

Oxford Street transformation

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Accessibility Impacts

Purpose

This document summarises our approach to inclusion and accessibility on the Oxford Street transformation project. The document provides an overview of the guiding accessibility principles we have adopted, who we have engaged with and the feedback we have received from stakeholders.

The current issues affecting accessibility on Oxford Street and in the surrounding area are also outlined, along with the impact our proposals are anticipated to have on accessibility in the district. Finally, this document outlines what we are now doing to ensure our proposals cater for everyone who visits Oxford Street.

TfL's Commitment to Accessible Public Transport for London

TfL is committed to providing the most accessible transport network possible for London. We recognise that the services we provide are vital to delivering improved journeys for Londoners, including disabled and older people and have already set ambitious aims to improve step-free access across our network. Our buses are already adapted to be accessible and we are working to make 40 per cent of our Underground network step-free by 2022, whilst the opening of the Elizabeth Line will considerably improve access to the Oxford Street area.

The Mayor of London has outlined his commitment to accessible transport in his Transport Strategy, challenging TfL to fully embed accessibility and inclusivity into every aspect of our work and continually seeking to make the transport system more navigable and accessible for all. Under the Equalities Act 2010, both TfL and Westminster City Council (WCC) also have a legal duty to give due regard to the need to advance equality of opportunity between people who share a protected characteristic¹ and those who do not. This includes:

¹ Under the Equality Act (2010), there are nine 'protected characteristics'. These are Age, Disability, Gender, Gender Re-assignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, and Sexual Orientation

- Removing or minimising disadvantages suffered by people with protected characteristics.
- Taking steps to meet the needs of people with protected characteristics where these are different from the needs of other people
- Encouraging people with protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

Principles of Accessible Design

To enable us to develop proposals which fully consider the needs of everybody, we have worked to define a set of guiding principles for accessibility, based on best practice design, that covers the needs of all of our customers, particularly disabled and older people who experience mobility and other impairments. These principles have provided a consistent approach to accessibility that has been considered in detail and applied by our design teams. These principles have informed the work to re-imagine and re-design the public spaces, public transport routes and stops, taxi rank placements and access arrangements in the Oxford Street West district.

Our guiding principles are also expected to develop to include our vision for Oxford Street East. While many of the issues we have encountered on Oxford Street West will be applicable to Oxford Street East, it is important that we consider the differences in retail and transport environments and question whether our principles can be applied universally or need further refinement to ensure we properly address accessibility issues.

Our accessibility principles have been informed by the overall objectives of the Oxford Street project, including:

- Enhancing the public realm and pedestrian space to improve visitor experience, comfort and accessibility for all, while minimising potential conflicts with road traffic and between pedestrian users of the space with different/specific needs.

- Maximising accessible, step-free public transport connectivity for people travelling to, and interchanging through, Oxford Street West.
- Ensuring taxi ranks are provided in visible and accessible locations as close as possible to destinations and public transport stops.
- Providing accessible drop-off and pick-up locations for disabled car passengers and accessible parking spaces for disabled drivers.
- Ensuring people with specific mobility needs can find physical and digital information and mobility assistance for getting around the transformed Oxford Street West area.

In addition, our principles have also sought to consider a number of possible challenges that we have looked to resolve through our stakeholder engagement. These include:

- Different groups of disabled and older people have different, and sometimes conflicting, needs in respect of inclusive design and accessible mobility. We need to ensure that these are fully considered and, wherever practicable, reconciled through ongoing stakeholder engagement and design reviews.
- If it is not possible to fully accommodate the needs of specific groups, we need to ensure that critical safety or wayfinding information is relayed in multiple formats and channels, so as to maximise the accessibility of Oxford Street West. This may include, but is unlikely to rely exclusively upon, emerging technologically-driven solutions – including wearable technologies and personalised digital navigation services.

A summary of our guiding accessibility principles is provided at the end of this document in Appendix A.

Existing Situation

To enable us to effectively apply our principles to the development of our proposals, we first needed to gain a detailed understanding of the existing state of Oxford Street West and the surrounding district with regards to accessibility and inclusion. During the first half of 2017 three detailed accessibility audits of Oxford Street West were undertaken, led by accessibility experts and involving people with a wide range of impairments. These audits identified a number of issues which we have sought to address through our designs. An overview of these issues is provided below in Figure 1.

Figure 1: Summary of accessibility issues noted in site audits – January to July 2017

Category	Issue
Arrival from London Underground Stations	<ul style="list-style-type: none"> • Long distances to travel within the station / awkward climb up stairs / insufficient information about exits for mobility and visually impaired
Crossings	<ul style="list-style-type: none"> • Controlled crossings were overall safer for participants. Pedestrian countdowns were useful. The project should therefore look to introduce controlled crossings and countdown where possible. • Crossings over Oxford Street were better than side street crossings in terms of width and surfacing. • Inconsistency of type and quality of crossings was a problem. • Wait times were sometimes too lengthy leading to many pedestrians crossing on the red signal. • Crossing times across Oxford Street were insufficient for mobility impaired pedestrians and only allowed them to reach the central refuge point. • Presence of audible signals and rotating cones / location of push button boxes / length of beeps was inconsistent, difficult and sometimes dangerous to identify and / or use. • Blister paving at crossings was inconsistent: its positioning, location, extent, colour, condition, tail edging length was erratic and confusing at various crossings • Many crossings were very crowded making it difficult to cross • Uncontrolled crossing where pavements and carriageway

	<p>are flush and lack tactile paving were a safety issue for visually impaired people</p> <ul style="list-style-type: none"> • Vehicle behaviour was problematic – vehicles mounting footway, speeding, sitting in crossings on vehicular red lights • Lack of consistency on side road crossings means that sometimes signalled crossings get mistaken for side road give-ways.
<p>Footways</p>	<ul style="list-style-type: none"> • Uneven, rocking, broken and slippery pavements caused difficulties for most participants. • There was ponding at dropped kerbs, along the centre of the footway and to the side of the footway after rain. • Kiosks - hanging goods were hazards for visually impaired people. The location of kiosks limited view / width and access into side streets. • Loading bay inserts were flush with footway – this meant that visually impaired people could inadvertently walk into the road. • Tactile blister paving was difficult to negotiate by ambulant disabled people and wheelchair users, more so when wet, and a problem for some on dropped kerbs. • Footway routes were not step-free on side streets as they included many vehicular crossovers without dropped kerbs • Seating – amount, type (no arms / backrests / different height options), and direction faced limited. • Seating was individual and isolated, not providing opportunities for large groups to sit together. Large groups observed included student groups, tourists, and larger families with children. • There were no tables associated with seating to allow people to place reading material, shopping, food, drinks, or for people to write on. • Lack of trees and greenery makes streetscape bleak and grim. • Lack of shelter from weather –rain, wind and sun. • More cafes / rest stops / water fountains needed for rest and refreshment and also for animation of the street. • There was no resting activity or quiet spaces on the footway, only constant movement which is disturbing for those who need quieter spaces including autistic or cognitively impaired people.

	<ul style="list-style-type: none"> • Visually impaired people need strong visual guidance in wide open spaces.
Building Works	<ul style="list-style-type: none"> • There were variable measures of protection from temporary street works. • Participants commented on obscured street name signs, access to controls for pedestrian crossing lights and access to footways on some side streets.
Shop Entrances	<ul style="list-style-type: none"> • Some shops have no step-free access • Some accessible entrance to shops are hazardous because of the steep junction with the footway, and surface material becoming slippery when wet • Many shops had A-boards outside blocking the footway • Some shop entrance doorways were too narrow (when double doors) and heavy to open.

Engagement

We believe that ensuring a successful outcome to the Oxford Street Transformation relies on working closely with a wide range of stakeholders throughout the scheme design process to understand these issues more fully and to make sure that people have the opportunity to feed their views into the design proposals as they evolve.

Following our site audits and the completion of the first public consultation in June 2017, we therefore held discussions on specific design issues in smaller groups, to ensure the needs of specific user groups were better understood and could inform the scheme design process. Throughout September we held a number of workshops with stakeholders, focusing on a range of specific issues and types of impairments. Some of the groups we engaged with and the groups they represent are outlined in Figure 2 below.

Figure 2: Table of key accessibility stakeholder groups engaged as part of scheme development

User group	Stakeholder organisations
Representing the needs of people with a cognitive / mental health impairment	Alzheimer's Society, Mind, National Autistic Society & Parkinson's UK
Representing the needs of people with a physical disability / mobility impairment	Muscular Dystrophy UK (including Trailblazers), Scope, Spinal Injuries Association & Whizz-Kidz
Representing the needs of people with a	Action on Hearing Loss, Guide Dogs,

sensory impairment	RNIB, RSBC & Thomas Pocklington Trust
Representing the needs of older people and people who experience walking difficulty	Age UK London, Arthritis Care & Stroke Association
Representing the needs of disabled cyclists	Wheels for Wellbeing
Representing the needs of disabled motorists	Disabled Motoring UK
Pan-disability groups	Inclusion London, Leonard Cheshire Disability, Transport for All, Carers UK

Our engagement with these stakeholders has provided us with a significant amount of constructive feedback. We are continuing to meet with stakeholders and taking their views into consideration as our proposals develop. An overview of some of the feedback we received from our discussions is provided in Appendix B.

Our Proposals

Our proposals for Oxford Street West, outlined in the main body of this consultation, are expected to have an impact on the level of accessibility on Oxford Street and in the surrounding area. Some of these impacts will be positive, with others less so. We have therefore considered the impact of our proposals on accessibility in both general terms and, specifically, on particular groups of people with protected characteristics under the Equality Act 2010. These characteristics are:

- Age
- Race (Ethnicity)
- Disability
- Gender and Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Religious Belief
- Sexual Orientation

As part of our commitment to a fully accessible transport network, we also consider the impact of our proposals upon access to employment and on people with lower incomes. A summary of our assessment of the impact of our proposals upon these groups of people is provided in Appendix C.

The removal of traffic from some of Oxford Street West would enable us to provide more space for pedestrians and significantly reduce crowding levels. The removal of unnecessary street furniture, new pedestrian crossings, and improvements to paving where needed across the district will also assist people moving through the area and improve the quality of the routes between Oxford Street West and new bus stops on Henrietta Place and Wigmore Street. We are committed to delivering an inclusive public realm and will introduce high quality resting places, public art features and improved way-finding to further assist people in navigating Oxford Street.

Nonetheless, our proposals do have some less positive implications for the accessibility of Oxford Street West. Under our plans, bus stops would be relocated from Oxford Street onto Wigmore Street and Henrietta Place. For example, the existing bus stops outside Selfridges would be removed and new stops installed on Wigmore Street approximately 300m from Oxford Street. In the same way, existing bus stops near House of Fraser and John Lewis would be removed and new stops installed on Henrietta Place, around 200m from Oxford Street. The nearest bus stop to Bond Street station would be on Henrietta Place, around 200m away. Taxis ranks would also be relocated under our proposals as we seek to provide more space to pedestrians, though we have worked to ensure that taxi ranks are located as close as possible to Oxford Street West.

In order to go some way towards mitigating these negative impacts, we have considered a range of measures for Oxford Street West, with the aim of providing the most accessible space that we can. These include:

- Thoughtful placement and regular spacing of seating and resting areas along Oxford Street West, public information, way-finding landmarks and meeting areas.
- Defining less regular placement of calmer rest areas as part of a comprehensive seating design.
- Differentiating (e.g. through use of colour and public art) public realm environments across each of the newly-created pedestrian areas of OSW, which should make it easier for visitors to plan travel to and from the area in relation to desired destinations.
- Designating an “Easy Access Route” along OSW that avoids busy shop fronts and instead provides a more relaxed, easily navigable route to complement rest seating, lighting and information.

- Preparing 3D visualisations of proposed types of pedestrian crossing arrangements for main-road intersections over OSW, and side streets, so they can be shared and discussed with key stakeholder groups pre-implementation.
- Defining, through detailed design, a set of Walking Surface standards that can be consistently applied to ensure safe, comfortable and convenient use in all weathers. These could consider conventional blister paving and explore whether better surface options exist.
- Exploring the feasibility of identifying strategically placed ‘utilities service routes’ and access covers that have easy to maintain and durable surfaces, thereby minimising disruption and long-term surface degradation associated with temporary works.
- Considering (for Transformation designs) an ‘Entrance Transition Zone’ strip between building frontages and pedestrian areas, within which level differences might be resolved to create step-free entrances to shop fronts.

Mobility Service

We also recognise that our proposed changes would have a notable impact on people moving along Oxford Street West, who may currently use buses to travel from one part of Oxford Street to another. For this reason, we are continuing to look at the feasibility of providing a further mobility service that might add to the attractiveness and accessibility of the Oxford Street district. This mobility service would be aimed at helping people who require additional assistance to get along Oxford Street and to/from local bus stops.

Any mobility service should be accessible to a large number older and disabled people and should provide a dignified way to travel along Oxford Street. It should also fit in with the wider aspirations for Oxford Street and build on its reputation as an iconic destination in London. We also need to consider how any service would interact with the many pedestrians on Oxford Street and the need to provide effective security measures against hostile activity. We have begun to assess some possible options, but in order to deliver a service that goes beyond simply providing a method of travel and truly recognises the nature of Oxford Street as an important retail and leisure destination, we need to continue to work with stakeholders and local businesses to develop our ideas into a detailed strategy for mobility in the Oxford Street district. We will be continuing this work over the coming months and hope to share the outcomes of this once our proposals are more developed.

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Accessibility Impacts – Appendix A Guiding Accessibility Principles

Project Objective	Accessibility Principles
<p>Enhancing the public realm and pedestrian space to improve visitor experience</p>	<ul style="list-style-type: none"> • Consistent use of non-slip (wet and dry), level or gently sloping (where necessary) surfaces to maximise independent access and mobility along OSW and surrounds. • Clearly de-marked entry and exit points into distinctively designed (i.e. not homogenous) pedestrian-prioritised areas • Correct and consistent application of tactile surfaces and tonal contrasts to highlight slip/trip/fall hazards for people who experience sight/hearing impairment • Clear, intuitive signage and other guidance to ease navigation and reduce confusion for people with dementia, learning disability etc. • Distinguishable landmarks used to demark different pedestrian prioritised areas along the length of OSW • Plan for clear cognitive design over the length of OSW • Provision of Calm and Recovery spaces, at regular intervals along OSW • Mix of seating types, heights and with/without arm rests to suit different groups' needs • Minimum 10 Lux evening/overnight lighting level • Pedestrian crossing surface tone contrasts to clearly identify crossing area • Signalised crossings with dropped kerbs and tactile treatments over primary north-south roads that intersect OSW. • Audio-visual features at signalised crossings to include height-differentiated countdowns, nearside audible notifications and visual signals for waiting/crossing • Correct and consistent application of tactile surfaces and tonal contrasts to highlight slip/trip/fall hazards for people who experience sight/hearing impairment • Consistent with forecast peak levels of pedestrian access and vehicle flows • Will need to balance potentially opposing needs of different groups of people

	<ul style="list-style-type: none"> • Careful siting of cycle parking infrastructure to minimise trip-hazards/obstacles • Design of cycle parking to accommodate adapted/specialised bicycles • Consider permitting/enforcing access along OSW for people using cycles as mobility aids
<p>Maximise accessible, step-free public transport connectivity</p>	<ul style="list-style-type: none"> • Minimise interchange distances • Bus able to stop within 200mm of, and parallel with the kerb. • Footway to be free of impediments, such as street furniture, so the bus ramp can be deployed for wheelchair/pushchair users • Minimum footway widths per TfL Accessible Bus Stop Design Guidance • Visible / clearly signed from key destinations along OSW and Tube/Rail stations • Bus stop post and flag per TfL Accessible Bus Stop Design Guidance • Located to minimise walking distance between interchange stops / to key destinations • Provide resting/seating facilities for people waiting for a bus • Shelter the bus waiting facilities to offer protection from weather/street noise • Countdown bus passenger information provided at stops
<p>Ensure taxi ranks are provided in visible and accessible locations</p>	<ul style="list-style-type: none"> • Taxi able to stop within 50mm of straight kerb for parallel parking and N/S ramp access • 120mm at boarding location (ideally along length of ramp) • Minimum 3,000mm (d) x 1,500mm (w) boarding area clear of street furniture • Lined and coloured (yellow) taxi rank markings on road surface • Consistent flagpole and totem at rank head • Pedestrian crossing visible from the head of the taxi rank • Clear line of site to the rank – and ideally the head of the rank ('Taxi' light)
<p>Provide accessible drop-off and pick-up locations for disabled car passengers and accessible parking spaces for disabled drivers</p>	<ul style="list-style-type: none"> • Designate short stay pick-up and drop-off areas for Blue Badge holders within 100m of Oxford Street • Design to UN Enable standard (17:3.7) for an accessible pick-up and drop-off area • Maintain the same level of accessible parking for Blue / Blue + White/Green Badge holders in OSW surrounding streets • Reconsider Blue Badge holder access to nearby accessible parking bays.

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<p>Ensure people with specific mobility needs can find information and mobility assistance</p>	<ul style="list-style-type: none">• Provide clear, concise physical information to help all visitors navigate the public space• Provide clear, concise digital information to help all visitors plan their visit in advance / navigate and enjoy OSW.• Integrate the use of personal and wearable technologies into the design of OSW space, and digital information, to support accessible door-to-door journeys and service design.
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Appendix B – Summary of Engagement Sessions

Discussion Topic:	People with a sensory impairment:	People with a physical disability / mobility impairment:	Older people and people that experience walking difficulties:	Disabled cyclists
<p>Headline Accessibility Audit Findings</p>	<p>Generally agree audit findings</p> <p>Recognise impact of street furniture design on people with vision impairment</p> <p>Recognise that people who are deaf or hard of hearing have particular concerns about congestion and vehicles moving at high speed</p> <p>Note inconsistency in the application of tactile tails at crossings</p> <p>In some places audible crossings are in such close proximity that the safe to cross beep can be confused between two points along at least one stretch of OSW.</p>	<p>Generally agree audit findings</p> <p>Oxford Street is currently “manic” – an aggressive environment for all pedestrians</p> <p>Dropped kerbs are patchy and in some places are only on one side of the crossing point which can mean a long detour for wheelchair users</p> <p>Toilets in Department stores are often hard to find, are in crowded areas and are seldom on the ground floor. Young wheelchair users (Whizz Kidz) cite lack of toilet facilities as a reason for avoiding Oxford Street</p>	<p>Generally agree audit findings</p> <p>Also important to note that volume of traffic currently is intimidating for many people – and there are damaging impacts on air quality and therefore health</p> <p>Crowding is the biggest barrier to access currently; the space is currently too limited for the number of people who wish to use it</p> <p>More public toilets are vitally important, and the transformation of Oxford Street must be an opportunity to make some improvements in this respect</p>	<p>Generally agree audit findings</p>

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<p>Outline OSW Transformation Proposals</p>	<p>Welcome quieter spaces and pleased shared space is not on the agenda</p> <p>10.00am is too late to close the road to traffic. There will be many commuters etc coming in to Bond Street, Crossrail etc</p> <p>Concern that public art, planters etc. can be hazardous</p> <p>Frequent seating is needed to mitigate walking distances</p>	<p>Young wheelchair users generally use bus to travel along Oxford Street, so removal is a concern but onward distances can be too great for those in a manual wheelchair anyway</p> <p>Can see benefit of not allowing buses into OSW Could see benefits for people with a sensory impairment</p> <p>Good and frequent seating will be vital</p> <p>Think that 10.00am is OK as start of pedestrianised period</p> <p>Concern about damage to pavement surfaces from delivery trucks etc. – can create tripping hazards</p>	<p>Benefit of getting rid of traffic outweighs disadvantage of greater distances but increased walking distances will be a key issue for many people</p> <p>What will happen to the trips currently made by bus when buses are removed?</p> <p>Need to consider impact of displaced cycle routes on pedestrians using those routes</p> <p>Opportunity for this scheme to be a world best practice model</p> <p>Numbers of disabled people using OSW could greatly increase if facilities are good</p>	<p>Request for access to OSW for disabled cyclists as a cycle is a mobility aid.</p> <p>Request for filtered permeability on side roads for cyclists</p> <p>Potential for freight to be delivered by cargo-bike after 10pm?</p> <p>Should note that the side streets may become busier with OSW Transformation and therefore the design needs to consider the capacity of these routes to cater for greater pedestrian footfall alongside disabled cyclists' access.</p>
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<p>Walking routes to/from transport nodes</p>	<p>Can taxi drop off be closer to OSW than pick up?</p> <p>Consolidation of bus stops may be confusing for people with vision loss who struggle to distinguish between different buses at a stop</p> <p>Traffic noise can be a benefit to people with vision loss as it helps to navigate. Recognise that the future is in quieter vehicles so good design is key to reduce risk</p> <p>Can Blue Badge spaces be located closer to the pedestrian area?</p>	<p>Manual wheelchair users with assistance should be OK with the extra distance, but an extra 100m might be an issue for others</p> <p>Quiet areas and resting places (perhaps in side streets) very important for this to work</p> <p>For those who experience chronic fatigue, even with resting places, having to keep doing maximum distance (50m) each time could prove too difficult</p> <p>Taxi drop off close to OSW would be helpful</p>	<p>Walking distances can be mitigated by plentiful seats and resting places</p> <p>Important to identify maximum walking distances in each option rather than average</p> <p>Anecdotally, some people are saying that they would like accessible parking facilities nearer to where they would like to go on Oxford Street</p>	<p>Request for accessible cycle parking facilities as close as possible to OSW needs to be designed to cater for a range of bicycle designs including trikes</p>
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Getting Along Oxford Street

Vital that same access principles are observed throughout even areas of OSW are to have different public realm treatments.

Kerbs are needed at points where vehicles have access

Useful to have estimate of increased foot traffic generated by new Bond Street Station

Suggestion of “slow” pedestrian lane for those who need to move more slowly and don’t want to be hassled

Resting places could include perching points

More bus stops sited as close as possible to junctions with side roads would be helpful

Important to provide seats/resting places also on side roads

Need to consider how people with a vision impairment will cope with seating

No strong opinion on treatment of zones provided that basic accessibility principles are adhered to throughout – but consistency is important, especially for occasional visitors

Request for access to OSW for disabled cyclists as bikes, trikes and handcycles etc. are a key mobility aid and should be considered as such alongside Class 3 mobility scooters and wheelchairs. People using handcycles need to get into stores as they cannot park and walk. Some tricyclists can walk short distances, but need to be able to park close to destinations.

<p>Road Crossings at Major Intersections</p>	<p>Need to see the detail in 3D format to enable detailed comment on specific designs. Important that treatments before and after each crossing are also considered.</p> <p>Concerned about the gap between the two standard parallel crossings. How do people with vision loss; people with a learning disability know when you are in the gap between the crossings / know not to cross there? Better to use whole crossing width</p> <p>At crossings, it is very important for there to be consistency in terms of which side the button box is located.</p>	<p>Crossing times are key; many with mobility impairments need extra time to cross</p> <p>Countdown is useful to enable people to decide if they have time to start crossing</p> <p>Tactile is often uncomfortable for wheelchair users etc. but recognise need for those with vision impairment. OK to sit on at crossing point</p>	<p>Why not use marshals/staff to help control crossings?</p> <p>In practice people will cross on full width of road even if there are “official” crossings; in fact, if two crossings are synchronised, then it will probably be safe to cross in between them anyway.</p> <p>Less confusing to take crossing across full width</p> <p>Countdown is useful to enable people with walking difficulty to judge if they have enough time to cross safely</p>	
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Navigating Oxford Street West

Tactile map is of limited use - how do you find it in the first place?

Calm areas/ resting places should include acoustic design to help people with hearing loss; in fact, there is an opportunity to incorporate acoustic design at an early stage in the entire process, as it is very important in a large space.

Street furniture needs to be aligned so that it doesn't present a tripping hazard

Tactile maps are good, because they are inclusive – but they cannot be relied on as the only solution

Street furniture should be colourful (no grey) to help identification and navigation

Need consistency in design but OK to have different design treatment in each section provided basic access principles are followed and not compromised

Would be good to have consistency of paving and materials. Seats should be at different heights (with and without armrests) and should include some with space for wheelchair user to sit. panion and/or to transfer to a seat

Would be good for there to be consistency in the location of street furniture

Put people/"hosts" in the street to give guidance and information. Older people always prefer to ask a person rather than struggle with signs etc.

Vital to take a tough line on street clutter/kiosks etc. – should be banned

Good to have buskers etc. at fixed points to help with identifying locations

How will people navigate if visually impaired? Not many use the Beacon technology

Resolving pedestrian – cyclist conflict: Transformation is an opportunity to look at resolving the crossing of cycle tracks for visually impaired people. A solution needs to be found that works for everyone. Oxford Street is currently

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Appendix C: Overview of impact of Oxford Street West proposals upon specific user groups

NB: This assessment will be revisited once final post-consultation proposals are clear.

Characteristic	Age	
London Demographic Profile	Under 25	32.1%
	Over 65	11.1%
Positive Impacts	<p>The creation of more, dedicated pedestrian space along Oxford Street West is anticipated to significantly improve the overwhelming and disorienting nature of crowding that is currently commonplace in the area. This has been identified, through stakeholder group discussions, as the biggest current barrier to access, and one which prevents people over the age of 65 from visiting and enjoying Oxford Street.</p> <p>The proposals reduce the scope for conflicts between vehicles and cycles travelling along Oxford Street and pedestrians on crowded footpaths, which has also been identified through the baseline accessibility audit and stakeholder group discussion as an intimidating aspect of the current OSW environment.</p> <p>Anticipated public realm alterations that will contribute to an enhanced environment for older people include improvements to the availability, quality, consistency and legibility of: pedestrian surfaces, lighting, in-street information, wayfinding landmarks, seating/resting areas, meeting places, controlled pedestrian crossings (many with countdown displays), and calm/recovery spaces providing respite from crowds. Extending these improvements to side streets that link Oxford Street with</p>	

	<p>relocated bus stops and taxi ranks is expected to deliver benefits for older residents in neighbouring districts, as well as visitors. Improved road safety, lighting and wider open spaces are also anticipated to deliver significant benefits to younger people using the area.</p>
Neutral Impacts	
Negative Impacts	<p>There is currently only one (accessible) public toilet along Oxford Street West. The lack of these facilities has been highlighted as an issue through discussions with older people’s stakeholder groups. There are currently no proposals to deliver additional public toilets in the area as part of the Oxford Street scheme. The extensive availability of toilet facilities in major stores along Oxford Street currently helps to mitigate this but is not ideal. Public information could, with retailers’ involvement and agreement, include details of the locations of toilet facilities in major stores so as to improve awareness for all visitors to the area. If desirable, this requires further consideration and exploration through the detailed design stages of the proposals.</p> <p>Many Street Trader kiosks are obstacles that block sight of, and access to, calmer seating areas in pedestrianised areas where side streets meet Oxford Street. The potential relocation of some street trading kiosks as part of the proposals creates an opportunity for new calm and recovery spaces, and quieter walking routes, to become more visible for all pedestrians using Oxford Street.</p> <p>Current estimates from TfL’s bus ticketing data suggest around 8,500 non-disabled Freedom Pass holders (people aged 66 and over) travel to/from Oxford Street (OSW + OSE) by bus each day. They represent around 8.5% of all bus passengers travelling to/from Oxford Street, and include around 1,200 people making short-hop trips along Oxford Street. This is likely an under-estimate of all such trips as not all older visitors to OSW hold a Freedom Pass, or reside in London. Longer walking distances (of up to 200m) to relocated bus stops and services on Wigmore Street/North Row may disadvantage some of these bus users over the age of 65. They may also present a challenge for</p>

	the unknown numbers of older people that use taxis to get to/from/along OSW - particularly in the vicinity of Bond Street Station and H&M/Oxford Circus where the nearest taxi ranks will be 200m away.
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Characteristic	Disabled People
London Demographic Profile	17%
Positive Impacts	<p>The creation of more, dedicated pedestrian space along should significantly improve the high levels of pedestrian crowding throughout the Oxford Street district. This has been identified, through stakeholder group discussions, as the biggest current barrier to access, and one which prevents many disabled people from visiting and enjoying Oxford Street.</p> <p>The proposals are also expected to reduce the likelihood of conflict between vehicles and cycles travelling along Oxford Street and pedestrians on crowded footpaths, which has also been identified through the baseline accessibility audit and stakeholder group discussion as an intimidating feature that deters access.</p> <p>Anticipated public realm alterations that will contribute to an enhanced environment for all disabled people include improvements to the availability, quality, consistency and legibility of: pedestrian surfaces, lighting, in-street information, wayfinding landmarks, seating/resting areas, meeting places, controlled pedestrian crossings (many with countdown displays), and calm/recovery spaces providing respite from crowds. Extending these improvements to side streets that link OSW itself with relocated bus stops and taxi ranks is expected to deliver benefits for disabled residents in neighbouring districts, as well as visitors to Oxford Street.</p> <p>Some proposed public realm improvements and enhancements are expected to deliver benefits for specific groups of disabled people. They include:</p> <ul style="list-style-type: none"> • <u>Pedestrian crossings</u>: Consistent approach to implementing tactile surfaces, tonal contrasts, pedestrian call boxes, rotating cones, and audible warnings benefits people who experience sight impairment. Wider provision of pedestrian

	<p>countdown timers will aid those who experience cognitive and physical impairments, increasing confidence when crossing busy roads. Wider crossings at main road intersections are also expected to be less confusing and more comfortable for all disabled people.</p> <ul style="list-style-type: none"> • <u>Flush level surfaces of consistent quality and wider provision of drop-kerbs</u>, including over informal side-road crossings, will particularly benefit wheelchair users and people who experience difficulty with walking, but require appropriate tactile surfaces and tonal contrasts where deployed. • <u>Increased numbers of accessible parking (Blue Badge) and taxi rank spaces</u> are expected to improve access for disabled people who rely on taxis or private cars.
Neutral Impacts	
Negative Impacts	<p>Current estimates from TfL’s bus ticketing data suggest around 2,000 Disabled Persons Freedom Pass holders travel to/from Oxford Street by bus each day. They represent around 2% of all bus passengers travelling to/from Oxford Street, and include around 300 disabled people making short-hop trips along Oxford Street. This is likely an under-estimate of all such trips as not all disabled visitors to OSW hold a Freedom Pass, or reside in London. Longer walking distances (of up to 200m) to relocated bus stops and services on Wigmore Street/North Row may disadvantage some of these disabled bus users – particularly wheelchair users and people who experience difficulty with walking. Longer walking distances associated with relocated facilities may also present a challenge for:</p> <ul style="list-style-type: none"> • The unknown numbers of disabled people that use taxis (approximately 190 Taxicard trips per month are to Oxford Street, but not all taxi users have Taxicards) to get to/from/along Oxford Street West - particularly in the vicinity of Bond Street Station and H&M/Oxford Circus where the nearest taxi ranks will be 200m away. • People who use Blue Badges to park in accessible parking spaces in the vicinity of Oxford Street West. Relative to Selfridges and H&M/Oxford Circus the closest accessible parking spaces move closer/remain the same distance, but

	<p>walking distances are projected to extend slightly relative to Debenhams and House of Fraser.</p> <p>We will look to mitigate the impact of these longer walking distances to some extent by improving pedestrian facilities and providing high quality seating and resting places on key link routes.</p> <p>There is currently only one (accessible) public toilet along Oxford Street West. The lack of these facilities has been highlighted as an issue through discussions with older people's stakeholder groups. There are currently no proposals to deliver additional public toilets in the area as part of the Oxford Street scheme. The extensive availability of toilet facilities in major stores along Oxford Street currently helps to mitigate this but is not ideal. Public information could, with retailers' involvement and agreement, include details of the locations of toilet facilities in major stores so as to improve awareness for all visitors to the area. If desirable, this requires further consideration and exploration through the detailed design stages of the proposals.</p> <p>Many Street Trader kiosks are obstacles that block sight of, and access to, calmer seating areas in pedestrianised areas where side streets meet Oxford Street. The potential relocation of some street trading kiosks as part of the proposals creates an opportunity for new calm and recovery spaces, and quieter walking routes, to become more visible for all pedestrians using Oxford Street.</p> <p>Hostile vehicle mitigation measures have potential to cause an obstruction to the movement of all disabled people if they are not spaced towards the maximum 1.2m 'air-gaps' proposed in CPNI guidance and are not of appropriate height/offer tonal contrasts. There is also scope for them to be further obstructed by temporary 'A' boards and other street furniture, which needs to be considered through detailed public realm design.</p> <p>Wider, more consistent use of tactile surfaces to meet the wayfinding needs of people who experience sight impairments may inconvenience wheelchair users and people who experience</p>
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	<p>difficulty with walking. A sensitive and consistent approach to applying these surfaces will help to mitigate this potential conflict. We are currently working with the Department for Transport to investigate potential for introducing wider pedestrian crossings and improved use of tactile paving at key crossing points in order to achieve the best overall outcome for all users.</p> <p>Disabled people who use bicycles as mobility aids are potentially disadvantaged by proposals to remove all cyclists from Oxford Street West.</p>
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Characteristic	Gender	
London Demographic Profile	Female	51%
	Male	49%
Positive Impacts		
Neutral Impacts	We do not anticipate that our proposals will have any specific impact that differs across people of different genders.	
Negative Impacts		

Characteristic	Gender Re-assignment
London Demographic Profile	Equality and Human Rights Commission estimate London's population at 1,900 using numbers supplied by the NHS
Positive Impacts	
Neutral Impacts	We do not anticipate that our proposals will have any specific impact that differs for people who have undergone gender re-assignment.
Negative Impacts	

Characteristic	Marriage and Civil Partnership
London Demographic Profile	Not available
Positive Impacts	
Neutral Impacts	We do not anticipate that our proposals will have any specific impact that differs for people in a marriage or civil partnership
Negative Impacts	

Oxford Street transformation



Characteristic	Maternity and Pregnancy
London Demographic Profile	Not available
Positive Impacts	<p>Our proposals will enable people who are pregnant or new mothers, often with buggies, to travel through the area more easily on foot. The creation of more, dedicated pedestrian space along Oxford Street will also improve pedestrian crowding levels which currently create a significant barrier to movement. Our proposals also reduce the scope for conflicts between vehicles and cycles travelling along Oxford Street and pedestrians on crowded footpaths..</p> <p>Anticipated public realm alterations that will contribute to an enhanced environment for pregnant people and new mothers include improvements to the availability, quality, consistency and legibility of: pedestrian surfaces, lighting, in-street information, wayfinding landmarks, seating/resting areas, meeting places, controlled pedestrian crossings (many with countdown displays), and calm/recovery spaces providing respite from crowds. Extending these improvements to side streets that link Oxford Street to relocated bus stops and taxi ranks is expected to deliver benefits for older residents in neighbouring districts, as well as visitors to Oxford Street</p>
Neutral Impacts	

Oxford Street transformation



Negative Impacts	<p>Whilst Harley Street and a number of clinics are in the proximity of Oxford Street, access to maternity wards and delivery facilities are unlikely to be affected by our proposals. Emergency service response times will be monitored and assessed as part of the traffic modelling works, but are not anticipated to be adversely affected.</p> <p>There is currently only one (accessible) public toilet along Oxford Street West. The lack of these facilities has been highlighted as an issue through discussions with older people’s stakeholder groups. There are currently no proposals to deliver additional public toilets in the area as part of the Oxford Street scheme. The extensive availability of toilet facilities in major stores along Oxford Street currently helps to mitigate this but is not ideal. Public information could, with retailers’ involvement and agreement, include details of the locations of toilet facilities in major stores so as to improve awareness for all visitors to the area. If desirable, this requires further consideration and exploration through the detailed design stages of the proposals.</p> <p>Longer walking distances (of up to 200m) to relocated bus stops and services on Wigmore Street/North Row may disadvantage members of this group.</p>
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Characteristic	Race	
London Demographic Profile	White/Caucasian	59.8%
	Black, Asian, Minority Ethnic (BAME)	40.2%
Positive Impacts		
Neutral Impacts	We do not anticipate that our proposals will have any specific impact that differs across people of varying races and ethnicities.	
Negative Impacts		

Oxford Street transformation



Characteristic	Religion and Belief	
London Demographic Profile	Religious Affiliation	69.8%
Positive Impacts	There are a number of places of worship within the Oxford Street District, including Grosvenor Chapel and Wigmore Hall. Access to places of worship on foot will be improved by improved pedestrian facilities and crossings. Benefits to this group are expected to be similar those experienced by other pedestrians.	
Neutral Impacts		
Negative Impacts	The removal of buses from Oxford Street will reduce levels of accessibility to Wigmore Hall by bus, as bus stops will no longer be located on Oxford Street. Access to Wigmore hall for buses will be located on Regents Street, whilst deliveries will be managed from rear access points. No other places of worship are expected to be negatively affected by these proposals.	

Characteristic	Sexual Orientation	
London Demographic Profile	Not available	
Positive Impacts		
Neutral Impacts	We do not anticipate that our proposals will have any specific impact that differs across people with different sexual orientations	
Negative Impacts		

Characteristic	Access to Employment	
London Demographic Profile	Employment Rate In Greater London	73.3%
Positive Impacts	<p>The wider West End district already supports a large number of jobs across London and the UK, both directly and indirectly. The extensive investment planned for West End over the coming years, which the Oxford Street scheme would play a key role in supporting, is anticipated to generate around 21,000 jobs over the next 15 years.</p> <p>There is, however, a disconnect between the creation of new jobs and employees being able to fill vacancies. Central London has more than 100,000 long term unemployed residents and one</p>	

	<p>third of all central London wards are in the top 20 most deprived in the country. We are therefore working with key stakeholders to contribute towards the West End Jobs Programme, specifically designed to address this problem.</p> <p>The creation of a new open space in the heart of London will not only improve access to places of employment by foot and promote the growth of businesses in the area, but will also create new opportunities for the activation of the new space. This could include pop-up shops or other events. Our management plan for Oxford Street will investigate these options further to help create a vibrant public space that provides new employment opportunities where possible.</p>
Neutral Impacts	
Negative Impacts	<p>The relocation of buses and taxis away from Oxford Street on to Wigmore Street and Henrietta Place will mean that people will need to walk an additional distance to places of employment on Oxford Street and in the surrounding area. In order to help mitigate this impact, we are proposing to improve many of these link roads to ensure that they are as safe and convenient as possible.</p>

Characteristic	Low Income
London Demographic Profile	<p>Around 40% of Londoners are estimated to have an annual household income of under £20,000</p>
Positive Impacts	<p>Our proposals will make significant improvements to pedestrian crowding in the area, making walking more attractive in the area. Our proposed changes to the urban realm will also make the Oxford Street area a more attractive place to meet and spend time in and introduce new works of public art.</p>
Neutral Impacts	
Negative Impacts	<p>Bus is a key mode of public transport for those on low incomes, due partly to cost and partly because some areas are better served by buses compared to other travel modes. Compared to 61% of all Londoners using the bus at least once a week, 69% of people with household incomes <£20,000 do so (and this rises to 73% amongst the lowest household income bracket of <£5,000). The burden of travel costs for some people on low household incomes is alleviated somewhat by the possession of passes/cards which reduce travel costs. It should also be noted</p>

Oxford Street transformation



	<p>that Londoners in low income households are more likely to be women, from a minority ethnic group, older, retired and/or disabled compared to all Londoners and those in higher income households.</p> <p>Our proposals involve the relocation of buses away from Oxford Street on to Wigmore Street and Henrietta Place. In order to help mitigate this impact, we are proposing to improve many of these link roads to ensure that they are a safe and convenient as possible.</p>
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