



An overview of the equality assessment framework showing its integration with the project activities is outlined in Figure 1.2. (page 6).

This diagram indicates how the inclusivity policy is incorporated into project development and how the EqIA assessment develops and uses project plans and data to produce a series of progressive reports as design and construction proceeds.

After the assessment and analysis — with this first report covering overall project policy — the Equality Recommendations Panel<sup>7</sup> will consider mitigation proposals to address adverse impacts, in consultation with relevant community and priority group representatives. In addition, it will develop measures to improve and assure delivery of equality benefits. This process is shown in greater detail in Figure 1.3 on page 13.

## 1.7 How the assessment has been carried out

The assessment consists of an initial screening and a series of assessment reports.

### 1.7.1 Initial screening and results

An initial screening of priority groups was carried out, looking at the likelihood of impacts from the project. The results of the initial screening showed where possible differential impacts may arise:

**Table 1.2 Results of initial screening**

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

<sup>7</sup>A recommendations panel will review results of the EqIA and consider mitigation for adverse impacts. The panel will be made up of Crossrail personnel representing Environment and Planning, Railway Infrastructure Development, Operations, Statutory Consents, Consultation and EqIA.

No disability impacts were included in the initial screening because it indicated that they were overwhelmingly positive. At that early stage of review, work had not commenced on a detailed examination of the Environmental Statement (ES) to identify any adverse impacts that the project may have on accessibility. This work has now been completed and results are shown along with other adverse impacts in Chapter 4.

On the basis of the initial screening results, a full EqIA was undertaken to assess likely impacts on priority groups.

### **1.7.2 Full impact assessment**

TfL guidance for completion of a full impact assessment prescribes two stages in the process:

- data collection (part A); and
- analysis and recommendation (part B).

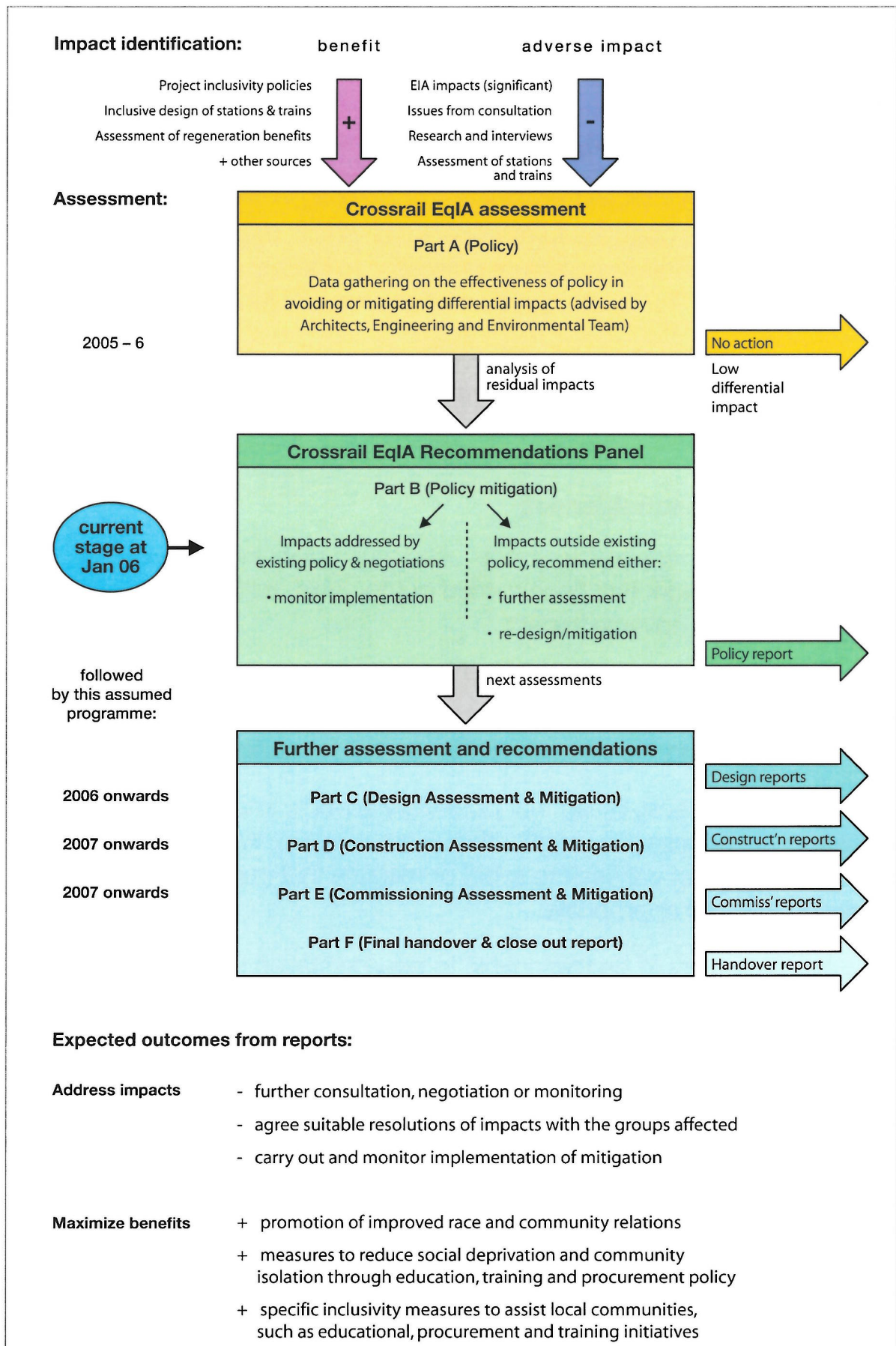
These have been adopted with additional stages added to reflect the ongoing nature of the assessment:

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

In part A, evidence of benefits and adverse impacts are collected and assessed; in part B actions are taken to manage adverse impacts, and ensure benefits are maximized and implemented, and actions taken to improve relations with priority groups. Following handover of the project from the nominated undertaker<sup>8</sup>, the operational and commercial policy will be the responsibility of the train operating company. This process is shown in the flow diagram on page 9 (Figure 1.3).

<sup>8</sup>The organisation that will carry out the construction works

Figure 1.3 Diagram showing detail of impact identification and assessment



The severity of predicted impacts will be assessed and the effectiveness of, and ability to accommodate, mitigation will also be taken into account.

## **1.8 Principal concepts**

### **1.8.1 Differential impacts**

Differential impacts are those that affect a priority group/s more than the rest of the community as opposed to an impact that affects everyone equally. The purpose of the EqlA assessment process is to identify and assess differential impacts. The results can then inform meaningful mitigation planning.

A set of guidelines developed for each priority group to reflect the distinct legal requirements and sensitivities relating to the various types of impact are summarized below with some examples.

### **1.8.2 Test of reasonableness**

The phrase 'test of reasonableness' is used when planning or reviewing whether sufficient work has been carried out to avoid, mitigate or compensate for an adverse impact.

The element of reasonableness in the test depends on the context of the impact. Factors affecting this include the relevance of that impact to a duty under legislation, and the potential of this impact to cause discrimination.

This does not, however, mean that potentially adverse impacts will not be assessed just because they might affect a small group. Where an impact is identified, the project will seek to avoid or mitigate that impact in so far as it is reasonable and appropriate.

As an example, it could be reasonable to provide station signage in a community language where there is a large ethnic group in the locality, but unreasonable to be required to provide signage at such stations in all London community languages.

#### **1.8.2.1 Impact selection criteria**

Impacts are selected for assessment using the guidelines below, that is a summary of Appendix 3, 'Assessment Methodology Guidelines'.

**Direct impacts:** resulting in or leading to the demolition, loss or impairment of community facilities used by priority groups, eg:

- loss of a sports facility; or
- a temporary adverse impact on a cultural or faith establishment that significantly impairs the use of the facility for two weeks or more.

**Noise impacts:** will be assessed when they affect community facilities such as schools and hospitals, (residential property will only be considered by exception), eg:

- construction noise near a school classroom building; or
- noise near a mental health unit.

**Socio-economic deprivation<sup>9</sup>:** impacts will be considered when they occur in areas of socio-economic deprivation, with the focus primarily on employment impacts eg:

- jobs created from increased economic activity or access to employment opportunities; or
- jobs lost from business loss or closure.

Other impacts which affect the index of multiple deprivation (IMD) will also be considered where relevant, such as income, health<sup>10</sup>, education and living conditions.

**Transport impacts:** that affect particular journey patterns, eg:

- car parking and pick-up and drop-off spaces at stations for 2 weeks or more affecting older people and those with restricted mobility;
- pedestrian diversions over 100 metres affecting people with restricted mobility; or
- construction traffic on roads already carrying 5 or more lorries that increases by 100 per cent near priority group community facilities such as schools, colleges or youth centres.

<sup>9</sup> The definition of the index of multiple deprivation (IMD) used in the English Indices of Deprivation 2004 (revised) report from the ODPM Neighbourhood Renewal Unit has been adopted. 'The new IMD 2004 contains seven domains which relate to income deprivation, employment deprivation, health deprivation and disability, education, skills and training deprivation, barriers to housing and services, living environment deprivation and crime.'

<sup>10</sup> The positive and adverse health impacts from the construction and operation of the railway is reported in a separate Health Impact Assessment (HIA).

**Traffic impacts:** on socially excluded areas and individuals, eg, risk of pedestrian accidents involving children living in deprived areas, those from ethnic minority backgrounds or those with hearing loss.

**Visual impacts:** these impacts generally affect all groups equally and will only be included by exception.

**Air quality impacts:** these are expected to be kept below significant levels by a comprehensive construction code of practice, and are not thought likely to cause any differential effects.

**Secondary impacts:** Some impacts may not yet have been identified or may exist as secondary effects. The ongoing nature of the assessment allows for these to be considered.

Impacts affecting community facilities used by race or faith groups known to the project have been assessed. Other effects may exist that have yet to be identified through consultation.

This is likely to mean regular dialogue with communities affected by the project such as:

- consultation with the community through group representatives, community leaders and spokespeople;
- feedback from the project on specific issues or concerns raised; and
- communication through the media of these proposals and feedback.

Construction issues can be emotive and perception varies between groups regarding the likelihood and significance of impacts. Consultation, workshops and media releases have been, and will continue to be used to try to allay concerns and manage expectations.



## 1.9 Consultation techniques

The main purpose of consultation is to improve decision-making by ensuring that policies are soundly based on evidence, that they take account of the views and experience of those affected by them, that innovative and creative options are considered and that new arrangements are workable. The DfT, TfL and CLRL are committed to the principles of openness and responsiveness and believe that effective public consultation is fundamental to developing good policy. Without consultation, we cannot judge how our proposals will affect people, businesses and communities.

The consultation format has involved:

- socially inclusive and accessible consultation for representatives of the priority groups, including those with cognitive and other disabilities<sup>11</sup>;
- regional equality workshops designed to provide priority group representatives with project information to allow the chance for interaction and comment and the use of comment forms to capture further comment from delegates and non-participants in the workshops; and
- a strategy of improving community relations and understanding the needs of priority groups.

Community relations staff are responsible for communicating project information and an equality forum is being established to ensure effective communication with local authorities and priority group representatives on equality matters and to enable policy and route wide issues to be considered in a cohesive manner.

<sup>11</sup> Including those with mobility and sensory impairments, those with hidden disabilities such as speech impairments, and those with learning difficulties. At the equality workshops, the needs of these groups were met by providing, for example, an accessible venue with amplification and induction loops, palantype text display and British Sign Language services.

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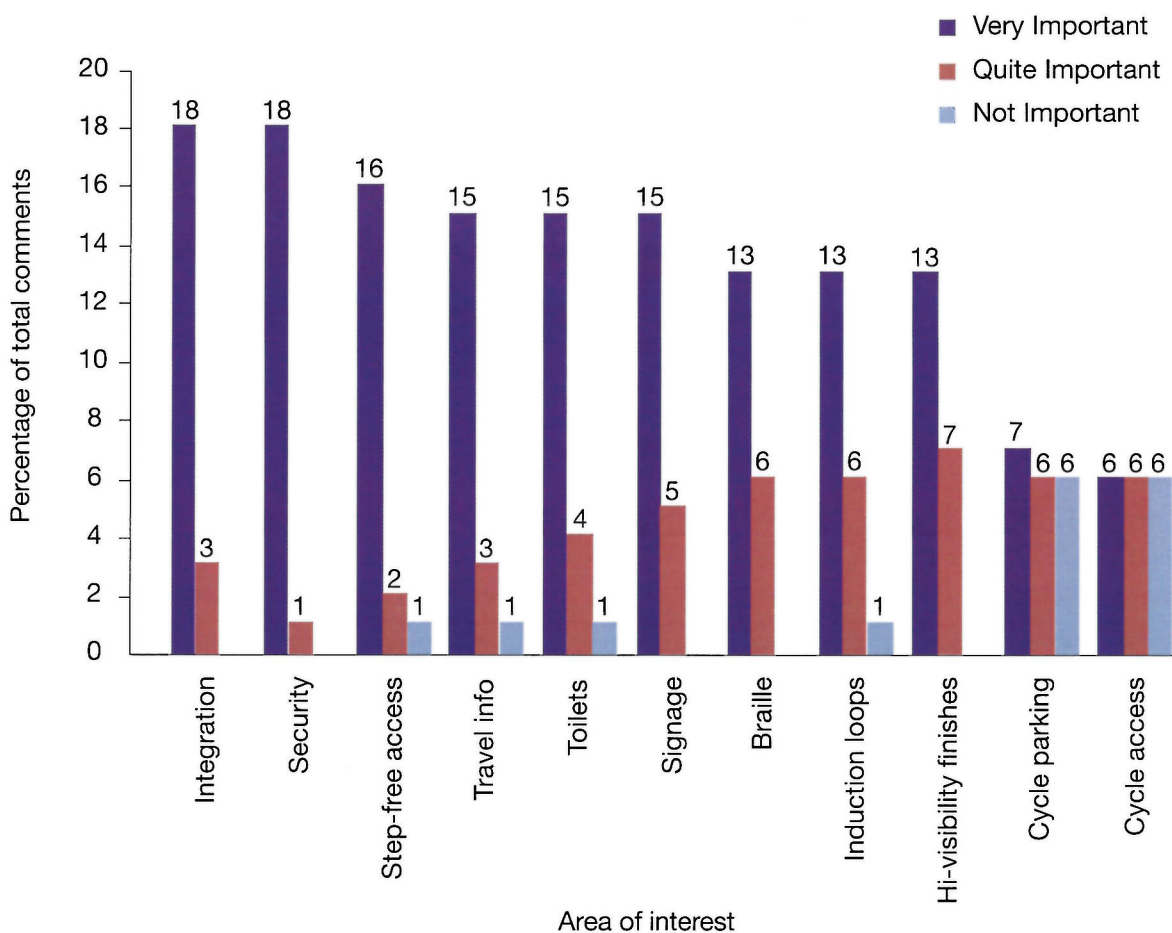
## 2 Consultation

### 2.1 Equality workshop and consultation

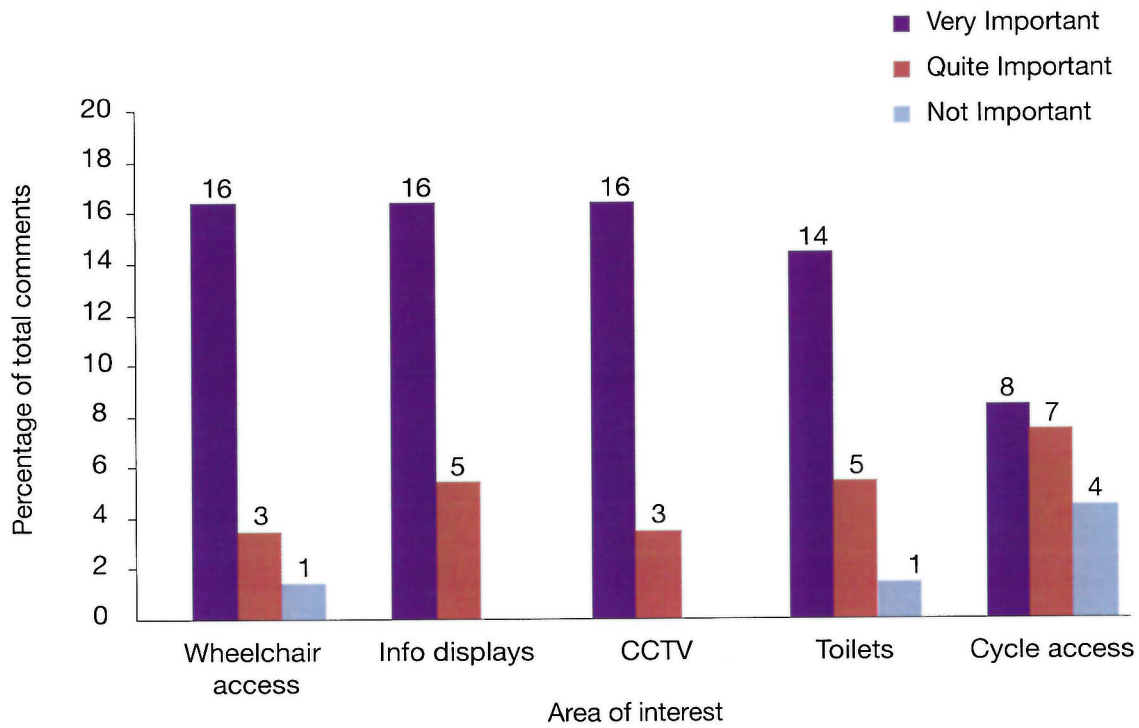
A full description of the equality consultation process appears at Appendix 7.

Some consultees commented with regard to a specific priority group, whilst others provided general comment. All received equal weighting.

#### Consultation comment on preferred station facilities, in order of importance:



### Consultation comment on preferred train facilities, in order of importance:



## 2.2 Consultation workshop results

Comment from the consultation workshops was reviewed against existing CLRL policies. All comment has been grouped by issue and appears against the project's initial policy response below.

**Table 2.1 Issues raised and initial project response**

Issue	Priority group(s) affected	Project response
Access	Disabled and older people	The '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. All activities will be monitored. An 'Access for People with Restricted Mobility During Construction' Information Paper will be published.
Seamless journey	Disabled and older	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, dedicated scooter parking will not be provided, however, it might 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 persons 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 DfT and TfL.
Design	All	Design currently conforms with the Strategic Rail Authority (SRA) Code of Practice. Equality related design will continue to be reviewed, and the project design specification developed and consulted on.
Employment	Economic deprivation	Equal opportunity, employment and training policies and initiatives continue to be developed. A 'Use of Local Labour' Information Paper will be published.

Issue	Priority group(s) affected	Project response
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 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 continuously reviewed, especially due to 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 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 EIA, consultation rounds and a route to assess have proved beneficial. Priority group needs are now actively engaged in informing detailed design considerations.
Inclusion policy	All	Inclusivity and equality will be more clearly communicated under the mainstreaming proposals.
Provision of toilets in stations	Age, disabled, gender	<p>Publish policy in Information Paper and communicate. Prepare list of what toilet facilities exist and where they are.</p> <p>Toilets will be refurbished where they currently exist; this will be picked up in the audit for the Access Statement.</p>
Toilets on trains	Age, disabled, gender	Toilets will not be provided on trains.
Journey information	All	<p>Crossrail aims to be socially inclusive and where reasonably practicable will provide journey information that can be used by all priority group passengers.</p> <p>A list of likely signage design features will be prepared for consultation with priority groups.</p>

Issue	Priority group(s) affected	Project response
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 (RVAR) will be complied with. A train design specification will be prepared describing train features, operational objectives and prohibitions for consultation.

### **2.3 The aim and scope of consultation on this report**

We will take a proactive approach in improving community relations and engaging consultees in dialogue, and will continue to be open and accessible in meeting with local community and priority group representatives.

Through the EqIA report consultation process, views are wanted on the adequacy and fairness of the report's assessment of likely equality benefits and likely adverse equality impacts presented in chapters 3 and 4. Views are also wanted on whether the report has omitted any likely equality benefits or likely adverse equality impacts.

Finally, views are wanted on the effectiveness and appropriateness of the mitigation policies and measures proposed.

It is intended that the comment be reviewed and the report be revised and published accordingly.

### **2.4 Consultation findings and further steps**

Consultation results indicate that in some locations perception of the long-term benefits of the project have been overridden by concerns about the construction impacts. The project needs to understand the concerns and better explain the benefits. In particular, it is important that the project effectively communicates how the benefits delivered by the project will affect priority groups. The project will provide accurate and effective explanations of the nature and scale of construction impacts. Mitigation policies and measures will seek to meet the concerns of priority groups.

Further priority group and stakeholder consultation will take place in the following ways:

- 12-week consultation on the equality benefits and likely adverse equality impacts and mitigation measures identified in Chapters 3 and 4 of this report;
- progressive liaison with local representative groups and local authorities, especially with regard to highlighting long-term equality benefits and agreeing mitigation;
- equality forum meetings to discuss issues of concern and report progress; and
- equality workshops to further engage with priority group representatives.



### 3 Likely Equality Benefits

This section outlines the equality benefits that Crossrail is expected to deliver, which are all permanent unless otherwise stated.

Since the benefits of improved access to transport facilities are generally route-wide in nature, enabling better travel from a local station across the route and beyond, the benefits have been presented in Section 3.1 without reference to individual locations.

Benefits arising from improved access to transport facilities are considered in the three main areas below:

- Changes in employment;
- Access to key services; and
- Access for people with restricted mobility

#### 3.1 Improved access to transport facilities

Government research recognises that transport can be a significant barrier to social inclusion<sup>12</sup>. People may be restricted in their use of transport by low income, the absence of routes to desired destinations or because facilities are inadequate or difficult to use. Age, disability and low income can prevent people travelling by car, making them reliant upon public transport. In turn, these can restrict or prevent access to employment opportunities and key services such as schools, hospitals, shops and leisure facilities.

The following sections review the impact of Crossrail on accessibility in terms of the following:

- Take-up of employment opportunities by unemployed or economically inactive residents in areas of deprivation;
- Percentage increases in young people able to access further educational establishments by public transport;
- Percentage increases in the number of households able to access a hospital by public transport; and
- Percentage increases in the number of households able to access a major town centre by public transport.

<sup>12</sup>Making the Connections: Final Report on Transport and Social Exclusion – Social Exclusion Unit (February, 2003).

### 3.1.1 Changes in employment

Some areas served by Crossrail stations are among the most deprived in the country.

Employment in the equality context is taken to mean the effects of changes in employment on the socio-economic deprivation priority group.

Figure 3.1 shows areas along the Crossrail route that are ranked in the 20% most deprived areas in England, according to the Index of Multiple Deprivation<sup>13</sup>.

<sup>13</sup>Index of Multiple Deprivation, ODPM, 2004 – a national index based on seven indicators of deprivation (income, employment, health and disability, education, skills and training, housing and services, environment and crime).

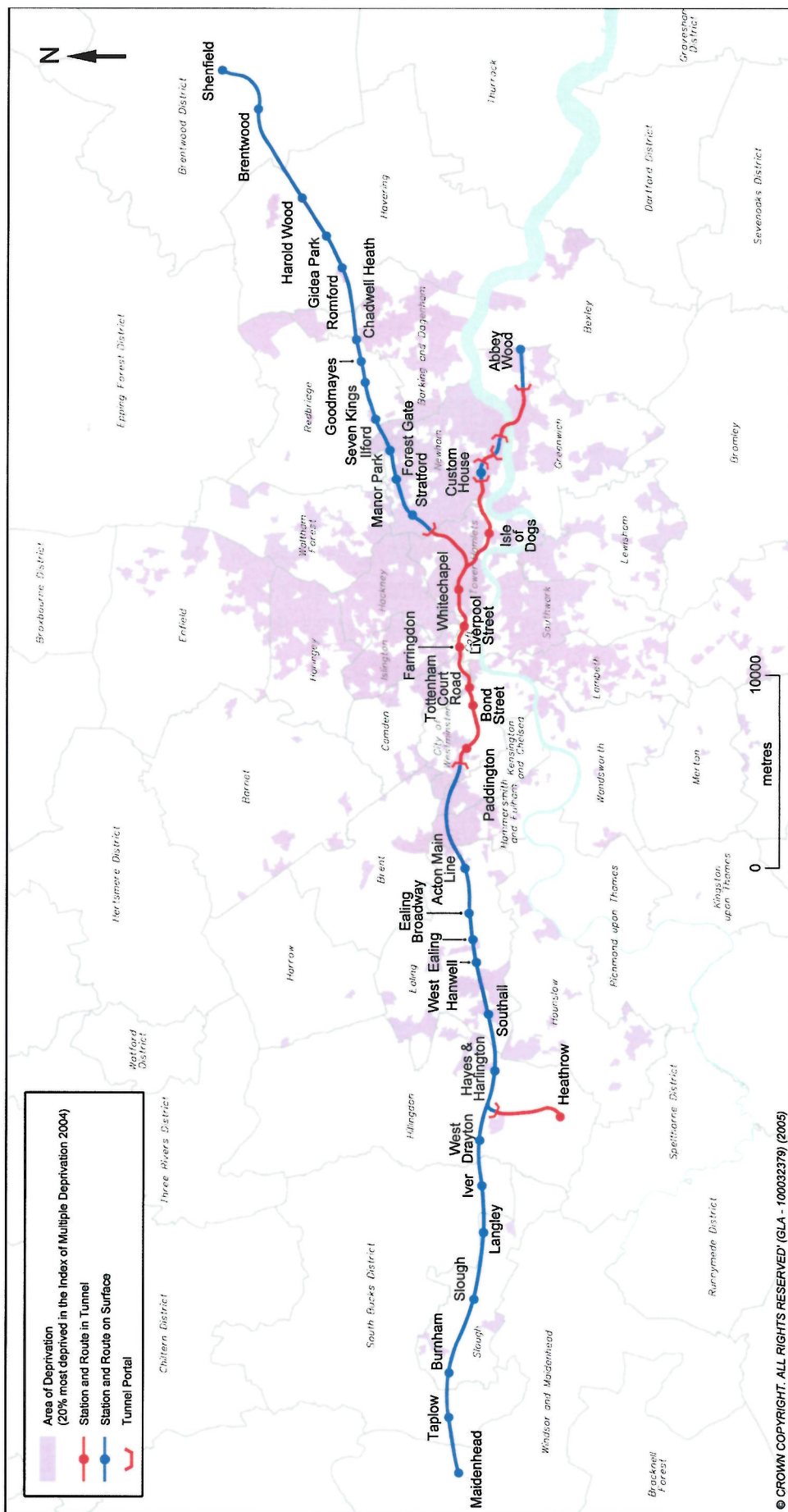


Figure 3.1 Map showing areas of economic deprivation along the Crossrail route

An estimated 196,000 people live both within the catchment area of a Crossrail station and a defined regeneration area. This group has a younger than average age profile with only one tenth over 65 years old and almost a quarter under 16. Academic attainment is low, with a third having no qualifications (compared to a London average of one quarter). In this group, economic activity rates<sup>14</sup> are low at 58% (10% less than the London average) with an unemployment rate of 11%.

Crossrail will bring significant benefits for regeneration areas, including the following:

- Increased public transport accessibility and, therefore, viability of both commercial and residential development. This is expected to lead to an increase in the provision of local jobs and homes within regeneration areas;
- Improved accessibility to additional jobs, education opportunities and cultural facilities outside regeneration areas. This will increase opportunities available to those living in regeneration areas; and
- Improving the living conditions in regeneration areas. Crossrail will improve the quality of the built environment around the new or refurbished stations, leading to increased occupier and developer confidence and encouraging inward investment.

It is estimated that Crossrail will attract 80,000 additional jobs to regeneration areas leading to a net effect that 9,000 presently unemployed and economically inactive residents of regeneration areas along the route will obtain employment as a result of Crossrail.

<sup>14</sup>The economic activity rate is the percentage of the population that is in the labour force, whether they are employed or unemployed.

### 3.1.2 Access to key services

Crossrail will improve access by public transport to universities, regional hospitals and major centres along the route.

Overall, Crossrail will result in a 10% increase in the number of 18 to 24 year olds who can access a university within a 30 minute journey time. Universities within walking distance of a Crossrail station are listed in Table 3.1 below.

**Table 3.1 Universities within walking distance of Crossrail stations**

University	Nearest Crossrail Station
University College London	Tottenham Court Road
University of the Arts	Tottenham Court Road
Queen Mary College, University of London	Farringdon & Whitechapel
London Metropolitan University	Liverpool Street & Whitechapel
City University	Farringdon & Whitechapel
Thames Valley University	Ealing Broadway and Slough
Guildhall School of Music & Drama	Farringdon
University of Westminster	Bond Street

Crossrail increases the number of households within 30 and 60 minutes of regional hospitals by an average of 9% and 7% respectively. Regional hospitals located along the Crossrail route are listed in Table 3.2 below.

**Table 3.2 Regional hospitals along the Crossrail route**

Hospital	Nearest Crossrail Station
Royal London	Whitechapel
St Bartholomew's	Farringdon
Ealing	Hanwell
Goodmayes	Goodmayes
Old Church	Romford
Harold Wood	Harold Wood
St Mary's	Paddington

There are a number of metropolitan and regional centres, as defined by the Mayor's London Plan, directly served by Crossrail. Crossrail will increase the number of households without access to a car within a 30 minute journey time of a major centre by about 11%. This increase in accessibility will significantly improve access to key shops, services and entertainment facilities for these people. The greatest increases in accessibility are to Southall, Slough, Romford, and Ilford town centres.

### **3.1.3 Access for people with restricted mobility**

One of the most significant benefits relates to access to new services through the provision of step-free facilities improving access to the West End, City and Isle of Dogs.

The Crossrail project aims to minimise any undue effort by, or special treatment of, passengers with restricted mobility. Where new platforms are used exclusively by Crossrail trains, Crossrail will cater for People of Restricted Mobility (PRM) by providing independent, step-free access from street level to platform. Existing stations served by Crossrail will be refurbished to cater for PRM wherever it is reasonably practicable to do so. Where step-free access is not available, dignified, alternative arrangements or auxiliary aids will be employed.

**Table 3.3 Stations with improved access facilities**

Station	Summary of accessibility facilities
Maidenhead	Rearrangement of subways to access upgraded lifts; enlarged ticket hall with PRM (People with Restricted Mobility) access to the new platform for Marlow branch service. Step-free from pavement to all platforms.
Slough	New passenger overbridge and PRM lifts; new ticket barrier and ticket hall layouts. Step-free from pavement to all platforms.
West Drayton	New ticket hall and PRM access bridge and lifts. Step-free from pavement to all platforms.
Hayes & Harlington	New ticket hall and PRM access bridge and lifts. Step-free from pavement to all platforms.
Southall	New ticket hall and PRM access bridge and lifts. Step-free from pavement to all platforms.
West Ealing	New ticket hall and PRM access bridge and lifts. Step-free from pavement to all platforms.
Ealing Broadway	New stairs, escalators and lifts from new ticket hall to all Network Rail platforms. Step-free from pavement to all platforms.
Acton Main Line	New ticket hall and PRM access bridge and lifts. Step-free from pavement to all platforms.
Paddington Crossrail west ticket hall	Lift from street to ticket hall, then lift to Crossrail platforms.
Paddington	Step-free access to platforms 1 to 13 via lift from Crossrail ticket hall to mainline concourse.  Step-free access to both Circle line platforms from Crossrail ticket hall via new subway and lifts to west end of Praed Street station. Bakerloo lines will not have step-free access from Crossrail.
Paddington Crossrail east ticket hall	Lift from main line concourse to ticket hall, then lift to Crossrail platforms.  In summary, step-free from pavement to all platforms except for Crossrail to Bakerloo.

**Table 3.3 Stations with improved access facilities cont.**

Station	Summary of accessibility facilities
Bond Street	Street level ticket hall and lift to Crossrail platforms. Lift also serves interchange level for subway to Central & Jubilee line platforms.
Bond Street Crossrail west ticket hall (Davies Street)	Lift from interchange subway level to LUL platforms (subject to LUL congestion relief scheme). Restricted landing waiting area because of existing tunnels.
Bond Street Crossrail east ticket hall (Hanover Sq.)	Street level ticket hall and lift to Crossrail platforms. In summary, step-free from pavement to all platforms, subject to LUL works.
Tottenham Court Road east ticket hall (Dean Street)	Lift from street to ticket hall, then lift to Crossrail platforms. Lift also to LUL Central line circulation subway, then lift from interchange level to Central line platforms. Restricted landing waiting area because of existing tunnels.
Tottenham Court Road	Lift from concourse (Crossrail platform) level to Northern line platforms. Restricted landing waiting area because of existing tunnels.
Tottenham Court Road	Passive provision for future developments lift from line 1 platform cross-passage to line 2 concourse.
Tottenham Court Road east ticket hall (Plaza)	Lift from street to ticket hall, then lift to Crossrail platforms.
Farringdon west ticket hall (Cardinal House)	Street level ticket hall and lift to Crossrail platforms.
Farringdon east ticket hall (Lindsay Street)	Lift from street level ticket hall to interchange level then 2nd lift to Crossrail platforms. Lifts from interchange level to LUL Barbican station platforms. (Metropolitan & Circle lines). (Thameslink Moorgate branch assumed closed).



**Table 3.3 Stations with improved access facilities cont.**

Station	Summary of accessibility facilities
Liverpool Street west (Moorgate)	Lift from street to ticket hall, then lift to Crossrail platforms (lift also serves LU Northern line circulation subway).
Liverpool Street	PRM access via interchange subway and lift to LU Northern Line platforms.
Liverpool Street east	Lift from Crossrail platforms to LU Metropolitan & Circle westbound platform, then lift up to existing LU Arcade ticket hall, then across street to main line station.
	Lift to westbound Metropolitan & Circle platform, but none to the eastbound.
Whitechapel west (Court Street)	Ramp up from street to new ticket hall; lift to interchange subway, then 2nd lift to Crossrail platforms.
Whitechapel	Lifts up from interchange subway to East London Line platforms.
	Possible lifts from District line platforms to East London Line – design not finalised.
Whitechapel East (Cambridge Heath Road)	Lifts from interchange subway to District line platforms (No PRM connection via existing LU ticket hall).
Pudding Mill Lane (DLR)	Station reconstructed to include re-provision of existing lift access from street.
Ilford	New station with lifts from street to Crossrail platforms 2/3 and 4/5. Passive provision for future developments for lift to platform 1.
Romford	New PRM lifts from street to Crossrail platforms 3, 4 and 5. Passive provision for lift to platform 2.
Isle of Dogs	Full PRM provision from street to platforms.
Custom House	Full PRM provision from street and Excel entrance to Crossrail and DLR platforms.
Abbey Wood	Full PRM provision including lift access from ground level and road overbridge to ticket hall and all platforms.

Improvements in facilities at various locations along the line of route and the benefits gained from the relevant priority group are indicated in Table 3.4.

**Table 3.4 Other locations with improved access facilities**

Location	Facilities	Priority group beneficiary
Maidenhead station	Provision of a new, larger station using the forecourt area to provide disabled car parking, taxi facilities and set-down and drop-off facilities for private use.	Age & disability
Leigh Road Bridge	Improved pedestrian facilities through the provision of a wider, safer footway on the replacement bridge (subject to funding agreement with Slough BC).	Age, disability & gender
West Drayton station	Provision of a new station and improved interchange with or between buses providing access for persons of restricted mobility.	Age & disability
Old Stockley Road Bridge	Improved pedestrian facilities by the provision of a footbridge (also serving cyclists) to replace a road bridge where pedestrians currently use the carriageway.	Age, disability & gender
Kingston Lane footbridge	Improved access for persons with restricted mobility at the Kingston Lane footbridge by the replacement of the existing sub-standard footbridge with one built to modern standards.	Age & disability
Tottenham Court Road station	Improved layout of St Giles Circus area, including improved crossing facilities, wider footways and an enhanced pedestrian plaza that incorporates Andrew Borde Street.	Age, disability & gender
Farringdon station	Improved pedestrian facilities and amenity due to the pedestrianisation of Cowcross Street.	Age & disability
Liverpool Street station	At Moorgate, new access will be provided to the Northern line and the westbound platform of the Metropolitan line and at Liverpool Street, new access will be provided to the west-bound Metropolitan line.	Age & disability
Whitechapel station	New access to the District and East London lines for people with restricted mobility.	Age & disability
Church Manorway & Bostall Manorway footbridges	New access for people with restricted mobility at the Church Manorway footbridge and at the Bostall Manorway footbridge with the provision of ramps as well as steps in the replacement footbridges.	Age & disability

### 3.2 Census data

Race and faith data from the 2001 Census was compared to the London Metropolitan area average to identify areas where significantly greater proportions exist that may become relevant in developing the project.

A significant difference in race or faith population is deemed to be when it is more than 2.5 times<sup>15</sup> the London average within 1 kilometre of a worksite or station location.

The approach of using relative measures was chosen so that smaller populations would also be represented in the results. For example, the Buddhist population within 1 kilometre of Tottenham Court Road station is 2%, and registers as being significantly large relative to other Buddhist populations. This does not mean that their needs would be disproportionately represented over those of larger minority populations at that location, but that the project will be aware of their existence so that their needs can be taken into account.

Areas where equality benefits and significant populations exist are listed below. This data will also be used to raise CLRL's awareness of race and faith sensitivities, and to help to protect and deliver the project's equality benefits appropriately.

**Table 3.5 Summary of largest minority populations of races and faiths**

Area	Race and faith population (% of total population)
Slough	41% Asian; 24% Muslim; 10% Sikh.
Hayes and Harlington	34% Asian; 15% Sikh.
Southall	72% Asian; 19% Hindu; 34% Sikh.
Paddington	8% Chinese and other races.
Bond Street	7% Chinese and other races; 6% Jewish.
Tottenham Court Road	8% Chinese and other races; 2% Buddhist.
Liverpool Street	41% Asian; 29% Muslim.
Whitechapel	53% Asian; 54% Muslim.
Ilford	47% Asian; 10% Hindu; 31% Muslim and 9% Sikh.
Isle of Dogs	28% Muslim <sup>16</sup> .

<sup>15</sup> A simple method of drawing the project's attention to an area of higher than average race or faith population is to compare percentage populations within a 1 kilometre radius of a location with the London Metropolitan average. A significantly higher proportion is when it is at least 2.5 times the average. A factor of 2.5 times the average was chosen because it gives a balanced view of areas with a significantly different population to the London average; another factor could be used that would highlight a greater or lesser significance.

<sup>16</sup> The Asian community was just below the threshold.

## **4 Likely Equality Impacts and Mitigation**

This section details the adverse impacts and mitigation measures that are of significance and relevance to priority groups. It is presented at a route-wide level and then by location along the line of route, running from west to east.

### **4.1 Route-wide impacts**

Route-wide impacts are those that are not specific to one site or location. This may be where property or businesses are affected, perhaps from ground settlement or other construction or operational effects.

The project has published policies that provide for such impacts, including discretionary purchase in certain cases of hardship, provision for ground settlement repairs, and for noise or vibration insulation or, in certain cases, rehousing. These policies are available on the Bill documents website [www.billdocuments.crossrail.co.uk](http://www.billdocuments.crossrail.co.uk).

#### **4.1.1 Temporary partial and route-wide impacts**

The following temporary adverse equality impacts have been identified as having a partial or route-wide effect:

- Effect of traffic on areas of deprivation – see Section 4.1.2 below;
- Vulnerability of children to accidents on building sites is a concern for all building sites. In addition to the usual construction hazards, a large rail tunnelling project has other hazardous conditions due to deep excavations, and later on, the running of works trains and test running trains, and the presence of high voltage overhead power lines;
- A total blockade of all Paddington services (i.e. the Great Western Main Line and local services) may be required for a period of two weeks during construction to enable major track work outside the station. Partial blockade may also be required for a week prior to and a week after the total blockade. The blockades will cause a significant route-wide adverse impact due to disruption to users of these services. It is likely that most services will start and terminate at Ealing Broadway station, with buses and London Underground providing onward connections. Some longer distance services may be diverted (eg to Waterloo station).
- Disruption to passengers using services between Plumstead and Abbey Wood due to a large number of track possessions.

Mitigation of these impacts will be developed in line with the consultation and recommendations processes described in Chapter 1.

No permanent adverse equality impacts have been identified that have a route-wide effect.

#### **4.1.2 Traffic impacts in areas of deprivation**

The effect of traffic on areas of deprivation is an emerging area of study and 'Making the Connections: Final report on Transport and Social Exclusion' by the Social Exclusion Unit of the Office of the Deputy Prime Minister (ODPM) gives some guidance.

The report's findings are relevant to Crossrail with respect to the effects of traffic increases due to construction work, especially in socially deprived and ethnic minority areas. The report identifies the differential effects of traffic:

'The effect of road traffic also disproportionately impacts on socially excluded areas and individuals through pedestrian accidents, air pollution, noise and the effect on local communities of busy roads cutting through residential areas.' (Making the Connections, Summary, page 1).

It goes on to quantify the traffic impact:

'Impact of traffic on deprived communities: Children from the lowest social class are five times more likely to die in road accidents than those from the highest social class. More than a quarter of child pedestrian casualties happen in the most deprived 10 per cent of wards.' (Making the Connections, Summary, page 2).

Preliminary analysis suggests that ethnicity also has an effect on accident rates:

'Small-scale studies have suggested that there is a disproportionately high rate of pedestrian accidents amongst minority ethnic children, over and above the effect of social class.' (Making the Connections, Chapter 1 'The Problem', Summary, page 18).

In the light of this report and the concerns raised regarding construction traffic, a study will be done into these effects to assess their impacts and develop suitable responses and mitigation.

## **4.2 Inclusive consultation with priority groups**

Where adverse impacts are likely to affect priority groups, environmental and community relations mitigation measures will be tailored to the specific circumstances of the groups. In line with the methodology, inclusive consultation<sup>17</sup> will be undertaken for priority groups to ensure that local conditions are considered and that the process identifies race, faith and other cultural diversity issues.

### **4.2.1 Typical measures**

The aim of this focussed consultation is to achieve an equal outcome for the priority groups. Typical measures that may be developed include:

- improved traffic management and briefings for lorry drivers regarding safety of children, especially in areas of socio-economic deprivation and with high proportions of people from ethnic minorities;
- road safety awareness schemes tailored to the needs of the local communities and forming part of the Young Crossrail education programme;
- consultation on working arrangements near religious or cultural events;
- maintaining access to buildings of particular importance to a priority group; and
- initiating and facilitating regular dialogue with local community leaders or priority group representatives.

Management of local communications and good community relations at worksites will be the responsibility of a community relations manager, supported by CLRL management and equality functions.

### **4.2.2 Equality petition issues**

A number of equality related issues have been raised through petition. These have been identified and are being investigated and assessed.

<sup>17</sup>The CLRL inclusivity policy states that decisions affecting priority groups will be taken in consultation with them. CLRL are appointing an advisor on community cohesion and will use an equality forum to ensure that it is carried out in a manner appropriate to the local community, and that the community can meaningfully engage with the consultation activities.

### 4.2.3 Unidentified and secondary effects

Consideration of indirect, more subtle or new impacts, benefits or issues is ongoing. For example, the relocation of jobs currently in an area identified as being economically deprived, or the loss of a sport or health facility identified as affecting an age priority group, may have an effect on a race group or be part of a wider race relations issue not yet known to the project.

It follows, therefore, that the priority groups affected by the impacts referred to in the table below may be incomplete.

The project will remain aware that wider effects for all priority groups may continue to emerge.

Under race legislation, the Secretary of State and TfL have additional general duties. Not only do they have duties in respect of the elimination of unlawful racial discrimination, but they must also have due regard to the need to promote equality of opportunity and good relations between different racial groups.

To reinforce the project's commitment to statutory duty, an independent equality and diversity advisor specialising in community cohesion is being appointed.

Consultation on this report seeks comment on the equality impacts so far identified. Additionally, comments and views on any wider equality issues (in respect of race relations or otherwise) raised by the project are encouraged.

## 4.3 Impacts by location

**Table 4.1 Bourne End Branch Line**

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Disruption and delays to passengers at Marlow, Bourne End, Cookham and Furze Platt stations due to the closure of the Bourne End branch line for three weeks, along with numerous additional weekend closures.	t	All	A bus replacement service will be provided. Local residents and other users of the station will be informed in advance of the date of the closures. Appropriate signage will be provided.

## Maidenhead Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of public car parking, set-down and pick-up facilities for private vehicles at the station.	t	All	The potential to provide set-down and pick-up facilities for private vehicles in close proximity to the station will be explored with the local authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage will be provided.
Loss of pedestrian access to the station from Grenfell Road for 24 months leading to 125 metres diversion.	t	t	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of the footpath will be informed in advance of the dates and durations of the closure and provided with details of the diversion routes. The diversion routes will be signposted.
Loss of approximately 110 station car parking spaces.	p	All	General car parking spaces will be lost due to the land-take required for the new larger station and Crossrail's stabling and turn back facilities. In the detailed design of the new car park layouts, opportunities to reduce the number of spaces lost will be sought, although priority will be given to the provision of set-down and pick-up facilities, parking for people with restricted mobility, taxi facilities and improvements to interchange which may be sought by the local authority. The final layouts will require the consent of the local authority under Schedule 7 to the Bill.



## Maidenhead Railway Bridge

No temporary or permanent equality impacts will occur at this location.

## Taplow Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Disruption and delays to passengers as frequent weekend closures of the station will be required over the six year construction period.	t	People with restricted mobility and older people	<p>A bus replacement service will be provided. Local residents and other users of the station will be informed in advance of the date of the closures. Appropriate signage will be provided.</p> <p>Note: There is currently no Sunday service, so the closures only affect the Saturday service.</p>

## Lent Rise

No temporary or permanent equality impacts have been identified at this location.

## Burnham Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Disruption and delays to passengers as frequent weekend closures of the station will be required over the six year construction period.	t	All	<p>A bus replacement service will be provided. Local residents and other users of the station will be informed in advance of the date of the closures. Appropriate signage will be provided.</p>

## Dover Road and Leigh Road Bridges

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of 1,350 metres to Dover Road Bridge for approximately six months whilst the Leigh Road Bridge is being reconstructed.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of the bridge will be informed in advance of the dates and durations of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.

## Stoke Poges Lane Bridge

No temporary or permanent equality impacts have been identified at this location.

## Slough Station

No temporary or permanent equality impacts have been identified at this location.

## Middlegreen Road, St Mary's Road and Trenches Bridges

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of 770 metres to St Mary's Road Bridge for approximately 5 weeks whilst the Middlegreen Bridge is being reconstructed.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of the bridge will be informed in advance of the dates and durations of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Pedestrian diversion of 500 metres to St Mary's bridge for approximately 3 weeks whilst the Trenches Footbridge is being reconstructed.	t	People with restricted mobility and older people	

## Langley Station

No temporary or permanent equality impacts have been identified at this location.

## Dog Kennel Bridge

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Temporary and permanent diversion of pedestrians due to the closure and demolition of Dog Kennel Bridge which provides a link between public footpaths north and south of the railway. Pedestrians will be diverted 1,500 metres to Chequer Bridge.	t & p	People with restricted mobility and older people	Local residents and other users of the bridge will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.

## Iver Station

No temporary or permanent equality impacts have been identified at this location.

## West Drayton Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Permanent diversion of 100 metres for passengers approaching West Drayton station from the south via the subway who currently have direct access. The new arrangement will require passengers approaching the south to enter the station from the new ticket hall on the north side of the railway.	p	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of the subway will be informed in advance of the new arrangements, including the date they will take effect. The route to the new ticket office will be signposted.

## Kingston Lane and Old Stockley Road Bridges

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversions of 1,250 metres to the High Street Bridge for short periods during weekend and overnight possessions, for the installation of a new footbridge and the demolition of the existing footbridge at Kingston Lane.	t	People with restricted mobility and older people	<p>The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable.</p> <p>Local residents and other users of the bridges will be informed in advance of the date of the closures and provided with details of diversion routes. Diversion routes will be signposted.</p> <p>Note: the existing Old Stockley Road Bridge has no pedestrian footways and pedestrians must use the carriageway</p>
Pedestrian diversion of 1,100 metres to Stockley Road Bridge for approximately one month whilst the Old Stockley Road Bridge is reconstructed as a pedestrian and cycle bridge.	t	People with restricted mobility and older people	

## Stockley Flyover Area

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Displacement of 250 to 400 jobs.	p	Socio-economic deprivation	<p>Businesses displaced by Crossrail will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available.</p> <p>Following construction, worksites will become available for possible redevelopment, thus mitigating jobs loss.</p>

## Hayes and Harlington Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of the station car park to the south of the station, resulting in the loss of 120 general parking spaces for 2 years and 7 months.	t	People with restricted mobility and older people	<p>Potential mitigation measures for the loss of parking will be discussed with the local authority. Whilst space will be limited in the vicinity of the station during the works, the potential to provide set-down and pick-up facilities and/or disabled parking in close proximity to the station will be explored with the local authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other station users will be informed of the revised arrangements in advance.</p> <p>Note: There are currently no formal taxi rank, pick-up/set-down or disabled spaces at the station.</p>
Pedestrian diversion of 150 metres via Clayton Road for approximately 30 months due to the closure of the pedestrian subway from Blyth Road to Station Approach under Station Road.	t	People with restricted mobility and older people	<p>The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of these routes will be informed in advance of the date of the closure and provided with details of diversion routes. Diversion routes will be signposted. As far as reasonably practicable, the diversion routes will be maintained to a comparable standard to those they replace.</p>
Pedestrian diversion of 100 metres via a temporary bridge for approximately four months during the works to the Station Road Bridge.	t	People with restricted mobility and older people	
Community impact arising from closure of three dental surgeries and a dental technician's practice.	p	All	<p>Businesses displaced by Crossrail will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available.</p> <p>The specific community and associated locational requirements of these dental surgeries will be taken into account when the agency service provides its advice.</p>

## Southall West Sidings

No temporary or permanent equality impacts have been identified at this location.

## Southall Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of 420 metres via South Road for approximately two weekends during works to the Park Avenue Footbridge.	p	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary diversions of public rights of way to as short a time as reasonably practicable. Local residents and other users of the bridge will be informed in advance of the date and duration of the diversion. They will be provided with details of the diverted route(s). Diverted route(s) will also be signposted.
Noise impact on the Sri Guru Singh Sabha Gurdwara Sikh temple.	t	Faith and race	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the Sikh community and take such mitigation as is necessary to minimize any adverse impact.

## Hanwell Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Disruption and delays to passengers as many weekend closures of the station will be required over the six year construction period.	t	All	<p>A bus replacement service will be provided. Local residents and other users of the station will be informed in advance of the date of the closures. Appropriate signage will be provided.</p> <p>Note: There is currently no Sunday service so the closures only affect the Saturday service.</p>

## West Ealing Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Disruption and delays to passengers as many weekend closures of the station will be required over the six year construction period.	t	All	<p>Note: There is currently no Sunday service so the closures only affect the Saturday service.</p> <p>A bus replacement service will be provided. Local residents and other users of the station will be informed in advance of the date of the closures. Appropriate signage will be provided.</p>
Pedestrian diversion of 150 metres for passengers approaching the station from the south due to the relocation of the station entrance from the south to the north side of the railway.	p	People with restricted mobility and older people	Local residents and other users of the station will be informed in advance of the new arrangements, including the date they will take effect. The route to the new station entrance will be signposted.
Passenger diversion of up to 100 metres within the station due to the new interchange with the Greenford branch.	p	People with restricted mobility and older people	Passengers will be informed in advance of the new arrangements, including the date they will take effect. The new routes will be signposted.

## Ealing Broadway Station

No temporary or permanent equality impacts have been identified at this location.

## Acton Main Line Station and Yard

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Possible pedestrian diversion of 1,100 metres for approximately two weekends if the Noel Road Bridge requires stabilizing.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. If the closure is required, local residents and other users of the bridge will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Increase in construction traffic on Noel Road adjacent to the North Acton Playing Fields during the 61 week construction peak.	p	Young people, including those living in socio-economically deprived areas, and those of minority races	<p>The final lorry routes to be used will be the subject of consent by the local authority under Schedule 7 to the Bill. Other controls over lorries are set out in the draft Crossrail Construction Code.</p> <p>There is a recognized differential effect of traffic on deprived and ethnic communities, which is described in Section 4.1 of this report.</p> <p>It is recommended that a local study is carried out in this area to assess this effect and develop suitable mitigation.</p>
Closure of the Acton Main Line station for four weeks during the Paddington blockades.	t	All	Local residents and other users of the station will be informed in advance of the date of the closure and provided with details of alternative transport options. Appropriate signage will be provided.
Acquisition of open space at West Acton Primary School and sports pitches.	p	Young people & children	Mitigation of this impact will be subject to ongoing design work. The nominated undertaker will be required to define worksite boundaries and layouts so as to maintain access to any remaining open space where reasonably practicable. Where significant impacts remain after detailed design the nominated undertaker will be required to consider other options for mitigation, including replacement open space or improvements to other open spaces. (See Crossrail Information Paper D13 – Restitution of Open Space).



### **Old Oak Common Depot**

No temporary or permanent equality impacts have been identified at this location.

### **Canal Way**

No temporary or permanent equality impacts have been identified at this location.

### **Portobello Junction**

No temporary or permanent equality impacts have been identified at this location.

### **Royal Oak Portal**

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of employment from the closure of the Great Western Studios.	t	Socio-economic deprivation	<p>Businesses displaced by Crossrail will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available.</p> <p>The specific community and associated locational requirements of the businesses at Great Western Studios will be taken into account when the agency service provides its advice.</p>

## Paddington Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of 200 public parking spaces due to the use of the Paddington station car park as a worksite and the loss of 2 disabled bays on Eastbourne Terrace and 2 drop-off disabled bays on Departures Road for about 5 years during the construction of the new station.	t	All	The potential to replace the disabled facilities will be considered as part of the review of the allocation of kerbside space during the construction phases to be undertaken in consultation with the local authority. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.
Passenger diversion of 125 metres to the old taxi road off Praed Street due to the loss of pedestrian access to the western side of Paddington station for 2 periods totalling 30 months.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of the station will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Passenger diversion for eastbound bus passengers seeking to interchange due to suspension of eastbound bus stops on Eastbourne Terrace for about five years. Passengers will have to use the existing bus stop on Praed Street to the north of the station or a temporary bus stop on Westbourne Terrace, resulting in a diversion of 220 metres for stepped access and a diversion of 60 metres for step-free access.	t	People with restricted mobility and older people	The detailed arrangements will be the agreed with the local authority and London Buses. Local residents and other bus passengers will be informed in advance of the temporary arrangements, including the date they will take effect. Appropriate signage will be provided.
Construction noise affecting St Mary's Hospital and a medical school.	t	Young people, disability, socio-economic deprivation and gender	Some community facilities are predicted to experience construction noise impacts and it is recognised that this may potentially affect the use of such facilities. These impacts are likely to have a greater impact on those who use the hospital more than others. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the community and take such mitigation as is necessary to minimize any adverse impact.

## Hyde Park and Park Lane Shafts

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Disruption for users of the North Ride and the stables' training area.	t	Young people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the community and take such mitigation as is necessary to minimize any adverse impact.

## Bond Street Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
<p>Construction noise affecting two places of worship:</p> <p>i) Ukrainian Cathedral (King's Weigh House Church), Weighhouse Street</p> <p>ii) Regent Hall Church, Salvation Army Hall</p>	t	Faith & socio-economic deprivation	<p>Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the two places of worship and take such mitigation as is necessary to minimize any adverse impact.</p> <p>In such cases the policy of enhanced consultation for priority groups will be followed, as detailed in Section 4.2.</p>

## Bond Street Station cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversions of more than 100 metres for two periods totalling up to about two and a half years for northbound passengers of the number 8 and N8 buses, due to the suspension of the bus stop on Davies Street south of St Anselm's Place.	t	People with restricted mobility and older people	The detailed arrangements for bus passengers will be agreed with the local authority and London Buses. Local residents and other bus passengers will be informed in advance of the temporary arrangements, including the date they will take effect. Appropriate signage will be provided.
Loss of on-street parking in Hanover Square.	t	People with restricted mobility and older people	No disabled spaces will be lost. There is potential to review the allocation of kerbside space in the local area to identify bays which could be redesignated for priority users such as residents, should that be desired by the local authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.
Pedestrian diversions of more than 100 metres are likely for up to 18 months in association with utilities works for passengers of buses serving Oxford Street between Davies Street and Gilbert Street, due to the suspension of bus stops in Oxford Street.	t	People with restricted mobility and older people	The detailed arrangements for bus passengers will be agreed with the local authority and London Buses. Local residents and other bus passengers will be informed in advance of the temporary arrangements, including the date they will take effect. Appropriate signage will be provided.
Loss of the London College of Fashion and the headquarters of the University of Arts buildings.	p	Young people	The businesses aspect of the College displacement will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available.  The educational aspect will be dealt with under specific community and associated locational requirements when the agency service provides its advice.

## Tottenham Court Road Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversions of 120 metres through Diadem Court or 180 metres along Fareham Street for approximately eight months if a footpath cannot be maintained whilst utilities work is undertaken in Great Chapel Street between Sheraton Street and Carlisle Street.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of the station will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Pedestrian diversion of 115 metres for approximately 39 months whilst a compensation grout shaft, including associated utilities diversion, is required in Sheraton Street, leading to closure of Great Chapel Street between Diadem Court and Sheraton Street.	t	People with restricted mobility and older people	
Pedestrian diversions of 45 metres through Diadem Court or 120 metres along Oxford Street for approximately five years whilst Fareham Street is closed as part of the construction of the Tottenham Court Road station western ticket hall.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Loss of on-street parking bays in various locations on Soho Square.	t	People with restricted mobility and older people	No disabled spaces will be lost. There is potential to review the allocation of kerbside space in the local area to identify bays which could be redesignated for priority users such as residents, should that be desired by the local authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.

## Tottenham Court Road Station cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
<p>Pedestrian diversions through Oxford Street or Manette Street of 220 and 380 metres respectively for approximately four years whilst both Falconberg Court and Sutton Row are closed as part of the construction of the Tottenham Court Road station eastern ticket hall.</p>	t	People with restricted mobility and older people	<p>The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closures and provided with details of diversion route(s). Diversion route(s) will be signposted.</p>
<p>Pedestrian diversion for approximately four years whilst Andrew Borde Street is closed.</p>	t	People with restricted mobility and older people	<p>The Promoter will require the nominated undertaker to, where reasonably practicable, ensure that people with restricted mobility and those with other forms of disability as specified in the Disability Discrimination Act 1995 (DDA), continue to have access to services and buildings where such access and services are temporarily disrupted during the Crossrail construction works. Where the normal means of access has to be diverted or blocked off, alternative safe routes for wheelchair users and ambulant disabled persons will be identified, taking into account existing hazards and obstructions such as pavement kerbs and street lighting standards (poles). Where particular difficulties are identified, arrangements will be made on a case by case basis.</p>
<p>Pedestrian diversions in excess of 100 metres for bus passengers using some stops in the St. Giles Circus area over a five year period due to the relocation of stops during the work.</p>	t	People with restricted mobility and older people	<p>The detailed arrangements for bus passengers will be the agreed with the local authority and London Buses. Local residents and other bus passengers will be informed in advance of the temporary arrangements, including the date they will take effect. Appropriate signage will be provided.</p>

## Tottenham Court Road Station cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian delays and diversions due to work to the eastern ticket hall. Over a period of about five years, the works will result in the diversions listed above, together with reductions in footway widths on Oxford Street, Charing Cross Road and loss of the southern footway on New Oxford Street at various times.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closures and provided with details of diversion route(s). Diversion route(s) will be signposted.
Construction noise affecting one residential hostel at Diadem Court.	t	Socio-economic deprivation	The noise impacts at the hostel are likely to impair its ability to function as a residential facility and as a result the occupants may need to be relocated for a period of approximately 11 months.
Construction noise affecting one medical centre at Diadem Court.	t	Older people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the medical centre and take such mitigation as is necessary to minimize any adverse impact.
Construction noise affecting St Patrick's Church, Soho Square.	t	People with restricted mobility and older people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with St. Patrick's church and take such mitigation as is necessary to minimize any adverse impact.
Loss of three nightclubs on Charing Cross Road including the Astoria and Rouge.	p	Sexual orientation & young people	Businesses displaced by Crossrail will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available. The specific community and associated locational requirements of G.A.Y will be taken into account when the agency service provides its advice.

## Fisher Street Shaft

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of the Central St Martin's College of Art and Design Student Union headquarters and some teaching facilities at Catton Street.	t	Young people	<p>Businesses displaced by Crossrail will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available.</p> <p>The specific community and associated locational requirements of the college will be taken into account when the agency service provides its advice.</p>
Community impact from the increase in lorry traffic around Fisher Street and Catton Street.	p	Young people, including those from ethnic minorities	<p>The final lorry routes to be used will be the subject of consent by the local authority under Schedule 7 of the Bill. Other controls over lorries are set out in the draft Crossrail Construction Code.</p> <p>There is a recognized differential effect of traffic on deprived and ethnic communities, which is described in Section 4.1 of this report.</p> <p>It is recommended that a local study is carried out in this area to assess this effect and develop suitable mitigation.</p>
Construction noise impact on Central St Martins College of Art and Design and the University of Westminster.	t	Young people	<p>Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the College and University and take such mitigation as is necessary to minimize any adverse impact.</p>



## Farringdon Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Construction noise impact on a medical centre (surgery), Long Lane.	t	All	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the surgery and take such mitigation as is necessary to minimize any adverse impact.
Construction noise impact on Charterhouse School, Charterhouse Street.	t	Young people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the school and take such mitigation as is necessary to minimize any adverse impact.
Loss of public parking at Cardinal House, Caxton House and Snow Hill (274 spaces) and about 290 spaces (50 per cent) in the car park under Smithfield Market and on-street parking in various locations for up to 5 years.	t	People with restricted mobility and older people	No disabled spaces will be lost. There is potential to review the allocation of kerbside space in the local area to identify bays which could be redesignated for priority users, should that be desired by the local authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.

## Farringdon Station cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of 244 public car parking spaces in Cardinal House due to the construction of the Farringdon station western ticket hall.	p	People with restricted mobility and older people	No disabled spaces will be lost. There is potential to review the allocation of kerbside space in the local area to identify bays which could be redesignated for priority users, should that be desired by the local authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.

## Farringdon Crossover

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion around the Aldersgate Street and Beech Street junction for a period of approximately three years during the construction of the Farringdon Crossover. The diversion will be less than 100 metres but pedestrians will have to cross busy roads up to four times.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary diversions of public rights of way to as short a time as reasonably practicable. Local residents and other users of the bridge will be informed in advance of the date and duration of the diversion. They will be provided with details of the diverted route(s). Diverted route(s) will also be signposted.

## Liverpool Street Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Construction noise impacts affecting the London Metropolitan University.	t	Young people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the University and take such mitigation as is necessary to minimize any adverse impact.
Pedestrian diversion for up to four years for southbound passengers of the No.133 bus using the Finsbury Circus bus stop. Temporary arrangements for passengers will be made, but are likely to result in diversions of more than 100 metres.	t	People with restricted mobility and older people	The detailed arrangements for bus passengers will be agreed with the local authority and London Buses. Local residents and other bus passengers will be informed in advance of the temporary arrangements, including the date they will take effect. Appropriate signage will be provided.

## Hanbury Street Shaft

Description of impact	Temp/perm	Main priority group(s)	Mitigation
<p>Increase in the number of lorries on Brady Street between Spital Street and Deal Street.</p>	<p>t</p>	<p>Young people, including those living in socio-economically deprived areas, and those from ethnic minorities</p>	<p>The final lorry routes to be used will be the subject of consent by the local authority under Schedule 7 to the Bill. Other controls over lorries are set out in the draft Crossrail Construction Code.</p> <p>Concerns have been raised about the effect of this impact on minority groups in the vicinity and CLRL have considered whether or not these traffic increases will have a different effect on these groups.</p> <p>There is a recognized differential effect of traffic on deprived and ethnic communities, which is described in Section 4.1 of this report.</p> <p>It is recommended that a local study is carried out in this area to assess this effect and develop suitable mitigation.</p>

## Whitechapel Station (including Durward Street Shaft)

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of a large section of the public car parking at the Sainsbury's supermarket for up to three years to provide a worksite for the Whitechapel station eastern ticket hall and shaft.	t	People with restricted mobility and older people	No disabled spaces will be lost. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.
Loss of on-street parking bays in Durward Street and Fulbourne Street.	t	People with restricted mobility and older people	No disabled spaces will be lost. There is potential to review the allocation of kerbside space in the local area to identify bays which could be redesignated for priority users such as residents, should that be desired by the local authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.
Construction noise impacts on Swanlea school.	t	Young people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the school and take such mitigation as is necessary to minimize any adverse impact.
Construction noise impacts on the Young People's Centre at 1-12 Cambridge Heath Road.	t	Older people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the centre and take such mitigation as is necessary to minimize any adverse impact.

## Whitechapel Station (including Durward Street Shaft) cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Construction noise impacts on the Albion Health Centre, 333 Whitechapel High Street.	t	Older people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the health centre and take such mitigation as is necessary to minimize any adverse impact.
Temporary acquisition of a garden area, playground space and the outdoor amphitheatre at Swanlea school.	t	Young people	Crossrail policies for land acquisition and disposal will apply. There are two options for reinstatement of open space at Swanlea school, which are the subject of ongoing discussions with the school. The first option reinstates the open space lost during construction. The second option which includes the use of the Essex Wharf site would provide a net increase in the school playground space. Neither option will result in significant negative impact on the school.
Increase in the number of lorries on Brady Street between Whitechapel Road and Durward Street and on the eastern end of Durward Street.	t	Young people, including those living in socio-economically deprived areas, and those from ethnic minorities	The final lorry routes to be used will be the subject of consent by the local authority under Schedule 7 to the Bill. Other controls over lorries are set out in the draft Crossrail Construction Code. Concerns have been raised about the effect of this impact on minority groups in the vicinity and CLRL have considered whether or not these traffic increases will have a different effect on these groups. There is a recognized differential effect of traffic on deprived and ethnic communities, which is described in Section 4.1 of this report. It is recommended that a local study is carried out in this area to assess this effect and develop suitable mitigation.

### Whitechapel Station (including Durward Street Shaft) cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of up to 25 per cent (about 75 spaces) of the public car parking at the Sainsbury's supermarket.	p	People with restricted mobility and older people	No disabled spaces will be lost. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage provided.
Pedestrian diversions via Vallance Road of 150 and 220 metres respectively for approximately one year whilst both Fulbourne Street and Court Street are closed.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of the diversion route which will be signposted.
Pedestrian diversion of over 100 metres for passengers approaching the station from the east due to the relocation of the station entrance from Whitechapel Road to Fulbourne Street.	p	People with restricted mobility and older people	The diversion distances will depend on which scenario for Whitechapel is adopted. Local residents and other users of the station will be informed in advance of the new arrangements, including the date they will take effect. The route to the new station entrance will be signposted.

## Mile End Conveyor Corridor

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Construction noise impacts on the Royal London Hospital.	t	All	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the hospital and take such mitigation as is necessary to minimize any adverse impact.
Pedestrian diversion of about 180 metres to a formal footpath for approximately three years of an informal route (through vegetation) across Mile End Park from the tow path to Grove Road.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable and will apply this principle to this closure. Local residents and other users will be informed in advance of the date of the closure and provided with details of the diversion route which will be signposted.
Loss of open space at Mile End Park due to use as a spoil handling site.	t	Young people	Alternative open space exists within Mile End Park and as such this is not considered to have a significant impact.



## Stepney Green Shaft

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of 190 metres either through Stepney Way or 110 metres via Green Park for approximately four years and three months due to the closure of Garden Street.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Loss of an astroturf sports pitch at Stepney Green. LB Tower Hamlets advise that this is used by an Asian League.	t	Young people and ethnic minorities	The nominated undertaker will be required to consider options for mitigation of this temporary loss. This will be the subject of ongoing discussion with LB Tower Hamlets. (See Crossrail Information Paper D13 – Restitution of Open Space). Use of the sports pitch and alternatives will be investigated.

## Lowell Street Shaft

No temporary or permanent equality impacts have been identified in this location.

## Isle of Dogs Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of up to 1,000 metres due to the closure of Great Wharf Lift Bridge for approximately four years.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Potential loss of St Helen's Church on St Peter's Barge.	t	Faith	<p>Compensation will be dealt with under the national compensation code. The Secretary of State will set up an agency service to help identify property relocation requirements and advise on what property is available.</p> <p>The specific community and associated locational requirements of the church will be taken into account when the agency service provides its advice.</p>

## Mile End Park and Eleanor Street Shafts

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of a football pitch at Mile End Park.	t	Young people	Opportunities for relocation and for staying on a reconfigured site are being considered by CLRL and the local authority.
Loss of a Traveller's site at Eleanor Street.	p	Race	Opportunities for permanent relocation of the Travellers are being considered in consultation between CLRL, the local authority and the Travellers themselves.

## Pudding Mill Lane Portal

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of approximately 780 metres due to the closure of the City Mill River towpath for a year.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Pedestrian diversion of 1,280 metres due to the closure of the River Lea towpath for over four years.	t	People with restricted mobility and older people	
Pedestrian diversion of about 80 metres for two weeks due to the closure of The Greenway (part of the Capital Ring Strategic Walk).	t	People with restricted mobility and older people	
Displacement of 800 to 1,300 jobs and loss of over 30,000 m <sup>2</sup> of industrial floor space in an area of high unemployment.	t	Socio-economic deprivation	Businesses displaced by Crossrail will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available.

## Stratford Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Removal of services at Maryland station in the off-peak period, resulting in increased journey times and additional interchange.	p	All	Local residents and other users of the station will be informed in advance of the new arrangements that will come into effect and provided with details of alternative transport options during the off-peak periods. Appropriate signage will be provided.

## Forest Gate Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Construction noise impacts on the Forest Gate Community School.	t	Young people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the school and take such mitigation as is necessary to minimize any adverse impact.
Construction noise impacts on the Cherubim and Seraphim Church.	t	Faith	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the church and take such mitigation as is necessary to minimize any adverse impact.

## Manor Park Station

No temporary or permanent equality impacts have been identified in this location.

## Iford Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Construction noise impacts affecting two surgeries on York Road.	t	All	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the surgeries and take such mitigation as is necessary to minimize any adverse impact.
Construction noise impacts affecting Canon Palmer Catholic School, Cameron Road, Seven Kings.	t	Young people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the school and take such mitigation as is necessary to minimize any adverse impact.
Diversion of 250 metres of passengers to the main station entrance for approximately two years as a result of the demolition of the footbridge and secondary station entrance on York Mews whilst the new ticket hall is under construction.	t	People with restricted mobility and older people	Local residents and other users of the station will be informed in advance of the new arrangements, including the date they will take effect. The route to the main station entrance will be signposted.

## Seven Kings, Goodmayes, and Chadwell Heath Stations

No temporary or permanent equality impacts have been identified in these locations.

## Romford Depot (West)

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of open space and West Ham Football Club gymnasium, all-weather pitch and up to eight other pitches at Westland's Playing Fields.	t	Young people	Mitigation of this impact will be subject to ongoing design work. The nominated undertaker will be required to define worksite boundaries and layouts so as to maintain access to any remaining open space where reasonably practicable. Where significant impacts remain after detailed design the nominated undertaker will be required to consider other options for mitigation, including replacement open space or improvements to other open spaces. (See Crossrail Information Paper D13 – Restitution of Open Space).
Pedestrian diversion of 700 metres to the High Road for nearly five years due to the closure of the footpath between Saville Road and Whalebone Lane South during the construction of the Romford Depot dive-under.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of the diversion route which will be signposted.
Loss of three sports pitches at Westland's Playing Fields.	p	Young people	Mitigation of this impact will be subject to ongoing design work. The nominated undertaker will be required to define worksite boundaries and layouts so as to maintain access to any remaining open space where reasonably practicable. Where significant impacts remain after detailed design the nominated undertaker will be required to consider other options for mitigation, including replacement open space or improvements to other open spaces. (See Crossrail Information Paper D13 – Restitution of Open Space)

## Romford Station and Depot (East)

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of 600 metres to Crow Lane due to the closure of the footpath between Nursery Walk and Sandgate Close required for the construction of Romford Depot.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users of the footpath will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.
Pedestrian diversion of 150 metres to a temporary ticket office for about two years for passengers requiring tickets and approaching Romford station from the north.	t	People with restricted mobility and older people	Local residents and other users of the station will be informed in advance of the new arrangements, including the date they will take effect. The route to the temporary ticket office will be signposted.
Construction noise impact on the Mental Health Unit at Oldchurch Hospital.	t	Disability & mental health	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the hospital and take such mitigation as is necessary to minimize any adverse impact.

## Gidea Park Station

No temporary or permanent equality impacts have been identified in this location.

## Harold Wood

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of 50 per cent of the station car park at Harold Wood (about 94 spaces) for approximately 16 weeks.	t	People with restricted mobility and older people	No disabled spaces will be lost. Potential mitigation measures for the loss of parking will be discussed with the relevant stakeholders which may include the provision for improved pick-up and set-down facilities. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other station users will be informed of the revised arrangements in advance.
Loss of some 25 parking spaces in the station car park due to the platform extensions.	p	People with restricted mobility and older people	No disabled spaces will be lost in the detailed design of the platform extensions and revised car park layout, opportunities to reduce the number of spaces lost will be sought. The final layout will require the consent of the local authority under Schedule 7 to the Bill.

## Brentwood Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of the station car park at the eastern end of Brentwood station (about 18 spaces) for approximately 14 weeks.	t	People with restricted mobility and older people	No disabled spaces will be lost. There is potential to mitigate this impact by the provision of spaces in the forecourt area, subject to the agreement of the highway authority. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage will be provided.



## Shenfield Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of the Friar's Avenue car park (52 spaces) for about a year.	t	People with restricted mobility and older people	No disabled spaces will be lost. Potential mitigation measures are being discussed with the Council. The nominated undertaker will work with the local authority and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage will be provided.
Loss of the Hunter Avenue station car park (225 spaces) for about 18 months.  Note: No disabled spaces will be lost.	t	People with restricted mobility and older people	Potential mitigation measures are being discussed with the local Council and Essex County Council. The nominated undertaker will work with the local authority, County Council and stakeholders to bring about any agreed changes. Local residents and other users will be informed of the revised arrangements in advance and appropriate signage will be provided.
Construction noise impacts at School Mount Avenue.	t	Young people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the school and take such mitigation as is necessary to minimize any adverse impact.
Construction noise impacts, Surgery & Travel Health UK (doctor's surgery).	t	Older people	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the surgery and take such mitigation as is necessary to minimize any adverse impact.

### Shenfield Station cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Disruption and delays to passengers as a significant number of weekend closures of the station will be required.	t	All	A bus replacement service will be provided. Local residents and other users of the station will be informed in advance of the date of the closures. Appropriate signage will be provided.

### Blackwall Way and Limmo Peninsula Shafts

No temporary or permanent equality impacts have been identified in these locations.

### Custom House Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Increase in lorry traffic on Seagull Lane.	t	Young people, including those living in socio-economically deprived areas, and those from ethnic minorities	Seagull Lane carries high but variable numbers of lorries in association with the ExCel centre. The final lorry routes to be used will be the subject of consent by the local authority under Schedule 7 to the Bill. Other controls over lorries are set out in the draft Crossrail Construction Code. There is a recognized differential effect of traffic on deprived and ethnic communities, which is described in Section 4.1 of this report. It is recommended that a local study is carried out in this area to assess this effect and develop suitable mitigation.
Loss of the hostel for the homeless (formerly the Barge public house), Freemasons Road.	p	Socio-economic deprivation	The loss of the hostel will be compensated within the provisions of the relevant compulsory purchase legislation.

### Connaught Tunnel (including demolition of Silvertown Station)

No temporary or permanent equality impacts have been identified in this location.

## North Woolwich Portal and Thames Tunnel

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Construction noise impacts on St John's Church, St Mark's Church and St John's Church Centre.	t	Faith	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the two church's and church centre and take such mitigation as is necessary to minimize any adverse impact.
Pedestrian diversion of 900 metres to Albert Road for approximately four years due to the closure of the eastern end of Factory Road.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of the diversion route, which will be signposted.
Loss of a skateboarding area during the construction of the Warren Lane shaft.	t	Young people	Mitigation of this impact will be subject to ongoing design work. The nominated undertaker will be required to define worksite boundaries and layouts so as to maintain access to any remaining open space where reasonably practicable. Where significant impacts remain after detailed design the nominated undertaker will be required to consider other options for mitigation, including replacement open space or improvements to other open spaces. (See Crossrail Information Paper D13 – Restitution of Open Space).

## North Woolwich Portal and Thames Tunnel cont.

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Increase in lorry traffic on Warren Lane during the construction of the Warren Lane shaft.	t	Young people, including those living in socio-economically deprived areas, and those from ethnic minorities	<p>The final lorry routes to be used will be the subject of consent by the local authority under Schedule 7 to the Bill. Other controls over lorries are set out in the draft Crossrail Construction Code.</p> <p>There is a recognized differential effect of traffic on deprived and ethnic communities, which is described in Section 4.1 of this report.</p> <p>It is recommended that a local study is carried out in this area to assess this effect and develop suitable mitigation.</p>
Displacement of 120 to 220 jobs during the construction of the North Woolwich portal. This loss in combination with the loss of industrial floorspace at Pudding Mill Lane, also in LB Newham, will be a significant impact.	t	Socio-economic deprivation	<p>Businesses displaced by Crossrail will be compensated under the national compensation code. The Secretary of State will set up an agency service to help firms identify their property requirements and advise them on what property is available.</p> <p>Following construction, worksites will become available for possible redevelopment, thus mitigating job loss.</p>

### Arsenal Way Shaft

No temporary or permanent equality impacts have been identified in this location.

## Plumstead Portal

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of 1,000 metres to Pettman Crescent and Plumstead High Street for up to a year due to the closure of White Hart Road, particularly affecting users of an Asian community centre.	t	People with restricted mobility, older people and race	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.

## Manor Wharf

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Closure of towpath along the River Thames for approximately one week.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. No suitable diversion route has been identified. Local residents and other users will be informed in advance of the date of the closure.

## Church Manorway Bridge

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Pedestrian diversion of 1,150 metres to Eynsham Drive for one week to enable the construction of the new footbridge at Church Manorway.	t	People with restricted mobility and older people	The nominated undertaker will be required to keep temporary closures of public rights of way to as short a time as reasonably practicable. Local residents and other users will be informed in advance of the date of the closure and provided with details of diversion route(s). Diversion route(s) will be signposted.

## Abbey Wood Station

Description of impact	Temp/perm	Main priority group(s)	Mitigation
Loss of approximately 240 public car parking spaces during works to Abbey Wood station and the Harrow Manorway Bridge. This comprises all 87 spaces (including disabled parking spaces) in the station car park and all 153 spaces in the public car park to the north of the station.	t	People with restricted mobility and older people and race	The potential to reallocate kerb-side space for disabled parking bays in close proximity to the station will be explored with the local authorities. The nominated undertaker will work with the local authorities to bring about any agreed changes. Local residents and other station users will be informed of the revised arrangements in advance.
Construction noise impacts on St Benet's Church.	t	Faith	Some community facilities are predicted to experience construction noise impacts and it is recognized that this may potentially affect the use of such facilities. When considering what construction methods to employ in this area, and the timing and duration of works (both before and during detailed design), any nominated undertaker will consult with the church and take such mitigation as is necessary to minimize any adverse impact.
Loss of 65 car parking spaces in the station car park, including disabled bays. 10 to 12 car parking spaces will also be lost from the public car park to the north of the station.	p	People with restricted mobility and older people	<p>Note: no disabled spaces will be lost.</p> <p>General car parking spaces will be lost due to the landtake required for the new larger station. In the detailed design of the new car park layout, opportunities to reduce the number of spaces lost will be sought. The final layout will require the consent of the local authority under Schedule 7 to the Bill.</p>

## 5 Conclusions & Next Steps

A methodology has been developed to assess where Crossrail might affect priority groups differentially.

This Crossrail equality impact project and policy assessment report presents the likely benefits, likely impacts and issues relevant to priority groups.

The assessment results indicate that there will be significant benefit to priority groups, and a preliminary list of likely adverse impacts has been identified and has started to be consulted upon to determine accuracy and to start mitigation planning.

This report is published for consultation in accordance with section 2.3. Consultation responses must arrive no later than 14th April, 2006.

All consultation responses received by that date will be reviewed for inclusion in a final project and policy report.

At this stage, impact mitigation has been proposed primarily at a policy level, and it is not yet possible to identify suitable detailed mitigation in all cases on a site specific level.

Considerable progress has been made in identifying priority group representatives who have informed the project of likely impacts. They will continue to be involved in the project's development. The workshop format used in consultation has proved productive and was welcomed by participants.

A strategy has been developed that aims to respond to comment, continue to involve priority group representatives, protect benefit and agree impact mitigation. Next steps have been outlined to show how this work will progress.

The project is in a stronger position to develop design and construction planning, both to meet statutory requirements and construct and deliver a railway that meets the needs of the whole community.

This report recommends a series of next steps, moving from the development of the proposed policy-level mitigation through to detailed and agreed local proposals in line with the project design and construction timescales.

The continuing EqIA programme will consist of the following elements:

- **Equality consultation**

Priority group consultation will continue in the following ways:

- 12-week consultation period on this report in accordance with section 2.3;
- liaison with local representative groups and local authorities, especially with regard to highlighting long term benefits, allaying concerns and improving community relations;
- establishing an Equality Forum to give regular feedback on the project; and
- further EqIA workshops.

- **Work to optimise and deliver equality benefits**

During implementation of the project, the following steps will be taken to deliver the anticipated equality benefits:

- development of design specifications to reflect priority group needs and to remove the barriers to a seamless journey;
- input from the DfT, TfL, local authorities and other infrastructure owners on how the railway can be integrated with other transport services and the community to meet priority group needs;
- work with schools, community education and local skill training providers, business fora and trade associations such as Business Link to assist job take up; and
- develop procurement policy with national and local government and Chambers of Commerce to encourage local sourcing of goods, services and local labour.

- **Impact mitigation**

Mitigation management techniques will include:

- development and implementation of a local communications plan outlining current policies and plans;
- development of good practice in construction and local community liaison, suited to the needs of those affected, including accessible formats; and
- consultation with affected priority groups and local authorities on proposed mitigation measures.



- **Area specific case studies**

A review will be carried out in the London Borough of Tower Hamlets on the likely effects of the project on the local community and facilities in this area, with emphasis on the Spitalfields area. Part of this work will also look at how the positive socio-economic benefits of the project can be promoted in the borough.

## Glossary

BSL	British Sign Language
CLRL	Cross London Rail Links Limited
CRE	Commission for Racial Equality
CTRL	Channel Tunnel Rail Link
DDA	Disability Discrimination Act 1995
RES	Race Equality Scheme
DfT	Department for Transport
EAF	Evaluation & Action Framework
EE(RB)R	Employment Equality (Religion or Belief) Regulations 2003
EE(SO)R	Employment Equality (Sexual Orientation) Regulations 2003
EIA	Environmental Impact Assessment
EqIA	Equality Impact Assessment
ES	Environmental Statement, (reporting on the Environmental Impact Assessment)
GLA	Greater London Authority
HIA	Health Impact Assessment
IMD	Index of Multiple Deprivation 2004 (ODPM)
ODPM	Office of the Deputy Prime Minister
REIA	Race Equality Impact Assessment
RRA	Race Relations Act 1976
RR(A)A	Race Relations (Amendment) Act 2000
SDA	Sexual Discrimination Act 1975
SRU	Social Research Unit
TfL	Transport for London



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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 luôn luôn 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 ਕ੍ਰੌਸਰੇਲ ਬਾਰੇ ਜਾਣਕਾਰੀ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕ੍ਰੌਸਰੇਲ ਨਾਲ ਰਾਬਤਾ ਕਰੋ ਅਤੇ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਕਿਹੜੀ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ 'ਚ ਚਾਹੀਦੀ ਹੈ, ਇਸ ਬਾਰੇ ਦਸੋ।

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

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

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