Diversity and Inclusion
Accessibility at London Bridge Station

Thameslink Lunch and Learn Session

Friday 6th October 2017
LBG Station *before* Thameslink Programme
**LBG Station before Thameslink Programme**

**Station Concourse Configuration at 2006**
with Southwark Towers and adjacent Concourse retail facilities

**Station Concourse Configuration at 2012**
with proposed Shard of Glass development and its Concourse & Piazza design

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The station Shard concourse includes a new concourse, gateline and forecourt
Station Layout – Lower concourse

Day 1 Stage 4 – Street Level

- Remove Temporary Crossing May 2018
- Façade and Urban Realm May 2018
- Utilities works until Mar 2018
- One way traffic until May 2018
- New crossing installed for 02/01/18
- In place for 02/01/18
- Jan/Mar/May-18 – handover to NRP
- Handover/ Open to public in 2018
- Reduction of Street Access
- 9,600 sqm + Upstairs (3000+) →
- North Stainer St closed until May 2018
- South Stainer Street closed until March 2018
- St. Thomas St. closed until May 2018
- Beatley House removed Sep-Oct 2018
In the beginning

- 2009 DDA compliant?

2011 ACOP V3  ➔  2013 TSI V3  ➔  2015 ACOP V4

= 150+ design issues
Design items (not full list)

- Alternative transport information
- Provision of alternative assistance
- Substitute travel to be accessible
- No charge for alternative travel
- Assistance Dogs
- Information on NR enquiries
- Car park responsibilities set out
- Reference to cognitive impairments
- Spoken information – change of speed
- Quality of recordings
- Wayfinding information app
- Stair nosing
- Retail glazing
- Braille
- Frameless door edges
Consultation

- Built Environment Accessibility Panel (BEAP)
- Department for Transport Accessibility Committee (DPTAC)
- David Bonnett Associates  
  (Accessibility Consultants for London Bridge Project)
- Margaret Hickish (Network Rail Accessibility Manager)
- Station Management
- TOCs (GTR & Southeastern) teams
What has been achieved at London Bridge

- All areas are accessible
- Assistance Points at all entrances with adjacent seating
- Lift Access to all platforms
What has been achieved at London Bridge

- Overhead booms indicating direction of gates
- Contrasting stair nosings
- Stair landings and handrails
What has been achieved at London Bridge

- Alternative armrest & perch seating
- Wheelchair positions within seating area
- Transfer seating at end of seat location
What has been achieved at London Bridge

- Three contrast bands on posts and columns
- Contrasting copper edge and yellow lines
What has been achieved at London Bridge

- Additional lighting at information points
- PRM toilets on all through platforms
- Train boarding ramps for all rolling stock on all platforms
- Accessible baby change facility
What has been achieved at London Bridge

- All Ticket Office windows fully accessible
- 2 x Customer Information Points (one at each level). Fully accessible
- Automatic doors into Ticket Office
- All customer facing windows fitted with induction loops
What has been achieved at London Bridge

- Text to speak facility for public announcements
- Manifestation on all transparent obstacles / doors
- Free standing items moved to sides or centralised
What has been achieved at London Bridge

- Customer Information Screens
- OIS screens
- Digital screens to enhance wayfinding and messaging
What has been achieved at London Bridge

- Interim arrangements for each construction stage
- Temporary Customer Information Points
- All Station Accommodation fully accessible
- All retail units fully accessible
- Accessible food and drink areas on paid and unpaid side
What has been achieved at London Bridge

- Intuitive wayfinding
- Digital screens part of the strategy
And we have learnt some lessons
What is still to come??

- Changing Places Toilet facility
- New fully accessible baby change with toilet
- Platform humps on 4&5 for the new Thameslink 700 trains
- New insulated ramps for all platforms and bespoke ramps for 4&5
- Primsmatic symbols under hand rails
- Braille signage in the toilets
- Improved lift announcements to include platform numbers
- Frosting on lifts to make them more visible
- Multi faith prayer room for staff
- Footwash and multi cultural toilets for staff
- Operational plans for situations such as – how PRM passengers complete journeys in case of lift failure.

Accessibility Day
Thameslink Platforms

1st train 3 minutes
15:35 East Grinstead

City Thameslink
Blackfriars
London Bridge
East Croydon
South Croydon
Sanderstead
Riddlesdown
Upper Warlingham
Woldingham
Oxted
Hurst Green
Lingfield

2nd train 7 minutes
15:35 St Albans

Farringdon
London St Pancras International
Kentish Town
West Hampstead
Cricklewood
Brent Cross
Hendon
Mill Hill Broadway

Later trains
Departs
3 15:43 Blackfriars 12 min
4 15:48 Elephant & Castle 16 min
5 15:53 Denmark Hill 17 min
6 15:57 Peckham Rye 20 min
7 16:00 Catford 23 min
8 16:05 Bellingham 26 min
Questions & Answers

THANK YOU!