

## Briefing Notes for Clauses 30 & 31 of the Bus Services (No 2) Bill by the National Federation of the Blind of the UK.

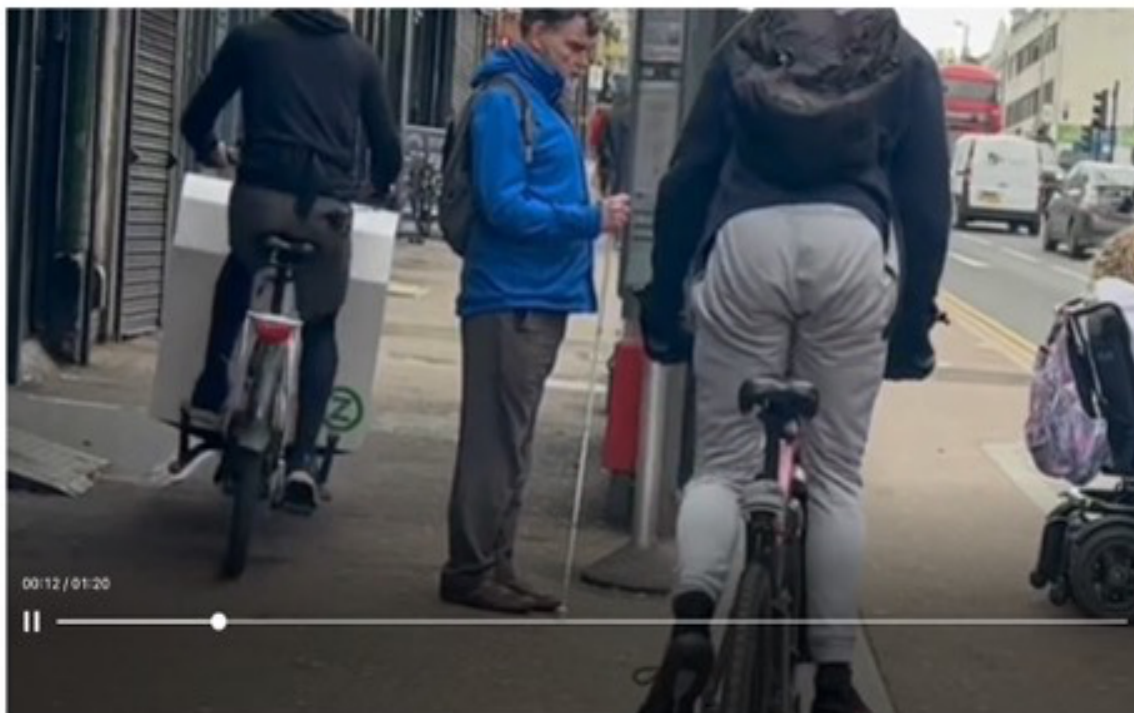


Photo is taken from a [video](#) of a blind man waiting at a bus stop with a cargo bike swerving behind him onto the pavement to avoid a wheelchair user boarding a London bus, and a second cycle passing between him and the wheelchair user at a shared use bus boarder.

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## Please note:

NFBUK evidence submitted to the former Governments Transport Select Committee Inquiry - Accessible Transport: Legal Obligations '[Evidence of the Systematic Failure to Protect the Safety & Accessibility of Bus Stops in Active Travel Schemes in the UK](#)'<sup>1</sup>.

This issue was reported in Transport Select Committee '[Access denied: rights versus reality in disabled people's access to transport](#)' First Report of Session 2024-25 HC 770 paragraph 149 page 110<sup>2</sup>.

This [Podcast](#) which explains the concerns raised by the NFBUK on floating bus stops and shared use bus borders.

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This version is dated 16 June 2025.

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<sup>1</sup> <https://committees.parliament.uk/writtenevidence/120877/pdf/>

<sup>2</sup> <https://committees.parliament.uk/publications/47132/documents/244084/default/>

## 1.0 Executive Summary

The UN Convention on the Rights of Persons with Disabilities asserts that disabled people should be able to travel independently. Sir Keir Starmer stated at the Paralympic Games that everybody should be able to “get safely on or off the train or plane or whatever it may be”. Every parliamentarian we have met wants disabled people to be able to access their bus.

But increasingly across the UK, blind people, disabled people, older people, those with cognitive impairment are losing the right to be able to board and alight their bus safely because of the introduction of ‘floating bus stops’- the routing of cycle tracks through the pavement where passengers must board and alight their bus.

Blind people cannot drive or cycle, but many manage to navigate their local streets unaccompanied using either their guide dog or white cane and board and alight the bus. They can no longer do this because they can neither see nor hear cyclists approaching them at speed, with no intention of slowing, let alone stopping. Bus stops are now chaotic places with cycles, e-bikes, illegal e-cycles, 250Kg cargo bikes, e-scooters and other e-micromobility travelling in both directions, at speed.

Blind people and the organisations that represent them have been objecting to these schemes at every opportunity they have had since Transport for London started to engage with them in 2013. All those organisations are calling for a halt on ‘floating bus stops’. The concerns they have raised have been systematically ignored over the past 10 years and are still being ignored. Whilst blind people want to see safer cycling this must not be at the cost of their and others access to their bus services.

The Government believes this can be resolved by consistency of design and with design guidance. They want to legislate for this. However, though it is the case that there are multiple designs for these bus stops, some worse than others, NONE are accessible. Making a consistent design will not make floating bus stops accessible.

**At second reading the Secretary of State talked of “best practice”, but best practice is not accessible for blind people. The only accessible bus stops for blind people are where the bus can pull up to a kerb and passengers can board and alight without crossing a cycle track and not being set down anywhere on a traffic island.**

The government has said they recognise the problems of 'floating bus stops' and their impact on independent journeys. They say more research is needed. But these issues have been known now for a decade without resolution. The Government has asked for more research, but from organisations (Active Travel England and TfL) that are strong advocates for 'floating bus stops, not from organisations that advocate and understand the access needs of blind and disabled people.

'Floating bus stops' are contrary to the UN Convention, contrary to the Prime Minister's expectations and that of parliamentarians.

Please read the ten stories of real people affected by these stops and our other evidence. Please support the parliamentarians that are supporting us by amending clause 30 and removing clause 31.



## **2.0 Key Points**

Whilst we welcome this Bill addressing the issue of Safety and Accessibility of Stopping places, we are concerned how Clauses 30 and 31 are drafted at present will not deliver safe and accessible bus stops for blind, deafblind, partially sighted people, disabled and vulnerable bus users.

### **Clause 30 Safety and Accessibility at Stopping Places**

There are some wordings in Clause 30 which needs to be strengthened and possible new wording added to achieve safe and accessible stopping places for blind, deafblind, partially sighted, disabled and vulnerable bus users.

- Where section 1 reads the Secretary of State ‘may provide guidance’ the wording should be ‘must provide guidance for safe and accessible stopping places’
- Section 1c should read ‘enabling persons with disabilities (within that meaning) to travel on local services independently, and in safety and reasonable comfort without having to cross a cycle track to board the bus or continue their journey after alighting.
- Section 5 should also be looked at again as this does not allow any wider consultation with organisations like ourselves, a disabled persons organisation.
- Where section 6 reads ‘the following must have regard’ should be changed to ‘the following must follow this guidance’.

### **Clause 31 Provision and Design of Floating Bus Stops**

- Clause 31 has to be removed. It describes bus stops with cycle tracks through them. These are inaccessible to blind people and therefore discriminatory as described in this briefing.

**Please note however, the Bill needs to:**

- Bring to an end the provision of floating bus stops and shared use bus boarders which route cycle tracks through and on the pavement
- Ensure all floating bus stops and shared use bus boarders that have been installed are removed.

### **3: The General Problem**

It should be noted that the terms 'bus stop bypasses' and 'floating bus stops' are used interchangeably. This [short video](#) explains the problems for blind people and the need to halt them by the new Government. This [video](#) one shows the dangers of floating bus stops with pedestrians being hit by cyclists. NFBUK have produced a longer film illustrates the problems across the UK which MPs can request a copy from contact details given on Page 2.

Over 2 million people in the UK are living with sight loss severe enough to have an impact on their daily lives. Around 340,000 are registered as blind and partially sighted.

Blind people can and want to travel independently. They cannot cycle or drive. They can and do get around their local neighbourhood and catch public transport. Buses are particularly important for blind people as they are often the only public transport services available to them. In London staff will assist them onto the Underground and on rail services across the country there should be staff to assist them too.

Getting around for blind, deafblind and partially-sighted people is not a trivial matter. There are all manner of barriers and complexities. Blind people must have extensive training to be able to use a white cane and to have guide dog assistance. To travel independently, as many want to continue to do, takes a lot of concentration and effort to keep themselves safe and their Guide Dogs safe.

With the introduction of floating bus stops and bus-stop-boarders, blind people can no longer access their bus services independently as they once did. Blind people are becoming increasingly unable to use the bus network as more bus stops are becoming inaccessible to them.

At present Andrew, a blind man, can travel on his own to his local station Stamford Brook, be assisted by Underground staff to the train and be met at Westminster station. He can be met there and escorted to meet his MP in Parliament. However, since the introduction of the floating bus stops on Chiswick High Road, Andrew can no longer travel to his local M&S to shop without overriding his old bus stop, travelling to Turnham Green Church, a conventional stop, and walking back. Others are replacing independent journeys with taxi trips they can't afford, paid for assistance, interminable hospital transport, having to appeal to random strangers, taking alternative routes or simply not travelling.

The most substantive issue is that most cyclists, some travelling at high speeds, do not stop. To quote TfL's latest report:

"There were 205 interactions, of which 83 were categorised as a yield and 122 as a no yield." That is, 60% of cyclists when encountering a pedestrian at the Zebra crossing did not stop!

This is the same figure of a previous report undertaken for Transport for London by Transport Research Laboratory in 2018, which reported just 40% of cyclists gave way to pedestrians at the zebra crossings. There has been no change of behaviour over this time. The situation has become even more dangerous with the explosion of e-micromobility devices being used legally and illegally in these spaces.

Bus stops, designed around cycle lanes, come in all manner of formats:

### **Floating Bus Stops**

The [floating bus stop](#) is favoured by highways authorities. This is where bus passengers must cross a live cycle lane to a bus stop island where they get on and off a bus from, as shown in photo 1 below.



Photo 1 A Floating Bus Stop, Whitechapel in London. A cyclist rides at a lady in a red jacket at speed, who jumps back off the zebra crossing, as shown in this [video](#). The cycle lane is routed behind the bus stop with kerbs and zebra crossing, which leads on to an island with a bus shelter and flagpole on it.

## Shared Use Bus Boarders

If there is not enough road width then bus-stop-boarders are introduced where passengers have to board and alight the bus directly from and into a live cycle lane, and where the bus waiting, boarding and alighting area is used by cyclists. An example of this is shown in Photos2 below and in this [film](#).



Photo 2 shows a cyclist riding on a shared use level surface pavement, on an area which is a different colour to the pavement and the narrow block paving next to the cycle lane and road. There is a pedestrian who just got off the bus on the cycle lane directly in front of the cyclist. In the film you can hear the cyclist shout to the pedestrian to get out the way. There is a man getting off the bus who lets her ride past and a passenger getting off the back of the bus. There is a cyclist which can be seen riding towards the front of the bus going the wrong way down the one-way cycle lane. There is no flag pole next to the road, this is next to the bus shelter which cannot be seen on this photo but can be seen in the [film](#). It is complete chaotic and dangerous situation to be in. This shared use bus stop is on Lead Bridge Road in Waltham Forrest in London.



## Backless-Bus-Stops

A further variant is the backless-bus-stops, as shown in photo 3, where the pavement is removed for the cycle lane and the bus island becomes the pavement, thereby subjecting all pedestrians to having to cross the bike track twice even when not wanting to catch the bus. These also act as a shared use bus boarder as passengers can be dropped off directly into the cycle lane as shown in this [video](#).



Photo 3: Shows a backless Bus Stop on Lea Bridge Road in London. It shows a cargo bike rider taking priority over the bus passenger, crossing from behind the bus shelter, trying to join the pavement. The back of the pavement has been removed and transformed into a cycle lane. A pedestrian has to cross over the cycle lane to the bus island to get to the bus stop. When the pedestrian gets to the other end of the island, they have to cross the cycle lane to get back on to the pavement to carry on their journey.

## Two-way Floating Bus Stops

There are also floating bus stops with two-way cycle tracks running through them, which are also very problematic and dangerous for anyone crossing them. This [video](#) filmed on Farringdon Road in London clearly shows the concerns we are raising. Photo 4 from the film shows the dangerous situation where one pedestrian had crossed the cycle lane and another one had to hold back as a cyclist rode straight through them on the zebra crossing.



Photo 4: Shows a two way cycle lane with a zebra crossing leading to a long island. Two pedestrians were crossing; one made it across with cyclists stopping but a cyclist rode through the middle of the two of them forcing the second pedestrian to halt on the zebra crossing to let them pass. The bus shelter and flag pole are located on the island.

On top of all of this is the chaotic nature of these bus stops. Cycles, e-bikes (legal and illegally modified), e-scooters (legal and illegal), cargo-bikes, illegal e-unicycles have all been seen using these bus stops and the associated pavements. Often travelling in either direction on one way cycle tracks or using the pavement at will, which can be seen in this [video](#).

This issue affects able-bodied bus passengers, parents and children and even cyclists who dislike cycling through bus stops of waiting people, some of whom will be vulnerable. Whilst we welcome this Bill addressing the issue of Safety and Accessibility of Stopping places, we are concerned how Clause 30 and 31 are drafted at present will not deliver safe and accessible bus stops for blind, deafblind, partially sighted people, disabled and vulnerable bus users.

## **Clause 30 Safety and Accessibility at Stopping Places**

Some of the words in Clause 30 need to be strengthened, and new wording added to ensure safe and accessible stopping places for blind, deafblind, partially sighted, disabled and vulnerable bus users.

- Where section 1 reads the Secretary of State ‘may provide guidance’ the wording should be ‘must provide guidance for safe and accessible stopping places’
- Where Section 1c read should read ‘enabling persons with disabilities (within that meaning) to travel on local services independently, and in safety and reasonable comfort without having to cross a cycle track to board the bus or continue their journey after alighting.’
- Section 5 should also be looked at again as this does not allow any wider consultation with organisations like ourselves, a disabled persons organisation.
- Where section 6 reads ‘the following must have regard’ should be changed to ‘the following must follow this guidance’.

## **Clause 31 Provision and Design of Floating Bus Stops**

- Clause 31 has to be removed. It describes bus stops with cycle tracks through them. These are inaccessible to blind people and therefore discriminatory as described in this briefing.

### **Please Note**

We are concerned that the bill leaves this crucial access issue to guidance. This is because we have read Transport for London guidance and the DfT’s local traffic note and both promote inaccessible bus stops in cycle lanes, indeed these guidance notes are being used by highway authorities as cover for implementing inaccessible bus stops across the country. It is clear the DfT and TfL do not have the appetite to ensure the safety and accessibility needs of blind people are truly addressed in this Bill, and by producing further guidance on floating bus stops will not make them any safer or accessible for blind people.

For safety and accessibility at stopping places the bus has to be able to pull up to the kerb to allow bus passengers direct access to and from the pavement without having to cross a live cycle lane running through or on any part of the pavement, or directly onto a shared use pavement.

For the avoidance of doubt these bus stopping arrangements are opposed by many groups, particularly those representing older and disabled people alongside the UK's major charities representing blind people. NFBUK, RNIB and Guide Dogs along with 294 other organisations representing older and disabled people are calling for a halt to any further roll out of bus stops where cycle lanes must be crossed to board the bus.

NFBUK, along with 295 other organisations representing older and disabled people, are also calling for the reversion of existing stops put down in lock down and all others that have been installed, to enable direct alighting and boarding of buses to and from the pavement, without having to cross or step into a cycle lane first. The list of organisations is given in Appendix C.

The Bill therefore also needs to:

- Bring to an end the provision of floating bus stops and shared use bus boarders which route cycle tracks through and on the pavement.
- Ensure all floating bus stops and shared use bus boarders that have been installed are removed.



## 4.0 Boarding A Bus

### Conventional bus stop

A blind person and/or their guide dog will often be trained to seek out the bus stop flag of a conventional bus stop and stand by it to wait for a bus. They will then be visible to the driver who may be able to assist them, but generally blind passengers will be able to board the bus directly from the pavement sometimes being led by a guide dog. This is possible for many blind people, though it requires training.



Photo 6: Shows Sarah Leadbetter and Nellie her Guide Dog waiting for a bus, where the driver stopped in front of them waiting at the flagpole. The doors of the bus have opened waiting for them to board.

### Floating bus stops

With a floating bus stop blind people would have to first seek out tactile paving on a level surface with often no kerb to guide them. In some circumstances where the pavement has been removed entirely the tactile surface is at a 45 degree angle to the pavement. All of this is an additional barrier to blind people. For some this will not be possible even if there were no cycles to consider. Even where kerbs are present the tactile used to define where the crossing is the same for conventional pedestrian crossings, which can lead to confusion and disorientation when using the pavement environment.

Next the blind person must cross the Zebra crossing. This will be impossible to do with any confidence and deter most blind people. Some may call out to random passers by, but this is unacceptable and there is no guarantee if anyone is passing and if they are willing to help.

There is an assumption that blind people will be able to cross a cycle lane Zebra crossing because some can cross conventional Zebra crossings. However, they do this by listening for motor vehicles stopping, whereas crossing a cycle lane is different insofar as one cannot hear cycles above the engine noise and hubbub of a bus stop; traffic on the road is still moving which adds to the background noise which it makes it impossible to use. We know some cycles travel at up to 20mph through these stops and that 60% of cyclists will not slow, let alone stop.

### **Bus-stop-boarders**

Bus stop boarders route a cycle lane right in front of the bus stop, so passengers have to step directly into a live cycle lane to get on and off a bus, as shown in photo 4. As such there is no bus stop flag adjacent to the carriageway for a blind person to stand next to. They can therefore not communicate easily with the driver, if at all. The design has created a shared space between bus passengers and cyclists on the pavement, creating a dangerous conflict zone.

These bus stops can also be very chaotic, with cyclists and people riding e-scooters and e-bikes, legal and illegal, cargo-bikes, etc riding through them when people are trying to wait for a bus or when boarding them, some at speed. They are ridden on the pavement, on the boarding area, at speed, in both directions on a one way cycle path, and when people are trying to get on the bus. This is very dangerous for any bus passenger trying to use the bus service.

Andrew Hodgson, who is a blind long white cane user, explains why these designs are not fit for purpose for blind people in this [video](#).



Photo 7: Shows Andrew, holding his white cane standing next to the bus flag, being sandwiched in-between a cargo rider and a cyclist riding on the pavement. There is a slight colour difference which is supposed to represent the cycle lane, which blind people cannot see or feel as it is all level surface. There is a wheelchair user boarding the bus using the ramp, directly from the area which is supposed to be the cycle lane. This is on Lea Bridge Road in London.

## 5.0 Alighting A Bus

### Conventional bus stop

To alight from a conventional bus directly onto the pavement is relatively easy for blind people, sometimes with the help of a guide dog. Once on the pavement they will be able to orient themselves and carry on their journey along the pavement. It is simple, logical and consistent, as you always know you are getting off directly on to the pavement.



Photos 5a, 5b & 5c show Sarah Leadbetter and her Guide Dog Nellie, alighting from a bus straight on to the pavement. Nellie goes first with Sarah following.

Photos 5 a, 5b and 5c show Sarah Leadbetter and Nellie, her Guide Dog, alighting from a bus straight on to the pavement and was taken from this video. Nellie, her Guide Dog goes first and pulls Sarah down onto the pavement. This shows how much space Nellie and Sarah need to get off the bus in safety and to carry on their journey by simply turning left or right, without the fear of bikes / e-scooters etc riding at them at speed.

This allows Sarah the safety and confidence of both herself and her Guide Dog to get off the bus. This is the most consistent universal design possible, where a blind person knows that every time they step off the bus, they are stepping onto a pavement, into safety and carry on their journey by turning left or right.

### **Floating bus stops**

This would entail alighting the bus onto a bus stop island and then orientating themselves such that they can seek out the tactile paving of the crossing. However, one does not know where on the island the bus has stopped and the relationship of the bus doors and the crossing. In some circumstances, at busy stops, passengers may alight downstream of the island, into the carriageway! Blind passengers will be disorientated on a bus island.

Next the blind person must cross the Zebra crossing. This will be impossible to do with any confidence and deter most blind people as for the same reasons given for getting onto the bus island. Some may call out to random passers by, but this is unacceptable. There may not be any passengers on the island and so the blind person will be marooned.



## Bus-stop-boarder

Alighting from a bus requires a blind person to step off the bus directly into a live cycle lane, as shown in photo below. They extend their white canes in front of them and step into the cycle lane, which could be directly into the path of an oncoming cyclists or other e-micromobility device using it at the same time. They could be hit or have their white cane knocked, snatched out of their hand or broken.

Guide Dogs normally exit the bus first and can pull their owners down into the cycle lane as like with any one there is a momentum built up when stepping down from the bus. There is a serious risk of the Guide Dog and blind person being hit or have very close passes from cyclists, which could lead the Guide Dog having to be retired through injury or being traumatised, leading to it refusing or being too nervous to work. There is no Zebra to cross at.

Sometimes a nominal buffer strip is painted between kerb and bike lane, but this is meaningless. Blind people cannot see this. This design of stop is impossible for blind people to use safely and independently. These are often regarded as the worst of all types, but for blind people they are all equally useless. None of these designs should have got through the planning process.

Different variations are now being implemented in London, which are called backless bus stops, which have the same problems identified for floating bus stops above, which is explained in this [video](#) of Sarah Leadbetter, a partially sighted Guide Dog user.



Photo 6: Shows Andrew stepping out directly onto a bus stop boarder with a sighted colleague, taken from this video. He would not do this independently. His white cane is extended across the so called cycle lane, which is the same colour as the pavement and is level surface.

## 6.0 The History

In London, the first floating bus stop designs introduced on bus routes, were on Stratford High Street, in September 2013. Then, they had no zebra crossings because cycles were to have priority over bus passengers. In parallel to their implementation Transport for London commissioned off-road trials that reported in December 2014<sup>3</sup>:

“There was a general feeling of being wary of using the bus stop bypass facility. Also, the majority of blind and partially sighted participants stated that they would be deterred from using buses on routes where there were bus stops with a cycle bypass track.”

**It is very clear this prediction is now reality for blind people.**

A further report was published in December 2014 by TfL looking at examples of cycling infrastructure in other countries to see how that could be used in London<sup>4</sup>. The report however did not go into any real detail about this issue and skimmed over it, with no real details on how blind people were affected or how bus passengers were impacted.

It is clear from evidence we found there are serious dangers involved with these bus stops, documented in Denmark, for passengers and cyclists.

This article<sup>5</sup> ‘Bicycle Tracks and Lanes - A before and After Study’ from Denmark documented the before and after crash rates after the implementation of cycle tracks with bus stop boarders, which showed an increase from 5 to 73 crashes between cyclists and bus passengers entering or exiting the bus.

Research in 2023 on 'How does the public transportation of Copenhagen consider the rights for disabled persons and the declaration of Barcelona?'<sup>6</sup> showed spontaneous travel for disabled people by bus was not very accessible for example wheelchair users are expected to deploy the ramp to get on and off the bus themselves! The report clearly highlighted problems for blind and visually impaired people with the bus stops and cycle tracks and recommends that the two should not clash and highlights the problems for blind people who cannot hear cyclists.

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<sup>3</sup>[https://www.tfl.co.uk/Uploads/TRL/Documents/TfL%20Cycling%20trials/ppr730\\_bus\\_stop\\_bypass\\_main\\_report\\_v1.pdf](https://www.tfl.co.uk/Uploads/TRL/Documents/TfL%20Cycling%20trials/ppr730_bus_stop_bypass_main_report_v1.pdf)

<sup>4</sup><https://content.tfl.gov.uk/international-cycling-infrastructure-best-practice-study.pdf>

<sup>5</sup>[https://www.researchgate.net/publication/237524182\\_Bicycle\\_Tracks\\_and\\_Lanes\\_a\\_Before-After\\_Study/link/5a548377458515e7b732688e/download?tp=eyJjb250ZXh0Ijp7ImZpcnN0UGFnZSI6InB1YmxpY2F0aW9uIiwicGFnZSI6InB1YmxpY2F0aW9uIn19](https://www.researchgate.net/publication/237524182_Bicycle_Tracks_and_Lanes_a_Before-After_Study/link/5a548377458515e7b732688e/download?tp=eyJjb250ZXh0Ijp7ImZpcnN0UGFnZSI6InB1YmxpY2F0aW9uIiwicGFnZSI6InB1YmxpY2F0aW9uIn19)

<sup>6</sup><https://www.scienceopen.com/hosted-document?doi=10.14293/PR2199.000087.v1>

There followed various consultations of TfL's cycle design standards and bus stop guidance. Some useful research was undertaken on floating bus stops, but not bus stop boarders. Those representing bus passengers, blind and disabled people generally opposed these designs, but were ignored. The development of these schemes happened mostly in central London on a fairly small scale, building up in the Covid pandemic years. Many blind people will not have any experience of them. But as awareness is growing, so is the opposition.

There was a substantive piece of research undertaken by TRL for TfL looking at six floating bus stops published in 2018. From that it was learnt:

That blind people were most impacted<sup>7</sup> and 60% of cyclists didn't stop, let alone slow down and that Belisha beacons made no difference to cyclist yielding behaviour<sup>8</sup>.

NFBUK submitted evidence to the Transport Select Committees Active Travel Inquiry in 2019 which was never published due to a technical issue, however key information was re-submitted in our evidence submitted to the former Governments Transport Select Committee Inquiry - Accessible Transport: Legal Obligations dated May 2023 and was published on their website '[Evidence of the Systematic Failure to Protect the Safety & Accessibility of Bus Stops in Active Travel Schemes in the UK](#)'<sup>9</sup>. This issue was reported in Transport Select Committee '[Access denied: rights versus reality in disabled people's access to transport](#)' First Report of Session 2024-25 HC 770 paragraph 149 page 110<sup>10</sup>.

What was published in 2019 was further evidence provided by NFBUK to the Transport Select Committee about the Greater Manchester Walking and Cycling Bee Network<sup>11</sup>, where serious concerns had been raised over floating and shared use bus boarders. It is very clear the concerns raised were not taken seriously with the role out of floating bus stops and shared use bus boarders. Which has led to designs like those shown in this [short film](#) being introduced onto the Bee Network in Chorlton. It has also led to shared use bus boarders being installed (Photo 7), removed when concerns were raised and then replaced with floating bus stops, which are equally unsafe and inaccessible for blind people in Castleton (Photo 8).

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<sup>7</sup> <https://www.trl.co.uk/uploads/trl/documents/PPR853%20-%20Bus%20Stop%20Bypasses%20-%20Accompanied%20visits%20of%20people%20with%20disabilities%20to%20Bus%20Stop%20Bypasses.pdf>

<sup>8</sup> <https://www.trl.co.uk/uploads/trl/documents/PPR854%20-%20Bus%20Stop%20Bypasses%20-%20Analysis%20of%20Pedestrian%20and%20Cyclist%20Behaviour%20via%20Video.pdf>

<sup>9</sup> <https://committees.parliament.uk/writtenevidence/120877/pdf/>

<sup>10</sup> <https://committees.parliament.uk/publications/47132/documents/244084/default/>

<sup>11</sup> <https://committees.parliament.uk/writtenevidence/100002/html/>





Photo 7: Shared use bus boarder with kerb upstand next to the road, bus passengers had to step on it / over it, while stepping into and from a live cycle lane in Castleton. The Bus Stop pole is on the pavement away from the bus stop where a yellow bus can be seen. There is a blind man standing on the pavement holding his long white cane with a sign which reads 'This is a bus stop not a cycle lane'. Photo taken April 2024.



Photo 8: Shows the same bus stop as in photo 7, which has been transformed into a floating bus stop. This design is also not safe or accessible for blind people and the way the kerbs are seen in the photo they also look like a serious trip hazard. Photo taken May 2025.

There have been a number of reports published in 2023 and 2024, given in Appendix B, which highlight the serious access barriers floating bus stops create for blind people. Although recommendations are made for further research in these reports, it is very clear that no more research is needed and will only serve to allow the continued roll out of even more schemes and different designs, which will not meet the safety and access needs of blind bus passengers, leading to further discrimination and isolation of blind people being locked out of independent travel by bus.

During the Covid pandemic the DfT promoted cycling as a transport solution and issued Local Traffic Note 1/20 Cycle Infrastructure Design Guidance<sup>12</sup>. This illustrates both floating bus stop and bus stop boarders. No one was consulted on this document even though requests had been made to the DfT for this to happen by the NFBUK. In a recent meeting with the DfT civil servants over this Bill in February 2025 the following comments were made about this guidance:

NFBUK representative: 'The problem is you've got a LTN 1/20 that says these things are accessible, from the Mayor of London down, they, Camden council - all these councils are pointed to that and saying look L 1/20 says they are ok so we are going to carry on'

DfT Civil Servant: "I yeah I think I would push back slightly, I, I, I think the way LTN 1/20 is interpreted sometimes by authorities could be, could be, use a lot, could be, use to be desired, definitely, um I think the intention was definitely not to say this is accessible, the intention within it, and I was part of the team that drafted it along with (another civil servant present in the room), em was much more to say look there are some serious concerns if you are thinking about doing this you need to go away and think about it really hard and engage properly with people, don't just bung it in because, it it it the, the, the document definitely is not about saying these are great you should do them they are accessible, its not what we are saying.'

This clearly demonstrates the impossible position blind people have had to get their voices heard, when even the people responsible for drafting the guidance criticise the transport authorities following their guidance for not taking the dangers seriously enough! It is clear blind peoples voices were never going to be listened too and no matter what guidance is produced these designs will not be safe or accessible.

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<sup>12</sup> <https://assets.publishing.service.gov.uk/media/5ffa1f96d3bf7f65d9e35825/cycle-infrastructure-design-ltn-1-20.pdf>

These designs have now appeared in [Greater Manchester](#), [Edinburgh](#), [Glasgow](#), [Leicester](#), [Leamington Spa](#), Gloucestershire, Cambridge, Southampton and many other locations.

NFBUK have repeatedly engaged with local highway authorities, the DfT and the previous government to raise awareness of the issues for blind people of these bus stop designs and the chaos created at bus stops.

The typical defence of these designs now centres on the fact that the road safety risk is low and they are contained in national guidance. **It is our view that this guidance and any funding should be withdrawn forthwith.**

The Department for Transport has asked for more research from Active England and Transport for London. This is akin to letting both organisations mark their own homework and there is no confidence blind people's access and safety needs will be ensured.



## 7.0 The Law

The law should protect blind people from discrimination however it is clearly failing at present to protect disabled people with protected characteristics from being discriminated against when floating bus stops are introduced into the built environment.

### **Article 9 of the United Nations Convention on the Rights of People with Disabilities (UNCRPD)**

This article, RATIFIED by the UK in 2009, asserts the rights of blind people to be able to live independently and have access to transport to be able to live independent lives. It is very clear it is not being upheld in regards to changes to bus stops when cycle lanes are introduced where they are routed on and through the pavement.

This article asserts the rights of blind people to be able to live independently and have access to transport to be able to live independent lives.

#### [UNCRPD Article 9 - Accessibility](#)

“To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

- a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces”

Floating bus stops and shared use bus boarders have actually introduced new barriers to disabled people to access public transport independently, which is completely opposite and in contravention to Article 9 of the UNCRPD.

## 8.0 Equality Act 2010

The Equality Act 2010<sup>13</sup> places a duty on local highway authorities to ensure disabled people are not discriminated against and are not placed at a disadvantage to none disabled people.

It is very evident that blind, deaf-blind and partially sighted people are being put at a serious disadvantage with floating bus stops as they cannot now use bus stops that were once accessible to them.

It is clear this Act has not worked to protect the access needs of blind people when it comes to floating bus stops. The recent report from the Transport Select Committee<sup>14</sup> clearly highlights how this act is failing disabled peoples when accessing public transport.

### Public Equality Sector Duties

The Public Equality Sector Duties under this act, are not so strong, as it only requires public bodies to have due regard to three main equality aims, which include:

- Eliminating discrimination, against people with protected characteristics including disabled people.
- Advance quality of opportunity.
- Foster good relations between disabled people in this instance and none disabled people.

It is not related to outcome, so in theory the local authority can have due regard to a negative impact like floating bus stops but can carry on and ignore these concerns. Which has left and is leaving blind and visually impaired people unprotected by this law when it comes to the installation of floating bus stops and shared use bus boarders as other concerns are overriding basic fundamental rights for disabled people to access public transport independently.

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<sup>13</sup> <https://www.gov.uk/guidance/equality-act-2010-guidance> & <https://www.legislation.gov.uk/ukpga/2010/15/contents>

<sup>14</sup> <https://committees.parliament.uk/publications/47122/documents/244036/default/>

## **Anticipatory Reasonable Adjustment Duty**

What is being clearly overlooked is another duty the Equality Act 2010 places on public bodies and providers of services, which does have relevance to outcomes, it is the 'Anticipatory Reasonable Adjustment Duty'.

This duty includes the design of the public realm and it requires providers of those functions and services to continually monitor what they are doing and if they identify or they should identify that it could put groups of disabled people at a disadvantage, this does not have to be all blind people, a significant number of blind people and it does not have to be all disabled people.

If it is established there is a substantial disadvantage and substantial is actually just more than minor or trivial, which is not much, and is clearly the case here, as there is so much evidence that these bus stop designs do disadvantage disabled people, so in that situation then the obligation is on the provider of those services and functions to take reasonable steps to eliminate the disadvantage.

The case of *First Bus versus Pauley*<sup>15</sup> was really helpful on this because the Supreme Court stressed that actually in that situation, which was about priority seating on buses with access to the wheelchair seating on buses, the Equality Act has changed the debate, so it is not a case of simply balancing competing needs, it is a case of starting from thinking about, how, whether there is a way of taking reasonable steps to remove the disadvantage for the disabled people and we feel that is getting left out of the decision making that designers of these floating bus stops are putting into the public realm and it is being perceived as an issue of just balancing, balancing the needs of disabled people and cyclists, when actually it is a different process, we should be thinking are there steps that could reasonably be taken, that would remove the disadvantage, because otherwise it is discrimination.

It is clear from this briefing, discrimination is occurring where floating bus stops and shared use bus boards have been installed. The law is not protecting disabled peoples access needs in this situation and are there are no reasonable adjustments to resolve this, as the designs themselves are inherently unsafe, inaccessible and unusable by blind people.

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<sup>15</sup> <https://www.supremecourt.uk/cases/uksc-2015-0025>

Professor Anna Lawson gave the following oral evidence on the 15th of October 2023 to the Transport Select Committee - Accessible Transport: legal obligations Inquiry<sup>16</sup> with reference to floating bus stops - Q291:

Professor Lawson: Thank you; it is a great question. I would just add a couple of things to what others have said. I think disability does get overlooked, disregarded or regarded as important than it should be. That is really evident when it comes into potential conflict with other agendas like the green agenda or increasing cyclist travel. Floating bus stops are a massive concern for a lot of disabled people, but they are going in all over the place. These bus stops-there is another word for them-or bus stop bypasses are where you have to cross over a cycle lane to get to the bus stop. You cannot often stop the bikes, so you have to take your life into your hands to get to the bus”.

It is essential for the bus to be able to pull up to the kerbside, to allow blind, deafblind partially sighted, disabled and older passengers to board and alight directly to and from the pavement without having to cross a cycle lane first, which would prevent such discrimination being designed into the public realm in the first place.

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<sup>16</sup> <https://committees.parliament.uk/oralevidence/13735/pdf/>



## 9.0 Equality Impact Assessments

Highway authorities are now undertaking Equality Impact Assessments. There are a variety of assessments. Some are recognising the concerns of blind people. One states that some passengers are 'fearful' of using these bus stops. Another states:

"Pedestrians who have cognitive, mobility and sensory impairments are more likely to suffer from the negative effects of the increased degree of cyclist / pedestrian interaction."

Equality Impact Assessments often state the needs of other people with protected characteristics, who may want to cycle, which appear to be overriding the access needs of blind people who need to be able to access public transport independently. Blind people cannot cycle or drive independently, and have less transport options than many others and travelling by bus is essential for their independence. For people with other protected characteristics, including disabled cyclists, they too must be able to see, stop and be willing to wait behind the bus on the carriageway when using the public highway if they do not want to ride around it, to ensure the safety and accessibility of bus passengers who are blind and need to access the bus directly from the pavement.

There are references to the TfL 'safety review' published last year stating that the risks of injury are low. This is a bizarre assessment as it compares injuries at floating bus stops to injuries across the entire London road network. It also undertook the review from between 2020 to 2022 when there were lock downs due to COVID and people were encouraged to shield and not travel by public transport. It is also very clear many collisions and injuries are never reported to the police between pedestrians and cyclists, and if people are avoiding these locations as they cannot use them they will never appear in the statistics. Section 7 below provides further evidence of injury collisions happened witnessed and filmed by NFBUK in 2024, which raises serious questions of how many collisions are happening, which are not actually reported to the police.

We have not yet seen an Equality Impact Assessment that states that blind people cannot use these stops to access bus services or that these stops are inaccessible. Even though NFBUK have explained this at a number of face to face consultations. Highway authorities accept some level of increased difficulty, but pretend this can be mitigated with some enhanced design feature, training, consultation with users or behaviour change of cyclists.

The NFBUK would like to highlight the following research published online in July 2019 ‘Professionals’ Implicit Attitudes about the Competence of People Who Are Blind’<sup>17</sup>, which found there was an implicit bias for employers towards sighted people and competence. Which may help explain why the concerns of blind and visually impaired people have been systematically ignored by professionals involved in designing and evaluating these schemes.

The decision making process is for the decision maker to balance off the supposed safety benefits of segregated cycle tracks, of which these stops are regarded as integral, alongside the needs of cyclists and those that don’t yet cycle, against the access needs of older, disabled and blind people to catch the bus. There is no evidenced safety benefit of these stops and it seems even on 20mph streets they are a requirement of the cycle lobby.

Cyclists can see, they can stop and should be willing to wait behind the bus if they do not want to ride past it, to allow it to pull into the kerb to allow blind passengers to board and alight directly from the pavement, without having to cross or step into a cycle lane first.

Blind people are being put at a severe disadvantage during this process, as their safety and access needs are routinely being ignored and downgraded in favour of other equality issues, which should not be the case.

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<sup>17</sup> [https://www.blind.msstate.edu/sites/www.blind.msstate.edu/files/2020-04/McDonnall\\_et\\_al\\_\(2019\)\\_Professionals\\_implicit\\_attitudes.pdf](https://www.blind.msstate.edu/sites/www.blind.msstate.edu/files/2020-04/McDonnall_et_al_(2019)_Professionals_implicit_attitudes.pdf)

## 10: Transport for London's Safety Review

It is important to recognise the title of section 30 of this bill: 'Safety and accessibility of stopping places'. This is welcome because it gets to the nub of the problem. It is one of both safety and accessibility. Safety and danger etc are used as a proxy for blind people's fear of using these stops. This in turn renders them inaccessible.

The report was disingenuous in calling this a safety review. They knew full well the issues were not simply a matter of reported road traffic casualties. But most of the review and the spin that followed was about road traffic casualties reported by the police. No attempt was made to assess the accessibility of these stops to blind people.

Mentioned above, but worth repeating. The most important issue that was reported in the review was not casualties or a fabricated measure of risk, but the unwillingness of cyclists to yield to pedestrians. To quote the report:

"There were 205 interactions, of which 83 were categorised as a yield and 122 as a no yield."

That is, 60% of cyclists, when encountering a pedestrian at the Zebra crossing, did not stop.

The report did include contributions from ourselves, RNIB and Guide Dogs. The substance of these contributions was ignored in favour of answering the safety risk issue and consistency of design issues.

Bizarrely, TfL have never taken any responsibility for the consideration of designs other than floating bus stops, though they have funded bus stop boarders over many years where boroughs have been willing to implement them. The review ignored bus stop boarders. NFBUK made TfL aware before and after COVID, that a shared use bus boarder was removed in Islington in 2016, due to the design not taking into account the access needs of blind and visually impaired bus users, as reported in the Islington Tribune dated 4th March 2016, given in Appendix D.

The outcome of the TfL review is firstly that they will regularise some two thirds of the stops that they have identified as not being designed correctly. For example introduce missing zebra crossings, widen narrow islands etc. This is a sop and doesn't resolve our issues. But it will cost a lot and muddy the waters. Secondly, they plan to somehow try to change cyclist behaviour. This is a long term unachievable objective that will surely fail.

## Concerning Safety Data At Floating Bus Stops Across London

As mentioned in Section 9, the actual safety at floating bus stops also must be questioned. TfL undertook their safety review from between 2020 to 2022, when there were periods of lock downs due to COVID and people were encouraged to shield and not travel by public transport. It is very clear that many collisions go unreported and the exact numbers are not known.

NFBUK have filmed evidence of 4 pedestrian cyclist collision injuries in 2024:

- 3 at St Thomas's Hospital floating bus stop on Westminster Bridge, including a pensioner, shown in photos 9a, 9b & 9c and in this [video](#).
- One at the Elephant & Castle floating bus stop, where a child was knocked down by an e-bike rider, shown in photo 10 in this [video](#).
- With 3 of these injuries being filmed 4 days apart, 2 on the same day.
- 2 of these have not been uploaded on to the TfL Road Danger Reduction Dashboard and it is not known why.

**At the Westminster Floating Bus Stop:** There was another 2 injury collisions reported on TfLs Road Danger Reduction Dashboard<sup>18</sup> in 2024 making 5 in total, 3 occurring within 3 weeks of each other!

If NFBUK had not reported these collisions, they would more than likely not appear in the police statistics. Even though these were submitted 2 still have not appeared on the TfL website!

The NFBUK have found many other potential injuries which occurred in 2024 from TfLs Road Danger Reduction Dashboard and in previous years.

It raises the question; how many people are being injured at these locations?

References to other injury collisions on social media have been found and people have told us about other collisions that have happened. It is clear the TfL figures are an underestimation of the actual injuries taking place at these locations.

It must be highlighted that injury statistics will never include those blind, disabled and older people who have stopped using their bus services due to the introduction of floating bus stops.

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<sup>18</sup><https://app.powerbi.com/view?r=eyJrIjoiazTU5YWY5M2ItODhhNi00YWZILWI4ODAtNTFmYTlzMmVjY2Q3IiwidCI6IjFmYmQ2NWJmLTVhZGZlZWYtNGVlYS1hNjkyLWEwODljMjU1MzQ2YiIsImMiOjh9>

**The London Assembly were so unimpressed by this review that they unanimously passed a motion for the Mayor to initiate an independent review of these stops!**



Photos 9a, 9b and 9c: Shows pensioner being knocked over by a fast-riding cyclist on the St Thomas' Hospital floating bus stop at Westminster Bridge.



Photos 10: Shows a school child being knocked over by Lime rental e-bike rider at Elephant and Castle floating bus stops.



## 10: Transport for London's position

Transport for London has been a key player in all this. Everyone else has followed their lead.

Transport for London has honed its position as its been under most pressure including from the London Assembly. And so we know their position:

Transport for London believes segregated cycle tracks will lead to safer cycling or at least a perception of safety. That in turn will mean more people cycling. They believe floating bus stops are integral to that. They say the risk of a collision at a floating bus stop is low. They assert that cyclists should stop at the zebra crossings, but they have to work at changing present behaviours. They believe blind people can cross at these Zebras in the same manner as sighted people.

Transport for London, however, have systematically ignored the evidence given to them by blind, deafblind and partially sighted people since they started putting these designs in, explaining to them they would not and could not use them independently, provided through research, at meetings, seminars, consultations etc.

Transport for London believe the research they commissioned:

- “Off street trials of a bus stop bypass report”<sup>19</sup>
- “International cycling infrastructure best study”<sup>20</sup>

Both published in 2014, justified their actions to introduce floating bus stops on to the streets of London. These documents were recently quoted as evidence to a disabled peoples organisations meeting to imply, they had done research before starting to rolling them out and it was all ok.

However, the off-street trial report clearly stated that blind people would avoid these bus stops if they were introduced. It is very clear that blind people have stopped using them independently as predicated in the off-street trials of floating bus stops, with Appendix A providing case studies of blind, partially sighted and disabled people who now cannot use these floating bus stops.

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<sup>19</sup>[https://www.trl.co.uk/Uploads/TRL/Documents/TfL%20Cycling%20trials/ppr730\\_bus\\_stop\\_bypass\\_main\\_report\\_v1.pdf](https://www.trl.co.uk/Uploads/TRL/Documents/TfL%20Cycling%20trials/ppr730_bus_stop_bypass_main_report_v1.pdf)

<sup>20</sup><https://content.tfl.gov.uk/international-cycling-infrastructure-best-practice-study.pdf>

Appendix B contains some of the recent reports published on this issue in 2023 and 2024 which also highlight the serious access barriers floating bus stops create for blind people. Although recommendations are made for further research, it is very clear that no more research is needed and will only serve to allow the continued roll out of even more schemes and different designs, which will not meet the safety and access needs of blind bus passengers, leading to further discrimination and isolation of blind people being locked out of independent travel by bus.

It is very clear that international study tour undertaken in 2014 failed to investigate this issue in any real depth. Evidence has since come to light of how dangerous these designs of bus stops are for pedestrians and cyclists colliding in Denmark. Some of this evidence has been provided to TfL, but they have ignored it.

Transport for London at a recent meeting could not answer how blind people could use these bus stops independently and asked the same blind people who had just explained to them they could not use them, to tell them how they could use them, which is a clear example of TfL not wanting to accept these designs are simply not working for blind people and that no modifications will make them safe and accessible for blind people to use independently.

There is no halt to the continued roll out of schemes, which we are continually asking them to, but have been ignored.

## **11: Transport for London's attempts to resolve the issue**

We recognise that this legislation is primarily for outside of London, but Transport for London are leading on these issues and being followed. Transport for London also quote DfT Guidance Note LTN 1/20 as cover for these designs. However, the DfT guidance did not go out for consultation, even though we asked prior to COVID for this not to happen. LTN 1/20 was put out during the COVID period.

Transport for London are now saying that cyclists should stop at Zebra crossings and that they will implement behaviour change activities that will lead to compliance. They say they will embark on retrospective works to improve the compliance of their bus stops with their guidance.

They however have refused to accept that this guidance is not safe and accessible for blind and partially sighted people, and this will not solve the problem. Blind people will still be excluded from using them independently even after the works have been undertaken. Their proposed action will also not be consistently possible, as some streets will not be wide enough to accommodate their standard designs. Even if a blind person manages to seek out and find blister paving, they will not have the confidence to cross.

Changing the behaviour of cyclists to achieve compliance at these Zebra crossings when at present 60% do not comply, is frankly for the birds. This is simply not going to happen. Riders take priority over pedestrians and the design has created a conflict zone between bus passengers and cyclists. These bus stops are also being used by much heavier and faster vehicles with the growth of e-micro-mobility since COVID, with e-bikes, e-scooters etc passing and racing through the bus stops. The scale of roads policing required for this is unimaginable. It is the design that has to change.

We have been told by Transport for London that they will train their drivers to only allow blind people to get off once they have correctly positioned the bus relative to the crossing point. This is again unbelievable given the complexity of bus operations at busy stops where, one, two or three buses arrive together. This solution does not solve the inherent design failures of these bus stops for blind people.



## 12:0 The same problems identified in other countries

One of the significant defences used for these bus stop designs is that they work in other countries. This is not true.

Much emphasis was put on these schemes working in Denmark, however, we have identified many articles detailing the conflict and collisions between bus passengers and cyclists. It is a well known danger spot, known about for a very long time. There are floating bus stops and shared use bus boarders, both with different rules, and people are getting hit using them.

- Research from Denmark<sup>21</sup> (page 10) shows an increase from 5 to 73 crashes between bus passengers and cyclists after shared use bus boarders were introduced.
- Other reports highlight the problems and dangers facing blind people at these bus stops, with this report 'How does the public transportation of Copenhagen consider the rights for disabled persons and the declaration of Barcelona?' published in April 2023<sup>22</sup>, which explains the problems of blind people not being able to hear the cyclists and recommends that the bus stops and cycle tracks should not clash. It is clear these bus stops are extremely hazardous for blind and partially sighted bus passengers.
- In the Netherlands we are aware that blind people experience many cyclists ignoring them when they want to cross the road. Blind people have to raise their white canes to indicate they want to cross the street and in theory the traffic should give-way to them. However, a significant number of blind people are just ignored, being verbally abused, having their white canes snatched from their hands or broken, or they are physically hit, predominantly by cyclists. This is a hidden problem in the Netherlands. We are also aware of reports of cyclists not stopping for pedestrians at zebra crossings. NFBUK witnessed this behaviour during 2 visits to the Netherlands pre-covid.

The culture is different in these countries and these stops were introduced before laws were introduced to protect blind people from discrimination.

In Canada, their blind persons federation took a city authority to court under anti-discrimination legislation. They won the court case, but were then faced with the implementation of a technical 'solution' (flashing lights) that to this day does not work for them. The NFBUK went to visit them to learn more as explained in this [film](#).

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<sup>21</sup> [https://www.researchgate.net/publication/237524182\\_Bicycle\\_Tracks\\_and\\_Lanes\\_a\\_Before-After\\_Study/link/5a548377458515e7b732688e/download?tp=eyJjb250ZXh0Ijp7ImZpcnN0UGFnZSI6InB1YmxpY2F0aW9uIiwicGFnZSI6InB1YmxpY2F0aW9uIn19](https://www.researchgate.net/publication/237524182_Bicycle_Tracks_and_Lanes_a_Before-After_Study/link/5a548377458515e7b732688e/download?tp=eyJjb250ZXh0Ijp7ImZpcnN0UGFnZSI6InB1YmxpY2F0aW9uIiwicGFnZSI6InB1YmxpY2F0aW9uIn19)

<sup>22</sup> <https://www.scienceopen.com/hosted-document?doi=10.14293/PR2199.000087.v1>

### **13: Keir Starmer's Commitment to Accessible Public Transport Paris Paralympic Games 29th August 2024**

Keir Starmer made a fundamental policy commitment to independent access to all forms of transport when being interviewed by Channel 4 during the Paris Paralympic Games.

#### **Channel 4 Question:**

"Former Paralympic legend Baroness' Tanni Grey-Thompson She's out here with us as part of our coverage team. She's spoken of this week about a very humiliating experience that she had, where she was coming into London on a train, there was no assistance, there was no help to get here off the train. She had to get out of her chair crawl on the floor to get off the train. You want to bring National Rail back under Labours control. Can you guarantee when that happens that experience very embarrassing will never happen again for a disabled person?"

#### **Keir Starmer Prime Minister Response:**

"I listened to that good & hard & it was really concerning and I think she is absolutely right to highlight it. She's obviously gone out to explain what happened to her, how she felt about it disgraceful, unacceptable. I am glad she spoke out because I know for that one example there are many many other examples where people with disabilities have not been able to access transport em or other facilities."

"Frankly, we've got to stop that It seems to me pretty basic that if you are running a train In this particular case em you've got to have the facilities for ensuring that people with disabilities can get on and off the train em otherwise you shouldn't be running the train So as we reform the railways yes of course that will be in our sights eh but I don't wait that long I think this should be a basic requirement. I am very pleased & happy to go out & make that clear whether it's trains or other forms of transport em we shouldn't, you know do anything other than be absolutely clear whether it's planes or trains or any transport you shouldn't be able to carry people from place to place If you haven't got the facilities to ensure everybody can safely get on and off the train or plane or whatever it may be."

## Appendix A Short case studies

**Andrew** “I have been living in Hammersmith, on the borders with Shepherds Bush and Chiswick since 1987. I am totally blind and use a long cane as a mobility aid. As I prefer doing my shopping away from closed in shopping centres I have been doing my food shopping in Chiswick throughout this period. In recent years I have favoured the Marks & Spencer food store because of their good customer service for vision impaired people. To get there I would travel to a bus-stop near Dukes Road. This was until just over three years ago when a floating bus stop was installed.

On my first journey to that bus-stop I was warned against it by an elderly passenger. Realising the unpredictability of these features, due to having to listen for the movement of cyclists, which is largely impossible due to their silent nature. I quickly realised that in order to visit M & S I would have to go on one stop further to the Turnham Green Church stop, which is of the traditional design, giving direct access to and from the pavement, alight there and walk back. This can be inconvenient, especially if it is raining. More important, however, is the fact that my freedom of movement and human rights have been affected by this installation. On one occasion I did try to use the stop at Dukes Road and crossed at what I thought was the zebra crossing leading me on to the pavement. It wasn't, however, and I ended up going down a nearby side road and could have been hit by a cyclist. This was an alarming situation. There must have been more than one bus at the stop and so when I turned left I was already some yards away from the crossing and therefore in a dangerous situation. I don't wish to repeat this experience!”

**Kevin** was born in Ireland and is now 69. He lost his sight at the age of two weeks old, due to a brain haemorrhage. After school and some home schooling he went to Trinity College, Dublin. He then went on to work in communications. Late in life he moved to Britain and now lives in Middleton, a town between Rochdale and Manchester.

The local council's rehab officer's taught Kevin how to get around and he could and would travel independently to Manchester and around Greater Manchester by bus. He is now restricted in his travel because of the introduction of floating bus stops across the region. Kevin would visit Manchester's Royal Eye Infirmary by bus, but now he can no longer do this. Kevin must now catch a taxi, use hospital transport or be accompanied to make these journeys.

**Sarah L** has Bardet-Biedl syndrome, with one of the key symptoms being sight loss. Sarah has had sight loss all of her life. She lives in Narborough, Leicestershire. For many years she ran her own business, Hand, Body and Sole, a therapy business. However, she had to retire due to the condition at 42. Sarah has had two guide dogs, Kiki for 11 years and now Nellie for the past three years.

Sarah used to regularly use the bus to and from the city centre in Leicester to see friends and sometimes visit the theatre or go shopping with them. With the introduction of the floating bus stops at the train station, this option is no longer available to her. She now relies much more on her personal assistant to accompany her, or on sighted assistance for help or get a taxi. Both have reduced her independence and limited the amount she can get out and about, as well as increasing the cost of her travel, which should not have been the case. Sarah is currently having to find new accommodation due to changes in her personal circumstances, as is very worried about being able to find suitable accommodation for herself and her Guide Dog which does not have floating bus stops in that area, as she will not be able to use them independently.

**Hyacinth** is a retired NHS ward assistant. She has been blind for 34 years and uses a long white cane. She was a regular bus passenger living in Tooting.

Before the floating bus stop was installed, she would be able to travel independently from her home to Guy's and St Thomas' hospital for the glaucoma clinic. She would also enjoy catching the bus to the knitting shop on Balham High Road. She can now no longer do these journeys independently.

Now Hyacinth must get hospital transport. The outward journey is OK, but to return means very long waits to get a trip home. Sometimes taking a whole day. She can no longer visit the knitting shop at her own convenience, but must now be accompanied.

Hyacinth has tried to get her concerns heard by the Mayor of London, questioning him at the Mayors question time on 2 November 2022 and the Mayor promised to meet with her after being asked if he would in a BBC Radio London interview which he agreed to but failed to set any date. This follow up interview with Eddie Nester on BBC London replays the moment the Mayor agreed to meet with Hyacinth and NFBUK.

**Kate** is totally blind, but a very experienced long cane user, and has travelled by bus in London for more than half her life. However, it is too dangerous to cross a one or two-way cycle lane between the pavement and an island bus-stop, as the traffic noise is directly ahead, masking the quieter bikes. Therefore, if crossing to the bus-stop, she must ask for assistance from the public.

Kate can't use any of the bus-stops along the Blackfriars Road going north including Blackfriars Bridge as the 2-way bike superhighway is located here. She used to interchange from Southwark Tube to travel by bus to Blackfriars Bridge which is no longer possible.

"All the bike-lanes that I know about on main streets are under-used in off peak times, but a visually impaired traveller, is never completely sure about this, so has to still enlist help.

**John** is now 71. He lost most of his sight when he was 21, but fortunately retains some peripheral vision. He is a long cane user. John lived in Disbury and commuted independently to work in Manchester from 1997 to 2015. He would cross the main road near home at a signalised crossing and catch the bus a few miles to a stop near his work and again crossed another main road and walked to his office.

When the floating bus stop was installed he tried a couple of times to cross the cycle lane, but this led to the screech of cycle tyres as speeding cyclists applied their brakes. And so he had to stop trying to cross alone. After that he would ask for help from passers by. Getting home was easier as he was able to be accompanied by a work colleague.

**Kasia** is 45 and Lives in Hammersmith. She has been blind for 15 years. In that time she has had two guide dogs, Fred, just for the past four months. Kasia has also used a long white cane when waiting for her second guide dog.

At present Kasia is studying in Richmond to be a counsellor and will normally travel alone on the Underground from Stamford Brook station. However, sometimes the Underground fails and she must find another way home. Once this happened and she was directed to use the bus. She was terrified at the prospect of having to alight the bus onto the cycle lane and had to seek help from other passengers at 10:30 at night. Kasia found this too stressful and frightening and won't do this again. She knows she would have to pay for a taxi in the future.



**Simon** is 54 . He worked until he was 49 as a carer for a local authority in London. He experienced two heart attacks and a TIA which led to a worsening of already poor eyesight. He is a long cane user and after an initial assessment by Guide Dogs he is now awaiting final approval to get his dog. He is a cat lover and owner but is confident they will get along.

Simon was able to travel independently and typically would travel to North Greenwich by bus where the London Underground Limited staff would assist him to the Underground train and then travel onto London. He would meet friends for a beer and browse the record shops. One of his passions.

With the installation of the bike lanes and bus stops, on Woolwich Road, that appeared without notice during the pandemic buses are impossible for Simon to use, though retaining some sight, he cannot see nor hear the cycles because of the traffic noise? Following an incident where a cyclist broke his cane, which shattered his confidence, he became a bit of a recluse. He gained weight and would only go out with sighted assistance. He was terrified of the floating bus stops and stopped using them. His ability to independently travel by bus was taken away from him and he moved away from London as the earliest possible time. Simon's life has turned around, he is now walking everyday, lost weight and has a much more positive outlook on life.

**Sarah B** lives in Colliers Wood. She is 35 and runs her own business. She is registered disabled and holds a freedom pass. She has difficulty walking and uses a mobility aid for balance. Previously she was a regular bus user catching the 57, 131 and 152 from Colliers Wood Underground station to visit friends, shop and generally get around London. Because of her disability she can no longer use the bus stop because of the cycle lane that she regards as too dangerous. This means that despite having a Freedom Pass she cannot use these bus services and now travels by taxi, though the cost of this is high.

Sarah took part in the consultation that was held in Lockdown, though she believes there would have been very little input from disabled people at that time and TfL are missing out the people who now actively avoid using these stops. Sarah explained these concerns to TfL at the time.

**Yemi** is an 82 year old man who lives in Kennington. He is an albino. Those with this condition often have poor eyesight, said to affect up to 95% of albinos. In 2000 Yemi was diagnosed with glaucoma and he can now no longer see at all in one eye. His eyesight continues to deteriorate.

Until 2010 Yemi continued to work as an Independent Financial Advisor able to get around London and beyond to visit clients and to attend seminars, travelling by bus and rail, for example to Maidenhead.

He used the bus to travel to Guy's and St Thomas', but with the installation of the floating bus stop he can no longer do this. Yemi must now travel by taxi or use sighted assistance.

Photo 11 below shows Yemi contributing to TfL's Lea Bridge Roundabout consultation. Subsequently floating bus stops were nevertheless installed. The NFBUK were also disgusted and lost for words that this consultation exercise was written up for publication<sup>23</sup> on 'The Consultation Institute' Website to promote how to engage with blind people but none of the concerns raised were acted upon.



Photo 11: Shows Yemi contributing to TfL's Lea Bridge Roundabout consultation. He is using his phone to look at a tactile plan of the proposed Lea Bridge Roundabout scheme in London.

<sup>23</sup> <https://www.consultationinstitute.org/using-tactile-maps-in-transport-consultations/>

## Appendix B Recent reports published on floating bus stops

This Appendix contains reports published in 2023 and 2024 which highlight the serious access barriers floating bus stops create for blind people. Although recommendations are made for further research, it is very clear no more research is needed and will only serve to allow the continued roll out of more schemes and different designs, which will not meet the safety and access needs of blind bus passengers, leading to further discrimination and isolation of blind people being locked out of independent travel by bus.

1) **Living streets** were commissioned by the UK and Scottish Government to investigate these issues. In 2024 they [reported](#):

Many, disabled people have issues using bus stop bypasses (of all types), particularly if the cycle lane is bidirectional or is heavily used. Cyclists do not always give way to those wishing to cross, and visually impaired people may have difficulty knowing when there is a safe time to cross, as cycles do not make significant noise on approach.

Our work backs up the idea that busier cycle tracks can be difficult or impossible for blind or partially sighted pedestrians to cross, at least as these are currently designed in Britain.

However, we believe some of their conclusions are implausible. Flashing lights will not stop cycles travelling through bus stops at speed. Their notion that this problem only occurs at busier or complex stops is absurd for blind people who cannot see and may well be travelling to and from any stop on the network.

2) **Guide Dogs for the Blind** reported from the UCL research in 2024:

From the focus groups it is clear, that this anxiety causes disabled people to stop using some bus stops, and this would reduce their ability to get out and about independently.

The fundamental problem for blind and vision-impaired people that is generated by bus stops that incorporate cycle lanes, is a fear of the unknown. This is manifested in the sense that they do not know if there is a bicycle in the vicinity and so they have to assume that there is. The experiments show that this fear is real.

The NFBUK do not believe any further research is needed on this issue, as it is clear blind people are not using these designs. Bus stops should be brought back to the kerb to allow passengers to get on and off the bus

direct from the pavement as a matter of urgency. This is the only universal design which will be acceptable.

3) **The Chartered Institute for Highways and Transport** in 2024 [reported](#):

Bus stop bypasses can deter many disabled people from using buses, often the only accessible mode of transport available to them.

4) **The Disability Policy Centre** recommended in their report 'How To Make London An Accessible City For All' in 2023 [reported](#):

'Floating bus stops should be reviewed, for the potential danger, and threat to independence that they pose to disabled people- in particular those who are blind and are visually impaired. The implementation of these designs should be halted, and in consultation with disabled people, new designs should be implemented that are fully accessible.'

## **Appendix C Petition and signatories to NFBUK petition**

Urgent Petition To Request Immediate Moratorium On Anymore Floating Bus Stops and Shared Use Bus Borders in Active Travel Cycle Schemes in the UK. Supported by 295 Organisations from Across The UK.

National Federation of the Blind of the UKs petition:

- Direct access to and from the pavement to board and alight from the bus is protected for all bus passengers.
- No more bus stop by-passes or Copenhagen style bus stop / cycle track at bus border to be constructed in the UK.
- For all active travel schemes / street redesigns in planning process to be redesigned to ensure direct access from the pavement to the bus is protected.
- References to using bus stop bypasses and Copenhagen style bus stops / cycle track at bus borders be removed from all Guidance produced by the Department for Transport and by devolved parliaments in Scotland, Wales and Northern Ireland.
- For any remaining temporary bus stop bypasses and Copenhagen style bus stops / cycle track at bus borders added during COVID to be removed to ensure direct access to and from the pavement for all bus passengers is restored
- For guidance to be issued to ensure all bus stops that have been changed to accommodate cycle lanes to be changed back to ensure direct access to and from the bus stop / for all bus passengers

Supporting organisations for petition:



## **Supported by 295 organisations:**

- 1 Phoenix Talking Post trading name of Lewes & District Talking Newspapers
- 2 4 Sight Vision Sight, West Sussex
- 3 Action Disability Kensington and Chelsea (ADKC)
- 4 Action on Disability London
- 5 AGE CONCERN BANSTEAD
- 6 Age Concern Eastleigh
- 7 Age UK Barnet
- 8 Age UK Bexley
- 9 Age UK Bristol
- 10 Age UK Coventry & Warwickshire
- 11 Age UK Gateshead
- 12 Age UK Gloucestershire
- 13 Age UK Hammersmith and Fulham, London
- 14 Age UK Leicester Shire & Rutland
- 15 Age UK London
- 16 Age UK Manchester
- 17 Age UK Sunderland
- 18 Age UK Westminster
- 19 Angus Talking Newspaper Association
- 20 Antrim Lions
- 21 Association of British Commuters
- 22 Association of Talking Newspapers in Northern Ireland
- 23 Bardet-Biedl Syndrome UK
- 24 Barking and Dagenham Talking Newspaper.
- 25 Barnsley Blind and Partially Sighted Association
- 26 Bedfordshire NARPO Branch National Association of Retired Police Officers
- 27 Bexhill Talking Newspaper.
- 28 Beyond Sight Loss, London
- 29 Blackburn and District Blind Society
- 30 Blind Aid, London
- 31 Blind and Sight Impaired Society (BASIS)
- 32 Blind in Business
- 33 Blind in Greenwich
- 34 Blind Veterans UK
- 35 Bolton Newstalk.
- 36 Borders Older People's Forum, Scotland
- 37 Borders Talking Newspaper
- 38 Boston & South Holland Talking Newspaper
- 39 Bournemouth & Wessex Talking Newspaper
- 40 Bournemouth Blind Society
- 41 Bradbury Fields - A division of Catholic Blind Institute, Liverpool
- 42 Braille Chess Association
- 43 Brentwood and District Talking Newspaper

- 44 Bridgend Visually Impaired Society
- 45 Bristol and District Blind Bowls Club
- 46 British Blind Sport
- 47 British Wireless For The Blind
- 48 Bristol Older people's Forum
- 49 Bromley Experts by Experience
- 50 Buckinghamshire Disability Service
- 51 Bucks Vision
- 52 Burnley and District Talking News
- 53 Cam Sight
- 54 Centre for Disability Studies, University of Leeds
- 55 Charnwood Talking News
- 56 Chatterbox, Norwich Talking Newspaper
- 57 Chelmsford Talking Newspaper
- 58 Chesham Visually Impaired Bowling Club
- 59 Children Living with Autism Parent Advocacy Network
- 60 Chippenham & District Talking Newspapers
- 61 Choice in Hackney
- 62 Chronic Illness Inclusion
- 63 Community Broadcasting Services (Coventry)
- 64 Cornwall Branch NARPO National Association of Retired Police Officers
- 65 Coventry Resource Centre for the Blind
- 66 Craigavon Area Talking Newspaper Association
- 67 Crawley Audio News
- 68 Crediton Talking Newspaper
- 69 Crewe and Nantwich Talking Newspaper
- 70 Croydon Vision
- 71 CVI The Cerebral Visual Impairment Society
- 72 Dacorum Talking Newspaper
- 73 Darlington & District Talking Newspaper
- 74 Deafblind Enablement
- 75 Deafblind Scotland
- 76 Deafblind UK
- 77 Defiant Sports CIC, Defiant Sports Inclusion Hub, Eastbourne
- 78 Devon in Sight
- 79 Disability Action in Islington
- 80 Disability Advice Service Lambeth (DASL)
- 81 Disability Equality Scotland
- 82 Disability Rights UK
- 83 Disability Watford
- 84 Disabled Staff Network DSN University of Nottingham
- 85 Doncaster Talking Newspapers
- 86 Dorking & District Talking Newspaper
- 87 Dorset Blind Association
- 88 Dundee Blind & Partially Sighted Society

- 89 East Cheshire Eye Society
- 90 East Dunbartonshire Visually Impaired Peoples Forum, Scotland
- 91 East Shropshire Talking Newspaper
- 92 East Sussex Vision Support
- 93 Eastbourne Access Group
- 94 Eastbourne Blind Society
- 95 Ellesmere Port and Neston Talking Newspaper
- 96 Enfield Talking Newspaper
- 97 Enfield Vision, London
- 98 Epsom and Ewell Talking Newspaper
- 99 Esme's Umbrella
- 100 Essex Blind Charity
- 101 European Guide Dogs Federation
- 102 Eye Matter Empowering People With Visual Impairment
- 103 FATN Talking News Covering the Surrey and Hampshire borders
- 104 FENPROBE TALKING NEWS (ELY, CAMBRIDGESHIRE)
- 105 Fight for Sight
- 106 Five Valley Sounds - Stroud's Talking Newspaper
- 107 Focus Birmingham
- 108 FOREST TALK
- 109 Forth Valley Sensory Centre, Scotland
- 110 Galloways Society for the Blind
- 111 Glasgow Disability Alliance
- 112 Gloucester Talking Newspaper.
- 113 Gloucestershire Deaf Association
- 114 Goalball UK
- 115 Greenwich Talking Newspaper Association.
- 116 Grenestede Talking Newspaper ( East Grinstead)
- 117 Hackney Disability BackUp, London
- 118 Halifax Society for the Blind
- 119 Harrow Association of Disabled People
- 120 Hastings and St Leonards Seniors' Forum
- 121 Hearing Loss Cornwall
- 122 Henshaws, Manchester
- 123 Hereford Vision Links
- 124 Hornsey Pensioners Action Group
- 125 Illuminate Freedom Health and Well-Being CIC
- 126 Inclusion London
- 127 Independent Disability Council Leeds
- 128 Insight Gloucestershire
- 129 Keighley and District Talking Newspaper
- 130 Kent Association for the Blind
- 131 Keynsham Talking Newspaper
- 132 Kings Lynn Talking Newspaper association
- 133 Kingston Association for the Blind, London

- 134 Knutsford & District Talking News
- 135 Lambeth Pensioners Action Group (LAMPAG), London
- 136 Langbaugh Talking Newspaper (Redcar and Cleveland)
- 137 Leeds Society for Deaf and Blind People
- 138 Lincoln & Lindsey Blind Society
- 139 Liverpool Talking Newspaper for the Blind.
- 140 London Sports Club for the Blind
- 141 Macular Society
- 142 Manchester & District Branch of Narpo National Association Retired Police Officers
- 143 Maidenhead & District Talking Newspaper Association
- 144 Marlow - Maidenhead Passengers' Association
- 145 Merlin MS Centre, Nr St. Austell
- 146 Merton Centre for Independent Living, London
- 147 Merton Vision, London
- 148 Mid Essex Talking News
- 149 Middlesex Association for the Blind
- 150 Moorvision Devon and Cornwall
- 151 My Sight Nottinghamshire
- 152 MyVision Oxfordshire
- 153 N-Vision, Blackpool, Flyde & Wyre Society for the Blind
- 154 National Association of Disabled Staff Networks (NADSN)
- 155 National Federation of the Blind of the UK Leeds Branch
- 156 National Pensioners Convention
- 157 New Milton Talking Newspaper
- 158 Newcastle Vision Support
- 159 North Down Talking News
- 160 North East Sensory Services, Scotland
- 161 Nuneaton & Bedworth Talking Newspaper
- 162 Nystagmus Network
- 163 Older Peoples' Network in Croydon
- 164 OneChiswick, London
- 165 Open Sight, Eastleigh, Hampshire
- 166 Open Wings Adult Learning, Nottingham
- 167 Otley & District Talking Newspaper
- 168 Outlookers - The Local Sight Loss Charity
- 169 Oxtalk, the Oxford & District Talking Newspaper for the Blind
- 170 Pershore Talking Newspaper
- 171 PHAB
- 172 Pocklington Lodge Tenants' Association, London
- 173 Pontefract and Castleford Talking Newspaper.
- 174 PrioritEyes Ltd
- 175 Radlett Elstree Borehamwood And Shenley Talking Newspaper
- 176 Reading's Talking News.
- 177 Redbridge Talking Newspaper

- 178 Redditch and Bromsgrove Talking Newspaper
- 179 Redditch Association for the blind
- 180 Redditch Older Peoples Forum
- 181 Retina UK
- 182 Richmond Talking News
- 183 Rochdale Talking Newspaper
- 184 Rockvale rebound talking newspaper
- 185 ROUNABOUT TALKING NEWS
- 186 Rugby Talking Newspaper
- 187 Ruils-Independent Living, London
- 188 Sandwell Talking News
- 189 Sandwell Visually Impaired
- 190 Selby District Talking News
- 191 Sense
- 192 Sheffield Royal Society for the Blind
- 193 Sheffield Talking News
- 194 Sight Action Havering
- 195 Sight Action, Inverness, Scotland
- 196 Sight Concern Worcestershire
- 197 Sight for Surrey
- 198 Sight Loss Councils
- 199 Sight Loss Shropshire
- 200 Sight Scotland and Sight Scotland Veterans
- 201 Sight Support Derbyshire
- 202 Sight Support Hull & East Yorkshire
- 203 Sight Support Worthing
- 204 Sightloss Councils
- 205 Sightseekers, Chorley
- 206 Solihull Borough Talking Newspaper
- 207 Solway Sound, Talking Newspaper for Dumfries and Galloway
- 208 South London Resource Centre. For Visually Impaired People
- 209 Southampton Area Talking Echo
- 210 Southampton Sight
- 211 Southend in Sight
- 212 Southwark Irish Pensioners Project
- 213 Spinal Injuries Scotland
- 214 St Albans & District Talking Newspaper
- 215 St Edmundsbury Newstalk - West Suffolk Talking Newspaper
- 216 Staffordshire Sight Loss Association
- 217 Stonehaven & District Talking Newspaper
- 218 Sudbury Newstalk, Sudbury Suffolk
- 219 Sutton Seniors Forum
- 220 Sutton Vision
- 221 Swindon Bats Sports & Social Club
- 222 Swindon Blind Association



223 Talk Lochaber TNF member  
224 Talking Newspaper for Todmorden  
225 Talking Newspaper Islington  
226 Tamworth and Lichfield Brain Injury Support Group  
227 Tandridge Lions Talking Newspaper  
228 The Access Committee for Leeds  
229 The Cotswold Listener  
230 The North Norfolk Talking Newspaper - The Mardler  
231 The Partially Sighted Society  
232 The Ringwood & Fordingbridge Talking News  
233 The Scottish Centre for Personal Safety  
234 The Stevenage & North Herts Talking News  
235 The Talking News Federation  
236 The Tandridge Club for the Visually Impaired  
237 Thomas Pocklington Trust  
238 Three Rivers Talking Newspaper  
239 Tonbridge & Malling Seniors Forum  
240 Torch Trust  
241 Trowbridge Talking News  
242 UK Keratoconus Self-Help and Support Association  
243 Uttoxeter & Burton Talking News  
244 Vale Royal Talking News  
245 VI Talk  
246 VICTA  
247 Visibility Scotland  
248 Vision Norfolk  
249 Vision North Somerset  
250 Vision PK, Scotland  
251 Vision Support Barrow & District  
252 Vision Support Harrogate District  
253 Vision Support, Chester  
254 Visionary  
255 Visual Impairment Merthyr Tydfil, Wales  
256 Visually Impaired in Camden, London  
257 Visually Impaired Society of Richmond (VISOR) London  
258 Wakefield District Sight Aid  
259 Wakefield Talking Newspaper  
260 Wales Council for Deaf People  
261 Wales Council of the Blind  
262 Wallingford & District Talking Newspaper  
263 Walsall Society for the Blind  
264 Walsall Talking News  
265 Waltham Forest Blind Association  
266 Waltham Forest Disability Resource Centre  
267 Warminster and Westbury Talking Newspaper, Wiltshire.

268 Warrington Talking Newspaper  
269 Warwickshire Vision Support  
270 Watford Talking Newspaper  
271 Waveney Words  
272 Wealden Talking News  
273 Welwyn Hatfield Talking Newspaper Association  
274 West London Residents Association  
275 West Suffolk Talking Newspaper  
276 Western Enfield Residents Association, London  
277 Whitefield Blind Aid Committee  
278 Wilberforce Trust, York  
279 Wilmslow Talking Newspaper  
280 Windsor Talking Newspaper  
281 Winter Hill Insight, Bolton  
282 Wirral Society of the Blind and Partially Sighted  
283 Woking Talking Newspaper (1988) Association  
284 Worcester Talking News  
285 Yews Talking News of Mid-Sussex (Talking Newspaper)  
286 York Talking News  
287 Yorkshire Coast Sight Support  
288 London Blind Ramblers  
289 Dunfermline Sound (Talking Newspaper)  
290 British Wireless for the Blind Fund  
291 Leicester Disabled People's Access Group  
292 Civil Service Pensioners' Alliance (CSPA)  
293 Mysight York  
294 York Disability Rights Forum  
295 RNIB

## **Appendix D**

**Newspaper article from the Islington Tribune which explains about the removal of a shared use bus boarder due to the negative impact on blind and visually impaired bus passengers. Dated 4th March 2016.**

**Cycle lane that pedestrians branded dangerous is axed Published: 4 March, 2016 by JOE COOPER**

THE Town Hall has agreed to remove a raised cycle lane between the pavement and the road which has been branded “terrifying” by visually impaired people.

The lane has been raised to the level of the pavement so cyclists are not impeded by buses stopping. But Tufnell Park barrister Olav Ernstzen points out that it puts vulnerable pedestrians in danger by forcing them to step into the cycle lane. Cyclists racing home along New North Road pass inches from people stepping off buses at the stop at Elizabeth Avenue, Canonbury.

“It’s wrong in so many ways,” said Mr Ernstzen, who is chairman of Healthwatch Islington. “On a common-sense level or from an equality impact assessment perspective this fails.” Mr Ernstzen said bus travel was vital for the independence of disabled people in the borough. “It’s also a worry for parents with a baby in a buggy, wheelchair or mobility scooter users and people just coming home with shopping,” he added. “Cyclists have the choice of putting pedestrians at risk or, if they choose to go outside the bus where they now have less room, putting themselves at risk.”

The cycle lane is on the way to Moorfields Eye Hospital.

Elizabeth Jones, who set up Talking News Islington, said: “When I step off the bus I put my stick first. If that got caught in a cyclist’s wheel there could be a pile-up.” The council has agreed to remove the raised lane after admitting to Mr Ernstzen that it had not followed its own equalities

policy.

The Independent London Newspaper

# Islington Tribune

Camden Islington West End Arts & Entertainment Jobs Archive Competitions Shop

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Cycle lane that pedestrians branded dangerous is axed



Olav Ernstzen and Elizabeth Jones at the cycle lane that's to be removed

Published: 4 March, 2016

by JOE COOPER

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by JOE COOPER

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The lane has been raised to the level of the pavement so cyclists are not impeded by buses stopping.

But Tufnell Park barrister Olav Ernstzen points out that it puts vulnerable pedestrians in danger by forcing them to step into the cycle lane.

Cyclists racing home along New North Road pass inches from people stepping off buses at the stop at Elizabeth Avenue, Canonbury.

"It's wrong in so many ways," said Mr Ernstzen, who is chairman of Healthwatch Islington.

"On a common-sense level or from an equality impact assessment perspective this fails."

Mr Ernstzen said bus travel was vital for the independence of disabled people in the borough.

"It's also a worry for parents with a baby in a buggy, wheelchair or mobility scooter users and people just coming home with shopping," he added. "Cyclists have the choice of putting pedestrians at risk or, if they choose to go outside the bus where they now have less room, putting themselves at risk."

The cycle lane is on the way to Moorfields Eye Hospital.

Elizabeth Jones, who set up Talking News Islington, said: "When I step off the bus I put my stick first. If that got caught in a cyclist's wheel there could be a pile-up."

The council has agreed to remove the raised lane after admitting to Mr Ernstzen that it had not followed its own equalities policy.

Transport chief Councillor Claudia Webbe said: "Our designs here could have been better as it is clear that Mr Ernstzen's needs were not considered."

"The council has listened to the concerns and I have requested the removal of this 'shared space' and a better solution for cycle safety that does not disadvantage bus passengers, particularly those who are disabled."

Mr Ernstzen and Ms Jones are working with the Thomas Pocklington Trust to try to establish a support and advocacy group for people with sight loss in Islington. Most other London boroughs have their own dedicated groups.

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