

THE ACCESSIBILITY OF LONDON UNDERGROUND AND RAIL STATIONS IN HILLINGDON

Cabinet Members	Councillor Ray Puddifoot MBE Councillor Keith Burrows
Cabinet Portfolios	Leader of the Council Planning, Transportation and Recycling
Officer Contacts	Jales Tippell, Residents Services
Papers with report	Appendix 1: Access to Underground stations in Hillingdon

HEADLINE INFORMATION

Summary	This report informs Cabinet of the extent of the issues regarding accessibility of the London Underground and rail stations in Hillingdon. It also seeks approval to influence Transport for London in both prioritising improvements at Ruislip Station under its new £75m fund; and also in considering ways of accelerating improvements to other Underground stations in the Borough.
Contribution to our plans and strategies	Putting our Residents First: <i>Our Built Environment; Our People</i> Hillingdon's emerging Local Plan Hillingdon's Unitary Development Plan Saved Policies 2007 Hillingdon Partners Sustainable Community Strategy
Financial Cost	There are currently no direct financial implications to the authority from this report.
Relevant Policy Overview Committee	Residents' and Environmental Services
Ward(s) affected	All

RECOMMENDATIONS

That Cabinet:

1. **Notes the extent of the issues regarding accessibility of the London Underground and rail stations in Hillingdon;**
2. **Endorses the officer view that Transport for London (TfL) should consider the new £75m fund to provide full step-free access at least to Ruislip, Northwood and Eastcote Stations;**

3. **Endorses the Council's proactive work with TfL to consider accelerated improvements to London Underground stations in Hillingdon and;**
4. **Grants delegated authority to the Deputy Chief Executive and Corporate Director of Residents Services, in consultation with the Leader of the Council and the Cabinet Member for Planning, Transportation and Recycling, to develop and submit bids to TfL in relation to the new £75m fund.**

INFORMATION

Reasons for recommendation

The recommendations are to enable greater step-free access to Underground Stations in Hillingdon. Clearly where stations are inaccessible to wheelchair users and others requiring step-free access, this severely limits travel horizons and access to key services and facilities including shopping, jobs, training, education, healthcare and social trips.

Alternative options considered

The alternative option would be for the Cabinet to decide not to undertake any proactive work to secure accessibility improvements to the stations. This is not considered to be an appropriate option due to the adverse impacts this will have upon residents of the Borough.

Comments of Policy Overview Committee

None at this stage.

Supporting Information

Background

1. Members will recall that at the Council meeting on 10th July 2014, there was a Motion raised by Councillor Curling regarding the problems of disabled access to the Borough's underground stations. Following a debate, the Council resolved:

- That Council notes the tremendous work of Freeman Natasha Baker and local resident Conrad Tokarczyk in highlighting the problem of disabled access to the borough's stations through their campaign to make all Hillingdon stations step free within 5 years.
- Council further notes that the campaign to set up a public fund to which companies, councils and individuals can contribute, and which would then be spent on installing step free access at stations across London, has recently gained the support of all three of the Borough's MPs.
- Council therefore requests that the Cabinet look into how the London Borough of Hillingdon can support this campaign.

2. This report provides an update on the issues regarding disabled access to the Borough's underground and rail stations and the actions that the Council is taking to seek improvements to provide step-free access.

The key issues regarding accessibility of the London Underground and rail stations in Hillingdon

3. There has been a groundswell of interest in the need for greater step-free access in Hillingdon, exemplified by a petition sent to the Council from residents near Eastcote Station in April 2014 and also a higher-profile campaign for step-free access championed in part by a local paralympian Natasha Baker and Conrad Tokarczyk. Clearly where stations are inaccessible to wheelchair users and others requiring step-free access, this severely limits travel horizons and access to key services and facilities including shopping, jobs, training, education, healthcare and social trips. The issue was also raised on 26th June 2014 at a regular Accessibility Workshop held at the Civic Centre, which the Council hosts.

4. The ability of the Council to directly affect the internal accessibility of underground and rail stations in Hillingdon is very limited, as the infrastructure is for the most part owned and maintained by London Underground or Network Rail as appropriate. Clearly the sums involved in altering these stations are considerable. The Council, in common with local residents, is keen to see much greater and more rapid investment in making stations step-free and fully accessible, but the Council must reluctantly temper this enthusiasm with an acceptance that most of this major investment is not in the Council's gift. Notwithstanding this, officers are working with TfL to see what measures can be taken to enable step-free access to be achieved.

5. TfL have stated that the proportion of accessible underground stations across the whole London network is 44%, with an aspiration to lift this to 50% by 2018. Unfortunately in Hillingdon the situation is worse, with only approximately 30% being accessible.

6. Although the Crossrail stations are not currently part of London Underground's remit, the Crossrail project will at least bring step-free access to the two Network Rail stations in the south of the Borough, namely Hayes & Harlington and West Drayton.

7. There are 15 London Underground stations in Hillingdon and these are:

- Metropolitan Line (Watford branch): Northwood; Northwood Hills
- Piccadilly Line/ Metropolitan Line (Uxbridge branch): Eastcote; Ruislip Manor; Ruislip; Ickenham; Hillingdon; and Uxbridge
- Piccadilly Line (Heathrow branch): Heathrow Terminals 1,2,3; Heathrow Terminal 4; Heathrow Terminal 5; and Hatton Cross
- Central Line: West Ruislip; Ruislip Gardens; and South Ruislip

8. Of the above, Uxbridge, Hillingdon, and the three stations at Heathrow are step-free to and from all platforms. Ruislip is a special case, as it has step-free access to London-bound trains only, with westbound passengers headed in the direction of Uxbridge being obliged to use a pedestrian footbridge over the rail lines to get to and from the station entrance.

9. There are additional complications along the section of line shared by Piccadilly Line and Metropolitan Line trains, which is a consequence of the differences in design between the rolling stock. At Uxbridge and Hillingdon, this means that there are so-called 'manual boarding ramps' (MBR's) to assist passengers on the Metropolitan Line, but there are no such benefits for Piccadilly line passengers.

10. Given the concerns about accessibility, officers carried out an audit in October 2014 of the current level of accessibility at each of the 8 Underground Stations in Hillingdon that do not have step-free access, which is included in the Appendix to this report. This exercise has taken into account the number of passengers using the station and also the number of people living in the same ward as the station that have a long term health problem or disability that limits their day to day activity and the number of local residents aged over 65 year of age. These characteristics of the local population could be useful indicators of the need for accessible stations.

11. Of the stations assessed from an accessibility perspective thus far, and taking into consideration the limited financial resources and the likely costs of making all the stations fully accessible, officers would suggest that the Council should proactively work with TfL to bring forward step-free schemes at Ruislip, Eastcote and Northwood.

The Council's commitment to improving accessibility for transport users

12. The Council is committed to improving accessibility for transport users in the Borough and this can be demonstrated in many ways, including through:

- **its policies in the UDP and the emerging Local Plan**

The Council's Local Plan Part 1 - Strategic Policies (adopted 2012) has, as part of its seven point vision, 'Improved accessibility to local jobs, housing and facilities is improving the quality of life of residents'. It also includes a Strategic Objective, SO20, which is to 'Improve facilities at bus and underground/rail interchanges to promote sustainable growth in Uxbridge, Heathrow, the Hayes/West Drayton Corridor and accessibility to other town centres'.

Hillingdon's existing Local Plan Part 2 - Saved UDP Policies (2012) includes a guiding principle to provide access to opportunities for all residents. Policy R16 ensures that shops, business uses, services, community and other facilities open to the public have adequate provision for accessibility, in particular those for elderly people, people with disabilities, women and children.

The Council's emerging Local Plan Part 2 - Development Management Policies (proposed submission version, September 2014) includes Policy DMHB14, which relates to 'Streets and Public Realm' and seeks to ensure that development is well integrated with the surrounding areas and should be easily accessible for all people. In addition, Policy DMHB15 requires development to comprise good design and inclusive environments.

- **through various schemes that have been implemented across the borough**

Each year the Council carries out a range of improvements relating to highways and transport. The majority of these works are funded from its Local Implementation Plan (LIP) funding which it receives from TfL, and significant funding also comes from the Council's capital resources and external sources.

Improving access and mobility

The Council earmarks dedicated funding from its LIP budget specifically for schemes that improve the mobility of people with special travel needs and which are responsive to issues relating to accessibility, often stemming from the issues raised at the local Access

and Mobility Forum. Typically £100,000 is invested per annum and in the past the money has been used to provide dropped kerbs and tactile paving; the installation of barriers to stop motorcyclists using footpaths where they might collide with and injure disabled people; and the banding of street furniture to make it more conspicuous to people with visual impairments.

Improving access to stations

Over the years the Council has worked closely with TfL to improve access outside some of the underground and rail stations in Hillingdon. A good example is the area outside Eastcote Station, which was completed in July 2011 and included significant improvements to the footways, new pelican crossing and parking arrangements. However, that investment was limited to the external environment and was far from sufficient to tackle any improvements to the interior of the station, such as the new lifts or other measures which would be needed to create step-free access.

Another example of the Council's commitment to improving access outside underground stations includes the Ruislip Station Access Scheme, which was completed in 2008. This work included reconfiguring and resurfacing the area in front of the station and various raised side road entry treatments to roads en route to the station.

More recently the Council has, with the support of the Mayor of London, been able to carry out improvements at Ruislip Manor and Northwood Hills town centres. The works included new footways, with accessible crossing points at all junctions, particularly near the stations; improved bus stop accessibility; improved street lighting throughout the town centre and especially near the stations.

Making bus stops fully accessible

There are 40 London Buses services operating in Hillingdon. Bus stops along eight of these routes have been or are being made accessible for all. This represents 20% of all bus routes in the Borough, although the percentage of bus stops improved is much higher as the routes improved to date are the longer, more strategic routes with most stops. According to figures recently provided by TfL, there are 723 bus stops in Hillingdon, of which 540 are now 'Equalities Act compliant', representing 75% of the total. In 2013/14 £380k was invested in making bus stops in the Borough accessible for all. Using TfL's LIP funding, a further 73 bus stops will be made compliant in 2014/15, which will be on the U5 (Uxbridge to Hayes and Harlington Station); the U9 (Uxbridge to Harefield Hospital) and the H13 (Northwood Hills to Ruislip Lido) routes.

Improving parking measures such as disabled bays

The Council routinely considers appropriate provision of disabled parking bays within any of its controlled parking schemes, its major LIP schemes and town centre improvements. On average there are 150 applications for disabled bays per annum from local residents, of which 50 new ones are accepted after assessment and created per annum across the Borough. At the same time the Council reviews and may take out up to 20 redundant bays. It also implements disabled bays across the Borough in response to requests from blue badge holders.

The Leader of the Council has released £10,000 of TfL LIP funding to create the first special parking bay as part of a dedicated Dial a Ride Bus Stop in Hillingdon. 'Dial-a-Ride' is a bus service provided by TfL for people that cannot use conventional public transport.

Users must be registered disabled or over 75 years of age and the service is free at the point of delivery.

The new £75m fund for step-free access to Underground and rail stations in London

13. On 2nd October 2014, Mayor Boris Johnson and London Underground (LU) confirmed plans for a £75m fund to speed up the rate at which the network is made accessible for disabled Londoners and visitors to the capital. The fund has been put aside to enable the installation of new lifts at around a dozen more stations over the next ten years. The new stations are in addition to the 28 LU and London Rail stations which Transport for London (TfL) had previously committed to making step-free by 2024 and the 30 Crossrail stations in London that will all be step-free.

14. Whilst the details of the funding package are not yet clear, it has been announced that the funding will be used to match contributions from local councils and property developers to focus on improving access at priority locations that will make the biggest difference to unlocking large numbers of new accessible journeys. Some of the stations that could be made accessible include Mill Hill East, Newbury Park, Osterley, West Brompton and White City. None of the stations in Hillingdon have yet been earmarked for these funds.

15. The idea of match funding for access upgrades is not a new one, for example the Department for Transport, when judging applications for Access for All funding, takes into account the availability of third party match funding. Three London rail stations that have recently been successful in their Access for All applications using match funding for access schemes are Tottenham Hale, Streatham and Whitton. The funding for step-free access at Tower Hill Station in East London was also partly funded by a hotel development on the site.

16. To date, the improvements for step-free access at underground stations have generally focussed on the busier inner London stations, where the investment can provide the greatest benefits for the largest numbers of passengers, rather than the outer London stations. This will inevitably continue, and with priorities for station improvements now also being based on the availability of third party match funding, rather than on other evidence, there is concern that many stations will not be improved where opportunities for funding do not come forward.

17. The Council has raised concern and disappointment at the continuing lack of accessibility at most of stations in Hillingdon but TfL have advised that unfortunately they have no short/medium term plans to provide step-free access at the remaining stations in Hillingdon. TfL have confirmed that they are investing £250 million in step-free projects at a number of key London stations including Bond Street, Greenford, Tottenham Court Road, Vauxhall, Victoria and Finsbury Park, with completion of this work promised by 2018. Notwithstanding this, TfL has advised that it will continue to look for opportunities to go beyond the committed step-free programme, particularly using third party contributions from developers and councils.

18. Having carried out an audit of underground stations in the Borough, officers are of the view that Ruislip Station should be seriously considered under the £75m fund, with or without any match funding. Ruislip is step free in one direction only (eastwards in towards Central London) but anyone returning to the station afterwards is faced with a traditional bridge with stairs. It is considered that the scale of modifications required to make this station fully accessible would therefore be comparatively modest. Officers also believe that Eastcote and Northwood stations should also be seriously considered under the £75m fund, with or without any match funding.

19. On 30th October 2014, Hillingdon officers met with TfL's key officers who are responsible for dealing with the capacity and accessibility of the underground stations, including the £75m fund. Hillingdon was the first Borough to hold such a meeting and TfL officers were impressed with the work carried out to date by the Council. TfL are keen to work with Hillingdon officers and agreed that Ruislip and Northwood should be prioritised. They concur with the Council that Ruislip should be given a priority because there is partial access there already, and were keen to prioritise Northwood because of the redevelopment opportunity at the station, which is being considered by TfL's commercial officers. They agreed to consider Eastcote as a possible priority station. Clearly the issue for TfL is one of limited funds and competing priorities across London.

20. Clearly whilst the new fund shows a clear commitment from both the Mayor and London Underground to improve accessibility across London's transport network, with around three quarters of the underground network out of bounds to those who cannot manage steps, there is still considerable work that needs to be done. TfL are therefore looking at a range of other improvements to improve accessibility at underground and rail stations. They have stated that they are exploring the feasibility of providing a 'manual boarding ramp' (MBR) on the Metropolitan Line at Ruislip Station and also on the Piccadilly Line at Heathrow T5. A MBR is a portable ramp which is manually deployed to bridge the gap between the train and platform to enable wheelchair users to board/alight. If this is feasible it is likely that they will be implemented within the next few months. Unfortunately TfL have advised that the MBR's cannot be implemented on the Piccadilly Line at Uxbridge, Hillingdon and Ruislip because the centre grabpole obstructs access on/off the MBR. In addition, TfL are making improvements to frontline staff training that will mean all station staff receive accessibility training by a person with a disability.

To seek accelerated improvements to the London Underground stations in Hillingdon

21. The petition for step-free access by Natasha Baker and Conrad Tokarczyk calls for transport providers to make Hillingdon's stations step-free within 5 years and to publish the costs, by station, of making the UK transport network fully accessible for disabled people within 5 years. In practical terms the Mayor of London, whilst fully appreciating the importance of accessible transport, does not have the funding to achieve this within the next 20 years because of the sheer size of the financial costs involved. Notwithstanding this, there are many ways in which the Council can support and work in partnership with TfL, using its powers of influence to secure improvements as early as possible, and hopefully within the next 20 years. Officers have suggested that this be done in the following ways:

- *To work with TfL to produce an evidence based prioritised list of stations, the works needed and cost*

By drawing together and analysing the wealth of information already held across the Council and TfL and also by working in partnership with various charitable organisations, officers can work with TfL to prepare an evidence based business case in support of step-free stations, which will help to produce a costed plan of works and priorities.

The Council has links with a number of charitable organisations and representatives of disabled groups, who are able to assist in identifying the needs of disabled people. Such groups include DASH (Disablement Association Hillingdon); Scope; The British Council of Disabled People; Hillingdon Association of Voluntary Services; Hillingdon

Independent Living Centre; Hillingdon Independent Wheelchair User Group; and the RNIB.

- *Negotiate third party contributions and identify bidding opportunities*

There is a keenness to see greater and more rapid investment to make stations step-free. The costed plan of works and priorities would enable the Council to make a case for securing developer contributions towards measures to make stations step-free. However it is unlikely that there will be the major, large-scale developments at the stations to justify the scale of developer contributions required to enable the step free access measures to be implemented. Given that these contributions are unlikely to be sufficient, the Council could also work in partnership with businesses and disability/accessibility groups, to support TfL in exploring any opportunities to bring forward the investment needed by London Underground in any practical way that we can find, by identifying funding from organisations such as the European Union, Greater London Assembly, and Department for Transport etc.

Financial Implications

There are currently no direct financial implications to the authority from this report, as the new funding confirmed by the Mayor of London and London Underground is not currently earmarked for any underground stations within the Borough.

In the event of the Authority securing such funding at a future date for stations within the Borough, the Authority would be required to provide match-funding.

As identified in the report, the authority will seek to negotiate third party contributions and identify potential funding from other organisations to help reduce any potential call on Council resources.

EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

Consultation Carried Out or Required

CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and confirms that there are no direct financial implications arising from the recommendation to seek Transport for London investment in disabled access to the borough's stations. In the event that match funding were required to access such funds, options for third party contributions will be explored in full.

Legal

Members have been asked to note the extent of the issues regarding accessibility of the London Underground and rail stations in Hillingdon. Members have been further asked to endorse officer views that the Council should request that Transport for London (TfL) consider providing funding for full step-free access to Ruislip Station from the current £75m fund and support the Council's proactive work with TfL to accelerate improvements. As Members are required to simply note the current problems and endorse officer actions there are no legal implications arising from this report.

Corporate Property and Construction

There are no Corporate Property and Construction implications arising from the recommendations in this report at this stage.

BACKGROUND PAPERS

NIL

APPENDIX: Access to Underground Stations in Hillingdon

1. Current levels of accessibility at each Underground Station

Colour coding

- These stations have the smallest step and gap and are suitable for most customers including wheelchair-users.
- These stations have varying levels of steps and gaps and may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair-users.
- Not possible to move between the platform and street step-free or change between lines step-free.

Accessibility ranked and annual number of entries and exits

There are 15 railway stations in Hillingdon of which just three have the smallest step and gap and are suitable for most customers including wheelchair-users. These are all at Heathrow Airport.

Station	Annual Entries/Exits (million)
Heathrow Terminal 1,2,3	8.14
Heathrow Terminal 5	4.05
Heathrow Terminal 4	2.43
Total	14.62

From <https://www.tfl.gov.uk/corporate/publications-and-reports/underground-services-performance> October 2014

At Uxbridge and Hillingdon, it is not possible to move between the platform and street step-free or change between lines step-free however according to TfL, Transport for London (2014) they 'may be suitable for customers with mobility impairments, those with luggage and buggies, and some wheelchair-users'.

Station	Annual Entries/Exits (million)
Uxbridge	7.59
Hillingdon	1.63
Total	9.22

From <https://www.tfl.gov.uk/corporate/publications-and-reports/underground-services-performance> October 2014




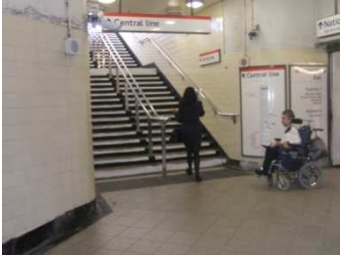

At ten stations in Hillingdon it is not possible to move between the platform and street step-free or change between lines step-free. The number of total number of passengers using these stations is 18.39 million, which is similar to the number of passengers using Charing Cross station in Zone 1. The table below shows stations with no accessibility ranked by annual entries and exits, then health of residents then age.

Station	Annual Entries/ Exits (million)	% of ward residents with long term health problems/ disability	Percent of ward residents aged over 65 years of age
Hatton Cross	3.08	12.1%	9.4%
Eastcote	2.63	15.9% and 13.8%	20.0% and 15.7%
Northwood	2.28	15.4%	20.9%
Ruislip Manor	1.77	13.7%	15.7%
South Ruislip	1.77	13.0%	12.6%
Ruislip	1.71	14.7% and 13.7%	16.8% and 15.7%
West Ruislip	1.60	14.7%	16.8%
Northwood Hills	1.48	15.1%	17.5%
Ickenham	1.07	14.2%	19.9%
Ruislip Gardens	1.00	13.0%	12.6%
Total	18.39		

From <https://www.tfl.gov.uk/corporate/publications-and-reports/underground-services-performance> and <http://www.neighbourhood.statistics.gov.uk/dissemination> October 2014

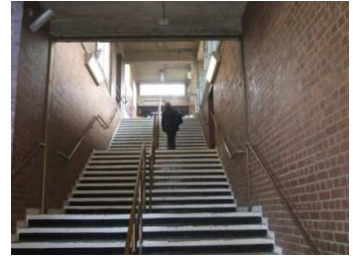
Initial Audit of London Underground Stations in Hillingdon

In October 2014, a wheelchair user carried out an audit of the barriers to accessibility at South Ruislip, Ruislip Manor, Eastcote, Ruislip, Ruislip Gardens, West Ruislip, Northwood and Northwood Hills Underground Stations. From the findings of this work possible solutions were identified.

i. South Ruislip (shared with Chiltern Line) – Central Line		
<ul style="list-style-type: none"> • Two accessible spaces in adjacent car park • Level access into concourse 	<ul style="list-style-type: none"> • Wide aisle wheelchair accessible Oyster card operated gate • Three stepped flights to platforms 	
		
		
<p>Potential solution(s):</p> <ul style="list-style-type: none"> • Install lifts 		

ii. Ruislip Manor Station – Piccadilly Line and Metropolitan Line

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Pay and display car park directly outside entrance • Level access into concourse | <ul style="list-style-type: none"> • Wide aisle wheelchair accessible Oyster card operated gate • East and west bound platforms inaccessible (Dog leg staircase from street with four flights each side, with landing). |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

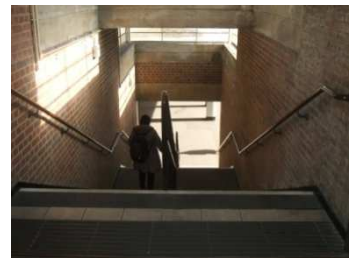


Potential solution(s):

- Install two full passenger lifts from street level concourse up to platforms.

iii. Eastcote Station – Piccadilly Line and Metropolitan Line

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Level access from street into concourse • Wide aisle wheelchair accessible Oyster card operated gate | <ul style="list-style-type: none"> • 2 flights of stairs to east and westbound platforms each with one intermediate landing |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|



Potential solution(s):

- Install two full passenger lifts from concourse up to platforms.

iv. Ruislip Station – Piccadilly Line and Metropolitan Line

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • 3 accessible parking bays • Level access into concourse • Wide aisle wheelchair accessible Oyster card operated gate | <ul style="list-style-type: none"> • Level access onto Eastbound platform • Footbridge over tracks to westbound platform - no access |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|



Potential solution(s):

- Replace foot bridge with a design that incorporates lifts; or
- Modify footbridge to incorporate lifts, the footbridge could be of historic/heritage significance

v. Ruislip Gardens Station – Central Line

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • One accessible bay in adjacent carpark; • Level access to and into Station entrance | <ul style="list-style-type: none"> • Wide aisle wheelchair accessible Oyster card operated gate • Dogleg staircases to eastbound and westbound platforms |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

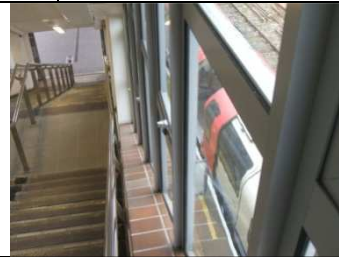


Potential solution:

- Install a full passenger lift near the base of the stairs where there are rooms/offices/cupboards

vi. West Ruislip Station (& London Chiltern) Central Line

- Accessible parking available in Station car park (a four-minute walk/250 yards)
- Level access to and into Station entrance
- Wide aisle wheelchair accessible Oyster card operated gate
- Two stair flights (16 steps + landing)



Potential solution:

- Install two full passenger lifts for wheelchair access to eastbound and westbound platforms

vii. Northwood Station – Metropolitan Line

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Four accessible bays in the NCP car park 100 yards away (approx) from entrance • level access into concourse | <ul style="list-style-type: none"> • Wide aisle wheelchair accessible Oyster card operated gate (manually operated) • stairs to northbound and southbound platforms |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



Potential solution:

- Install two full passenger lifts for wheelchair access down to northbound and southbound platforms

viii. Northwood Hills Station – Metropolitan Line

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • On-street accessible parking close to station correctional services • level access into concourse | <ul style="list-style-type: none"> • Wide aisle wheelchair accessible Oyster card operated gate (manually operated) • stairs to northbound and southbound platforms |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



Potential solution:

- Install two full passenger lifts for wheelchair access down to northbound and southbound platforms

2. Assessment of accessibility of London Underground Stations in Hillingdon

London Underground Line	Ease of access / First impressions	Potential to make fully accessible
South Ruislip Central Line	Easy parking; reasonable street environment access; straight forward parking.	Good for lift access.
Ruislip Gardens Central Line	Parking straight forward; lots of clutter on the approach to the station from car park.	Lift access could be difficult to achieve here.
West Ruislip Central Line	Accessing the underground is seemingly not possible at present; car park environment and location of entrance is not legible; entrance is quite a walk from car park; pavements are uneven and undulated. Not a pleasant experience for someone with a mobility impairment.	Good potential for lift access but the total environment would need to be improved to make the station disability friendly.
Ruislip Manor Piccadilly and Metropolitan	Convenient parking (dependent pay and display availability); good street environment.	Electrical supplies may hinder installation of lift access.
Eastcote Piccadilly and Metropolitan	Parking fairly straight forward; good street environment.	Good for lift access.
Ruislip Piccadilly and Metropolitan	A very accessible and welcoming arrangement; dedicated accessible parking with penalty procedures for unauthorised parking; Level access onto eastbound platform.	Good for lift access.
Northwood Metropolitan	Station entrance is on a busy corner; parking is some distance from entrance and requires walking Up a hill; street environment is poor with no dropped kerbs from the nearby NCP car park; wheelchairs are required to travel in the road from the car park to the station. Somewhat of an ordeal for disabled people.	Good for lift access but the total environment would need to be improved to make the station disability friendly.
Northwood Hills Metropolitan	On street pay and display parking is fairly straight forward; street environment is legible, uncluttered and perfectly level.	Good for lift access.

3. Accessibility factors for London Underground Stations in Hillingdon

Station and Ward <i>(italics)</i>	Annual entries/exits 2013	METROPOLITAN LINE		PICCADILLY LINE		CENTRAL LINE		Access via lift	N ^o of blue badge parking spaces	Accessible toilet on site or nearby	Taxi rank (some taxis may not be fully accessible)	% ward pop ⁿ where long term health problems limits day to day activities	Number ward pop ⁿ where long term health problems limits day to day activities	% ward pop ⁿ over 65 years of age	Number ward pop ⁿ over 65 years of age
		Step	Gap	Step	Gap	Step	Gap								
Uxbridge <i>Uxbridge North</i>	7.59	Access from platform to train by manual boarding ramp		Over 121mm	86 - 180mm			No	None	No	Yes	15.0%	1808	15.9%	1621
Hillingdon <i>Uxbridge North</i>	1.63	Access from platform to train by manual boarding ramp		Over 121mm	86 - 180mm			Yes	6	Yes	No	15.0%	1808	15.9%	1621
Ickenham <i>Ickenham</i>	1.07	Not possible to move between the platform and street step-free or change between lines step-free		Not possible to move between the platform and street step-free or change between lines step-free				No	None	No	No	14.2%	1470	19.9%	2072
Ruislip <i>West Ruislip and Manor</i>	1.71	Over 121m	86 - 180mm	Over 121mm	86 - 180mm			No	4	No	No	14.7% and 13.7%*	1562 and 1565*	16.8% and 15.7%*	1781 and 1796*
Ruislip <i>Manor Manor</i>	1.77	Not possible to move between the platform and street step-free or change between		Not possible to move between the platform and street step-free or change between				No	None	No	No	13.7%	1565	15.7%	1796

Station and Ward <i>(italics)</i>	Annual entries/exits 2013	METROPOLITAN LINE		PICCADILLY LINE		CENTRAL LINE		Access via lift	N ^o of blue badge parking spaces	Accessible toilet on site or nearby	Taxi rank (some taxis may not be fully accessible)	% ward pop ⁿ where long term health problems limits day to day activities	Number ward pop ⁿ where long term health problems limits day to day activities	% ward pop ⁿ over 65 years of age	Number ward pop ⁿ over 65 years of age
		Step	Gap	Step	Gap	Step	Gap								
		lines step-free		lines step-free											
Eastcote <i>Eastcote & East Ruislip and Cavendish</i>	2.63	Not possible to move between the platform and street step-free or change between lines step-free		Not possible to move between the platform and street step-free or change between lines step-free				No	None	No	No	15.9% and 13.8%*	1668 and 1603*	20.0% and 15.7%*	2425 and 1834*
Northwood <i>Northwood</i>	2.28	Not possible to move between the platform and street step-free or change between lines step-free						None	None	No	No	15.4%	1614	20.9%	2183
Northwood Hills <i>Northwood Hills</i>	1.48	Not possible to move between the platform and street step-free or change between lines step-free						None	No	No	No	15.1%	1748	17.5%	2022
Hatton Cross <i>Heathrow Villages</i>	3.08			Not possible to move between the platform and street step-free or change between lines step-free				None	No	No	No	12.1%	1482	9.4%	1145
Heathrow T 1,2,3 * <i>Heathrow Villages</i>	8.14			0 - 50mm	0 - 85mm			Yes	None	Yes	Yes	12.1%	1482	9.4%	1145

Station and Ward <i>(italics)</i>	Annual entries/exits 2013	METROPOLITAN LINE		PICCADILLY LINE		CENTRAL LINE		Access via lift	N ^o of blue badge parking spaces	Accessible toilet on site or nearby	Taxi rank (some taxis may not be fully accessible)	% ward pop ⁿ where long term health problems limits day to day activities	Number ward pop ⁿ where long term health problems limits day to day activities	% ward pop ⁿ over 65 years of age	Number ward pop ⁿ over 65 years of age
		Step	Gap	Step	Gap	Step	Gap								
Heathrow T4 * <i>Heathrow Villages</i>	2.43			0 - 50mm	0 - 85mm			Yes	None	No	Yes	12.1%	1482	9.4%	1145
Heathrow T5 * <i>Heathrow Villages</i>	4.05			0 - 50mm	0 - 85mm			Yes	None	Yes	Yes	12.1%	1482	9.4%	1145
West Ruislip <i>West Ruislip</i>	1.60					Not possible to move between the platform and street step-free or change between lines step-free.		None	No	No	No	14.7%	1562	16.8%	1781
Ruislip Gardens <i>South Ruislip</i>	1.00					Not possible to move between the platform and street step-free or change between lines step-free		None	No	No	No	13.0%	1610	12.6%	1552
South Ruislip <i>South Ruislip</i>	1.77					Not possible to move between the platform and street step-free or change between lines step-free		None	No	No	No	13.0%	1610	12.6%	1552

*relates to more than one ward

Source: Transport for London (2014)