
Summary

A summary of London TravelWatch's Interchange Matters seminar on Accessibility

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Present

Members

Arthur Leathley (Chair)
Jackie Ballard
Alan Benson

Guests

John McGeachy	Age UK
Lydia Morley	City of London Corporation
Tom Parker	City of London Corporation
David Bonnett	David Bonnett Associates
Elisenda Rifé	David Bonnett Associates
Francois van Staden	David Bonnett Associates
Rupert Furness	Department for Transport
Chris Price	Disabled Persons Transport Advisory Committee
Hazel Spresser	Eurostar (UK) Ltd
Libby Kemp	Former London TravelWatch Board Member
David Stronell	Gatwick Express
Andrew Sidgwick	Govia Thameslink Railway
Tom Law	Great Western Railway
Rebecca Richardson	Greater Anglia
Francesca Caine	Hadley Wood Rail User Group
Gillian Henley	Hadley Wood Rail User Group
Carolina Delgado	HS2
Diana Hare	HS2

Arthur Breens	Kingsdown Residents Association
Caroline Pidgeon AM	London Assembly
Grace Pollard	London Assembly
Rogan Keown	London Borough of Redbridge
Gavin Wicks	London City Airport
Michael Diamond	London Living Streets
Leo Capella	National Autistic Society
Jodie Williams	National Express
Nicole Cohen-Wray	Network Rail
Norrie Courts	Network Rail
Sophie Gildersleve	Network Rail
Peter Hurst	Network Rail
Richard Joslin	Network Rail
Connor Lempriere	Network Rail
James Natrass	Network Rail
Marcus Clements	Office of Rail and Road
Ann Bates	PassePartout Training Ltd
Dominic Lund - Conlon	Rail Delivery Group
Roger Blake	Rail Future
Bill Majrowski	RNIB
Karishma Shah	RNIB
Michael Adlington	South Western Railway
Sarah Crozier	South Western Railway
David Peerman	South Western Railway
Justin Ryan	Southeastern
Anthony Smith	Transport Focus
Kirsty Hoyle	Transport for All
Mark Evers	Transport for London
Alison Gibbs	Transport for London
Daniel Gierhart	Transport for London
Peter Herridge	Transport for London
Ed Morris	Transport for London
Simone West	Transport for London
Mike Walter	Transportation Professional
Secretariat	
Susan James	Casework Manager
Mike Brown	Caseworker
Mags Croucher	Caseworker
Joanna Simons	Chief Executive
Luke Muskett	Committee and Public Liaison Officer
Gytha Chinweze	Governance Officer
Richard Freeston-Clough	Operations and Communications Manager
David Rose	Operations Support Assistant
Keletha Barrett	Policy Officer
Safia Haffejee	Policy Officer
Trevor Rosenberg	Policy Officer
Vincent Stops	Senior Policy Officer

1 Introduction by Arthur Leathley, Chair of London TravelWatch

Arthur Leathley, Chair of London TravelWatch, welcomed those present to the meeting and made the standard safety announcements.

Mr Leathley explained that London TravelWatch had long campaigned to improve accessibility for passengers and over time have had a number of successes. Increasing the number of step-free stations was really important to the organisation, and they had helped secure step-free access at places like Elmers End, South Woodford, Buckhurst Hill, East Dulwich, Dagenham Dock, West Norwood and most recently Chessington South. The current focus was on trying to get step-free access to Central line platforms at Bank station, which would be of major benefit to people.

He remarked that London TravelWatch was pleased that TfL and the City of London adopted a zero tolerance approach to pavement obstructions, which a number of disabled groups had said was a serious problem for them. London TravelWatch would continue to work with London boroughs to convince them that it was the right approach.

Mr Leathley said another area the organisation was targeting was increasing the number of accessible bus stops, which now stood at 95% across the capital and only a few years ago was around 40%. To further improve access to bus services for everyone London TravelWatch was now focusing its efforts on 'Hail and Ride' routes, and would be publishing a report on the topic hopefully in September.

2 The Government's Inclusive Transport Strategy – where are we now? Rupert Furness, Deputy Director, Active and Accessible Travel at the Department for Transport

Mr Furness stated that it was nearly one year exactly since the Inclusive Transport Strategy was published – a good time to reflect on progress with implementation. He said that overall the UK was in a good place on inclusive transport and the amount of ministerial attention that was being given to the area was now considerable.

He remarked that it had taken some time to get the strategy published. This was not necessarily a bad thing as it had allowed them time to get things right by extensively engaging with various stakeholders and listening to what they had to say on the subject. He commented that the strategy was concerned with not just making transport accessible for people with physical disabilities but also those with non-visible conditions. Mr Furness said that the overall goal of the project was creating equal access to public transport by 2030. He said that due to the physical infrastructure of the network there may be instances where this would take longer than the stated target date.

Mr Furness stated that the Inclusive Transport Strategy had a number of themes that had to be addressed in order for it to be implemented successfully. The first theme was around enforcement and ensuring that existing rights were adequately protected and legislation was properly followed by train companies. The second theme was about staff training including back office staff so that they were aware of their duties

to passengers with additional needs. The third theme was based around improving information whether that was making websites more accessible or making signage clearer and easier to understand.

The fourth theme was around infrastructure and ensuring that when new developments are built accessibility is one of the foremost considerations. This also linked to the number of disabled parking spaces available for blue badge holders. The fifth and final theme was about considering the future transport landscape such as the potential of autonomous vehicles and the opportunities that arise from such technologies. He remarked, however, that the opportunities would only be realised if technologies were designed and developed so that all were able to access them.

Mr Furness stated that progress on the strategy had been written up in a report which could be accessed on the Department for Transport (DfT) website. He commented that there were a few things from that he wished to highlight. Firstly, there had been work done to improve disability awareness training and they were working with colleagues at Transport for London (TfL) to enhance that further. This would then be rolled out as a package for transport operators to use over the next year. Mr Furness remarked that they would also be looking at the eligibility criteria for blue badge holders in an attempt to widen the scheme to more people. There would also be greater enforcement of fraudulent use of blue badges to ensure that accessible parking spaces were available to the people that really needed them.

He stated that the Department had rolled out its Access for All scheme which allocated £300 million in order to make stations accessible. All train operators across the country were able to put bids in for their stations they felt should be made step-free, which had resulted in a total of 73 stations securing funding for their projects.

Mr Furness said that the Department would shortly be rolling out a public awareness campaign to support the traveling experience for disabled people and those with less visible needs. Much research had been done with a wide range of stakeholder including the Disabled Persons Transport Advisory Committee (DPTAC) on how best this should be communicated. He added that a key point from it would be tackling the attitudes of other passengers and making them more aware that there may be people around them that require a priority seat or wheelchair space.

Mr Furness remarked that another area the Inclusive Transport Strategy would be focusing on was to incentivise train companies to become leaders in accessible travel. As part of this best performing companies would be formally recognised for improving disabled passengers' experience. There had also been a new team set up to tackle the additional barriers people with disabilities face when using the public transport network such as the level of statutory sick pay and access to housing. He commented that although there would soon be a new Prime Minister it was unlikely that the profile of making public transport more accessible was going to go away.

He concluded that the Inclusive Transport Strategy was in a good place and would continue to be progressed. He added that the strategy was going with the grain of overall improvements to increase accessible travel across government, which would remain the case regardless of what happened politically.

Gill Henley asked what was being done to ensure that there were enough blue badge parking spaces allocated for people. Mr Furness replied that the Department

was working closely with local authorities on the issue, though it could not dictate how many spaces they reserved for blue badge holders.

David Bonnett remarked that there was a similar issue with pedestrianisation of towns and cities, which in some cases prevented people with accessibility needs from driving into a town centre. Mr Furness replied that local authorities were bound by the Equalities Act to carry out an accessibility assessment in any works that they undertook. He added that the Department had been working with local authorities on shared space initiatives to improve these for people, especially those with visual impairments.

Anthony Smith asked if there were any evidence gaps in the Inclusive Transport Strategy and what was the biggest risk to it. Mr Furness replied that he was sure there were gaps in their knowledge which was why they had committed to continuously monitor it and would be publishing the first annual report shortly. In terms of risk, he remarked that they would soon be entering a spending review period which was a risk to all government policies. However, he did not believe that the issue was something that would be going away and was confident would continue to be supported.

Libby Kemp stated that on some lines getting onto the train was 'appalling' due to the gap between the train and platform being so big. She also said that another area of concern was the public realm with pavements littered with obstacles for people. Mr Furness admitted with regard to gaps between trains and platforms that this remained an issue. Ms Kemp replied that the problem was getting worse. Vincent Stops remarked that new rolling stock had been designed to fit across the network rather than specific lines, which was why this was an increasing problem. Mr Furness replied that he would take it back to his colleagues at the DfT. He added that on the point around the public realm that local authorities had a duty to comply with the necessary legislation around pavement obstacles, though if this was not being followed he accepted it was an issue.

Dominic Lund-Conlon praised a colleague of Mr Furness at the DfT who had put in a lot of effort to listen to transport providers. He stated that one of the issues the industry faced was that they were not fully aware of projects that were going on meaning that they could not plan ahead to put in the necessary accessibility measures. He asked how this could be changed. Mr Furness suggested that there should be a meeting between the DfT and the Rail Delivery Group about the issues and asked if they could discuss it in detail following the seminar.

3 Railway for Everyone, Connor Lempriere, Senior Strategic Planner (Freight & National Passenger Operators), System Operator at Network Rail

Mr Lempriere stated that the Railway for Everyone was a piece of work commissioned by Network Rail though co-produced by industry partners to look at the challenges people face in accessing the railway network. It built on the work of other stakeholders as well as the Inclusive Transport Strategy that Mr Furness had set out. Mr Lempriere stated that the focus of the work was around the concept of 'everyone' and particularly focused on disabled passengers and those with non-visible disabilities. He added that the study also wanted to consider wider groups

such as older passengers, those on lower incomes, rural communities and people travelling with heavy luggage, pushchairs and young children.

Mr Lempriere remarked that in order to carry out the study they needed to identify the barriers to travel that people faced. These included physical accessibility of stations and trains, the environment, accommodation and the quality of facilities including passenger assist, the quality and accessibility of information, cost and lack of confidence using the network.

Mr Lempriere stated that they then held a series of workshops nationally to engage and receive feedback from various stakeholders, charities and individuals on the barriers to travel and to hear first hand experiences. These events were well attended and staff at Network Rail were able to take the input from them and include it in the study.

The study then conducted eight thematic work streams each with an industry colleague leading, with work stream leads drawn from across Network Rail, the RDG and Transport Focus. Their work was also supported by regularly convening a working group, as well as the Railway for Everyone programme board, on which all key stakeholders had representation and were able to contribute to the development of the study and production of the report. These fed into the production of the Railway for Everyone report. The aim of this structure was to make the report clearer, easier to follow and more relatable to non-rail industry readers. The final report, following public consultation, will also be provided in a range of alternative formats (including summary, EasyRead and Welsh language).

Mr Lempriere stated that the key themes that had come out of the workshops and that had to come to fore in the research work that had been done since could be narrowed down to three things: consistency, communication and cultural change.

For consistency this could be found in policy, provision of services, information and facilities, staff training and compliance with standards so that passengers' experiences not only improve, but are improved equally for all. Communication was also crucial to provide the information and assistance users rely on in a clear and appropriate manner. This then enables people to have the confidence to use the railway. And finally cultural change in the appreciation, recognition of and commitment to addressing travel barriers that those who operate, manage, plan and design the network hold would substantially affect the rate of progress that can be achieved.

Mr Lempriere concluded that on 16 August the first draft of the Railway for Everyone report would be published for consultation. Consultation would continue until 11 October upon which time all work would be accumulated and a final report would be published on 8 November.

Arthur Breens asked whether the study had considered offering people with conditions such as depression free travel in order to encourage them to use the rail network and potentially stop them from being isolated or housebound. Mr Lempriere said that it was an excellent suggestion and was the type of idea he would like to be put forward in the consultation. He added that such a policy would be a negotiation process with stakeholders.

Gill Henley asked why it took so long for information to be updated on the National Rail Enquiries website. Mr Lempriere stated that there was not enough enforcement at the moment to ensure that the information on the site was as up-to-date as possible, and he would be working with colleagues at the ORR to try to change this.

Ann Bates said that some train companies offered 'Try a Train' days that were successful in getting people back on to the network. She asked whether such schemes should be adopted more widely by all operators across the country. Mr Lempriere replied that the scheme helped break down the barriers in using the network and gave people confidence to use rail. He remarked that it would be beneficial if such schemes were available more widely.

Marcus Clements asked if there were any particular weaknesses that he and colleagues had found when carrying out the study. Mr Lempriere replied that there was nothing specific that he could recall from memory though they were still in the process of working with colleagues including those at the ORR and DfT to ensure they were addressing the various issues.

Ann Bates said that although pre-booking assistance was important it was crucial that disabled passengers and those with other additional needs did not lose turn up and go services. Mr Lempriere agreed.

4 The challenges people with autism face when using public transport – Leo Capella, Autism Access Specialist from the National Autistic Society

Mr Capella stated that both in his professional life and personal life he commuted into London most days on the week. He remarked that he was on the autistic spectrum and his hope for the day was to highlight some of the strategies that could be used to help people on the autistic spectrum from accessing the rail network.

Mr Capella explained that autism was a developmental difference in the brain that affected the way a person interacts with the world around them. It is a spectrum condition and each person was affected by the condition in a slightly different way. Some people may be nonverbal whilst others could 'talk for Great Britain'. Mr Capella stated that some people on the spectrum may have sensory difficulties which makes them feel very vulnerable standing on a platform whilst others would be fine. He said that one way of possibly spotting someone with these sensitivities would be if people were wearing ear defenders or tinted glasses though this was not a precise science.

He stated that some of the challenges autistic people faced when using public transport included over abundance of information, sensory disturbance and difficulty navigating the network. He remarked that each could increase a person's anxiety levels which if they got too high risked people having a 'meltdown' or 'shutdown'. He added that losing a personal item would also significantly increase some people's anxiety.

Mr Capella remarked that it was known that autistic people like to have routines in order to get through their day and using public transport often resulted in things that were unexpected. He stated that an accumulation of things such as delays, air

conditioning failing, overcrowded trains etc. in succession could be very upsetting and a bad experience could deter people from using the network in future. He added that sudden changes in sensory surroundings could result in 'compression' and 'decompression' which was also a very unsettling experience for people with autism.

He stated that the issues that he had highlighted for people with autism using public transport resulted in the figures he had shown on screen:

- 53% of autistic people and 36% of parents said they avoided travelling by bus specifically.
- 45% of autistic people and 36% of adults said they avoided travelling by underground/metro specifically.
- 40% of autistic people and 30% of parents of autistic children said they avoided travelling by train specifically.
- 52% of autistic people and 32% of parents of autistic children said they avoided going places because travel would be too difficult for them.
- 79% of autistic people feel socially isolated, mostly because of judgmental attitudes from the general public

Mr Capella said there were things the industry could do in order to help people with autism navigate the network. The first was knowing when to help and what to ignore. This could be easily addressed by asking people that seemed distressed 'can I help?' and 'how can I help?'. He asked that the industry consider the effects of compression and decompression by designating wide, quiet areas where people could go to reduce their anxiety levels. Mr Capella added that operators could also apply for the Autism Friendly Award for those that excelled in meeting a number of criteria. These included provision of customer information, staff awareness, reasonable adjustments to physical spaces, processes for consultation and feedback and promoting wider public awareness.

Chris Price asked Mr Capella whether the statistics that he had quoted were publically available. Mr Capella replied that the 79% figure of autistic people feeling socially isolated because of judgemental attitudes from the general public was on the National Autistic Society website. He said that for the rest he would have to check.

Tom Parker asked how local authorities could assist autistic pedestrians getting to and from stations. Mr Capella replied that there needed to be more thought put into when unexpected things appeared such as construction works. He said that clearly informing people when these works would be carried out would help people to plan alternative journeys or at least prepare them for the situation in advance.

Mr Capella asked that pavement obstacles and unnecessary clutter be removed from streets as this often left autistic people being forced to weave around trying not to bump into people. There was also an issue with regards to street lighting and asked that that local authorities use LED bulbs rather than CFL ones as there was less chance of causing headaches for some people on the spectrum.

Dominic Lund-Conlon said that the industry was criticised for not communicating enough with passengers, though Mr Capella had suggested in his presentation that the amount of information being given for some autistic people was too much for them. He asked if there was a way of speaking to passengers that could strike a balance between the two. Mr Capella said that if information was to be given out it needed to be as clear and straightforward as possible, without background music. He also said that some people preferred receiving information by text and others by sound, so both should be used to inform passengers.

David Bonnett asked what a perfect space to recover from a meltdown would look like. Mr Capella replied that for him it would be a wide, quiet space with no music being played. It would also be situated in a spot that could allow him to retreat quietly and effectively allow him to calm down. He suggested that when designing stations that they reached out to the autistic community to get their views on the layout. Mr Capella said that people with autism are easy to reach on social media and usually open to providing their input into such things. He added that in places that were restricted on space such as on the Underground, there could be a small alcove put in to allow people to have a break from crowded and narrow corridors.

Diana Hare asked whether the constant announcements on the Underground were detrimental to people with autism using the network. Mr Capella replied that over time autistic people would learn to accept the conditions on the Tube though asked that if information did need to be given out that it be kept to what was absolutely necessary so autistic people were not overwhelmed with information. He also asked that no background music accompanied the announcements as this distracted some autistic people from focusing on what was being said.

5 Panel discussion: Chaired by Jackie Ballard with Chris Price, Disabled Persons Transport Advisory Committee (DPTAC); Francesca Caine, Hadley Wood Rail User Group; Andrew Sidgwick, Govia Thameslink Railway (GTR) and Mark Evers, Transport for London (TfL)

Mr Sidgwick stated his day-to-day work revolved around the physical infrastructure on the network. He remarked that the past year had not been the best time for the company though passenger survey scores were beginning to take an upward trend, particularly on their Southern routes.

In terms of accessibility, GTR dealt with over 1,000 passengers per day that had pre-booked a passenger assist service and 4,000 that chose to turn up and go on their trains. He stated that the company had a number of things available to help people with additional accessibility needs such as their mobile incidents team and an assistance travel helpdesk. Mr Sidgwick commented that the company was mindful of using technology to help passengers and had invested in new equipment that had the capacity to provide people with fast and accurate information.

Mr Sidgwick said that there had been a lot of publicity around the role of the guard on the train on the Southern network. However, since they had been replaced with on-board supervisors they had seen no negative impact to people with accessibility needs using their services. Despite this there were times when the company received complaints and their goal was to reduce these to zero.

He stated that GTR had been using a 'one team' approach at stations such as London Victoria and London Bridge, which was also helping to improve accessible travel. The company had also set up an accessibility improvement steering group and an access advisory panel that was helping to give people the opportunity to travel where they had not previously.

Mr Sidgwick remarked that GTR had set aside £600,000 to improve accessibility at stations. He commented that although the figure seemed substantial when comparing it to the cost of to do projects such as installing lifts, which could cost around £500,000, it was fairly limited to what it could achieve. Mr Sidgwick remarked that if they could tie making accessibility improvements to enabling better performance of services this could attract new revenue for more schemes.

Ms Caine said that Hadley Wood was the most northerly village within Greater London and that rail links were critical to the life of its residents. She said that four years ago the station was not step-free, meaning people had to navigate the 30 plus stairs to access the platforms. However, platform 4 ran nearly parallel to the lane outside the station, so she had reached out to GTR about installing a small ramp that would enable people with accessibility problems to use the station.

Ms Caine remarked that GTR and Mr Sidgwick were very helpful in explaining that she needed to set up a user group to get the project off the ground, which she did, and within two years they had celebrated the opening of the ramp. She explained that Hadley Wood then became a strategic point for step-free access for people, as now people could access other parts of the country from the station. Ms Caine stated she wanted to see more wheelchair users getting onto the network from Hadley Wood and get the message out to people that the station was step-free. She added that they had also produced a step-free timetable that could be accessed from Network Rail's website.

Ms Caine said that since the installation of the ramp they had also championed and secured better signage around the station so that passengers were aware of where it was situated. They had also campaigned for better lighting and parking restrictions in the lane adjacent to the ramp, which had been implemented, and were currently bidding for a new toilet to be installed. Ms Caine said that they had also been fighting campaigns on the disruption during the May 2018 timetable changes and Network Rail's vegetation policy. She asked attendees if they could spread the message about Hadley Wood's step-free access to encourage even more people to be able to access the network.

Ms Price stated that the Disabled Persons Transport Advisory Committee (DPTAC) was an expert committee to provide advice and to challenge the work of the Department for Transport (DfT). They support the monitoring of the Inclusive Transport Strategy and want disabled people to have the same access to transport as everyone else. She said that this access should be easy and at no additional cost to people.

Ms Price said that there were 15 members of DPTAC, none of who were full-time, and over 50% of members had a disability, including herself. She stated that she had a professional background working with people on the autistic spectrum and was acting a carer for two family members. Ms Price stated that non-visible disabilities such as autism and dementia needed to be catered for in a slightly different way than they had in the past. She remarked that one of the projects DPTAC had been involved with was looking at the eligibility of the blue badge and rail card schemes so that these were opened up to more people. Ms Price said that the organisation was very keen to hear the difficulties people with disabilities face so that they can bring that to bear through their work with the DfT.

Mr Evers explained that Transport for London (TfL) is London's multi-modal transport operator. In terms of accessibility, at present TfL had 78 step-free stations across the Underground network, which was approximately 30% of all stations, 58 across the Overground network, nine TfL Rail stations and all stations on the Docklands Light Railway network were step-free. He added that current plans were to increase the percentage on the Underground to 38% by 2024.

Mr Evers said that TfL was also looking into increasing the amount of information available to passengers, especially those with greater accessibility needs. This would include things like the interchange time between platforms and making that available to people through places such as Journey Planner and City Mapper. Mr Evers remarked that TfL was working on decreasing the latency between when a fault was reported and made aware to passengers through using tools like staff iPads and quickly putting up posters around the station.

He commented that the 'please offer me a seat' badge had been a success in encouraging people to offer their seats to people who had a greater need for them. It also prevented people having an awkward conversation that they would rather not have.

Mr Evers said that TfL wanted to make the network as easy to use as possible. As part of that, all staff iPads would have speech to text functionality for people that were hard of hearing or preferred to process information visually. He remarked that sometimes human interaction was the best way to assist people, and TfL was investing in staff training so that they were capable in dealing with passengers that had different needs. He commented that this training was also being extended to head office and back office staff so that there was a greater awareness of the challenges people with accessibility needs faced in using the network.

A participant said that people with greater accessibility needs wished to be able to turn up and travel on public transport like everyone else. However, this was not easy when there was no Wi-Fi in places such as the Underground. Mr Evers replied that the vast majority of stations had Wi-Fi in place already. TfL was now looking at enabling 4G mobile signals to be accessed on trains. He commented that although people had differing views on whether that was a good thing, overall it would help people to access the latest information so they could then plan their journey accordingly.

Grace Pollard asked what work TfL was doing with regards to accessibility on active travel. Mr Evers replied that the potential exists to increase in incidents affecting pedestrians when the number of people cycling increased. He said that he would get some information on the work TfL was doing to mitigate that and circulate it to her via London TravelWatch.

David Bonnett asked if there was any research being carried out following the increase in the number of people with mobility issues using mobility scooters to get around. Mr Evers replied that TfL was mindful of the increasing use of mobility aids such as scooters. He said that the design of buses and new rolling stock was considering the size of such vehicles so that there was adequate space for them, though they could not cater for scooters that were too large. Mr Evers commented that TfL was working with the industry to advise them on what would best work on the network.

Mike Walter asked what message Ms Price would like to give to government to ensure that the needs of disabled passengers continued to be addressed. Ms Price replied that she would ask that staff across the DfT and DPTAC were allowed to carry on with the work they had already started and not be disrupted unnecessarily.

Mr Blake asked whether there were any evidence gaps in TfL's knowledge around accessibility and if there was an opportunity to work with London boroughs more closely in order fill those gaps and make positive changes for passengers. Mr Evers replied that the suggestion seemed reasonable, particularly when public bodies such as TfL were under pressure to do more with less funding.

A participant stated that it was Government policy to get another million disabled people into work and asked how the network would cope with potentially hundreds of thousands of more people wanting access to the public transport network. Mr Evers said that alongside the aim to get disabled people into employment, the population of London was projected to increase for the foreseeable future. He stated that TfL would continue to invest in public transport to ensure that there was enough capacity, and would be working with the Government to indicate where the opportunities were for such expansion. Mr Sidgwick said that there needed to be a coordinated, pragmatic view between the rail industry and business to ensure that they were working together rather than separately to address the issue of increasing passenger numbers.

6 Closing remarks from Arthur Leathley

Mr Leathley thanked everyone for attending the event and the speakers for giving up their time to attend. He said that improving accessibility for passengers was a key area for London TravelWatch and would be something they would be pursuing in future. Mr Leathley stated that it had been great to hear about the progress that had been made by the industry, particularly with regard to raising awareness of the issues that people faced when using public transport and striving to address them. He encouraged attendees to continue to make accessible travel a key priority for their organisations and to work with colleagues from across the sector where possible.