

# Leeds station - south entrance

[Making travel accessible] – a social performance case study

## The project

Leeds station is Britain's third busiest outside London, and due to the city's south bank area becoming increasingly busy, a new southern station entrance was created to reduce congestion and improve passenger journey times.

The original station design faced objection from the Access Committee for Leeds on the grounds that it discriminated against disabled people. To ensure the design was inclusive and provided appropriate fair access, the station project team worked with Network Rail's Built Environment Access Panel (BEAP) and the Access Committee for Leeds during the design and construction process. BEAP is an independent group of disabled and older people who are experts in access and inclusive design and who advise on Network Rail work.



## The key benefits delivered

Benefit to society: BEAP and the Access Committee for Leeds were consulted at every stage and the south bank now boasts an attractive, safe, step-free and inclusive route into the station. All stakeholders agree the project has been a huge success and the local community feel listened to and supported.

Benefit to the business: Working with key stakeholders has improved our reputation as an organisation that cares for its local communities. What started as a difficult, emotional conversation became a partnership focused on innovative and inclusive design that benefited the business, the passengers and the local community. The new entrance has improved journey times by up to one hour and has reduced passenger congestion by 20%.

## Lessons learned

- Engaging with BEAP at the beginning of the design process would have improved relationship with local disability groups and could have reduced complaints and negative press associated with the station design.
- BEAP and other relevant stakeholders could have influenced during design stage, keeping the project on time and in budget. If the early station design had been focused on function, fair access would have been considered from the very beginning.

## Who to contact for more information

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