

Our ref: FOI 26/23

12th June 2026

Dear [REDACTED]

Thank you for your request of 21st April 2026. I would like to apologise again for the delay in sending responses to you. We have reviewed your request and determined that it seeks "environmental information" as defined in regulation 2(1) of the Environmental Information Regulations 2004. Accordingly, we have handled it under the EIR rather than the Freedom of Information Act 2000.

The Royal Parks has provided answers in bold below:

Please will you send me the following information:

1. *Documents since 1.01.2022 relating to the monitoring of the impacts of the effects of the road closures of the Movement Strategy on disabled people. This will include documents relating to engagement with stakeholders and groups representing disabled people to address accessibility concerns and seek opportunities to improve access.*

Since 2021 there have been no further surveys on this subject.

2. *Documents relating to the evaluation of the use of the RP1 bus in Richmond Park, including but not confined to:*

a. *Numbers of users*

- **In 2023 – 1969**
- **In 2024 – 2807**
- **In 2025 – 4163**
- **In 2026 – 1692 (up to 05/05/2026)**

b. *Age bands of users*

c. *Numbers of users per post code (first three digits)*

d. *Frequency of use by individual users*

e. *Numbers of wheelchair users*

f. *Numbers of users with limited mobility*

In line with the General Data Protection Regulations (GDPR) It is not reasonably practicable within the charity's resource to collect, process and store this data. The Royal Parks has increased the availability of the free bus service which is run by volunteers from March to November each year, 3 days per week. Visitors using this service are from all over the world, but we do have some regular local users too. The Charity has also included further services on 2-3rd May to support visitors to the Isabella Plantation. Please see our website for further information on the Richmond Park minibus service: [Free minibus service in Richmond Park | The Royal Parks](#)

3. *Scope/terms of reference for the Sensory Trust's work/consultation for TRP since 1st January 2025.*

The Sensory Trust has carried out an accessibility audit in Hyde Park and we are planning to extend this to other parks including Richmond. The Audit covers pre visit

information, arrival and welcome, transport and accessible parking, visitor movement, interpretation and information and facilities.

4. Current job descriptions and person specifications of any TRP posts that require professional and/or lived experience of disability and have responsibility for assessing, advising and addressing the impact of TRP policies on disabled users of The Royal Parks, and the dates these posts were filled.

The Royal Parks do not have any posts that require professional and/or lived experience of disability. For the past three years the Royal Parks has resourced a small team focused on access and engagement to offer opportunities for local groups, individuals, charities and organisations to gain access, connect and learn about nature, heritage and wellbeing in our parks. They also work with local park teams and seek to improve accessibility into our green spaces. Since the introduction of the team, it has made considerable progress internally and externally. The team has also raised awareness of this area of work across the charity and created long lasting connections with local communities and organisations.

I hope this information satisfies your request.

Right of Review

If you are dissatisfied with this response, you may request an internal review within 40 working days of the date of this letter, quoting the reference at the top of the page and should be addressed to:

Records Manager
The Royal Parks
The Old Police House
Hyde Park
London
W2 2UH

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision, quoting the reference at the top of the page. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Records Manager | records@royalparks.org.uk | www.royalparks.org.uk |
The Old Police House | Hyde Park | London | W2 2UH