



# CROSSRAIL INFORMATION PAPER

## F1 - INCLUSIVITY

This paper sets out CLRL's inclusivity policy.

It will be of particular relevance to those interested in inclusivity issues.

This is not intended to replace or alter the text of the paper itself and it is important that you read the paper in order to have a full understanding of the subject. If you have any queries about this paper, please contact either your regular Petition Negotiator at CLRL or the Crossrail helpdesk, who will be able to direct your query to the relevant person at CLRL. The helpdesk can be reached at:

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**APPROVED**

Version 2 – 20/11/07



## F1 – INCLUSIVITY

### 1. Introduction

1.1 Inclusivity means providing solutions that are suitable for everyone so that no one is left out, or treated as separate or different.

1.2 The Cross London Rail Links Ltd (CLRL) Inclusivity Policy addresses the need for inclusion in the planning, design, construction and operation of Crossrail. The purpose of the policy is to:

- set out Crossrail's commitment to contributing to an inclusive rail service;
- provide a common framework from which to set standards for the planning, design, construction and operation of Crossrail services including its employment practices; and
- demonstrate Crossrail commitment to inclusion to its key stakeholders and partners and enable stakeholders to hold it accountable for inclusion.

CLRL has used the Transport for London equality and inclusion policy framework for the basis of its inclusivity policy.

1.3 The principles of the CLRL Inclusivity policy are to:

- Contribute to the creation of an inclusive transport system
- Ensure the construction and operation of Crossrail with the minimum practicable negative impact on priority equality groups (women; black and minority ethnic people; disabled people; lesbians, gay men, bisexual and transgender people; faith groups; older people, children and young people)
- Take all decisions that affect the public on the basis of evidence and inclusive consultation with priority equality groups
- Work to achieve the greatest practicable benefit to communities by working in partnership with other transport providers, with developers and with local authorities.

1.4 Information Papers E5, Provisions for People with Reduced Mobility and D21, Access for People with Restricted Mobility During Construction are also available.

### 2. Policy Statement

2.1 CLRL is committed to its contribution to a transport system that delivers benefits to people living in, working in or visiting London regardless of their social identity. To this end, CLRL will:

- Make inclusion a priority in its mainstream activities
- Develop partnerships with stakeholders, including:
  - other transport providers
  - community
  - staff
  - contractors
  - local and national Government

- industry
- Approach its activities proactively by:
  - Minimising the potential for discrimination
  - seeking out opportunities to promote inclusive development
  - seeking out the views of stakeholders
  - seeking to ensure that no priority equality group experiences disadvantage as a result of the planning, design, construction and operation of Crossrail
- Help people who are presently marginalised to derive benefits, such as improved job opportunities, from having access to a modern transport system
- Create new possibilities for people living in, working in or visiting London by increasing equal opportunity and equal outcomes.

### **3. Application Of Policy**

3.1 The policy applies to all CLRL staff and its contractors. All staff and contractors can expect inclusive treatment in accordance with the policy and will be expected to implement the policy in the course of their work.

3.2 The policy enables CLRL to address the needs of people who are from the seven prioritised equality strands identified in Transport for London's Equality and Inclusion policy framework namely:

- i) gender – women and transgender people
- ii) race - black and minority ethnic people
- iii) disability - people with physical and sensory impairments, learning difficulties and mental health requirements
- iv) sexual orientation - lesbians, gay men, and bisexual people
- v) religion - faith groups
- vi) age - older people, children and young people
- vii) economically deprived – people with limited access to employment opportunities

3.3 CLRL recognises that people may belong to and identify with more than one of the above groups, and that this may complicate the issues that they experience as a result of the development and operation of the Crossrail service.

### **4. Extent of the Policy**

4.1 There is no area of the Crossrail system that is unaffected by the need for inclusivity. The policy applies to all CLRL activities – employment-related activities, and the planning, design, construction and operation of transport services – including:

- Human Relations policies, procedures and practices
- the corporate governance framework and business planning activities
- processes for gathering and disseminating information

- planning and design policies, procedures and standards
- procurement policies and procedures and the contractual framework
- policies and standards which govern the operation and delivery of transport services

4.2 CLRL will apply the policy consistently and continuously throughout each stage of the project, ensuring that the railway can be constructed and operated in accordance with the principles of the policy.

## **5. Implementation**

5.1 The Crossrail project is currently in the planning phase and will proceed to construction and operation in the future. The planning phase will continue until the Crossrail Bill is enacted. During this period CLRL has applied its inclusivity policy in:

- the recruitment and employment of staff and contractors
- the conduct of public consultation by the provision of facilities for the translation of information, access to information centres by people with restricted mobility and communications designed for young people
- undertaking an equality impact assessment of impact of the project on communities along the route
- development of the design of the Crossrail infrastructure

5.2 CLRL will establish the requirements of community groups through:

- consultation – with local, London-wide groups and with national groups where no local group is available
- information gathered from third parties as a result of community representation or engagement
- research findings – either through existing research findings or through conducting new research
- measuring the transport use of priority groups, their journey patterns and travel horizons compared to the transport use of other groups
- the Equality Impact Assessments done to encompass the duties of Transport for London and the Department for Transport under the Race Relations Amendment Act 2000
- keeping informed of demographic, social policy and legislative change as well as technological advancement and state of the art design solutions

5.3 CLRL will:

- take account of the needs of priority groups at the earliest stages of planning, throughout the design and build stage and in operating services post completion

- seek expert advice and support in reconciling the differences where the requirements of two or more groups are perceived to be in conflict with each other. In reconciling requirements, the possibility of creating 'win-win' outcomes must be the first consideration. The groups concerned must always play a full part in the process, with outcomes and decisions clearly communicated to them.
- ensure that the development, delivery and future operation of the scheme does not create an unduly adverse social impact for the communities which it serves.
- CLRL will report progress on equality and social inclusion proactively at key and agreed stages of the project delivery.

## **6. Review**

6.1 The policy will be reviewed annually and more often in the event of a significant change in circumstances including new legislation, or a specific request from stakeholders.