# Customer Service and Operational Performance Panel



Date: 6 June 2018

Item: Independent Evacuation of Disabled People from London

**Underground Stations in a Security Incident** 

## This paper will be considered in public

## 1 Summary

- 1.1 This paper summarises the actions being taken to ensure that we consider the needs of disabled customers to evacuate independently in response to a security incident. This report was also considered at the Safety, Sustainability and Human Resources Panel at its meeting of 28 February 2018.
- 1.2 Our normal method of evacuating a station will ensure that the needs of disabled customers to evacuate unaided is considered and this has been helped by the significant changes in fire safety on our stations over recent decades which have significantly reduced the risk of fire. Circumstances within a serious security event may prevent our staff from conducting a 'sweep' as part of the evacuation process and we need to consider other methods of risk reduction.
- 1.3 The railway environment is not unique in having this challenge, however the widespread existence of stations 'underground' does present challenges.
- 1.4 Additional information is provided on Part 2 of the agenda. This information is exempt from publication by virtue of paragraph 7 of Schedule 12A of the Local Government Act 1972 in that it contains information relating to actions taken in connection with the prevention, investigation or prosecution of crime. Any discussion of that information must take place after the press and public have been excluded from this meeting.

#### 2 Recommendation

2.1 The Panel is asked to note this paper and the exempt supplemental information on Part 2 of the agenda.

## 3 Background

3.1 London Underground is an open mass transport system and aviation style security is not a practical option. This means that in addition to a range of preventative measures to reduce the risk of security incidents we also need a comprehensive range of response arrangements that enable:

- (a) the differentiation of a genuinely hazardous incident from unusual nonhazardous events:
- (b) movement of people away from the risk;
- (c) prevention of further people moving towards the risk;
- (d) prompt reporting to emergency services; and
- (e) a structured incident management capability that enables LU to take the right action in conjunction with partner agencies.
- 3.2 It is the processes of moving people away from risk and preventing further people from moving towards the risk that require review in terms of how we consider this group of customers and is set out in more detail in Part 2 of the agenda.

# List of appendices to this report:

Appendix 1 - Supplementary exempt information is attached to Part 2 of the agenda.

### **List of Background Papers:**

None

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