



Mobility Justice & Transport Inclusivity

“It’s not just lifts and ramps”

January 2021

We would like to thank the following individuals for taking their time to speak to us in order to inform this guidance document:

- Jo Becker
- Barbara Britton
- Isabelle Clement
- Katouche Goll
- Daniel Holt

We thoroughly enjoyed speaking with them and are very grateful that they were kind enough to share their experiences and views.

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Photo credit: Daniel Holt

01 What is Mobility Justice and Inclusive Transport?

“Mobility justice is one of the crucial political and ethical issues of our day, when the entire world faces the urgent question of how to make the transition to more environmentally sustainable and socially just mobilities¹.”

The transition to environmentally sustainable and socially just mobilities is underpinned by the discernible need to improve inclusion and access to transport for individuals that experience exclusion in our mobility systems. This could be due to broad, structural or planetary levels of inequalities, and/or mobility inequalities that are represented by the human body, such as gender, race, sexuality and disability.

Transport can be one of the principal barriers faced by disabled people. Yet inclusive transport and travel planning “has the ability to open doors, to unlock potential and to increase confidence. It enables people to see family and friends as well as seek and access employment. It can make the difference between feeling socially isolated and feeling socially included².” There are clear economic, social and environmental benefits for the UK to have a more inclusive transport and travel planning approach, however, the benefits to the individual are immeasurable. Placing accessibility and inclusivity at the heart of walking, cycling, public transport planning and place making will benefit disabled individuals on a day-to-day basis and help mitigate the incidence of mobility injustice.

To make our transport and mobilities more inclusive, it is important to understand the challenges experienced by those that face mobility injustice. Through this report, we explore five stories of mobility (in)justice faced by individuals with a mobility impairment. By providing a voice to the everyday experiences of these individuals, we hope to raise awareness of the variety of considerations that are needed to make transport and mobility truly accessible.

We do not offer specific recommendations, but instead aim to provide a more personal account of transport and access. We hope that this will support local authorities in their ongoing thoughts about the considerations that are needed to make transport and mobility accessible and raise awareness of the day to day conveniences that many able-bodied people may take for granted.



There are an estimated **14.1 million** disabled people in Great Britain according to the latest available estimates⁶.

Definitions



Disability:

Under the Equality Act 2010, you are considered to be disabled if you have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to do normal daily activities⁵.



Inclusive mobility:

an integrated transport policy, which encompasses accessible public transport (including transport infrastructure) that removes or reduces mobility barriers⁴.



Mobility Justice:

the principle that all people should have the same opportunity to move around and access a space³.



Only **80**

out of the 270 London Underground Stations have some degree of step-free access⁷.

02 Healthy Streets Everyday

Healthy Streets is a global policy framework, developed by public health and urban transport specialist Lucy Saunders. It aims to create streets that are welcoming places for everyone and that are designed to deliver a healthier, more inclusive experience. The policy framework highlights 10 key indicators that are crucial to creating healthy streets:



“The best test for whether we are getting our streets right is if the whole community, particularly children, older people and disabled people are enjoying using this space⁸.”

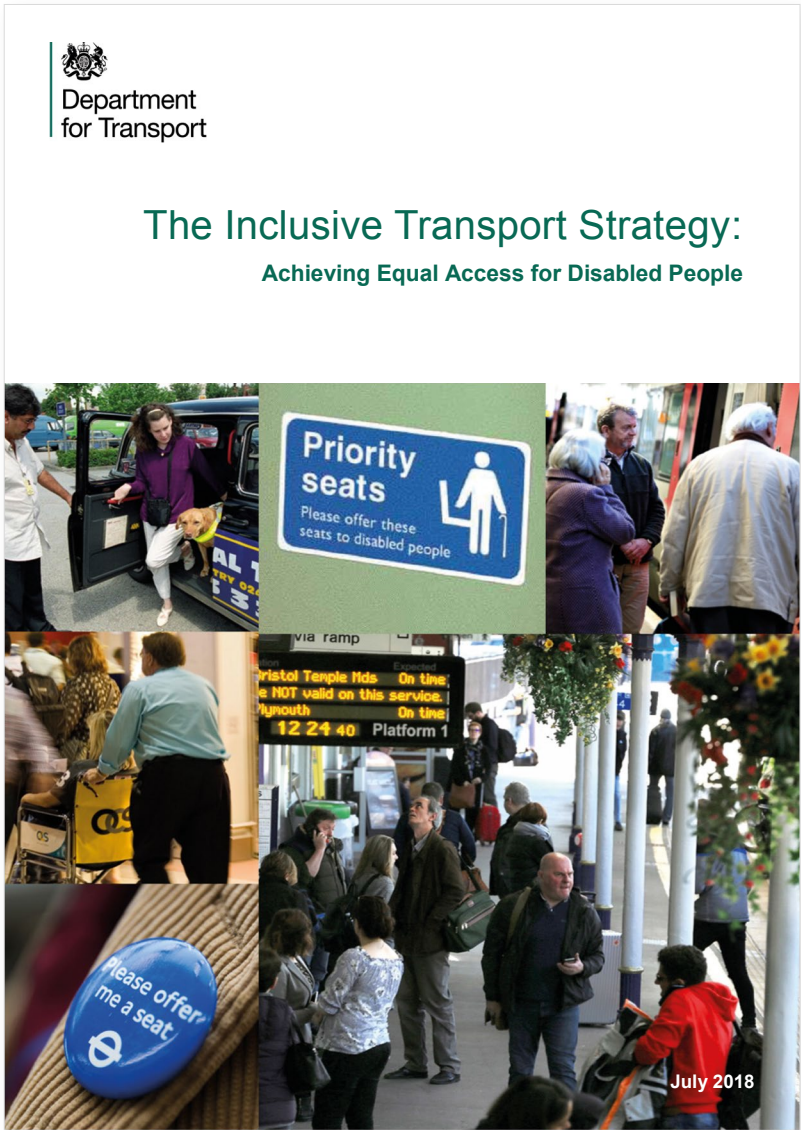
Disabled people are often disproportionately impacted by poor street design. The Healthy Streets approach aims to improve the accessibility of streets for all people by using the indicators shown on the left. This may include removing obstacles, widening pavements for wheelchair access, raising sections of roadway to make crossing easier, and ensuring on-street cycling facilities that cater for the range of cycles used by disabled people.

Cross River Partnership’s (CRP) Healthy Streets Everyday Programme is a 3-year cross-sector project that is funded by the Mayor’s Air Quality Fund. The project aims to empower boroughs, businesses and communities across London to deliver pedestrian-priority healthy streets that are accessible to everyone. This includes increasing walking rates and reducing emissions and exposure to toxic air pollution. The programme is also helping to supplement London’s COVID response by creating streets that can accommodate and encourage increases in sustainable and active travel whilst also providing pleasant, safe places that all Londoners’ can enjoy.

03 Inclusivity in UK Transport Policy

Inclusion in the transport and mobility system has become a core policy objective for the UK. Within the last ten years, the UK government has launched a new *Inclusive Transport Strategy*⁹, and have placed importance on disability inclusion in *Gear Change: A bold vision for cycling and walking*¹⁰, both produced by the Department for Transport (DfT).

An open consultation on a ban on pavement parking¹¹ was launched in 2020 by the DfT, whilst research publications on transport inequality by campaign organisations such as Transport for All, Wheels for Wellbeing and Disability Rights UK have been produced to deliver recommendations to national, regional and local level authorities.



04 COVID-19


The coronavirus pandemic has resulted in unprecedented social, economic and environmental impacts to London and the rest of the UK. However, individuals with a disability have often been disproportionately affected.



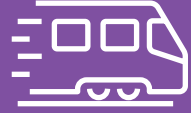
London has the highest frequency of public transport use for disabled and non-disabled people in the UK¹².




Disabled people are less likely to drive, have access to a car or cycle - 84% of disabled people never cycle^{14 15}.



In July 2020, disabled people reported more frequently than non-disabled people that the coronavirus pandemic is affecting their mental health. 42% of disabled people said they are feeling lonely and spend too much time alone, whilst 25% of disabled people surveyed said they feel like a burden on others¹⁶.



65% of disabled people used public transport at least once a week in 2017¹³.



45% of disabled people reported high anxiety (a score of 6 out of 10 or higher) during the pandemic¹⁷.

The impact of COVID-19 on disabled people shows that they are twice as likely to die of COVID-19 than non-disabled people¹⁸. Additionally, social interaction and mental health are disproportionately impacted, with many disabled people citing concerns over safety, access to healthcare, high anxiety levels and increased loneliness and social isolation¹⁹. The introduction of face masks has resulted in additional communication challenges for deaf and blind people, and even increased subjection to harassment if face masks cannot easily be worn²⁰.

However, the pandemic has also resulted in additional challenges associated with accessibility and transport. Transport plays a crucial nexus in allowing individuals with impaired mobilities to move around freely and independently. Emergency local and central government

funding has been directed towards COVID streetscape improvements, to create more space for walking and cycling and to ensure adequate physical distancing measures can be maintained. However, in some cases, these emergency improvements have not been designed to enable inclusive mobility. Temporary measures to encourage active travel, such as pop-up cycle lanes and pavement widening, can cause major accessibility challenges for disabled people and exclude them from the mobility system²¹.

Many schemes have been implemented quickly, resulting in expedited consultation processes, exacerbating mobility injustice for some individuals through the fast-acting changes to our streets. In London, cost-cutting measures associated with Transport for London's (TfL) decreased ridership

has seen temporary changes to the use of the Freedom Pass and Disabled Freedom Pass, meaning those with impaired mobilities will not be allowed to travel for free on public transport during certain parts of the day²².

Nevertheless, many streetscape changes did aim to support walking and cycling and enhance accessibility so that vulnerable groups can move around in safety. There have been some success stories where disabled people have benefitted from streetscape interventions in London. However, after ten months of adapting to the pandemic, we are now, arguably, in unprecedented times. Looking to the future, we must ensure that *all* transport and mobility changes across London, and the UK, are built with *everyone* in mind by placing those with disabilities at the forefront of our planning.

05 Glossary

Here is a glossary of terms that are referenced by the interviewees.

The Social Model of Disability:

"The social model of disability is a way of viewing the world, developed by disabled people. The model says that people are disabled by barriers in society, not by their impairment or difference. Barriers can be physical, like buildings not having accessible toilets. Or they can be caused by people's attitudes to difference, like assuming disabled people can't do certain things. The social model helps us recognise barriers that make life harder for disabled people. Removing these barriers creates equality and offers disabled people more independence, choice and control²³."

Step-Free Access:

Step-free access is the infrastructure such as lifts, ramps and level surfaces that enable users to avoid steps and undertake a step-free journey²⁴.

Streetspace for London:

Along with London's boroughs, TfL are creating more space for people to safely walk or cycle as our city deals with the coronavirus pandemic, including temporary cycle lanes and wider pavements. This will make it easier and safer for people to keep up social distancing, help people walk and cycle more often, avoid a sharp increase in car use and keep London's air as clean as possible to protect everyone's health and to reduce carbon emission²⁵.

Low Traffic Neighbourhood (LTN):

"Low Traffic Neighbourhoods" are groups of residential streets, bordered by main or "distributor" roads (the places where buses, lorries, non-local traffic should be), where "through" motor vehicle traffic is discouraged or removed²⁶."

Local Transport Note 1/20:

"This local transport note provides guidance to local authorities on delivering high quality, cycle infrastructure including planning for cycling, space for cycling within highways, transitions between carriageways, cycle lanes and cycle tracks, junctions and crossings, cycle parking and other equipment, planning and designing for commercial cycling, traffic signs and road markings, construction and maintenance²⁷."

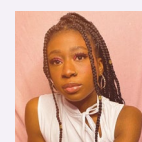


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06 A More Personal Experience

The following section of this guidance provides an insight into five different peoples' experiences of mobility and transport. Each person's experience is unique, and the thoughts and comments provided are their own.

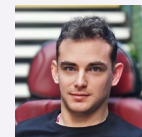
The interviewees:



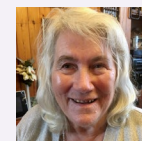
Katouche Goll



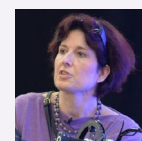
Jo Becker



Daniel Holt



Barbara Britton



Isabelle Clement

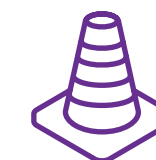
The interviews focussed on three main themes which were as follows:

1 General accessibility



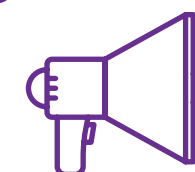
These questions focussed on the actual experience of a journey. It explored topics such as journey planning, what makes a journey challenging or enjoyable and the individual lived experiences of different forms of private and public transport, and active travel.

2 COVID-19 and mobility



This section of the interview looked at the impact of the COVID-19 pandemic on each individual's mobility. Topics discussed included the impact of streetscape changes and the general impact of the pandemic on each person.

3 Improvements



The final questions in the interview looked at how streets and places can be made more inclusive to people of all abilities. It also discussed how to raise awareness of mobility injustice and encourage non-disabled individuals to consider their own impact on disabled people.

The semi-structured interview questions are appended (see 08 Appendix). Please note that these questions were used to guide the interview, not as a strict set.

Katouche Goll

Katouche is a recent History graduate who is passionate about disability rights and disability activism. Having experience in media and journalism, Katouche has written many articles and blogs that discuss race, disability and feminism. She also likes to use make up as a medium and as a conversation starter with regards to these topics.



What does mobility justice mean to you and have you experienced it?

Mobility injustice is my life! Transport can be a barrier – it can restrict people with a disability or due to gender or race. We have a very crude definition of access, which doesn't compare to the experiences that people have. There are so many things missing from how we move around. I am reliant on other people. Not because I need their help, but because I am disempowered by how everything is structured. When I have been in mainland Europe, I have experienced moments of mobility justice and I have been thrown by it.

You mentioned mainland Europe, what was it about these places that felt more accessible?

I have been going to Budapest since I was 3 for rehab therapy. I am now 23. During this time, they have replaced the main tram lines with flat accessible trams, roads have the appropriate slopes, and although buildings are old with lots of stairs, they have lifts. The Green Line [Metro], which was finished in the last 10 years, is also completely accessible. The main part of Budapest (the equivalent of Zone 1) is completely accessible. The way that empowers the agency of that disabled individual, that you can determine where you want to go and when, without any additional stress, you are really seeing the social model [of disability] come to life. I had never seen that before.

“We have a very crude definition of access, which doesn't compare to the experiences that people have. There are so many things missing from how we move around.”

Katouche Goll

Talking about journeys in London, how do you go them on your day-to-day? Do you plan for them?

I ride a manual scooter. A lot of people who have cerebral palsy walk or use wheelchairs, but for me walking is too much exertion and in a wheelchair I get stiff. The scooter is an excellent way of conserving my energy for walking whilst having some speed and enabling better access to London; it helps me move around the tube. Only 30% of the tube is wheelchair accessible. As you can imagine, I don't just use 30% of the tube, so I carry my scooter in one hand and hold the bannister with the other. Sometimes people offer me help, but I shouldn't have to ask for help. I should be able to use a lift. Immediately you are putting so much of your personal space and belongings in the possession of other people – it's a very infantilising experience, so the logistical barriers are there. There are also attitudinal barriers – I have been shoved and pushed to the floor. Sometimes the staff try and confiscate my scooter (that happens in public places too). I also get stares and am hardly ever offered a priority seat. On a day like today where I have my make up on and I am wearing a cute top, I get a lot more help. The good journeys are the ones that don't consist of a lot of walking and have no stairs. You hardly ever get both; they either have stairs but not much walking, or they have lifts, but you are walking the length of the Great Wall of China to get to the next platform.

It sounds the scooter is your most preferred form of transport - when did you start using it?

I started using it in 2017 – it was my mum's idea. At first, I was rubbish at riding it. Now I am adept and don't feel as uncomfortable or afraid. However, it still has its limitations – it's good for when I can drive to Tesco, go in, scoot around, pick up groceries, checkout and leave. But the idea of doing long commutes on a scooter is stupid. The downside of not learning to drive yet is that I can spend a lot of time indoors. I like to be out in the street, and I like to party so inevitably I will travel, but if you have



“Access is not just lifts and ramps, it's a multitude of different things.”

a different personality to me you will find yourself at home. There is no empathy or understanding of what that can do to your mental health if you are disabled. It is only now that people need their daily walks that they might understand a little bit.

You reference the pandemic - what do you feel has been the biggest impact of COVID-19 on your mobility and access in general?

I have only been out 4 times during the pandemic. However, one of the things that stood out for me is that access is not just lifts and ramps, it's a multitude of different things – spatial awareness, signposting, access to toilets. I had a really bad experience when I was meeting someone at Victoria station; the toilets were closed which is not accessible.

People use the toilet for a number of things and it needs to be available for those that need it. I was really annoyed and had to ask a pub if I could use their toilet. They said their accessible toilet was out of service and wouldn't allow me to use the normal toilet as they didn't want to be liable for me walking down the stairs. They also said they weren't letting people in to use the toilet because of COVID. This was obviously extremely dehumanising as it is up to someone else to decide whether I can go to the toilet. I can negotiate stairs and if I need the toilet, I need the toilet. I said "why can't I come inside and buy a drink and then use the toilet?". Again, they said we don't want you going down the stairs. I was livid. When you are supposed to be meeting someone you don't want to go through that. It was my first time going out in ages and all of that was because the station toilet wasn't open. It is one of the most negative experiences I have had with access.

Thank you for sharing that, it must have been very frustrating. One part of the COVID response has been aimed at reducing car use. You mentioned wanting to drive, what are your thoughts on this?

It sounds a lot like the plastic straw ban. The disabled community were very arrogantly told by everybody to bring your own straw to restaurants if you need one. For me, why would I hobble around on my scooter when I can get in the car. People really confuse equity and equality. Treating everybody exactly the same doesn't solve how the barrier impedes on their lives.



Considering everything that has happened during the pandemic, what are the key takeaways you want to give to people to encourage them to think more about accessibility?

One of the interesting things about the pandemic has been the way it has changed the pace of society – it doesn't have to be as fast or as profitable at the expense of our wellbeing. A lot of the changes are things that disabled people have been requesting but were told were not feasible - remote working, flexible hours. I think the same can be said about mobility – you can see that everything could become accessible but it's not in their interests. Disabled people should be brought into the conversation so that it sets a new precedent and includes everyone.

Finally, what would you want to say to others to make them think more about inclusive mobility?

I want everyone to learn about the social model of disability – it is something that is really close to my heart. I think it's a brilliant way of seeing the world. We get obsessed with our own, single paradigm, and we never interact with anyone else, or even consider what that means for other people. The social model is the idea that being disabled is a social construct created by the context that you live in, not the medical condition that you are in, which for me is important. I want people to learn that and respect that and see that being disabled is part of the natural spectrum of human life, like gender, like race. Not to see it like an affliction or a curse or something that is to be avoided. Disablement is created by the structures that are put in place and not individuals. If people understood and applied that concept, my life would be so much easier.

“Being disabled is a social construct created by the context that you live in, not the medical condition that you are in. I want people to learn that and respect that and see that being disabled is part of the natural spectrum of human life.”

Jo Becker

Having previously worked for TfL, Jo decided to change her lifestyle and career after acquiring an impairment that is reducing her mobility. She now works as a consultant who specialises in disability and inclusion and is part of the Independent Disability Advisory Group for TfL. Her experiences have given her an understanding of moving around London from several perspectives; from both an impaired and non-impaired perspective and from the transport operator perspective.



Why do you think it's important to raise awareness about mobility justice?

When using terminology like mobility, a lot of people will picture a wheelchair user but it's also people with all different types of impairments who struggle to access spaces and places. That's the first important reason for raising awareness. The other part is that there's a huge gap in peoples understanding and knowledge, when it comes to disability. I speak as someone who was non-disabled and didn't really have to think about what life is like for a disabled person. When I first acquired a mobility impairment I struggled and felt embarrassed about how little I used to know. We don't understand; we don't know what we don't know. A lot of people will not know that mobility justice is an issue.

How would you go about planning a journey in London?

If it's a place I've never been to before, I go to the journey planner and look at the options, but now I will almost always look at the route that has fewest changes or the least walking. I'll consider spending longer on a bus rather than having to walk between two tube lines that are really far apart. I don't use a wheelchair, I'm just struggling with a walking stick so I would strive to avoid things like long walks. I'll choose the journey option that makes me feel most comfortable - in a mental and emotional sense because I need to feel confident going into the journey that I will feel physically comfortable so I have to manage anxiety in a way that I didn't before. I also use Google Street View. I can figure out if there are steps up to a building or, if I've decided to drive, where the nearest blue badge parking is. Similarly, if there is a walk, I will have a look in case there is anything that I am uncomfortable about. It is an amazing tool to give you confidence in that you understand the environment that you are going to arrive in which reduces the stress and the anxiety. I also always try and look at how far walking distances are and then apply my own internal calculator to it because I know that I walk at less than 50% of normal speed. I've become a bit more fixed in where I

“A big thing for me is about understanding what I will be faced with, mentally preparing for that and sometimes adapting my plan accordingly.”

go so that I've got an element of control over what I'll encounter and how I'll navigate a journey. A big thing for me is about understanding what I will be faced with, mentally preparing for that and sometimes adapting my plan accordingly, and I know that a lot of disabled people feel the same way.

What is your preferred and least favourite form of transport and why?

I do like getting the tube because its fast and efficient where there is the right kind of access. I do have a certain level of flexibility – I can get up and down a few steps so that keeps the network quite widely open to me. When I am using a wheelchair it will be much harder. At that point, I know I will lean towards getting the bus. I'm actually looking into getting a mobility scooter which will enable me to do more journeys independently. A 20 to 30-minute walk is not really possible for me but I'd really like a folding mobility scooter so that I can choose to do that. I quite like the idea of being outside seeing bits of London, being independent and not relying on any form of transport or relying on things working or people behaving a certain way.

My least favourite is probably the same as my favourite - the tube but for different reasons; when the lift doesn't work or the escalator is not running or when I've got a bag and my walking stick and I can't get up the stairs. I rely on asking people to help me or people offering to help. Luckily strangers are often very kind and will be proactive about being helpful and that's been incredible to see. But it is still a bit embarrassing - I really appreciate it but then I always feel there is a slight humiliation that I can't just do it myself. Most people just want to be able to do things independently and that's a big theme for disabled people.

You mentioned you drive. How do you feel about London putting emphasis on reducing driving and encouraging active travel?

I can see why it's been done and I think it's important because we can't have everyone

getting into their cars as there's limited vehicle capacity. However, I think that we need to appreciate that there's always going to be a need for compromise. I think it's good that there's more walking and cycling infrastructure, but it needs to be designed and implemented in the right way so that it doesn't disadvantage anybody. If we can get the right balance of safe walking, cycling and public transport infrastructure to the extent that people use those facilities, this would reduce demand on the roads and those who need to use them would have enough space and capacity to do so.



“What I really think is important is that now people are getting it right. I can forgive a lot from the last 6 months, but only if we're starting to see things done properly; this isn't unprecedented anymore.”

Have you been communicated with about any of the Streetscape changes?

I've not come across anything that I can think of. Some things have gone out that are broader comms for everyone. But I think that a lot of people who are disabled are quite pragmatic and interpret messages in the way that's needed. What I really think is important is that people are getting it right now. I can forgive a lot from the chaos of the last 6 months, but only if we're starting to see things done properly; this isn't unprecedented anymore. If the transport system struggles again with capacity or puts infrastructure in that is less than ideal, then that's not good enough. Now things need to be thought through and communicated properly and done in a less hurried way, because we're in this now (the pandemic) - it's precedent. I'm not necessarily saying that everything should be perfect because it's still might have to be done quickly, but some of the mistakes mustn't be repeated. Things like information should be right because transport operators know who they should be talking to and they know what's happening and why.

What do you think could be done going forward to ensure that any street changes are more inclusive to people of all abilities?

What I'd like to see are very thorough Equality Impact Assessments going forward. Before things were being pushed through rapidly but now, we need to get back to doing it properly. This is an opportunity to improve things in terms of access and equality, and I hope that people will be looking at that. They should be going back to the quality assurance measures that were implemented pre-pandemic, and then they should be asking the question “But how could we make it even better? How could we be best in class?”.

A colleague has said this a lot and I like to steal it; if you get it right for disabled people, you get it right for everyone. I'd love that concept to become embedded in our design practices. If you get it right for disabled people, you get it right for the parents with buggies, you get it right for people with luggage, you get it right for anyone with a broken leg or an injury, or anyone who's older or maybe feeling more confused. You get it right for everyone. If people can start to embed that kind of thinking into their practices, I think it could make a difference. If you can create an environment where people can get about independently, regardless of any challenges they might face, then you're building a society that's truly inclusive.

“If you can create an environment where people can get about independently, regardless of any challenges they might face, then you're building a society that's truly inclusive.”



Daniel Holt

Daniel is an aspiring barrister who lives in East London. He arrived from Greater Manchester in 2011 seeking a legal career. He has been involved with various charities and is the Founding Chair of the “Association of Disabled Lawyers”. He works hard, but likes to socialise with friends, work out at the gym and play powerchair football.

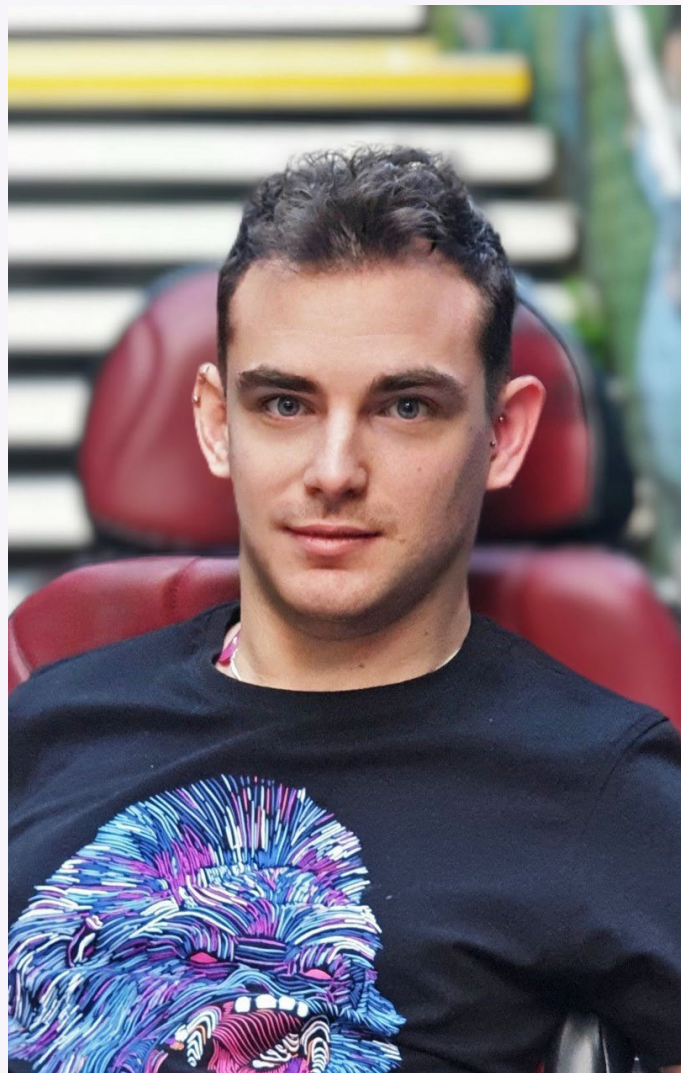


Photo credit: Daniel Holt

“I’m not much of a journey planner, when I don’t need to be.”

What does Mobility Justice mean to you and why do you think it’s important to raise awareness about it?

Having equal opportunity to access public transport and to participate in the outside environment. It’s important because there are real barriers when using public transport. For example, only 30% of the underground in London is wheelchair accessible despite the “Every Journey Matters” adverts. There is also a long ongoing debate about who gets priority between wheelchairs and buggies on buses. Getting a cab is difficult because they aren’t accessible, and they don’t want to pick you up anyway. During the pandemic our bus pass got changed - it’s no longer usable before 09:30am. There is the implication that we don’t need to use public transport or that your journey isn’t as important as everybody else’s.

How do you plan for a journey in London?

I’m not much of a journey planner, when I don’t need to be. What’s the point when there are so many variables that are put in your way? You might not be able to get on the bus because it’s packed with buggies, or you can’t get the tube because the lift is broken. I’m not wasting my time being early so you just have to hope that you can figure it out.

If you could say a journey was enjoyable, what would it be about that journey that’s made it enjoyable?

Whatever music that I am listening to! No, a good journey is about it being easy, accessible and quick and being fully able to navigate on your own. For me that is the perfect journey.

Daniel Holt

Ok, so what is your most preferred form of transport and why?

Probably the tube when its accessible - you get on you get off, it’s quick and reliable. My wheelchair is quite quick so walking to the station is quick. My other favourite is walking as you haven’t got to wait around. It might take a bit longer but it’s better than waiting.

And to counteract that then, what would be your least favourite form of transport and why?

My least favourite is a taxi. My wheelchair is big and bulky and very high up. Even in wheelchair accessible vehicles I’m too high up to be comfortable. Incorporating design for people in larger wheelchairs and power chairs would help. As would having more wheelchair accessible vehicles; it’s not compulsory that wheelchair accessible vehicles are available. It’s a problem every time I go out on New Year’s Eve - you call them up and they say “we’ve only got one and it’s not working right now”. So yeah, I avoid them at all costs!

The next few questions discuss the pandemic. What do you think has been the biggest impact of the COVID-19 pandemic for you?

The first thing would be about the bus pass and the importance of your journey - our journeys are less important in their eyes. Another thing is that people don’t tend to be getting on the buses with their babies anymore. I’ve had hardly any buggy problems since February!

Have you come across any Streetscape improvements? Have these affected your mobility at all?

Pavements around my flat weren’t wheelchair accessible for a long time, which meant that I had to go onto busy roads. While I don’t scare easily, it felt like a vulnerable situation. I told the Labour councillor, prior to the last election, and asked him to make them accessible. Since then, there’s been a lot of work around my flat, building “green streets”. The Council were already doing this work so it was easier to convince them. It’s been great; my life is no longer at as much risk!



Photo credit: Daniel Holt

“A good journey is about it being easy, accessible and quick and being fully able to navigate on your own.”



Photo credit: Daniel Holt

Are there any street, and other improvements that you think would make transport more accessible to everyone?

Firstly, stop parking on pavements. Because the kerb is high you must walk back, get off the pavement and walk on the road – it's unsafe and unreasonable. Similarly, people park in front of the ramp off the street where you've got yellow lines. People do that so often and it really annoys me because it's the only place we can get off and on the pavements. I would go as far as to say all accessible access points should be double yellow lines.

In terms of buses, our bus pass has been limited to certain hours – that needs to be removed to make it more equal. Then there needs to be a clear position on the expectations of buggy users. It's called a wheelchair space and they are taken by buggies. I haven't got a problem with them taking the space when we don't need it. The other option is to redesign buses to suit more people. The way it's designed currently puts wheelchairs against buggies and it doesn't need to be like that. Equally there is not enough priority seating. A general rule is one wheelchair per bus so if I go out with a friend who is also in a wheelchair we can't get on the same bus.

For trains, getting rid of train guards means that you end up in situations where people forget to get you off and there is no-one on the train that you can communicate with. It's a very important job! Another issue is the amount of notice you have to give when using trains.

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“It's also easy to not park on the pavement or to move your buggies - don't complain when a guy in a wheelchair wants to get on the bus and you have to fold it down. It's about thinking about your own actions.”

Whatever kind of transport there are access issues. This is why I said there's no point planning. Something will always pop up; a pavement I can't use, a bus I can't get on because of buggies. You have got all these variables that are completely out of your control. If I have to book assistance for a train over the phone, firstly, being on the phone doesn't always work for me but secondly, how can I book assistance when part of my journey could go wrong? There are issues with every form of transport.

What would you want to say to other people to make them think more about inclusive mobility?

The most important thing I could say is that if you are not disabled now, there is a good chance you will be at some point - when you get old, or if you have an accident. Therefore, it is in everybody's interest to remove these challenges. It's also easy to not park on the pavement or to move your buggies - don't complain when a guy in a wheelchair wants to get on the bus and you have to fold it down. It's about thinking about your own actions. We are not being unreasonable.

Barbara Britton

Barbara is an active member of her local community in Forest Hill. She is on various committees, including the one at her local church, and has previously worked for Lewisham Council as an Assistant Librarian before retiring. She likes to get out and about in a powered wheelchair.



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“During 2012 when we had the Olympics and the Paralympics, things were great. Since then, it's gone back to how it was before and I think disability seems to have gone back onto the back burner.”

What does Mobility Justice mean to you and why is it important to raise awareness about it?

I'm not very hot on the terminology, but I just think that it's fair play for everybody regardless of disability. It's the choice of being able to do something whilst bearing in mind that some disabled people need more help than others to do it. In terms of awareness, I don't think everybody is aware. During 2012 when we had the Olympics and the Paralympics, things were great. Since then, it's gone back to how it was before and I think disability seems to have gone back onto the back burner.

How do you plan for a journey in London?

I just go. If I need a bus, I just go on the bus. Sometimes you have to wait if there's somebody with a buggy on it. One of them might offer to get off but I tend to say don't worry because there's another bus in a couple of minutes. I think it's give and take on both sides; I don't think we as disabled people should expect other people to go out of their way but I don't expect to have people being rude to me. It is about being treated fairly, the same as other people would expect to be treated fairly.



Photo credit: Alan Kean/Shutterstock.com

You mentioned you get the bus quite a lot. If you were going to get something like the tube would you make additional plans?

I haven't used a tube, or a train for years. The last time I remember using the train I had such problems. I wanted to go to the Hampton Court Flower Show. I made arrangements and said what train I'd be getting on and the return journey time, but they said no one was working at that station so I'd have to go back to Beckenham. I said "my husband can meet me from Beckenham that's fine". Anyway, when it got to it, they said I couldn't go back to Beckenham as no one could get me off. I said don't worry, my husband can get me off the train - "Oh no you can't do that because of health and safety, you'll have to go back to Beckenham junction where there are staff available". Of course, we get back to Beckenham Junction and there weren't staff, so the general public helped get me off the train. I thought this is just a joke! I've done my part by arranging and booking help, but they can't get their act together. It's things like that which really make me cross, so I actually complained and they sent me a bunch of flowers as a way of apology. But I don't like travelling on my own out of town and I've tended not to do it for the last couple of years. I don't know what dangers or what obstacles I'm going to come across and I feel less confident and more unhappy about that.

Is there anything that could be done to make you want to get back on a train or tube again?

Well yes, make sure that stations are wheelchair friendly and that the guards or whoever have to put the ramps out.

In terms of the journeys that you do make what are the biggest challenges you face when you're making them?

Well one big thing is the dustbins. The houses tend to put bins in the right place so there's a clear pathway, but when the dustmen are finished, they're just slung all over the place. Luckily, they're empty so I just shove them along with my wheelchair. But again, that causes not only problems for me but for people with prams and things like that. Then the other thing is tree roots making holes in the pavements or making them buckle so you haven't got a flat ride. One place I go has tree roots and dustbins so I can't get through - I'm having to bump around on to the tree stumps, or failing that, go down the dropped curb and drive in the road. I did manage to speak to one of the ladies at one time and she just said, "well I've got to put the bin somewhere". I asked if she could push it down a bit further and she said, "oh no, because it's difficult for me to get the car out - I can't see". So, it's also people's attitudes.

"I don't think we as disabled people should expect other people to go out of their way but I don't expect to have people being rude to me. It is about being treated fairly, the same as other people would expect to."



Photo credit: TBaker770/Shutterstock.com

The next few questions discuss the pandemic. What do you feel has been the biggest impact of the pandemic for you? Have you found your mobility has been affected?

Being stuck indoors not on my terms. During the summer it was fine, I could sit out in the garden and sun myself. Now with the winter coming I can't do that and unless I've got meetings that I have to go to I'm stuck indoors. The other thing I have noticed is my mood - that's gone down. In terms of mobility I've been getting on buses okay and the shops have been a bit clearer; when there have been queues they've called me forward, so it has had its advantages in that respect.

Do you ever get consulted on changes to streets in your area, and if not, do you think it would be useful if they did consult you?

We don't really get consulted, no. But it would be useful. A couple of years back I wrote to the council complaining about the state of the pavements. This guy came to the house and I took him on this journey that I was particularly trying to do. I was saying "look, this needs redoing, this is not a proper dropped curb, this tree is too far over". He had come out with his spray can and he was saying, "well, that could be done during the next two weeks, that was going to take longer". He was quite helpful. But that was about 6 years ago.

"Make it possible for people to access places without being judged. It's not nice when someone might have been stuck indoors because they've been frightened of the pandemic, and then when they do go out people are being unkind."

If someone was going to design a street what would be the key things you want them to think about?

Make the pavements a bit wider. Make sure that householders keep their hedges trimmed so that they're not overhanging onto the pavement. Make sure trees and their roots are kept tidy. Not having paving slabs which can sink and cause issues for people with walking problems and sight problems, use asphalt like they use on the roads. Make sure that the street furniture is not too big. But generally making sure side roads are kept clear.

What would be your key takeaway as a result of the pandemic in terms of accessibility?

It's that for people living on their own, it is lonely and that can be a health concern. I like people, I like company, so I don't like all this distancing very much and I think a lot of people feel the same. Make it possible for people to access places without being judged. It's not nice when someone might have been stuck indoors because they've been frightened of the pandemic, and then when they do go out people are being unkind.

Is there anything you'd want to say to make people think a bit more about their behaviour to help other people to access places?

It takes a lot of courage for some disabled people to get out and I feel that people should be a bit more careful or considerate. I think the general public do need educating, or if they've had the education they need to be reminded. As I say, in 2012 it was fantastic! But it's definitely gone back; people are so busy with their own lives they don't tend to think that other people might have things a bit more difficult for them.

Isabelle Clement

Isabelle Clement is the Director of Wheels for Wellbeing, an award-winning charity supporting disabled people to enjoy the benefits of cycling. Isabelle is a disabled cyclist herself, using her hand cycle to explore London, and particularly enjoys cycling adventures on weekends with her friends.



You mentioned you are a hand-cyclist and ride on the roads. Why do you feel the road is safer than the pavement?

I would advise anybody who's interested in transport, equality, equity and accessibility to give it a go. There is nothing like it. You're sitting in a wheelchair on four wheels, you're very comfortably seated, and you've got no intrinsic reason to fall off. But you realise there is an issue about pavement quality, street clutter, width etc. which is an inconvenience. It becomes a safety issue if you are having to get on and off the pavement to get around stuff. You also get driveways which create gradients, but also camber. Camber is the one thing that nobody understands creates hazards. It isn't perceived by cyclists or walkers, but if you are in a wheelchair, a three-wheeler or mobility scooter, you are in danger of tipping out into the street or onto the pavement. If it's married with a rubbish surface and gradient, it's absolutely petrifying. It creates a lot of stress and is one of the reasons that disabled people drive everywhere, the woeful quality of pavements. Cycling is a lot less stressful for me because it involves being on the carriageway and not having to fight around all these hazards on the pavement.

What does mobility justice mean to you personally?

Mobility justice means having access to the full gamut of choices for moving around. It is about having the right support and access to the right mobility equipment to be actively mobile. A lot of people can walk, but with difficulty, so would a wheelchair be useful? I don't think that's equity or fairness in terms of mobility to not then have that conversation.

“The main reason you may find that disabled people drive everywhere; the woeful quality of pavements.”

Isabelle Clement

What's your most preferred and also least preferred form of transport and why for each of them?

It's really hard to make a sweeping judgement about any of them because to be honest, I like them all. I'd say my preferred mode of transport is my handbike; I get endorphins from it and therefore it is my favourite, but not in the pouring rain or the dark. For long distances it will be my car. Trains are my least favourite. It has got nothing to do with the train – the main things are getting to the train station as most are not accessible. The whole palaver of having to organise a ramp, the time you need to plan your journey, the long, complicated telephone conversation about booking the wheelchair ramp, and then having to arrive lots in advance and trust that they are going to have the right people to get you onto the right train. Then, even scarier than that, is not knowing that somebody else is going to be there to do the same in reverse at the other end. To me there is no worse stress level than having to take the train which is a shame because trains are fantastic. I always say, that as disabled people, we start our day with a smaller bag of available time and energy than non-disabled people. We then need to spend more time planning, doing, and recovering from simple things like travelling. That is definitely not equality or fairness. That is penalising. It is no wonder disabled people tend to have lower educational achievements, fewer options, fewer choices and lower likelihood of getting into work, let alone find it harder to be successful at any of it!

The next section is on COVID-19. What do you feel has been the biggest impact for you?

I work from home now so do a lot less travelling during the week so in a way I save time and energy. Because of that, I have been using my weekends to do more cycling. COVID has pushed people to prioritise changing the streetscape and that has enabled me (and the people with whom I cycle at the weekend), to grow our confidence to cycle more. However, I'm extremely privileged to have the right equipment at my disposal for cycling.



“Disabled people, start their day with a smaller bag of available time and energy. We then need to spend more time planning, doing, and recovering from simple things like travelling. That is definitely not equality or fairness.”

You mentioned cycling on the weekends – are there any routes that really benefited from streetscape changes? Where has it been done very well?

I am surrounded by Low Traffic Neighbourhoods (LTNs). Streatham Hill, Tulse Hill, Railton, Ferndale and Oval LTNs are very near me. Being in Lambeth, there's plenty of them and my cycle to work (which I do once a week at the moment) is much nicer. Saying that, some of the road surfaces are quite bad and that does make my ride more stressful. When I leave work early and there's no traffic, I have been through Brixton. I realised the Brixton Hill bus lane is so much more pleasurable than wiggling around the LTNs. So although the LTNs are good, they consist of residential streets which are not always of great quality.

What do you think could be done to ensure street changes are inclusive to people of all abilities?

You need 100% accessible pavements. Encouragements for people to do more walking and cycling and leave their cars at home should not be expected unless pavements have been audited and upgraded to 100% quality. Wheels for Wellbeing are writing a list of what accessible pavements and streets mean and it is not that hard. For example, it's not that all cut kerbs are missing, but the one that is results in the end of someone's journey or makes the journey impossible. Alfresco dining is another thing at the moment. It's great, but business owners must be given clear guidelines on how to retain free passage on pavements for full accessibility around their tables and chairs. Then for cycling infrastructure, if Local Transport Note 1/20 is implemented then we've got accessible cycling infrastructure. Then let's equip older people and disabled people with the right mobility equipment that gives them a choice of active modes of mobility and transport.

For me, it's a national strategy that needs putting together so that there is funding for mobility equipment for disabled people and older people, that there are good mobility lanes (cycling lanes) for anybody who wants to go at a faster pace than a than a pedestrian. Pavements should be to 100% accessibility standards, excellent quality, wide and flat, not cambered, and not cluttered. Then everybody will have the choice and ability to be as active as they want for all or part of their journey. They will be able to get to other modes of transport like the bus or tube, and then of course we want those more accessible than they are now; in our utopia we would have 100% accessible stations with lifts large enough for all mobility aids, and trains with automatic ramps or that are level to the platforms which I know is very difficult.

What would be your key takeaways considering your experiences throughout COVID-19?

My main takeaway given COVID and transport is the importance of pavement accessibility. The day that disabled people are as free as others to daydream while they're walking/wheeling (thinking about their shopping list or what they might watch on Netflix), rather than trying not to fall over - we'll have taken a huge step towards accessible streets.



“The day that disabled people are as free as others to daydream while they’re walking/wheeling rather than trying not to fall over - we’ll have taken a huge step towards accessible streets.”

07 Inclusive by Design

Getting streets right for disabled people will ensure that our streets are right for the community. As emphasised by the experiences described by Katouche, Jo, Daniel, Barbara and Isabelle, there is still some way to go in ensuring that our streets are designed to be as inclusive as possible. Nevertheless, there are several design guides and documents available that are aimed at supporting Local Authority Planners, Urban Designers and Developers to incorporate inclusive and universal design practices into their approach to planning.

The below table provides an overview of these key documents and links to where they can be accessed.

Guidance Document	Summary
Inclusive Mobility – a guide to best practice on access to the pedestrian and transport infrastructure <i>Department for Transport, 2005</i>	UK Government report that provides guidance on access for disabled people to pedestrian and transport infrastructure.
Streetscape Guidance (4th edition) <i>Transport for London, 2019</i>	A comprehensive report, with inclusive design as a core component, by TfL on streetscape design, including in-depth design guidance on kerbs, footways, crossings, streetscapes, carriageways.
Design of an accessible and inclusive built environment. Part 1: External environment – Code of practice <i>The British Standards Institution, 2018</i>	A recent and very detailed code of practice for an inclusive built environment in parks, streets, and spaces around buildings in the UK.
Accessible Bus Stop Design Guidance <i>Transport for London, 2019</i>	The Accessible Bus Stop Design Guidance sets out requirements and guidance for the design of accessible bus stop environments. This is crucial to consider for planners, urban designers, local authorities and public service providers in designing bus stops inclusively.
Inclusive Design for Getting Outdoors: The Design of Streets with Older People in Mind <i>SURFACE Inclusive Design Research Centre at the University of Salford, 2013</i>	“The Design of Streets with Older People in Mind is a 13-part toolkit; each part addressing a different environmental feature of streets and neighbourhoods.” This includes seating, bus stops and shelters, tactile paving, pedestrian crossings, widths, kerbs and public toilets.
A Guide to Inclusive Cycling (3rd edition) <i>Wheels for Wellbeing, 2019</i>	A campaign guidance document that discusses inclusive and integrated cycling networks and infrastructure, such as widths, crossings, manoeuvres, and provides policy and design recommendations that can encourage disabled people to cycle.
Guidance on the use of tactile paving surfaces <i>Department for Transport, 2007</i>	Detailed guidance document on how to install and use tactile paving surfaces in UK planning and design, in order to help visually impaired pedestrians recognise potential hazards and changes to the road.

Guidance Document	Summary
London Underground Station Design Idiom <i>Transport for London, 2015</i>	A comprehensive overview of considerations in designing London Underground station. Chapter 3 is particularly important in the design of London Underground stations for inclusivity and accessibility.
Design Standards for Accessible Railway Stations <i>Department for Transport & Transport Scotland, 2015</i>	A Code of Practice developed to ensure railway stations are made as accessible as possible and to the highest design standards for disabled people.
Inclusion by design: Equality, diversity and the built environment <i>Commission for Architecture and the Built Environment (CABE), 2008</i>	Principles and guidance by CABE to encourage inclusive design principles in parks, streets and open spaces.
Access for Wheelchair users to Taxis and Private Hire Vehicles: Statutory Guidance <i>Department for Transport, 2017</i>	“A DfT guidance document to assist local licensing authorities in the implementation of legal provisions intended to assist passengers in wheelchairs in their use of designated taxi and private hire vehicle (PHV) services. It provides advice on designating vehicles as being wheelchair accessible so that the new protections can apply, communicating with drivers regarding their new responsibilities and handling requests from drivers for exemptions from the requirements.”
Effective Kerb Heights for Blind and Partially Sighted People <i>Accessibility Research Group Civil, Environmental, and Geomatic Engineering University College London, 2009</i>	A report commissioned by The Guide Dogs for the Blind Association to investigate effective kerb heights to be detected by partially sighted or blind people as towns and cities continue to be redesigned.
Guidance: pavement licences (outdoor seating proposal) <i>Ministry of Housing, Communities & Local Government, 2020</i>	Guidance and considerations for local authorities and businesses issuing pavement licenses to businesses and organisations wanting to trade on pavements to enable social distancing, particularly considering the needs of disabled people.

08 Thoughts for Streets

The interviews have demonstrated some basic questions that we can ask ourselves when designing our streets, to ensure we make them as inclusive as possible. We hope that by providing these summarised questions below, it will help local authorities, urban designers, developers and transport operators to think more holistically about inclusive design and ensure that we move towards designing streets with *all* people in mind.

Are you sharing the right information and is it reaching vulnerable groups?

Have you chosen appropriate and inclusive methods of communication? Try to make sure that any information that could impact vulnerable groups is being shared and communicated effectively across multiple channels. Consider how you are communicating the information, for example, have you considered providing information in different accessibility formats such as Easy Read, text-to-speech formats or even using appropriate contrasting colour? Are you using the correct terminology and are there multiple methods of response?

Have you undertaken a thorough Equality Impact Assessment?

Have you carried out an Equality Impact Assessment to consider the impact on different groups of people? How can you go beyond this and create a scheme that is even more accessible and as inclusive as possible?

Is inclusive design at the heart of your scheme?

Are you adhering to inclusive design standards as an absolute minimum? For example, are you meeting the correct pavement width requirements and ensuring that there is limited pavement clutter? Similarly, have you considered tactile paving, lighting and other design elements that will make your scheme feel safe and welcoming for everybody?

Are you taking an inclusive approach to your engagement and consultation?

Consider who you are engaging and consulting with. Have you ensured that all groups in your community are fully represented? Are there any local disability organisations or groups that you could involve in the engagement process to inform your designs?

Are you providing the necessary facilities to improve/create a more inclusive environment?

Have you ensured that facilities, such as public toilets, are incorporated into your scheme where applicable? Are these facilities fully accessible and how will you ensure that they are maintained and available when needed?

Can you educate those that are using the space?

Does your scheme involve space for restaurants and businesses? If so, how can you ensure that they use the space in a way that maintains full accessibility and inclusiveness? Can you provide information and guidelines on topics such as pavement dining in order to help prevent obstructions? Can you conduct awareness raising and educational programmes to mitigate negative impacts on disabled people and other vulnerable groups?

09 Useful Resources and References

We have noted down the references that were used in this document. Additionally, we have highlighted some key resources, websites, campaign organisations and tools that you can share with your network or use to simply learn more about mobility justice. These are listed below.

Citymapper

Clean Air Route Finder

Daniel Holt's website

Department for Transport's Inclusive Mobility best practice guidance on pedestrian and transport infrastructure

Disability Rights UK

Google Maps

Jo Becker's website

Katouche Goll's article and Twitter

Scope

Transport for All

Transport for All's 'Travel Talk Summary Report'

Transport for London: 'Accessibility guides'

Transport for London's Streetscape Guidance (4th edition)

Transport for London: 'Wheelchair access & avoiding stairs'

Wheels for Wellbeing

Wheels for Wellbeing report, "A Guide to Inclusive Cycling"

⁴Inclusive Mobility, Department for Transport, 2005. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/3695/inclusive-mobility.pdf

⁵Definition of disability under the Equality Act 2010, UK Government, 2010. Available at: <https://www.gov.uk/definition-of-disability-under-equality-act-2010>

⁶Disability facts and figures, Scope, 2018. Available at: <https://www.scope.org.uk/media/disability-facts-figures/>

⁷Cockfosters becomes 80th step-free London Underground station, Transport for London, 2020. Available at: <https://tfl.gov.uk/info-for/media/press-releases/2020/october/cockfosters-becomes-80th-step-free-london-underground-station>

⁸Healthy Streets website. Available at: <https://healthystreets.com/>

⁹The Inclusive Transport Strategy: Achieving Equal Access for Disabled People, Department for Transport, 2018. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/728547/inclusive-transport-strategy.pdf

¹⁰Gear Change: A bold vision for cycling and walking, Department for Transport, 2020. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/904146/gear-change-a-bold-vision-for-cycling-and-walking.pdf

¹¹Pavement parking: options for change, Department for Transport, 2020. Available at: <https://www.gov.uk/government/consultations/managing-pavement-parking/pavement-parking-options-for-change>

¹²Disabled people's travel behaviour and attitudes to travel, Department for Transport, 2017. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/647703/disabled-peoples-travel-behaviour-and-attitudes-to-travel.pdf

¹³Disabled people's travel behaviour and attitudes to travel, Department for Transport, 2017. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/647703/disabled-peoples-travel-behaviour-and-attitudes-to-travel.pdf

¹⁴Inclusive cycling in cities and towns, Sustrans and Arup, 2019. Available at: <https://www.sustrans.org.uk/media/1029/1029.pdf>

¹⁵One third of disabled people in UK cities would like to start cycling, Sustrans, 2019. Available at: <https://www.sustrans.org.uk/our-blog/news/2019/june/one-third-of-disabled-people-in-uk-cities-would-like-to-start-cycling/>

¹⁶Coronavirus and the social impacts on disabled people in Great Britain: July 2020, Office for National Statistics,

2020. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/coronavirusandthesocialimpactsondisabledpeopleingreatbritain/july2020>

¹⁷Coronavirus and the social impacts on disabled people in Great Britain: July 2020, Office for National Statistics, 2020. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/coronavirusandthesocialimpactsondisabledpeopleingreatbritain/july2020>

¹⁸Abandoned, forgotten and ignored: The impact of the coronavirus pandemic on Disabled people. Interim Report – June 2020, Inclusion London, 2020. Available at: <https://www.inclusionlondon.org.uk/wp-content/uploads/2020/06/Abandoned-Forgotten-and-Ignored-Final-1.pdf>

¹⁹Coronavirus and the social impacts on disabled people in Great Britain: September 2020, Office for National Statistics, 2020. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/coronavirusandthesocialimpactsondisabledpeopleingreatbritain/september2020>

²⁰Deaf and blind people say they've been forgotten during pandemic - BBC News, BBC News YouTube Channel, 2020. Available at: <https://www.youtube.com/watch?v=17GiBXTMNxw>

²¹Councils face calls to re-think COVID streetscape changes, Disability News Service, 2020. Available at: <https://www.disabilitynewsservice.com/councils-face-calls-to-re-think-covid-streetscape-changes/>

²²Freedom Pass Update, London Councils, 2020. Available at: <https://www.londoncouncils.gov.uk/members-area/member-briefings/transport/freedom-pass-update>

²³Social model of disability, Scope. Available at: <https://www.scope.org.uk/about-us/social-model-of-disability/>

²⁴Wheelchair access & avoiding stairs, Transport for London. Available at: <https://tfl.gov.uk/transport-accessibility/wheelchair-access-and-avoiding-stairs>

²⁵Streetspace for London, Transport for London, 2020. Available at: <https://tfl.gov.uk/travel-information/improvements-and-projects/streetspace-for-london>

²⁶Low Traffic Neighbourhoods: An introduction for policy makers, Living Streets, Rosehill Highway and London Cycling Campaign, 2018. Available at: <https://www.livingstreets.org.uk/media/3843/lcc021-low-traffic-neighbourhoods-intro-v8.pdf>

²⁷Cycle infrastructure design (LTN 1/20), Department for Transport, 2020. Available at: <https://www.gov.uk/government/publications/cycle-infrastructure-design-ltn-120>

10 Appendix – interview questions

Mobility Justice interview questions

About you / Introduction

1. Firstly, tell us a bit about yourself?
2. What does mobility justice mean to you? (Provide definition)
3. Why do you think it's important to talk about and raise awareness of the mobility challenges that many disabled people face?

Accessibility

1. How do you plan for a journey in London?
2. What are your most frequent journeys in London and how do you go about these?
3. What makes a journey enjoyable for you?
4. What is your most preferred form of transport and why?
 - a. What influences your preferred mode of transport (e.g. travel time, children, etc.)?
5. What is your least favourite form of transport and why?
6. What do you think could be done to make your experience of [X form of transport] more enjoyable?
7. What are the biggest challenges you face when travelling in London?
8. How do you think these could be mitigated?

COVID

1. What do you feel has been the biggest impact of COVID for you?
2. Has COVID impacted your mobility in any way?
 - a. Please can you elaborate? (if required why/ how)
3. Have you experienced any changes to streets on your journeys and what have they been? (explain example of Streetscape improvements)
4. How has this impacted your journey in any way, both positively and negatively?
 - a. Please can you elaborate? (if required why/ how)
5. Were you consulted on any of the changes that were put in place?
6. Do you feel that street changes were communicated in a way that was accessible to all?
7. Do you think enough has been done to ensure that any street changes are inclusive to people of all abilities?

Improvements

1. What do you think could be done to ensure that any street changes are inclusive to people of all abilities?

2. Are there any street improvements that you think would help to make streets more accessible for you?
 - a. For example, are there any areas in London where streets have been designed that are very accessible and easy to use?
 - b. Please can you expand on this/ explain why you find it more accessible?
3. What elements of street design in general could be improved and how?
4. How do you see streets changing to be more accessible in the future?
 - a. Prompt about new technologies?
5. With the push to build back better (elaborate) following COVID 19 what would be the key takeaway you would give considering your experiences during the pandemic?
6. What would you want to say to others to make them think about inclusive mobility?
7. Are there any resources you would recommend helping improve accessibility in London and/ or that help raise awareness of mobility justice?

Final Comments

1. Do you have anything else you would like to add?

If you would like further information about anything that has been included in this guidance, please get in touch:



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