

Diversity Impact Assessment (DIA)

Project: St Helens Junction Station

Document No.

P1014-PWM-NTL-DIA-AIFA-33

Issue Date

Document History

Version No.	Date	Reason for Issue
A01	30/09/2022	Issued for Acceptance

Document Approval and Sign-off

	Name and position	Signed	Date
Prepared by	M. Ramic		23/09/2022
Authorised by	M. Oates		30/09/2022

Project-related Documents

Document No.	Document Title	Relevant Section(s)

Overview of site

Station Address	Constituency	Local Authority	Station facility owner
Station Road WA9 3LA	St. Helens South and Whiston	St. Helens	Northern Trains

Station Name	Entries and Exits (2020-21)	Entries and Exits (2019-20)	Interchanges	Limitations
St Helens Junction (SHJ)	43,018	200,212	0	

St Helens Junction railway station is a railway station serving St Helens, Merseyside, England. It is in Sutton, three miles southeast of St Helens town centre. The station is on the electrified northern route of the Liverpool to Manchester Line, 12 miles (19 km) east of Liverpool Lime Street (on the former Liverpool and Manchester Railway). The station and all trains calling there are presently operated by Northern Trains.

Facilities

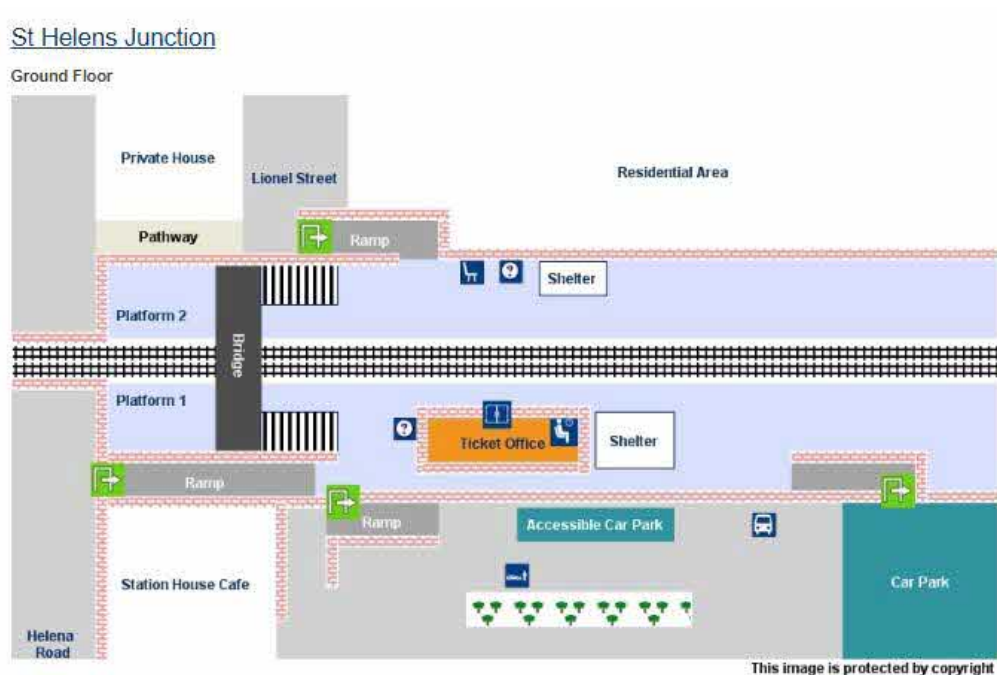
The station is staffed throughout the day (including Sundays), with the ticket office (on the eastbound-platform) open from 15 minutes before start of service until 23:50 each evening. There are shelters on each platform, along with customer help points, timetable poster boards and digital display screens to provide train running information. Step-free access is available to both platforms, though that for the westbound one requires staff assistance (as it is via a steep ramp and locked gate). The two platforms are also linked by footbridge. There is car parking for 240 vehicles.



Diversity Impact Assessment (DIA) Types

Select the type of DIA from the following list

- | | |
|---------------------------------------|--|
| <input checked="" type="checkbox"/> 1 | The Built Environment , or the procurement of works e.g. crossings & bridges, including maintenance, stations, offices/depots and other staffed buildings |
| <input type="checkbox"/> 2 | Events , including conferences, training courses and public consultations |
| <input type="checkbox"/> 3 | Policies & Standards , development, revision and withdrawal of standards, policies and associated guidance including for design. |
| <input type="checkbox"/> 4 | Information Technology (IT) , IT design, development and enhancement projects |
| <input type="checkbox"/> 5 | Change Programmes – Better Everyday |
| <input type="checkbox"/> 6 | Procurement of goods and/or services |



Step 1: Clarifying Aims

Q.1. The aims of this project

The main objective of this project is to provide better quality transport services by creating an inclusive and accessible environment in stations, improving visual and auditory information delivery, enhancing existing and provision of new facilities.

We aim to:

- Mitigate the impact upon the operational railway during construction and operation
- Mitigate any potential negative impacts towards those with protected characteristics

The following are some of the proposed solutions of the project:

Priority 1 - Customer Information Improvement

- Installation of induction loops to each platform
- Installation of help points on platforms
- Installation of CIS / NTI screen move
- Installation of wayfinding signage, station maps and key local info board at entrances
- Provision of braille station maps

Priority 2 - Accessible WC & Baby Change

- Construction of new accessible W/C & baby change facilities

Priority 3 - Station Access Improvement

- Installation of covered drop off / pick up point
- Resurfacing / realigning of carpark
- Improvements to drop kerbs, footpath and ramps
- Installation of handrail tactiles and stair nosing

Priority 4 - Station Circulation Improvements

- Installation of door mats and door entrances
- New platform and waiting-room furniture
- Furniture painting, provisions of tapping rails and window manifestations
- Modifying the existing or installing the new waiting shelter

Q2. Could this work impact on people?

No (Please go to Q3)

Yes

If yes, briefly explain how this work could affect people (considering our duty to promote equality, tackle discrimination and foster good relations between groups)

This document is intended to explore how the proposed works could affect people / service users, based upon the information currently available. The exact location and method of construction of individual improvements are unknown, and therefore difficult to assess in terms of whether it poses significant threat of negative impact upon those with protected characteristics. For instance, disabled passengers, older people and parents with prams may face additional difficulties during access and evacuation unless provisions are made at design stage for such a scenario.

1. **Wayfinding signage** is proposed to aid people in navigating the station alongside the installation of station entry maps with their **3D braille** equivalents which hope to serve the same purpose. **Induction loops** are to be installed, alongside **help points, CIS / NTI screens**, on both platforms. The works are likely to be relatively quick to install and cause little to no disruption to the passengers during construction.

The installation of new display screens onto platforms is expected to be considerably more disruptive but to a lesser degree if they are both to be located towards the ends of the platforms.

2. Currently there's no toilet facilities available at the station, therefore provision of such facilities will be a positive change for all users and staff. An **accessible toilet** (with baby changing facilities) is proposed; however, the exact location of the new WC is not known. Nonetheless, any temporary reductions in accessibility must be managed during the construction works, including the timetable if such facilities are temporarily unavailable.
3. Proposed access enhancements (i.e. **installation of dropped kerbs, improvements to footpaths, ramps, stair nosings and handrail tactiles**) could be problematic in maintaining access for vehicles and pedestrians. Such works may not impact train timetabling, however access to the station must be kept available throughout the construction process.

Car park resurfacing works, will most likely affect the accessibility overall, since the access route will need to be restricted. If car park needs to be closed, then temporary accessible parking should be allocated as this would cause major disruption to how people would be able to access the station.

1. The improvements to the station circulation areas (i.e. **new doors / door mats, furniture repainting / replacement, installation of glass manifestations**, provision of **tapping rails** and new **seating**) will almost definitely cause major disruption to a normal day-to-day use of the station. In order to prevent any disruption for the service users, the ideal time for undertaking such works be out of hours.

Furthermore, the refurbishment or replacement of **waiting shelter** will prevent the use of those facilities during the construction. Users should be notified in advance if such facilities are temporarily unavailable.

Q3. Decide if a DIA is required

Decision	Author	Authorised by	Date
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No, DIA not required (End here)
N.B. Retain in Project file

Yes, DIA required
Proceed to Step 2: The Evidence Base

Step 2: The Evidence Base

Q4. Record the data you have gathered about the diversity of the people potentially impacted by this work

e.g. from the 2011 national census or from HR Shared Service.

You should also include any research on the issues affecting inclusion in relation to your work.

Consider the following protected characteristics:

Disability (including those with physical, mental and hidden impairments as well as **carers** who provide unpaid care for a friend or family member who due to illness, disability, or a mental health issue cannot cope without their support)

Age

Pregnancy/maternity

Race

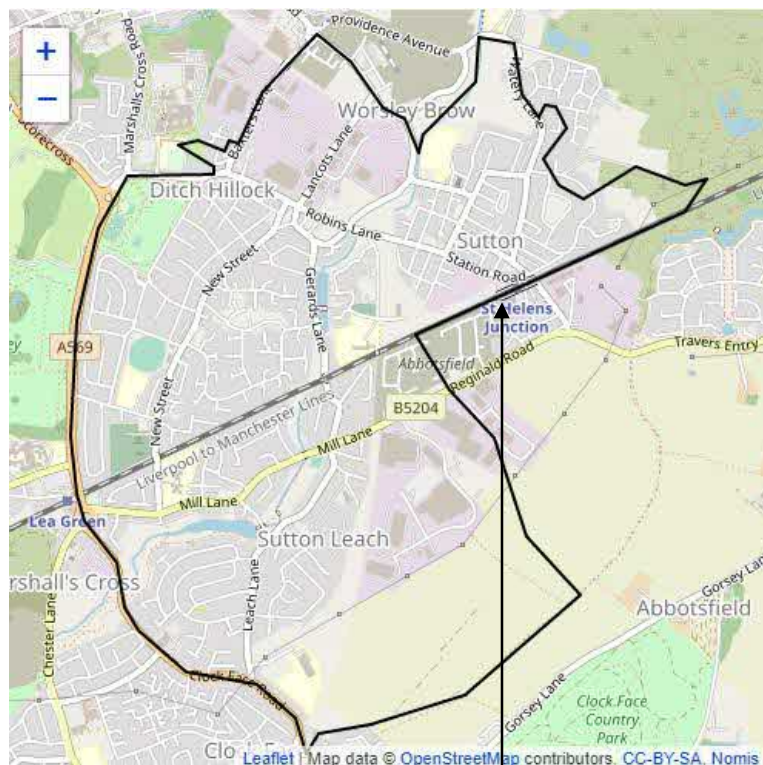
Religion or belief

Gender

Sexual orientation

Marriage/Civil Partnership

Gender reassignment



St Helens Junction Station

St Helens Junction catchment area

(GSS code E05000927)

Q4. Data you have gathered about the diversity of the people potentially impacted by this work

Sex	
Males	5876
Females	6127
All usual residents	12003

Age structure	
Age 0 to 4	651
Age 5 to 7	385
Age 8 to 9	244
Age 10 to 14	668
Age 15	148
Age 16 to 17	312
Age 18 to 19	285
Age 20 to 24	715
Age 25 to 29	744
Age 30 to 44	2404
Age 45 to 59	2510
Age 60 to 64	903
Age 65 to 74	1195
Age 75 to 84	641
Age 85 to 89	136
Age 90 and over	62
All usual residents	12003

Relationship	
Single	3280
Married	4705
Same-sex civil partnership	17
Separated	240
Divorced	928
Widowed	737
All usual residents	9907

Ethnic group	
White	11837
Asian	63
Black	11

Q4. Data you have gathered about the diversity of the people potentially impacted by this work

Mixed	87
Other ethnic group	5
All	12003

Religion	
Christian	9413
Buddhist	30
Hindu	13
Jewish	2
Muslim	22
Sikh	8
Other religion	32
No religion	1768
Religion not stated	725
All usual residents	12013

Health	
Very good health	5125
Good health	3960
Fair health	1804
Bad health	844
Very bad health	270

Method of Travel to Work	
Work mainly from home	267
Train	167
Bus, minibus or coach	323
Taxi	58
Motorcycle, scooter	40
Driving a car or van	3228
Passenger in a car or van	366
Bicycle	59
On foot	375
Other method of travel	14
Not employed	3044
All categories	7941

All data sourced from the 2011 UK Census.

Step 3: Impact

Q5. Given the evidence listed at 'Step 2: The Evidence Base', what potentially negative impacts could this work have on people with protected characteristics?

In the absence of the proposed design layouts, details and construction timeframe, it's difficult to ascertain all negative impacts that the works would have on the different protected groups. However, it is reasonable to expect that proposed works would negatively impact, and temporarily disrupt, those in disability, age or pregnancy/maternity groups.

When detailed schemes and interventions are available, these should be assessed in more detail to understand the potential impacts on specific local populations and vulnerable groups.

Q5a. Please select all the protected characteristics your work could potentially have a negative impact on

Disability

e.g. the impact of a new online process on dyslexic staff, or the impact of changes to how passengers get to a platform on someone who cannot use stairs

Age

e.g. the impact of changes to long-service benefits on younger and older staff, or the impact of a long alternative route to close a level crossing on an older person with long-term health issues

Pregnancy/maternity

e.g. the impact of team relocation on a woman who is on maternity leave, or the increase in height of a footbridge over the railway

Race

e.g. the impact of psychometric testing on the recruitment of people who don't have English as a first language, or the gentrification of an area following station redevelopment that makes retail outlets too expensive for local businesses

Religion or belief

e.g. the impact of a new expenses policy on meal times or the closure of a level crossing between a community and its place of worship

Gender

e.g. the impact of a local decision to adopt arbitrary 'core hours' on women who are more likely, but not always managing childcare issues, or the impact of changes in parking policies on women who are more likely to start work later due to childcare issues

Sexual orientation

e.g. the impact of a decision to invite partners to an away day on a gay man who hasn't disclosed his sexual orientation, or the secondment of a lesbian member of staff to a project in a country where this would be a risk to life/human rights

Marriage/civil partnership

e.g. the impact of the extension of private health care to spouses

Gender reassignment

e.g. the impact of a decision to not let staff use taxis for late night events in high-risk areas may adversely affect people who have had, or are undergoing, gender reassignment

Q5b. Explain the potential negative impact

Please state the characteristic and give an explanation

- Accessibility – As expected, the greatest disruption would be caused during the improvements to the access routes, ramps and kerbs.
- Disability - Disabled access facilities would be severely affected if the existing ramped access is restricted, or closed, for regular use during the construction. Also, some people with disabilities may have issues reading temporary signage used for building works, or new train timetabling information
- Age - The older service users will find it difficult to access the station if the existing ramped access is restricted for use, as many would struggle to use the steps unaided. Many people in this age category may face barriers with regards to accessibility, including perceived safety and confidence issues.
- Pregnancy / maternity – There may be slightly different impact on people with this protected characteristic. Some expectant mothers may already have small children, requiring different access arrangements for prams.

Q6. What could you do to ensure your work has a positive impact on diversity and inclusion including supporting delivery of the Diversity and Inclusion strategy?

- Works that may cause disruption to accessible routes will have to be done in a quick manner during the off-hours or even during closure of the whole station.
- Construction / refurbishment works need to be planned and carried out in a way that temporary disruption does not affect all access routes into the station at once. Appropriate signage and, if necessary, temporary diversions could be put into place to allow works to be carried out.
- Users should be notified in advance if the station they intend to use will have their step free access temporarily blocked in the duration of the works or if the station itself has to close to allow for works to be carried out. An information board, at the entrance, should clearly inform the station users of the type of works in progress and their duration.
- The areas affected by works should be clearly marked out with hazard warning markings and access to such areas restricted. The addition of clearly defined walking and cycling routes through the station should reduce the risk of accidents and conflicts between pedestrians, cyclists and improve the perception of station users' sense of safety, particularly those who are more vulnerable, e.g., those with children, people with reduced mobility.
- Facilities which are available at stations and their hours of operation must be explained via notice boards and audio announcements.
- Assistance, getting into and out of the station, could be provided for the duration of works. Perhaps such assistance could be booked / arranged in advance.
- Station circulation improvements are likely to cause disruption to the regular service and such works should be carried out during weekends or out-of-hours.
- A local community should be informed about the forthcoming improvements and construction works. The way to be sure that the works are as little a hindrance to the community as a whole is to limit the working hours to outside normal station operating hours.
- Station management must make reasonable efforts to provide, wherever possible, reasonable replacement facilities that are accessible when the level of accessibility of facilities at a station is less than that normally provided (e.g., as a result of the alteration or removal of facilities)
- Representatives of protected characteristic groups should be engaged with specifically to ensure the needs of these groups are identified.

Step 4: Consultation

Q7. How has consultation with those who share a protected characteristic informed your work?

Groups consulted	What issues were raised in relation to one or many of the protected characteristics (Q5)?
List the groups you have consulted or reference previous relevant consultation (This could include our staff networks, the Built Environment Access Panel, local faith leaders etc)	

Q8. Record any consultation you have had with Network Rail teams who are delivering work that might overlap with yours.

This will ensure that our solutions are joined up.

Step 5: Informed Decision-Making

Q9. After completing Steps 1–4, what is your decision?

Please select one of the following (for most DIAs this will be option 1) and provide a rationale.

- 1 **Change the work** to mitigate against potential negative impacts found
- 2 **Continue the work** because no potential negative impacts found
- 3 **Justify and continue the work** despite negative impacts (please provide justification)
- 4 **Stop the work** because discrimination is unjustifiable and there are no obvious ways to mitigate

Q9b. Rationale for decision

There's no doubt that the proposed improvements to the station facilities (provisions of new or refurbished toilets, waiting rooms, car parking, cycle stands and seating furniture), introduction of compliant directional signage, public announcement and information system delivery and greater accessibility overall will make the station experience better for all rail users.

However, the project lacks the level of detail required to complete this report to a higher standard or to even answer some of the basic questions needed to accurately portray the potential impacts of the proposed works. No drawing details, project schedules or project plan are available.

If it's assumed that improvements could be made in sequences so that each phase would need to be complete and operational, before starting the next phase. Thus, train services aren't affected by improvement works, so there's no disruption to your journey.

Design drawings should be produced and detailed analysis of the proposals made. Hence the need for the Sponsor review at the next design stage.

Q9b. Rationale for decision

Step 6: Action Planning

Q10. What specific actions will be taken to deliver positive impacts and address any potentially negative impacts identified at 'Step 3: Impact' or through consultation?

Action	By when?	By whom?
Review this DIA	Next design stage, after consultation, after a design statement has been issued. Most of all after more details are provided.	The designer

Step 7: Publication

Please retain copies of this and all completed DIAs in a suitable shared repository.