



Chartered Institution of Highways and Transportation

**CIHT Response to
The London Assembly Transport Committee's
Call for Evidence: 'Accessibility and Inclusion in
Transport Planning in London'**

October 2024

For any inquiries, please email technical@ciht.org.uk

The Chartered Institution of Highways and Transportation (CIHT) welcomes the opportunity to respond to the consultation on 'Accessibility and Inclusion in Transport Planning in London' and share knowledge in this area.

In the CIHT manifesto, [*A Transport Network Fit for All Our Futures*](#), we are clear that a properly funded and managed highways, transportation and infrastructure network plays an important role in addressing social inequalities. Our streets, towns and neighbourhoods should be accessible and inclusive to everyone. Considerations of diversity and working towards inclusion of everyone should be central to how we design, build, and maintain our infrastructure.

CIHT's recent report, [*Creating a Public Realm for All*](#) outlines how designs should be created by a diverse design team, including as many individuals with protected characteristics as defined by the Equality Act 2010 as possible. When working with user groups, the aim should be co-cultivation, defined as meaningful engagement and representation from the outset and design through construction, operation, monitoring, and evaluation (rather than just consultation on a scheme). Early engagement is key to ensuring that feedback can be incorporated in a timely manner and avoid delays. This also allows stakeholders to work out acceptable solutions and agreements collaboratively, rather than having to react to decisions taken without their involvement.

Consultation questions

Q1: What do Londoners use transport for and how does this differ among demographic groups?

- a) Which journeys and types of transport are most used and most appropriate for certain demographic groups?**

No comment

- b) How could the transport network better serve and connect London's communities with the places they travel to?**

No comment

Q2: How does TfL use data and engagement to plan accessible and inclusive services?

- a) Does the data TfL uses to plan services and infrastructure sufficiently inform the planning of services to meet the needs of Londoners facing additional barriers? Do they need to collect different and additional data?**

No comment

- b) How successful is TfL at engaging with diverse groups of users when planning and designing infrastructure and services?**

No comment

- c) How effective is TfL at involving all users in decision-making processes?**

No comment

d) Are there any improvements that could be made to ensure that all voices are heard?

CIHT welcomes efforts by Transport for London (TfL) to work with user groups and stakeholders through their 'All Aboard' and Youth Panels. CIHT recommends TfL adopts the principle of co-cultivation to maximise the impact of this engagement and ensure that all voices are not only heard but actively listened to early in the design process. Co-cultivation is key to meaningful engagement as it encourages a shared understanding of the issues faced over the course of the design process and allows everyone with an interest in the project or that could be impacted from it, to work together towards an acceptable solution. For a visual explanation of co-cultivation, please see research by Professor Nick Tyler.¹

Q3: How effective is TfL's *Equity in Motion* plan, and how well does it influence decision-making across London? How could it be improved?

No comment

a) What measures should TfL put in place to ensure ongoing accountability and transparency in delivering equitable and inclusive transport services?

As well as considering who should be consulted during the design process, it is also key to consider when and how user and stakeholders are consulted to maximise the impact of their feedback. As outlined in response to question 2d, CIHT recommends implementing the principle of co-cultivation to ensure that marginalised voices are included from the outset all the way to project evaluation and maintenance. Consideration should be given to the times, places, and formats that are used for engagement to avoid excluding any user group.

CIHT supports TfL's objective to address inequalities by centring inclusion in all that they do. *Equity in Motion* details how TfL uses equality impact assessments (EqIA) to assess the impact of their work. CIHT welcomes the use of this tool and recommends that instead of being completed at the end of the design process, TfL should carry out an access and inclusive design review as early in the design process as reasonably possible. This review should be carried out by representatives of all potential users of the scheme and should provide the designer an opportunity to respond and change the design process to solve the issues identified.

CIHT supports TfL's aim to standardise staff training. To assist with this, CIHT offers a range of courses via the [CIHT Learn platform](#) to help those designing and planning transport and infrastructure to consider accessibility and inclusion in all that they do. Examples include: [Inclusion Essentials](#), [Designing highways and transportation for people with dementia](#), [EDI in the workplace](#), [Introduction to stakeholder and public engagement](#) and [Understanding Disability](#) as well as an upcoming course based on the [Creating a Public Realm for All](#) report. Courses are available free of charge for CIHT members, but we would welcome discussions with TfL about

¹ Tyler, N. and Guide Dogs (2024) *Designing for Inclusion*. Available at: [Technical Report 2024 \(gd-prod.azureedge.net\)](https://prod.azureedge.net)

facilitating staff access to these resources. If interested, please contact admin@cihtlearn.org.uk to discuss options.

CIHT also welcomes TfL's recognition of the importance of '*enhancing protection from extreme weather events*', whilst ensuring that climate change adaptation measures do not create additional barriers and inequalities. CIHT's most recent publication, [Delivering a Resilient Transport Network](#), illustrates how future weather events will impact the transport sector and calls for adaptation and resilience to be emphasised as a policy and investment priority. CIHT's recently published policy brief, [Ensuring a Just Transition to Net Zero](#) explores decarbonisation and highlights that efforts to decarbonise co-exist alongside existing inequalities, and policies must avoid exacerbating or creating new social disparities.

Q4: Are there any best practices from other cities both in the UK or abroad that TfL could adopt?

As a membership organisation with international reach, CIHT appreciates opportunities to share knowledge and best practice with cities across the globe.

CIHT supports TfL's objective, expressed in *Equity in Motion*, to '*launch an innovation challenge aimed at improving travel for disabled people, making it easier for customers to contact staff during their journey and access information on crowding, accessibility and disruption*'. Voiced in a [CIHT podcast](#), Nick Tyler, Director of the UCL Centre for Transport Studies and Chadwick Professor of Civil Engineering, has highlighted how members of the planning department in Medellin, Columbia spend approximately 4 days per week out and about in local communities, where community members can approach them and raise issues. This visibility facilitates an open and collaborative relationship, which has proved key in reforming a city now recognised globally for its innovative transport system, environmental policies and cultural offerings.