

Your 259, 279 and 349. Your say.



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Consultation Report
June 2026

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1. Executive Summary

Between 28 November 2025 and 23 January 2026, we ran a public consultation on proposed changes to bus routes 259, 279 and 349. The aim was to simplify the bus network and better match services to current travel demand along the A10, A1010, Seven Sisters Road and Caledonian Road.

The proposals were designed to address surplus capacity on some routes and reduce duplication, while maintaining an efficient and reliable bus network. They included:

- withdrawing route 349
- changing route 259 to run between Ponders End and Holloway, Nag's Head, creating new journey opportunities and removing duplication south of Holloway
- changing route 279 to run between Waltham Cross and Stamford Hill, reducing duplicated sections of route

The consultation invited feedback from passengers, local communities and organisations, to ensure people understood the proposals and could comment on potential impacts.

We received 946 responses in total:

- 811 from members of the public
- 120 from people taking part in a campaign not directly related to the proposals
- 15 from 14 stakeholders

The main concern raised was that the proposed changes would reduce connectivity across north London. Respondents felt this would particularly affect people on low incomes, disabled and older people, young people, and those without access to rail alternatives. Many said existing services were already busy, and that reducing capacity could lead to slower journeys, increased crowding, reduced reliability and concerns about safety.

The five most common issues raised in the free-text responses, along with our responses, are set out in the table below:

Top five most frequently raised issues	Our response
Concern about losing direct access to King's Cross and Caledonian Road on route 259	We understand the concern about losing a direct bus to King's Cross and Caledonian Road. These are important destinations and interchange points for many passengers.

Top five most frequently raised issues	Our response
	<p>Bus routes 17 and 91 would continue to run along Caledonian Road, providing services to King's Cross.</p> <p>Passengers who currently use route 259 to reach these destinations would still be able to complete their journeys by changing to route 17 or 91 at Holloway, helping to maintain access to King's Cross and Caledonian Road.</p> <p>Following the consultation, we have changed the proposed 259 routing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p>
General opposition to the proposals	<p>We recognise these changes may result in longer journey times or extra changes for some passengers.</p> <p>The number of passengers using buses on the A10, A1010, Seven Sisters Road and Caledonian Road is lower than the level of service provided. Our aim is to reduce this extra capacity so that bus services better match how many people are travelling.</p> <p>The changes have been developed to reduce under-used services while helping to keep people connected, providing appropriate capacity across all routes, helping to limit bus journey times to key destinations, and creating new direct links so that some people would be able to make new journeys without changing between bus routes.</p>

Top five most frequently raised issues	Our response
	<p>We continually monitor the bus network to make sure the right level of service is provided.</p>
<p>Oppose rerouting of route 259</p>	<p>We recognise concerns about changes to route 259. While some passengers would no longer have a direct bus to King's Cross and Caledonian Road, the changes would retain a direct connection to Seven Sisters Road and Holloway, helping to facilitate interchange for trips to and from King's Cross.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p> <p>The revised route would also create new direct journeys between Holloway, Finsbury Park and Ponders End, improving connectivity for some passengers.</p> <p>These changes would help address surplus bus provision on Caledonian Road, where there are currently more services than passenger demand requires, and help balance the wider local network.</p>
<p>Concern about loss of step-free journeys, particularly for passengers who are disabled/elderly/expectant</p>	<p>We know how important it is that the bus network remains accessible for everyone, including disabled people, older people, pregnant passengers, and</p>

Top five most frequently raised issues	Our response
<p>mothers/ with young children/prams and/or luggage</p>	<p>those travelling with young children, prams or luggage.</p> <p>An Equality Impact Assessment (EqIA) was carried out as part of developing these proposals to understand how the changes may affect people with protected characteristics.</p> <p>A high level of bus service would continue on the A10, A1010, Seven Sisters Road and Caledonian Road, with enough capacity to accommodate passengers who need step-free travel.</p> <p>By rerouting route 279 to terminate in Stamford Hill and extending route 259 to Ponders End, most passengers who currently use route 349 would still be able to make their journey without changing buses. The exception would be passengers travelling between stops on Southbury Road and stops south of Seven Sisters Station. These passengers would be able to change between routes 259 and 279 at same-stop interchanges on the A10 and A1010.</p> <p>Same-stop interchange would also be available between route 259 and routes 17 and 91 for passengers travelling to and from Caledonian Road and King's Cross. These interchanges would take place at stops with shelters, seating, lighting and real-time information, helping to provide a more comfortable environment for passengers who may find changing buses more difficult.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same</p>

Top five most frequently raised issues	Our response
	<p>stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p> <p>All London buses are fully accessible, with low floors and ramps to support wheelchair users. Many bus stops are designed to allow drivers to pull in close to the kerb, helping passengers to board and alight safely.</p> <p>The proposals would also make some journeys easier for people with additional needs by creating new direct links on route 259 between Ponders End and Finsbury Park and Holloway, and on route 279 between Waltham Cross, north Enfield and Stamford Hill.</p>
<p>Concern about broken journey links/having to change buses</p>	<p>Some passengers are worried about journeys becoming less straightforward or needing to change buses.</p> <p>The proposals aim to better match services to how people travel today, while keeping the network well connected. Where direct links are changed, alternative routes and convenient interchange points are provided so passengers can still reach their destinations. In some cases, the changes would also create new direct journeys that are not available now.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops</p>

Top five most frequently raised issues	Our response
	<p>on Hillmarton Road in the northbound direction.</p> <p>We will continue to review travel patterns and passenger feedback to make sure the bus network continues to meet local needs.</p>

Table 1: Summary of key issues from open text responses

1.1 Next Steps

London is constantly changing and, as our most flexible form of public transport, the bus network must change too. We are reshaping London's bus network so it can continue to meet the needs of a growing and evolving city, providing an attractive, reliable and green service that reflects how people travel today, offers a better customer experience and is financially sustainable.

As part of this, we have reviewed routes 259, 279 and 349. Following careful consideration of the feedback received during the consultation, alongside further operational and technical review, we have decided to proceed with the proposed changes.

The consultation highlighted a number of concerns, particularly in relation to interchange, accessibility and the need to maintain straightforward and reliable journey options. In response, we have made changes to improve interchange arrangements within the proposed network. This includes enhancements at Holloway, where interchange opportunities will be simplified and made more convenient for passengers.

Rather than terminating on Camden Road, route 259 will continue to the northern end of Caledonian Road, serving Stop V. This change will allow a straightforward same-stop interchange for southbound passengers between route 259 and routes 17 and 91, making onward journeys easier and more intuitive. In the northbound direction, route 259 will also serve stops E, F and G on Hillmarton Road, helping to maintain access to this area and ensuring that local connections remain strong and reliable. Together, these improvements are designed to respond to concerns raised during the consultation and make journeys smoother, more joined-up, and easier to navigate for everyone using the network.

The revised network will be introduced following final operational planning, with implementation expected in early September 2026. This will ensure that the updated services are in place in a coordinated way, with clear information provided to customers in advance of the changes taking effect.

2. About the respondents

This section provides more details about our respondents, and how they took part in the consultation. The percentage values shown in this section have been rounded to whole numbers.

2.1 Number of respondents

There were 946 responses to the consultation. This included 811 responses from the public and 15 responses from stakeholders. In addition, 120 responses were submitted as part of a coordinated campaign. As shown in Table 2 below, most respondents were individual members of the public.

Respondents	Total	%
Public responses	811	86
Campaign responses	120	13
Stakeholder responses	15	2
Total	946	100

Table 2: Number of respondents

2.2 How respondents heard about the consultation

The table below shows responses to closed Question 20 in our survey: “How did you hear about this consultation? Please select the main way by which you heard.”

A total of 391 respondents answered this optional question. The most common way people heard about the consultation was through on-street signage, selected by 111 respondents (28%). The second most common source was social media, chosen by 92 respondents (24%), followed closely by emails from TfL, selected by 86 respondents (22%).

How respondents heard	Total	%
Email from TfL	86	22
Letter from TfL	0	0
Saw it on the TfL website	33	8
Read about it in the press	14	4
Read about it in a newsletter	4	1
On-street signage	111	28
Poster	14	4

Social media	92	24
Other (please specify)	37	9
Total	391	100

Table 3: How respondents heard about the consultation

2.3 Method of responding

The most popular method of response was the online survey, through which we received 506 responses, accounting for 54% of all responses.

Methods of responding	Total	%
Online survey	506	54
Quick response tool	249	26
Offline feedback (e.g. email, letters, phone call)	191	20
Total	946	100

Table 4: Method of responding

2.4 People who responded by more than one channel

The number of respondents that took part in the consultation in more than one way were noted. This includes respondents that used a single method, but more than once. Table 5 shows the number of multiple responses that were submitted, and the different methods used.

Method of responding	Count
Survey / Quick Response	36
Survey / Email(s)	1
Survey / Quick Response / Email	2
More than one email	6
Quick Response / Email(s)	4
Total	49

Table 5: People who responded by more than one channel

One stakeholder submitted two responses, so the data reflects fifteen stakeholder responses submitted by fourteen stakeholders.

2.5 Who responded

We asked respondents about their connection to the area to help understand what motivated people to respond.

Respondent type	Total
Local resident	291
Local business owner	0
Someone employed locally	15
A commuter to the area	33
A visitor to the area	26
Not local, but interested in the proposals	12
Other (please specify)	8
Total	385

Table 6: Who responded

2.6 Visits to our consultation website

Consultation materials were hosted on our online consultation website at the following address: haveyoursay.tfl.gov.uk/routes-259-279-349.

All content on the webpage, including maps, proposal documents and Easy Read materials, could be downloaded or printed from the dedicated “More Information” and “Accessible Information” sections. Documents were provided in both Microsoft Word and PDF formats to support accessibility needs, including ease of use with screen-reader software.

There were approximately 18,800 visits to the website, with 3,500 documents downloaded, and 450 new registrations generated.

2.7 Postcode analysis

Respondents were asked to provide their home postcode. Of the 946 total consultation responses, 492 included a valid postcode, representing 52% of all respondents.

The most common postcode district among respondents was N15 6, accounting for 53 responses (11%). This was followed by N9 8 with 30 responses (6%), and N1 1 with 22 responses (4%).

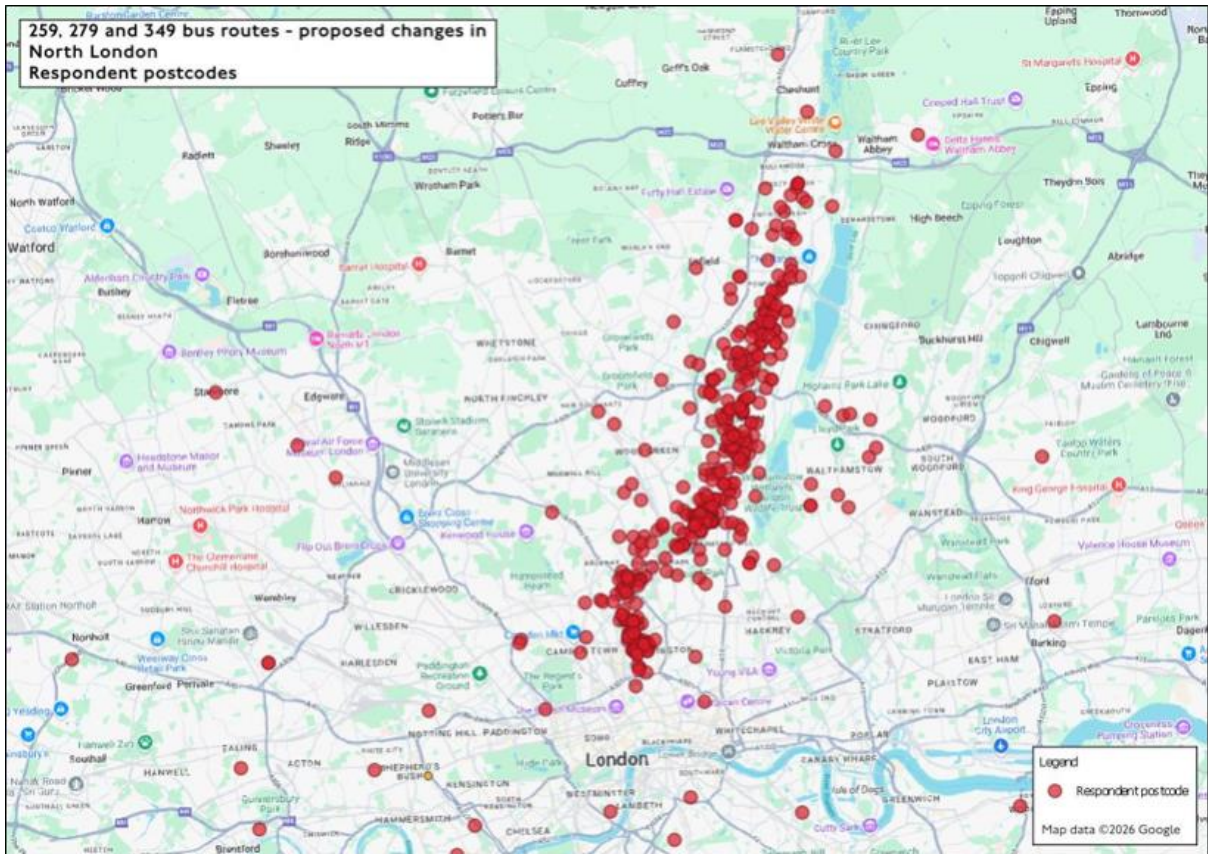


Figure 1: Respondent postcode analysis

3. Summary of all consultation responses

This section summarises the findings from the survey questions. The analysis draws on both the quantitative results from closed questions and the qualitative feedback provided in written comments. The figures presented include all responses submitted via the online survey, the quick-response tool, offline feedback methods, and stakeholder submissions completed using the survey format.

All questions in the consultation were optional, and so the number of responses varies by question. Where percentages are shown, they are rounded to the nearest whole number, so totals may not sum precisely to 100 per cent.

A copy of the full consultation questionnaire is included in Appendix B: Consultation Questions.

A more detailed review of stakeholder submissions is provided later in this report, in Appendix D: Summary of Stakeholder Replies.

3.1.1 Summary of responses to Question 1

Please let us know how often you use route 259 / 279 / 349.

Respondents could select more than one route or indicate that they do not use any of the routes, which is why the total number of responses varies slightly between each route.

Most respondents indicated that they use each of the routes regularly, with substantial proportions travelling daily or several times a week. For route 259, for example, 151 respondents reported using the service either daily or 4–5 days a week, while 133 respondents reported similar levels of frequent use on route 279, and 91 respondents on route 349.

Please let us know how often you use route 259 / 279 / 349	Route 259	Route 279	Route 349
Daily	59	68	52
4-5 days a week	92	65	39
2-3 days a week	81	62	33
3-4 times a month	76	73	39
Less	51	44	69
Not at all	31	72	144
Total	390	384	376

Table 7: Please let us know how often you use these routes

3.1.2 Summary of responses to Question 2

When do you tend to travel on route 259 / 279 / 349?

As this was a select all that apply question, respondents could choose multiple travel periods, meaning the totals represent selections rather than unique individuals.

Weekdays were the most common time respondents reported travelling on all three routes. For route 259, 311 people indicated they use the service on weekdays, compared with 266 for route 279 and 189 for route 349.

Weekend travel was also significant, with Saturday selected by 233 respondents for route 259 and 214 for route 279. Travel levels on Sundays were lower but still notable, particularly for routes 259 and 279, with 175 and 166 respondents respectively selecting this option.

When do you tend to travel on route 259 / 279 / 349?	Route 259	Route 279	Route 349
Weekdays	311	266	189
Saturday	233	214	144
Sunday	175	166	114
Total	719	646	447

Table 8: When do you tend to travel on these routes?

3.1.3 Summary of Responses to Question 3

What time of day do you tend to travel on 259 / 279 / 349?

The most common time of day that people reported travelling was the middle of the day (10:00–16:00), selected 227 times for route 259, 219 times for route 279, and 159 times for route 349. The second most frequently selected option across all three routes was peak times (07:00–10:00 / 16:00–19:00), with 223 selections on route 259, 200 on route 279, and 142 on route 349.

Travel during the evening (19:00–22:00) was also common, with more than 180 selections for routes 259 and 279.

Fewer respondents indicated that they travelled during early mornings (05:00–07:00) or night-time (22:00–05:00), although there was still notable use of late-evening/night services, particularly on route 279, where 86 night-time selections were recorded.

As this was a select-all-that-apply question, respondents could choose multiple times of day, and therefore totals represent the number of selections rather than individual respondents.

What time of day do you tend to travel on route 259 / 279 / 349?	Route 259	Route 279	Route 349
Early mornings (05:00-07:00)	71	65	51
Peak times (07:00-10:00/16:00-19:00)	223	200	142
The middle of the day (10:00-16:00)	227	219	159
Evening (19:00-22:00)	212	181	123
Nighttime (22:00-05:00)	73	86	46
Total	806	751	521

Table 9: What time of day do you tend to travel on these routes?

3.1.4 Summary of Responses to Question 4

What is the purpose of your travel on route 259 / 279 / 349?

As this was a select-all-that-apply question, respondents were able to choose more than one purpose for using the routes.

Leisure travel was the most frequently selected purpose across all three routes. It was chosen 252 times for route 259, 217 times for route 279, and 152 times for route 349, making it the primary journey purpose reported by respondents. Work-related travel was also a significant driver of usage, with 194 selections on route 259, 163 on route 279, and 102 on route 349.

Travel to appointments (such as medical or personal commitments) formed another key category, with more than 140 selections each for routes 259 and 279, and 81 selections for route 349. Although selected less frequently, education-related journeys were still notable, particularly on route 259, where 58 respondents indicated they use the route for school, college or university. A smaller number of respondents selected 'Other' purposes, reflecting a range of additional personal or community-based trips.

What is the purpose of your travel on routes 259, 279 and 349?	Route 259	Route 279	Route 349
Work	194	163	102
Leisure	252	217	152
Education	58	57	48
Appointments	154	142	81
Other	39	30	19
Total	697	609	402

Table 10: What is the purpose of your travel on routes 259, 279 and 349?

3.1.5 Summary of Responses to Question 5

Respondents were asked whether the proposed changes to routes 259, 279, and 349 would have a positive impact, no impact, a negative impact, or whether they were unsure. The number of responses varied by route.

Across all three routes, most respondents indicated that the proposals would have a negative impact on them. For route 259, more than four out of five respondents expressed concern about the effect of the proposed changes.

A total of 428 people responded to this question for route 259. Negative impact was selected by 366 respondents (86%), making it by far the most common response. Positive impact and no impact were each selected by 29 respondents (7%) and 28 respondents (7%) respectively. Only 5 respondents (1%) said they did not know.

When campaign responses were removed, 82 per cent of general respondents still selected “negative impact”. Campaign responses to Question 5 made up 67 selections, with 65 of these (18% of total responses) choosing “negative impact”.

A total of 318 respondents answered this question for route 279. 237 respondents (75%) reported a negative impact. Positive impact was selected by 23 respondents (7%), and 46 respondents (14%) reported no impact. 12 respondents (4%) were unsure. Among general (non-campaign) respondents, 98% of the negative-impact selections came from this group. Only 8 campaign responses were recorded for this route, with 5 selecting “negative impact”.

A total of 241 respondents answered this question for route 349. 160 respondents (66%) said the proposals would have a negative impact. 48 respondents (20%) reported no impact. 16 respondents (7%) indicated a positive impact. 17 respondents (7%) said they did not know. Campaign responses were relatively limited for this

route (9 in total), with 4 selecting “negative impact” and the remainder spread across other categories.

Impact category	Total responses	%	General responses	% of general	Campaign responses	% of campaign
Positive impact	29	7	28	97	1	3
No impact	28	7	28	100	0	0
Negative impact	366	86	301	82	65	18
Don't know	5	1	4	80	1	20
Total	428	100	361	84	67	16

Table 11: How would the proposed changes to route 259 affect you?

Impact category	Total responses	%	General responses	% of general	Campaign responses	% of campaign
Positive impact	23	7	23	100	0	0
No impact	46	14	46	100	0	0
Negative impact	237	75	232	98	5	2
Don't know	12	4	9	75	3	25
Total	318	100	310	97	8	3

Table 12: How would the proposed changes to route 279 affect you?

Impact category	Total responses	%	General responses	% of general	Campaign responses	% of campaign
Positive impact	16	7	16	100	0	0
No impact	48	20	48	100	0	0
Negative impact	160	66	156	98	4	3
Don't know	17	7	12	71	5	29
Total	241	100	232	96	9	4

Table 13: How would the proposed withdrawal of 349 affect you?

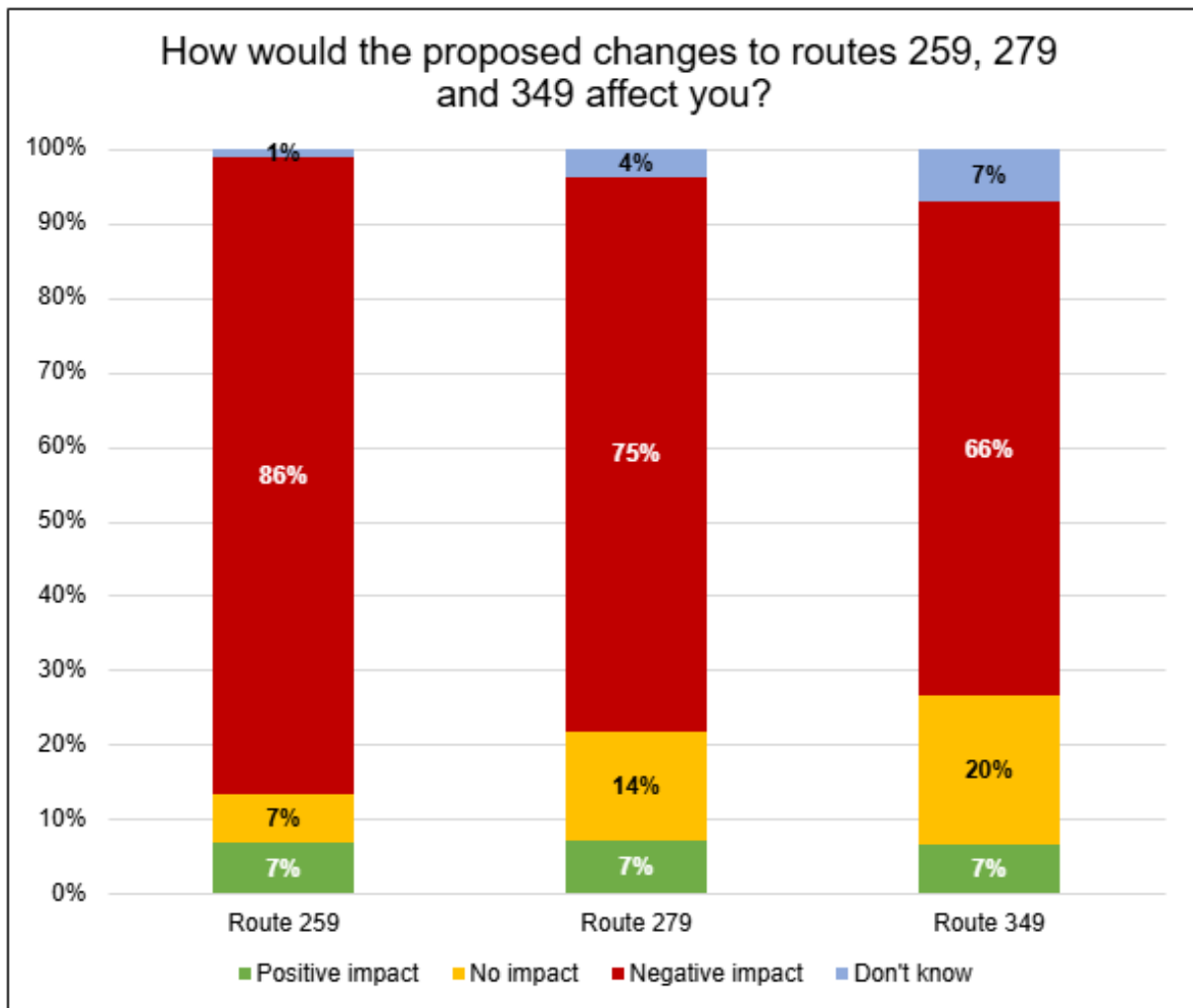


Figure 2: How would the proposed changes to routes 259, 279 and 349 affect you? (Campaign responses removed)

3.1.7 Summary of Responses to Question 6

A free-text box allowed respondents to provide any comments they wished about the proposals, including which routes they were commenting on and how the changes might affect them. Comments could also be submitted via the quick response tool.

In total, 898 respondents provided comments, representing a substantial proportion of all respondents to the consultation. Appendix A: Detailed analysis of comments and our response to issues raised details our responses to the issues raised.

Several comments received were outside the scope of the consultation. These primarily related to bus vehicle types (including a coordinated campaign on New Routemaster buses), and general comments not directly related to the proposed changes. A total of 154 out-of-scope comments were received, including 120 comments from a campaign group, which have not been included in the top issues summary.

A full code frame containing all coded comments, alongside our responses to key issues, is provided in Appendix A: Detailed analysis of comments and our response to issues raised.

Category	Comment	All responses	General responses	Campaign responses only
Support	General support	33	33	0
	Support proposed changes to route 349	19	19	0
	General support but with caveats	10	10	0
	Support proposed changes to route 279	7	7	0
	Support proposed changes to route 259	5	5	0
Oppose	General opposition to the proposals	243	243	0
	Oppose rerouting of route 259	188	188	0
	Oppose withdrawal of route 349	75	75	0

Category	Comment	All responses	General responses	Campaign responses only
	Oppose rerouting of route 279	69	69	0
	Concern that these changes are unnecessary	31	31	0
	Suggest changes are a waste of money / money better spent elsewhere	2	2	0
Network access & connectivity	Concern about losing direct access to King's Cross on route 259	328	328	0
	Concern about broken journey links / having to change buses	144	144	0
	Concern proposals for route 259 negatively affect essential journeys	83	83	0
	Concern about increased journey times	74	74	0
	Concern about losing direct link to Seven Sisters Road/Manor House (279)	65	65	0
	Concern proposals overall negatively affect essential journeys	63	63	0
	Concern about losing direct access to Caledonian Road on route 259	62	62	0
	Concern journeys to schools/colleges/universities will be more difficult	59	59	0
	Concern proposals for route 279 negatively affect essential journeys	35	35	0

Category	Comment	All responses	General responses	Campaign responses only
	Concern proposals for route 349 negatively affect essential journeys	22	22	0
	Concern future demand will increase due to new developments	17	17	0
	Concern about reduced access to Harringay Warehouse District / Amhurst Park	15	15	0
	Concern about loss of bus stops in Stamford Hill currently served by 349	3	3	0
	Other network access & connectivity comments	18	18	0
Frequency, capacity & reliability	Concern routes already overcrowded / infrequent	132	132	0
	Concern about overcrowding & capacity shortfalls	127	127	0
	Concern about loss of capacity on route 349 corridor	90	90	0
	Concern about reduced capacity on Caledonian Road / routes 17 & 91	76	76	0
	Concern capacity between Seven Sisters–Manor House will be reduced	76	76	0
	Concern routes provide essential alternatives when Tube/rail disrupted	34	34	0
	Concern about event-day pressures around Tottenham Hotspur Stadium	31	31	0

Category	Comment	All responses	General responses	Campaign responses only
	Concern rerouting 279 is unnecessary as Stamford Hill is well served	25	25	0
	Concern proposals will lead to more congestion / more cars	5	5	0
	Suggest increasing frequency on 259	23	23	0
	Suggest increasing bus frequency generally	21	21	0
	Suggest increasing frequency on 279	7	7	0
	Suggest improving bus priority measures to improve reliability	1	1	0
	Other frequency / capacity / reliability comments	16	16	0
Accessibility & safety	Concern about impact on disabled/elderly/expectant mothers/parents w. prams/luggage	156	156	0
	Concern changes negatively impact those on low incomes	75	75	0
	Concern about personal safety, especially at night	52	52	0
	Concern about loss of late-night/early-morning connections	37	37	0
	Concern about loss of step-free direct connections	25	25	0
	Suggest improvements to safety at stops (lighting, shelters etc.)	5	5	0

Category	Comment	All responses	General responses	Campaign responses only
	Other accessibility & safety comments	5	5	0
Alternative suggestions	Suggest alternative routing for 259	16	16	0
	Suggest retaining 349 with alternative routing	12	12	0
	Suggest retaining 349 but extending to Clapton/Hackney/Homerton	12	12	0
	Suggest alternative routing for 279	6	6	0
	Suggest running 259 between Ponders End and King's Cross	4	4	0
	Suggest keeping current 279 route and extending to Holloway Nags Head	3	3	0
	Suggest keeping current 279 route and extending to Finsbury Park	2	2	0
	Suggest keeping some 259 trips to King's Cross (e.g. peak only)	1	1	0
	Other alternative re-routing suggestions	17	17	0
	Comments/suggestions about night services	4	4	0
	Other comments about bus stop/stand locations	1	1	0
Other comments	Concern Tube/trains are more expensive than buses	48	48	0
	Concern about paying more than one fare for longer journeys	20	20	0

Category	Comment	All responses	General responses	Campaign responses only
	Concern changes will discourage active travel	2	2	0
	Suggest changes to other existing bus routes	11	11	0
	Suggestions for new bus routes	7	7	0
	Comments about route numbers	2	2	0
	General anti-Mayor/TfL comment	17	17	0
	Unclear comment / misunderstood proposals	12	12	0
	Do not use the routes / not affected	7	7	0
	Other comment not in codeframe	12	12	0
Out of scope	Suggest vehicle type (tram-style, new rotemaster, zero-emission etc.)	120	0	120
	Suggest vehicle type – NOT campaign	2	2	0
	Other out-of-scope comment	32	3	29

Table 14: Open text response issues

3.2 Stakeholder responses

All stakeholder responses have been read and the comments made have been used to inform our decision-making process. A summary of each response is found in Appendix D: Summary of stakeholder replies.

Local authorities & elected officials

London Borough of Camden

London Borough of Hackney

London Borough of Haringey

Aisha Russell – Children and Family Services, London Borough of Camden

Anusha Chitturi – Senior Transport Planner, London Borough of Camden

Councillor Matt White – Tottenham Central, London Borough of Haringey

Councillor Rowena Champion – Executive Member for Environment, Air Quality and Transport, Barnsbury Ward, London Borough of Islington

Councillor Sarah Young – Cabinet Member for Climate, Environment and Transport, Woodberry Down, London Borough of Hackney

Councillor Sheila Peacock – London Borough of Haringey

Councillor Seema Chandwani – Cabinet Member for Resident Experience and Tackling Inequality, London Borough of Haringey

Councillor Rowena Champion – Executive Member for Environment, Air Quality & Transport, London Borough of Islington

Government departments, parliamentary bodies, and politicians

David Lammy MP – Member of Parliament for Tottenham

Joanne McCartney AM – London Assembly Member for Enfield & Haringey

Transport and road user groups

Enfield Transport User Group (ETUG)

London TravelWatch

Community, cultural & faith organisations

Emmanuel Church, Hornsey Road

Education

Kingsmead School

3.4 Petitions and campaigns

3.4.1 Campaign organised by an anonymous person

We identified an organised campaign through responses to the online survey on our Have Your Say portal. These called for the widespread use of ‘new’ Routemaster buses to operate across the TfL bus network, in preference to any other makes and model of buses.

We received 120 responses associated with this campaign. This was out of scope for this consultation as we were not consulting on bus vehicle type. We have read and recorded the submissions but not responded to them.

We classified this as an organised campaign to the submission pattern and the similarity in responses. While each response was slightly different, they called for the widespread implementation and use of “new” Routemaster buses.

4. About the consultation

4.1 Purpose

The objectives of the consultation were to:

- Give stakeholders and the public easily understandable information about the proposals and allow them to respond
- Understand the level of support or opposition for the change/s for the proposals
- Understand any issues that might affect the proposal of which we were not previously aware
- Understand concerns and objections
- Allow respondents to make suggestions

4.2 Consultation history

A previous consultation relevant to this scheme took place as part of our Central London Bus Review in 2022¹. This review included proposed changes to bus routes 259, 279 and 349 and outlined potential restructuring and service alterations affecting these routes within the Caledonian Road area. The consultation received 21,528 responses, with the majority opposed to the proposals. Proposals were not brought forward.

4.3 Who we consulted

The consultation was held to listen to what the public and other stakeholders thought about our proposals to restructure bus routes 259 and 279, and to withdraw route 349.

The aim was to make sure that residents, bus users, commuters, businesses and employers along the affected routes knew about the consultation and understood how to take part. This included people travelling in areas such as Ponders End, Edmonton, Tottenham, Stamford Hill, Holloway and Waltham Cross, where the changes would be most noticeable.

We consulted the London Boroughs of Enfield, Haringey, Islington, Camden and Hackney, as well as local Members of Parliament, London Assembly Members, ward councillors and other elected representatives.

We consulted London TravelWatch and other organisations with an interest in transport in London. In addition, we engaged with schools, healthcare providers, community groups and business groups along the routes, including shopping

¹ <https://marble-arch.london/news/central-london-bus-review/>

centres, Business Improvement Districts and major employers identified through our stakeholder mapping.

We also promoted the consultation to local employers, community and faith groups, accessibility groups and residents' associations.

A full stakeholder list can be found in Appendix E: List of stakeholders consulted with.

4.4 Dates and duration

The consultation took place from 28 November 2025 to 23 January 2026, running for a total of eight weeks. This was extended from the standard six-week period to ensure it remained open across the winter holiday season and gave the public, stakeholders, and representative groups sufficient time to review the proposals and provide feedback.

4.5 What we asked

The consultation survey contained a series of closed questions and one open question. The closed questions were designed to understand how respondents currently use routes 259, 279 and 349, including how often they travel, when they travel, the purpose of their journeys, and how the proposed changes might affect them.

Further closed questions asked about the type of impact the proposals could have on each route, enabling us to understand whether respondents expected a positive, negative, neutral or no impact. These questions also helped us understand who was responding and their relationship to the routes.

The survey included one open question, giving respondents the opportunity to provide comments in their own words. This allowed people to explain in more detail how the proposals might affect them, identify specific concerns or benefits, and raise any issues not covered by the structured questions.

A full copy of the survey can be found in Appendix C: Consultation materials.

4.6 Methods of responding

We made several channels available through which could respond to the consultation.

- It was possible for respondents to complete a consultation questionnaire by visiting our website – [Have Your Say – 259, 279, 349](#)
- Comments could also be submitted by email to haveyoursay@tfl.gov.uk or in writing to FREEPOST TFL Have your say.
- Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service.

- We provided a telephone call back service (Tel: 020 3054 6037) for respondents to get in touch with any questions and as a further method of response.
- The 'Questions' tool on our consultation website was available during the consultation to enable people to submit queries and obtain further information to help them respond

4.7 Consultation materials and publicity

Awareness of the consultation was raised through a variety of channels to ensure that people living, working and travelling along routes 259, 279 and 349 were informed about the proposals and knew how to take part. In total, 16,212 emails were sent to registered customers and stakeholders. Approximately 690 leaflets were distributed at key locations along the routes.

Copies of the consultation materials, including the customer email, stakeholder email, leaflets and posters, can be found in Appendix C: Consultation materials.

To support participation by as many people as possible, all consultation materials were offered in a range of accessible formats. These included translations audio versions, Easy Read formats, and British Sign Language (BSL) videos, consistent with our standard accessibility approach.

Emails to public

To make people aware of the consultation, emails were sent to customers who had registered to receive updates relevant to their travel behaviour or local area. This included:

- Customers who use the 259, 279 and 349
- Customers using Seven Sisters, Finsbury Park, Holloway Road, Caledonian Road, King's Cross and Manor House London Underground stations
- Customers using Seven Sisters and Stamford Hill London Overground stations
- Customers and drivers registered for travel updates within the following postcode areas: EN3, N9, N18, N17, N4, N7, N1, EN8, N15 and N16

There were 16,115 email recipients.

Emails to stakeholders

A further 97 emails were sent to stakeholders. 14 of them responded and you can find a full summary of those responses in Appendix D.

Media activity

The consultation attracted a good level of media activity. A selection of this coverage included:

Haringey Community Press (7 January 2026)²

This story detailed the proposal to withdraw the 349, including the 349's role in connecting Tottenham, Edmonton and Ponders End, the argument that the route duplicates the 259 and 279, the equality impact assessment findings that passengers may face longer waits, and community concerns raised by local campaigns and Enfield North MP Feryal Clark

Bus-News (8 January 2026)³

Bus-News published a detailed piece outlining the consultation and contextualising it within wider TfL financial pressures. It highlighted proposed structural changes to 259, 279, 349, TfL assurances that feedback would be considered before implementation, and the consultation window.

Evening Standard (8 January 2026)⁴

Evening Standard coverage focused on "key bus routes to be cut," emphasising risks to busy corridors and raising concerns from passengers and campaigners. Their reporting underscores that 259, 279, and 349 are among routes facing significant alteration or withdrawal, and explains how the 279, one of London's "busiest" routes, would lose its link to Manor House and Seven Sisters Road.

Time Out London (11 January 2026)⁵

Time Out published a piece titled "Six popular London bus routes could get axed, cut short or re-routed", which included specific reference to the 259, 279 and 349. The article framed the changes within TfL's wider programme of reducing duplication, responding to lower post-pandemic ridership, and seeking public feedback. The coverage embedded within a broader list of north and central London bus proposals

Elmers End (YouTube) – "A look at the TfL consultation to restructure the 259 & 279 and withdraw the 349"⁶

A transport-focused YouTube channel produced a video analysing the consultation proposals. This activity was not commissioned by TfL.

TikTok Activity Summary

The consultation drew attention via social media. The following activity was organic and not promoted or commissioned by TfL.

² <https://haringeycommunitypress.co.uk/2026/01/07/tottenham-bus-route-set-for-axe-as-tfl-proposes-service-shake-up/>

³ <https://bus-news.com/tfl-consults-on-cuts-to-several-bus-routes/>

⁴ <https://www.standard.co.uk/news/transport/london-bus-route-cuts-tfl-19-38-259-b1265318.html>

⁵ <https://www.timeout.com/london/news/six-popular-london-bus-routes-could-get-axed-cut-short-or-re-routed-011126>

⁶ <https://www.youtube.com/watch?v=jk4-GVRcb-A>

TikTok user @abdxlz⁷ posted about the consultation, explaining the proposals and directing people to the Have Your Say page. The post received high levels of engagement, including 157 likes and 88 comments.

TikTok user @lowkeypesh⁸ posted multiple times about the consultation, spreading awareness on how to respond and criticising the proposals generally. The most popular of the videos has 40.9k views and 307 comments.

Further TikTok videos may have been posted, but these two accounts saw the most traffic.

On-site advertising

Local bus routes already in place along the proposed route for the 259 / 279 / 349 collectively served 152 bus stops. During the consultation period we placed bus stop posters in all local stops where space was available. Sometimes space is not available if it is required for operational messages.

Three-sided signage was placed at 38 bus stop locations along all routes.

Face-to-face leafletting

To raise awareness of the consultation and encourage people with views to take part, four publicity sessions were held during the consultation period in local areas along the routes. During these sessions approximately 690 leaflets were handed out at busy on-street locations.

The sessions took place as follows:

- Thursday 4 December, between 08:00 and 13:00, at King's Cross Station and relevant surrounding bus stops, engaging with passengers and local workers during the morning peak.
- Tuesday 9 December, between 14:00 and 19:00, at the Nags Head Shopping Centre in Holloway and surrounding relevant bus stops, speaking with shoppers, local residents and people travelling through the area.
- Saturday 10 January, between 11:00 and 16:00, at Edmonton Green Bus Station, Edmonton Green Shopping Centre, Edmonton Green Overground Station, and relevant surrounding bus stops, meeting passengers using multiple local bus routes as well as visitors to the shopping centre.
- Wednesday 14 January, between 08:00 and 13:00, at Seven Sisters Station and relevant surrounding bus stops, engaging with weekend travellers and those making interchanges between bus and rail services.

During the publicity sessions, leaflets were passed on to a variety of local establishments where permitted. Across all the sessions, the following venues supported our literature:

- Anna House Dental Clinic
- Capital City College

⁷ <https://vm.tiktok.com/ZNRHoFB9x/>

⁸ <https://vm.tiktok.com/ZNRHorPjd//>

- Edmonton Green Library
- The Green Café
- Council housing offices
- Bus Service Information office
- Shop Mobility
- The Church on the Green Community Centre
- N7 Dental
- Centre for Business Arts and Technology
- North Liberty Manor Gardens
- St Vincent's charity shop
- Gentle Dental Care
- Gleam's Café
- Chanyan
- KC Continental Store
- Blue River Café
- Northdown Street
- London Friends
- Killick Street Health Centre

Meetings with stakeholders

In advance of the consultation, briefings were offered to stakeholders from the London Boroughs affected by the proposals, including Enfield, Haringey, Islington, Hackney and Camden, setting out the consultation process and the changes proposed to route 259, 279 and 349.

Briefings were also offered to all stakeholders contacted at the point of consultation launch to ensure they were aware of the proposals and able to ask questions ahead of formal engagement.

A summary of the stakeholder responses received during the consultation can be found in Appendix E: List of stakeholders consulted with.

A meeting

4.8 Equalities Assessment

A pre consultation Equalities Assessment was carried out to identify any barriers that people with protected characteristics might face in accessing and responding to the consultation. The assessment found that some respondents, particularly older people, younger people, disabled people and women, may rely more heavily on accessible formats, nondigital channels or assisted support to take part. It also highlighted that some individuals may not have reliable internet access or confidence using online platforms and therefore required alternative ways to engage. The assessment concluded that, with appropriate mitigation, the consultation could be made fully accessible and inclusive. These measures were incorporated into the consultation design from the outset.

As part of the consultation, we were keen to hear from community members more likely to be affected by changes to routes 259, 279 and 349, including older people,

younger people, disabled people and women, as identified in the draft Equalities Assessment. We also sought to engage with people on lower incomes and communities who rely on bus travel for everyday trips.

To encourage participation among groups with protected characteristics, we carried out targeted activity across local high streets and key transport hubs, speaking directly with people and leafletting at locations along the affected corridors. Our detailed stakeholder list also ensured direct contact was made with representative groups, including accessibility organisations, community centres, places of worship, healthcare settings, and education providers.

To help remove barriers to taking part, the consultation was offered in a combination of paper-based, online, and non-digital formats, including letters, emails, web pages, Freepost, telephone support and face-to-face opportunities. Accessible versions, including Easy Read materials, audio formats, and BSL videos, were also provided to ensure people with varied needs could participate. The web page could be translated into multiple languages, and we invited anyone needing information in another format to contact us via the consultation page or through the channels provided.

4.9 Analysis of consultation responses

A code frame was developed to categorise comments received in response to each open question to identify the most common issues raised. The code frame and the approach to analysis was peer reviewed within the team before detailed analysis of every comment received could commence.

Where comments were sent to us by email, post or during telephone calls, and not within the structure of our survey, these were read in full and coded in the same way as comments made in response to our open questions.

Where duplicate submissions were identified they were logged but counted only once to ensure no respondent disproportionately influenced the findings. Any additional submissions containing new or materially different comments were treated as separate responses and only repeated content was removed from the dataset.

It should be noted that all questions were optional, and participants could choose whether to skip or answer questions. Therefore, the total of number of respondents differs for each question.

Once detailed analysis was complete, a list of the issues being raised was generated, and these issues were considered as part of our decision-making process.

Our response to the issues raised can be found in Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised.

Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised

Code Frame

	All responses	General responses	Campaign responses only
Support			
General support	33	33	0
Support proposed changes to route 349	19	19	0
General support but with caveats	10	10	0
Support proposed changes to route 279	7	7	0
Support proposed changes to route 259	5	5	0
Oppose			
General opposition to the proposals	243	243	0
Oppose rerouting of route 259	188	188	0
Oppose withdrawal of route 349	75	75	0
Oppose rerouting of route 279	69	69	0
Concern that these changes are unnecessary	31	31	0
Suggest that the changes are a waste of money/money would be better spent elsewhere	2	2	0
Network access & connectivity			
Concern about losing direct access to King's Cross on route 259	328	328	0
Concern about broken journey links/having to change buses	144	144	0
Concern that the proposals for route 259 will have a negative impact on essential journeys (e.g. work/ medical appointments/shopping/ leisure)	83	83	0
Concern about increased journey times	74	74	0
Concern about losing direct link to Seven Sisters Road/Manor House on route 279	65	65	0
Concern that the proposals overall will have a negative impact on essential journeys (e.g. work/ medical appointments/shopping/ leisure)	63	63	0
Concern about losing direct access to Caledonian Road on route 259	62	62	0
Concern that journeys to schools/colleges/universities will be more difficult	59	59	0
Concern that the proposals for route 279 will have a negative impact on essential	35	35	0

journeys (e.g. work/ medical appointments/shopping/ leisure)			
Concern that the proposals for route 349 will have a negative impact on essential journeys (e.g. work/ medical appointments/shopping/ leisure)	22	22	0
Concern that future demand will increase due to new Woodberry Down/Holloway Park developments	17	17	0
Concern about reduced access to Harringay Warehouse District/Amhurst Park areas (inc Heysham Rd, Vartry Rd, Netherton Rd)	15	15	0
Concern about loss of access to bus stops in Stamford Hill currently served by 349	3	3	0
Other Network access & connectivity comment	18	18	0
Frequency, Capacity & Reliability			
Concern that the three routes are already overcrowded/infrequent	132	132	0
Concern about overcrowding and capacity shortfalls if the changes go ahead	127	127	0
Concern about the loss of capacity on the current route 349 corridor if route is withdrawn	90	90	0
Concern about reduced capacity on Caledonian Road/not enough capacity of routes 17/91	76	76	0
Concern that capacity between Seven Sisters–Manor House will be reduced	76	76	0
Concern that these routes provide alternatives when Tube/rail services are disrupted	34	34	0
Concern about event day pressures around Tottenham Hotspur Stadium	31	31	0
Concern that rerouteing the 279 is unnecessary as Stamford Hill is already well served by other routes	25	25	0
Concern that the proposals will lead to more congestion/more cars on the road	5	5	0
Suggest increasing frequency on 259	23	23	0
Suggest increasing frequency of buses in the area generally	21	21	0
Suggest increasing frequency on 279	7	7	0
Suggest improving bus priority measures to improve reliability	1	1	0

Other Frequency/Capacity/Reliability comment	16	16	0
Accessibility & safety			
Concern about impact on disabled/elderly/expectant mothers/those with young children/prams and/or luggage	156	156	0
Concern that these changes will negatively impact those on low incomes	75	75	0
Concern about personal safety especially at night	52	52	0
Concern about loss of connections late at night/early in the morning (eg to/from work or nights out)	37	37	0
Concern about loss of step-free direct connections making journeys harder	25	25	0
Suggestion about safety measures at stops (lighting/shelters etc)	5	5	0
Other Accessibility & safety comment	5	5	0
Alternative suggestions			
Suggest other alternative routing for route 259	16	16	0
Suggest retaining route 349 with other alternative routing	12	12	0
Suggest retaining route 349 but extending it Clapton/Hackney/Homerton hospital	12	12	0
Suggest other alternative routing for route 279	6	6	0
Suggest running 259 between Ponders End and Kings Cross	4	4	0
Suggest keeping current 279 route and extending to Holloway Nags Head	3	3	0
Suggest keeping current 279 route and extending to Finsbury Park	2	2	0
Suggest keeping some 259 trips to King's Cross (eg. at peak times)	1	1	0
Other alternative re-routing suggestion	17	17	0
Comment/suggestion about night services	4	4	0
Other suggestion about bus stop/stand locations	1	1	0
Other comment/suggestion			
Concern that the alternative to these buses is the Tube or trains which are more expensive	48	48	0
Concern about having to pay more than one fare for longer journeys	20	20	0
Concern that these changes will discourage active travel	2	2	0

Suggestion to change other existing bus routes	11	11	0
Other new bus route suggestions	7	7	0
Comment/suggestion about route numbers	2	2	0
General anti-Mayor/TfL comment	17	17	0
Unclear comment/misunderstood proposals	12	12	0
Do not use the routes/not affected by the proposals	7	7	0
Other comment not in code frame	12	12	0
Out of scope			
Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility	120	0	120
Suggestion about vehicle type - NOT CAMPAIGN	2	2	0
Other out of scope comment	32	3	29

Table 15: Code frame

Our Response to Issues Raised

Below are our responses to issues raised by respondents to the consultation.

Issue Raised	Response
General	
General opposition	<p>We recognise these changes may result in longer journey times or extra changes for some passengers.</p> <p>Currently, bus services on the A10, A1010, Seven Sisters Road and Caledonian Road are carrying fewer passengers than the number of buses provided. Our aim is to reduce this extra capacity so that services better reflect how many people are travelling.</p> <p>The proposals are designed to keep people connected while using buses where they are most needed. They maintain links to key destinations or provide convenient interchange opportunities, helping to retain connectivity across the network. The proposals would also create some new direct connections so that certain journeys could be made without changing buses.</p> <p>We regularly review the bus network to make sure services continue to meet local needs and represent good use of resources.</p>
Oppose rerouting of route 259	<p>We recognise concerns about changes to route 259. While some passengers would no longer have a direct bus to King's Cross and Caledonian Road, the changes would retain a direct connection to Seven Sisters Road and Holloway, helping to facilitate interchange for trips to and from King's Cross.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and</p>

	<p>maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p> <p>The revised route would also create new direct journeys between Holloway, Finsbury Park and Ponders End, improving connectivity for some passengers.</p> <p>These changes would help address surplus bus provision on Caledonian Road, where there are currently more services than passenger demand requires, and help balance the wider local network.</p>
Oppose withdrawal of route 349	<p>We have identified that buses on the A10 and A1010 corridor are operating with significant spare capacity.</p> <p>Removing route 349 would bring the level of service more closely into line with demand, although we understand that some passengers would be concerned about losing this route.</p> <p>A restructured 279 would continue to serve the existing bus stops between Ponders End High Street and Stamford Hill, while a restructured 259 would maintain the link between bus stops on Southbury Road and all bus stops between Ponders End and Seven Sisters.</p> <p>Every bus stop currently served by route 349 would continue to be served by other routes.</p>
Oppose rerouting of route 279	<p>We understand concerns about the impact of rerouting the 279, particularly</p>

	<p>for passengers travelling to and from Seven Sisters Road and Manor House.</p> <p>The change would help reduce excess capacity on Seven Sisters Road, where there are currently more buses than needed. It would also retain connections previously provided by route 349 to and from bus stops in the Stamford Hill area and create new direct links to Stamford Hill from areas north of Ponders End.</p> <p>Direct journeys between Ponders End and Manor House would continue to be available through the restructured 259.</p>
<p>Concern that these changes are unnecessary</p>	<p>We have a responsibility to use bus network resources carefully so that services are strongest where demand is highest.</p> <p>There is currently spare capacity on routes serving the A10, A1010, Seven Sisters Road and Caledonian Road corridors.</p> <p>The proposed changes are intended to better match services to passenger demand, supporting a more balanced and sustainable bus network overall.</p>
<p>Suggest that the changes are a waste of money/money would be better spent elsewhere</p>	<p>We aim to run the bus network as efficiently as possible. By reducing surplus services in areas with lower demand, these proposals help ensure resources can be focused where buses are most needed and most used.</p>
<p>Network access and connectivity</p>	
<p>Concern about losing direct access to King's Cross and Caledonian Road on route 259</p>	<p>We understand the concern about losing a direct bus to King's Cross and Caledonian Road. These are important destinations and interchange points for many passengers.</p> <p>Bus routes 17 and 91 would continue to run along Caledonian Road, providing services to King's Cross.</p> <p>Passengers who currently use route 259 to reach these destinations would still be able to complete their journeys by changing to route 17 or 91 at Holloway,</p>

	<p>helping to maintain access to King's Cross and Caledonian Road.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p>
<p>Concern about broken journey links/having to change buses</p>	<p>Some passengers are worried about journeys becoming less straightforward or needing to change buses.</p> <p>The proposals aim to better match services to how people travel today, while keeping the network well connected. Where direct links are changed, alternative routes and convenient interchange points are provided so passengers can still reach their destinations. In some cases, the changes would also create new direct journeys that are not available now.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p> <p>We will continue to review travel patterns and passenger feedback to make sure the bus network continues to meet local needs.</p>
<p>Concern about increased journey times</p>	<p>Changes to bus routes can raise concerns about journey times. We want</p>

	<p>to reassure passengers that high-frequency services would continue to run on the A10, A1010, Seven Sisters Road and Caledonian Road. Buses on these corridors would run at least every ten minutes, helping to keep waiting times and overall journey times low.</p> <p>Many passengers would still be able to travel without changing buses. Where a change is needed, same-stop interchanges with frequent services would be available, helping to minimise any additional travel time.</p>
<p>Concern about losing direct link to Seven Sisters Road/Manor House on route 279</p>	<p>Many passengers value direct links to Seven Sisters Road and Manor House Station. These destinations would continue to be served directly by route 259, maintaining the connection between Edmonton, Tottenham and Seven Sisters Road, including Manor House Station.</p> <p>When the extension of route 259 to Ponders End is introduced, it would continue to provide a direct link between Seven Sisters Road and stops north of Edmonton Green.</p> <p>Passengers travelling between areas north of Ponders End and Seven Sisters Road or Manor House would still be able to make their journey by changing between routes 279 and 259.</p>
<p>Concern that the proposals overall will have a negative impact on essential journeys (e.g. work/education/medical appointments/shopping/leisure)</p>	<p>We recognise how important the bus network is for everyday journeys, including travel to work, education, healthcare appointments, shopping and leisure. Our aim is to provide a local network that offers direct routes to key destinations wherever possible, alongside convenient connections where a change of bus is needed.</p> <p>The proposed network would continue to offer strong coverage, with access to high-frequency routes across the area. Many journeys could still be made without changing buses, and where interchanges are needed, frequent</p>

	<p>same-stop connections would help keep waiting times short.</p> <p>We understand the importance of access to schools, colleges and universities. The proposed changes have been designed to better align services with demand while maintaining access to education sites. Routes 259 and 279 have been adjusted to keep direct links or provide convenient interchange options.</p> <p>Bus corridors would continue to operate frequently throughout the day, ensuring sufficient capacity and access to education and other essential destinations. The network will be closely monitored to make sure services continue to meet passenger needs.</p>
<p>Concern that future demand will increase due to new Woodberry Down/Holloway Park developments</p>	<p>We are committed to providing the right level of bus service to support new developments. Both Woodberry Down and Holloway Park would continue to be well served by the bus network with access to high frequency routes on Seven Sisters Road, Green Lanes, Parkhurst Road, Camden Road and Hilmarton Road.</p> <p>The future network would provide enough capacity to support growth, and services on local corridors would continue to be monitored to ensure they remain appropriate as demand changes.</p>
<p>Concern about reduced access to Harringay Warehouse District/Amhurst Park areas (inc Heysham Rd, Vartry Rd, Netherton Rd)</p>	<p>The restructured 259 would continue to run along the full length of Seven Sisters Road, retaining all the direct links currently provided by route 279 between Ponders End and Manor House. This would ensure continued access to the Harringay Warehouse District and surrounding streets.</p> <p>Passengers travelling between areas north of Ponders End and Seven Sisters Road would be able to change between routes 279 and 259. Those travelling</p>

	between Seven Sisters Road and Caledonian Road or King's Cross would be able to change between route 259 and routes 17 or 91 at Holloway.
Concern about loss of access to bus stops in Stamford Hill currently served by 349	Our aim is to maintain access to the bus network wherever possible. Under the proposals, route 279 would be extended to Stamford Hill, replacing route 349 and retaining links to the area. Passengers who currently use route 349 to travel to or from Stamford Hill would be able to use route 279 instead.
Frequency, capacity and reliability	
Concern that the three routes are already overcrowded/infrequent	<p>Passenger demand has been carefully reviewed as part of developing these proposals.</p> <p>The changes are designed to better match service levels with how people are travelling now and in the future. While some routes would be restructured, all main bus corridors would continue to run frequently.</p> <p>We will continue to closely monitor passenger numbers, network capacity and service reliability.</p>
Concern about the loss of capacity on the current route 349 corridor if route is withdrawn	<p>Our aim is to make sure there is enough capacity across the network for everyone to travel when they need to. Route 349 mainly runs along the A10 and A1010, where there are currently more buses than passenger demand requires.</p> <p>If route 349 is withdrawn, there would still be significant spare capacity provided by the remaining routes along this corridor.</p> <p>The network will continue to be monitored to ensure that sufficient capacity is maintained.</p>
Concern about reduced capacity on Caledonian Road/not enough capacity of routes 17/91	When route 259 is withdrawn from Caledonian Road, routes 17 and 19 will continue to provide sufficient capacity for all passengers who wish to travel.

	<p>We would also continue to monitor routes 17 and 91 to help ensure that the right level of service is provided.</p>
<p>Concern that capacity between Seven Sisters–Manor House will be reduced</p>	<p>To help ensure enough capacity to and from Seven Sisters Road and Manor House at the busiest times, we plan to increase the frequency of route 259 from six to seven buses per hour during the busiest hour.</p> <p>Route 259 would continue to be monitored so that service levels can be adjusted if needed.</p>
<p>Concern that these routes provide alternatives when Tube/rail services are disrupted</p>	<p>The bus network is designed to provide good coverage and capacity on a typical day, rather than being planned around potential Tube or rail disruption.</p> <p>A high level of bus service would continue across Caledonian Road, Holloway, Seven Sisters, Tottenham and Edmonton, with frequent routes serving areas close to Tube and rail stations. This helps provide alternative travel options when disruption does occur.</p>
<p>Concern about event day pressures around Tottenham Hotspur Stadium</p>	<p>As with rail disruption, the bus network is planned to meet every day travel needs rather than being tailored specifically around events.</p> <p>A high-frequency service would continue along Tottenham High Road, and the local network would be monitored when the changes are introduced to ensure the service provided remains appropriate.</p>
<p>Concern that rerouteing the 279 is unnecessary as Stamford Hill is already well served by other routes</p>	<p>Route 349 currently provides a direct link between Stamford Hill and areas between Bruce Grove and Ponders End. Rerouting route 279 to serve Stamford Hill would ensure this direct connection is retained if route 349 is withdrawn.</p> <p>This helps maintain existing travel links for passengers using this corridor.</p>

<p>Concern that the proposals will lead to more congestion/more cars on the road</p>	<p>Our aim is to provide a bus network that offers direct routes to key destinations, alongside easy connections to other services and modes of transport.</p> <p>The area would continue to be served by frequent bus routes, making buses an attractive, affordable and accessible option. This can help reduce reliance on private cars and limit congestion on local roads.</p>
<p>Suggest increasing frequency on 259</p>	<p>As part of these proposals, we plan to increase the frequency of route 259 from six to seven buses per hour in the busiest hour and direction to provide additional capacity on Seven Sisters Road.</p> <p>Extending route 259 north to Ponders End would also help ensure enough capacity between Ponders End and Edmonton Green.</p> <p>In addition, we plan to increase early-morning frequency from four to five buses per hour, helping to reduce waiting times earlier in the day. Capacity will continue to be monitored to ensure services remain appropriate.</p>
<p>Suggest increasing frequency on 279</p>	<p>There are currently no plans to increase the frequency of route 279, as existing capacity is expected to be sufficient. However, the route will continue to be monitored to ensure it meets passenger needs.</p>
<p>Suggest increasing frequency of buses in the area generally</p>	<p>The proposals aim to reduce surplus services on the A10, A1010, Seven Sisters Road and Caledonian Road, while keeping key links and high levels of service.</p> <p>We are planning to increase the frequency of route 259 in the busiest hour from 6 buses per hour to 7 buses per hour. We are also planning to increase the frequency of route 259 to 5 buses per hour in the early morning period to help reduce wait times.</p>

	<p>There are no current plans to increase other routes where additional capacity is not needed, but the network will continue to be reviewed.</p>
<p>Suggest improving bus priority measures to improve reliability</p>	<p>While this consultation focuses on changes to routes 259, 279 and 349, we continue to look for opportunities to improve bus reliability and journey times across the network wherever possible.</p>
<p>Concern that the proposals do not adequately address differences in demand north and south of Edmonton Green, with under-provision in northern sections and over-provision in southern sections.</p>	<p>The proposals are based on analysis which identified surplus capacity along corridors such as the A10/A1010 and Seven Sisters Road and aim to better align bus provision with overall passenger demand.</p> <p>It is recognised that demand can vary along different sections of a route. However, the network would continue to provide sufficient capacity across all corridors, including on the A1010 to the north and south of Edmonton Green.</p> <p>We will continue to monitor passenger demand and service performance following any changes to ensure that capacity remains sufficient.</p>
<p>Accessibility and safety</p>	
<p>Concern about loss of step-free journeys, particularly for passengers who are disabled/elderly/expectant mothers/ with young children/prams and/or luggage</p>	<p>We know how important it is that the bus network remains accessible for everyone, including disabled people, older people, pregnant passengers, and those travelling with young children, prams or luggage.</p> <p>An Equality Impact Assessment (EqIA) was carried out as part of developing these proposals to understand how the changes may affect people with protected characteristics.</p> <p>A high level of bus service would continue on the A10, A1010, Seven Sisters Road and Caledonian Road, with enough capacity to accommodate passengers who need step-free travel.</p> <p>By rerouting route 279 to terminate in Stamford Hill and extending route 259 to</p>

	<p>Ponders End, most passengers who currently use route 349 would still be able to make their journey without changing buses. The exception would be passengers travelling between stops on Southbury Road and stops south of Seven Sisters Station. These passengers would be able to change between routes 259 and 279 at same-stop interchanges on the A10 and A1010.</p> <p>Same-stop interchange would also be available between route 259 and routes 17 and 91 for passengers travelling to and from Caledonian Road and King's Cross. These interchanges would take place at stops with shelters, seating, lighting and real-time information, helping to provide a more comfortable environment for passengers who may find changing buses more difficult.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p> <p>All London buses are fully accessible, with low floors and ramps to support wheelchair users. Many bus stops are designed to allow drivers to pull in close to the kerb, helping passengers to board and alight safely.</p> <p>The proposals would also make some journeys easier for people with additional needs by creating new direct</p>
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	links on route 259 between Ponders End and Finsbury Park and Holloway, and on route 279 between Waltham Cross, north Enfield and Stamford Hill.
Concern that these changes will negatively impact those on low incomes	<p>Cost is an important consideration for many passengers. Where a change of bus is needed, the Hopper Fare helps limit the cost of travel.</p> <p>The Hopper Fare allows passengers to change between bus routes within 60 minutes of starting their journey at no extra charge. Many passengers using routes 259, 279 and 349 would be able to benefit from this.</p> <p>Some passengers would also benefit from new direct journeys, including links on route 259 between Ponders End and Holloway, and on route 279 between Waltham Cross, north Enfield and Stamford Hill, reducing the need to change buses.</p>
Concern about personal safety, especially at night	<p>Many passengers would continue to be able to make their journeys without changing buses.</p> <p>Where a change is needed, interchanges would take place at the same bus stop where possible, in locations that are busy and well lit. Bus stops used for interchange have shelters, seating, lighting and real-time information, helping to create a safer waiting environment.</p> <p>Route 259 would take on all existing links currently provided by route 279 between Manor House and Ponders End, meaning passengers travelling on this section would not need to change buses in future. Same-stop interchange would be available between routes 259 and 279 for passengers travelling between bus stops on Seven Sisters Road and stops north of Ponders End.</p> <p>Routes 17 and 91 would continue to provide frequent services along Caledonian Road and to King's Cross,</p>

	<p>with same-stop interchange available for passengers transferring from route 259.</p> <p>Following the consultation, we have changed the proposed 259 routeing at Holloway to improve interchange and maintain greater access to the area. Instead of terminating on Camden Road, the service will now run into the north end of Caledonian Road and serve Stop V. This will enable same stop interchange with routes 17 and 91 for journeys towards King's Cross. Route 259 will also serve all bus stops on Hillmarton Road in the northbound direction.</p> <p>We are also planning to increase the early-morning frequency of route 259 from four to five buses per hour, helping to reduce waiting times during darker hours.</p> <p>The proposals would also create new direct journeys on route 259 and route 279, meaning some passengers would no longer need to change buses late at night or early in the morning.</p>
<p>Concern about loss of connections late at night/early in the morning (eg to/from work or nights out)</p>	<p>We recognise the importance of accessible bus services throughout the day, including for people travelling early in the morning or late at night for work or social activities.</p> <p>The proposals aim to reduce surplus services while keeping important connections with convenient interchange locations. Routes 259 and 279 would continue to run from early morning until late at night, covering the same operating hours as route 349.</p> <p>The planned increase in early-morning frequency on route 259 would further improve access at the start of the day and help keep journey times reasonable.</p>

Alternative suggestions	
Suggestions for alternative routing of route 259 or 279 and for retaining route 349	<p>We appreciate the range of suggestions received about alternative routings for routes 259 and 279, and about retaining route 349, including with changes to how it operates.</p> <p>Suggestions for alternative routings were reviewed. These options were assessed against several factors, such as current and future passenger demand, network coverage, interchange opportunities, operating efficiency, and the need to reduce surplus capacity while continuing to serve key corridors.</p> <p>The proposed changes aim to strike a balance between keeping direct links where possible and providing frequent services with convenient same-stop interchanges. The restructuring of routes 259 and 279 is intended to maintain access to key destinations, introduce some new direct journeys, and reduce duplication between routes. Retaining route 349 alongside these changes would lead to significant overlap with other frequent services and would not make best use of available resources.</p>
Suggest retaining route 349 but extending it Clapton/Hackney/Homerton hospital	<p>The proposals are designed to reduce surplus capacity while keeping a strong level of service and good connections. Retaining route 349, even with an extension, would mean that the level of service on the A10 and A1010 would remain much higher than passenger demand requires.</p> <p>Journeys between the A10 corridor and Clapton, Hackney Central or Homerton Hospital can be made with one change of bus route between high frequency services.</p>
Suggest running 259 between Ponders End and Kings Cross	<p>The proposals aim to reduce surplus capacity on corridors such as Caledonian Road while keeping frequent services and good interchange options. Extending route 259 to run between Ponders End and King's Cross</p>

	<p>would not reduce surplus capacity on Caledonian Road and would leave service levels higher than needed for passenger demand.</p> <p>A route of this length would also be difficult to operate reliably.</p> <p>Passengers would instead be able to change at Holloway between route 259 and routes 17 or 91, with frequent same-stop interchange for journeys to and from King's Cross.</p>
<p>Suggest keeping current 279 route and extending to Finsbury Park or Holloway, Nag's Head</p>	<p>We aim to operate a bus network that is easy to use. Extending route 279 to Finsbury Park or Holloway would create a long route that would be more difficult to run reliably.</p> <p>The proposal to restructure route 259 to run between Holloway and Ponders End would retain links between the A10 and A1010 and Holloway, while also creating new direct connections between Ponders End and Holloway and Finsbury Park.</p>
<p>Suggest keeping some 259 trips to King's Cross (eg. at peak times)</p>	<p>Routes 17, 91 and 259 already provide more capacity than needed on Caledonian Road, even during peak periods. Retaining some 259 journeys to King's Cross would therefore continue to provide more buses than passenger demand requires.</p> <p>A peak-only service between Ponders End and King's Cross would also be long and difficult to operate reliably.</p> <p>Bus routes in London are generally planned to run between the same endpoints throughout the day and week, helping to keep the network simple, consistent and easy to understand.</p> <p>Routes 17 and 91 would continue to provide sufficient capacity on Caledonian Road, with frequent same-stop interchange available for passengers transferring to and from route 259.</p>

<p>Suggest introducing a night route on the current 259 routeing to retain early morning employment access</p>	<p>We recognise the importance of access to buses throughout the day, including early-morning travel to work.</p> <p>The proposals focus on reducing surplus capacity on corridors such as Caledonian Road and do not include plans to introduce new night routes. However, route 259 would continue to run to Holloway, allowing interchange with route 17 in the early morning.</p> <p>To help reduce waiting times and limit journey times at this time of day, we are planning to increase early-morning frequency on route 259 from four to five buses per hour.</p>
<p>Extend route 144 or route N149 to Ponders End to provide additional capacity and early morning links</p>	<p>The proposals aim to rebalance the local bus network by better matching services to passenger demand. Withdrawing route 349 helps reduce surplus capacity on the A10 and A1010. However, capacity between Ponders End and Edmonton Green would still need to be maintained.</p> <p>To address this, the proposals include extending route 259 from Edmonton Green to Ponders End, providing a similar level of capacity to that currently offered by route 349. No further extensions to Ponders End are expected to be needed.</p> <p>Route 259 would operate with similar start and finish times to route 349, and its early-morning frequency would increase from four to five buses per hour, improving access and reducing waiting times at the start of the day.</p>
<p>Other comments</p>	
<p>Concern that alternatives involve more expensive modes, like the tube or train, and that passengers may need to pay more than one fare to change buses</p>	<p>The proposals are designed to reduce surplus capacity while keeping frequent bus services and good connections across the network.</p> <p>Many passengers would still be able to complete their journeys without changing buses. Where a change is</p>

	<p>needed, the Hopper Fare allows passengers to make multiple bus journeys within 60 minutes without paying an additional fare.</p> <p>This means the bus network would continue to offer an affordable option for passengers who rely on buses rather than more expensive modes such as the Tube or rail.</p>
Concern that these changes will discourage active travel	<p>Our aim is to support a transport network that is accessible, sustainable and easy to use. The proposed bus network would continue to provide strong local coverage, with frequent routes serving key corridors and destinations.</p> <p>By offering well-connected bus services, the network would continue to support walking and cycling as part of longer journeys and remain an attractive alternative to private car use.</p>
Consultation	
Unable to access consultation survey	<p>We understand the frustration experienced by people who were unable to access the online consultation survey. Technical issues can be a real barrier to taking part and may have prevented some people from sharing their views.</p> <p>Alongside the online survey, we provided alternative ways to respond, including by email, letter, and by telephone, to help ensure people could still take part if they experienced difficulties online.</p> <p>Feedback about access issues is important and will help us improve how future consultations are delivered.</p>
Concern that the survey questions are inadequate/ biased/ limited	<p>The questions were developed to focus on the key aspects of the proposals while also allowing respondents to provide detailed views through free text comment boxes.</p> <p>Respondents could respond to the consultation without having to fill out the</p>

	<p>online survey, via email, in-writing, and by telephone. All feedback received — including comments that go beyond the set questions — has been reviewed and considered as part of the decision-making process.</p>
<p>Concern that consultation is a tick box exercise</p>	<p>We understand why some people may feel that consultations can appear to be a tick box exercise.</p> <p>We want to reassure respondents that this consultation is a genuine opportunity to influence our understanding of the proposals and their impacts. The consultation has been carried out in line with the Gunning Principles, which require us to consult at a formative stage, provide enough information to allow informed responses, and consider the feedback received.</p>
<p>Concerns about issues with log-in/need for registration</p>	<p>We understand concerns about having to log in or register to take part in the consultation.</p> <p>These steps are in place to help protect the integrity of the consultation, prevent misuse and ensure responses are recorded accurately. We recognise that this may have made participation more difficult for some people.</p> <p>To help address this, we also offered alternative ways to respond, including by email, in-writing, and by telephone.</p>
<p>Concern about QR code not working</p>	<p>Where digital access was an issue, respondents were able to take part through other channels, including email and telephone.</p> <p>Feedback on technical issues like this helps us improve consultation materials in the future.</p>
<p>Concern that consultation not publicised widely enough</p>	<p>We promoted the consultation through a range of channels, including on-street signage and emails to thousands of affected bus network users.</p> <p>We understand that not everyone will have seen or received this information,</p>

	<p>and feedback on how consultations are promoted helps us improve how we reach communities in future.</p>
<p>Concern that Recaptcha is time consuming and/or off-putting</p>	<p>This tool is used to help protect the consultation from misuse and ensure responses are genuine. However, we recognise that it can affect the user experience.</p> <p>To support wider participation, we also provided non-digital ways to respond, including by email and telephone, for those who found the online process difficult.</p>
<p>Concern that website is not user friendly</p>	<p>We recognise concerns about the consultation website not being user-friendly.</p> <p>Our digital platform was developed and tested to make it as clear and easy to use as possible, including providing plain English explanations of the proposals.</p> <p>We understand that people's experiences can vary, and feedback on website usability is valuable in helping us improve future consultation pages.</p>
<p>Concern that information provided was insufficient/not detailed enough</p>	<p>We understand concerns that some people would have liked more detailed information about the proposals.</p> <p>The consultation materials were intended to provide enough information to allow people to understand the changes and respond in an informed way.</p> <p>Feedback on the level of detail provided is important and will help shape how future consultation information is presented.</p>
<p>Concern about digital inclusion</p>	<p>We recognise concerns about digital inclusion and that not everyone is able to access or feel comfortable using online consultations. To help address this, we provided multiple ways to respond, including online, by email and by telephone.</p>

	Improving accessibility and inclusion remains a priority, and feedback on digital barriers helps us continue to improve how we engage with passengers and local communities.
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Table 16: Our response to issues raised

Appendix B: Consultation questions



Proposed changes to bus route 259 and 279 and the withdrawal of route 349

Tell us your views

We are holding an eight-week public consultation to hear what you think about these proposals. We want to know if you agree with them, if there is anything you do not agree with, and to understand the reasons why you feel this way.

You can reply by completing our survey, which should only take a few minutes to complete.

Please post your completed survey to FREEPOST TFL HAVE YOUR SAY (259/279/349) (no stamp needed).

The closing date for comments is **Friday 23 January 2026**.

If you prefer, you can also:

- Email: haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote '**Bus routes 259/279/349**' when leaving your message
- Complete our online survey at: <https://haveyoursay.tfl.gov.uk/routes-259-279-349>

What happens next

These proposals are subject to the outcome of our consultation. Once consultation ends on Friday 23 January 2026, we will spend time considering all the responses we receive and will prepare a consultation report.

The consultation report will help us reach a decision on how these routes **may** change.

A copy of the report will be available to everyone that takes part in the consultation and a copy will be published on our website.

Your 259, 279 and 349.
Your say.



Survey questions

1. Please let us know how often you use bus route (259/279/349)?

	Daily	4-5 days a week	2-3 days a week	3-4 times per month	Less	Not at all
259						
279						
349						

2. What day of the week do you tend to travel on the bus routes? (select when you tend to travel on the bus routes? (select all that apply)

	Weekdays	Saturday	Sunday
259			
279			
349			

Your 259, 279 and 349.
Your say.



3. What time of the day do you tend to travel? (select all that apply)

	Early mornings (05:00 - 07:00)	Peak times (07:00 - 10:00 or 16:00 - 19:00)	The middle of the day (10:00 - 16:00)	Evening (19:00 - 22:00)	Night-time (22:00 - 05:00)
259					
279					
349					

4. What is the purpose of your travel? (select all that apply)

	Work	Leisure	Education	Appointments	Other
259					
279					
349					

If other, please specify reason for travel:

Your 259, 279 and 349.
Your say.



5. How would the proposed changes to routes 259, 279, and 349 affect you?

	Positive impact	No impact	Negative impact	Don't know
259				
279				
349				

6. Please use this box to provide any comments you might have about the proposals and their impact on you. Please specify the routes and changes you are commenting on.

Your 259, 279 and 349.
Your say.



About you

If you would like us to keep you informed about the outcome of this consultation. Please provide us with your name and email address or postal address:

All personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, [please visit our privacy policy](#).

Name:	
Email:	
Address:	
Postcode:	

Your 259, 279 and 349.
Your say.



7. Are you responding as?

- A local resident
- A local business owner
- Someone employed locally
- A commuter to the area
- A visitor to the area
- Not local, but interested in the proposals
- Other (please specify)

8. Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g. interest group, charity or trade body). (choose one option)

- As an individual
- As an official representative of an organisation

9. If you are responding as an official representative of an organisation, then please provide your organisation name below.

Your 259, 279 and 349.
Your say.



10. How did you hear about the consultation? Please select the main way you heard:

- Email from TfL
- Received a letter from TfL
- Saw it on the TfL website
- Read about it in the press
- Read about it in a newsletter
- On-street signage
- Poster
- Social media
- Other (please specify)

Your 259, 279 and 349.
Your say.



11. Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us.

- Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.
- Met my expectations: I was able to find the information I needed, and it was straightforward to respond.
- Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.
- Did not meet my expectations: I couldn't find the information I needed, and it was very difficult to respond.

12. If we didn't meet your expectations, please tell us how you would like us to improve our consultation service in the future.

Please only share your feedback on how we can improve our consultation service. If you want to leave further feedback on the proposals that we're consulting on, then please return to question 6 above and leave your feedback there.

Appendix C: Consultation materials



Figure 3: Flyer

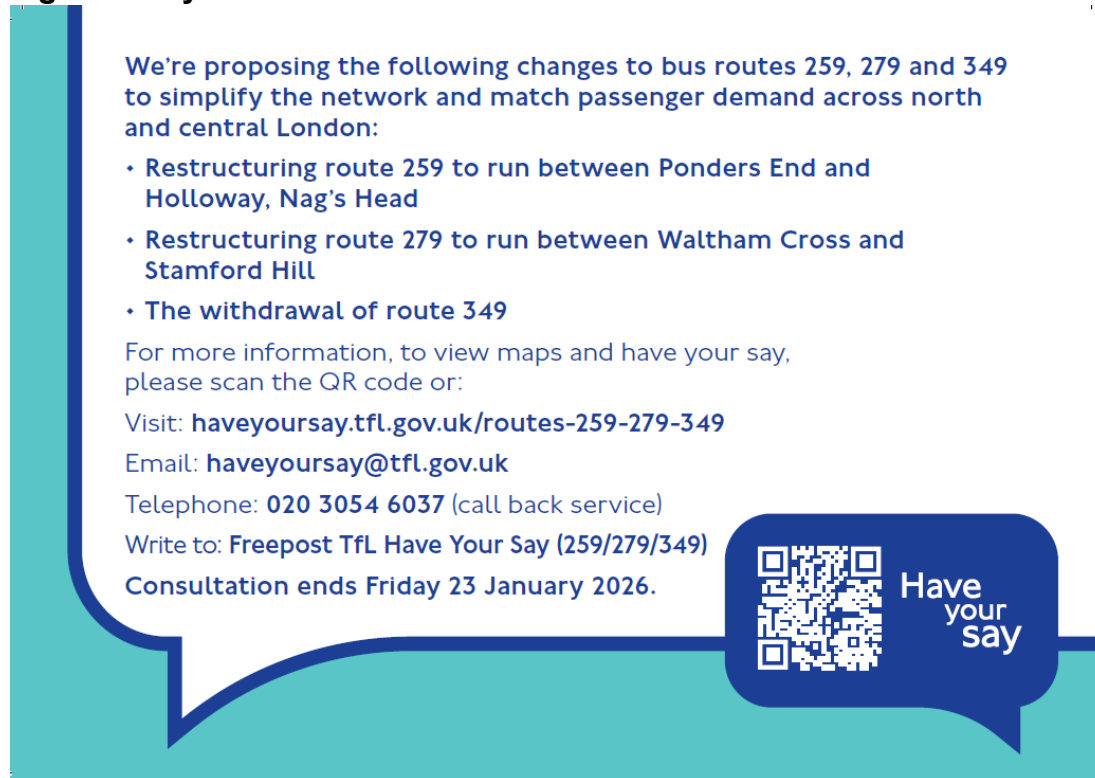


Figure 4: Flyer (reverse)

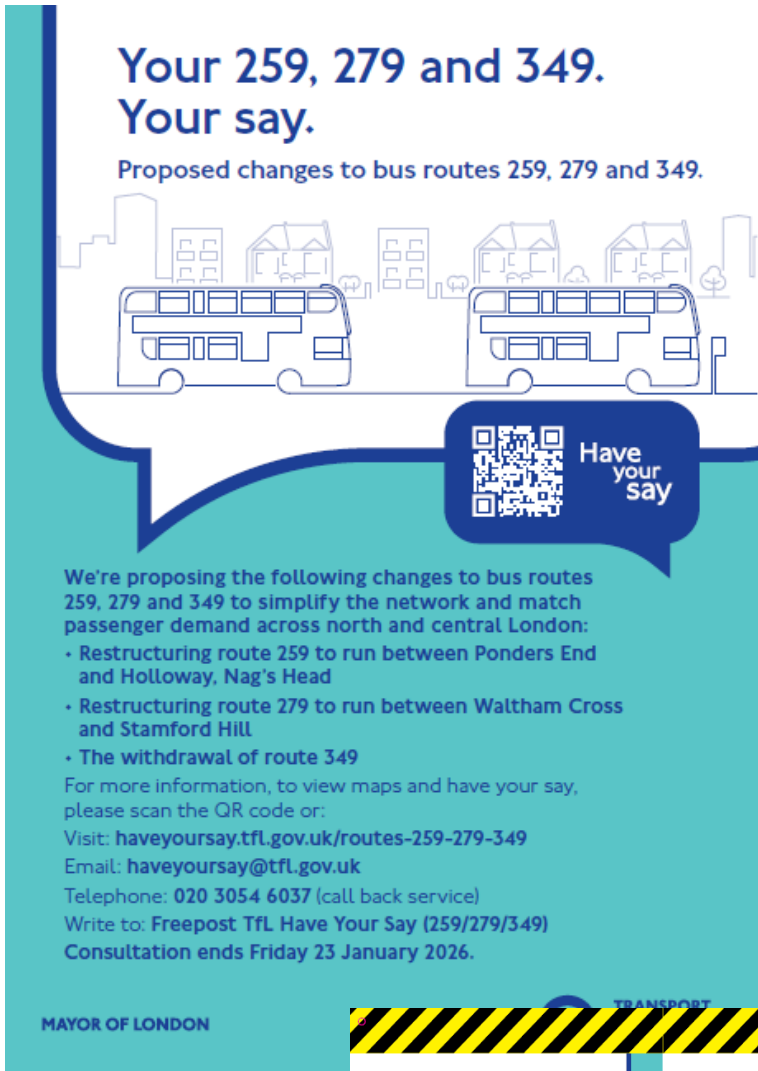


Figure 6: Poster



Figure 5: Three-sided lamppost signage

Consultation on proposed changes to bus routes 259, 279 and 349

TfL Have Your Say
 To TfL Have Your Say
 Retention Policy TfL Exchange Online Retention Policy (7 years)
 TfL Unclassified

Expires 26/11/2032

Re

Good morning

We want to hear your views on changes we are proposing to bus routes 259, 279 and 349 in north and north-east London.

Currently:

- Route 259 runs between Edmonton Green and King's Cross
- Route 279 runs between Waltham Cross and Manor House Station
- Route 349 runs between Ponders End and Stamford Hill

Summary of proposals

- Withdraw route 349
- Restructure route 259 to operate between Ponders End and Holloway, Nag's Head
- Restructure route 279 to operate between Waltham Cross and Stamford Hill

These changes are being considered because the current level of bus service provided on Tottenham High Road and Fore Street, Seven Sisters Road and Caledonian Road is more than needed for the current number of passengers.

What would this mean?

- Route 349 would no longer operate
- Route 259 would no longer serve King's Cross but would create new connections between Enfield and Holloway. Routes 17 and 91 would continue to run on Caledonian Road
- Route 279 would no longer terminate at Manor House Station but would instead end at Stamford Hill to replace route 349. Route 259 would continue to run to Manor House

Have your say

To find out more and share your views, please follow [this link](#).

Alternatively, you can:

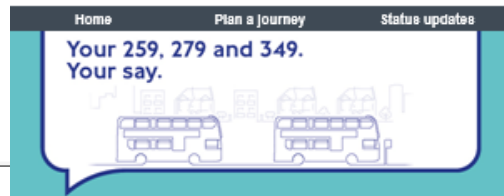
- Email: haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 (call back service). Please quote '259/279/349 bus'.
- Write to us: FREEPOST TFL HAVE YOUR SAY (no stamp required)

Consultation closes Friday 23 January 2026.

Yours faithfully

Geoff Hobbs
 Director of Public Transport Service Planning

Proposed changes to match services to passenger demand [Can't see this email? View online](#)



Buses



Dear Jon,

We are proposing changes to bus routes 259, 279 and 349 to simplify the network and better match services to passenger demand across key areas in north and central London.

If you use any of these routes, we would like to hear from you.

Proposed changes include:

- Route 259 - Restructured to run between Ponders End and Holloway, Nag's Head. This would create new links between Enfield and Islington, but reduce access to King's Cross and Caledonian Road
- Route 279 - Restructured to run between Waltham Cross and Stamford Hill. This would maintain north-south connectivity through Tottenham and Stamford Hill, but reduce access to Manor House
- Route 349 - Proposed to be withdrawn. Passengers would need to use alternative services, including revised routes 259 and 279

Have your say

You can share your views by completing our [consultation survey](#) by 23 January 2026.

You can also contact us via the following channels:

- Email - haveyoursay@tfl.gov.uk
- Telephone - 020 3054 6037 (call-back service)
- Write to - Freepost, TfL Have Your Say (259/279/349) (no stamp required)

Easy Read, audio and British Sign Language versions are available, and support is available if you need help understanding the proposals.

We look forward to hearing from you.

Geoff Hobbs
 Public Transport Service Planning



MAYOR OF LONDON



© Transport for London. These are our getting around London email updates. If you no longer wish to receive these emails, you can [unsubscribe](#).

Figure 7: Stakeholder email

Figure 8: Customer email

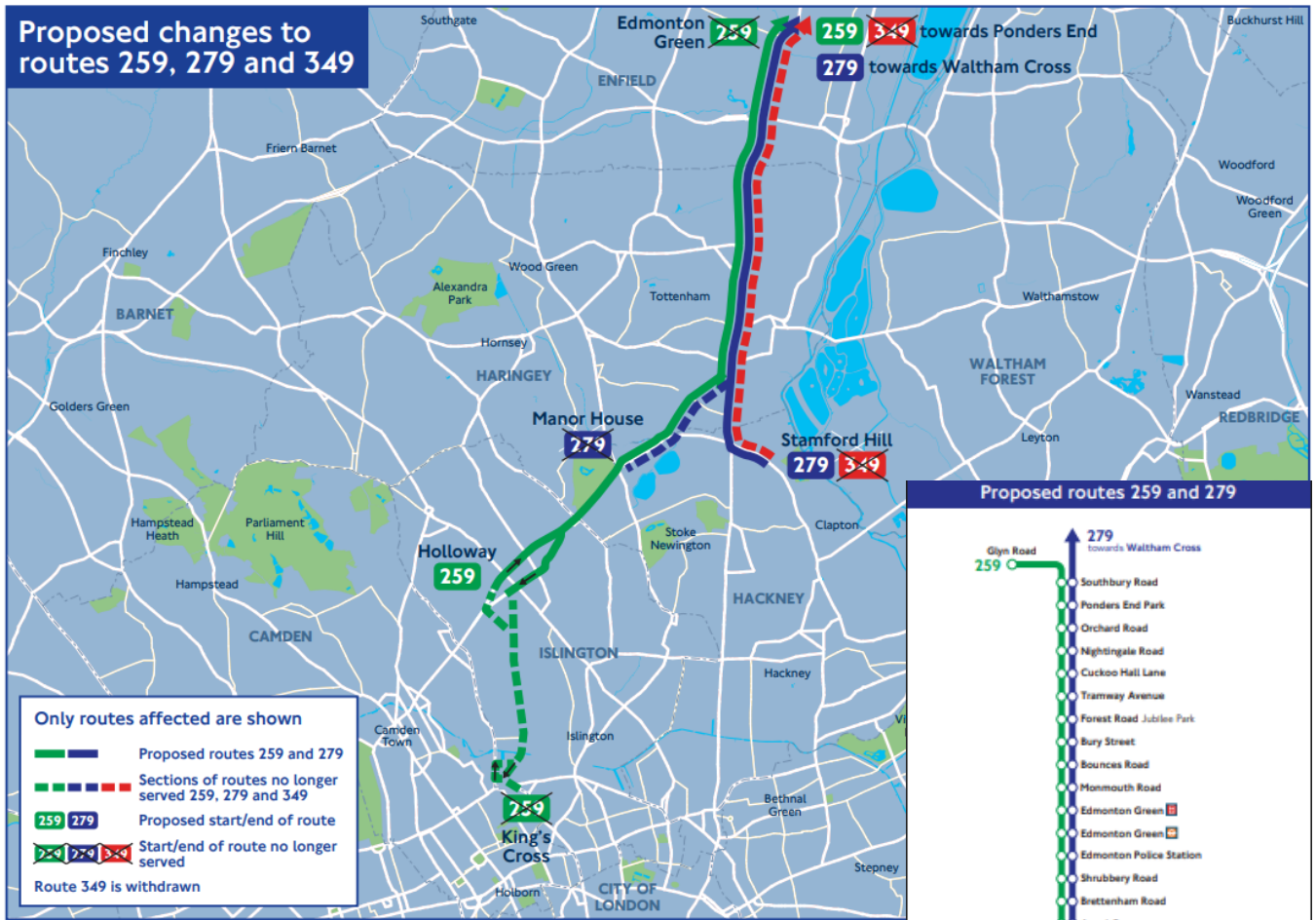


Figure 9: Route map

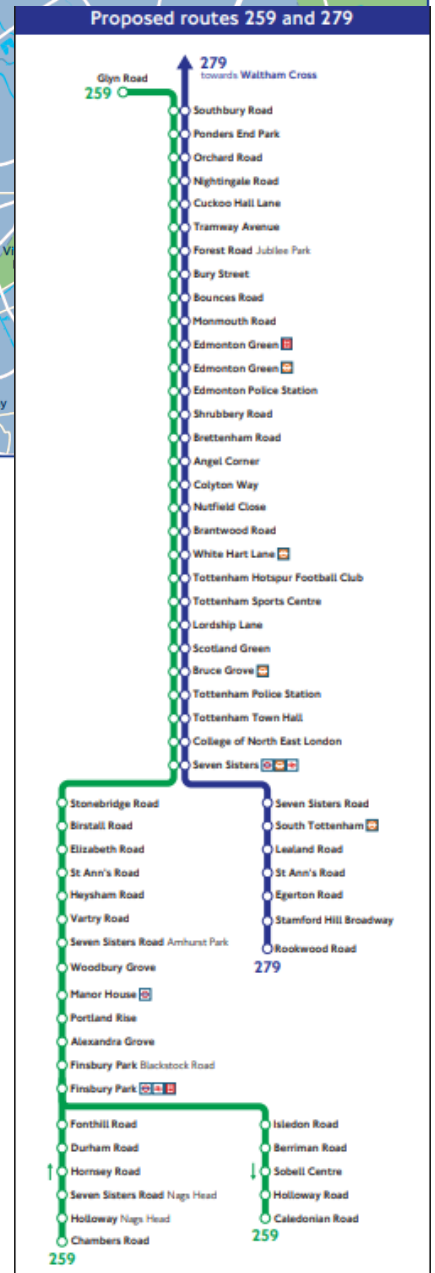


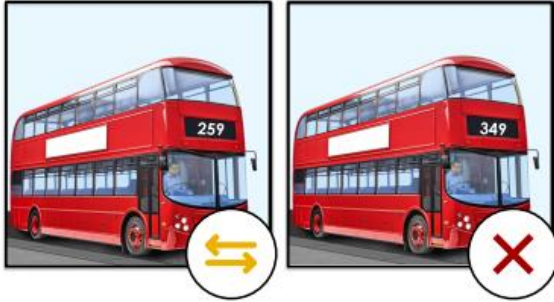
Figure 10: Linear route map



Our plans to

- ↔ change the 259 and 279 bus services
 - ✗ stop the 349 bus service
- between Ponders End and Stamford Hill

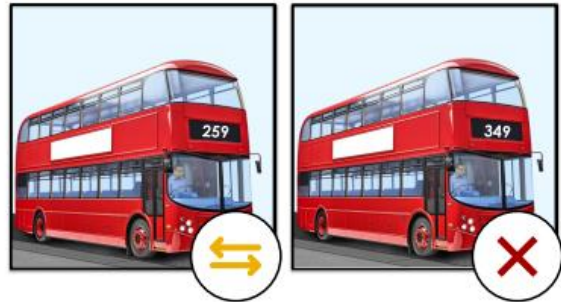
Information booklet



Questions about our plans to

- ↔ change the 259 and 279 bus services
 - ✗ stop the 349 bus service
- between Ponders End and Stamford Hill

Survey booklet



Tell us what you think before
Friday 23 January 2026



Figure 11: Proposals (Easy Read)

Figure 12: Survey (Easy Read)

Audio version of the proposals

8.12 MB mp3



Audio version of the survey

1.74 MB mp3



Figure 7: Audio

Connecting with London's deaf community on our consultations

To further enhance how we consult with London's deaf community we offer:

- British Sign Language (BSL) videos of our [proposals](#) and [survey](#)
- A BSL conversation service. This allows the TfL consultation lead to have a two-way BSL translated discussion with a BSL user. To request a BSL conversation please contact us at haveyoursay@tfl.gov.uk and we will be in contact to arrange a convenient time

Figure 8: BSL

Appendix D: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

Artificial Intelligence (AI) was used to help in the production of some summaries. All responses were read in full by the project team and the AI summaries checked to ensure all key points had been included.

Local authorities & elected officials

London Borough of Camden

Camden Council acknowledged the objective of simplifying the bus network but raised concerns about the removal of the 259's direct connection to King's Cross and Caledonian Road. The submission highlighted TfL's assessment indicating a high number of broken journeys for route 259 users, many of whom would have been required to interchange. The council emphasised the importance of strong bus links to major rail hubs to support sustainable travel, access to employment and services, and the reduction of car use. The response requested further analysis and mitigation, including the retention of sufficient capacity on routes 17 and 91 and improvements to interchange quality. While changes to routes 279 and 349 largely fell outside the borough, the council stressed the importance of maintaining radial bus access into central London. They requested further detailed analysis of broken trips and crowding impacts by link and time of day.

Aisha Russell – Children and Family Services, London Borough of Camden

Aisha Russell submitted a response as a regular user of route 259, travelling between Edmonton and King's Cross. The response expressed concern that shortening the route would have removed a relied-upon direct connection, affecting the predictability of daily journeys. It stated that requiring interchange or use of the Underground would have increased journey times and reduced convenience and accessibility for many passengers. The submission also noted that several regular users had been unaware of the consultation, raising concerns about the effectiveness of communications. The response highlighted the wider impacts of bus service changes on access to work, stability and community life.

London Borough of Hackney

Hackney Council outlined both potential opportunities and risks associated with the proposals. While removal of the 279 bus stand at Manor House was recognised as potentially supporting long-planned junction improvements, the council raised concerns about impacts on residents who relied on buses due to limited step-free access at local stations. The submission highlighted the importance of early-morning direct links to King's Cross via route 259 for people travelling at unsociable hours and noted that loss of this link would affect access to employment. The council also sought reassurance that route 279 frequencies would have remained sufficient to serve growing communities, including Woodberry Down.

Councillor Sarah Young – Cabinet Member for Climate, Environment and Transport, London Borough of Hackney

Councillor Sarah Young submitted a brief response indicating agreement with concerns raised locally. While no additional detail was provided, the response signalled support for residents who believed the proposals would have had negative impacts on local bus users.

London Borough of Haringey

Councillor Matt White – Tottenham Central, London Borough of Haringey

Councillor Matt White set out opposition to the proposed changes to routes 259, 279 and 349, aligning with Haringey Council's formal position. The submission stated that many residents in Tottenham would have experienced longer and more complex journeys as a result of direct services being replaced with interchanges. It noted that this would have disproportionately affected people who relied on straightforward bus travel for essential daily journeys and raised concerns about how the impacts identified by the council would have been addressed.

Councillor Sheila Peacock – London Borough of Haringey

Councillor Sheila Peacock expressed support for the withdrawal of route 349 but objected strongly to the shortening of route 279. The response stated that route 279 was heavily used by residents and that removal of its link to Manor House would have caused significant inconvenience to passengers.

Councillor Seema Chandwani – Cabinet Member for Resident Experience and Tackling Inequality, London Borough of Haringey

The submission from Councillor Seema Chandwani outlined Haringey Council's strong concerns regarding the withdrawal of route 349 and the shortening of routes 259 and 279. It stated that the proposals would have reduced direct links between Tottenham and central or inner London without providing compensating benefits. The council identified disproportionate impacts on lower-income residents, people with mobility impairments and those working unsociable hours. Reference was made to TfL data showing high levels of broken journeys on route 259, many affecting Haringey users. The submission also warned that withdrawal of route 349 would have removed a key local connector and increased pressure on already busy alternative services. It concluded that the proposals conflicted with objectives related to accessibility, sustainable travel and inclusive growth.

Councillor Rowena Champion – Executive Member for Environment, Air Quality and Transport, London Borough of Islington

Councillor Rowena Champion outlined concerns that changes to routes 19, 38 and 259 could have reduced the attractiveness and practicality of bus travel. The submission emphasised the important role buses played in supporting active travel initiatives and providing essential links for residents. It warned that shortening route 259 would have removed key connections to King's Cross and could have increased pressure on routes 17 and 91 unless capacity was addressed. The council stated

that, should changes proceed, high-quality interchange facilities—including lighting, seating and real-time information—would have been essential. While routes 279 and 349 did not directly serve Islington, the response noted that more complex journeys could have encouraged a shift towards private car use. The submission acknowledged TfL’s financial pressures while stressing the importance of protecting vulnerable users.

Government departments, parliamentary bodies, and politicians

David Lammy MP – Member of Parliament for Tottenham

David Lammy MP expressed strong opposition to the proposed changes to routes 259, 279 and 349. The submission emphasised that buses were the most affordable and accessible form of transport for many residents in Tottenham, particularly in areas of high deprivation. It highlighted increasing demand arising from new housing and major events at Tottenham Hotspur Stadium and warned that reduced connectivity would have harmed local communities. Specific concerns included the loss of the 259’s direct link to King’s Cross, the shortening of route 279 for passengers with mobility needs, and the withdrawal of route 349, which was described as essential for short local journeys. The response also raised concerns about safety and accessibility associated with forced interchanges, particularly during early morning and late evening travel.

Joanne McCartney AM – London Assembly Member for Enfield & Haringey

Joanne McCartney AM raised serious concerns about the cumulative impact of the proposals on accessibility and capacity. The submission emphasised the importance of buses as affordable, step-free transport across both boroughs and warned that reduced frequencies and forced interchange could have led to increased car use, contrary to the Mayor’s Transport Strategy. It noted that routes 349, 279 and 259 carried large passenger volumes and stated that their removal or reduction would have disproportionately affected disabled people, older residents, parents with children and those with limited alternative transport options. While the northern extension of route 259 was welcomed, strong opposition was expressed to curtailing the route at Holloway due to the associated equity and capacity impacts.

Transport and road user groups

Enfield Transport User Group (ETUG)

ETUG stated that while there may have been excess capacity south of Edmonton Green, under-provision to the north remained and was not addressed by the proposals. The submission warned that withdrawing route 349 and relying on amended 259 and 279 services would have worsened overcrowding, particularly during evening and late-night periods. ETUG provided analysis showing mixed impacts on headways but reductions in service span affecting shift workers. The response linked these issues to previous changes to route 149, arguing that route 349 had never fully replaced lost capacity. Suggestions were made for reinvesting savings, including extending the N149 overnight and lengthening route 144 to Ponders End. Weekend overcrowding on the N279 was also highlighted.

ETUG submitted a second consultation response with further comments. They stated the proposals were unclear about the future of the N279, with no confirmation on whether it would be renumbered as N259 or retain its existing designation. The submission warned that the proposed night service pattern would create a gap in provision between 11.00pm and 1.00am, as the 259 would not cover the full night route and there was no parallel daytime service in central London. ETUG argued that this would leave the corridor south of Holloway Road without any bus service until after midnight, undermining accessibility and suppressing demand. A mitigation was suggested through starting the N279 (or future N259) an hour earlier to align with pub closing times, improving connections through Camden Town and along the Tottenham High Road / Hertford Road corridor.

London TravelWatch

London TravelWatch recognised the rationale for simplifying overlapping routes and accepted the case for withdrawing route 349. However, the organisation raised significant concerns about the wider impacts of the proposals, particularly on route 259. The submission highlighted that many passengers would have experienced broken journeys and stated that interchange could introduce inconvenience, uncertainty and, in some cases, additional cost. Safety concerns were raised regarding increased waiting times at interchange points, especially during early morning and late evening travel. The response emphasised the need for high-quality and safe interchange facilities, clear passenger information and accessible walking routes, as well as monitoring of bus loadings and transparency around the use of any savings.

Community, cultural & faith organisations

Emmanuel Church, Hornsey Road

Emmanuel Church expressed strong opposition to the proposal for route 259 to terminate short of King's Cross. The submission highlighted reliance on the service by older and disabled residents who were unable to walk easily to alternative routes. It noted that although other buses operated towards King's Cross, they used different streets and were already busy, meaning removal of the 259 would have made travel more difficult. The response stated that Holloway had already experienced several bus service changes and that further reductions would have disproportionately affected vulnerable passengers.

Education

Kingsmead School

Kingsmead School stated that the proposed changes would have negatively affected students who relied on the affected routes to travel to and from school. The submission warned that any reduction in service could have disrupted pupils' access to education.

Appendix E: List of stakeholders consulted with

We contacted the following stakeholders to invited them to reply to the consultation:

Local authorities & elected officials

Councillor Peray Ahmet – Leader of the Council, London Borough of Haringey

Councillor Ibrahim Ali – Cabinet Member for Climate Action and Environment, Bruce Castle, London Borough of Haringey

Councillor Kaushika Amin – Northumberland Park, London Borough of Haringey

Councillor Lotis Bautista – King’s Cross, London Borough of Camden

Councillor John Bevan – Northumberland Park, London Borough of Haringey

Councillor Barbara Blake – Seven Sisters, London Borough of Haringey

Brenda Busingye – Public Transport Policy Manager – London Borough of Camden

Stephanie Dance-Groom – Communication and Engagement Manager, Transport, London Borough of Camden

Councillor Isidoros Diakides – Tottenham Central, London Borough of Haringey

Councillor Erdal Doğan – Councillor for Bruce Castle Ward, London Borough of Haringey

Councillor Makbule Gunes – Chair of the Children and Young People's Scrutiny Panel, South Tottenham, London Borough of Haringey

Councillor Ruth Gordon – Cabinet Member for Housebuilding, Placemaking & Local Economy, London Borough of Haringey

Councillor Mark Grosskopf – South Tottenham, London Borough of Haringey

Councillor Mike Hakata – Deputy Leader & Cabinet Member for Climate Action, Environment & Transport, London Borough of Haringey

Councillor Adam Harrison – Cabinet Member for Planning and a Sustainable Camden and Deputy Leader, Bloomsbury, London Borough of Camden

Councillor Sue Jameson – Bruce Castle, London Borough of Haringey

George Loureda – Head of Engineering Services, Borough Highways, London Borough of Camden

Sam Margolis – Head of Strategy and Projects, London Borough of Camden

Councillor Liam Martin-Lane – King’s Cross, London Borough of Camden

Councillor Felicia Opoku – Tottenham Central, London Borough of Haringey

Councillor Ajda Ovat – Cabinet Member for Communities, Northumberland Park, London Borough of Haringey

Councillor Sheila Peacock – South Tottenham, London Borough of Haringey

Councillor Reg Rice – Tottenham Hale, London Borough of Haringey

Jacqueline Saunders – Transport Policy Team Manager, London Borough of Camden

Councillor Michelle Simmons-Safo – Deputy Mayor, Seven Sisters, London Borough of Haringey

Councillor Jonathan Simpson – King’s Cross, London Borough of Camden

Councillor Sean O'Donovan – Tottenham Hale, London Borough of Haringey

Councillor Sue Jameson – Bruce Castle, London Borough of Haringey

Councillor Matt White – Chair of Overview and Scrutiny Committee, London Borough of Haringey

Caroline Woodley – Mayor of Hackney, London Borough of Hackney

Councillor Sarah Young – Cabinet Member for Climate Change, Environment and Transport, Woodberry Down

Government departments, parliamentary bodies, and politicians

Diane Abbott – MP for Hackney North & Stoke Newington

Anne Clarke – Assembly Member for Barnet & Camden

Feryal Clark – MP for Enfield North

Lewis Cocking – MP for Broxbourne

Jeremy Corbyn – MP for Islington North

Katie Dickinson – Principal Transport Planner, London Borough of Camden

David Lammy – MP for Tottenham

Joanne McCartney – Assembly Member for Enfield & Haringey

Sem Moema – Assembly Member for Hackney, Islington & Waltham Forest

Kate Osamor – MP for Edmonton & Winchmore Hill

Keir Starmer – MP for Holborn & St Pancras

Emily Thornberry – MP for Islington South & Finsbury

Catherine West – MP for Hornsey & Friern Barnet

Cultural & faith organisations

Angel Community Centre

Assunah Islamic Centre

Biala Synagogue

Community Centres & Groups

Edmonton Islamic Centre

Green Towers Community Centre

Holloway Mosque

Jacob Benjamin Elias Synagogue

Lubavitch House

Masjid Ayesha Tottenham

Residents of Edmonton Angel Community Together

Seven Sisters Islamic Centre

St Ann's Church

St Ignatius Church

St Luke's Church

St Thomas More Church

The Engine Room, Tottenham

Tottenham Community Sports Centre

Community & advocacy organisations

Age UK

Camden Disability Action

Disability Rights UK

Enfield Transport User Group

Hackney Family Information Service

Islington Family Information Service

Jewish Care

London TravelWatch

Education

Churchfield Primary School

College of Haringey, Enfield and North East London

Durants School

Enfield College

Gillespie Primary School

Hungerford School

Little Learners Nursery

Lubavitch Senior Girls School

Seven Sisters Primary School

Simon Marks Jewish Primary School

St Edmund's Catholic Primary School

Woodpecker Hall Academy

Health & social care

Forest Road Practice, Jubilee Park

North Middlesex University Hospital NHS Trust

Stamford Hill Group Practice

Tottenham Health Centre

Whittington Hospital

Libraries

Edmonton Green Library

Finsbury Library

Islington Central Library

Waltham Cross Library

Businesses and business organisations

Angel Business Improvement District

Camden Town Unlimited

Edmonton Green Shopping Centre

Kings Cross Central Development

Nags Head Market

Pavilions Shopping Centre

Tottenham Hotspur Stadium

Appendix F: Demographics

Registering for our online survey prompts respondents to fill out several demographic questions. This helps us understand more about who is taking part. Categories include age, disability, ethnicity, and gender. This data is displayed in the tables below.

Gender	Total Responses	%	Responses with campaigns removed		Campaign responses only	
			Count	% of total responses	Count	% of total responses
Gender neutral/Agender	15	2%	1	7%	14	93%
Man	209	34%	208	100%	1	0%
Non-binary	19	3%	13	68%	6	32%
Trans man	10	2%	1	10%	9	90%
Trans woman	76	12%	3	4%	73	96%
Woman	282	46%	269	95%	13	5%
I use a different term	2	0%	0	0%	2	100%
Total	613	100%	495	81%	118	19%

Table 17: Gender statistics

Ethnic group	Total Responses	%	Responses with campaigns removed		Campaign responses only	
			Count	% of total responses	Count	% of total responses
Asian or Asian British – Bangladeshi	8	1%	8	100%	0	0%
Asian or Asian British – Chinese	13	2%	11	85%	2	15%
Asian or Asian British – Indian	12	2%	12	100%	0	0%
Asian or Asian British – Other	23	4%	12	52%	11	48%
Asian or Asian British – Pakistani	4	1%	3	75%	1	25%

Black or Black British – African	65	12%	65	100%	0	0%
Black or Black British – Caribbean	38	7%	38	100%	0	0%
Black or Black British – Other	7	1%	4	57%	3	43%
Mixed/Dual Heritage – Mixed Other	18	3%	11	61%	7	39%
Mixed/Dual Heritage – White and Asian	16	3%	7	44%	9	56%
Mixed/Dual Heritage – White and Black African	3	1%	3	100%	0	0%
Mixed/Dual Heritage – White and Black Caribbean	12	2%	12	100%	0	0%
Other Ethnic Group	40	7%	9	23%	31	78%
Other Ethnic Group – Arab	6	1%	4	67%	2	33%
Other Ethnic Group – Kurdish	5	1%	2	40%	3	60%
Other Ethnic Group – Latin American	8	1%	5	63%	3	38%
Other Ethnic Group – Turkish	9	2%	6	67%	3	33%
White – British	168	30%	164	98%	4	2%
White – Irish	11	2%	9	82%	2	18%
White – Other	84	15%	60	71%	24	29%
Gypsy, Roma or Irish Traveller	2	0%	0	0%	2	100%
Total	552	100%	445	81%	107	19%

Table 18: Ethnicity statistics

Age group <i>Please note age data is approximate</i>	Total Responses	%	Responses with campaigns removed		Campaign responses only	
			Count	% of total responses	Count	% of total responses
under 16	8	1%	8	100%	0	0%
16-20	155	26%	61	39%	94	61%
21-25	73	12%	60	82%	13	18%
26-30	52	9%	47	90%	5	10%
31-35	44	7%	43	98%	1	2%
36-40	47	8%	46	98%	1	2%
41-45	37	6%	37	100%	0	0%
46-50	30	5%	30	100%	0	0%
51-55	34	6%	34	100%	0	0%

56-60	36	6%	36	100%	0	0%
61-65	31	5%	31	100%	0	0%
66-70	24	4%	24	100%	0	0%
71+	31	5%	31	100%	0	0%
Total	602	100%	488	81%	114	19%

Table 19: Age statistics

Disability	Total Responses	%	Responses with campaigns removed		Campaign responses only	
			Count	% of total responses	Count	% of total responses
Yes	104	22%	92	88%	12	12%
No	365	78%	360	99%	5	1%
Grand Total	469	100%	452	96%	17	4%

Table 20: Disability statistics