

## Customer Equality Impact Assessment (EQIA) Form

The Equality Impact Assessment (EQIA) is a means by which we can demonstrate how we have considered inclusion and put people at the heart of the decisions and changes we make. It is a tool to explore the potential for a service, project, programme, or business plan to have an impact on a particular protected characteristic, inclusion groups, or community. This includes the impact on one or more of these groups:

- Protected characteristic groups (as outlined in the Equality Act 2010)
- Disadvantaged or marginalised groups or communities
- Deprivation and socio-economic disadvantage within local communities

### **Please note:**

To comply with our agreed policy on completing Equality Impact Assessment (EQIA) and meet our requirements under legislation, all new strategies, policies, business plans, change programmes or projects must be impact assessed before being introduced. Within this document, you will need to provide evidence to demonstrate:

- Consideration of the impact of your initiative for each protected characteristic and other disadvantaged groups and communities
- Assessment of the impact you have identified and a clear action plan to mitigate the issues and concerns which arise from this.

### **The steps for completing EQIA are:**

- Introduction of aims/objectives/focus
- Gather evidence in relation to all relevant protected characteristics and inclusion groups
- Engagement and consultations – consult and engage with relevant stakeholders/inclusion groups/communities and seek feedback
- Assess or identify potential impacts
- Act on the results including planning actions to mitigate potential negative impact
- Monitoring and evaluation
- Make the right decision based on the evidence and findings from the assessment
- Sign-off

Draft or completed customer EQIA should be submitted to Customer EQIA [inbox](#) and a superuser or member of the customer D&I team will be allocated to review the document. Please ensure you have read the customer EQIA guidance before using this form.



## 1. Key information and clarifying aims

<b>Title of strategy, service, business plan, programme, or project</b>	<b>BSCU Arthur Street with King William Street &amp; Upper Thames Street Junction Improvements</b>			Unique ID No. <i>(To be assigned by the D&amp;I team)</i>	<b>D&amp;IC/22/455</b>
<b>Team/Department/ Directorate</b>	<b>Capital Programmes / Bank Station Capacity Upgrade</b>				
<b>EQIA author</b>					
<b>Senior accountable person</b>					
<b>Date EQIA started</b>	<b>10.01.23</b>	<b>Date EQIA completed</b>			
<b>Project Stage</b>	<b>Pre-consultation</b>				
<b>What is the focus of this EQIA?</b> <i>(Please tick which is appropriate)</i>	<b>Service</b>	<b>Project</b>	<b>Programme</b>	<b>Strategy or business plan</b>	<b>Others (please state below)</b>
		✓			
<b>Who would benefit or be impacted by your strategy, service, business plan, programme, or project (Please provide details of below)</b>					
<b>Customer</b>	Bus & Private Hire Users. Pedestrians, Cyclists & Road Vehicle Users.				
<b>Employee</b> <i>(for workforce or employee only impact assessment, please email the D&amp;I workforce team at <a href="mailto:EQIA@tfl.gov.uk">EQIA@tfl.gov.uk</a>)</i>					
	Arthur Street is a road in the City of London. The City of London is Highways Authority, although TfL is Traffic Authority. Arthur Street has junctions with King William Street to the east, and Upper Thames Street to the south; both of which are part of the TfL Road Network (TLRN).				

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<p><b>Provide background information and outline the aims/objectives/scope of the strategy, service, business plan, programme, or project</b></p>	<p>The Bank Station Capacity Upgrade Transport and Works Act Order 2015 granted London Underground the relevant permissions to use Arthur Street as a temporary worksite, including a building a shaft from street to tunnel level. As a result, Arthur Street has been closed to all traffic since 2015.</p> <p>The BSCU is liable for the making good of Arthur Street as per condition 12 of the TWAO: “The restoration of the temporary work site at Arthur Street must not commence until detailed design of the restoration of the ground below the highway and of the highway are submitted to, and approved in writing by, the local planning authority”.</p> <p>The principal objective of these works is to make good the Arthur Street junctions to allow TfL to discharge its highways reinstatement as part of the BSCU TWAO.</p> <p>As part of these works, The Sponsor has also negotiated scope and outcomes with the City of London to include the following changes to the junctions at Upper Thames Street and King Williams Street as follows:</p> <ul style="list-style-type: none"> <li>• Arthur Street/Upper Thames Street Junction: Upgrades of crossing provisions at the junction to include straight across pedestrian crossing on all arms of the junction. Small changes to advanced stop lines (ASLs) and junction marks to accommodate ingress and egress for access vehicles only onto Arthur Street.</li> <li>• Arthur Street/King William Street junction: Delivery of permanent scheme to close the junction to motor traffic comprising of continuous footway and modal filter for cycles.</li> </ul>
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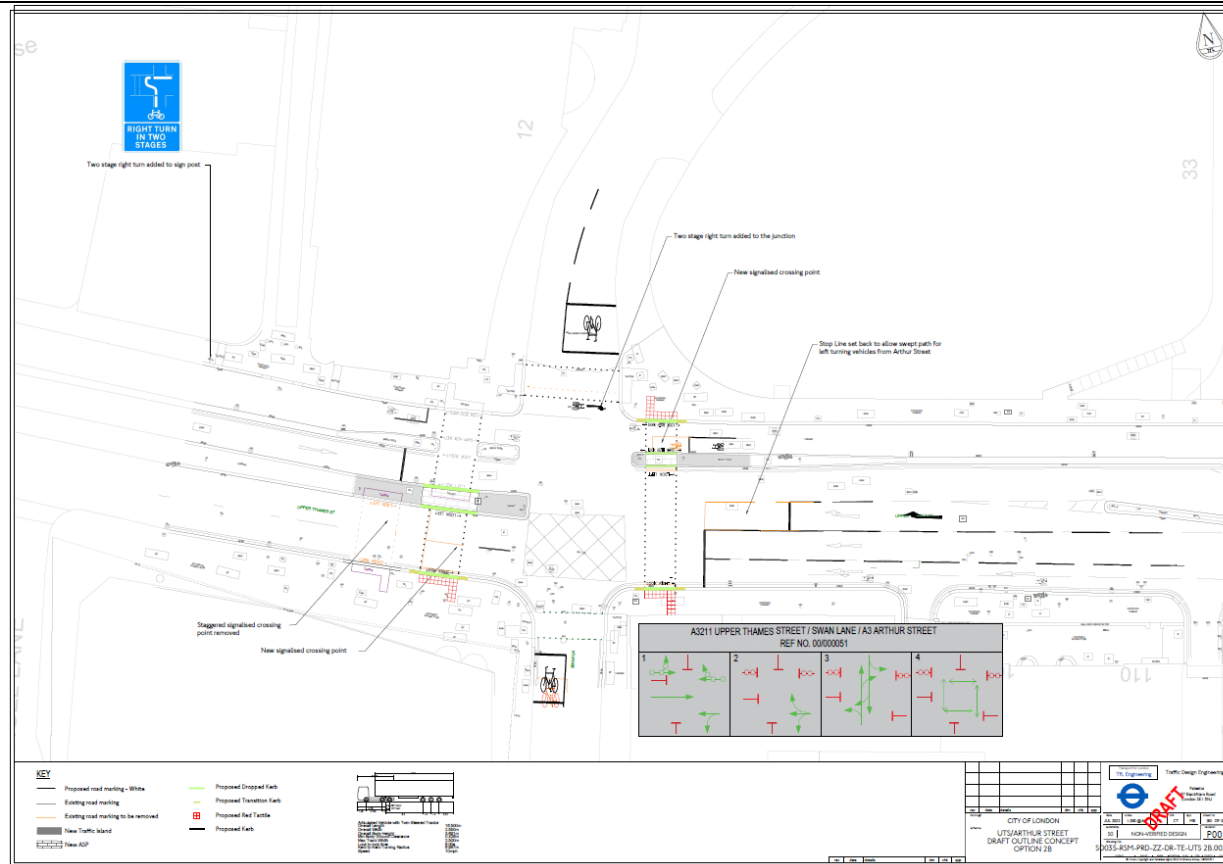


Diagram One – Upper Thames Street Proposed Layout



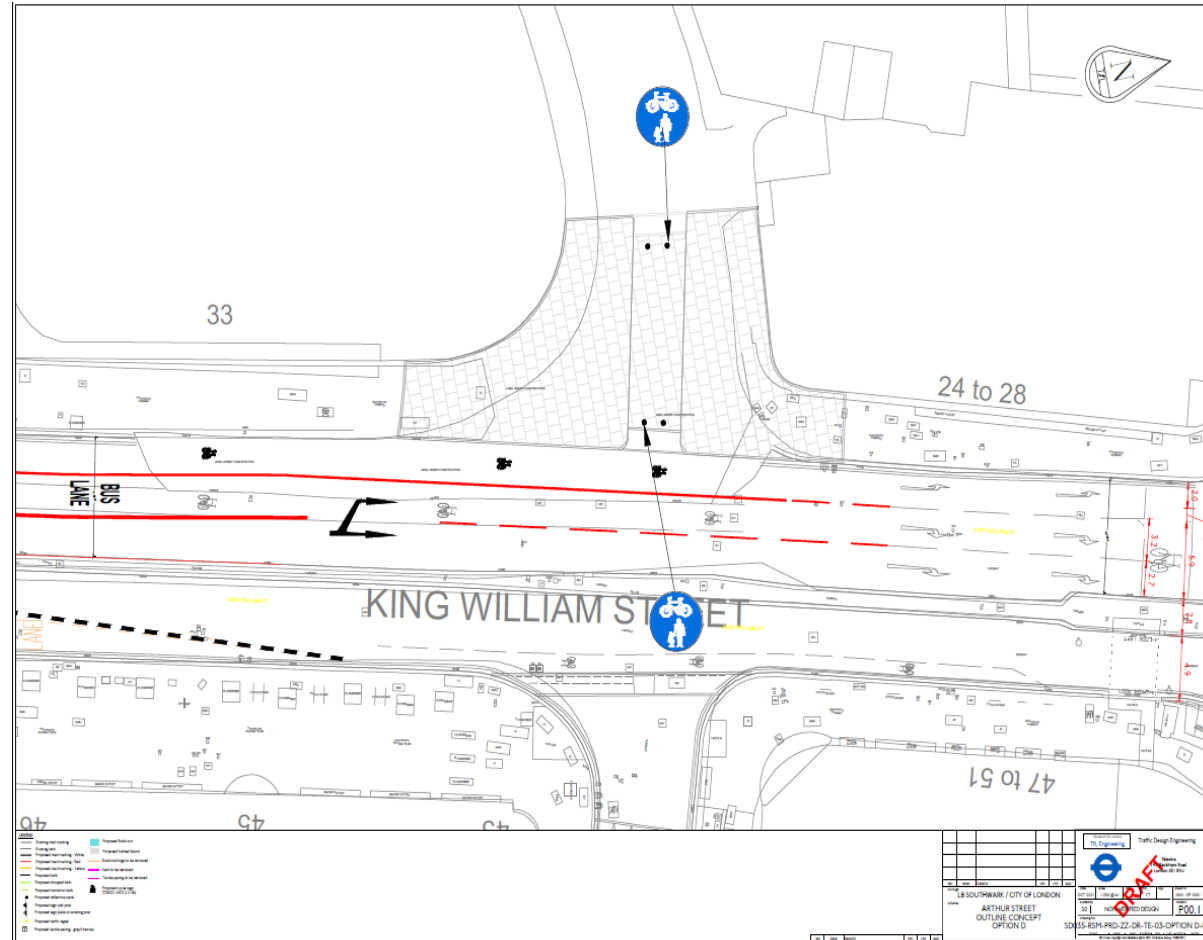


Diagram Two – King William Street Proposed Layout



	The consultation for the Upper Thames Street/Arthur Street/King William Street highways reinstatement is due to commence in February 2023 and TfL seeks approval for the permanent changes to Upper Thames Street and King William Street Junctions above.
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## 1. The Evidence Base

Consider evidence in relation to all relevant protected characteristics and inclusion group listed in the table below. Please note that change always disproportionately impacts all protected characteristics, so there should be no blank boxes. Consideration should be given not just to the proposal impact but how you intend to communicate and engage on the proposed change.

Protected Characteristic and inclusion group	Data and evidence to support your assessment <i>(Record here the data you have gathered about the diversity of the people potentially impacted by this work. Please include any research on the issues affecting inclusion in relation to your work).</i>
Age	<p><i>Older People</i></p> <ul style="list-style-type: none"> <li>14% City of London residents are aged 65 or over.<sup>1</sup></li> </ul> <p><i>Young People</i></p> <ul style="list-style-type: none"> <li>7% City of London residents are young people under 15.<sup>2</sup></li> </ul>
Disability <i>(please consider all forms of</i>	11.8% City of London residents have a disability which limits their day today activities. <sup>3</sup>

<sup>1</sup> <https://census.gov.uk/census-2021-results>

<sup>2</sup> <https://census.gov.uk/census-2021-results>

<sup>3</sup> <https://census.gov.uk/census-2021-results>



<i>disabilities)</i>	
<b>Sex</b> ( <i>male, female, non-binary and other identities</i> )	45% of City of London residents are women and 55% are men. <sup>4</sup>
<b>Gender reassignment</b>	GIRES (the Gender Identity Research and Education Society) estimate that 0.6-1% of the population may experience gender dysphoria. However, there are no standard national sources of transgender statistics.
<b>Marriage/civil partnership</b>	Data on City of London residents who share this protected characteristic is not currently available.
<b>Pregnancy/maternity</b>	Data on City of London residents who share this protected characteristic is not currently available.
<b>Race</b>	<ul style="list-style-type: none"> <li>• 21% of City of London residents are from BAME communities.</li> <li>• 79% of City of London residents are White.</li> </ul> <p>BAME Londoners are less likely than White Londoners to be in employment (57% BAME compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% BAME compared with 25% White).<sup>5</sup></p>
<b>Religion or belief</b>	<ul style="list-style-type: none"> <li>• A summary of the percentages for City of London residents, who share this protected characteristic, is set out in the following table.<sup>6</sup></li> </ul>

<sup>4</sup> <https://census.gov.uk/census-2021-results>

<sup>5</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

<sup>6</sup> <https://census.gov.uk/census-2021-results>



City of London		
Response	No religion(number)	No religion(percent)
No religion	3763	43.8
Christian	2976	34.7
Buddhist	95	1.1
Hindu	203	2.4
Jewish	177	2.1
Muslim	540	6.3
Sikh	6	0.1
Other religion	55	0.6
Not answered	767	8.9

Table 2: Summary of the percentage of residents by Religion/Belief in City of London

**Sexual orientation**

- Data on City of London residents who share this protected characteristic is not currently available.
- A summary of the percentages for London residents who share this protected characteristic is set out in the following table.<sup>7</sup>

<sup>7</sup> <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/datasets/sexualidentityuk>





	<b>Sexual Identity</b>	<b>Number (thousands)</b>	<b>Percent of population</b>
	Heterosexual or straight	6,342	90%
	Gay or lesbian	140	2%
	Bisexual	44	1%
	Other	41	1%
	Don't know or refuse	496	7%
	<b>Total</b>	<b>7,063</b>	<b>100%</b>

Table 3: Percentage of London Residents by sexual identity.

- Lesbian, Gay, Bisexual and Trans (LGBT) people are statistically more vulnerable to verbal and physical abuse. One in five LGBT people in Britain (21%) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.<sup>8</sup> Two in five trans people (41%) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16%), have experienced a hate crime or incident due to their sexual orientation in the same period.<sup>9</sup>

<p><b>Deprivation and socio-economic disadvantage of local communities</b> e.g., people with lack of access to housing, education, social</p>	<ul style="list-style-type: none"> <li>• On average 32% of City of London residents live in lower income households (less than £20,000 per year), compared to 28% of Londoners.<sup>10</sup></li> <li>• Londoners with a lower household income are less likely to hold an Oyster card than all Londoners (49% compared with 60%), but more likely than all Londoners to have an older person's Freedom Pass (26% compared with 15%).<sup>11</sup></li> <li>• Disabled Londoners are more likely to live in a household with an annual income of £20,000 or less than non-disabled Londoners (61% of disabled Londoners compared with 25% of non-disabled Londoners).<sup>12</sup></li> </ul>
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<sup>8</sup> <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

<sup>9</sup> <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

<sup>10</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

<sup>11</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



<p><i>resources, geographic location, and income</i></p>	<ul style="list-style-type: none"> <li>• Jobseekers are concerned that a lack of transport acts as a barrier to accessing employment and one in four (25%) say that the cost of transport presents a problem getting to interviews.<sup>13</sup></li> <li>• There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27% of mixed ethnicity Londoners up to 41% of black Londoners.<sup>14</sup></li> </ul>
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<sup>1</sup> <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

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## 2. Engagement and consultation

*Outline how engagement and consultation with inclusion groups, people who share a protected characteristic, and other project teams have informed your work*

	Yes	No	Don't Know	Comments
<p><b>Has there been any engagement or consultation activity relating to this strategy, service, business plan, programme, or project?</b></p>		X		<p>The project has been liaising with LCP Engagement through the TfL consultation team and the project sponsor team.</p> <p>We are launching a consultation on 27 February to gather stakeholder and public feedback on our proposals. We will promote the consultation in the following ways:</p> <ul style="list-style-type: none"> <li>- Letter drop around Arthur Street to all residences and</li> </ul>



	Yes	No	Don't Know	Comments
				<p>businesses within 250m</p> <ul style="list-style-type: none"> <li>- Posters in Bank station and at local bus stops</li> <li>- Working with the Stakeholder Advocacy team and using existing stakeholder relationships to promote the consultation to accessibility groups, for example through Transport for All, RNIB</li> <li>- Engaging with City of London and using their council contacts to reach inclusion groups</li> <li>- Face to face activity in the local area (e.g. giving out leaflets)</li> </ul> <p>We will also be providing all materials in Easy Read, and producing a British Sign Language video and audio of the proposals.</p> <p>An exhaustive stakeholder list will be created which will include local and national inclusion groups and groups that represent people with protected characteristics – the below is an example of the groups who will be consulted.</p>
<p><b>List the relevant stakeholders and inclusion groups you have consulted/engaged or intend to consult/engage with below. Please include any relevant consultation or engagement undertaken prior to completing this EQIA which relates each protected characteristic and inclusion group.</b></p>				
<b>Stakeholders and inclusion groups consulted/engaged with</b>	<b>Date</b>		<b>Feedback comments / issues raised</b>	
Transport for All			Will receive consultation material	



	Yes	No	Don't Know	Comments
RNIB				Will receive consultation material
London TravelWatch				Will receive consultation material
Age UK				Will receive consultation material
	Yes	No	Don't Know	Comments (state clearly what this engagement or consultation will be and how it will be organised)
<b>Does there need to be any further engagement or consultation? If yes, please add this as an action to the action planning section below. Please note that in some circumstances your work may require formal consultation</b>	X			This EQIA is pre-consultation. The proposals will be formally consulted on.

**3. Impact assessment – Protected characteristics and inclusion groups**

Given the evidence listed in section 2 and 3, consider and describe the potential impacts this work could have on people with protected characteristics and other inclusion groups.

	Employee	Customer	Positive	Neutral	Negative	No Impact	Comments and actions to mitigate or take forward (please include actions to mitigate the potential negative impact for this protected characteristic)
<b>Race and ethnicity</b>		Y				Y	There is no significant impact on people of any ethnicity.
<b>Sex</b> (male, female, non-binary and other identities)		Y				Y	There is no significant impact, positive or negative, on people in the sex category.
<b>Gender reassignment</b>		Y				Y	There is no significant impact, positive or negative, on people in the gender reassignment category.
<b>Age</b>		Y	Y				The highest percentage of pedestrian & cyclist road



	Employee	Customer	Positive	Neutral	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
							accidents occur in children under 10 years of age or adults over the age of 65. Additional vertical crossings and signalling across Upper Thames Street will create additional safe crossing spaces for pedestrians across the Road and Cycle Highway. Advanced cycle stopping lines and better junction markings and signage will help segregate pedestrians from cyclists.
<b>Religion and belief</b>		Y				Y	There is no significant impact expected on people of any religious/belief.
<b>Disability</b> <i>(please consider all forms of disabilities)</i>		Y	Y				Additional signalised pedestrian crossings across Upper Thames Street and improved pedestrian access at Kings William Street may benefit customers with disabilities (particularly, those whose mobility is affected). Advanced cycle stopping lines and better junction markings and signage will help segregate pedestrians from cyclists.  There could be potential impact for those who have been familiar with the original layout of the area and will need to navigate a new design . Tactile paving & audible crossing points will mitigate this.
<b>Sexual orientation</b>		Y				Y	There is no expected impact, positive or negative, on people of any sexual orientation.
<b>Marriage or civil partnership</b>		Y				Y	There is no expected impact, positive or negative, on people who are married or in civil partnerships, or who are not.

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	Employee	Customer	Positive	Neutral	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
<b>Pregnancy and maternity</b>		Y	Y				This is no significant impact expected; however it is recognised that additional pedestrian crossings on Upper Thames Street may reduce journey times.
<b>Deprivation and socio-economic disadvantage of local communities e.g., people with lack of access to housing, education, social resources, geographic location, and income</b>		Y				Y	There is no significant impact, positive or negative, on people in the Deprivation and socio-economic disadvantage of local communities

**4. Action planning**

List all planned actions - actions which could help mitigate any potential negative impacts. Additionally, please remember to include in your plan any 'positive action'.

	Actions	Owner	Deadline
1			
2			
3			
4			
5			
6			
7			



8			
9			
10			
11			
12			
13			
14			

**5. Monitoring and evaluation**

*Detail how you will or plan to monitor and evaluate the success of the mitigation actions and the overall impact of your decision or proposal*

1.	<b>How would you monitor and evaluate the success of the mitigating actions once your proposal has been implemented?</b>	N/A – proposed actions will come into place once consultation has been completed.
2.	<b>How would you monitor the actual impact of your proposal or decision once</b>	N/A – see above



	<p><b>your proposal has been implemented?</b></p>	
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**6. Decision-Making**

*Based on the above assessment, please select one of the options below that describe what you propose to do next. It is important that you provide the reason(s) for your decision and the evidence that supported these reasons.*

<p><b>1</b></p>	<p><b>Continue with your work because the assessment demonstrates that the work will have no potential negative or adverse impact on equality and inclusion groups.</b></p>	<p>Y</p>
<p><b>2</b></p>	<p><b>Justify and continue with your work despite negative equality impacts, and because there are other factors which make it reasonable for you to decide to continue with your work.</b></p>	
<p><b>3</b></p>	<p><b>Change or adapt your work to ensure it does not adversely or disproportionately impact certain groups of people, communities, or miss opportunities to affect them positively</b></p>	





<b>4</b>	<b>Stop your work because there is a high probability of noticeable discrimination and negative impacts which cannot be objectively justified. Further research work may be needed.</b>	
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**7. Sign off**

<b>EQIA author</b>	
Name:	
Title:	Project Manager
Date:	02.02.22
Signature	
<b>EQIA reviewer (superuser or D&amp;I team)</b>	
Name:	
Title:	
Date review completed:	
Signature	
<b>D&amp;I team representative</b>	
Name:	
Title:	
Date:	



Signature	
<b>EQIA signed off by (Senior accountable person)</b> <i>The EQIA should be signed off by a senior accountable manager or senior project sponsor. They are ultimately responsible for ensuring that the EQIA requirements are taken onboard and delivered as part of the project deliverables and/or escalated to the decision-makers where necessary. By signing, they are confirming that the equality impacts have been identified, understood, and considered; those affected by the proposal/decision have been involved or consulted; and there are plans to mitigate any potential negative impact and monitor the actual impact of the proposal/decision after implementation.</i>	
Name:	
Title:	
Date:	
Signature	

**Document history and version control**

Document history	Version	Date	Summary of changes
	0.1	dd/mm/yy	First draft

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