

Initial Equality Impact Assessment London Borough of Southwark, Great Suffolk Street area streetspace scheme

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Great Suffolk Street (GSS) Streetspace Scheme

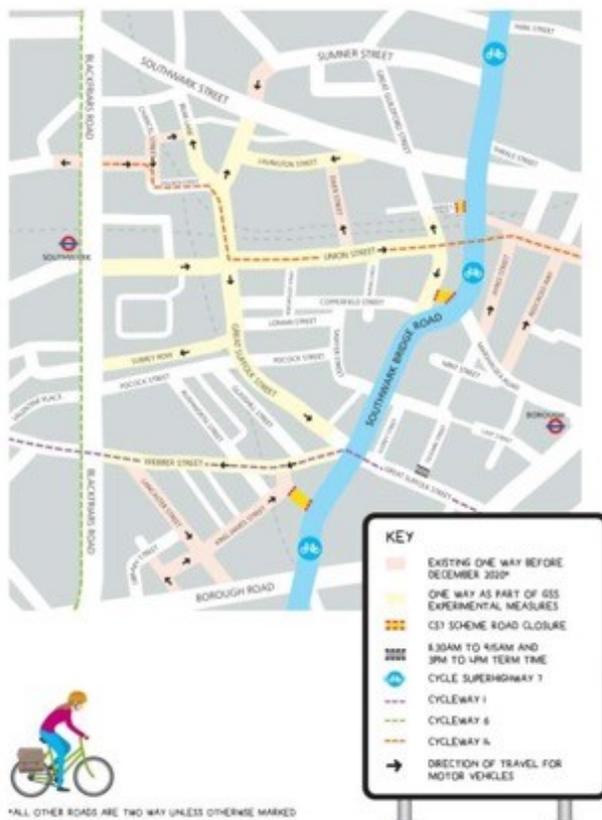


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1. The Brief

The Covid-19 pandemic required the government to introduce changes to society that have fundamentally altered people's travel patterns, ways of living and working and how they use Southwark's streets and spaces. Southwark Council identified a need to safeguard local neighbourhoods from increases in traffic caused by public transport restrictions, enable safe and active travel and reallocate space for pedestrians to meet social distancing requirements.

The Centre for Accessible Environments (CAE) has been appointed by Southwark Council to conduct an Equality Impact Assessment of the recently implemented Streetspace measures at Great Suffolk Street area. The purpose of this EQIA is to:

- Actively consider ways to advance equality and to identify unintended consequences and mitigate against them as far as possible.
- Foster good relations and community cohesion by identifying opportunities to work collaboratively with the council. This review is the start of a process of co-evaluation of the scheme with residents, Southwark Council, and relevant stakeholders.

This final EQIA report follows the initial desktop review by CAE and has been updated with the following;

- Public consultation feedback survey conducted by Southwark Council from 28 July 2021 which included from protected groups: Sex, Race, Age, Disability, Ethnicity, Religion and Pregnancy*. The data has been analysed to identify any differences in approach based on protected characteristics.
- An online consultation form circulated to 4,903 addresses in the consultation zone, with paper forms available on request. 406 responses were received. Online meetings held on 10 August and 12 August, for businesses (hosted by Better Bankside) and residents.
- CAE scheme site visits (October and November 2021) to the Great Suffolk Street area.
- CAE have also referred to assessments of similar schemes in London boroughs that were implemented prior to the COVID 19 pandemic.

* Protected groups as defined under the Equality Act 2010

2. Consultation summary feedback from Protected Groups under the Equality Act 2010

Public Consultation

Southwark Council and Better Bankside have carried out an extensive public consultation process and has sought to understand specific needs of people from groups with protected characteristics through targeted questions.

Negative impact:

- The street closures have decreased traffic within the area but resident perception is that this has shunted flow to strategic surrounding streets.

- A number of people stated that the filter had increased pollution / traffic around the perimeter roads, with additional noise disturbing home life for residents.
- Delayed deliveries and increased delivery parking on some roads.
- Women appear to be more in favour of the scheme than men, for no apparent reason.
- Older and disabled people were more in favour of returning the streets to the original scheme, although this could be influenced by car ownership and Blue Badge parking bays.
- Blue Badge owners were disproportionately impacted, using reaction by street location and Badge bays.
- Disabled and older people think it takes longer to get around by car.
- The streetscape changes appear to bring more negative impact to older and disabled people.
- People of Black and Asian and Minority Ethnic (BAME) backgrounds tended to be more against the scheme, particularly people who answered black British to the survey. It is unclear from the data what the cause of this trend is – it could relate to the location, age profile or employment profile of respondents – this should be further investigated. The response rate from BAME backgrounds was not reflective of the percentage of the population in the highly diverse area.
- Businesses in the area were less in favour, particularly licensed taxi drivers who felt it had discriminated against disabled people as a public transport mode.
- More visitors and local workers would like to return the scheme to the original arrangement.
- Cars had attempted to find new short-cuts through the residential streets.

Positive impact

- Most residents agreed with the scheme, making Great Suffolk Street area a more pleasant place to shop, walk and cycle and reduce traffic.
- The scheme was successful in reducing traffic, use of cars, increasing walking, cycling and community interactions.
- Some people would like to see the scheme continue but with an expansion of measures.
- Many would like to see more public cycle racks, cycle lanes and segregated lanes.
- There was a perception of less traffic and pollution in the central areas but more on the A roads surrounding, including congestion.

Consultation recommendations from protected Groups:

- Ensure safe, active travel corridors for all, including older and disabled people.
- For older people, wider pavements and improved kerbs and crossings were important. Barriers to walking should be addressed: Surfaces, widths and quality of streets and footways need to be improved to allow easier walking and cycling; more seating and rest places should be provided, particularly for those with limited ability to walk long distances and around businesses in the area.
- For many disabled and older people, a car is a necessity with private space to carry out certain personal functions and therefore essential for them. Respondents thought more blue Badge parking bays would help support older people and disabled people. Consultation with badge holders is recommended as soon as possible.

- Promote cycling with safe, dedicated and linked up cycle routes and more segregation, provide cycle training, safety awareness, penalties for cyclists and better access to bikes via 'Try before you Buy' and provide more secure bike hangars on streets.
- Further investigation is required on access for residents, particularly disabled people.
- There were no clear patterns on why different ethnicities wanted to remove the measures more and the response rate did not reflect the population split. This should be investigated.
- Women were less opposed to the scheme than men. This should be investigated, and negative impacts mitigated.
- The streetspace measures have increased the perception of traffic and pollution to the perimeter of the area. Children may be exposed to higher air pollution levels than previously if their journey involves travelling through these roads. This should be investigated as soon as possible, and mitigation measures introduced.
- The modal filters should be made more secure / enforced with cameras.
- Further traffic schemes to reduce strategic road use should be considered.
- The impact of ripple effects from neighbouring streetscape schemes should be considered.
- Consistency of streetspace schemes should be considered, to avoid confusion.
- Information on the scheme is recommended, both in the area on walls and provided to residents, businesses and visitors. Information on alternative routes and street closures is required.
- More benches are desirable, as are waste bins by the benches.
- Consideration of people living on peripheral strategic roads should be a priority.

The best ways reported to encourage less car use are to improve pavements and crossings, provide safe dedicated cycle lanes and parking and prioritise streets for walking with planters and benches and allow access to Blue Badge holders

3.Executive Summary: Streetspace considerations for Great Suffolk Street area

Impact on walking and cycling

- Disabled, older people and those from Black, Asian or ethnic minority groups are more likely to walk for most journeys according to TfL travel data. Streetspace measures have the potential to increase levels of active travel by facilitating safe outdoor space (with respect to social distancing and also from traffic collisions) for socialising and travelling by foot. This will also assist some disabled and older people who may find it easier to cycle rather than walk.
- Although not broken down by protected groups, the modal share of cyclists increased considerably in scheme streets. In some streets the cycling rate reduced in the morning peak hours.
- There is no breakdown on ages, abilities, gender or race of cyclists which should be further monitored to determine if there is more equal spread of cycling increase across protected groups.

- There is no breakdown on abilities, gender or race of pedestrians, which should be further monitored to determine if there is more equal spread of walking increase across protected groups.
- The ward has a high proportion of children who are overweight and obese and of children living in households claiming out of work benefits and. Motor traffic restrictions could potentially assist both these groups by facilitating safer cycling and walking.
- The use of green areas and seating areas is likely to benefit a wide range of people and have a positive impact on mental and physical health, increased inter-generational communication. The provision of further benches is encouraged.
- Many mobility impaired people and people with neurodiverse conditions need regular rest and seating points while traveling. Providing community seating also has the potential to encourage social interaction reducing loneliness and alienation and improving mental health.
- Restriction of motor traffic needs to go hand in hand with improving the accessibility of the street environment. The monitoring, public consultation and health inequalities survey indicated that the street environment in Great Suffolk Street area is not conducive for walking in many areas. Pavement widths, crossings and poor surfaces were reported. Older and disabled people experience a higher risk from Covid 19 and social distancing is an important factor.
- Motor traffic idling in the surrounding strategic roads increases pollution and makes walking and cycling more difficult across whole journeys, rather than within the scheme area. Disabled people often feel excluded from exercise and active travel.

Impact on travel by car

- The overall volume of motor traffic perceived across all streets in the closure roads in the Streetspace decreased, with increases on the perimeter A roads. Air pollution data is not available to confirm this perception.
- The general pattern appears to be a diversion of traffic to the perimeter strategic roads, bearing the brunt of the traffic volumes. The modal filters were mostly effective at diverting traffic, apart from one new short-cut attempt.
- The consultation confirmed some adverse effects on those dependent on cars including older and disabled people and carers. For many disabled people a car is a necessity with private space to carry out certain personal functions essential for them.
- Residents reported that it takes longer to get around for people who rely on driving because of disability, to get to work and for school runs.
- The scheme is likely to have a positive impact on closure roads where car travel has decreased because of the changes on disabled and older people, children, parents and carers with small children who walk and cycle due to the decreased congestion. The positive impact includes the schools in the centre of the area.
- The scheme has had a negative impact on people living in the perimeter areas, with increased traffic and journey times.
- The impact of the traffic restrictions is likely to disproportionately impact on Blue Badge holders, with longer journeys experienced. Further investigation is required to assess impact and mitigate individual restrictions for all Blue Badge holders in the area. It is noted that the negative scheme response from Blue Badge holders was in line with the location of a number of live Blue Badge spaces in the scheme area.

- The extension of Blue Badge parking spaces and companion badge holders within the scheme will mitigate the negative impact of these measures on disabled people and their carers. Permitting access for Blue Badge holders and licensed taxis will mitigate the discrimination.

Travel to schools

- The Streetspace measures aimed to promote healthy, non-polluting active travel. The schools are located in the closure areas but whole travel journeys should be considered to impact assess.
- Some disabled school children being dropped off by car could be potentially negatively impacted by increased car journey times due to the Great Suffolk Street area modal filters, main road congestion or delayed bus journeys.

Impact on travel by bus

- Walking and travelling by bus are the main means of travel for disabled and older people, low- income people, women, and people from a Black, Asian and ethnic minority background according to TfL travel survey data.
- Further information on bus journey times and changes was not made available as part of the consultation results, although improvements to public transport were high on the list of desired improvements in the area.

Impact on external streets

- With schemes of this type restricting motor traffic along residential streets while allowing traffic along main and boundary roads, there is potential there will be increased congestion on main roads due to traffic displacement. Traffic perception indicates a rise in motor traffic to the perimeter of the Great Suffolk Street area and a general fall in the closure areas. The general Southwark trend has been an overall slight increase on strategic roads over the last year, although in June 2021 traffic in Southwark was 8% lower than pre-pandemic levels (based on TfL permanent count sites).
- It is clear that people travelling through the area have diverted on strategic routes to the surrounding strategic roads, avoiding traffic filters.
- Further investigation of the impact on this area is recommended, with appropriate mitigating action.

Potential health inequalities

- Residents commented that although air quality and decreased noise benefitted people in the closure, there was a negative perceived impact on adjacent streets caused by increased traffic volumes, air and noise pollution.
- This may have a negative impact on the health of young children who go to school outside the Great Suffolk Street area and older and disabled people who live on perimeter roads.
- It is worth noting that evidence compiled from previously implemented similar motor traffic reduction schemes in London and elsewhere, in an article¹ published by Living Streets, indicates that fears of traffic displacement problems almost always fail to

materialise, and that significant reductions in overall motor traffic levels across an area can happen due to people making a wide range of behavioural responses to the new traffic configurations.

Access to green space

- Lowering levels of motor traffic on streets has the potential to make it easier to get to parks and open spaces, by making street crossings safer and making it safer to walk and cycle along streets. This has clearly had a considerable impact in the area, increasing the footfall, community and street interactions, including more physical activity and seating time.
 - Streetspace measures have also provided planters on the street with modal filters. Greener street environments provide mental health benefits, which has a positive impact on disadvantaged groups especially who may not have access to outdoor space in their homes. Allowing local people to contribute to the planting and gardening would also have a positive impact on mental health.
 - There is clear evidence that the scheme has encouraged more people out on the streets, walking and cycling more than previously and finding it easier to do so.
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- ¹ Evaporating traffic? Impact of low-traffic neighbourhoods on main roads, article by Emma Griffin, London Living Streets, July 2019
<https://londonlivingstreets.com/2019/07/11/evaporating-traffic-impact-of-low-traffic-neighbourhoods-on-main-roads/>

4. Southwark Streetscape measures in response to the Covid-19 pandemic

Before the Covid pandemic, Southwark Council already had a number of existing motor traffic restriction measures, with 52 modal filters installed pre-2020. From March to September 2020, 38 additional modal filters were installed, covering 1.2 sq kms across the borough which is 4.1% of the borough. Southwark, with a high level of deprivation (including living environment deprivation) has one of the highest levels of new modal filters per 100kms in London, impacting a higher proportion of its residents compared to other London boroughs.

During 2020, Southwark Council implemented a larger Streetspace scheme in Walworth in the North of the borough and has implemented a number of smaller trial schemes in North Peckham, Brunswick Park, East Faraday and Bermondsey Street. The project in the first three areas is partnered with Guy's & St Thomas 'Charitable Trust who are committed to reducing health inequalities with a focus on reducing child obesity, long-term conditions, and air quality. Southwark, with a high level of deprivation (including living environment deprivation) has one of the highest levels of new modal filters per 100kms in London, impacting a higher proportion of its residents compared to other London boroughs.

Great Suffolk Street area Streetscape measures 2020

This is an area wide scheme identified as a key cycling route connecting cycleways CS7, Q1 and C4. It is also a popular walking route providing access to the Tate Modern on Sumner

Street. There are already a high number of cyclists using the existing cycle routes, and these numbers noticeably increased following the lockdown measures implemented in response to the Covid19 emergency. Even as the lockdown measures are relaxed, it is envisaged that the increased levels of cycling will be maintained for the foreseeable future as people continue to use cycling as their preferred mode of transport.

The Great Suffolk Street area has several known cut-through routes for vehicles. In these locations, traffic is leaving the main roads and entering the scheme area to avoid queuing at signals at junctions. This has resulted in greater volumes of traffic making active travel less safe.

The Council's transport response to Covid-19 include providing active travel measures to make it easier to walk, cycle and use public transport, whilst removing through traffic especially as the lockdown movement restrictions are reduced.

Part of these measures includes acceleration of measures proposed under London Cycle Grid Phase 2 programme which focuses on the cycle route along Great Suffolk Street area. This was requested through the Southwark Streetspace Commonplace map that include the following key areas:

- Not enough space for social distancing
- Need more space for cycling
- Need wider pavements
- Pinch points for people walking and cycling
- Slow down traffic
- Need to close streets to drivers
- High volume of traffic
- High volume of traffic for key cycle route
- Bad air quality

It will also create a safer and more pleasant area for active transport in-line with Healthy Streets criteria.

From the requests Southwark reviewed traffic movements in the area bounded by Southwark Bridge Road, Borough Road, Blackfriars Road, Southwark Street that includes:

- Reviewing access and egress arrangements to minimise cut-through journeys. Minimising traffic in the Great Suffolk Street area to allow cyclists that use this route to connect
- existing cycleways in the area more safely.
- Reducing traffic movements and limiting traffic to one-way where possible to allow space for future walking and cycling scheme.

The scheme area is bounded by Southwark Bridge Road to the East, Borough Road to the South, Blackfriars Road to the West and Southwark Street to the North. Southwark Street, Southwark Bridge Road and Blackfriars Road form part of the Council's strategic road network.

Great Suffolk Street (GSS) Streetspace Scheme



Measures implemented in the Streetspace schemes for Great Suffolk Street area implemented in December 2020 include:

A network of one-way systems aiming to reduce through traffic. One-way streets included:

- Webber St (Great Suffolk Street to Blackfriars Road) – one way west
- Great Suffolk Street (Union Street to Southwark Road) – one way north
- Great Suffolk Street (Union Street to Southwark Bridge Road) – one way south
- Great Guildford Street (Union Street to America Street) one way north
- Great Guildford Street (Union Street to Southwark Bridge Road) – one way south
- Lavington Street – one way west
- Bear Street (Dolben Street to Treveris Street) – one way north
- Surrey Row – one way west
- Union Street – one way east

1. **Modifications to remove three ‘no entry’ measures** to motor vehicles at Lant Street, Sawyer Street and Great Suffolk Street junctions with Southwark Bridge Road, to improve accessibility for residents and businesses.

2. Banned turns out of:

- Great Suffolk Street
- Suffolk Street
- Southwark Street

- Copperfield Street
- Loman Street
- Farnham Street
- Great Guildford Street
- Copperfield Street
- Bear Lane
- Sumner Street
- Surrey Row

3. **Cycle superhighway alterations:** Including Cycleways 1, 6, 16 and cycle superhighway 7. Minimising traffic on the Great Suffolk Street area was implemented to allow cyclists that use this route to connect existing cycleways in the area more safely and allow space for future walking and cycling scheme.
4. The measures of one-way street alterations with modal filters, achieved through planter positioning to permit access to cycles only. The experimental traffic order allows emergency services to travel up a one way road in an emergency.



Timing restrictions include:

To the north of Surrey Row, this cell lies within Bankside Zone C1 CPZ, which operates from Mon- Fri 8.00am to 6.30pm and Saturday 9.30am to 12.30pm. To the south of Surrey Row, this cell lies within Bankside Zone C2CPZ, which operates from Mon-Fri 8.00am to 6.30pm.

The temporary arrangements include planters to stop vehicular traffic passing through one end of a main through road. Access is available to both sides but not through the filter, for all vehicular traffic.

Cyclists and pedestrians can pass through. Cycleways and cycle superhighway routes have been prioritized, including modal filters at road junctions along the routes and one-way systems to reduce vehicular traffic.

The investigations into the area by Southwark Council concluded that:

- Great Suffolk Street area was identified as a key cycling route as it connects cycleways CS7, Q1 and C4. It is also a popular walking route providing access to the Tate Modern on Sumner Street.

- Great Suffolk Street area has a number of known cut-through routes for vehicles. In these locations, traffic is leaving the main roads and entering the scheme area to avoid queuing at signals at junctions. These routes were already known to the Council or were raised on the Southwark Streetspace Commonplace map.
- This volume of traffic, combined with wide -lanes and narrow footways resulted in high density of traffic and speeding of vehicles which discouraged walking and cycling, and making active travel less safe.
- In the wake of Covid-19, Southwark are focused on promoting active travel within the borough, to prevent a car-led recovery, and ensure social distancing can be maintained on footways and cycleways.
- There are already a high number of cyclists using the existing cycle routes, and these numbers noticeably increased following the lockdown measures implemented in response to the Covid – 19 emergency. Even as the lock down measures are relaxed, it is envisaged that the increased levels of cycling will be maintained for the foreseeable future as people continue to use cycling as their preferred mode of transport.

It was agreed that an appropriate response is to create a 'Low Traffic Neighbourhood' style scheme in the area around Great Suffolk Street area. The measures were introduced using experimental orders with the intention that, following a successful 18-month trial period these measures will be made permanent and additional measures to support walking and cycling will be implemented by making use of the increased space.

The proposal is subject to an experimental traffic management order (TMO) where the statutory consultation is carried out after implementation. A TMO is the legal mechanism the council as traffic authority uses to control aspects of the way that the highway is used. They provide the legal backing to signs and road markings used on the highway and allow them to be enforceable. Following implementation there is a consultation period of six months when any representations received will be recorded. Should objections be received during the consultation period, these are presented to the Cabinet Member for consideration if it is recommended to make the measures permanent. If no long-term benefits can be seen from the scheme the council may opt to remove the measures after the trial period.

Schools in the area

It is noted that there are two schools in the area that would benefit from the surrounding streets having less motor traffic to allow school children to walk or cycle to school, or to provide easier movement for school coaches or mini-buses.

While many school children are local, a good proportion travel across Southwark through the neighbourhood to get to their schools and there are mini-buses and coaches used by school children.

Traffic filters restrict other motor vehicle access, limit short cuts through the area and the volume of traffic and are of benefit to school children on their way to school.

In addition, restriction of motor traffic would encourage parents to allow more children in the neighbourhood to walk and cycle to school and to permit more independent travel. The schools in the area include:

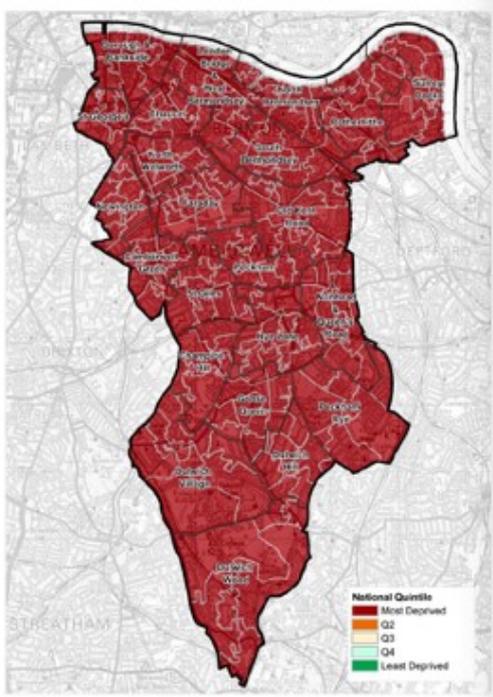
Southwark Council has provided an exemption for Blue Badge holders to travel through camera enforced bus gates within the specified boundary area of their neighbourhoods. The bus gates installed within the Walworth and Dulwich streetspace areas for example provide exemptions (see website [here](#)). There are no neighbourhoods in the Southwark Street streetscape area where Blue Badge holders can apply for an exemption to travel through camera enforced bus gates, one way road or no entry roads.

5. Great Suffolk Street area streetscape measures in the context of diversity and equity in the borough

Southwark is one of the most deprived boroughs in England with a rank of 40 out of 326 local authorities. There are high levels of deprivation relating to the outdoor living environment across the borough. When looking at the sub-domain that focuses on air quality and road traffic collisions, all residents in Southwark live in communities ranked as the 20% most deprived in England.

There are high levels of deprivation relating to the outdoor living environment across the borough. When looking at the sub-domain that focuses on air quality and road traffic collisions, all residents in Southwark live in communities ranked as the 20% most deprived in England. Improving the street environment with its high motor traffic volumes is therefore critical to redressing the poor quality of the outdoor living environment.

Figure 19: Outdoor environment sub-domain

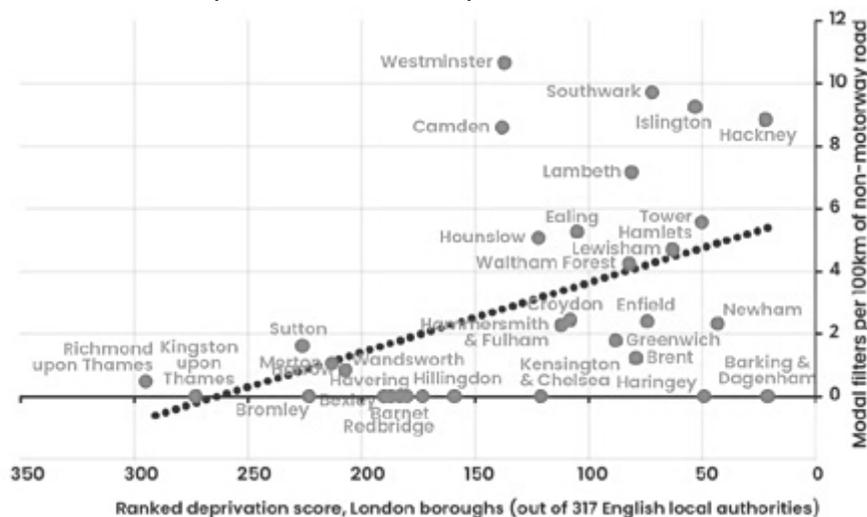


Southwark's Joint Strategic Needs Assessment Multi-Ward Profiles 2019 Borough and Bankside ward indicates the demographic characteristics of the area include:

- A ward with a diversity higher than the national average, and less than Southwark overall. 33.2% of residents in the Peckham area are non-white compared with 45.8% in Southwark.

- Borough and Bankside has the second highest percentage of children living in households claiming out of work benefits in the multi-ward area, at 20.7% compared to 18.5% in Southwark generally.
- Average proportion of older people with 7.2% people older than 65 years compared to Southwark average of 8.2%. The area has the lowest proportion of people under 18, at 10.6% compared with the Southwark average of 20.5% and the highest proportion of 18-64 year olds, at 82.3% compared with the Southwark average of 71.3%.
- Approximately 23.5% of children living in Borough and Bankside are overweight or obese in Reception, rising to 37.8% by Year 6, which is slightly lower than the Southwark average
- The overall crime rate in Borough and Bankside is the highest in the multi-ward area at 333.2 per 1,000 residents, compared with 115.4 in Southwark generally

The data indicates a higher proportion of children living in households claiming out of work benefits, older people and a high proportion of children who are overweight or obese, all vulnerable groups in Southwark. This table below highlights Southwark's ranked deprivation score in relation to provision of Streetspace measures from the recent study *LTNs for all*¹?



Southwark-should continue to consider equity when developing and prioritising modal filtered areas, given that Streetspace schemes may particularly benefit people living without access to private greenspace or local safe public spaces for playing and socialising.

6. Southwark public consultation with Protected Groups under the Equality Act

Due to the perceived urgency of the situation, the Streetspace measures were permitted by the Government via new legislation and statutory guidance. These orders allow measures to be put in place on a trial basis with consultation happening concurrently during the implementation period. Southwark Council has been using online platforms for engagement with residents. People consulted include those living on boundary streets and neighbouring areas. The consultation and results of traffic monitoring and pollution monitoring will be published by

¹ *LTNs for all? Mapping the extent of London's new low traffic neighbourhoods*: a report by Possible and the Active Travel Academy, Aldred R, Verlinghieri E. 2020.

Southwark Council. Authorities must put in place monitoring arrangements and carry out ongoing consultation once the measure is built.

General consultation

A flyer was sent to 4,903 addresses and further engagement and consultation with residents, including zoom drop in events on 10 August and 12 August, for businesses (hosted by Better Bankside) and residents. The Council worked with Better Bankside throughout the consultation process. Ward councillors were notified and asked to send details of the online consultation and notified of the questionnaire [here](#) . Details were also sent to the following consultees:

- London Cycle Campaign
- Waste Management
- Police
- Fire Brigade
- Ambulance
- Guide dogs
- RNIB
- Transport for All
- London Travel Watch

From the public consultation exercise held between 28 July and 22 September 2021, 406 responses were received during the consultation period, 39% from addresses within the consultation zone, 19% from residents, 49% from people who work and travel through the area and 8% from local businesses. This is a response rate of 8.3%.

Profile of respondents in public consultation of protected groups (Equality Act)

Age

Age	Resident	%
18 - 24	2	1%
25 - 34	41	20%
35 - 44	45	21%
45 - 54	43	20%
55 - 64	23	11%
65 - 74	17	8%
75 - 84	3	1%
85 - 94	0	0%
Not answered	36	17%
Total	210	

Sex

What is your sex as recorded at birth?	Count	Percentage
Female	40	22%
Male	129	70%
Other (please specify if you wish)	3	2%
Prefer not to say	13	7%
(blank)		
Grand Total	185	

Sexual orientation



Disability

	Disabled
No	232
Prefer not to say	26
Yes	36
Unanswered	112
Total	406

Ethnicity

	Resident	%
Asian British	1	0.50%
Bengali	3	1.40%
Black British	3	1.40%
Chinese	2	1%
Gypsy, Roma or Irish Traveller	0	0.00%
Indian	5	2.40%
Latin American	2	1%
Mixed White/Asian	3	1.40%
Mixed white/Black Caribbean	0	0.00%
Other African	1	0.50%
Other Black (please specify if you wish)	1	0.50%
Other ethnic background (please specify if you wish)	3	1.40%

Other European	15	7.10%
Other Mixed background (please specify if you wish)	3	1.40%
Other White (please specify if you wish)	14	6.70%
Pakistani	0	0.00%
White British	90	42.90%
White English	13	6.20%
White Irish	6	2.90%
White Scottish	1	0.50%
White Welsh	1	0.50%
Unanswered	43	20.50%
Total	210	

Religion or belief

Religion	Respondents
Buddhist	7
Christian	89
Hindu	1
Jewish	1
Muslim	7
No religion	125
Other (please specify if you wish)	25
Sikh	2
Total	257

Online public consultation and questionnaire responses

Residents were asked a standard set of questions relating to protected characteristics. Specific questions were asked relating to the experiences of older people and disabled people.

Older and disabled respondents were more likely to disagree with the aims of the scheme rather than to agree compared to non-disabled respondents who were more likely to agree with the aims.

It is noted from the response returns that there was more positive response from the closure streets than strategic roads on the perimeter, although more people considered their reaction to the scheme by assessing their whole journeys rather than journeys within the scheme area.

Key general findings

Scheme support

The majority (58%) of respondents disagreed with the changes. It should be noted that 49% of respondents either work or travel through the area.

Agreement with the scheme by visitors and people working in the area

The majority of people passing through and local workers were not in favour of the alterations. The overall statistics were separated and analysed to provide a clearer overall image of the response of different groups.

Agreement with the scheme by street

Just under half the resident respondents on average think the measures achieve the aims and priorities of the scheme.

Impact on mode of transport

Car use became more difficult, with cycling increasing substantially in some areas and falling, particularly during the morning peak, in others. Some cars had attempted to find new short cut routes through the area.

Impact on perimeter roads

The strategic roads were perceived to be busier and more polluted. Air quality data is not available to evidence this perception. Car counts support the increase in A roads and fall in scheme areas.

Impact on businesses

Businesses were forthcoming in the survey, particularly taxi drivers, who called for an exemption for licensed taxis as evidenced in other Southwark streetscape schemes, on the basis that they provide a public transport service for disabled people.

Impact on disabled people

The scheme agreement rates by street demonstrate a disproportionate dislike to the scheme by disabled people, particularly in areas where there are Blue Badge parking bays. Disagreement reasons included lack of access, longer journeys and more traffic and pollution on the A roads.

Scheme support

Table 1: What was the overall response?

	Respondents	%
Agreed	129	32%
Agreed with modifications	36	9%
Disagreed	236	58%
Unsure	5	1%
Total	406	

Less than half the respondents lived or worked in the area.

	Respondent	%
Resident	210	39%
Business owner	45	8%
Work in the area	150	28%
Travelling through the area	110	21%
Representative of an organisation	10	2%
Other	10	2%
Total	535	

- 55% of residents either agreed or agreed with modifications to the scheme.
- 18% of businesses either agreed or agreed with modifications to the scheme.
- 28% of the businesses who disagreed with the scheme were taxi drivers.
- 50% of respondents passing through either agreed or agreed with modifications to the scheme.
- 73% of respondents who work in the area disagreed with the scheme.

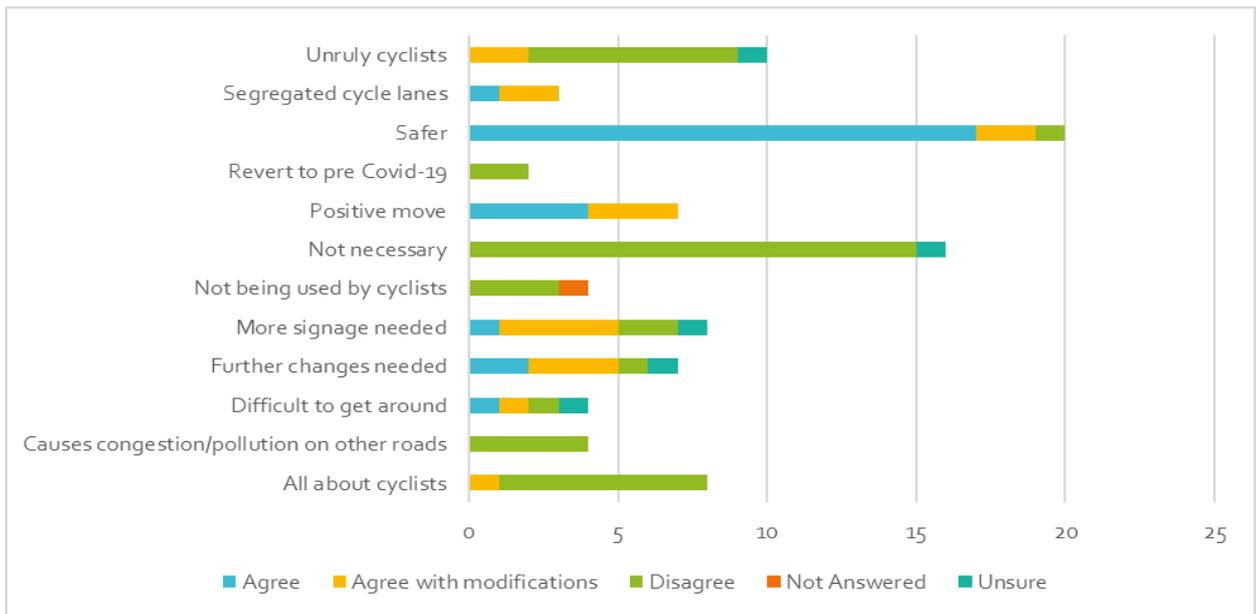
Taxi drivers responded in a number of capacities, including work and travel in the area, 'other' and organisation.

Agreement by street location

- 41% of residents agreed with the changes / with modifications on **Bear Lane**, with 24% of people in disagreement saying it caused access issues.
- 48% of residents agreed with the changes / with modifications on **Great Guildford Street** north from Union Street to America Street, with 23% of people in disagreement saying it caused access issues and 20% that it causes congestion / pollution on other roads. One person disagreed as it impacts disabled residents / visitors
- 47% of residents agreed with the changes / with modifications on **Great Guildford Street south from Union Street to Southwark Bridge Road** with 24% of people in disagreement saying it caused access issues.
- 47% of residents agreed with the changes / with modifications on **Great Southwark Street north** from Union St to Southwark Street, with 20% of people in disagreement saying it caused access issues and 16% that it causes congestion / pollution on other roads. One person disagreed as it impacts disabled residents / visitors.
- 47% of residents agreed with the changes / with modifications on **Great Southwark Street south** from Union St to Southwark Bridge Road, with 24% of people in disagreement saying it caused access issues. One person disagreed as it impacts disabled residents / visitors.
- 44% of residents agreed with the changes / with modifications on **Lavington Street west Lavington Street west from Southwark Street to Great Suffolk Street**, with 24% of people in disagreement saying it caused access issues. One person disagreed as it impacts disabled residents / visitors.
- 51% of residents agreed with the changes / with modifications on **Surrey Row West** from Great Suffolk Street to Blackfriars Road, with 12% of people in disagreement saying it caused access issues and 14% that it causes congestion / pollution on other roads. One person disagreed as it impacts disabled residents / visitors.
- 48% of residents agreed with the changes / with modifications on **Union Street east** from Blackfriars Road to Great Guildford Street, with 24% of people in disagreement saying it caused access issues and 14% that it causes congestion / pollution on other roads.
- 49% of residents agreed with the changes / with modifications on **Webber Street to Blackfriars Road**, with 19% of people in disagreement saying it caused access issues. One person disagreed as it impacts disabled residents / visitors.

On the **contraflow cycle lanes on Great Guildford Street, Great Suffolk Street, Surrey Row, Unions St and Webber Street**, much of the disagreement centred around cyclists, with unruly behaviour including cycling on footways, jumping red lights and being a danger to pedestrians.

	Agreed	Agreed with modifications	Disagreed	Not Answered	Unsure	Total
Residents	98	20	59	12	21	210
Percentage	47%	10%	28%	6%	10%	



Many residents in each area disagreed as a result of longer journey times.

Impact on strategic roads

Residents reported longer journeys, more pollution from idling traffic and congestion on the A roads. This resulted in poor driver behaviour, including horn blowing and some verbal abuse. Residents on the main roads reported most problems in these respects.

Traffic was also reported to have migrated to previously quiet and narrow streets.

Cyclists supported the scheme and suggested further measures such as cycle segregation.

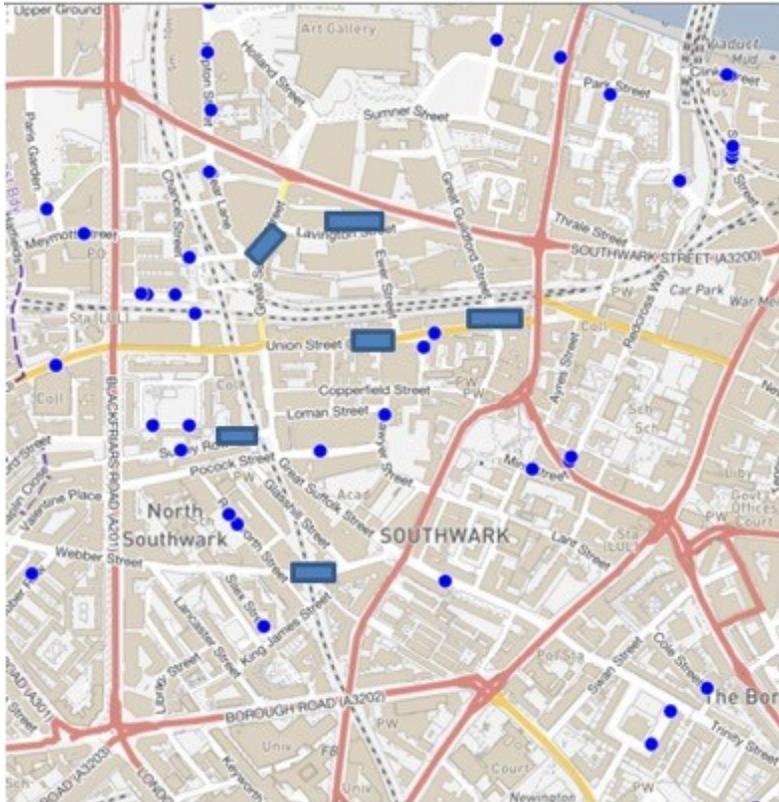
Taxi drivers stated that licensed taxis should be exempted as a form of public transport, as they are in other Southwark streetspace schemes, as they provide a door-to-door service to disabled passengers.

Impact on disabled people

	Agree	Agreed with modifications	Disagree	Unsure	Total
No	90	20	120	2	232
Prefer not to say	2	1	23		26

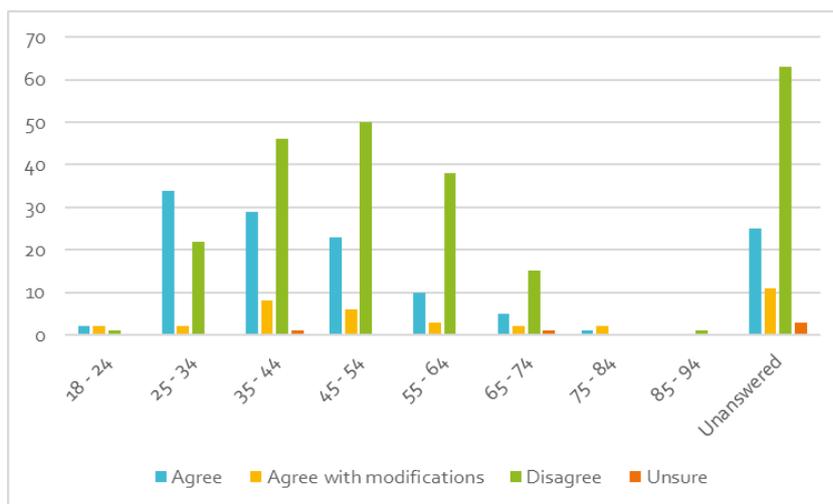
Yes	8	4	24		36
Unanswered	29	11	69	3	112
Total	129	36	236	5	406

24 disabled people disagreed with the scheme, with 12 people agreeing or agreeing with modifications. This 66% compares with a disagreement rate overall of 52%.



By overlaying blue rectangles on the Blue Badge parking map to represent disabled people who disagreed with the scheme, a number of the objections raised by disabled people were in areas where there are Blue Badge bays.

Impact on older people

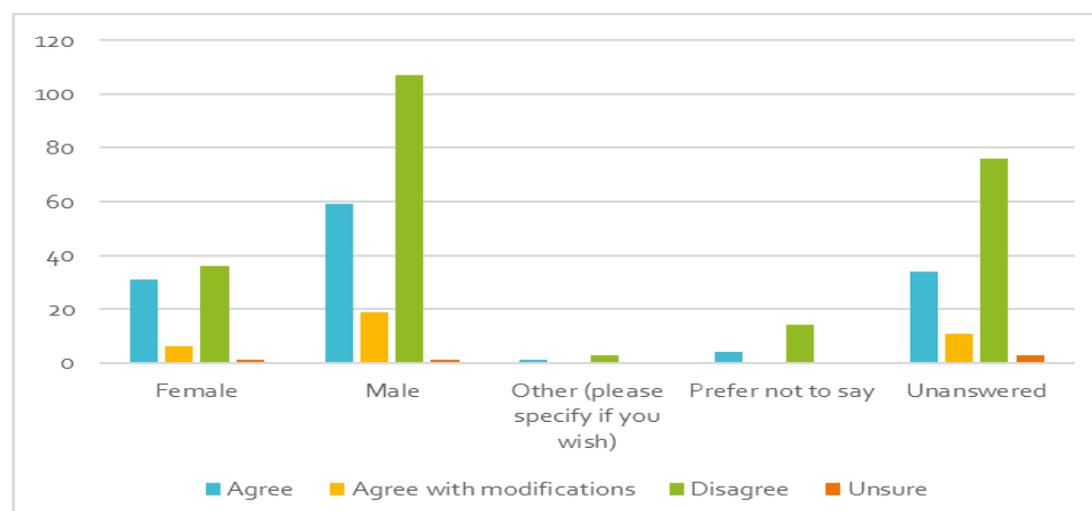


The 25-34 age category had the highest rate of agreement with the scheme. Although people in the 65+ age groups disagreed (9% of respondents), the rate was not higher than other groups, indicating that the scheme impact was evenly spread by age.

Ethnicity

Ethnic Background	Agree	Agree modifications	Disagree	Unsure	Total
Asian British	1		1		2
Bengali		1	2		3
Black British	1		6		7
Chinese	1		1		2
Gypsy, Roma or Irish Traveller			1		1
Indian	3	1	3		7
Latin American	1		1		2
Mixed White/Asian	2		1		3
Mixed white/Black Caribbean			2		2
Other African			3		3
Other Black (please specify if you wish)			1		1
Other ethnic background	3		2		5
Other European	13		8		21
Other Mixed background (please specify if you wish)	1		2		3
Other White (specify if you wish)	13	2	2		17
Pakistani			1		1
White British	48	15	92	2	157
White English	4	3	24		31
White Irish	7	2	8		17
White Scottish	3		1		4
White Welsh	1				1
Unanswered	27	12	74	3	116
Total	129	36	236	5	406

55% of respondents were from a white ethnic background, in line with ONS Census 2011 Statistics. 31% disagreed with the scheme. The disagreement rate was higher in other ethnic groups, particularly from people identifying as Black British.

Sex

While women were approximately 50/50 agree / disagree with the scheme, only 27% of men agreed.

Impact on travel mode

- **Great Suffolk Street north of the junction with Webber Street:** Traffic count data recorded an increase in cyclist from January 2018 to August 2021 of 41% during the week and over 300% on the weekend.
- **Union Street West of GGS, Eastbound**

	Jan-18		Aug-21
	All traffic	Cyclists	All traffic
AM Peak (8-9)	189	57	101
PM Peak (6-7)	171	40	149

- **Sawyer Street West of Sturge Street, Westbound**

	Jan-18		Aug-21	
	All traffic	Cyclists	All traffic	Cyclists
AM Peak (8-9)	72	6	100	3
PM Peak (6-7)	51	2	65	4

It is evident that this route is where the road traffic has been diverting.

Air quality: There are no air quality monitors in the area, so data is not available.

7. Potential impacts on Protected Groups under the Equality Act 2010

This section outlines potential impacts on Protected Characteristic Groups that are were not highlighted within the consultations and monitoring reports but are relevant for assessment in this study. These are Age, Disability, Gender, Pregnancy/ Maternity and Race. Levels of deprivation and income levels are also considered.

There is no detail provided in Southwark's JSNA data sheets on travel methods for Southwark's residents, so TfL's data for London (*Travel in London Understanding our diverse communities, TfL 2019*) is used as an indicator for travel methods used by Southwark's residents.

7.1 Protected Characteristic: Age

TfL data indicates:

- Walking is the most frequently used type of transport by older Londoners aged 65 and over (87 per cent walk at least once a week).
- Sixty-five per cent travel by bus,
- 43% drive a car at least once a week which is higher than Londoners overall (38 per cent), though driving levels drop as people get older.

- 41% travel by car as a passenger at least once a week.
- Londoners aged 65 and over continue to be less likely to cycle as a means of transport compared to all Londoners. Four per cent sometimes use a bicycle to get around London compared with 17 per cent of the wider London population.

Potential impacts of Streetspace measures on age groups

- Motor traffic restrictions, including traffic filters, are likely to make certain private vehicle journeys more indirect and longer. This may disproportionately affect those in the younger 65+ age category who rely on cars more than other age groups. Driving levels drop as people get older.
- On the other hand, improving the walking and cycling environment by reducing vehicle movements will create a safer environment, benefits particularly older people who are more likely to be pedestrians. Safer streets may encourage more older people to cycle.
- One way systems for vehicles prioritise cyclists. These impacts may benefit those aged 65+ who cycle, although they may more reliant on buses and are more likely to have mobility impairments relating to age. Encouraging more traffic to use the surrounding streets rather than cut through this neighbourhood may make bus journeys slower and more prone to air pollution.
- The measures also benefit the many school children who use mini-buses and coaches to get to the schools in the area. The use of one-way routes and modal filters at junctions facilitates easy movement of buses and coaches used for school travel. The restriction of traffic and parking on bus-routes around schools will smooth the flow of buses and coaches and remove obstructions.
- Safer streets could encourage children to play outdoors and walk and cycle to school, reducing childhood obesity. There are two schools in this area, and school children pass through the area to get to their school. Traffic restrictions will assist them to use active travel methods.
- People of young and old age are more vulnerable to poor air quality. For young children negative air quality can lead to reduced lung development and for older people this can lead to a range of long-term health problems, therefore a reduction in emissions from private vehicle use and increases in active modes of travel will benefit these age groups through improved air quality.
- The provision of benches could encourage people to rest on challenging walking journeys, to dwell in local neighbourhoods for longer and to foster community relationships and chance encounters. Inter-generational interaction is also likely to be fostered.

On balance, for older and younger people the Streetspace scheme measures are likely to provide an overall benefit. This is because the proportion of trips made by the 65+age group by walking or buses far outweighs the proportion made private car.

Older and younger people are also the most vulnerable to air pollution and traffic collisions.

7.2 Protected Characteristic: Disability

The table below from TfL London Travel Demand Surveys (LTDS) data² shows the different types of transport most commonly used by disabled Londoners.

Proportion of Londoners using types of transport at least once a week (2016/17) [11]

%	Disabled	Disabled 16-64	Disabled 65+	Non-disabled (All)	Non-disabled 65+
Base	(1,729)	(789)	(863)	(15,831)	(1,828)
Walking	81	88	70	96	95
Bus	58	64	48	60	72
Car (as a passenger)	42	40	41	45	41
Car (as a driver)	24	26	25	39	52
Tube	21	30	13	43	35
National Rail	9	12	5	17	15
Overground	7	10	3	12	8
PHV (minicab)	10	12	8	10	4
Taxi (black cab)	3	3	3	2	2
DLR	3	5	2	5	1
Tram	2	3	1	2	2
Motorbike	-	1	-	1	1
Net: Any public transport (bus, Tube, National Rail, DLR, London Overground, tram)	61	69	52	74	78

LTDS data in this report excludes children aged under five.

The report indicates:

- Disabled Londoners are more likely to walk (81%) and use buses (58%)
- Disabled Londoners are slightly less likely as to use a car as a passenger (42%) and much less likely to use a car as a driver (24%) compared to Londoners overall (45% and 53% respectively).
- Public transport generally is less commonly used by disabled Londoners than n Londoners overall.
- The *Wheels for Wellbeing Annual Survey 2018* shows that 72% of disabled cyclists use their bike as a mobility aid, and 75% found cycling easier than walking, with cycling improving their mental and physical health. Many more would cycle if it was made safer and easier to do so.

In addition to TfL data the charity, Transport for All, conducted a survey of disabled people affected by traffic restriction measures across London, summarised in their report *Pave the Way*³ which has informed the potential impacts on disabled people below.

Potential impacts of Streetspace measures on disabled people

- Disabled people report dissatisfaction and confusion due to a lack of consultation and information about measures implemented.
- Disabled people who use a car as a passenger and the minority of disabled people who drive would be disadvantaged. The Streetspace scheme restrictions length journey

² *Travel in London: Understanding our diverse communities* A summary of existing research, Mayor of London, TfL, 2019

³ *Pave the Way: The impact of low traffic neighbourhoods on disabled people, and the future of accessible ravel*, Transport for All, January 2021

times and make the journey more complex and potentially unfamiliar thereby increasing stress levels.

- Increasing motor traffic journey times within a Streetspace scheme is likely to negatively affect a portion of those with mobility impairments who find it more difficult to walk and may use door-to-door vehicular transport services such as Dial- A-Ride. This includes those disabled people who use Motability and have adapted vehicles for their use.
- The Streetspace scheme does not affect bus routes. Buses provide a more accessible form of public transport than rail or Underground for disabled people.
- The Streetspace scheme will benefit those with disabilities who use the street on foot, particularly those with mobility impairments that require mobility aids as more space will be created.
- Safer streets will benefit disabled cyclists and could potentially encourage more people with disabilities to try cycling, if their disability allows.
- The provision of benches may encourage people to rest on challenging walking journeys, to dwell in local neighbourhoods for longer and to foster community relationships and chance encounters. Inter-generational interaction is also likely to be fostered. Rest facilities may encourage more people to undertake walking journeys, in the knowledge that the journey can be broken up into more manageable chunks.
- Disabled people report that the most immediate barrier to active travel journeys is the inaccessibility of the street (footways and cycle paths), lack of resting places and poor signage.
- Many disabled people report genuine and meaningful benefits from Streetscape changes including:
 - easier or more pleasant journeys.
 - an increase in independence.
 - a decrease in traffic danger and
 - benefits to physical and mental health.

7.3 Protected Characteristic: Gender and Pregnancy/Maternity

Transport for London data (2019) indicates:

- Walking is the most common type of transport by women (95% walk at least once a week).
- Women are more likely to use buses than men (62% compared with 56%).
- Women are more likely than men to be travelling with buggies and/or shopping, and this can affect transport choices.
- Women are less likely than men to drive at least once a week (33% compared with 42%). However, they are more likely to be a car passenger (51% compared with 37% of men).
- Women are less likely to cycle than men: 22% of men cycle in London compared with 13% of women.

Potential impacts of Streetspace measures on parents and women

- Women as car passengers or drivers are likely to be affected by longer car journeys.
- Making walking safer by reducing levels of motor traffic will benefit women in particular as it is most commonly used mode of transport; it will also encourage parents to accompany children to school on foot.
- Women may be adversely affected by increasing levels of motor traffic on the perimeter of Streetspace scheme, as the traffic may be diverted from the short-cut routes to the main roads.
- Women make four times more escort education trips than men and may be disproportionately affected if carrying shopping or travelling with children within the streetscape areas, due to longer walking journeys.
- More women may be encouraged to take up cycling with a safer environment created.
- Women may have an increased perception of road safety within the Streetscape area and a decreased perception outside the area. Traffic speeds within the area may increase, due to the lower levels of traffic.
- Women may have an increased perception of personal safety if there is a higher footfall and dwell time in the area, dependent on the nature of the people and the opportunities for surveillance and escape.
- Women may consider that the absence of vehicular traffic, including police vehicles, will increase opportunities for crime, with faster escape by bicycles and scooters.
- Parents are likely to perceive a higher level of road safety for children, with increased opportunities for children to use the streetscape for play.

7.4 Protected Characteristics: Race/Diversity

TfL data (2019) indicates:

- Walking is the most commonly used type of transport by BAME Londoners. (96% of BAME Londoners walk at least once a week compared with 95% of white Londoners.)
- After walking, the most commonly used type of transport by BAME Londoners is the bus (65% BAME compared with 56% white Londoners) Black Londoners using the bus at least once per week is significantly higher at 73%.
- The use of cars among BAME Londoners is lower than for white Londoners; 32% of BAME Londoners drive a car at least once a week compared with 41% of white Londoners (33% and 43% respectively in 2013/14).
- Cycling levels of BAME Londoners and white Londoners are very similar. Seventeen per cent of BAME Londoners cycle in London at least sometimes compared with 18% of white Londoners.

Potential impacts of Streetspace measures on BAME groups

- The measures are likely to improve conditions for pedestrians, by reducing motor traffic within the area and therefore conflicts with motorised vehicles. This will benefit ethnic groups who are more likely to walk.
- Improvements for pedestrians will also benefit those groups who are more likely to use public transport, as they are likely to walk to/from the nearest public transport stop.
- Improved safety and space for cycling is likely to benefit BAME Groups as it will encourage more cycling by ethnic groups that are currently less likely to cycle.

Overall Black, Asian and Minority Ethnic (BAME) people were more likely than White Londoners to live in a new modal filtered area. Car-free households were more likely to live in a new modal filtered area.

Another contribution that Streetspace could make to social equity is reducing inequality in injury risk. London's Black children are more at risk from pedestrian injury than its white or Asian children, while Black Londoners are less likely to own cars than white or Asian Londoners. If modal filtered areas are introduced in neighbourhoods with a demographic mix suffering high traffic injury risk, they may help redress these inequalities and provide safer environments and public space for those most disadvantaged by the current situation.

On balance, the Streetspace scheme measures are likely to provide an overall benefit. This is because the proportion of trips made by all ethnic groups using modes that will benefit from the measures outweighs those using modes that may be adversely affected.

7.5 Streetscape measures impact on people with low-income levels

- Women, disabled people, BAME Londoners and older people are more likely to live in low-income households than other Londoners
- The most common type of transport used by Londoners on lower incomes is walking (93% walk at least once a week) in line with all Londoners (95%)
- The bus is the next most common type of transport used by Londoners on lower incomes (69% use the bus at least once a week, compared with 59% of all Londoners)
- Londoners with lower household incomes are less likely to use a car (both as a driver and passenger), (23% compared with 38% overall. 21% of all Londoners drive at least five days a week compared with 13% of Londoners living in a household with a lower income
- The proportion of Londoners with access to at least one car falls with decreasing household income, so that 73% of Londoners in the lowest household income bracket (less than £5,000) do not have access to a car compared with 35% of all Londoners
- Londoners in low income households are less likely to cycle. Eight per cent sometimes used a bike to get around London in the past year compared with 17% of all Londoners

Potential impacts of measures on Lower Income Groups

- The measures are likely to improve conditions for pedestrians, by reducing conflicts with motorised vehicles. This will benefit low-income groups who are more likely to walk and less likely to own a car.
- Improvements for bus movements will also benefit these groups who are more likely to use buses.

8. Accessibility overview of Great Suffolk Street area measures

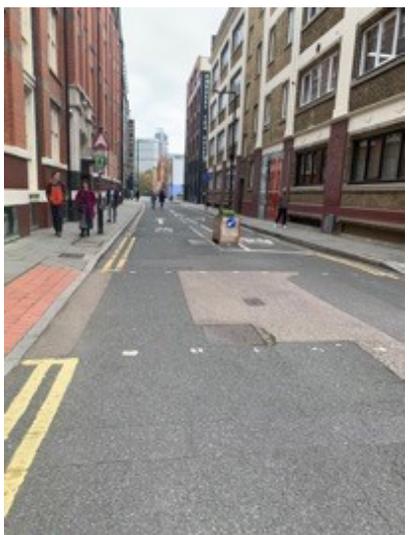
A site visit was carried out by CAE in October 2021. In general, it was noted that the environment was more conducive for walking and cycling than was previously the case, due to reduced traffic volumes within the Great Suffolk Street streetscape area. The main strategic roads surrounding the area were noticeably busier and more polluted. There were some poor pavements, crossings and surfaces.

A number of cyclists were evident in the area, generally keeping to the roads in the quieter streets. Cargo bikes were also evident in the area.

The main accessibility issues observed were:

- Increased traffic on the perimeter roads, such as ...
- Pavement and crossing conditions
- The need for more cycle routes, segregation and parking facilities
- More permanent traffic filters
- The need for more cycle routes, segregation and parking facilities
- Increased traffic and collision impact risks on the perimeter roads, such as Southwark Bridge Road
- Pavement and crossing conditions, including narrow pavements and no dropped kerbs.
- The need for more permanent traffic filters
- Access for taxis and disabled people
- Better signage and information on the measures and restrictions





9. Conclusion and recommendations

This review is the start of co-evaluation of the scheme with Southwark Council, residents and relevant stakeholders. The consultation feedback from residents is generally, although more marginally than other areas, in favour of the streetspace measures in Great Suffolk Street area, with some improvements, including:

- More consideration of access exemptions, including Blue Badges and licensed taxis.
- Creating more permanent modal filters.
- More seating and community spaces.
- More cycle parking, lanes and facilities.
- More attention to the increase in traffic on strategic A roads and surrounding areas.
- Measures to prevent migration of short cuts to other streets in the area.

Measures are likely to have a positive impact on reducing inequalities, especially cycling and walking have increased, and more people would like to cycle, with additional cycling facilities.

Consultation feedback, the majority (58%) of respondents disagreed with the changes (note 49% of respondents either work or travel through the area). Within the feedback ;

- People who responded negatively to the consultation were more likely to be car owners who perceived they were negatively impacted by the traffic restrictions.
- Negativity to the scheme focussed on the increased traffic, delays and pollution in the surrounding streets rather than the internal scheme area.
- Businesses did not generally see the benefits of the scheme, although local people reported using local businesses more.
- Local workers and people travelling through were not in favour of the scheme.

The monitoring reports show some of the aims of the measures are on track such as an uptake in cycling and a reduction of traffic within the area. However, there is a need for continued monitoring and to include air quality impact data. There will be some negative impacts on residents travelling by car, as routes will be indirect, complex and longer. However, all homes and businesses will still be able to be accessed by vehicles.

The recommendations below are aimed to advance equality and mitigate against reported and potential negative impacts on protected groups of the Great Suffolk Street area Streetspace measures.

Recommendations

1. Engagement with protected groups is crucial to inform the design of these and future traffic calming measures. Continued engagement with in particular older and disabled people and representatives to ensure that their concerns are being heard, understood and addressed. It is good practice to establish an 'Access Panel' to work collaboratively with Southwark Council to mitigate any negative impacts and enhance positive impacts. This panel can also input into future schemes.

2. For many disabled and older people, a car is a necessity with private space to carry out certain personal functions and therefore essential for them. Recommendations include;
 - a review of the impact of the Streetspace measures on existing Blue Badge parking bays, as many older and disabled residents have reported difficulties moving around the area by car, to receive visitors and carers, taxis due to increased traffic on routes.
 - consultation feedback was that more blue Badge parking bays would help support older people and disabled people.
 - consultation with badge holders is recommended as soon as possible.
 - Extension of the Blue Badge exemption across the borough to allow holders to reach essential or specialist services more easily around the borough.
3. Active travel should be accessible travel for all. Restriction of motor traffic needs to go hand in hand with improving the accessibility of the street environment. A street accessibility assessment is recommended to identify barriers to active travel. This includes signage, poor surfaces, narrow pavements, lack of seating and busy surrounding streets were evidenced. Disabled people often feel excluded from exercise and active travel. The audit can also identify areas of potential conflict between cyclists and pedestrians and make recommendations on providing more seating in appropriate areas.
4. Mobility impaired people and people with neurodiverse conditions need regular rest and seating points along streets. A greener street environment will provide mental health benefits.
5. Continued effective monitoring by Southwark Council of:
 - motor traffic levels (including boundary roads)
 - active travel: walking, and cycling levels
 - bus journey times
 - air quality

Monitoring reports should include a breakdown of impact on protected groups.

6. Further focused consultation is required with the schools to work out ways to mitigate any negative impacts reported, the increase in traffic along whole journey routes and enhance positive impacts of Streetspace measures. Spaces around schools to be prioritised to promote active travel by children and low traffic pollution levels.
7. Provide good signage and maps to assist people who need to drive to navigate detours and unfamiliar routes. This includes signposts to state whether cyclists or pedestrians are to use these spaces, providing more information on the scheme, including information panels on benches or walls beside changes and advance notice. This would help shorten delays and ameliorate anxiety and stress
8. Ensure that Dial-a-Cab, taxi and private hire drivers are aware that they can access all streets for the purposes of dropping-off and picking up passengers with particular care to be taken with disabled and vulnerable people. This could include creating maps for

distribution to drivers, as well as engagement through TfL Taxi and Private Hire (TPH) and trade associations.

9. Better provision of accessible facilities at local shopping streets, including suitable accessible car and cycle parking for disabled people, accessible toilets and consideration of an adult Changing Places toilets.
10. Greater awareness of and provision of targeted cycle training and cycle storage to make it easier for those protected groups who can cycle.
11. Liaison with neighbouring boroughs to address problems on boundary strategic streets.
12. Further engagement with essential workers, private transport hire and night-time workers needs to be considered to mitigate impact on their travel modes.
13. Interventions should consider the differential deprivation levels within the Borough and prioritise areas of higher deprivation, as Streetspace scheme can particularly benefit people living without access to private green space or local safe public spaces for playing and socialising. Streetspace measures can make residential streets safer for play, socialising, and exercise. This is particularly important in areas with overcrowded housing and without private green space. Increased walking, cycling and meeting people socially outdoors are expected to benefit mental and physical health.
14. Improvements in lighting, cycle route segregation and monitoring to ensure that any fear of crime is mitigated, and inclusive cycling encouraged, particularly for women.
15. The disparities in returns within the gender and ethnicity responses should be investigated further to analyse the underlying reasons for the variations.
16. Consider how essential motor users can access the closed areas, including disabled and older people, carers and emergency services and people living on the closed roads.
17. Consider the impact of all streetspace scheme, including ripple effects between areas and strategic boundary road strains.
18. Map out changes in the whole area, assessing each change and impact separately for schools, business and residents.
19. Ensure consistency of scheme to avoid confusion. For example, Walworth Road has cross-traffic but different street measures, timings, etc.
20. Benches – provide more, also provide bins and consider placement to avoid encouraging late night gatherings and provide scheme information on the benches.
21. Provide more information on road closures and alternative travel routes.
22. Mitigate the increased traffic and pollution on the surrounding streets.

It should be noted that the outcome of this EQIA report is work in progress, the start of a process of co-evaluation of the scheme with residents, Southwark Council and relevant stakeholders to mitigate any negative impact on protected groups.

A traffic scheme can take three or four years to bed in and establish itself before any permanent change in behaviour or traffic pattern is observed and clear evidence obtained. Through continued engagement and monitoring there is potential for a greater modal shift to more active and sustainable travel, particularly in areas where car use is the dominant form of travel.

These measures if implemented carefully, with effective monitoring of motor traffic levels and potential traffic displacement, monitoring of walking and cycling levels and bus journey times, with active engagement of local people and addressing negative impacts, could be a positive response to the Covid-19 pandemic crisis that impacts most on disadvantaged communities and groups.

10. Appendices

Appendix 1 – Streetspace measures impact and evidence from similar schemes

Streetspace measures and general impact on equity in London

Streetspace measures can make residential streets safer for play, socialising, and exercise. This is particularly important in areas with overcrowded housing and without private green space. Increased walking, cycling and meeting people socially outdoors are expected to benefit mental and physical health. Streetspace schemes can create streets where pedestrians may use more of the carriageway in addition to the footways which could be narrow and crowded. During the Covid-19 pandemic, Streetspace schemes specifically aim to provide more physical distancing space, especially with a rise in jogging and walking on sometimes narrow footways. With lower volumes of motor traffic, streets become usable by people walking in their entirety. In a typical residential street this may double or triple usable pedestrian space.

However, the space is only usable insofar as it is accessible to disabled people, as wheelchair users and mobility impaired people cannot easily move on and off high kerbed footways. Restriction of motor traffic needs to go hand in hand with improving the accessibility of the street environment including footway obstructions and clutter, ensuring pavements are smooth, level and firm, and adequate safe crossing points are provided with dropped kerbs. Mobility impaired people and people with neurodiverse conditions need rest and seating points along streets.

A number of studies have looked at the impact of Streetspace measures across London including previous and more recent motor traffic restriction measures. Some of these are summarised here.

Equity impact on deprivation areas in relation to new Streetspace measures

A spatial analysis of new traffic measures that was conducted in February 2021⁴, concludes that modal filters implementation has been broadly equitable at the city level and at the micro level. Deprived areas in London are considerably more likely than affluent neighbourhoods to receive new Streetspace measures as in the table (from the study) in table below.

Table 3: Alternative comparison of deprivation metrics by district: mean deprivation percentile inside versus outside LTNs

	A: mean deprivation percentile inside LTN	B: Mean deprivation percentile outside LTN	Difference A minus B
Enfield	24%	62%	-37%
Greenwich	32%	60%	-27%
Lewisham	48%	66%	-17%
Ealing	41%	55%	-14%
Hammersmith & Fulham	47%	53%	-6%
Sutton	25%	29%	-4%
Newham	70%	74%	-4%
Waltham Forest	59%	61%	-2%
Islington	66%	67%	-1%
Hounslow	52%	51%	0%
Hackney	80%	79%	2%
Lambeth	65%	62%	3%
Merton	35%	31%	4%
Camden	52%	47%	6%
Southwark	72%	63%	9%
Harrow	43%	32%	11%
Tower Hamlets	82%	68%	14%
Croydon	71%	51%	19%
Westminster	67%	46%	20%
Brent	81%	60%	20%

Deprivation percentiles are calculated by ranking each LSOA from 0 to 100 across London as a whole, with 100 corresponding to the highest level of deprivation.

⁴ Equity in new active travel infrastructure: a spatial analysis of London's new Low Traffic Neighbourhoods, February 2021

Across London as a whole, people in the most deprived quarter were 2.7 times more likely to live in a new modal filtered area, compared to Londoners in the least deprived quarter.

Streetspace measures - evidence from previously implemented schemes elsewhere

Evidence from existing motor traffic restriction measures indicates that these were associated with more active travel, reduced car ownership, lower road injury risk, and reduced street crime.

The London Borough of Waltham Forest has implemented growing numbers of these neighbourhoods since 2015. A post-implementation survey⁵ found that

- Residents increased their walking and cycling relative to people living elsewhere in Outer London (by 115 minutes for walking and 20 minutes for cycling after three years);
- Levels of car or van ownership decreased by 7% after three years.

Additional research found

- no increase in emergency service response times,
- an 18% reduction in street crime after three years, and
- a 75% reduction in the risk of being injured in a road traffic collision within modal filtered areas.

How motor traffic has affected residential streets compared to main roads in London

Data from the London Travel Demand Survey 2017/8 to 2019/20 and quoted in a study⁶ on impact of Streetspace measures, indicates that the majority (around 90%) of Londoners live on residential streets rather than in main roads or high streets (around 5% each) which are usually outside Streetspace schemes.

London's residential (minor) streets have seen an increase of 72% in motor traffic over the past decade, while traffic on its major roads fell by 3% (DfT, 2020). This is often attributed to the rise in satellite navigation use among drivers over the past decade which allows them to bypass main roads and use residential short cuts. This need to reduce through motor traffic through residential streets provided an additional justification for Streetspace schemes, introduced during Covid-19 in the UK capital through emergency provisions allowing expedited implementation with concurrent consultation.

Studies show that differences between residential street and main road/high street residents by age group, income group, ethnic group, and disability status are relatively small, and apply more to outer than to inner London. Therefore, implementing Streetspace schemes in itself is not likely to pose major social equity issues (by benefiting those living on residential streets more than those living on main roads).

However, it is important that the 5% of residents living on main roads and the 5% of residents living on high streets also benefit from improvements that reduce the impact of motor traffic and increase their access to safe and pleasant active travel options.

Relationship of car traffic and population health

A BMJ report¹³ in Feb 2019 *Low traffic neighbourhoods and population health* reported that car use harms health, the environment, and society in many ways;

⁵ The Impact of Low Traffic Neighbourhoods on Active Travel, Car Use, and Perceptions of Local Environment during the COVID-19 Pandemic, Aldred and Goodman, 2020

⁶ *LTNs for all? Mapping the extent of London's new low traffic neighbourhoods*: a report by Possible and the Active Travel Academy, Aldred R, Verlinghieri E. 2020.

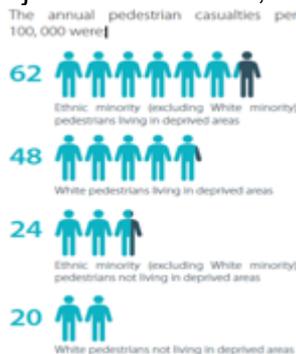
- Motor traffic is a major contributor to air pollution, which is estimated to cause 28,000-36,000 deaths in the UK annually.
- Traffic noise pollution is an under-recognised health harm, associated with increased risk of stroke and premature death.
- Car travel increases sedentary time and is a major opportunity cost in terms of the physical and mental health gains that could have been achieved by walking or cycling instead.
- In 2019, 1,752 people were killed by vehicle collisions in Great Britain, with another 25,945 seriously injured.

Research has shown how **negative impacts of motorised transport are usually unevenly distributed**, with vulnerable communities disproportionately affected by transport-related air pollution, traffic collisions and ill-health due to lack of exercise.

Road safety relevance to ethnic minorities and low-income households

A recent study by Agilysis and Living Streets, *Road traffic and injury risk in ethnic minority populations*, May 2021 showed that deprived ethnic minority pedestrians are over three times more likely to be a casualty on Britain's roads than White non-deprived pedestrians. Ten years of police reported personal injury collision data from Great Britain was analysed to identify correlations between risk and community deprivation and ethnicity.

The findings show that deprivation plays a significant role in the likelihood of a pedestrian being injured in a collision, and that being from an ethnic minority plays an additional part.



Impact of Introducing Low Traffic Neighbourhoods on Road Traffic Injuries

Another recent study in January 2021⁷ on the impact of introducing low traffic neighbourhoods on road traffic injuries examines the impact on road traffic injuries of introducing low traffic neighbourhoods in Waltham Forest, London.

Using Stats19 police data 2012-2019, they find a three-fold decline in number of injuries inside low traffic neighbourhoods after implementation, relative to the rest of Waltham Forest and the rest of Outer London.

They further estimate that walking, cycling, and driving all became approximately 3-4 times safer per trip. There was no evidence that injury numbers changed on boundary roads. Their findings suggest that low traffic neighbourhoods reduce injury risks across all modes inside the neighbourhood, without negative impacts at the boundary.

⁷ The Impact of Introducing Low Traffic Neighbourhoods on Road Traffic Injuries, Lavery, Anthony A, Aldred, Rachel and Goodman, Anna, *Findings*. January 2021. <https://doi.org/10.32866/001c.18330>

It is likely that Streetspace measures, by improving road safety are likely to benefit BAME and low-income households who are particularly impacted by road traffic collisions.

Evidence of traffic evaporation

Evidence from previously implemented similar motor traffic reduction schemes reveals that fears of traffic displacement problems almost always fail to materialise, and that significant reductions in overall motor traffic levels across an area can happen as a result of people making a wide range of behavioural responses to the new traffic configurations⁸

The most comprehensive study⁹ of the phenomenon of disappearing or “evaporating” traffic was carried out by Sally Cairns, Carmen Hass-Klau, and Phil Goodwin in 1998 and followed up in 2002.

This brought together experience from 70 case studies of road space reallocation from general traffic, across 11 countries, with opinions from 200 transport professionals. It shows that traffic does not behave like water moving through pipes, finding an easier path as another narrows. Instead it is a force of human choice, driven by people making all sorts of different decisions when driving conditions change. The respondents in the Cairns study, for example, changed their mode of travel, chose alternative destinations, or the frequency of their journey, consolidated trips, took up car sharing or didn't make the journey at all.

In half of the case studies, there was a 11% reduction in number of vehicles across the whole area where road space for traffic was reduced, including the main roads.

This research shows that motor traffic restriction schemes do not simply shift traffic from one place to another but lead to an overall reduction in the numbers of motor vehicles on roads. In Waltham Forest this meant there were considerable reductions on streets within the neighbourhood – some streets have seen 90%+ reductions in motor traffic and 56% on average. On the surrounding roads there have been increases, but they have not taken all the displaced traffic. King's College London research¹¹, based on modelling work where traffic volume is used as one of the inputs to determine air quality, suggests that there has not been a decrease in air quality on main roads following introduction of LTNs.

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Appendix 3 Legislative Context

The Equality act 2010

Part 3 of the Equality Act 2010 covers the duties for service providers and public functions. These measures were initially legislated for in the Disability Discrimination Act 1995, as amended by the Disability Discrimination Act 2005, and the Regulations made under it.

The Disability Discrimination Act 1995 (DDA) made it unlawful for service providers to discriminate against disabled people in certain circumstances. From 1 October 2004 service providers had to take reasonable steps to remove, alter or provide a reasonable means of avoiding, a physical feature which made it impossible or reasonably difficult for disabled people to use a service.

On 1 October 2010, the Equality Act 2010 (EA) replaced most of the DDA. The duty on providers of goods, services and facilities was replaced with a duty to make **reasonable**

adjustments⁸ in order to avoid a disabled person being placed at a **substantial disadvantage**⁹ compared with non-disabled people when accessing services and facilities.

The EA replaced all previous anti-discrimination laws (nine major pieces of legislation and over 100 smaller pieces of legislation) including the DDA and protects people with the following nine 'protected characteristics':

- 1) Disability
- 2) Age
- 3) Gender Reassignment
- 4) Pregnancy and Maternity (including breastfeeding)
- 5) Marriage and Civil Partnership
- 6) Race
- 7) Religion or belief
- 8) Sex
- 9) Sexual Orientation

The principles of access to the built environment remains largely unchanged and the terms "DDA", "DDA regs" and "DDA compliant" are still widely used and generally interpreted as pertaining to access for disabled people even though the legislation is subsumed into the Equality Act.

Duties under the Equality Act

The following information focuses on the law with regard to treatment of disabled people but may also apply to some of the other protected characteristics.

The Act contains provisions on direct discrimination, harassment and indirect discrimination. The law protects anyone who has, or has had, a disability.

All service providers^a must treat everyone accessing their goods, facilities or services fairly, regardless of any protected characteristic (e.g. age, gender, race, sexual orientation, disability, etc.), and should guard against making assumptions about the characteristics of individuals.

Service providers also have an obligation to make reasonable adjustments to help disabled people access their goods, facilities and services. The legal duty to make reasonable adjustments applies only for disabled people, and not to people with other protected characteristics.

Discrimination can arise if:

- A disabled person is treated less favourably, is provided with a lower standard of service or is refused service
- Reasonable adjustments to the delivery of a service have not been made in order to allow disabled people to use them

Different treatment can sometimes be justified and will be lawful if it can be shown that it is intended to meet a legitimate objective in a fair, balanced and reasonable way. This means that a service provider must strike a careful balance between the negative impact of a provision on the disabled person and any lawful reason for applying it.

⁸ The EA does not prescribe what a reasonable adjustment might be – this is to be determined by the particular circumstances in each case.

⁹ Anything that is more than minor or trivial

What is 'reasonable' will depend on a number of circumstances, including the cost of an adjustment. The Equality Act 2010 requires that service providers must think ahead (anticipate) and take steps to address barriers that impede disabled people. Providers should not wait until a disabled person experiences difficulty using a service, as this may make it too late to make the necessary adjustment. It is no longer necessary to show that the provider's practice etc. makes it 'impossible or unreasonably difficult' to access the service - **the test is whether the practice places the disabled person at a "substantial disadvantage"**; legally this is a lower threshold for action.

^A Southwark Council is an Equality Act service provider

In summary, service providers are required to:

1. Make 'reasonable' changes to the way things are done – such as changing practices, policies or procedures where disabled people would be at a 'substantial disadvantage' e.g. amend a 'no dogs' policy.
2. Make 'reasonable' changes to the built environment - such as making changes to the structure of a building to improve access e.g. fitting handrails alongside steps.
3. Provide auxiliary aids and services - such as providing information in an accessible format, an induction loop for customers with hearing aids.

Public Sector Equality Duty

Above and beyond the service provider duties, the Public Sector has an **additional Equality Duty** (section 149) which has three aims. It requires public bodies to have 'due regard' to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not share it.

Having 'due regard' means consciously thinking about the three aims of the Equality Duty as part of the process of decision-making.

The Equality Duty also explicitly recognises that disabled people's needs may be different from those of non-disabled people. Public bodies should therefore take account of disabled people's impairments when making decisions about policies or services. **This might mean making reasonable adjustments or treating disabled people better than non-disabled people in order to meet their needs.**

Compliance with the Act can only be legally determined through a Civil Action in a Court of Law.

Other relevant legislation

The Equality Act is not the only legislation that is applicable to the provision of an accessible environment and service and it should, therefore, be considered in conjunction with other legislative requirements, such as:

- Education and Inspections Act 2006 which requires all local authorities to promote the use of sustainable travel to, from and between schools as part of the duty of the Education and Inspections Act 2006. Sustainable travel includes modes that may improve the physical well-being of those who use them, the environmental well-being of all or part of the local authority's area, or a combination of the two.

- Health and Social Care Act , 2014 in which there is a duty for local authorities to promote wellbeing (physical, mental and emotional) when carrying out any of their care and support functions in respect of a person.
- Planning & Highways legislation
- Listed Buildings Consent
- Building Regulations
- Health and Safety Regulations
- Licensing Laws
- The UN Convention on the Rights of Persons with Disabilities**

Note: this is a guide and not a complete list.

The Convention on the Rights of Persons with Disabilities (CRPD) is an international legal agreement. It exists to protect and promote the human rights of disabled people. The UK signed the treaty in 2009 – a commitment to promote and protect the human rights of disabled people. On accessibility (Article 9), the Convention requires countries to identify and eliminate obstacles and barriers and ensure that disabled people can access their environment, transportation, public facilities and services, and information and communications technologies. Courts have treated regard to the CRPD as being **part and parcel of the duty to have ‘due regard’ to the equality enhancing aims of s149 Equality Act 2010.

Scope of Report

This report is based on information and access provided to the consultant at the time of audit. Any recommendations are based upon evidence seen. While every care is taken to interpret current Acts, Regulations and Approved Codes of Practice, these can only be authoritatively interpreted by Courts of Law.

Undertaking the recommendations in the report may assist with meeting obligations under the Equality Act 2010 but does not guarantee this, as further adjustments may be needed as and when an individual’s particular disability requires. The Act does not contain prescriptive standards to improve accessibility or inclusion. As such, compliance with the Act cannot ultimately be determined. Only tangible standards set out in guidance documents can be referred to for compliance.

Document History and quality assurance

Version	Date	Author	Checked By	Description of Changes
1.0	2/12/21	CAE HK	CAE FM	First issue
1.1	08/12/21	CAE	CAE	Formatting
1.2	10/12/21	CAE	CAE	1 st issue LB Southwark
1.3, 1.4	24/12/21	CAE	Southwark	Southwark comments reviewed and reissued

Review	Name	Notes	Date
Author	CAE HK		2/12/21
Peer Review	CAE FM		04/12/21

Appendix 4 CAE Terms and Conditions

Terms and Conditions

1. The advice and recommendations provided in our audit reports or appraisals does not guarantee legal compliance. There may be other changes required, such as amendments to management practices, staff training in disability awareness and the provision of printed and electronic information in accessible formats
2. The reports and work issued by us are specifically intended for the client, and any reliance on the content by any third party shall be at their sole risk, unless otherwise expressly agreed by us in writing. Unless specifically agreed otherwise, there will be no rights of assignment.
3. CAE access consultancy and /or training advice and recommendations do not specifically make financial allowance for moving, alteration, diversion or adaptation of existing building services, and you may wish to commission feasibility studies or detailed investigation prior to implementing our recommendations where building services are adjacent to recommended works
4. All recommendations in audit reports should be reviewed prior to implementation of any works to ensure validity at the time as case law is likely to further clarify the interpretation of legislation over time and legislative changes may occur.
5. CAE retain the copyright in and ownership of all reports and other documents presented to the Client under the contract, unless specifically otherwise agreed. Clients may not make any alterations to the content of any reports or other documentation prepared by us without prior consent in writing. Any alteration that the Client wants to make to the original documentation must be reviewed by the Auditor/Consultant and all changes must be expressly agreed in writing
6. Habinteg does not accept any responsibility for any loss occasioned by reason of non-compliance with legislation, including the Equality Act 2010 and any subsequent amendments. All advice is given in good faith and based upon information and knowledge available at the time of the audit.
7. Supply of Services. Habinteg shall from the date set out in the Order and for the duration of the Contract supply the Services to the organisation in accordance with the terms set out in this proposal.
8. In providing the Services, the organisation will : co-operate with Habinteg in all matters relating to the Services, observe all health and safety rules and regulations and any other security requirements that apply on site visits at premises;
9. Charges and payment. Habinteg may at any time, without notice to the Supplier, set off any liability of the Supplier to Habinteg against any liability of Habinteg to the Supplier. Any exercise by Habinteg of its rights under this clause shall not limit or affect any other rights or remedies available to it under the Contract or otherwise.
10. Intellectual property rights. All Habinteg Materials are the exclusive property of Habinteg. All intellectual property rights arising out of or in connection with the Services shall be the property of Habinteg unless otherwise agreed in writing by the parties.
11. Indemnity. The Supplier shall indemnify Habinteg against all liabilities, costs, expenses, damages and losses (calculated on a full indemnity basis) suffered or incurred by Habinteg arising out of or in connection with: (a) any claim made against Habinteg for actual or alleged infringement of a third party's intellectual property rights arising out of, or in connection with, the manufacture, supply or use of the Goods, or receipt, use or supply of the Services (excluding Habinteg Materials); (b) any claim made against Habinteg by a third party for death, personal injury or damage to property arising out of, or in connection with, defects in the Goods, as delivered, or the Deliverables; (3) and any claim made against Habinteg by a third party arising out of or in connection with the supply of the Goods, as delivered, or the Services. This clause 9 shall survive termination of the Contract.
12. Insurance. Habinteg holds professional indemnity insurance of £10m. No liability shall attach to the Auditor/Consultant in respect of the duties executed except such liabilities as are covered by that insurance. The level of liability will be limited to the amount covered by professional indemnity insurance.
13. Confidentiality. Each party undertakes that it shall not at any time disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party, except as permitted by this clause. Each party may disclose the other party's confidential information: (a) to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other party's confidential information must comply with this clause 11; and (b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority. Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.
14. Termination. Without affecting any other right or remedy available to it, Habinteg may terminate the Contract: (a) with immediate effect by giving written notice to the Supplier if: (i) there is a change of control (defined in section 1124 of the Corporation Tax Act 2010) of the Supplier; or (ii) the Supplier's financial position deteriorates to such an extent that in Habinteg's opinion the Supplier's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy; or (b) for convenience by giving the Supplier [one] month written notice.
15. Without affecting any other right or remedy available to it, either party may terminate the Contract with immediate effect by giving written notice to the other party if: (a) the other party commits a material breach of any term of the Contract which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 14 days after being notified in writing to do so (b) the other party takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or (c) the other party suspends, or threatens to suspend, or ceases or threatens to cease to carry on all or a substantial part of its business.
16. Force majeure. Neither party shall be in breach of the Contract nor liable for delay in performing, or failure to perform, any of its obligations under it if such delay or failure results from events, circumstances or causes beyond its reasonable control. If the period of delay or non-performance continues for [12] [weeks], the party not affected may terminate this agreement by giving [30] [days] written notice to the affected party.
17. Notices. Any notice or other communication given to a party under or in connection with the Contract shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at the address shown on the Order. A notice or other communication shall be deemed to have been received: on signature of a delivery receipt or, if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second business day after posting. This clause does not apply to the service of any proceedings or other documents in any legal action.
18. Severance. If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted.
19. Waiver: A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy.
20. No partnership or agency. Nothing in the Contract is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, constitute either party the agent of the other, or authorise either party to make or enter into any commitments for or on behalf of the other party.
21. Entire agreement. The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter. Third party rights. The Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
22. Variation. Habinteg may vary these Conditions in order to comply with any legal, regulatory or statutory duty or obligation. Except as set out in these Conditions, no variation of the Contract, including the introduction of any additional terms and conditions, shall be effective unless it is agreed in writing and signed by the parties or their authorised representatives.
23. Governing law. The Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.