Diversity Impact Assessment

Guidance for completing each section is provided in the Everyone Guide to Diversity Impact Assessments

Name of policy, programme or project: Liverpool Lime St Ticket Gates DIA
Your Name: [redacted]
Your Job Title: Ticket Gates Project Manager
Date: 2nd September 2016
DIA Version No: 0.1

Step 1: Clarifying Aims

Q1. What are the aims of this project/piece of work?

On the 1st April 2016 Arriva Rail North operating as Northern, part of the Arriva Group successfully became the new operator of the 9+1 year rail franchise across the North of England.

The award of the rail franchise included the delivery of Committed Obligations of which, this project is primarily focused on the delivery of Committed Obligation 74. Specifically, this is to install new gatelines. The stations in scope are listed as follows:

- Liverpool Lime Street
- Bolton
- Blackburn
- Wigan Wallgate
- Salford Crescent
- Bradford Forster Square
- Halifax
- Harrogate

This DIA refers to Liverpool Lime St only

The project will install Ticket Gates meeting the requirements of the Railway Industry Standard for Automatic Ticket Gates at Stations.

Q2. Could this work impact on people? If yes, briefly explain how (considering our duty to promote equality, tackle discrimination and foster good relations between groups).

The project will install Ticket Gates at Liverpool Lime Street. The station currently does not operate such gates therefore the impact on people has been considered during the design phase of the project, included within the pedestrian count and passenger flow analysis at the station.
Step 2: The Evidence Base

Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work e.g. from the 2011 national census or from HR Shared Service. You should also include any research on the issues affecting inclusion in relation to your work.

Consider evidence in relation to all the protected characteristics;

- Disability including Carers
- Pregnancy/maternity
- Religion or belief
- Sexual orientation
- Gender reassignment
- Age
- Race
- Gender
- Marriage/Civil Partnership

The output of the pedestrian count and passenger flow analysis documents the potential impact of diverse groups.

The gate location and volume of gates, both standard and wide aisle, was assessed to ensure all passengers experience a safe journey through the station.

The number of wide aisle gates has been assessed to allow those requiring the use of wheelchairs and pushchairs to pass through.

Clearly displayed signage will be installed to ensure customers have the information available of which gate to enter / exit.

Passenger surveys were conducted at Liverpool Lime Street Station over three days in April and May 2016.

The surveys were conducted between the following times; Friday 29th April 2016 06:30 – 19:30, Saturday 30th April 2016 06:30 – 19:30, Wednesday 4th May 2016 06:30 – 19:30,

The surveys monitored passengers entering and leaving platforms 1 to 6 via the main entry/exit from the north concourse. The counts measured the number of people entering to join trains and the number of people leaving after alighting from trains in 5 minute time bands.

The counts were further divided into encumbered and non-encumbered persons. A non-encumbered person is defined as a person over 5 years old (in appearance) who is able to walk unassisted and has no more than a single item of hand-luggage of which no dimension exceeds 450mm. An encumbered person would therefore include customers with cycles, small children, push chairs and heavy luggage. Persons who were blind, or required a walking aid or wheelchair were also counted as encumbered, together with any persons assisting them. Those counted as encumbered persons are, for the most part, those that would use an available wide aisle gate rather than struggle with the standard automatic gates. Other passengers who would need assistance are those whose tickets are not accepted or not recognised by the automatic gates (incompatible tickets).

A total of 11,836 entry passenger movements were recorded between 06:30 and 19:30 on Friday 29th April. These consisted of 11,338 unencumbered, 452 encumbered passengers
and 46 staff movements.

The flow pattern showed an evening peak as a commuters arrived to catch trains home. The busiest period occurred between 16:15 and 16:20 when 246 passengers passed onto the platforms to commence their journey. This represents a flow rate of 49 passengers a minute. The 452 encumbered passengers surveyed can be broken down further into the following categories:

Cycles 75  Blind 1 Heavy Luggage 122 Prams & Pushchairs 84 Wheelchair 10 Walking aids 39 Double Pushchairs 0 Children Under 5 121 Assisting 0

These passengers together with the incompatible ticket holders would use the staffed wide aisle gate.

These essential wide gate users represent 4.2% of the total number of passengers. The maximum recorded flow in any 5-minute period was 23 which occurred between 14:15 and 14:20. This peak is repeated at 16:05 and 16:15.

**Passengers Leaving Platforms Day One Friday 29th April**

A total of 11,442 exit passenger movements were recorded between 06:30 and 19:30 on Friday 29th April. These consisted of 11,012 unencumbered, 377 encumbered passengers and 53 staff movements.

The flow pattern showed a strong peak in the morning as commuters arrived for work in Liverpool. The busiest period occurred between 08:35 and 08:40 when 323 passengers left the platforms on completion their journey. This represents a flow rate of 65 passengers a minute. The 377 encumbered passengers surveyed can be broken down further into the following categories:

Cycles 71  Blind 3 Heavy Luggage 94 Prams & Pushchairs 75 Wheelchair 4 Walking aids 29 Double Pushchairs 4 Children Under 5 94 Assisting 3

These passengers together with the incompatible ticket holders would use the staffed wide aisle gate.

These essential wide gate users represent 3.8% of the total number of passengers. The maximum recorded flow in any 5-minute period was 29 between 08:35 and 08:40. This peak is repeated between 11:30 and 11:35.

**Passengers Entering Platforms Day Two Saturday 30th April**

A total of 11,084 entry passenger movements were recorded between 06:30 and 19:30 on Saturday 30th April. These consisted of 10,479 unencumbered, 559 encumbered and 46 staff movements.

The flow pattern showed a strong peak in the evening, reflecting the flow of returning shoppers and day trippers. The busiest period occurred between 18:35 and 18:10 when 245 passengers passed onto platforms 1 - 6 to commence their journey. This represents a flow rate of 49 passengers a minute. The 559 encumbered passengers surveyed can be broken down further into the following categories:

Cycles 56  Blind 5 Heavy Luggage 119 Prams & Pushchairs 150 Wheelchair 14 Walking aids
36 Double Pushchairs 3 Children Under 5 175 Assisting 1

These passengers together with the incompatible ticket holders would use the staffed wide aisle gate.

These essential wide gate users represent 5.4% of the total number of passengers. The maximum recorded flow in any 5-minute period was 32 which occurred in the 5 minute period between 17:15 and 17:20.

**Passengers Leaving Platforms Day Two Saturday 30th April**

A total of 13,933 exit passenger movements were recorded 06:30 and 19:30 on Saturday 30th April. These consisted of 13,189 unencumbered, 677 encumbered passengers and 67 staff movements.

The flow pattern showed a peak in the early afternoon as spectators arrived for the football match between Everton and Bournemouth at Goodison Park. The busiest period occurred between 13:25 and 13:30 when 555 passengers left the platforms on completion their journey. This represents a flow rate of 111 passengers a minute. The 677 encumbered passengers surveyed can be broken down further into the following categories:

Cycles 73 Blind 3 Heavy Luggage 120 Prams & Pushchairs 172 Wheelchair 20 Walking aids 68 Double Pushchairs 5 Children Under 5 216 Assisting 0

These passengers together with the incompatible ticket holders would use the staffed wide aisle gate.

These essential wide gate users represent 5.3% of the total number of passengers. The maximum recorded flow in any 5-minute period was 47 in the 5-minute periods following 13:25 and 13:30.

**Passengers Entering Platforms Day Three Wednesday 4th May**

A total of 11,267 entry passenger movements were recorded between 06:30 and 19:30 on Wednesday 4th May. These consisted of 10,705 unencumbered, 476 encumbered passengers and 86 staff movements.

The flow pattern showed a steady flow throughout the peaks. The busiest period occurred between 17:10 and 17:15 when 280 passengers passed onto the platforms to commence their journey. This represents a flow rate of 56 passengers a minute. The 476 encumbered passengers surveyed can be broken down further into the following categories:

Cycles 112 Blind 7 Heavy Luggage 92 Prams & Pushchairs 90 Wheelchair 20 Walking aids 63 Double Pushchairs 4 Children Under 5 87 Assisting 1

These passengers together with the incompatible ticket holders would use the staffed wide aisle gate.

These essential wide gate users represent 5.0% of the total number of passengers. The maximum recorded flow in any 5-minute period was 27 which occurred between 17:10 and 17:15.
Passengers Leaving Platforms Day Three Wednesday 4th May

A total of 10,742 exit passenger movements were recorded between 06:30 and 19:30 on Wednesday 4th May. These consisted of 10,135 unencumbered, 486 encumbered passengers and 121 staff movements.

The flow pattern showed a strong peak in the morning as commuters arrived for work in Liverpool. The busiest period occurred between 08:20 and 08:25 when 449 passengers from two closely spaced arrivals left the platforms on completion their journey. This represents a flow rate of 97 passengers a minute. The 486 encumbered passengers surveyed can be broken down further into the following categories:

- Cycles 111
- Blind 6
- Heavy Luggage 105
- Prams & Pushchairs 83
- Wheelchair 8
- Walking aids 5
- Double Pushchairs 6
- Children Under 5 107
- Assisting 3

These passengers together with the incompatible ticket holders would use the staffed wide aisle gate.

These essential wide gate users represent 5.6% of the total number of passengers. The maximum recorded flow in any 5-minute period was 37 between 08:20 and 08:25.

Step 3: Impact

Q4. Given the evidence listed at step 2, what potentially negative impacts could this work have on people with protected characteristics?

<table>
<thead>
<tr>
<th>Protected Characteristic</th>
<th>Explain the potential negative impact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Disability</strong> e.g. the impact of a new online process on dyslexic staff or the impact of changes to how passengers get to a platform on someone who cannot use stairs</td>
<td>Y</td>
</tr>
<tr>
<td><strong>Age</strong> e.g. the impact of changes to long-service benefits on younger and older staff or the impact of a long alternative route to close a level crossing on an older person with a long-term health issues</td>
<td>Y</td>
</tr>
<tr>
<td><strong>Pregnancy / maternity</strong> e.g. the impact of team relocation on a</td>
<td>Y</td>
</tr>
<tr>
<td>Category</td>
<td>Example</td>
</tr>
<tr>
<td>----------</td>
<td>---------</td>
</tr>
<tr>
<td>Woman who is on maternity leave or the increase in height of a footbridge over the railway</td>
<td>Gates. Wide Aisle Gates will be installed within the gateline to allow passengers to pass through. Approved signage will be installed to advise passengers of the location of the Wide Aisle Gates. All existing station specific procedures will remain.</td>
</tr>
<tr>
<td>Race</td>
<td>e.g. the impact of psychometric testing on the recruitment of people who don't have English as a first language or the gentrification of an area following station redevelopment that makes retail outlets too expensive for local businesses</td>
</tr>
<tr>
<td>Religion or belief</td>
<td>e.g. the impact of a new expenses policy on meal times or the closure of a level crossing between a community and its place of worship</td>
</tr>
<tr>
<td>Gender</td>
<td>e.g. the impact of a local decision to adopt arbitrary 'core hours' on women who are more likely managing childcare issues or the impact of changes in parking policies on women who are more likely to start work later due to childcare issues</td>
</tr>
<tr>
<td>Sexual orientation</td>
<td>e.g. the impact of a decision to invite partners to an away day on a gay man who hasn't disclosed his sexual orientation or the seconndment of a lesbian member of staff to a project in a country where this would be a risk to life / human rights</td>
</tr>
<tr>
<td>Marriage/Civil Partnership</td>
<td>e.g. the impact of the extension of private health care to spouses</td>
</tr>
<tr>
<td>Gender reassignment</td>
<td>e.g. the impact of a decision to publish Oracle gender data on a new</td>
</tr>
</tbody>
</table>
intranet staff finder page or the impact of a decision to not let staff use taxis for late night events in high risk areas

Q5. What could you do to ensure your work has a positive impact on diversity and inclusion including by supporting delivery of the Everyone Strategy.

The project will install Ticket Gates meeting the requirements of the Railway Industry Standard for Automatic Ticket Gates at Stations

The project team will continue to work closely with Network Rail throughout the project lifecycle.

A close working relationship will ensure output is continually shared with members engaged during the design phase and project deliverables are achieved

Step 4: Consultation

Q6. How has consultation with those who share a protected characteristic informed your work?

<table>
<thead>
<tr>
<th>List the groups you have consulted or reference previous relevant consultation?²</th>
<th>What issues were raised in relation to one or many of the protected characteristics?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Council – Listed Building Consent where applicable</td>
<td>The project consulted and received approval to proceed with works at Liverpool Lime Street and Wigan Wallgate without applying for Listed Building Consent</td>
</tr>
<tr>
<td>Network Rail – Project Review Group</td>
<td>Changes to the formation of the gateline at Liverpool Lime Street was requested and agreed.</td>
</tr>
<tr>
<td>DeltaRail – pedestrian count, passenger flows and Safety Validation</td>
<td>DeltaRail have been engaged to assess pedestrian counts and passenger flows prior to confirming the number of gates required and the location of the gates. DeltaRail are also engaged to document and gain the approval of the Safety Validation.</td>
</tr>
</tbody>
</table>

Q7. Where relevant, record any consultation you have had with Network Rail teams who are delivering work that might overlap with yours. This will ensure that our solutions are joined up.

Network Rail are engaged on the project and represented at weekly project review meetings.

² This could include our staff networks, the Built Environment Access Panel, local faith leaders etc.
The project team attended the Network Rail Project Review Group.

The project team are working closely with Network Rail representatives to ensure Landlords Consent is achieved.

Step 5: Informed Decision-Making

Q8. In light of the assessment above, what is your decision?
Please tick one box and provide a rationale (for most DIAs this will be box 1).

1. Change the work to mitigate against potential negative impacts found
   - Changes to the gateline at Liverpool Lime Street have been agreed and actioned following the Network Rail Project Review Group
   - Changes to the proposed signage have been agreed and actioned
   - The project continues to work closely with Network Rail, who are represented in the project team

2. Continue the work because no potential negative impacts found

3. Justify and continue the work despite negative impacts (please provide justification)

4. Stop the work because discrimination is unjustifiable and no obvious ways to mitigate

Step 6: Action Planning

Q9. What specific actions will be taken to deliver positive impacts and address any potentially negative impacts identified at step 3 or through consultation?

<table>
<thead>
<tr>
<th>Action</th>
<th>By when</th>
<th>By who</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pedestrian count to establish existing levels of usage</td>
<td>Complete</td>
<td>DeltaRail</td>
</tr>
<tr>
<td>Changes to the gateline at Liverpool Lime Street have been agreed and actioned following the Network Rail Project Review Group</td>
<td>Complete</td>
<td>Project Team</td>
</tr>
<tr>
<td>Changes to the proposed signage have</td>
<td>Complete</td>
<td>Project Team</td>
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</table>
been agreed and actioned

<table>
<thead>
<tr>
<th></th>
<th>Complete</th>
<th>Project Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>The project continues to work closely with Network Rail, who are represented in the project team</td>
<td>Complete</td>
<td>Project Team</td>
</tr>
<tr>
<td>Network Rail Project Review Group</td>
<td>Complete</td>
<td>Project Team</td>
</tr>
<tr>
<td>Signage is reviewed and approved by Network Rail</td>
<td>23rd September 2016</td>
<td>Project Team</td>
</tr>
<tr>
<td>Review this DIA</td>
<td>23rd September 2016</td>
<td>Project Team</td>
</tr>
</tbody>
</table>

**Step 7: Sign off**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Signed</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIA Owner</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Superuser</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Senior Manager</td>
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</table>

If you don’t have a local superuser or if your project has been to BEAP please send your DIA for quality assurance to DiversityImpactAssessment@networkrail.co.uk.

To help us respond more quickly please make sure you have:

1. Sent your DIA as a Word document not a PDF
2. Used this naming convention ‘**Name of project-Draft DIA**’
3. Used the correct DIA form with no additional pages e.g. ‘not for circulation cover-sheets’
4. Included any relevant maps / diagrams needed to understand your project
5. Completed all sections of the DIA in line with guidance and training

**Step 8: Publication**

Send your final DIAs to DiversityImpactAssessment@networkrail.co.uk. Customer related DIAs will be published on our website.

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3 Quality assurance check.
4 Sign-off should be by someone who can approve policy, programme or budget changes.