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Olympic Delivery Authority



Venue Transport Operations

Equality Impact Assessment



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MAYOR OF LONDON



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1. Introduction

The purpose of an Equality Impact Assessment (EqIA) is to collate and analyse the baseline evidence which exists in relation to the impact of the London 2012 Games.

This EqIA will provide detailed information about the likely impact upon equality target groups, which refer to groups of people that traditionally experience discrimination or disadvantage, these groups, are:

- **age:** Children, young people and older people (50+);
- **disabled people:** as defined by the Disability Discrimination Act (DDA), including sensory or mobility impairment; people with mental health needs, people with long term illnesses/conditions;
- **gender:** women, men and transgender people (who are often seen as a separate group). The focus is generally on women and transgender because of traditional discrimination; however, it is just as important to consider needs and issues which are faced by men;
- **race/ethnicity:** black, Asian and minority ethnic people (BAME), and includes Travellers and Gypsies, asylum seekers, and refugees;
- **sexual orientation/identity:** lesbians, gay men and bisexuals; and
- **religion and belief:** people of different religions and faiths including people who are atheists or agnostic.

Other people who traditionally experience exclusion or barriers to participation and can be excluded are:

- homeless people;
- unemployed people;
- people employed on a part-time, temporary or casual basis;

- lone parents;
- people with caring responsibilities;
- people with drug and alcohol problems;
- ex-offenders; and,
- people with unrelated convictions.

This EqIA assessment will:

- identify the issues which may cause disproportionate impacts to people in the equality and inclusion target groups;
- provide evidence of how these impacts have been addressed; and
- be developed into an action plan and framework to address issues going forward.

The EqIA contributes towards the Olympic Delivery Authority's (ODA) fulfilment of its statutory duties to promote race, gender and disability equality, by ensuring that identified positive impacts are promoted and celebrated; that any potential adverse impacts are identified and highlighted as issues which require action.

For more information about the ODA's EqIA Programme and projects please refer the ODA's Corporate EqIA available on the London 2012 website.

This Equality Impact Assessment (EqIA) of the London 2012 Transport – Venue Operations has sought to assess the likely impact of the programme of work on the equality target groups.

This EqIA is divided into two parts, background to the strategy; and section two, addresses the likely impacts, research and evidence. This will enable gaps in knowledge to be identified and where possible resolved.

The assessment will include baseline information, evidence and research which has been compiled in the following documents:

- Bid Book – commitment to provide the most accessible and inclusive Games ever
- Articles three and eight of the Human Rights Act 1998
- The Disability Discrimination Acts 2005 and 1995 (DDA1995/2005)

Hosting the London 2012 Games will be a major transport operation for London and the UK. More than half a million spectators could need transport on the busiest days of competition. They will be joined by the London 2012 workforce, which is estimated to have reached 100,000 people by 2012. In addition, some 50,000 Games Family members, such as athletes and officials, will need bespoke transport services during the Games. Some of those travelling to the Games will be disabled people who can only use public transport if it is accessible. Experience from previous Games suggests that 9% of spectators will have some difficulty negotiating stairs and escalators and 1% will be unable to use stairs or escalators at all.

2. Part A – Background

2.1 Description of the programme of work

In October 2007, the ODA published the first edition of its 'Transport Plan for the London 2012 Olympic and Paralympic Games'. The Transport Plan sets out the overarching strategy for delivering transport during the Games. One of the key aims within the Transport Plan is to provide accessible transport for everyone travelling to the Games. This develops the London 2012 bid commitment to 'deliver the most accessible Games ever'.

The five key Games transport objectives are to:

- provide safe, secure, inclusive, fast and reliable transport for the Games Family client groups;
- provide frequent, reliable, friendly, inclusive, accessible, environmentally friendly and simple transport for spectators and visitors from all around the UK and overseas;
- leave a positive legacy and to facilitate the regeneration of east London;
- keep London and the rest of the UK moving during the Games and make it a positive experience to host the Games; and
- achieve maximum value for money for every pound spent on transport.

2.2 Venue Transport Operations

The following elements are part of the scope which will be delivered within the Venue Transport Operations (VTO) project:

The physical areas that the Operations project covers include:

- all competition venues for the Olympic and Paralympic Games, including regional Football stadia (excluding road events)
- the area surrounding each venue that is influenced by VTO (this will vary by venue, but is likely to include all rail/bus stations serving the venue and pedestrian routes to the venue, venue specific park & ride sites and the area covered by the Local Area Traffic Management and Parking Plan serving the venue)

This in terms of clients includes:

- spectators;
- workforce;
- Olympic Family (facilitating their movements);
- Paralympic Family (facilitating their movements); and
- local businesses and residents (ensuring they can still operate and move about the area).

During the Olympic and Paralympic Games, this project will coordinate and manage a range of different transport operations serving each venue, including:

- Set down and pick up for park & ride bus operations;
- direct coach parking;
- temporary traffic management and parking controls around venues;
- taxi and private hire set down and pick up;
- local bus service alterations;
- rail station-to-venue shuttle bus operations;
- blue badge parking;
- cycle parking; and
- pedestrian movement between shuttle bus set down/pick up points and venues.

It is essential that all the different transport systems operating in the area surrounding each venue operate successfully without adversely impacting upon each other. The VTO will provide the integration to ensure that the different systems are properly aligned.

The VTO programme will ensure the continuity from strategic planning, through operational planning and stakeholder management to Games time operations.

The VTO project has responsibility for working with a wide range of stakeholders to deliver all aspects of spectator transport operations outside the secure perimeter of competition venues.

The active role of the ODA Transport Team and VTO Unit at Games-time will be to:

- implement the Venue Transport Operating Plan for the Olympic Games for the public domain area of influence around each competition venue;
- manage the transition of VTO between the end of the Olympics and the start of the Paralympics; and
- implement the Venue Transport Operating Plan for the Paralympic Games for the public domain area of influence around each competition venue.

This will require the VTO Unit to:

- Co-ordinate and manage the interfaces between the different transport stakeholders in the area serving the venue, ensuring that all transport activities are integrated to meet the objectives of all client groups and operate without adversely impacting on any other element of the operation;
- Monitor all transport operations outside the secure perimeter of the venues and pass relevant information to all necessary transport stakeholders serving the venue;
- Ensure that the Local Area Traffic Management and Parking Plan around each venue is implemented;
- Ensure that all temporary transport operations (e.g. venue-specific park & ride and shuttle buses between rail stations and the venue) are delivered in accordance with contract specification;
- Report any transport issues which are likely to have an impact wider than just one venue to the TCC;
- Ensure that any required changes to the VTO are made in response to prevailing circumstances during the Games, including the activation of contingency plans; and
- Liaise with the London Organising Committee of the Olympic Games (LOCOG) venue management team and adjust transport operations in the public domain to reflect changing circumstances.

2.3 Objectives of the programme of work

The ODA's mission is to 'deliver venues, facilities, infrastructure and transport for the London 2012 Olympic and Paralympic Games on time, to budget and to leave a lasting legacy'.

This mission incorporates three overarching themes, which are supported by six priority areas. The overarching themes are:

- **on cost** – working within the agreed budget;
- **on time** – working to an immovable deadline; and
- **fit-for-purpose** – ensuring design and construction quality meet Games and legacy specifications and deliver effective transport.

The ODA has six themes that underpin its mission to deliver venues, facilities, infrastructure and transport for the London 2012 Games on time, to budget and to leave a lasting legacy. The six priority areas that support these themes are:

- **Legacy** – providing infrastructure and viable venues and facilities that are retained after the Games for the benefit of local communities.
- **Sustainability** – the ODA aims to maximise the opportunities presented by its activity, while minimising adverse environmental, social and economic impact.
- **Equality and inclusion** – promoting equality and inclusion, involving local communities and promoting the creation of accessible environments and access to training and employment opportunities for all.
- **Health, safety and security** – maintaining the highest standards of safety and security during construction, operation and maintenance.
- **Design and accessibility** – creating venues and infrastructure fit for the world's greatest sporting events and their long-term use afterwards.

- **Employment and skills** – ensuring the Games give people in London and the UK access to new jobs and skills, and create a positive employment and economic legacy.

2.4 Programme outcomes

Summary of the transport programme

The transport strategy for the London 2012 Games has evolved over the past six years in response to the requirements of the International Olympic Committee (IOC), the different International Sports Federations, LOCOG and the key objectives developed by it, the ODA and their forerunners. Each of the following strands of the transport strategy has been adopted to meet one or more of the key transport objectives.

These are to:

- ensure that the athletes are the top priority;
- aim to achieve 100 per cent of ticketed spectators travelling to competition venues by public transport, walking or cycling;
- keep London and the UK moving during the Games;
- ensure that the Games are accessible from all parts of the UK;
- leave a lasting, positive legacy; and
- achieve maximum value for money.

The different activities within the remit of VTO will be delivered via a number of mechanisms. The method of delivery will vary for different venues – modes will include a combination of the following but will vary between venues according to what is most appropriate.

Transport Modes:

Shuttle Buses from stations

Shuttle bus services between rail stations and venues will be contracted by the ODA Transport Team.

Venue-specific Park & Ride Operations

Venue-specific park & ride operations will be contracted out to suitably qualified and experienced operators.

Temporary Traffic Management and Parking Restrictions around venues

The ODA Transport team will work with all relevant parties.

Blue Badge Parking

It is very likely that blue badge parking would be operated by those appointed to run one or more of the other elements of the transport operations for the venue.

Accessible Shuttle Bus Services

Discussions will be held on the need for specialist accessible shuttle bus services if required. This could be through either the local authority or private bus operators with suitably accessible vehicles.

Cycle Parking and Cycle Routes

Wherever possible, existing cycle parking will be utilised. At most venues, however, it is expected that temporary cycle parking will need to be provided.

Direct Coach Parking

For those venues requiring the provision of direct coach parking, the load zone and parking area will need to be marshalled.

Taxi Load Zones

Taxi load zones would need to be provided at most, if not all, venues. It is likely that most will need to be managed by ODA Transport Venue Operations staff, or staff contracted as part of a wider contract to provide VTO at that venue.

Pedestrian Access Routes

At some venues temporary trackway for pedestrian movement will need to be installed. This would be provided under contract to the ODA by a specialist provider, or subcontracted under a larger contract for the provision of venue transport services.

Spectator Car Parking

At some venues spectator car parking within walking distance of the venue will be provided.

River Services

ODA Transport team has a coordination role to work with any river service providers that may be used.

Temporary Signage to support VTO

Temporary signage will need to be installed, maintained and changed during the Games. This will be delivered via a mix of LOCOG signage and a specialist signage contractor (e.g. AA or RAC), potentially as part of a wider venue transport service provision contract.

2.5 Accessible Transport

The ODA remains committed to “deliver the most accessible Games ever” and the development and promoting of a philosophy of inclusion among London 2012 staff and transport delivery partners throughout the planning and operation of Games transport.

London 2012 is committed to helping everyone travel to the Games more easily. Planned access improvements are designed to benefit disabled people, elderly people, passengers with buggies or small children and those carrying luggage.

The Accessible Transport Strategy (ATS) launched in May 2008 outlined how accessible transport options would be provided for everyone travelling to the London 2012 Olympic and Paralympic Games. The Accessible Transport Strategy sits within the transport planning framework set out in the Olympic Transport Plan (OTP).

The Accessible Transport Plan (January 2010) builds upon the Strategy and provides further details of how the accessible journey options are to be addressed and details some of the work that has already been achieved.

There are four key areas that are being developed to deliver accessible transport during the Games. These are:

- making improvements to the public transport infrastructure;
- the delivery of a Games Network of Accessible Transport;
- making best use of existing accessible elements of public transport; and

- making best use of complementary transport modes, such as Community Transport and Dial-a-Ride.

Our delivery partners include:

- London Organising Committee of the Olympic and Paralympic Games (LOCOG)
- Transport for London (TfL);
- Highways Agency;
- Department for Transport (DfT);
- Network Rail;
- Train operating companies (TOCs);
- London & Continental Railways (LCR) including Union Railways (North);
- British Airports Authority (BAA); and
- Other transport providers, including London Boroughs, and local authorities and transport operators across the United Kingdom.

We are currently assessing the likely demand for, and capacity of, accessible transport to all venues. Up until now this study has concentrated on the venues in the Olympic Park, but we have also started to assess transport to other venues inside and outside London. This work will conclude by the end of 2010.

Some spectators requiring accessible transport will start their journeys from locations across the UK. However, we estimate that the majority of spectators will travel from within London on the day of their event. Further work is planned to assess the distribution of wheelchair users' journey origins to venues across the UK.

In 2006, we carried out a preliminary piece of work to assess the expected demand by wheelchair users on the Docklands Light Railway, the Jubilee Line and heavy rail services to the Olympic Park. The results of this initial work showed that we need to encourage disabled spectators to maximise the use of wheelchair spaces across all modes of transport during the Games. Most wheelchair users require a dedicated space on trains and buses. Therefore, we needed to ensure that wheelchair space capacity could meet demand through a more detailed study.

It has been identified that a wide range of transport options need to be accessible for disabled throughout the time of the Games to ensure they can travel safely, with confidence and

independently. The Games Network of Accessible Transport will facilitate this by highlighting the wide range of accessible journey options available across different modes of transport.

The development of the Accessible Transport Strategy into the Accessible Transport Plan looks to identify the deliverables that need to be met to ensure a network of accessible transport can be achieved. Accessible transport strategy will be developed for each venue as the transport planning and operations are identified for each venue.

2.6 Delivery of ODA Priority Themes

The London 2012 vision is to use the power of the Games to inspire change. This is the vision that will define the venues that are built, the Games that are staged and the legacy of the Games.

The values which underpin this vision are

- to achieve our vision we must be inspirational;
- to do this we must be open and respectful;
- only by working as a team;
- can we deliver something truly distinctive.

The ODA priority themes

As stated in the ODA Corporate EqIA the ODA's primary role is to ensure the venues and infrastructure for the London 2012 Games are delivered on time, to budget and are fit for purpose. This role and the London 2012 vision and values are underpinned by six priority themes.

Equality and inclusion

The momentum provided by the Games can have a significant impact on reducing historic and long-standing inequalities. We want the economic and social benefits of the regeneration of the Olympic Transport Plan to have a positive impact on local communities and different parts of the UK.

We are achieving this by ensuring our procurement process is transparent, fair and open to a wider range of diverse suppliers. Our recruiting and management of employees is fair, and help

to promote equality to all and eliminate discrimination in the workplace. We are working with partner organisations to encourage women, black, Asian and minority ethnic people, and disabled people, to train and apply for jobs across the transport sectors for both the ODA and our delivery partners.

What we build for 2012 and beyond will be inclusive for people of all cultures, faiths and ages, and fully accessible to disabled people with a wide range of impairments. We will also provide an accessible transport network that will give everyone the opportunity to enjoy the Games, as well as leave a lasting legacy for equality and inclusion. We recognise the diversity of the population of the UK and are committed to realising the advantages of this diversity in delivering our programme. We are already engaging with and involving the local communities to help us deliver the most accessible and inclusive Games.

A wide range of people and organisations were involved in the development of the first edition of the Accessible Transport Plan. Further consultation, including community and public consultation, will be carried out by the ODA and its delivery partners in the lead up to the Games during the detailed planning stages and implementation of projects.

A number of groups have been established to consult on transport issues across all modes. Some of these groups include:

- Borough Transport Forum – This forum of London borough transport officers has been established by the ODA, working in partnership with London Councils. It is a working group that informs, advises and assists those London boroughs in which Games venues are located, through which the Olympic Route Network (ORN) will run on borough roads and through which road events, such as the Marathon, will pass. The ODA is also working with local authorities outside London, either individually or in groups, as the transport plans to serve all venues are developed.
- Transport Security Steering Group – This group, supported by a Transport security working group and modal sub-groups, oversees the delivery of the transport security project within the Home Office-led Olympic and Paralympic safety and security programme.
- Accessible Transport Panel – This panel includes individuals with specialist technical and practical expertise in accessible transport issues. The panel provides technical advice to the ODA. The chair of the panel is a member of the ODA's wider Access and Inclusion Forum, which is used to coordinate the activities of all the related access panels within the ODA.

- Transport Sustainability Forum – This forum brings together organisations that will play a part in ensuring that sustainability issues are fully considered during the planning and implementation phases. It comprises a range of transport delivery partners and other stakeholders.

Employment and Skills

The ODA Transport Team aims to ensure that all the processes used to recruit and manage employees working to build the venues, infrastructure and transport (including employees working within the supply chain) are demonstrably fair and offer equal opportunities to all.

We will work with partners to encourage women, black, Asian and minority ethnic (BAME) and disabled people to train for professions and apply for jobs where they have traditionally been under-represented. We wish to be a model of good practice in equality and inclusion as an employer ourselves, along with our delivery partner.

We will ensure:

- demonstrably fair recruitment processes operating at all levels of the supply chain; a fair proportion of BAME people employed in building the venues, infrastructure and transport required for the London 2012 Games; and
- a visible contribution towards tackling occupational gender segregation in transport, construction and allied areas.

Any appointments will ensure people from different disciplines are brought together at the appropriate stage working alongside the relevant project teams. The majority of appointments across a wide range of transport modes are likely to be directly with delivery partners.

The transport delivery partners currently include:

- TfL;
- Highways Agency;
- DfT;
- Network Rail;
- Train Operating Companies (TOCs);
- London & Continental Railways (LCR) including HS1 Limited; and
- other transport providers, including London boroughs and local authorities and transport operators across the UK.

Design and accessibility

Inclusive design is at the heart of our design process, and has been since the project began. New transport services, sporting venues and supporting facilities will be accessible to people with a wide range of disabilities both during and after the Games. We want to set an excellent standard of accessibility for disabled people, older people and families with children, which will set a benchmark and act as an inspiration to others.

The ODA will work with delivery partners to identify opportunities in the area of accessible transport, ensuring that the ODA acts as a good public by working with our delivery partners on developing project briefs that inspire excellence. The ODA is working towards applying procurement methods that promote design quality and ensuring that value-for-money can be delivered on time

The aspirations which underpin the London 2012 Olympic and Paralympic Games will place the UK at centre stage in a global demonstration of urban design, architectural and engineering quality, visionary planning, cultural diversity and collaboration. London 2012 and its legacy will help celebrate London's status as a global city.

There are opportunities across the transport network to showcase our achievements drawn from the UK's diverse population and from around the world.

Health, safety and security

The health and safety of everyone involved in the delivery of the ODA's Transport projects or affected by them is a key concern. The ODA is established as a best-practice organisation, fully compliant with applicable UK and European legislation and standards, and continually improving. We are integrating health and safety considerations into all the ODA programmes and projects including transport planning, design and construction operation.

Sustainability

London's bid to host the 2012 Games included a vision of how the Games would contribute to the sustainable revitalisation and regeneration of east London. The importance of providing a high-quality, low-carbon and accessible transport system was also recognised as an intrinsic element of this vision during and after the Games. Therefore, delivery of the Games specific transport infrastructure and operations is a significant component of the sustainability vision for the Games and beyond.

The London bid for the 2012 Games presented the concept of 'Towards a One Planet Olympics'. This was derived from the WWF/BioRegional concept of One Planet Living®1, which encapsulates the world's environmental challenges in stark terms: if everybody in the world lived the same lifestyle as the average person in the UK, three planets' worth of resources would be needed to support this lifestyle. The Games present an opportunity to demonstrate how lifestyle changes can lessen the demand on available resources.

The London 2012 Sustainability Policy was published in July 2006. It set out five key themes to realise the sustainability vision. These were:

- Climate change
- Waste
- Biodiversity
- Inclusion
- Healthy Living

The London2012 Sustainability Plan, Towards a One Planet 2012 (published in November 2007), provides the strategic framework and commitments to deliver sustainability under each of these main themes. A revised Plan was published in December 2009.

With respect to the planning and delivery of transport infrastructure and operations, London 2012 has developed its approach to sustainability by focusing on key aspects where transport might have a significant impact and thus allocating funds in the most effective and efficient manner.

These themes are:

- climate change (CO₂) and other greenhouse gas (GHG) emissions;
- accessibility and inclusion; and
- healthy living.

Sustainability Principles

During the planning of Games transport the following sustainability principles have been adopted. London 2012 will make best use of existing transport infrastructure. New infrastructure will only be built where it is absolutely necessary, provides a legacy benefit, or where it was

already planned to be built. Temporary arrangements will be used where there is no obvious legacy benefit from permanent infrastructure.

The transport strategy for the Games includes a commitment to maximise the use of public transport travel modes for spectators and workforce. There will be no public car parking at any competition venue except for some Blue Badge parking. Ticket holders will be entitled to free travel within the Greater London area on the day of their ticket.

Legacy

A key objective for the ODA, set out in the first edition of the Olympic Transport Plan, is to, in effect; lead the regeneration of east London through massive permanent investment in public transport.

At the same time the ODA is sponsoring and specifying step changes in other ways of travelling by raising the profile of the UK coach industry and integrating transport ticket-purchasing and travel communications with customers on a significant scale. The delivery of the Transport Plan during the 2012 Games will showcase the integration of hard and soft transport technologies on an unprecedented scale.

Legacy continues to be an important factor in all of the ODA's decisions as the Transport Plan is being implemented. The London 2012 transport infrastructure enhancements will be delivered and used before the Games and will remain long after 2012 to provide a lasting benefit.

At some locations, in particular to serve some venues, temporary transport facilities and services will be put in place to assist in the delivery of transport services during part of the summer of 2012. These transport facilities and services will be used where they represent better value for money than permanent facilities.

The ODA is providing physical infrastructure legacy benefits in three ways. Firstly, it is enhancing some transport projects such as co-funding part of a new fleet of trains for the Docklands Light Railway. Secondly, it is enabling some projects to be started and finished before 2012 that would not otherwise materialise until some time after that date, for example, the Lee Valley Line capacity enhancement. Thirdly, it is directly managing and delivering transport projects, such as the Stratford Regional Station upgrade project.

2.7 Measuring the impact

To fully understand the impacts ODA corporate undertook an initial assessment and policy review which is available on the EqIA pages of the London 2012 website.

2.8 Key findings

The key findings of the baseline review are presented under the equality strands with additional socio-economic categories which help identify and convey the diverse population's characteristics thoroughly. Combined with the equality & inclusion group information this baseline review shows the importance of the ODA programmers addressing some of the key spatial issues as an integrated process.

The current and future needs of these groups should be considered as part of the design of transport facilities relating to the London 2012 Games.

Age

Young people: A quarter of the current five Host Boroughs population is aged between 0 and 16. As the legacy plans emerge, young people will be using the facilities and becoming economically active within the area. The public realm can also often be particularly inaccessible to disabled children.

Older people: There will be an increasing percentage of the older population from BAME backgrounds – a rise of 12 to 23 per cent is expected by 2021¹.

Many older people live alone and experience isolation. Their safety and security can be a real concern, both at home and in public and open spaces, preventing them from leaving the house or feeling safe within it.

Convenient, cheap, safe and reliable public transport is a priority for older people alongside the provision of specialist transport services such as dial-a-ride and community transport schemes

¹ GLA, 2007d

Although there have been dramatic improvements in recent years, there are still concerns relating to crime, safety and vulnerability particularly in relation to street crime and road accidents. Fear of 'stranger danger' means that children are often prevented from going out and enjoying the public realm. Children from disadvantaged areas are also more likely to be killed or injured on roads near their homes.

Improvements to the physical transport infrastructure and the increased availability of an accessible transport network will have benefits for older people, children and families alike giving them the opportunity to travel with greater safety, independence and confidence.

Each Venue Operation Plan will consider the needs of all clients groups and all ages when managing and co-ordinating the interfaces of different transport stakeholders to ensure that all the services that are delivered are as inclusive and accessible as possible to all users of all ages.

A wide range of Venue Transport travel options available to cover a wide age range for both the spectator and workforce needs. For example cycle parking will be provided for families and there will be parking provided for blue badge holders.

Disabled people

Attention should therefore be given to the inclusive and accessibility design of the transport services.

Disabled people have higher rates of unemployment and lower incomes than other groups on average, this may be compounded by multiple barriers associated with gender, race or sexual orientation for example disabled women, BAME disabled people or Lesbian, Gay and Transgender (LGB&T) disabled people.

Towards Joined-up Lives is a social-model based, qualitative research study commissioned by the GLA and launched at Disability Capital 2006. It is about the experiences of disabled Londoners in housing, post-16 education, and employment. It revealed the following:

Disabled people are twice as likely to experience worklessness as non-disabled people, they are more likely to live in unsuitable or inaccessible housing without essential amenities, and have difficulty using many public transport facilities with ease. Deaf people are four times more likely to be unemployed than hearing people.

While significant improvements in public transport have been made, there are still some inaccessible environments that present barriers to mobility. Provision of blue badge parking is crucial for those people who have to rely on private cars.

People with learning disabilities can often feel excluded and find the use of transport particularly challenging. Finding accessible information can be difficult and hard to understand. The lack of available staff to assist when travelling on the network can also make the journey experience hard to cope with.

The London2012 Games is a catalyst and opportunity to improve facilities and services across the transport network for disabled people. The improvements implemented during Games time in infrastructure, service and information can have widespread legacy benefits for disabled people.

The improvements will enable disabled people to consider alternative means of travel from the private car such as public transport, walking and cycling in turn giving greater availability to employment, housing and leisure opportunities.

Each venue will have a wide range of travel options available to spectators with a wide range of disabilities. Venues will look to provide transport that are inclusive and accessible and wherever possible provide a seamless route.

For wheelchair users and people with mobility difficulties blue badge parking will be provided as close as possible to each venue with bus shuttle services available when appropriate. Pedestrian routes to the venue will be as accessible as possible, allowing for the specific constraints that may exist with a particular venue. Information will be readily available about the accessible transport options in a wide range of formats prior to the events to enable disabled people to plan their journey with confidence.

The ODA's Transport VTO will work closely with the Local Traffic Management and Parking Plan to minimise the impact upon disabled people within the vicinity of specific venues.

Gender

The focus is generally on women and transgender because of traditional discrimination; however, it is just as important to consider needs and issues which are faced by men;

The London Area Transport Survey (LATS) 2001 shows that women make 24% of their journeys by public transport, 15% more trips than men, due to a higher number of walking and bus trips. However, although these figures confirm already heavy use of public transport by

women, the barriers they face mean that, increasingly, women are more prepared to turn to the private car to meet their specific transport needs.

It is accepted that there are recognisable differences between women's transport requirements and experiences opposed to those of men given the type and complexity of the trips they make and that it is important that these differences are considered. However, it is essential not to run the risk of 'stereotyping' as issues faced by women will vary from individual to individual and from trip to trip and can equally affect men. Many improvements to meet women's transport needs may also have many positive benefits for other target groups.

According to Transport for London's 'Women's Action Plan 2004' factors contributing to the restraint on women's travel choices include:

- personal security and perception of risk;
- access to the car;
- family responsibilities; and
- employment.

Safety is a key issue and the transport environment can often feel threatening for women. Providing a Venue Transport Operations plan that provides good lighting, wayfinding and signage will help to provide a safe environment where people will feel safe moving around the facilities.

When recruiting, the ODA Transport team will try and to ensure that women/ lone parents can take up the advantages of employment opportunities created by the employment and skills programme. As all the ODA projects and programmes develop, the ODA Transport team will consider what positive action can be taken to minimise gender segregation in employment opportunities in construction for women.

Race / Ethnicity

Race and ethnicity includes black, Asian and minority ethnic people (BAME), and also includes Travelers and Gypsies, asylum seekers, and refugees.

Some BAMEs have socio-economic characteristics differ from the UK and London averages. These characteristics include larger families, leading to a requirement for larger family sized homes, associated amenity and play space for children and access to appropriate social infrastructure services such as health and child care.

Some BAME groups earn less than the national and London averages. There are recognised barriers to employment for these groups, which need to be provided with suitable opportunities in education (baseline statistics show that certain BAME groups have low education attainment levels) and employment. Inclusion of BAME groups is a pertinent issue as the baseline statistics shown that certain BAME groups, despite being university graduates, have unemployment rates, which are double those of white counterparts.²

In the UK nearly eight per cent of the population is from minority ethnic groups, compared to almost a third (29 %) of London's population, and four in ten (42 %) of the population of the five Host Boroughs. The population in the area within the five Host Boroughs, the area surrounding the Olympic Park, is one of the most diverse in the UK.

The VTO plans will acknowledge and identify diverse needs, including the issues of concern to various minority ethnicity groups. A key concern is to create an environment that feels safe and accessible to all users. Inclusive and integrated route and providing a VTO plan that provides good lighting, wayfinding and signage will help to provide a safe transport environment where people will feel safe moving around.

It is important that the legacy design of the transport facilities considers these factors by assisting in the provision of services aimed at addressing these issues.

Sexual Orientation/ Identity

It is likely that the needs of lesbians, gay men, and bisexual people are being overlooked by public bodies¹⁰ due to little research on the needs of these groups and because little data has been collected on the outcomes and impacts of services on these groups. This makes it difficult for public bodies to assess the needs and provide appropriate services to these groups.

The issues of lesbians, gay men and bisexuals are thought to relate largely to safety. Inclusive and integrated routes from transport interchanges and stations will help with this concern. Providing a VTO plan that provides good lighting, wayfinding and signage will help to provide a safe transport environment where people will feel safe moving around.

Religion and Belief

Religion, faith and belief groups' issues and needs are not well covered in studies or statistics. As there is a gap in the baseline evidence, the issues, needs and views of faith groups will be established through target group consultations. The VTO Team will work closely with delivery

² ODA, 2007d

partners and key stakeholders to better understand the considerations which need to be given in order for faith groups to achieve equality in the ODA Transport delivery plan.

3. Part B – Evidence and research

A major consultation and involvement exercise was carried out during the preparation of the first edition of the Transport Plan. Throughout this consultation, we received some excellent feedback about how to best provide accessible transport that has been incorporated into the Accessible Transport Plan.

3.1 Consultation and engagement

Through the Olympic Transport Plan, the ODA Transport team has followed the Code of Practice on Consultation. The Six Consultation Criteria:

- Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
- Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses.
- Ensure that your consultation is clear, concise and widely accessible.
- Give feedback regarding the responses received and how the consultation process influenced the policy.
- Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
- Ensure your consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.

Before the Olympic Transport Plan is revised, incorporating the Venue Operation Plans, the London Olympic Games and Paralympic Games Act 2006. The Act required the ODA Transport Team to consult with the:

- Secretary of State;
- Mayor of London;
- London Organising Committee of the Olympic Games and Paralympic Games Limited;
- Commissioner of the Police of the Metropolis;
- Commissioner of Police of the City of London;
- Chief Constable of the British Transport Police Force;
- Association of Chief Police Officers;
- Office of Rail Regulation;

- Transport for London;
- a local highway authority, local traffic authority or street authority for a road in England which the ODA thinks is likely to be affected by the implementation of the plan; and
- such other persons as the ODA thinks appropriate.

In addition to the consultees specified in the Act, the ODA is also consulting those organisations that will be implementing the Transport Plan, and those whose remit includes matters to be addressed by the Transport Plan.

Through this consultation the ODA seeks to:

- explain the scope of the Transport Plan by describing the transport responsibilities of LOCOG, the ODA and the transport delivery partners, while also identifying the transport constraints and opportunities;
- communicate the transport planning process and who is responsible for each element;
- describe and obtain feedback on the planned approach; and
- encourage challenge in order to improve the Transport Plan.

Widespread consultation and engagement has been carried out throughout the development of the Accessible Transport Strategy and Accessible Transport Plan.

Consultation for the Accessible Transport Strategy was with the main delivery partners and key stakeholders through the Accessible Transport Panel which has representatives from our main delivery partners.

The ODA Transport team attended local meetings (for example, the Tower Hamlets Access Group); and have also:

- been to regional conferences and national events to discuss London 2012 plans for transport during the Games and to seek the views of disabled people;
- given presentations at many local access groups;
- liaised with council access officers, including Weymouth and Portland Borough Council and the ODA's Borough Transport Forum;
- presented at the London Access Forum, RADAR's regional assembly, a GLA seminar for Deaf and Disabled Londoners, and held workshops at Disability Capital 2007 and 2009; and
- hosted a tour of the Olympic Park site for members of the Disabled Persons Transport Advisory Committee (DPTAC) Olympic Games Working Party.

We have also held meetings with other transport providers, such as Transport for London Independent Disability Advisory Group, South West Trains, Dial-a-Ride and the Community Transport Association.

3.2 Involving disabled people

Access and Inclusion Forum and Accessible Transport Panel works with a wide range of disabled people through our delivery partners and key stakeholders.

London 2012 has established its own mechanisms for engaging with disability stakeholders and key transport partners. The Access and Inclusion Forum brings together organisations of disabled people from the five Host Boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest and Greenwich), some national bodies and impairment-specific organisations.

The role of the forum members is to share knowledge and experience with London 2012. The members of the forum have been involved in the development of this accessible transport strategy.

We also work closely with colleagues from a wide range of transport providers and in May 2007 we established the Accessible Transport Panel. Membership of the panel is drawn from accessible transport providers and includes London Underground, TfL and the Association of Train Operating Companies. It also includes policy advisers, such as the Disabled Persons Transport Advisory Committee and Transport for London's Independent Disability Advisory Group

London 2012 also works with existing networks of disabled people of all impairments and uses a wide range of media to communicate specific transport-focussed information. The London Organising Committee for the Olympic and Paralympic Games (LOCOG) have been involved in the creation and development of the Accessible Transport Strategy. The ODA works in close partnership with LOCOG to ensure that an accessible transport strategy can be identified for each venue.

3.3 Engagement opportunities

Engagement activities

The ODA acknowledges the value of partnership and the input of delivery partners in developing different elements of accessible transport for the London 2012 Games.

There are many equality and inclusion improvements being planned by the ODA's transport delivery partners, which are already underway. Much of the ODA's work will tie in with these existing schemes.

Through the Accessible Transport Panel the ODA has met regularly with key stakeholders and delivery partners including:

- LOCOG
- Association of Train Operating Companies
- DfT's Disabled Persons Transport Advisory Committee
- Transport for London
- Public Carriage Office
- Community Transport Association

The ODA also continues to work in close partnership with LOCOG and the London Development Agency (LDA).

The ODA will also continue the programme of community engagement with the appropriate stakeholders as workstreams evolve and develop across the various transport modes.

Regular forums and meetings on accessible transport have been set up with key accessibility stakeholders, transport operators and delivery partners, and will continue until the Games as plans progress.

3.4 Research and evidence

The context and evidence within this initial assessment has been drawn from the following baseline data, evidence and research:

- Olympic Delivery Authority Transport Plan 2007 & Consultation Draft 2009
- Code of Practice on Consultation - The Six Consultation Criteria
- Olympic and Paralympic Park Development Initial and Full EqIA 2008 (OPD EqIA)

- Olympic Park Development EqlA: Focus Group Proceedings report April 2008 (OPD FGP)
- Access for All Framework: for the Olympic and Paralympic Games and the post Olympic legacy development in the Lower Lee Valley July 2005 (AAF)
- LDA London 2012 Olympic and Paralympic Games EqlA January 2008 (LDA OPG EqlA)
- The Big Build Structures Milestones to July 2010 (July 2009)
- London 2012 Sustainability Policy
- Olympic Delivery Authority Accessible Transport Plan January 2010
- Olympic Delivery Authority Accessible Transport Strategy May 2008
- Olympic Delivery Authority Equality and Diversity Strategy July 2007
- The London Plan: The Mayor's Spatial Development Strategy for Greater London.
- Transport for London's revised Disability and Deaf Equality Scheme (DES).

The following documents give a clear indication of the value and need for providing an accessible and inclusive transport environment that recognises the needs of all users – spectators, workforce and athletes:

Building Regulations 2000, Part M 2004 & BS 8300:2001 'The design of buildings and their approaches to meet the needs of disabled people'

The building regulations and building standards have both recognised the value in going beyond recognising the needs of just disabled people but started to have a more holistic approach and recognised the benefit and value that building an accessible environment could have for others in the community. The Inclusive Design Strategy and Standards take this a stage further by looking to recognise and specific issues around the diversity of the population and the need to provide outstanding sporting facilities.

Code of Practice, Rights of Access: Services to the public, public authority functions, private clubs and premises, Disability Rights Commission 2006;

The Code of Practice uses the same principles that apply to the DDA as to goods, facilities and services and extents that remit. From the ODA perspective through the Inclusive Design Standards it means all areas of the built environment must be considered and designed to be accessible whenever practicably possible.

The Disability Discrimination Acts 2005 and 1995 (DDA1995/2005)

The aim of the DDA Acts was to ensure public service providers and designers do not discriminate against disabled people. The DDA requires service providers to 'take reasonable

steps to remove alter or provide a reasonable means of avoiding a physical feature of their premises, which makes it unreasonably difficult or impossible for disabled people to use their services. It also requires public authorities to promote disability equality including planning and service delivery.

Access for Disabled People, Sport England 2002

Provides advice and guidance for the facilities required by competitors at sports grounds. Together with the discussions held with current participating athletes the Inclusive Design Standards were able to define address the needs of both elite athletes and the community.

Inclusive Mobility, DfT, 2002

The Inclusive Design Standards have taken on the learning gained from Inclusive Mobility to gain a better understanding of how people use and move in a pedestrian environment.

Accessible Stadia, FLA 2003

Acknowledges the importance of providing a stadium environment that works for everyone. The Inclusive Design Standards look to move beyond these minimum requirements in the acknowledgement of the specific profile of the expected audience.

BS 5588 Part 8 Fire Precautions in the Design and Construction of Buildings: Means of Escape for Disabled People, 1999

Provides guidance for the safe evacuation of disabled people as identified in the Inclusive Design Standards.

The following are also used as reference and guidance in forming the Inclusive Design Strategy and Standards:

The Guide to Safety at Sports Grounds 'The Green Guide' DCMS 1997
The Event Safety Guide, 'The Purple Guide', HSE 1999

3.5 Socio-economic baseline review summary

A wide range of different people will require transport to and from Games venues. These people can be described in three broad categories. These are:

- the Games Family, including athletes and team officials, technical officials, accredited media and members of the International Olympic Committee and the International Paralympic Committee;
- spectators; and
- workforce, including paid staff, contractors and volunteers.

Some members of each of these three key client groups will need accessible transport.

The ODA Transport VTO Unit will be working together with delivery partners and key stakeholders, including representation across the broad categories, the development of the Venue Operations Plan to ensure that the different activities are delivered giving full consideration to the ODA Priority Themes and equality target groups.

4. Action plan

Status key:

Green – on track for delivery

Amber – challenging timescale or status not known

Red – unlikely to be delivered

Positive impacts and negative impacts identified	Equality target group affected (please specify)	Mitigation of adverse impact (recommended action) or Promotion of positive impact	Resources (time, budget, personal) committed / required to mitigate or promote impacts	Responsible person Date due to be completed / reviewed	Status
Cost of travel for young and older people and low income groups. Fares are often costly and difficult to understand	Young people Unemployed people Low income people Older people	Travel plans that are fair and equitable.	Issue being discussed with both the venue management teams and our delivery partners across the transport network	Transport Planning Team in conjunction with LOGOG and deliver partners	Green
Barriers to travel for disabled people. Specific concerns include physical infrastructure that is inaccessible and lack of consistent accurate information	Wheelchair users People with mobility difficulties Visually impaired people Women	A comprehensive journey planner in a range of accessible formats that enable the selecting of a route appropriate to an individuals particular needs as stated in the Accessible Transport Strategy and developed as a deliverable through the	Being developed by the Accessible Transport Manager in conjunction with ODA delivery partners as part of the Accessible Transport Plan. Feasibility studies being undertaken with delivery partners to see how access improvements can be	Accessible Transport Manager in conjunction with delivery partners	Green

Positive impacts and negative impacts identified	Equality target group affected (please specify)	Mitigation of adverse impact (recommended action) or Promotion of positive impact	Resources (time, budget, personal) committed / required to mitigate or promote impacts	Responsible person Date due to be completed / reviewed	Status
		Accessible Transport Plan	made across the transport network.		
Challenges and difficulties in understanding how to navigate the transport network	People with learning difficulties Race/ethnicity	A comprehensive journey planner in a range of accessible formats that enable the selecting of a route appropriate to an individual's particular needs. This will ensure the most appropriate route to a venue. Additional staffing resources will be provided at venues and other key transport locations to offer advice, guidance and assistance	Being developed by the Accessible Transport Manager in conjunction with VTO Managers. ODA will also work with delivery partners as part of the Accessible Transport Plan	Accessible Transport Manager in conjunction with venues and delivery partners	Green
Concerns with safety on using the transport network	Race/ethnicity Women Gender Young people Older people	Looking to provide and encourage the use of integrated services and facilities within the VTO and on the wider transport network during Games time	Working with venue management and delivery partners across all modes of transport to ensure the accessible transport services can provide spectators with confidence on the network	Accessible Transport Manager in conjunction venue management and with delivery partners	Green
Language and communication difficulties	Disabled people Race/ethnicity	VTO will be communicated in a wide range of formats to spectators, the workforce, the Games family and athletes.	Working with delivery partners across all modes of transport to ensure the accessible transport services can provide	Accessible Transport Manager in conjunction	Green

Positive impacts and negative impacts identified	Equality target group affected (please specify)	Mitigation of adverse impact (recommended action) or Promotion of positive impact	Resources (time, budget, personal) committed / required to mitigate or promote impacts	Responsible person Date due to be completed / reviewed	Status
		Communication issues will be worked on with our delivery partners through training and customer service programmes	spectators with confidence on the network	with delivery partners	