

Ickenham becomes the latest step-free Tube station, raising total to 84

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Transport for London (TfL) has announced that Ickenham Underground station has become step-free, helping people with accessibility needs to access the station and the wider transport network, significantly improving their journeys.

Ickenham Underground station has recently received upgrades to improve accessibility. The station now has two new lifts and improved signage giving customers step-free access from street to the station platforms. Alongside the upgrades, manual boarding ramps will still be available to assist customers to get from train to platform, as well as existing tactile paving covering the full length of both platforms.

The new lifts will greatly improve access within the station and wider transport network for people with mobility needs, heavy luggage or with children in buggies.

The completion of accessibility works at Ickenham brings the total number of step-free stations on the Tube to 84. This follows Debden station, which became step-free in April, with work continuing at Osterley, Harrow-on-the-Hill, Sudbury Hill and Wimbledon Park, all of which are scheduled to become step free later this year. Additional improvements to accessibility will be made at Ickenham station next year, which will

include a brand-new step-free accessible car park, comprising three blue badge spaces next to the station.

Heidi Alexander, Deputy Mayor for Transport, said: “Making London’s transport network accessible for all continues to be a key priority, and step-free access at Ickenham station will make a huge difference to the daily lives of passengers with mobility needs as well as the wider public. It’s great news that 84 Tube stations are now step-free, with even more to come later this year.”

Esther Sharples, Director of Asset Performance and Capital Delivery, said: “Ickenham station becoming step-free is another milestone in TfL’s pledge to make the network more accessible. People with disabilities, people with buggies and people carrying luggage can now travel with greater ease. Improving accessibility is one of our top priorities as we want all Londoners to feel comfortable and confident when using our services.”

As more people begin to use the Tube network, TfL is striving to make travel safe, clean and reliable for everyone. To support this, all London Underground, Overground and Rail stations, including Ickenham, offer a Turn-up-and-go service for customers needing assistance with their journey on TfL’s services. Customers using this service do not need to pre-book assistance and can request help on arrival at the station. TfL staff are trained to offer support and advice to help customers with accessibility needs complete their journeys. Find out more about Turn Up and Go and other accessibility services that TfL provides here: [Help from staff – Transport for London](#)

London Underground staff can assist wheelchair users by pushing their wheelchair, if needed, and can guide visually impaired customers by the arm. Staff guiding visually impaired customers will wear a single-use disposable sleeve on their arm to give both customers and staff additional protection. Members of staff can also remove their face covering to speak with customers at a 2m social distance.

As has been the case since July 2020, TfL continues to run near-normal levels of service across the public transport network and its enhanced cleaning regime continues to make the network cleaner than ever. Trains, trams, buses and stations are cleaned with hospital-grade cleaning substances that kill viruses and bacteria on contact and provide ongoing protection.

Independent testing by Imperial College London has been carried out monthly since September, taking swabs of touch points in stations, buses and air samples in ticket halls and has found no traces of coronavirus on the public transport network.

Extensive signage is in place on trains, buses, trams, platforms and stations, reminding those who need to travel to socially distance. More than 1,000 hand sanitisers are installed across the network and 200 UV devices are continually sanitising escalator handrails.

Air continuously flows through buses, trains, trams and stations, keeping the network well ventilated. Face coverings must be worn, covering both the mouth and nose, in stations, on platforms and for the full duration of a journey, unless an exemption applies.

Visitors are encouraged to make journeys on public transport at quieter times, which are between 08:15

and 16:00 and after 17:30 during the week, and before noon and after 18:00 at weekends. The latest service information will be available online and through TfL travel tools including the TfL Go app, which enables customers to access live updates and train times for every station as well as the quieter times to travel.

Photo credit: Transport for London