DIRECTORATE: Growth, Environment and Transport

NAME OF POLICY, PROCEDURE, PROJECT OR SERVICE
Tonbridge Station Transport Interchange Improvement

WHAT IS BEING ASSESSED?
Delivery of capital project at Tonbridge station funded by LSTF during 2017/18 to 18/19

At this stage the EqIA refers to the project on the whole as a specific design has not been chosen. General considerations around construction have been highlighted but will be specified in more detail when a final design is chosen.

RESPONSIBLE OWNER / SENIOR OFFICER
Kerry Clarke, Team Lead, Transport Innovations, Kent County Council
Nina Peak, Partnership Manager for Southeastern

DATE OF INITIAL SCREENING
20/6/16

DATE OF FULL EqIA: 25/6/16

<table>
<thead>
<tr>
<th>Version</th>
<th>Author</th>
<th>Date</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tim Middleton</td>
<td>20.06.16</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Akua Agyepong</td>
<td>9/9/16</td>
<td>Comments</td>
</tr>
<tr>
<td>3</td>
<td>Tim Middleton</td>
<td>10/9/16</td>
<td>Changes made in response to comments</td>
</tr>
</tbody>
</table>
### Screening Grid

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Could this policy, procedure, project or service, or any proposed changes to it, affect this group less favourably than others in Kent? YES/NO If yes how?</th>
<th>Assessment of potential impact</th>
<th>Provide details: a) Is internal action required? If yes what? b) Is further assessment required? If yes, why?</th>
<th>Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities</th>
</tr>
</thead>
</table>
| Age | • Yes – possible temporary negative effects from construction works  
• Construction works can be sprawling and noisy – causing confusion and anxiety for some people  
• Construction works will affect pedestrian and road routes to and from places and may have a temporary negative effect on access to services/public transport for young and older people.  
• Location of blue badge parking spaces and access to drop off/pick up areas may change temporarily meaning further to walk for older people.  
• Temporary bus stops may not be sited in areas with appropriate pedestrian | HIGH/LOW |
| | Tonbridge scheme will be designed in accordance with DfT Design Standards for Accessible Stations and KCC’s Inclusive Mobility guidance, which gives guidance on current legislation for non-motorised users (NMU)  
• Need for this scheme has been identified through consultation and assessment by KCC and Southeastern in Partnership with Borough and District Councils in line with individual Core Development Strategies.  
• Ongoing review to take place to ensure needs of older and younger people are taken into account | Public transport is used frequently by older people and young people (particularly to and from school) and improvements to access and facilities will increase confidence in the service and increase its use for learning, education, leisure and health.  
• Improved forecourt incorporating public realm improvements and infrastructure such as improved dropped kerbs, pedestrian crossings, dedicated interchange infrastructure and wayfinding will significantly improve the user experience, leading to increased use, lower numbers of traffic accidents, reduced fear of crime and increased confidence to make independent journeys for school, social, recreation and travel to essential services.  
• Safer station access for buses, taxis, bicycles and cars improves safety for users of these travel modes and pedestrians. Clear and organised routes and dedicated waiting/turning areas help avoid confusion in new areas often experienced by young or older people  
• Improved access at Tonbridge station will include greater choice for wheelchair users, emergency services, public transport, blue badge bays close to ticket office, new drop off/turning point for buses and taxis and improved highway surfaces. |
access - older people may have further to walk. Young people a safe place with space to wait for buses etc on way to/from school

- If access to services and access to transport is severely disrupted it could affect older people's health and wellbeing as they may stop attending social groups, being active or attending health appointments.

**Disability**

- Yes – as above
- Construction works can be sprawling and noisy – causing confusion and anxiety for some disabled people
- Construction works can cause major obstructions on key walking routes and unexpected changes to the 'landscape' for Blind and partially sighted people
- Tonbridge may have elements of shared space design which can present difficulties for Blind and partially sighted people as

<table>
<thead>
<tr>
<th>HIGH</th>
<th>MEDIUM</th>
</tr>
</thead>
</table>
| - Disability elements of the Equality Act are followed for Tonbridge Scheme.  
- Too much shared space which can cause issues, especially for visually impaired people will be avoided  
- Tonbridge Scheme will be designed in accordance with National Rail standards and KCC's Inclusive Mobility guidance, which gives guidance on current legislation for non-motorised users (NMU) Inclusive information and communications guidance for KCC staff and service providers (PDF, 339.3 KB) | - Disability elements of the Equality Act will be implemented, which will incorporate inclusive facilities accessible to disabled people  
- Public transport is used frequently by disabled people with mild to moderate disabilities and improvements to access and facilities will increase confidence in the service and use for learning, education, leisure and health.  
- Improved access at Tonbridge station will include improved step free access for wheelchair users, increased pedestrian space outside the main entrance (reducing crowding of school children), and improved highway surfaces.  
- Access to trains at Tonbridge station becomes inclusive, in line with the social model of disability. |
boundaries can be unclear and cause confusion for guide dogs and people.

- The location and flow of traffic can be misinterpreted in shared space adversely affecting the ability of blind and partially sighted people to negotiate the station.

- Need for schemes have been identified through consultation and assessment by KCC and Southeastern in Partnership with Borough and District Councils in line with individual Core Development Strategies.

- Ensure advance notice of major works and diversions are widely circulated – including to disabled groups – details where, when, what and how. To include timescales and with additional information circulated at completion when services return to normal. Also finished design if possible.

- Risk assessment to be completed prior to placement of temporary facilities.

- Consultation with relevant groups representing disabled people as project progresses.

- Consider disability awareness training for workforce

### Gender

| Women may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary structures or |
| LOW |
| LOW |

Standards to follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements;

- Feel safer using public transport interchanges and bus stops – increased confidence when travelling for employment, learning, health and social activities.
Gender identity
Transgender people may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary structures or adjacent to construction sites due to fear of crime.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Relevance</th>
<th>Recommendation</th>
</tr>
</thead>
</table>
| Adjacent to sites  | Safety standards should follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting. | LOW LOW   | • Use [Inclusive information and communications guidance for KCC staff and service providers (PDF, 339.3 KB)](https://example.com)  
• Refer to mitigation measures included in EQIA for Kent Connected.  
• Standards to follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting.  
• Feel safer using public transport interchanges and bus stops – increased confidence when travelling for employment, learning, health and social activities. |

Race
Communication barriers
People from different ethnic groups may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary structures or adjacent to construction sites due to fear of crime.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Relevance</th>
<th>Recommendation</th>
</tr>
</thead>
</table>
| Adjacent to sites  | Safety standards should follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting. | LOW MEDIUM | • Use [Inclusive information and communications guidance for KCC staff and service providers (PDF, 339.3 KB)](https://example.com)  
• Refer to mitigation measures included in EQIA for Kent Connected.  
• Standards to follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting.  
• Feel safer using public transport interchanges and bus stops – increased confidence when travelling for employment, learning, health and social activities. |

Religion or belief
People with a particular religion or belief may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary structures or adjacent to construction sites due to fear of crime.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Relevance</th>
<th>Recommendation</th>
</tr>
</thead>
</table>
| Adjacent to sites  | Safety standards should follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting. | LOW LOW   | • Use [Inclusive information and communications guidance for KCC staff and service providers (PDF, 339.3 KB)](https://example.com)  
• Refer to mitigation measures included in EQIA for Kent Connected.  
• Standards to follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting.  
• Feel safer using public transport interchanges and bus stops – increased confidence when travelling for employment, learning, health and social activities. |

Sexual orientation
LGB people may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary structures or adjacent to construction sites due to fear of crime.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Relevance</th>
<th>Recommendation</th>
</tr>
</thead>
</table>
| Adjacent to sites  | Safety standards should follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting. | LOW LOW   | • Use [Inclusive information and communications guidance for KCC staff and service providers (PDF, 339.3 KB)](https://example.com)  
• Refer to mitigation measures included in EQIA for Kent Connected.  
• Standards to follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting.  
• Feel safer using public transport interchanges and bus stops – increased confidence when travelling for employment, learning, health and social activities. |
Pregnancy and maternity

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pregnant women and new parents may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary structures or adjacent to construction sites due to fear of crime.</td>
<td>• Standards to follow recommendations to ensure diversions and temporary structures incorporate necessary safety requirements; such as lighting</td>
</tr>
<tr>
<td>• Feel safer using public transport interchanges and bus stops – increased confidence when travelling for employment, learning, health and social activities.</td>
<td></td>
</tr>
</tbody>
</table>

Marriage and Civil Partnerships

<table>
<thead>
<tr>
<th>Requirements</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>• None specific</td>
<td></td>
</tr>
</tbody>
</table>

Carer’s responsibilities

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Medium</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Planning for independent travel with client groups. Diversions and major construction works will impact on success of travel plan if works are not known about in advance.</td>
<td>• Currently in the design phase</td>
<td></td>
</tr>
<tr>
<td>• The scheme will be designed in accordance with National Rail standards and KCC’s Inclusive Mobility guidance, which gives guidance on current legislation for non-motorised users (NMU)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Need for the scheme has been identified through consultation and assessment by Southeastern in Partnership with Borough and District Councils in line with individual Core Development Strategies.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ongoing review to take place to ensure needs of people with Carer’s responsibilities are taken into account</td>
<td>• Yes – Those people with carer responsibilities who plan for independent travel often rely on clients using public transport. The infrastructure improvements and better facilities at this important interchange will make independent travel easier.</td>
<td></td>
</tr>
<tr>
<td>• Improved access at Tonbridge station will improve ease of use and confidence using the station - facilitating independent travel.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Part 1: INITIAL SCREENING

Proportionality - Based on the answers in the above screening grid what weighting would you ascribe to this function – see Risk Matrix

<table>
<thead>
<tr>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low relevance or Insufficient information/evidence to make a judgement.</td>
<td>Medium relevance or Insufficient information/evidence to make a Judgement.</td>
<td>High relevance to equality, /likely to have adverse impact on protected groups</td>
</tr>
</tbody>
</table>

State rating & reasons

MEDIUM – the project includes essential construction works which will affect the access and continued use of local facilities and areas for everyone in the specified groups during the period of works.

Without the additional actions in place, people within these groups will be adversely affected and it will impact on their quality of life.

Context

West Kent: Tackling Congestion is a package of measures that will address the growing connectivity problems caused in West Kent by traffic congestion hotspots and a lack of capacity in the strategic road and rail networks, which is damaging business confidence and the competitive advantage that West Kent businesses have traditionally enjoyed. It will focus in particular on addressing the peak hour congestion caused by the school run and journeys to work by increasing the attractiveness of making door to door journeys by sustainable modes.

Infrastructure improvements will be delivered at stations, town centres and key interchange points to facilitate multi-modal journeys using public transport, walking and cycling and the package will offer match funding and support to schools and businesses to engage and encourage their students/employees to travel by sustainable means.

Southeastern are delivering the National Stations Improvement Programme, as set out by Network Rail. The primary objective of the programme is to bring about a noticeable and lasting improvement in the environment at stations for the benefit of passengers. This will lead to an improvement in the passenger and public perception of the chosen stations. Improvements will be made to increase passenger perception of security, to improve access and egress, to enhance the overall presentation of the station and to improve information provision and other facilities. Network Rail and train operators are working in close cooperation to develop the programme of improvements.
January 2016

Tonbridge Station is a major interchange in West Kent that handles large numbers of commuters and students. Improvements to the forecourt are required to safely allow pedestrians to queue and socialise either side of catching a train while still allowing pedestrians, buses and cars to continue their journeys.

There is currently limited space outside the main station entrance for use by pedestrians, often waiting for their bus which can cause issues at peak times for commuters and other people not using the trains.

**Aims and Objectives**

The aim for West Kent: Tackling Congestion is to deliver a fully integrated sustainable transport system in West Kent, providing access to employment and services, reducing the need and desire to travel by the private car and thereby reducing congestion. The scheme will deliver substantial enhancements to pedestrian, cycle and public transport facilities and infrastructure, to make these modes more attractive when compared to the private car. The scheme will also engage heavily with schools and businesses to facilitate and promote sustainable transport.

Southeastern’s aim is to improve the accessibility of train stations on the network to enable everyone, but especially older and disabled people, has the opportunity to use Southeastern’s services. It is also important to ensure that there is excellent interchange to other modes of transport at stations so that passengers’ onward journeys are as seam free as possible.

<table>
<thead>
<tr>
<th>Scheme Measure</th>
<th>2017/18 Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving Access to Tonbridge Station</td>
<td>Tonbridge Station forecourt improvements to include: Design for:</td>
</tr>
<tr>
<td></td>
<td>• Increase and improve pedestrianised zone outside station</td>
</tr>
<tr>
<td></td>
<td>• Move bus stops to outside Lidl (extend the bus stop outside Lidl to accommodate 3 buses)</td>
</tr>
<tr>
<td></td>
<td>• New pedestrian walkways with materials used to aid mobility impaired users.</td>
</tr>
<tr>
<td></td>
<td>• Signalise the junctions to improve pedestrian safety while crossing roads.</td>
</tr>
<tr>
<td></td>
<td>• Create new crossings to tie in with existing desire lines.</td>
</tr>
<tr>
<td></td>
<td>• Resurfacing of existing station forecourt footways</td>
</tr>
<tr>
<td></td>
<td>• Resurfacing of existing station carriageway</td>
</tr>
<tr>
<td></td>
<td>• Extend bus stop outside Quarry Hill Parade</td>
</tr>
<tr>
<td></td>
<td>(all proposals subject to change when consultation has been undertaken)</td>
</tr>
</tbody>
</table>
Beneficiaries
Specifically the improvements will benefit older people and disabled people who will have better access in and out of Tonbridge station. Pedestrians, including young people, will have safer routes to and from Tonbridge Station, with better provision for crossing the road. Additionally young people will have a much larger and safer area to socialise in the mornings and evenings while waiting for their transport without causing issues to passers-by and blocking access to buses.

Commuters who fall into the protected characteristics above will also benefit from increased secure bicycle storage provision and direct access routes.

Information and Data
The following policies and plans outline the need for the developments and are referred to where relevant throughout this assessment.

- KCC – Local Transport Plan 4 (soon to be adopted)
- Growth without Gridlock
- Tonbridge and Malling Borough Council's Core Strategy
- Department for Transport (DfT) Design Standards for Accessible Stations
- London & Southeastern Railway Ltd Making rail accessible - helping older and disabled passengers
- London & Southeastern Railway Ltd Making rail accessible – guide to policies and practices

Site visits have been carried out after the funding applications were received and assessments of the proposed development sites have been completed. There is ongoing assessment and partnership working with the Borough Councils.

Significant needs research has been completed and can be found in Growth without Gridlock – part of the Transport Delivery Plan for Kent - and documented in the original bid to the Local Sustainable Transport Fund (LSTF). This is brought together in the 2015-16 transport business case - West Kent: Tackling Congestion to identify the target areas and provide details about the capital projects that are being delivered in the financial year 2015-16.

Data from the British Transport Police website details crime levels at stations and although crime recorded at Tonbridge Station indicates crime against another person is very low, isolated incidents can create heightened fear of crime for some people, resulting in them feeling unsafe using diversions away from usual walking routes. Criminal damage at some stations is an issue and this can make people feel unsafe using facilities.
Demographics for West Kent

There is a high proportion of young people living in the boroughs of Maidstone, Tonbridge, Tunbridge Wells and Sevenoaks. Young people are often regular cyclists and will often use different modes of transport for travel – cycle and bus or cycle and train, highlighting the need for dedicated cycle routes and secure cycle storage in the local area. This scheme will tie in to other schemes locally offering cycle lanes through Tonbridge and there is the opportunity to add cycle storage facilities within this scheme.

There are a number of secondary schools in Tonbridge and many of the pupils access the station during term time for trains or pass through to meet friends, walk home or meet friends. This need is expected to increase as the schools expand. The scheme will look to future proof the station and surrounding areas in light of this.

Tonbridge is within the commuter belt for London and a high proportion of commuters will catch a train to the city; with many using bicycles for part of their journey to work for health, for the environment or to save money.

The chart below outlines the population density of Kent local authorities. Further population and demographic statistics are included in the Overview EQIA for the LSTF Funding.
Involvement and Engagement

On-going activity:

Kent County Council and Southeastern have a monthly working group meeting with Borough Councils

Pre – consultation engagement activity:

KCC officers have met with young people at the Tonbridge Youth Hub (23 June 2016). The session was designed to gain feedback on what the young people liked and disliked about the station and surrounding areas currently with a view to using this feedback to inform the scheme design.

A planned follow up meeting with the Youth Hub during the consultation is due to take place.

KCC officers and the designers presented the design to the Tonbridge Joint Transportation Board (JTB) (26/9/2016). The JTB recommended for KCC to take the design through to public consultation.

Consultation (31 October – 11 December 2016)

There will be a number of activities during the consultation period including 4 exhibition events at Tonbridge Castle.

- Saturday 12 November 11 - 3
- Saturday 19 November 11 - 3
- Thursday 24 November 2 - 7
- Monday 28 November 3 - 8
January 2016

KCC officers will also present to some local stakeholder group meetings.

All information about the consultation can be found at: kent.gov.uk/tonbridgestation

A questionnaire will be available to capture feedback and this can be accessed online or hard copies of the questionnaire and consultation booklet are available at the libraries in Tonbridge, the Gateway and the exhibition events.

The events are being held in accessible venues and all information can be accessed online or paper copies requested if required. The exhibition events offer the public the opportunity to talk to the designers and KCC officers face to face.

All of the promotional material includes details of how people can contact us via email and phone.

All promotional material and scheme information is written in Plain English and produced in a Word version for use with audio transcription software.

**Potential Impact**

Major construction works will have a temporary adverse impact on some groups as usual access and information will be disrupted. However, with minimal financial outlay, clear signage, staff training and information distributed about timescales for works; alternative routes and safer ways to access essential services, affected people from the protected groups can make informed choices.

Therefore the overall impact will affect the movement of people in the protected groups for a short time, with journeys potentially taking longer with diversions and temporary facilities in place.

When completed, access to train stations and facilities for cyclists at Tonbridge station will be much better and improve the user experience of travelling sustainably for work and pleasure.

Moving between sustainable modes of travel such as trains and buses will become easier and groups will have further options to make healthier choices to walk or cycle instead of using the private car due to improved and appropriate facilities in place. In turn this will strengthen communities, improve a sense of wellbeing and open up opportunities to explore more of the local area.

**Adverse Impact:**

The adverse effects of the schemes affecting the mobility of people in the protected groups are temporary and although they are likely to disrupt journeys for these groups, they should not stop journeys being made.
addition, any adverse impacts are far outweighed by the positive impact on mobility that will be seen once the schemes are completed and in use.

Once the schemes are complete, the adverse effects disappear for the majority of people in the protected groups (age, disability, gender etc.). The possible adverse effects on people’s mental health could take longer to disappear especially following the Tonbridge High Street works; however, with advance notice and information about the works publicised appropriately, the possible adverse effects can be minimised. The action plan sets out steps to mitigate against the possible temporary impact of the schemes being developed.

**Positive Impact:**
The positive impact from these schemes is wide ranging and will have long lasting effects on every user group in this assessment on some level.

The scheme will improve access to rail travel for older people, disabled people and young people specifically. As a consequence of this, the opportunities for employment and education for these people increase and the improved transport links will also help some people to work towards goals relating to health, social interaction and recreational activities. In turn this will strengthen communities, improve a sense of wellbeing and open up opportunities to explore more of the local area.

Increased confidence in using public transport will impact on the number of people choosing it over the private car and reduce congestion and CO2 pollution in the area. This will improve movement, especially through the West Kent District/Boroughs and make it a more attractive prospect for developers and visitors - boosting the economy and reducing the impact on the environment.

There will also be positive impacts on the economy to Tonbridge and Malling Borough – improved transport links and recreational facilities improve the standard of living and enhance the desirability of the area as a location for business, housing and recreational developments.

Improving cyclist access to the station will encourage older people, young people and disabled people to use bicycles for travel for their own learning, employment, recreational and health activities.

KCC cycle training can be advertised locally on completion of the scheme to encourage more people to use local cycle routes and the improved storage facilities.
JUDGEMENT

The schemes may have a temporary adverse effect on protected groups during the period of works but this can easily be mitigated against using the actions outlined in the assessment above with little or no residual impact. The benefits are long lasting and far outweigh the temporary negative aspects with a positive impact on the whole community, visitors to the area, the economy and the environment.

Option 1 – Screening Sufficient /NO
Justification:

Option 2 – Internal Action Required YES/
There is potential for adverse impact on particular groups and we have found scope to improve the proposal
(See Action Plan at the end of this document)

Option 3 – Full Impact Assessment YES/
Action Plan
The action plan will outline measures for mitigation as outlined in the assessment – see action plan

Monitoring and Review
Monthly meetings of the West Kent and Kent Thameside LSTF Working Groups with and written updates to this EQIA annually.

Sign Off

I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.

Senior Officer

Signed: 
Name: Kerry Prescott
Job Title: Transport Innovations Programme Manager Date: 25/06/16

DMT Member

Signed: 
Name: Tim Read
Job Title: Head of Transportation Date: 16/9/16

Updated 28/10/2016 14 KCC/EqIA2013/October
<table>
<thead>
<tr>
<th>Protected Characteristic</th>
<th>Issues identified</th>
<th>Action to be taken</th>
<th>Expected outcomes</th>
<th>Owner</th>
<th>Timescale</th>
<th>Cost implications</th>
</tr>
</thead>
</table>
| • Age                    | • Location of temporary cycle storage causing obstruction to walking routes for disabled and older pedestrians | • Temporary cycle parking facilities to be located after taking into account the walking routes used by older and disabled pedestrians  
• Notification of works to be publicised in advance to disabled groups – in include Kent Association for the Blind to notify both disabled cyclists and pedestrians of changes to the ‘landscape’ of the railway station and surrounding area  
• Notification of works to older people’s groups to include Age Concern | • Disabled and older cyclists are able to locate and use temporary cycle parking facilities  
• Disabled and older pedestrians are aware of changes to the landscape and can plan their route in advance | • Southeastern  
• KCC | • As required between April 2015 and March 2016 | • Within existing budget |
<p>| • Age                    | • Older and young people cannot access temporary bus stops and other temporary facilities during | • Risk assessment to be completed in advance of siting of temporary facilities | • Older and young people’s access to public transport is not disrupted | • Southeastern | • During planning stages of construction works | • Within existing budget |</p>
<table>
<thead>
<tr>
<th>periods of works</th>
<th>• Age</th>
<th>• Disabled people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction works affecting confidence of older and young people to complete independent travel resulting in detrimental effect on their health and wellbeing</td>
<td>Notification of major works publicised in advance, with estimated timescales for completion</td>
<td>Older and young people can continue to travel to essential services and appointments using public transport</td>
</tr>
<tr>
<td>Press release issued when works complete</td>
<td>KCC</td>
<td>In advance of construction works</td>
</tr>
<tr>
<td>Disabled people have difficulty accessing travel during periods of works</td>
<td>Consultation with relevant groups representing disabled people as projects progress</td>
<td>Disabled people’s views are taken into account</td>
</tr>
<tr>
<td>Advance notice of major works publicised in advance, with estimated timescales for completion</td>
<td>Disabled people can continue to travel to essential services and appointments using public transport</td>
<td>Southeastern</td>
</tr>
<tr>
<td>Risk assessment to be completed prior to placement of temporary facilities.</td>
<td>Older and young people’s access to public transport is not disrupted</td>
<td>KCC</td>
</tr>
<tr>
<td>Diversion routes kept clear and wide enough for wheelchairs and mobility scooters, using ramps where necessary</td>
<td>Disabled people’s views are taken into account</td>
<td>Southeastern</td>
</tr>
<tr>
<td></td>
<td>Disabled people</td>
<td>Southeastern</td>
</tr>
<tr>
<td></td>
<td>older and young people’s access to public transport is not disrupted</td>
<td>KCC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Southeastern</td>
</tr>
</tbody>
</table>

Updated 28/10/2016
### Age

- Construction works can be sprawling and noisy – causing confusion and anxiety for some disabled people

- Southeastern staff to complete Customer Experience training, which includes ‘hidden disabilities’

- Consultation with relevant groups representing disabled people as projects progress

- Advance notice of major works publicised in advance

- Construction staff to

### Disabled people

- Improved ability to help disabled customers

- Disabled people’s views are taken into account

- As above

- By March 2016

- Within existing budget

- When initial designs in place

- When advance notice of works is due to be publicised at each site

- Southeastern
- KCC
<table>
<thead>
<tr>
<th>Disabled people</th>
<th>Construction works can cause major obstructions on key walking routes and unexpected changes to the ‘landscape’ for Blind and partially sighted people</th>
<th>Consultation with relevant groups representing disabled people as projects progress</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Advance notice of major works publicised in advance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Risk assessment to be completed prior to placement of temporary facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Construction company to perform daily checks of alternative routes to ensure that no hazards have appeared eg localised flooding, wet leaf build up , ‘stray’ construction material, breakdown of temporary ramps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Disabled people’s views are taken into account</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Disabled people are able to navigate construction works and continue their onward journey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Southeastern KCC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Southeastern KCC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>When initial designs in place</td>
</tr>
<tr>
<td></td>
<td></td>
<td>During planning stages of construction works</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Within existing budget</td>
</tr>
</tbody>
</table>
During inclement weather checks may need to be continual eg high winds, heavy rain, snow etc.

**Disabled people**
- Shared space can present difficulties for blind and partially sighted people as boundaries can be unclear and cause confusion for guide dogs and people
- Consultation with relevant groups representing disabled people during design phase
- Reduced levels of shared space to be included in scheme
- Blind and partially sighted people’s views are taken into account
- Final design is sensitive to needs of blind and partially sighted people

**Disabled people**
- The location and flow of traffic can be misinterpreted in shared space adversely affecting the ability of blind and partially sighted people to negotiate the station
- Consultation with relevant groups representing disabled people during design phase.
- Reduced levels of shared space to be included in scheme
- Blind and partially sighted people’s views are taken into account
- Final design is sensitive to needs of blind and partially sighted people

**Age**
- People from the affected groups listed may feel unsafe using diversions away from usual walking or cycling routes or waiting in temporary
- Temporary facilities and diversions to incorporate lighting, and be in sight of CCTV where possible.
- People from affected groups feel confident using temporary facilities and diversion routes.

**Disabled people**
- During design stages of construction works
- Within existing budget

**Disabled people**
- During design stages of construction works
- Within existing budget

**Temporarily affected groups**
- People from the affected groups feel confident using temporary facilities and diversion routes.

<table>
<thead>
<tr>
<th><strong>People from the</strong></th>
<th><strong>Temporary facilities</strong></th>
<th><strong>People from</strong></th>
<th><strong>During planning</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>affected groups</strong></td>
<td><strong>and diversions to</strong></td>
<td><strong>affected groups</strong></td>
<td><strong>stages of</strong></td>
</tr>
<tr>
<td></td>
<td><strong>incorporate lighting,</strong></td>
<td></td>
<td><strong>construction</strong></td>
</tr>
<tr>
<td></td>
<td><strong>and be in sight of</strong></td>
<td></td>
<td><strong>works</strong></td>
</tr>
<tr>
<td></td>
<td><strong>CCTV where</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>possible.</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Disabled people**
- During design stages of construction works
- Within existing budget
<table>
<thead>
<tr>
<th>Safety and Inclusion Themes</th>
<th>Considerations</th>
<th>Mitigation Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sexual orientation</strong></td>
<td>Structures or adjacent to construction sites due to fear of crime.</td>
<td>Diversion routes to follow normal walking routes where possible</td>
</tr>
<tr>
<td><strong>Pregnancy and maternity</strong></td>
<td>People with English as a second language can access information about changes to interchange facilities and make arrangements to continue their onward travel without disruption.</td>
<td>Southeastern KCC</td>
</tr>
<tr>
<td><strong>Race</strong></td>
<td>Communication barriers</td>
<td>At all stages of the project</td>
</tr>
<tr>
<td><strong>Carer's responsibilities</strong></td>
<td>Planning for independent travel with client groups. Diversions and major construction works will impact on success of travel plan if works are not known about in advance.</td>
<td>When advance notice of works is due to be publicised at each site</td>
</tr>
<tr>
<td></td>
<td>Notification of major works publicised in advance, with estimated timescales for completion</td>
<td>Carers are able to facilitate independent travel plans for clients.</td>
</tr>
</tbody>
</table>