

Customer Equality Impact Assessment (EQIA) Form

The Equality Impact Assessment (EQIA) is a means by which we can demonstrate how we have considered inclusion and put people at the heart of the decisions and changes we make. It is a tool to explore the potential for a service, project, programme, or business plan to have an impact on a particular protected characteristic, inclusion groups, or community. This includes the impact on one or more of these groups:

- Protected characteristic groups (as outlined in the Equality Act 2010)
- Disadvantaged or marginalised groups or communities
- Deprivation and socio-economic disadvantage within local communities

Please note:

To comply with our agreed policy on completing Equality Impact Assessment (EQIA) and meet our requirements under legislation, all new strategies, policies, business plans, change programmes or projects must be impact assessed before being introduced. Within this document, you will need to provide evidence to demonstrate:

- Consideration of the impact of your initiative for each protected characteristic and other disadvantaged groups and communities
- Assessment of the impact you have identified and a clear action plan to mitigate the issues and concerns which arise from this.

The steps for completing EQIA are:

- Introduction of aims/objectives/focus
- Gather evidence in relation to all relevant protected characteristics and inclusion groups
- Engagement and consultations – consult and engage with relevant stakeholders/inclusion groups/communities and seek feedback
- Assess or identify potential impacts
- Act on the results including planning actions to mitigate potential negative impact
- Monitoring and evaluation
- Make the right decision based on the evidence and findings from the assessment
- Sign-off

Draft or completed customer EQIA should be submitted to Customer EQIA [inbox](#) and a superuser or member of the customer D&I team will be allocated to review the document. Please ensure you have read the customer EQIA guidance before using this form.



1. Key information and clarifying aims

Title of strategy, service, business plan, programme, or project	Routes 259, 279 and 349 re-structure			Unique ID No. <i>(To be assigned by the D&I team)</i>	
Team/Department/Directorate	Public Transport Service Planning (PTSP) – Bus Network Planning				
Date EQIA started	16/10/2025	Date EQIA completed			
Project Stage	Project initiation				
What is the focus of this EQIA? <i>(Please tick which is appropriate)</i>	Service	Project	Programme	Strategy or business plan	Others <i>(please state below)</i>
	X				
Provide background information and outline the aims/objectives/scope of the strategy, service, business plan, programme, or project	<p>Background</p> <p>Requests have been received from local stakeholders to remove the route 279 stand-working at Manor House Station. Surplus capacity has also been identified on the A10 and A1010 corridor between Seven Sisters and Silver Street, on Seven Sisters Road and on Caledonian Road. Proposals have been developed that would remove the requirement for route 279 to stand and turn at Manor House and better match capacity to demand on these corridors:</p> <p>Summary of proposals and rationale for change</p> <p>Proposal:</p> <ul style="list-style-type: none"> • Withdraw route 349 • Restructure route 259 to run between Ponders End and Holloway, Nags Head • Restructure route 279 to run between Waltham Cross and Stamford Hill <p>Rationale:</p>				



	<ul style="list-style-type: none"> • Restructuring route 279 would remove the need for it to turn on Seven Sisters Road at Manor House • Withdrawing route 349 and re-structuring routes 259 and 279 would help to better match capacity to demand on the Caledonian Road, Seven Sisters Road and Tottenham High Road corridors. It would also rationalise and simplify the network by reducing the number of parallel routes on all three corridors, while retaining key links and introducing new links • A restructured route 259 would retain current links between Edmonton Green and Holloway and help to provide sufficient capacity between Ponders End and Edmonton Green. It would also create new direct links between the Holloway/Finsbury Park and Hertford Road/Ponders End areas. • Re-routeing the 279 would replace links currently provided by route 349 between Ponders End and Stamford Hill. It would also provide new links between Stamford Hill and Enfield Wash/Freezywater/Waltham Cross
<p>Who would benefit or be impacted by your strategy, service, business plan, programme, or project <i>(Please provide details of below)</i></p>	
<p>Customer</p>	<p>Current route 259 passengers</p> <ul style="list-style-type: none"> • A restructured 259 would retain current links between Edmonton Green and Holloway, Nags Head. However, approximately 2,660 daily trips are made on route 259 between Edmonton Green-Holloway Nags Head and Holloway Road-Nags Head-King’s Cross. Those passengers would need to change between bus route 259 and 17 or 91 to complete their journey in future. • For southbound journeys, same-stop interchange would be available between routes 259 and route 91 at Stop R “Holloway Road” on Tollington Road. A shelter, seating and a Countdown sign with real-time bus arrival information is available at Stop R. A streetlight helps to provide additional lighting. There is ample pavement width at Stop R. • Southbound interchange would also available between two different stops for passengers to change from route 259 to 17 or 91. Route 259 would serve Stop X “Caledonian Road” on Camden Road in future. Stop X has a shelter with seating and the pavement is free from street furniture which might otherwise have impeded alighting passengers. Passengers would be able to access a high frequency of service to continue their journey by boarding route 17 or 91 at Stop V “Caledonian Road / Camden Road” on Caledonian Road. Stop V has a shelter, seating and a Countdown sign and the adjacent pavement is free from street furniture or other obstacles. Stop V is approximately 130-metres from Stop X via a signalised pedestrian crossing with tactile paving on Caledonian Road. Biddestone Road would also need to be crossed. There is no formal pedestrian crossing on Biddestone Road but there is a lowered kerb with tactile paving at each side of the road to aid crossing and the road has relatively light traffic. Information about the changes and signage directing



passengers to Stop V can be provided at Stop X.

- For northbound journeys, same-stop interchange would be available between route 17 or 91 and route 259 at Stop L “Chambers Road” on Parkhurst Road. A shelter, seating and a Countdown sign with real-time bus arrival information is available at Stop L. The immediate kerbside is free from street furniture which might otherwise have impeded passengers.

New links on route 259

- Re-routeing the 259 to terminate at Ponder End would provide new direct links between Hertford Road, Ponders End and Manor House Station, Finsbury Park and Nag’s Head. Passengers travelling between these locations would experience quicker journey times and would no longer need to change between bus routes in future.

Current route 349 passengers

- Re-routeing the 279 to terminate at Stamford Hill would retain all links currently provided by route 349, with the exception of trips made between a pair of stops on Southbury Road at the Ponders End terminus of route 349 and stops south of Seven Sisters Road. This link accounts for approximately 40 daily trips in both directions. Passengers would need to change between route 259 and 279 to complete their journey in future.
- For southbound journeys, same-stop interchange would be available at 23 stops on the A110 and the A10. All 23 stops have a shelter with seating with the exception of Stop N “Tottenham Hotspur Football Club” on Tottenham High Road. Eight of the 23 stops have a Countdown sign fitted to provide real-time bus arrival information. Southbound bus stop locations with Countdown signs are set out below:
 - Stop LC “Cuckoo Hall Lane” on Hertford Road
 - Stop K “Shrubbery Road” on Fore Street
 - Stop G “Brettenham Road” on Fore Street
 - Stop E “Angel Corner” on Fore Street
 - Stop K “Colyton Way” on Fore Street
 - Stop L “Nutfield Close” on Fore Street
 - Stop A “Lordship Lane” on Tottenham High Road
 - Stop W “Tottenham Town Hall” on Tottenham High Road



- For northbound journeys, same-stop interchange would be available at 27 stops on the A110 and the A10. 25 of the 27 northbound interchange stops have a shelter with seating, and 9 stops have a Countdown sign fitted to provide real-time bus arrival information. Northbound bus stop locations with Countdown signs are set out below:

- Stop G “College of North East London” on Tottenham High Road
- Stop V “Tottenham Town Hall” on Tottenham High Road
- Stop J “Bruce Grove Station” on Tottenham High Road
- Stop R “Lordship Lane” on Tottenham High Road
- Stop S “Tottenham Sports Centre” on Tottenham High Road
- Stop U “White Hart Lane Station” on Tottenham High Road
- Stop L “Colyton Way” on Fore Street
- Stop LM “Forest Road / Jubilee Park” on Hertford Road
- Stop LP “Cuckoo Hall Lane on Hertford Road

Current route 279 passengers

- Re-routing the 259 to terminate at Ponders End would retain all links currently provided by route 279 between Ponders End and Manor House Station. The re-routed 279 would continue to provide a direct link for all trips between Waltham Cross and Seven Sisters. Passengers who travel on route 279 between the section north of Ponders End and the section on Seven Sisters Road would need to change between routes 279 and 259 to complete their journey in future.
- For southbound journeys, same-stop interchange would be available at 23 stops on the A110 and the A10. All 23 stops have a shelter with seating with the exception of Stop N “Tottenham Hotspur Football Club” on Tottenham High Road. Eight of the 23 stops have a Countdown sign fitted to provide real-time bus arrival information. Southbound bus stop locations with Countdown signs are set out below:
 - Stop LC “Cuckoo Hall Lane” on Hertford Road
 - Stop K “Shrubbery Road” on Fore Street
 - Stop G “Brettenham Road” on Fore Street
 - Stop E “Angel Corner” on Fore Street
 - Stop K “Colyton Way” on Fore Street



- Stop L “Nutfield Close” on Fore Street
 - Stop A “Lordship Lane” on Tottenham High Road
 - Stop W “Tottenham Town Hall” on Tottenham High Road
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 - Stop S “Tottenham Sports Centre” on Tottenham High Road
 - Stop U “White Hart Lane Station” on Tottenham High Road
 - Stop L “Colyton Way” on Fore Street
 - Stop LM “Forest Road / Jubilee Park” on Hertford Road
 - Stop LP “Cuckoo Hall Lane on Hertford Road

New links on route 279

Re-routing the 279 to terminate at Stamford Hill would provide new direct links between Waltham Cross, Freezywater, Enfield Wash and South Tottenham/Stamford Hill. Passengers travelling between these locations would experience quicker journey times and would no longer need to change between bus routes in future.

Broken links

As described above, the proposed changes to routes 259, 279 and 349 would mean that some passengers would no longer be able to make a direct bus journey without having to change between buses or undertake an additional pedestrian route. The estimated number of daily trips which could no longer be undertaken on a direct



bus journey – or broken links – is shown in the table below. This includes estimated trips using Freedom Passes and young persons’ tickets ¹

Route	Total trips	Broken links	% of total trips	Disabled Person's Freedom Pass	% of broken links	Older Person's Freedom Pass	% of broken links	Young person's ticket type	% of broken links
349	12,259	46	0.4%	2	4%	3	6%	3	7%
259	15,976	2,883	18.0%	88	3%	171	6%	218	8%
279	28,533	528	1.8%	13	2%	28	5%	30	6%
Total	56,768	3,456	6.1%	103	3%	202	6%	250	7%

Routes 259, 279 and 349 run through the London boroughs of Camden, Enfield, Hackney, Haringey and Islington.

2. The Evidence Base

Consider evidence in relation to all relevant protected characteristics and inclusion group listed in the table below. Please note that change always disproportionately impacts all protected characteristics, so there should be no blank boxes. Consideration should be given not just to the proposal impact but how you intend to communicate and engage on the proposed change.

Protected Characteristic and inclusion group	Data and evidence to support your assessment <i>(Record here the data you have gathered about the diversity of the people potentially impacted by this work. Please include any research on the issues affecting inclusion in relation to your work).</i>
Age	<p>Older People</p> <ul style="list-style-type: none"> 12% of passengers using routes 259, 279 and 349 are ‘Older Person’s Freedom Pass’ holders.² This is shown by

¹ Oyster Data P13 2024-25.



route below. Not all older people have a Freedom Pass.

Route	Older Person's Freedom Pass
349	12.3%
259	11.6%
279	11.7%
Total	11.8%

- 10% of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington are aged 65 or over.³ This is shown below by borough.

Borough	Total no. of residents	Age 65 and over	% Age 65 and over
Camden	220,338	23,977	11%
Enfield	312,466	38,833	12%
Hackney	246,270	17,395	7%
Haringey	254,926	22,369	9%
Islington	206,125	18,036	9%
Total	1,240,125	120,610	10%

- 8% of bus users in London are aged 65 or over, which is lower than the population of London as whole (11%).⁴
- The bus is a key form of transport for people aged 65 and over, with 61% saying they use the bus at least once a

² Oyster Data P9 2023-24.

³ <https://www.ons.gov.uk/census/2011census>

⁴ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>



week (the same amount as for all Londoners).⁵

Young People

- 13% of passengers using routes 259, 279 and 349 use young persons' ticket types.⁶ This is shown by route below. Not all young people have a young persons' ticket type.

Route	Young person's ticket type
349	14.4%
259	10.3%
279	15.3%
Total	13.3%

- 33% of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington are young people under 25.⁷ This is shown below by borough.

⁵ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁶ Oyster Data P9 2023-24.

⁷ <https://www.ons.gov.uk/census/2011census>



Borough	Total no. of residents	Under 25	% Under 25
Camden	220,338	68,046	31%
Enfield	312,466	107,985	35%
Hackney	246,270	83,482	34%
Haringey	254,926	82,209	32%
Islington	206,125	62,243	30%
Total	1,240,125	403,965	33%

- 29% of bus users in London are young people under 25, which is lower than the population of London as a whole (32%).⁸

Disability (please consider all forms of disabilities)

- 4% of passengers using routes 259, 279 and 349 are ‘Disabled Person’s Freedom Pass’ holders.⁹ This is shown by route below. Not all disabled people have a Freedom Pass.

Route	Disabled Person's Freedom Pass
349	4.0%
259	4.6%
279	4.1%
Total	4.2%

- 15% of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington have a disability which limits their day today activities.¹⁰ This is shown below by borough.

⁸ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

⁹ Oyster Data P9 2023-24.

¹⁰ <https://www.ons.gov.uk/census/2011census>



	<table border="1"> <thead> <tr> <th>Borough</th> <th>Total no. of residents</th> <th>Residents with a disability</th> <th>% of all residents</th> </tr> </thead> <tbody> <tr> <td>Camden</td> <td>220,338</td> <td>31,831</td> <td>14%</td> </tr> <tr> <td>Enfield</td> <td>312,466</td> <td>47,979</td> <td>15%</td> </tr> <tr> <td>Hackney</td> <td>246,270</td> <td>35,684</td> <td>14%</td> </tr> <tr> <td>Haringey</td> <td>254,926</td> <td>35,663</td> <td>14%</td> </tr> <tr> <td>Islington</td> <td>206,125</td> <td>32,271</td> <td>16%</td> </tr> <tr> <td>Total</td> <td>1,240,125</td> <td>183,428</td> <td>15%</td> </tr> </tbody> </table>				Borough	Total no. of residents	Residents with a disability	% of all residents	Camden	220,338	31,831	14%	Enfield	312,466	47,979	15%	Hackney	246,270	35,684	14%	Haringey	254,926	35,663	14%	Islington	206,125	32,271	16%	Total	1,240,125	183,428	15%
	Borough	Total no. of residents	Residents with a disability	% of all residents																												
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Total	1,240,125	183,428	15%																													
	<ul style="list-style-type: none"> • 10% of bus users in London are disabled ¹¹, which is lower than the population of London as a whole (14%) ¹². • Data on bus usage by carers is not currently available. 																															
Sex (<i>male, female, non-binary and other identities</i>)	<ul style="list-style-type: none"> • Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level. • 51% of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington are women and 49% are men.¹³ This is show below by borough. 																															

¹¹ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹² <https://www.ons.gov.uk/census/2011census>

¹³ <https://www.ons.gov.uk/census/2011census>



Borough	Total no. of residents	Women	Men	% of total residents women	% of total residents men
Camden	220,338	112,453	107,885	51%	49%
Enfield	312,466	161,812	150,654	52%	48%
Hackney	246,270	124,241	122,029	50%	50%
Haringey	254,926	128,702	126,224	50%	50%
Islington	206,125	104,720	101,405	51%	49%
Total	1,240,125	631,928	608,197	51%	49%

- 57% of day bus users in London are women, which is higher than the population of London as a whole (51%).¹⁴
- 43% of day bus users in London are men, which is lower than the population of London as a whole (49%).¹⁵
- The bus is the second most frequently used type of transport (after walking) among women, with 63% using the bus at least once a week. Women are also more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14% compared with 28%). 34% cent of women say they are generally worried compared with men (27%).¹⁶
- Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.¹⁷
- Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14% compared with 28%). 34% cent of women say they are generally worried compared with men (27%). Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37% compared with 28% of men). These concerns can be
- Women get paid less than men on average. The median salary in 2016 for a woman in London was £26,277 compared with £36,761 for men. This is partly due to the increased number of part-time positions held by women in London (70%). However, even when looking solely at full-time salaries, there is still a discrepancy in the average annual pay for women and men; the median full-time annual pay for a woman in London is £32,151, compared

¹⁴ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹⁵ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

¹⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

¹⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



	with £39,927 for a man.
Gender reassignment	<ul style="list-style-type: none"> • Data on bus usage by individuals who share this protected characteristic is not currently available at any level. • Data on residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington who share this protected characteristic is not currently available. • Individuals who have undergone or are undergoing gender reassignment are statistically more vulnerable to verbal and physical abuse.¹⁸ One in five LGBT people in Britain (21%) experienced a hate crime or incident due to their sexual orientation and/or gender identity in 2019.¹⁹ Two in five trans people (41%) experienced a hate crime or incident, because of their gender identity in 2019 and one in six LGB people, who aren't trans (16%), have experienced a hate crime or incident due to their sexual orientation in the same period.²⁰
Marriage/civil partnership	<ul style="list-style-type: none"> • Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level. • Data on residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington who share this protected characteristic is not currently available.
Pregnancy/maternity	<ul style="list-style-type: none"> • Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level. • Data on residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington who share this protected characteristic is not currently available. • Women make up 57% of the ridership on buses in London²¹ and a significant number of these may be accompanied by young children or may be pregnant. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.²² • The bus is perceived to be more child-friendly and educational than other types of transport such as the Tube.²³
Race	<ul style="list-style-type: none"> • Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level. • 38% of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington are from Black and Asian Minority Ethnic communities.²⁴ This is show below by borough.

¹⁸ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

¹⁹ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

²⁰ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

²¹ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

²² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

²³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



- 62% of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington
- are White.²⁵ This is show below by borough.

Borough	Total no. of residents	Black and Asian Minority Ethnic		White	
		No. of residents	% of total residents	No. of residents	% of total residents
Camden	220,338	74,283	34%	146,055	66%
Enfield	312,466	121,826	39%	190,640	61%
Hackney	246,270	111,653	45%	134,617	55%
Haringey	254,926	100,583	39%	154,343	61%
Islington	206,125	65,610	32%	140,515	68%
Total	1,240,125	473,955	38%	766,170	62%

- 47% of bus users in London are from Black and Asian Minority Ethnic communities²⁶, which is higher than the population of London as a whole (40%).²⁷
- 53% of bus users in London are White²⁸, which is lower than the population of London as a whole (60%).²⁹
- Black and Asian Minority Ethnic Londoners are less likely than White Londoners to be in employment (57% Black and Asian Minority Ethnic compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% Black and Asian Minority Ethnic compared with 25% White).³⁰
- The bus is the second most frequently used type of transport (after walking) among Black and Asian Minority Ethnic people, with 65% using the bus at least once a week.³¹
- 31% of Black and Asian Minority Ethnic Londoners indicate slow journey times as a barrier to greater public transport use.³²

²⁴ <https://www.ons.gov.uk/census/2011census>

²⁵ <https://www.ons.gov.uk/census/2011census>

²⁶ <http://content.tfl.gov.uk/tfl-bus-users-survey.pdf>

²⁷ <https://www.ons.gov.uk/census/2011census>

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²⁹ <https://www.ons.gov.uk/census/2011census>

³⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



	<ul style="list-style-type: none"> • Black and Asian Minority Ethnic Londoners are significantly less likely than White Londoners to say that they are ‘not at all worried’ about personal security while using London’s public transport (16% Black and Asian Minority Ethnic compared with 23% White). Also 33% cent of Black and Asian Minority Ethnic Londoners say they are generally worried compared with 29% White Londoners. The level of worry rises to 40 per cent among Asian Londoners.³³ Black and Asian Minority Ethnic Londoners are also considerably more likely than white Londoners to have felt worried about their personal security in the past three months while using public transport (37 per cent have experienced a specific worrying incident, compared with 30% of White Londoners. This increases to 43% of mixed ethnicity Londoners).³⁴ Black and Asian Minority Ethnic Londoners are more at risk of being killed or seriously injured on London’s roads, with children in this group being on average 1.5 times more likely to be affected than non- Black and Asian Minority Ethnic children. Black and Asian Minority Ethnic Londoners are less likely than white Londoners to say that they feel safe from accidents when walking around London during the day (22% Black and Asian Minority Ethnic feel ‘very safe’ compared with 30% White).³⁵ • 49% of Black and Asian Minority Ethnic Londoners cite overcrowding as one of the prominent barriers to increased public transport use.³⁶ • Cost of travel is more often mentioned as a barrier to public transport use by Black and Asian Minority Ethnic Londoners (51%). Black and Asian Minority Ethnic Londoners are less likely than White Londoners to be in employment (57% Black and Asian Minority Ethnic compared with 64% White). They are also more likely to live in households with an average annual income below £20,000 (33% Black and Asian Minority Ethnic compared with 25% White).³⁷
<p>Religion or belief</p>	<ul style="list-style-type: none"> • Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level. • A summary of the percentages of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington who share this protected characteristic is set out in the following table.³⁸

³² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁴ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

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³⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

³⁸ <https://www.ons.gov.uk/census/2011census>



Borough	Total no. of residents	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	R no
Camden	220,338	34.0%	1.3%	1.4%	4.5%	12.1%	0.2%	0.6%	25.5%	
Enfield	312,466	53.6%	0.6%	3.5%	1.4%	16.7%	0.3%	0.6%	15.5%	
Hackney	246,270	38.6%	1.2%	0.6%	6.3%	14.1%	0.8%	0.5%	28.2%	
Haringey	254,926	45.0%	1.1%	1.8%	3.0%	14.2%	0.3%	0.5%	25.2%	
Total	1,034,000	42.8%	1.1%	1.8%	3.8%	14.3%	0.4%	0.6%	23.6%	

Sexual orientation

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- Data on residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington who share this protected characteristic is not currently available.
- A summary of the percentages for London residents who share this protected characteristic is set out in the following table.³⁹

Sexual Identity	Number (thousands)	Percent of population
Heterosexual or straight	6,342	90%
Gay or lesbian	140	2%
Bisexual	44	1%
Other	41	1%
Don't know or refuse	496	7%
Total	7,063	100%

- Lesbian, Gay, Bisexual and Trans (LGBT) people are statistically more vulnerable to verbal and physical abuse.

³⁹ <https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/datasets/sexualidentityuk>



	<p>One in five LGBT people in Britain (21%) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.⁴⁰ Two in five trans people (41%) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16%), have experienced a hate crime or incident due to their sexual orientation in the same period.⁴¹</p> <ul style="list-style-type: none"> • LGB Londoners are significantly more likely than heterosexual Londoners to have experienced unwanted sexual behaviour or hate crime while using public transport in London (16% said they had personally experienced unwanted sexual behaviour compared with 10% of heterosexual Londoners).⁴² • Significantly greater proportions of LGB Londoners than heterosexual Londoners were subjected to sexual comments (45% compared with 34%) or sexual gestures (29% compared with 19%).⁴³ LGBT people are statistically more vulnerable to verbal and physical abuse.⁴⁴ • Cost of travel is mentioned as a barrier to public transport use by LGB Londoners (41%).⁴⁵
<p>Disadvantaged, inclusion groups and communities e.g., carers, refugees, low income, homeless people etc.</p>	<ul style="list-style-type: none"> • Data on bus usage by carers, refugees and homeless people is not currently available.
<p>Deprivation and socio-economic disadvantage of local communities e.g., people with lack of access to housing, education, social</p>	<ul style="list-style-type: none"> • Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level. • On average 41% of residents of London boroughs of Camden, Enfield, Hackney, Haringey and Islington live in lower income households (less than £20,000 per year), compared to 28% of Londoners.⁴⁶ • The bus is the second most common type of transport used by Londoners on lower incomes (69% use the bus at least once a week, compared with 59% of all Londoners), but this group tends to travel less frequently than Londoners overall (2.2 trips per weekday on average compared with 2.4 among all Londoners).⁴⁷

⁴⁰ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

⁴¹ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

⁴² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴⁴ <https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination>

⁴⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴⁶ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



<p><i>resources, geographic location, and income</i></p>	<ul style="list-style-type: none"> • Londoners with a lower household income are less likely to hold an Oyster card than all Londoners (49% compared with 60%), but more likely than all Londoners to have an older person's Freedom Pass (26% compared with 15%).⁴⁸ • Disabled Londoners are more likely to live in a household with an annual income of £20,000 or less than non-disabled Londoners (61% of disabled Londoners compared with 25% of non-disabled Londoners).⁴⁹ • Jobseekers are concerned that a lack of transport acts as a barrier to accessing employment and one in four (25%) say that the cost of transport presents a problem getting to interviews.⁵⁰ • There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27% of mixed ethnicity Londoners up to 41% of black Londoners.⁵¹ <p>There is overlap between many of the groups mentioned above, as demonstrated in the findings of the London Travel Demand Survey (2016/17), summarised in the following table. This table shows the London proportion of each group across the top, made up by each group at the side. London Travel Demand Survey (LTDS) data in this summary excludes children under five.⁵²</p>
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⁴⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴⁸ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁴⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵¹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵² <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>



	BAME	Older people	Younger people	People on low incomes	Disabled people	Women
BAME		23%	46%	44%	32%	38%
Older (65+)	8%			24%	44%	14%
Younger (24 & under)	33%			30%	11%	26%
Low income (<£20,000)	33%	54%	32%		61%	31%
Disabled	8%	32%	4%	20%		10%
Women	51%	55%	49%	55%	56%	
<i>More likely than other groups to be...</i>	Younger	Low income and disabled	BAME	BAME, older and disabled	Low income and older	

- Londoners living in lower income households (below £20,000) are more likely to be:
 - Older people (24% are aged 65+⁵³, whereas people in this age group make up 11% of the total London population⁵⁴). This group of people are less likely to use technology but are more likely to own a Freedom Pass.
 - Disabled people (20%⁵⁵, compared with 14% of all Londoners⁵⁶).
 - Women (55%⁵⁷, compared with 51% of all Londoners⁵⁸).
 - Black and Asian Minority Ethnic people (44%⁵⁹, compared with 40% of all Londoners⁶⁰).

⁵³ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁴ <https://www.ons.gov.uk/census/2011census>

⁵⁵ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁶ <https://www.ons.gov.uk/census/2011census>

⁵⁷ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁵⁸ <https://www.ons.gov.uk/census/2011census>

⁵⁹ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

⁶⁰ <https://www.ons.gov.uk/census/2011census>



	Online Londoners living in DE households (social grade D refers to semi- and un-skilled manual workers and E refers to state pensioners, casual/lowest grade workers and unemployed Londoners) are less likely than all online Londoners to access the internet 'on the move' (69% compared with 81%) or at work (37% compared with 66%). They are also less likely to use a smartphone (76% compared with 84%).
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3. Engagement and consultation

Outline how engagement and consultation with inclusion groups, people who share a protected characteristic, and other project teams have informed your work

	Yes	No	Don't Know	Comments
Has there been any engagement or consultation activity relating to this strategy, service, business plan, programme, or project?		X		
List the relevant stakeholders and inclusion groups you have consulted/engaged or intend to consult/engage with below. Please include any relevant consultation or engagement undertaken prior to completing this EQIA which relates each protected characteristic and inclusion group.				
Stakeholders and inclusion groups consulted/engaged with		Feedback comments / issues raised		
Pre-engagement will take place with key stakeholders in advance of a public consultation. This process is yet to be mapped out.				



	Yes	No	Don't Know	Comments
	Yes	No	Don't Know	Comments (state clearly what this engagement or consultation will be and how it will be organised)
Does there need to be any further engagement or consultation? If yes, please add this as an action to the action planning section below. Please note that in some circumstances your work may require formal consultation	X			

4. **Impact assessment – Protected characteristics and inclusion groups**

Given the evidence listed in section 2 and 3, consider and describe the potential impacts this work could have on people with protected characteristics and other inclusion groups.

	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward (please include actions to mitigate the potential negative impact for this protected characteristic)
Age	X	X	X		<p>Older People</p> <p>Negative Withdrawal of route 349 would be mitigated by the restructuring of route 279, retaining links between Ponders End and Stamford Hill. Restructured route 259 would retain current links provided by route 279 between Ponders End and Manor House.</p> <p>Despite the restructuring of the local network to retain key links, older people may need to change buses to continue making their journey in future. Changing between buses/boarding and alighting may cause confusion or be physically demanding for passengers with limited mobility. The proposals could also reduce access to medical centres, which may have a greater effect on older passengers.</p>



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>Same-stop interchange with one change of bus would be available for all future journeys. Bus stops with a shelter, seating and a Countdown sign displaying real-time bus arrival information would be provided at future interchange locations, helping to provide an accessible and comfortable waiting environment.</p> <p>Some passengers may choose to change between route 259 and route 17 or 91 by alighting at Stop X on Camden Road and boarding at Stop V on Caledonian Road. This may be more challenging for older passengers as the two stops are approximately 130-metres apart and two roads would need to be crossed. Stop X has a shelter with seating and TfL will aim to provide information at the stop about the changes to the bus network alongside signage to help passengers find stop V. A signalised pedestrian crossing with tactile paving is available at the northern end of Caledonian Road. Biddestone Road would also need to be crossed. There is no formal crossing; however, lowered kerbs and tactile paving is in place to aid pedestrians. Stop V has a shelter with seating and a Countdown sign and is free from street furniture which otherwise might be difficult for some older passengers with limited mobility to navigate.</p> <p>All of TfL's buses are low floor and 95 per cent of bus stops are accessible. This will help to minimise difficulty for older passengers boarding and alighting and changing between buses in future.</p> <p>Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph. This would help to limit the length of time that older passengers might have to wait at bus stops – helping to mitigate the impact of need to change between bus routes in the future.</p> <p>The Hopper fare provides the ability to make multiple journeys within 60 minutes of boarding the first bus. Most journeys requiring interchange could be undertaken using the Hopper fare.</p>

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Page 22 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>Positive</p> <p>The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for older people who may currently experience difficulty changing between buses or navigating the local bus network where a direct link does not currently exist.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p> <p>Young People</p> <p>Negative</p> <p>Plans to restructure routes 259 and 279 would mitigate the impact of withdrawing route 349, helping to reduce the number of times passengers would need to change between buses in the future. However, some young people may need to change buses or wait longer for their bus. This could increase journey times to places of education, such as the College of Haringey, Enfield & North East London, which is served by route 279. Same-stop interchange with one change of bus would be available for all future journeys which would help to limit extra time required to reach places of education.</p> <p>Increases in the number of interchanges required to undertake a journey may discourage use of the bus network and reduce the participation of young people in society as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p>

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Page 23 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph. This would help to provide an accessible bus network, encouraging young people to travel throughout the day.</p> <p>The Hopper fare provides the ability to make multiple journeys within 60 minutes of boarding the first bus. Most journeys requiring interchange could be undertaken using the Hopper fare.</p> <p>Positive The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for young people who may currently experience longer journey times as a result of needing to change buses or undertake pedestrian routes to reach key destinations such as places of education.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>
Disability <i>(please consider all forms of disabilities)</i>	X	X	X		<p>Negative The proposed changes will have a greater negative impact on disabled people. The need to change between buses may be demanding or difficult for those with mobility or visual impairments. Higher occupancy (as a result of lower overall frequency) could have an adverse effect on disabled people if there are fewer available seats. Passengers may face difficulties finding a space on two separate buses and may be forced to wait longer which would have a greater impact on disabled people.</p> <p>The proposed changes may increase journey time or mean that passengers have to change buses</p>



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>to reach medical centres, and this may have a greater impact on disabled passengers. The changes would also reduce access for some customers to disability centres such as the Royal National Institute of Blind People and the London Community Team for Guide Dogs at King's Cross. Currently passengers on route 259 can travel between King's Cross and areas to the north-east of Holloway, Nag's Head without needed to change between buses. In future, passengers would need to change between route 259 and route 17 or 91 at Holloway to make the same journey.</p> <p>Increases in the number of interchanges required to undertake a journey may discourage use of the bus network and reduce the participation of disabled people in society as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>The importance of access to suitable seating, shelter and lighting for disabled passengers when waiting at bus stops is recognised. Accessible bus stops with shelters, seating, lighting, and route information, including Countdown signs, would be available for future interchange for passengers who currently use routes 259, 279 and 349.</p> <p>Some passengers may choose to change between route 259 and route 17 or 91 by alighting at Stop X on Camden Road and boarding at Stop V on Caledonian Road. This may be more challenging for disabled passengers as the two stops are approximately 130-metres apart and two roads would need to be crossed. Stop X has a shelter with seating and TfL will aim to provide information at the stop about the changes to the bus network alongside signage to help passengers find stop V. A signalised pedestrian crossing with tactile paving is available at the northern end of Caledonian Road. Biddestone Road would also need to be crossed. There is no formal crossing; however, lowered kerbs and tactile paving is in place to aid pedestrians. Stop V has a shelter with seating and a Countdown sign and is free from street furniture which otherwise might be difficult for some disabled passengers with limited mobility to navigate.</p> <p>Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per</p>

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Page 25 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph. This would reduce waiting times and help to provide an accessible bus network.</p> <p>The Hopper fare provides the ability to make multiple journeys within 60 minutes of boarding the first bus. Most future journeys could be undertaken within a period of 60 minutes. However, people with disability may take longer to change between buses and therefore have a greater chance of exceeding the Hopper limit as a result of these proposals. Some people with disability – who need to undertake trips of around 60 minutes may therefore incur a second fare. Although some of these customers may qualify for a Disabled Persons Freedom Pass.</p> <p>Positive</p> <p>The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for disabled people who may currently experience difficulty changing between buses or navigating the local bus network where a direct link does not currently exist.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>
Sex <i>(male, female, non-binary and other identities)</i>	X	X	X		<p>Negative</p> <p>The proposed changes will have a greater negative impact on women. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. While TfL aims to ensure sufficient capacity is provided at all times, women may be deterred from using buses because of concerns about crowding.</p>



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>Women may also face greater safety concerns because of the need to change between buses, particularly late at night or where it is dark and isolated. Accessible, well-lit bus stops with shelters, seating, Countdown signs providing real-time bus arrival information, would be available for future interchange for passengers who currently use routes 259, 279 and 349. This may help to reassure people about comfort and personal safety when changing between buses in future. Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph, helping to minimise waiting times at bus stops.</p> <p>Women are typically on lower incomes than men on average and may have a greater impact by the need to purchase two separate tickets if interchange between bus routes is required in future. The Hopper fare provides the ability to make multiple journeys within 60 minutes of boarding the first bus. Most journeys requiring interchange could be undertaken using the Hopper fare, helping to limit additional cost of travel in future.</p> <p>Night Test – Assessment of impact on safety of women during hours of darkness (18:00-06:00)</p> <p>Passengers may need to interchange between buses – or undertake a new pedestrian route – to complete a journey in future. While there are no plans to change any ‘night’ routes, the proposals would impact passengers who currently travel on routes 259, 279 and 349 during hours of darkness i.e., in the early morning and evening period – particularly during the winter when there are fewer daylight hours. As a consequence, women may face greater safety concerns because of change between buses or undertake a pedestrian route to reach their destination during hours of darkness.</p> <p>Interchange locations and potential new pedestrian routes have been reviewed to determine whether existing facilities help to provide a safe waiting environment, and whether any additional mitigations can be introduced to further improve safety:</p>



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>Route 349 Route 259 would be extended to Ponders End ensuring that all existing bus stops between Ponders End and Seven Sisters would continue to have a direct link. Re-routeing the 279 to Stamford Hill would mean that all but a pair of stops on Southbury Road would continue to have a direct link. Broken links would be between those stops and would continue to be served with the exception of links with stops south of Seven Sisters Station. Same-stop interchange between routes 259 and 279 would be available at 23 southbound stops and 27 northbound stops on the A1010 and A10.</p> <p>In particular, passengers would be able to change between routes within Edmonton Green Bus Station, helping to provide an environment with lighting and shelter.</p> <p>As part of the proposals, early morning frequencies on route 259 would be increased from 4 bph to 5 bph, helping to reduce waiting times at bus stops – both for journeys just on route 259 and for interchange between route 259 and 279 – benefitting passengers who might travel during hours of darkness in the morning.</p> <p>Route 259 Caledonian Road would continue to be served by routes 17 and 91. For southbound journeys, same-stop interchange would be available between routes 259 and route 91 at Stop R on Tollington Road. A shelter, seating and a Countdown sign with real-time bus arrival information is available at Stop R. A street lighting helps to provide additional lighting for interchange during hours of darkness.</p> <p>For northbound journeys, same-stop interchange would be available between route 17 or 91 and route 259 at Stop L “Chambers Road” on Parkhurst Road. A shelter, seating and a Countdown sign with real-time bus arrival information is available at Stop L. Street lighting is located on the opposite side of the road to the stop, helping to provide additional lighting during hours of darkness. Residences adjacent to the stop also provide surveillance during hours of darkness, helping to</p>

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Page 28 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>provide a safe interchange location.</p> <p>Route 279 Route 259 would be extended to Ponders End and would continue to run between the A10 and Seven Sisters Road ensuring that passengers who currently travel on route 279 to and from any bus stops between Ponders End and Manor House would still be able to do so without changing between buses. Broken links would be between the current section of route 279 Waltham Cross-Ponders End and the section Seven Sisters Station-Manor House Station. Same-stop interchange between routes 259 and 279 would be available at 23 southbound stops and 27 northbound stops on the A1010 and A10.</p> <p>In particular, passengers would be able to change between routes within Edmonton Green Bus Station, helping to provide an environment with lighting and shelter.</p> <p>As part of the proposals, early morning frequencies on route 259 would be increased from 4 bph to 5 bph, helping to reduce waiting times at bus stops – both for journeys just on route 259 and for interchange between route 259 and 279 – benefitting passengers who might travel during hours of darkness in the morning.</p>
Gender reassignment	X	X	X		<p>Negative The proposed changes will have a greater negative impact on individuals who are undergoing or have undergone gender reassignment as they may face greater safety concerns because of the need to change between buses in future, particularly late at night or where it is dark and isolated. Accessible, well-lit bus stops with shelters, seating, Countdown signs providing real-time bus arrival information, would be available for future interchange for passengers who currently use routes 259, 279 and 349. This may help to reassure people about comfort and personal safety when changing between buses in future. Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph, helping to minimise waiting times at</p>

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Page 29 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>bus stops.</p> <p>Increases in the number of interchanges required to undertake a journey may discourage use of the bus network and reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.</p> <p>Positive The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for people who have undergone or who are undergoing gender reassignment.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>
Marriage or civil partnership	X			X	TfL does not anticipate that the proposals will have a disproportionate negative or positive impact on individuals that share the protected characteristic of being married/in a civil partnership.
Pregnancy and maternity	X	X	X		<p>Negative The proposed changes will have a greater negative impact on pregnant women and mothers with young children. For example, the need to change between buses may be demanding or difficult for pregnant women and women with buggies/babies.</p> <p>Many of the above factors will be exacerbated in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced</p>



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>access to cultural sites, places of worship, schools, workplaces, etc.</p> <p>Same-stop interchange with one change of bus would be available for all future journeys. Bus stops with a shelter, seating and a Countdown sign displaying real-time bus arrival information would be provided at future interchange locations, helping to provide an accessible and comfortable waiting environment.</p> <p>Some passengers may choose to change between route 259 and route 17 or 91 by alighting at Stop X on Camden Road and boarding at Stop V on Caledonian Road. This may be more challenging for pregnant passengers or passengers with young children and buggies as the two stops are approximately 130-metres apart and two roads would need to be crossed. Stop X has a shelter with seating and TfL will aim to provide information at the stop about the changes to the bus network alongside signage to help passengers find stop V. A signalised pedestrian crossing with tactile paving is available at the northern end of Caledonian Road. Biddestone Road would also need to be crossed. There is no formal crossing; however, lowered kerbs and tactile paving is in place to aid pedestrians. Stop V has a shelter with seating and a Countdown sign and is free from street furniture which otherwise might be difficult for some passengers with buggies or pushchairs to navigate.</p> <p>Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph. This would help to limit the length of time that pregnant passengers or passengers with young children might have to wait at bus stops – helping to mitigate the impact of need to change between bus routes in the future.</p> <p>Positive The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers.</p>

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Page 31 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>This is expected to have a positive impact for pregnant people or people with small children.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>
Race and ethnicity	X	X	X		<p>Negative</p> <p>The proposed changes will have a greater negative impact on minority ethnic groups, and in particular members of Black, Asian and minority ethnic communities. For example, they may face greater safety concerns because of the need to change between buses, particularly late at night or where it is dark and isolated. Accessible, well-lit bus stops with shelters, seating, Countdown signs providing real-time bus arrival information, would be available for future interchange for passengers who currently use routes 259, 279 and 349. This may help to reassure people about comfort and personal safety when changing between buses in future. Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph, helping to minimise waiting times at bus stops.</p> <p>Some passengers may have to pay more for their journey, as a consequence of needing to purchase two separate tickets. The Hopper fare provides the ability to make multiple journeys within 60 minutes of boarding the first bus. Most journeys requiring interchange could be undertaken using the Hopper fare, helping to limit additional cost of travel in future.</p> <p>Positive</p> <p>The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for people from black, Asian and minority ethnic</p>

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Page 32 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward (please include actions to mitigate the potential negative impact for this protected characteristic)
					<p>communities.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>
Religion and belief	X	X	X		<p>Negative</p> <p>The proposed changes will have a greater negative impact on individuals that share the protected characteristic of religion or belief. For example, they may face greater safety concerns because of the need to change between buses, particularly late at night or where it is dark and isolated. The proposals would also increase journey time and the number of buses some passengers may need to travel on to reach places of worship.</p> <p>Accessible, well-lit bus stops with shelters, seating, Countdown signs providing real-time bus arrival information, would be available for future interchange for passengers who currently use routes 259, 279 and 349. This may help to reassure people about comfort and personal safety when changing between buses in future. Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph, helping to minimise waiting times at bus stops.</p> <p>Increases in the number of interchanges required to undertake a journey may discourage use of the bus network and reduce the participation of people who share this protected characteristic in society as a result of reduced access to cultural sites, hospitals, schools, workplaces, etc.</p> <p>Positive</p> <p>The proposed changes would provide new direct journey opportunities, removing the need for some</p>

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Page 33 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for people with this protected characteristic.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>
Sexual orientation	X	X	X		<p>Negative</p> <p>The proposed changes will have a greater negative impact on Lesbian, Gay, Bisexual and Trans (LGBT) people. For example, they may face greater safety concerns because of the need to change between buses, particularly late at night or where it is dark and isolated. Accessible, well-lit bus stops with shelters, seating, Countdown signs providing real-time bus arrival information, would be available for future interchange for passengers who currently use routes 259, 279 and 349. This may help to reassure people about comfort and personal safety when changing between buses in future. Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph, helping to minimise waiting times at bus stops.</p> <p>Increases in the number of interchanges required to undertake a journey may discourage use of the bus network and reduce the participation of people who share this protected characteristic in society as a result of reduced access to cultural sites, hospitals, schools, places of worship, workplaces, etc.</p> <p>Positive</p> <p>The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for people with this protected characteristic.</p>

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Page 34 of 38



	Customer	Positive	Negative	No Impact	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>
<p>Disadvantaged, inclusion groups and communities e.g., carers, refugees, low income, homeless people etc</p>	X	X	X		<p>Negative The proposed changes will have a greater negative impact on people who share this characteristic. Passengers may have to pay more for their journey, as a consequence of needing to purchase two separate tickets. This would have a greater impact on people who are homeless, unemployed or on low incomes. The Hopper fare provides the ability to make multiple journeys within 60 minutes of boarding the first bus. Most journeys requiring interchange could be undertaken using the Hopper fare, helping to limit additional cost of travel in future.</p> <p>Passengers who share these protected characteristics may face greater safety concerns because of the need to change between buses, particularly late at night or where it is dark and isolated. Accessible, well-lit bus stops with shelters, seating, Countdown signs providing real-time bus arrival information, would be available for future interchange for passengers who currently use routes 259, 279 and 349. This may help to reassure people about comfort and personal safety when changing between buses in future. Some passengers may have to wait longer at stops as the proposals result in a lower frequency of service for some journeys. However, routes 259 and 279 run at a high frequency of 5 buses per hour (bph) or higher during the daytime. The proposals include plans to increase very early morning frequencies on route 259 to 5 bph, helping to minimise waiting times at bus stops.</p> <p>Passengers who share these protected may also face greater concerns about lack of access to information, particularly online.</p> <p>Given that Londoners living in lower income households are more likely to be; Older (65+),</p>

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Page 35 of 38



	Cust ome r	Posi tive	Neg ative	No Imp act	Comments and actions to mitigate or take forward <i>(please include actions to mitigate the potential negative impact for this protected characteristic)</i>
					<p>Disabled, Women, Black, Asian and minority ethnic and that there is overlap between many of these groups, the likely impacts have already been covered for each one.</p> <p>Positive The proposed changes would provide new direct journey opportunities, removing the need for some passengers to change between buses. In turn, journey times would reduce for some passengers. This is expected to have a positive impact for people with this protected characteristic.</p> <p>On route 259, passengers would no longer need to change between buses for trips between Holloway to Manor House and Edmonton Green to Ponders end.</p> <p>On route 279, passengers would no longer need to change between buses for trips between Waltham Cross to Ponders End to the Stamford Hill area.</p>

5. Action planning

List all planned actions - actions which could help mitigate any potential negative impacts. Additionally, please remember to include in your plan any 'positive action'.

	Actions	Owner	Deadline
1	Pre-engagement will take place with key stakeholders in advance of a public consultation.	LCP / Consultation Team	-

6. Monitoring and evaluation

Detail how you will or plan to monitor and evaluate the success of the mitigation actions and the overall impact of your decision or proposal

How would you monitor	Passenger loading surveys would be undertaken on all affected routes to confirm that the right
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<p>the actual impact of your proposal or decision once your proposal has been implemented?</p>	<p>level of service is being provided and that there are no crowded services.</p> <p>On an ongoing basis, capacity requirements and reliability of all routes would be reviewed to ensure that all services have enough resource and levels of service.</p>
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7. Decision-Making

Based on the above assessment, please select one of the options below that describe what you propose to do next. It is important that you provide the reason(s) for your decision and the evidence that supported these reasons.

<p>1</p>	<p>Continue with your work because the assessment demonstrates that the work will have no potential negative or adverse impact on equality and inclusion groups.</p>	
<p>2</p>	<p>Justify and continue with your work despite negative equality impacts, and because there are other factors which make it reasonable for you to decide to continue with your work.</p>	
<p>3</p>	<p>Change or adapt your work to ensure it does not adversely or disproportionately impact certain groups of people, communities, or miss opportunities to affect them positively</p>	
<p>4</p>	<p>Stop your work because there is a high probability of noticeable discrimination and negative impacts which cannot be objectively justified. Further research work may be needed.</p>	



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Page 38 of 38

