

Cc Hounslow Councillors, Strand on the Green Chairman, Dr Alice Maynard IDAG, Brentford Community Council

Dear Simon Kilonback

RE TfL's Commercial property department's failure to acknowledge Action on Equality TfL's commitment to 2020

Site: TfL's Kew Bridge Road arch 3, Strand on the Green, Chiswick W4

Over the past two years, since the completion of the St George's residential development "Kew Bridge", local residents and residential groups have been striving to ensure a disabled-accessible route from Strand on the Green to the east, through to the new piazza, shops and TfL's bus stops (northbound). Your bus routes accessed here are 65, 237, 267, N9 providing services to Ealing and Hounslow including hospitals and health centres. It is also connects two parts of the Thames Path.

The obvious route is through the TfL-owned archway leased by St George's as a marketing office whose lease expires in March 2018.

At present, to safely (from traffic) reach TfL bus stops, the able bodied must climb over two sets of steps of a flood defence to turn a blind corner in order to pass through the arch nearest the river (which floods and becomes slippery). Cyclists must carry their bicycles over these steps. The nervous (of what's round the corner), disabled and parents with prams cannot pass and so must negotiate an extremely dangerous and complicated major road junction with traffic coming from six directions. As the pedestrian lights do not permit pedestrians to complete the whole crossing in one phase of the lights, risks are taken. There have been deaths.

After a great deal of work by residents and their representatives, agreement was reached with Hounslow Council and the Department of the Environment that opening the arch would be the most sensible, safe, and long-lasting solution. It is above the flood defence, offers a safe line of sight between the street and the piazza and it is LEVEL. However TfL's property department remains intransigent that income and profits come before equality and the arch must be re-let commercially.

Your "Action on Equality" document says of its commitment to equality: "We have developed this vision through extensive internal consultation with key Equality and Inclusion stakeholders, including IDAG members, staff network groups, employees and chief officers from across all areas of the business."

Was Mr Kilonback not available that day? Were TTL Properties informed?

If they were they would know that: "Step-free schemes increase accessibility for wheelchair users, people with physical access needs, and customers with buggies and heavy luggage. However, accessibility is about more than just physical infrastructure; it extends to all TfL services and operations." Er property?

You might also recognise: "It is our responsibility to remove barriers such as congested pavements. The physical accessibility of London's streets, including the condition of footways, is important to improving people's experience of their local area. It is also necessary for increasing walking and enabling the use of public transport."

Oh and: "Local areas will see safer roads, better public spaces, improved walking facilities and cycling made safer and easier."

That is all we ask. Ease of access and safety to the other side of the road. I am the grandmother of a 16-year-old wheelchair user. Please make this simple thing right.

Yours sincerely,

Liz Hagerty

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