



Proposed changes to routes 21, 143, 263 and 271

Consultation Report
March 2022

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Executive Summary

Between 22 November 2021 and 9 January 2022, we held a public consultation on proposed changes to routes 21, 143, 263 and 271.

Our proposals were as follows:

- Curtail route 21 so that it no longer operated between Newington Green and Lewisham Shopping Centre. Instead it would operate between Holloway, Nags Head and Lewisham Shopping Centre
- Reroute the 143 via Archway Road instead of via Highgate Village
- Reroute the 263 via Highgate Village instead of via Archway Road
- Withdraw route 271 between Highgate Village and Finsbury Square, Moorgate
- Retain a night only service, N271, between North Finchley and Finsbury Square, Moorgate
- Introduce a new school route, 620, between Archway Station and East Finchley Cemetery, operating during school pick up and drop off

We received 1,520 responses in total, with 25 of these from stakeholders. We have summarised stakeholder responses in Chapter 1. We have also included detailed analysis of written comments in Appendix B and our responses to issues frequently raised is included in Appendix A.

Our consultation identified the following key concerns from respondents:

- 289 responses relating to curtailing route 21 were negative, citing loss of access to transport and poor bus frequency as hinderances to their journey
- 281 responses in relation to withdrawing route 271 were negative, with 90 respondents stating concern about the negative impact on schoolchildren
- 136 responses regarding proposed changes to route 143 were negative
- 92 responses included negative comments about the proposals in general
- 45 responses regarding proposed changes to route 263 were negative
- 19 responses about introducing new night service N271 were positive

The top five issues raised, either about the proposals in general or specific route changes, were loss of access to hospitals and local amenities, loss of direct connections, negative impact on vulnerable or disabled passengers, negative impact on school children, and poor bus frequency and capacity as their reasons for opposing the suggested changes.

Detailed analysis of all comments is included in Appendix B.

Next steps

After carefully considering the feedback we have received from members of the public and stakeholders, we have revised the proposals to reduce the impact on passengers.

Route 143 will remain on its current routeing, helping to retain direct links to Highgate Village and Whittington Hospital. This also means a common bus stop for two routes (143 and 263) will be retained at Archway for trips via Highgate Hill.

Route 234 will be extended from Highgate Wood to Archway via Archway Road instead of route 143, retaining links currently provided by route 263.

We intend to proceed with the revised proposals, which are set out below:

- Withdraw route 271 between Highgate Village and Moorgate, Finsbury Square
- Introduce a new night service, N271, between North Finchley Bus Station and Moorgate, Finsbury Square
- Re-structure route 21 so that it runs between Holloway, Nags Head and Lewisham
- Re-structure route 263 so that it runs via Highgate Village instead of Archway Road
- Extend route 234 from Highgate Wood to Archway via Archway Road

We will also introduce additional southbound buses on routes 76 and 141 during peak morning hours to help ensure there is sufficient capacity provided at Newington Green and on Southgate Road and Baring Street.

We have decided not to proceed with the introduction of new school route, 620, as route 143 will continue to operate on its existing route, continuing to provide service to schools along the route.

We anticipate these changes will be introduced in early 2023, but this may be subject to change.

1. Summary of consultation responses

We received 1,520 responses to consultation: 1,495 from members of the public and 25 from stakeholders.

Sections 1.1 to 1.6 below show the responses to our consultation questionnaire from members of the public, as well as from stakeholders.

1.1 Summary of responses to Question 1: How would the proposed changes to each of these routes impact your journey?

1.1.1 Overall summary

In question 1, we asked respondents to tell us how the following proposed changes would impact their journey:

- Route 271 no longer running between Highgate Village and Finsbury Square (1,055 responses)
- Introducing a new night route (N271) between Finsbury Square and North Finchley (942 responses)
- Rerouting route 263 via Highgate village to replace route 271 (1,054 responses)
- Rerouting route 143 via Archway Road (999 responses)
- Introducing new school route 620 between Archway Station and East Finchley Cemetery (758 responses)
- Rerouting route 21 to operate between Holloway and Lewisham to replace route 271 (1,080 responses)

The two proposals that respondents said would have the most “negative” impact on their journey were the removal of route 271 between Highgate Village and Finsbury Square (69 per cent) and the rerouting of route 21 to operate between Holloway and Lewisham, in place of route 271 (60 per cent).

Conversely, the introduction of a new night bus route, N271, was suggested to have the most positive impact, with 38 per cent of respondents reporting this would have a positive impact on their journey.

Figure 1 below charts the responses to question 1.

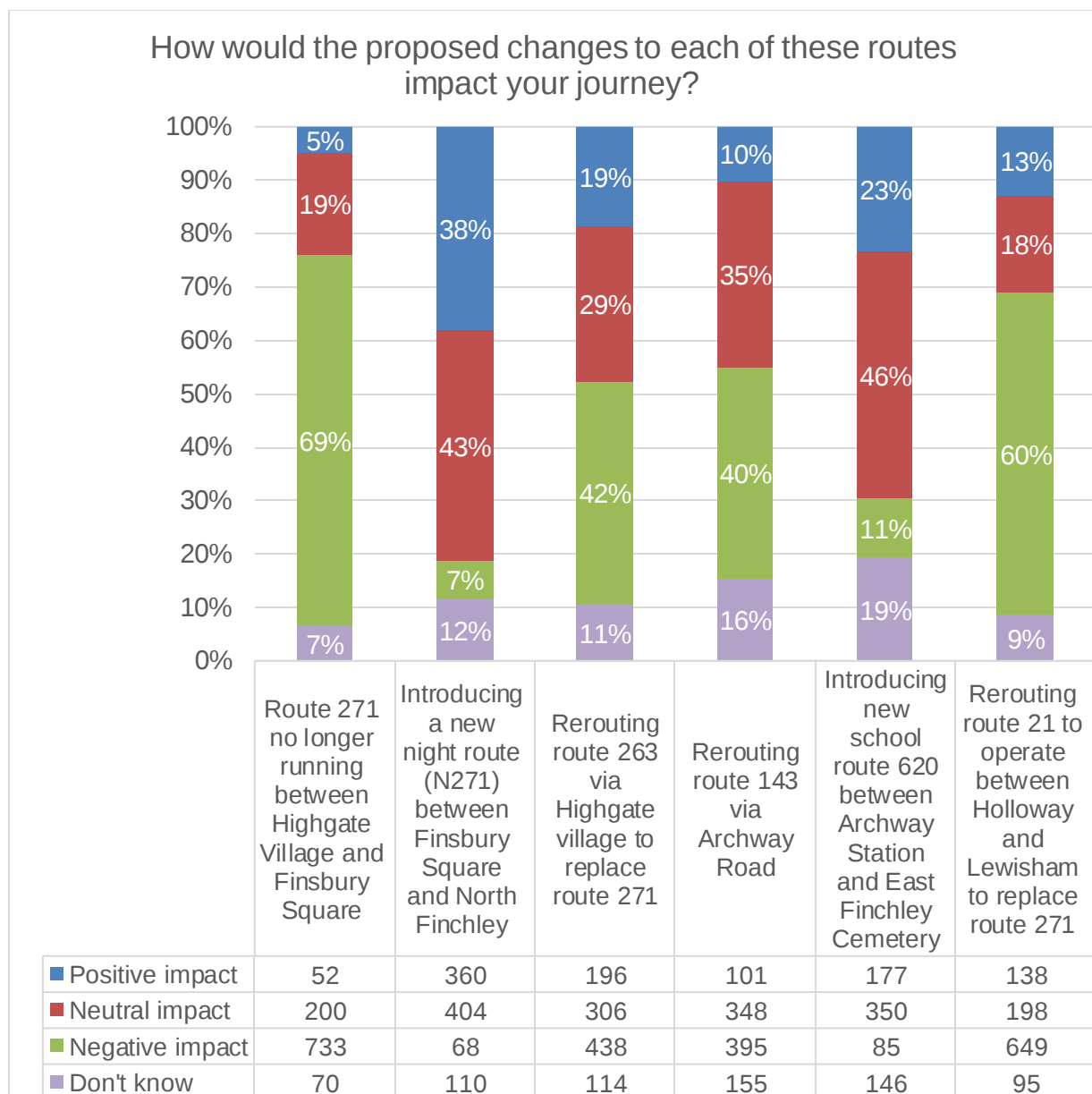


Figure 1- Question 1: How would the proposed changes to each of these routes impact your journey?

1.2 Summary of responses to Question 2: how would the following aspects of your journey or local area be impacted by the proposed changes to these routes?

1.2.1 Overall summary

Question 2 asked respondents to tell us how the following aspects of their journey would be impacted:

- Journey time (1,281 responses)

- Interchange, e.g. to other bus routes or stations (1,253 responses)
- Connectivity, e.g. to work, shopping, or local services (1,268 responses)

All three categories received between 70-77 per cent negative responses, indicating that respondents felt these changes would have overall negative impact on these aspects of their journey.

Between 16 and 21 per cent of respondents for each category suggested the changes would have either a positive or neutral impact on these journey aspects.

Figure 2 below shows the responses to this question.

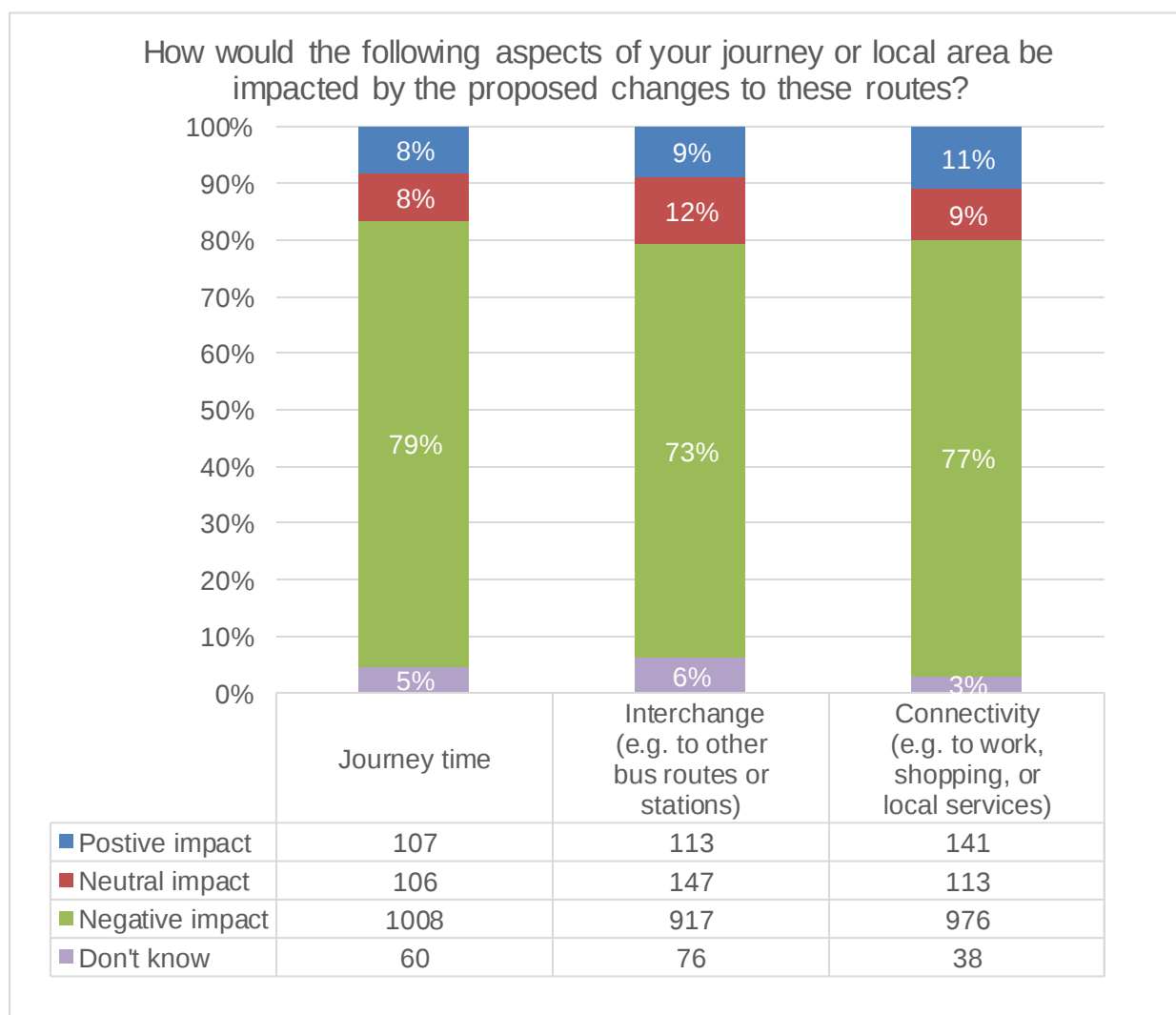


Figure 2 – Question 2: How would the following aspects of your journey or local area be impacted by the proposed changes to these routes

1.3 Summary of responses to Question 4: Is there anything else you would like us to consider about any of the proposed changes to route 21, 143, 263 or 271?

1.3.1 Overall summary

We provided the opportunity for respondents to let us know any other comments, concerns, or suggestions they had regarding our proposed restructuring of the routes through an open question. We also received written comments via email or postal submission, which have been included within our analysis. In total, we received 1,160 written responses to the consultation, including 25 from stakeholders.

Several themes emerged in response to the open question, which we split according to general support or opposition or according to specific routes. Please note, the sum of comments made in the table below is not equivalent to the total number of responses to the open question, as some responses contained multiple comments.

A complete list of the comments raised, and the full code frame used to analyse responses is included in Appendix B.

1.4 Issues commonly raised

The main issues raised are shown in Table 1 below.

Main issues raised	Total
Negative – general	
Concern about loss of direct access to hospitals	114
Suggestions for alternative route changes	111
Will be more difficult for vulnerable passengers/those with disability/accessibility issues	107
Loss of direct connections/more changes between buses	101
General negative comment about the changes	92
General frequency/capacity/reliability concern	57
The proposals will reduce bus use/increase car use	55
Route 21	
21 – negative comment on the changes	289
21 – frequency/capacity concerns (including on route 141)	241
21 – Concern about loss of link to Newington Green	125
Route 143	
143 – negative comment on the changes	136
143 – concern about the negative impact on schoolchildren	54

Route 271	
271 – negative comment on the changes	281
271 – concern about the negative impact on schoolchildren	90
Other/quality of consultation	
Not enough publicity about consultation	98

Table 1 – Question 4: Main issues raised

1.5 Stakeholder responses

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries, but the full stakeholder responses are always used for analysis purposes. Our responses to key issues raised from both public and stakeholder responses can be found in Appendix A.

Prior to the consultation launching, we undertook pre-engagement meetings with all affected local authorities and briefed them on our proposals. The affected London boroughs are:

- City of London Corporation
- London Borough of Barnet
- London Borough of Camden
- London Borough of Hackney
- London Borough of Haringey
- London Borough of Islington
- London Borough of Lewisham
- London Borough of Southwark

1.5.1 Local authorities & statutory bodies

London Borough of Camden

Did not have any major concerns with the proposals except for one concern regarding impacted access to Whittington Hospital. Cited concerns with the reduced frequency of buses serving the hospital in both directions of travel and flagged potential overcrowding and longer wait times for patients, visitors, and staff.

Also commented on the restructured route 263 and removal of route 271, raising concern that southbound passengers from Highgate Village would only be able to go as far as Highbury and Islington, losing the direct link into the City and instead needing to interchange.

Supported keeping a night service and introducing the N271 extension and highlighted the benefit of removing the South Grove bus stand in Highgate Village.

Concerned about lack of bus provision for schools in Highgate, especially for private schools. Acknowledged school route 620 would continue to provide a school bus service but were concerned this would replace a current provision, rather than add to it. Would like a further discussion on school bus improvements in the area.

London Borough of Hackney

Voiced concerns surrounding the impact on the Southgate Road corridor, links to south London and links to the Whittington Hospital and also flagged that the borough has seen cuts to several bus routes across Hackney. This included the Southgate Road Corridor with routes 21, 76 and 141.

Stated that the Southgate Road Corridor has historically been a very busy bus corridor, often full southbound after Balls Pond Road at peak times. Added that the reduced access to Old Street Station in the morning and closure of Northern Line Bank branch would have a significant impact on bus ridership and services. Asked that sufficient capacity is maintained on the Southgate Road corridor to handle post-pandemic recovery. Welcomed increased capacity on routes 76 and 141.

Suggested there would be additional demand on bus services resulting from a major redevelopment of the Colville Estate, noting circa £400k funding was allocated to enhanced bus services there. Asked that route 135 be extended to the estate, highlighting that route 21 and 271 currently stand there for curtailed journeys. This could also provide a direct service to Liverpool Street and Shoreditch.

Suggested an extension of the start and finishing times for route N271 be extended to run between 11pm and 7am to better serve Whittington Hospital and cater for early appointments and staff.

London Borough of Islington

While it understood TfL's financial position, stated it could not support the proposed restructures of the bus routes.

Also noted we had reported bus ridership in the borough was expected to return to approximately 78 per cent of pre-pandemic levels in the long term, and that the corridors affected by the changes provided key transport links for local communities and strategic links to health services and local businesses. Therefore, the severance of direct routes and changes proposed contradicted their ambitions for public transport in Islington.

Raised a frequent reduction in bus services since the start of the coronavirus pandemic and a concern about future proposals to restructure the local bus network. This included an increased need to interchange in order to complete journeys. It

could not support the proposals because of the impact of additional interchange, particularly for more vulnerable people.

Suggested the proposals would make the bus network unattractive to some people, and would increase the amount of private vehicle usage, which would further impact bus reliability. Suggested that, instead of severing bus routes, TfL work with the borough to make public transport a more attractive option.

Noted the Mayor of London's Transport Strategy and its own Transport Strategy, explaining that both strategies seek to improve capacity of the local bus network and improve reliability and speed. Noted its own measures to improve local transport and suggested that the proposed restructures would undermine the ambitions of both the borough and Mayor's Transport Strategy.

Also considered the proposals would impact public transport accessibility levels in areas where reduced services were proposed.

Also raised concern with the cost of travel under these proposals. As those with protected characteristics who depend on the bus would be impacted, requested bus stops where interchange could take place were equipped with seating, shelters, information and count down signs. In addition, noted that iBus, TfL Journey Planner and the TfL Go app all needed to relay changes to customers to ensure travellers were provided with optimised guidance for planning journeys and where they could interchange.

Noted several ward councillors did not support the proposed changes, and that it supported the concerns they had raised.

Specific concerns about proposals for routes 21, 271 related to the impact on those needing to access the Whittington Hospital or schools in north Islington and an increased strain on the capacity and reliability of route 141. It was noted that a proposed loss of 271 day time route was a considerable concern for local businesses.

There was also concern with the route 143 bus stand on MacDonald Road in Archway. In response to concerns raised by ward councillors, Archway Leisure Centre and local residents, they would like to reduce the length of the bus stand and want to work with us to explore alternate solutions to the existing bus stand, to facilitate environmental improvements on the road.

In their concluding remarks, the borough asked us to keep the bus network under review and make necessary amendments if the proposals are to go ahead. They asked that we share monitoring data with them and act quickly to increase frequency if demand increases. They also asked for more notice prior to any further proposed changes to the bus network and subsequent consultations.

1.5.2 Government departments, parliamentary bodies & politicians

Catherine West MP, Member of Parliament for MP for Hornsey & Wood Green

Raised concern with the loss of route 271, stating its importance for its users and suggesting that the proposed route changes would not sufficiently compensate for the loss of the route or the frequency reduction.

Highlighted concern for older residents and their safety on public transport over the pandemic and urged that services are maintained at a sufficient frequency that encourage bus usage and avoid overcrowding. Expressed that proposals be amended to maintain the frequencies of the bus routes,

Supported the reintroduction of a single bus stop at Archway Station for all northbound buses on Highgate Hill.

Acknowledged that ridership has dropped due to the pandemic but stressed the importance in areas such as Highgate with older populations to maintain bus services and reduce car ownership.

Joanne McCartney AM

Opposed the withdrawal of route 271 between central London and Highgate Village, stating its importance for constituents. Said she was not confident that the loss of frequency would be compensated for by the proposed restructures. Also flagged the importance of the route for older people and for those who have given up their cars, as well as mentioning the steep hills towards Highgate, limiting mobility towards Highgate Village.

Referring to a meeting held with Ms McCartney, other Assembly Members, several resident associations and amenity societies and TfL on 7 January 2022, stated her support for the mitigation proposals that the Highgate Society proposed.

In summary, acknowledged that bus usage had dropped as a result of the pandemic but asked that bus services were not reduced so much that people returned to using their cars, and also asked that we monitor crowding and maintain frequent services.

Sian Berry AM

Expressed concern about proposed changes, suggesting that the proposals would reduce the utility of the bus network overall, forcing customers onto fewer routes as well as forcing them to change buses more often. Added that changing buses depended on good bus stops and regular services, but with congestion and requiring people to change buses to complete their journey, journey times and disruption would be increased. Considered this would reduce the attractiveness of public transport and was contrary to the ambition to prevent a 'car-led' recovery and zero carbon transport system.

Raised concern with the data on which the proposals depended, agreeing that ridership levels had been lower during the pandemic but suggesting that the cuts would mean that London will lack bus capacity when recovery becomes stronger. Said it would be imperative any changes are communicated far and wide, beyond just registered bus users, if the proposals go ahead. Requested further clarity about the methodology for route selection. This has been noted in our responses to issues raised.

Argued against the reasoning for the proposed changes on Holloway Road, and instead suggested we look at potential overlapping of bus services in outer London. For example, suggesting we seek out destinations where bus routes could be merged without an overall impact on levels of service, and could be considered in relation to other local access improvements, such as London Overground.

Said the proposed changes would harm the accessibility of public transport for residents in the Highgate Village area, and stated it was irrational to cut services to a neighbourhood situated on a steep hill and with a relatively older and less mobile population, flagging a lack of direct tube access to central London for the area.

Said Highgate had lower levels of public transport accessibility compared with other areas of inner London and should not have services cut if we are to achieve the goals of the Mayor's Transport Strategy. Cited the Public Transport Accessibility Level (PTAL) for Highgate and suggested the low level (PTAL of 2 or 3) meant the area could not afford to lose essential services. Said the proposals would lead to a net loss service overall from this area to the Tube network. Also flagged the loss of route 271 as a useful link to the Old Street area via Canonbury Road.

Regarding northbound journeys from Archway Station, highlighted problems the Archway Gyratory had caused for bus users and flagged lack of common bus stops, explaining these have also cut the effective frequency of links to Highgate Village from the Tube. Raised concern that the proposed rerouted 263 would further reduce the effective frequency up Highgate Hill, as route 210 and 263 would not serve the same stops. Stated agreement and support for the Highgate Society's suggested mitigations for the proposals (to implement two shared stops for buses travelling up Highgate Hill and Archway Road respectively, or the introduction of a right-only turn for buses emerging from St John's Way so that route 210 could serve the same stop as route 263).

Anne Clarke AM

Raised concern the proposals would reduce bus services in Highgate, in particular reducing access to central London. Flagged that Highgate and the surrounding area was situated on a hill and that as many residents had given up their cars, the proposals would have a considerable disadvantage when travelling around the area. There was significant concern for older residents who relied on bus services.

Added that swapping routes 143 and 263 as not welcomed by residents in East Finchley, explaining that route 143 provided direct access for many residents to Whittington Hospital. Added that older residents on East End Road in East Finchley would be seriously dis-benefitted by the changes.

Canonbury Ward Labour Party and Canonbury Ward Councillors, London Borough of Islington

Objected to proposed changes to routes 21 and 271, citing concern that these proposals would severely impact their ward residents.

Said current route 21 to and from Newington Green provided valued links and additional capacity for local bus users, especially when the alternative 141 route was full before it reached Newington Green.

Expressed worry that the proposals and reduction of routes along Southgate Road would lead to difficulties for Canonbury residents to board buses at peak hours along Southgate Road and New North Road.

Acknowledging the impact of the pandemic on ridership, suggested it would be more appropriate to reduce frequencies while demand was low, instead of removing route 21 from the corridor.

Raised significant concern with the removal of route 271, objecting to the severed direct link between south Islington and Whittington Hospital, emphasising the need for a night service serving the hospital.

Also stated many children attended school in the north Islington and beyond. The proposed removal of route 271 might lead parents, carers, and other affected individuals to use their cars to make their journeys.

Noted that many residents worked in the City or central London, but as Tube stations or other stations were some distance from some areas, many commuters relied on buses.

They also noted that Low Traffic Neighbourhoods were introduced along the 21 bus route with the purpose of encouraging people to switch to public transport, warning that reducing bus services along the route would contradict this message.

Cllr Gabriel Rozenberg, Leader of Barnet Liberal Democrats, London Borough of Barnet

Submitted a response on behalf of Barnet Liberal Democrat group. They opposed the proposal to reroute the 143 via Highgate Station, explaining that this would remove connectivity between Finchley Central and Highgate Village. Noted the existing 143 route served several school runs and provided connections to local services and amenities.

Said that Finchley and Highgate were currently only linked by route 143, and the Tube did not run through Highgate Village proper. Therefore, removal of route 143 from Highgate Village would be a significant disadvantage.

The Barnet Liberal Democrats also launched a petition against the route 143 proposals. The petition is included in section 1.6 of this report.

Cllr Liz Morris, Highgate Ward, London Borough of Haringey

Raised concerns with the proposals, considered that the Archway gyratory introduced in 2017 had been a considerable impediment to bus journeys in the local area, as well as the removal of the shared bus stops for buses heading north of Archway Station. Suggested these issues already negatively impacted Highgate residents and visitors to Whittington Hospital.

Concerned with the proposed reduced frequency of buses up Highgate Hill and disagreed with the longer wait times at Archway Station for the proposed rerouted 263. Added that the steepness of Highgate Hill made it challenging for many people to walk or cycle northbound.

Stated support for the Highgate Society's mitigating proposals to create a shared bus stop at Archway for routes 210 and 263, either outside the Whittington Stone Pub or by introducing a bus-only right turn from St John's Way so that the 210 could also serve stop E at Archway Station.

Raised concern with the 143 rerouting and lack of shared stop for buses travelling northbound up Archway Road. Stated support for the Highgate Society's suggestion to introduce a shared stop on Tollhouse Way for routes 43, 134 and 143, and for the 143 bus stand to be relocated.

Said the loss of the direct bus route 271 provided into the city would be of great loss to Highgate residents, and suggested that rerouting the 263 from Archway Road would result in only one bus service (the 43) for residents on either side of Archway Road and Shepherd's Hill to get to Holloway and Highbury and Islington.

Asked that route 263 continue to serve the current 263 bus stop at the Wellington roundabout.

Cllr Tricia Clarke, St George's Ward, London Borough of Islington

Said that route 271 was an important route serving Highgate Village and Whittington Hospital. Said that the frequency of route 263 must be as frequent as the existing 271 if the proposals go ahead.

Cllr Sunny Lambe, South Bermondsey Ward, London Borough of Southwark

Raised no objections to the proposals

1.5.3 Transport and road user groups

London TravelWatch

Raised concern with the proposed new route 21, suggesting that the new route would have a total travel time of 76 minutes, nine minutes longer than its current journey time. Concerned this high run time would lead to early curtailments to maintain reliability and asked us to explain what mitigating steps would be put in place to ensure this does not happen.

Concerned that the proposed route changes would not provide enough capacity at peak times on the former 271 route and raised the decrease in bus frequencies between Highgate Hill and Archway and Archway and Moorgate. Noted the expectation that we will monitor patterns of usage and react accordingly if crowding issues emerge.

Stated that time spent interchanging was 'involuntary time', as interchanging was the second best option to using a direct service. The group cited concern that older people, young people and children, people with disabilities and women and girls might be disproportionately impacted by proposals, especially where they may need to interchange. Stressed the importance of ensuring as many interchange bus stops as possible are equipped with shelters, seating, and information, are located in well-lit environments, and are properly maintained. Asked that within future Equality Impact Assessments that bus stops are referred to by name, rather than bus stop number.

Asked that we implement seating and a shelter at bus stop C in Highgate Village, to accommodate the new 300 southbound customers needing to board their bus at this stop.

Pleased that school route 620 would be introduced for school pupils displaced on the current route 143 routing. Agreed with the proposal to reroute the 263 via Highgate Village to ensure the entirety of route 271 was fully replicated between Highgate Village and Highbury Corner.

1.5.4 Local interest groups

The Highgate Society

The Highgate Society provided a detailed response to the consultation, offering several proposals to mitigate what it considered were negative impacts of the proposed changes.

It raised the issue of the Archway gyratory and the hinderance it felt the system has had on northbound journeys from Archway Station, including the loss of common bus stops for northbound routes.

Referring to bus stops at Archway, the group explained that routes 143, 210 and 271 did not currently serve the same stop at the station, effectively reducing the frequency of travel between Archway and Highgate Village by one third. The proposals would further reduce frequency as only the new 263 route would travel the Archway to Highgate Village route.

Raised that the topography of Highgate Hill caused difficulty in travelling up the hill by other means (walking, cycling etc.). We were asked to introduce either a new shared stop for route 210 and 263 outside the Whittington Stone pub or to allow buses a right-only turn from St John's Way into Archway Road, to allow route 210 to also serve stop E at Archway Station. It was recognised introducing a new stop would involve removing a short stretch of cycleway and suggested the road could be dual use for both cyclists and buses. Added this mitigation should be done alongside or in advance of implementing any changes to the bus route.

Regarding buses travelling northbound on Archway Road, Highgate Society raised that under the new proposals, routes 43, 134 and 143 would all serve different stops heading northbound. To mitigate against this, it suggested that we implement a new shared bus stop immediately north of Tollhouse Way. Also, that the existing bus stand be relocated to St John's Grove, presenting sufficient space for a bus stop on Archway Road for all northbound buses.

There was concern with the proposal for route 143 buses to stand at MacDonald Road and then pick up customers at Stop G, due to buses running the bus empty via Vorley Road. It was suggested that route 143 could run via Holloway Road and turn and stand at St John's Grove. This could also create a link to Upper Holloway Overground Station.

A proposed removal of the South Grove bus stand in Highgate Village where route 271 currently terminates was welcomed, and the Society asked that we work closely with the London Borough of Camden and local community if redesignating the space. There was, however, disappointment at a potential loss of route 271 due to the loss of a direct link to the city.

Reported there was no preference in favour of switching routes 143 and 263 but a slight preference for retaining the existing routes, depending on personal bus use. Noted retaining route 143 through Highgate Village but still terminating at Archway would remove direct access to Holloway Road and reduce connections to the city.

Whilst acknowledging our financial position, there was concern about several elements of the proposed changes to routes 143, 263 and 271, and considered the proposed had not considered the imperative need for bus services and reducing traffic and pollution. The society also sought assurance that a cost-benefit analysis of the proposals had taken place.

A number of points were also noted related to vibration, pollution and noise impacts buses may cause in Highgate Village, particularly on North Hill. The Society is keen for us to introduce hybrid or fully electric vehicles in the area as soon as possible. Comments were also made relating to cycling and active travel. We are asked to note that active travel is not possible for some groups and we should balance promotion of active travel with changes to bus routes.

In conclusion, the Society asked that their mitigations are implemented if the proposals are to go ahead, and for continuous monitoring of any changes, both before and after implementation.

Better Archway Forum

Presented several points within their submission, agreeing with the suggestions for mitigations presented by The Highgate Society. Our financial position and a drop in bus ridership was acknowledged but it suggested that the proposals our equalities policy and commitments to support active travel. They added that cuts should not just provide financial savings but should also lead to improvements in service.

Stated a dissatisfaction with the gyratory at Archway and the issues they considered it had presented for bus users, such as the lack of common bus stops and poor communication in the area to assist those travelling through the location. There was also disappointment that monitoring of the gyratory layout had not taken place.

It was noted that under the proposals, the first common stop for buses travelling northbound on Highgate Hill was outside Whittington Hospital, and the first common bus stop for buses travelling northbound on Archway Road was next to Waterlow Road. They explained that both stops were a distance from Archway and difficult for customers, especially those with limited mobility, to access.

Also stated that the proposals would lead to a reduced frequency in northbound services, which may further impede passengers, especially at night.

Suggested that creating a shared stop for northbound journeys up their respective roads would improve quality of service for customers and provide a more frequent service northbound. For northbound bus journeys up Highgate Hill, the introduction of a shared stop north of MacDonald Road was suggested. For northbound bus journeys up Archway Road, a shared stop at the bottom of Archway Road was suggested.

The echoed the Highgate Society's views on the 143 bus stand, expressing concerns about the empty running of the bus to its current stand at MacDonald Road. It was suggested that instead of running up and down Archway Road, the 143 instead travel down to Pemberton Gardens off Holloway Road, dropping customers off at St John's Church and then turning to stand on the opposite side of the road. This could provide customers with a closer connection to Upper Holloway

Overground station and more support for bus drivers due to Holloway bus garage being nearby.

Raised the importance of encouraging active travel and warned that private motor vehicle use could increase because of reduced public transport provision. Overall, the Forum would like us to use the proposals as an opportunity to improve services while reducing operational costs.

Highgate Neighbourhood Forum

Canvassed local opinion and summarised common themes within their submission. There was acceptance from local people about TfL's financial position, but disappointment about the reduction in services and bus frequencies.

However, it was noted that there had been low levels of ridership on route 271, especially in the evenings, and some respondents also welcomed the reduction of air and noise pollution resulting from less bus traffic on Highgate Hill. Furthermore, the removal of the bus stand at South Grove was welcomed as a benefit of the proposals.

Recognised that swapping routes 143 and 263 would enable customers to travel between Highgate Village and Holloway Road if route 271 was to be withdrawn.

However, it was noted that North Hill residents raised concern about double decker buses and the potential damage the vibrations from these vehicles could cause to properties.

Would like to see the introduction of a single shared stop for bus routes travelling northbound at Archway Station, citing the introduction of the gyratory system as a hinderance to bus travellers. Therefore, support for the proposals would be conditional on the creation of a single shared bus stop at Archway Station for route 210 and 263 for northbound journeys via Highgate Hill. Said that a stop outside the Whittington Stone pub would be most suitable, as this could also serve route W5. Alternatively, suggested that route 210 be allowed a right-only turn at the end of St John's Way in order to serve the existing stop E at Archway Station.

Also said a common bus stop be considered for buses travelling northbound via Archway Road, as under the proposals, routes 43, 134 and 143 would all depart from different stops.

Hillcrest Residents Association

Raised the issue that current routes serve older people who live on the estate and provide direct access to local services, doctor's surgeries, and the Whittington Hospital. Highlighted that residents and passengers with limited mobility would not be able to walk far distances to access the new bus routes and raised the concern with the uphill walks to Highgate Village or other destinations.

Also raised concern with the lack of notification about the consultation.

Shepherds Hill Association

Supported the proposals that consolidated bus services in Highgate. They were also pleased that the proposals removed the need to transfer between route 143 and 271.

South Mildmay Tenant Cooperative

Opposed to rerouting the 21, explaining that the route was ideal for older people as they can get a seat, whereas the alternative route 141 was often full when it arrived at Newington Green.

Torrington Park Residents Association

Stated disappointment at the withdrawal of route 271. However, it welcomed the introduction of the new school bus route 620 and night bus route N271. The association also made some suggestions for new bus routes out of scope for this consultation.

1.5.5 Businesses, employers and venues

Bross Bennett Solicitors

Opposed the proposed changes and was against a reduction in bus frequency between Highgate and Archway, as well as loss of amenity between Finchley and Highgate. The Solicitors flagged the steepness of Highgate Hill and difficulty for some people to walk up it to Highgate Village.

Suggested the proposed changes would impede their staff and clients' ability to get to their office, having a consequential negative impact on their business.

Would like route 620 be made a permanent day time route, instead of just a school route.

Canonbury Ltd.

Objected to the proposals due to its concern with the removal of route 271, and the negative impact this withdrawal would have on their business premise.

RESG Bus and Coach Ltd

Suggested route 21 was extended to Archway from New North Road instead of Holloway Nags Head. It considered this change would support the 43 and 263 along the Holloway Road, towards Moorgate.

It was also suggested that proposed new route N271 be renumbered as route N263, because it would follow the 263 day time route, and North Finchley would provide a helpful interchange location for passengers travelling to Barnet. However, it was also suggested that three night bus routes terminating at North Finchley was excessive.

The company expressed interest in a return to cross-London routes, but did question the lack of bus garages at either ends of routes and lost mileage.

Waterlow Park Trust

Noted its main consideration was the frequency of buses under these proposals. It also raised the issue of bus stops at Archway Station, and asked whether route 210 would be allowed a right turn from St John's Way in order to also serve bus stop E. This would consolidate bus routes at one stop and provide an easier choice of bus stop when travelling northbound up Highgate Hill.

The Trust also raised the matter of Highgate Hill's topography and asked that bus routes 263 and 210 use low or zero emission buses, citing pollution levels along the road.

Finally, the Trust welcomed the removal of the bus stand in Highgate Village.

1.5.6 Schools

Channing School

Channing School canvassed students and parents and consolidated all representations made within their submission. It clarified that they supported the comments made by parents in opposition to the proposals.

The school noted the 271 route is an important link between the school and pupils living in Islington, Canonbury and along the Holloway Road. It was concerned that removal of this direct link would be of significant loss to the students and would impact on their journeys and safety to and from the school, especially with students having to change buses to complete their journeys. There was concern that the closure of the Northern Line Bank Branch would further undermine connections between City of London and Highgate.

The school was concerned the frequency of route 263 would not be satisfactory and asked that the 263 frequency be increased should the proposals go ahead.

Regarding route 143 and route 263 swapping routes, there were mixed opinions from parents, with some suggesting that the change to 143 would impede their journey, whilst other parents said the extension of route 263 would make travelling to Highgate easier.

Many of the comments the school received noted increased traffic and congestion because of the proposals. It considered that parents and carers would be more likely to drive their children to school due to concern from about children having to use multiple buses to complete their journey. It added that the changes to these bus routes should reflect travel needs and not be driven by desire to reduce bus frequency in Highgate Village or remove the bus stand at South Grove. It was also suggested the proposals could make Channing School a less desirable option due to limited travel options.

1.6 Petitions and campaigns

1.6.1 Petition submitted by Barnet Liberal Democrats

We received one petition from the Barnet Liberal Democrats group, who hosted the petition online for their local residents. The petition was signed by 219 people in total at the time of receipt. The number of signatures on the petition has not been included in our total number of responses received. The petition has been included in the analysis of the consultation and our response to the issues it raised can be in Appendix A.

The petition and accompanying text raised objection to our proposed changes to route 143 specifically. It stated that this scheme would be bad for Highgate residents, but would also have consequential effects on Finchley residents, who would lose direct access to Highgate Village amenities and services as well as Whittington Hospital. The petition stated that rerouting the 143 to serve Highgate Station was futile due to the tube link already available. Therefore, the petition asked signatories to oppose the rerouting of route 143.

1.6.2 Petition Statement

“We the undersigned oppose TfL's plans to reroute the 143 away from Highgate Village. As Barnet residents, we rely on the 143 as a direct link into Highgate. The proposed switch to a route that goes via the Archway Road is not acceptable.”

1.6.3 Public Campaign to ‘Save the 21 and 271 buses’

An online campaign was organised against the proposed changes to routes 21 and 271. This campaign was started after the consultation period ended. However, as the campaign generated 968 responses at the time of receipt, we have included this campaign in our decision making. The number of signatures on the campaign has not been included in the total number of responses to the consultation.

The campaign raised objection to the proposed changes to routes 21 and 271 specifically, suggesting a number of impacts upon communities living in the impacted areas. The campaign stated that the timing of the consultation meant that many people were not aware of the consultation and did not have the time to respond. Finally, the campaign called for the consultation to be reopened.

We have provided responses to the matters raised in this campaign in our Responses to Issues Raised in Appendix A. Detail on our publicity and marketing activity can be found in Chapter 3 of this report and in our Responses to Issues Raised.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To provide stakeholders and the public with sufficient high-quality information about the scheme to allow them to give informed responses and suggestions
- To consult with representatives and members of protected characteristic groups that may be disproportionately impacted by proposals
- To understand reasons behind concerns and objections
- To identify new issues not already thought of
- To allow stakeholders and the public to influence our final decision about the scheme and impact on the local area
- To fulfil our legal duty to conduct a public consultation on a proposed public transport service change
- To provide adequate time for people to respond (running for seven weeks to account for the festive holiday period)
- To ensure all public and stakeholders affected by the proposals were aware of the consultation
- To consider all responses fairly and equally when decision is made

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

Our conclusion and next steps are set out in Chapter 4.

2.3 Who we consulted

We consulted with local and pan-London stakeholders, including local elected representatives. A full list of stakeholders can be found in Appendix D.

We consulted with local residents and businesses in specific affected areas and along the impacted bus routes. We also consulted with all the registered users of bus

routes 21, 143, 263 and 271, and placed publicity at relevant bus stops across the routes where space permitted.

2.4 Dates and duration

The consultation opened on 22 November 2021 and closed on 9 January 2022. We ran the consultation for seven weeks to allow adequate time for people to submit their responses and to account for the festive period.

2.5 What we asked

Our survey questionnaire sought to understand how the proposed changes might affect people's journeys, and how specific elements of journeys might be impacted, such as journey time or connectivity. We also wanted to understand any further comments, concerns or suggestions respondents had regarding our set of proposals. Additionally, we asked questions about the overall quality of the consultation.

2.6 Methods of responding

There were several channels made available through which people could respond to the consultation. Respondents were invited to complete our consultation questionnaire by visiting our website: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Respondents could also submit their responses by either emailing us at haveyoursay@tfl.gov.uk or writing to us at FREEPOST TFL HAVEYOURSAY.

2.7 Consultation materials and publicity

We sent emails to 795 local and pan-London stakeholders, informing them of the proposals and encouraging them to submit their views. We sent these emails at the consultation launch and consultation mid-point. We also asked stakeholders to share the consultation with their constituents, communities, and networks.

We distributed letters to local residents in three areas we considered to be significantly impacted by the proposed changes: along the proposed new N271 route extension, around Highgate Village and along part of the curtailed 21 route, down Mildmay Park and a section of Southgate Road. A total of 5,461 letters were distributed to residents and businesses in these locations.

We sent 52,606 emails to customers registered to receive updates about bus routes 21, 143, 263 and 271.

We placed publicity posters at relevant bus stops along the impacted routes, with a QR code linking to our consultation portal, as well as details of other ways respondents could get in touch.

Copies of the stakeholder email, customer email and bus stop posters can be found in Appendix C.

We provided an EasyRead version of our consultation materials and a fillable PDF EasyRead version of our consultation survey. These documents were made available on our website.

2.7.1 Meetings with stakeholders

On 7 January 2022 we met with Sem Moema AM, Joanne McCartney AM, Anne Clarke AM, Highgate Society, Highgate Neighbourhood Forum, and the Better Archway Forum.

At the meeting there was discussion about the stakeholders' reservations and concerns regarding the proposals. The stakeholders also presented their proposed mitigating solutions to some of the anticipated issues as a result of the proposed changes. We committed to responding to the issues raised and the proposed solutions. Our response to issues raised can be found in Appendix A of this report.

Of the stakeholders present at the meeting, Ms McCartney, Ms Clarke, the Highgate Society, Highgate Neighbourhood Forum and Better Archway Forum submitted formal responses to the consultation. Their responses have been summarised in section 1.5.

2.8 Equalities Assessment

We consider the impacts of bus service change proposals on equality groups throughout the planning process ensuring, where possible, that effective mitigations are in place.

Prior to launching the route 21, 143, 263 and 271 consultation, we conducted an Equalities Impact Assessment (EqIA) which highlighted the positive and negative impacts our proposals could have locally on people with protected characteristics.

It was acknowledged in the EqIA that older people, people with disabilities, younger people and women may be disproportionately disadvantaged by the proposals, in particular due to a potential need to interchange onto other buses to complete journeys.

The EqlA also highlighted that access to a number of schools and services, such as doctors surgeries and hospitals, may be impacted as a result of the proposals.

We used the information from the EqlA to assist the development of the consultation survey questionnaire and to develop a thorough stakeholder register for this consultation. We contacted local hospitals and doctors surgeries, schools and educational institutions and representative groups at the consultation launch and mid-point to encourage them to make their views known. We also provided consultation materials and consultation survey in an Easy Read format.

2.9 Analysis of consultation responses

We developed a code frame which summarised and counted the number of comments received in response to the two open questions in our survey. Analysis of the consultation responses was carried out in-house by our Consultation Analysts. The full code frame is included in Appendix B.

Submissions sent to us via post or email were manually uploaded onto our online consultation portal for analysis.

3. About the respondents

We received 1,520 responses to this consultation; 1,495 were from members of the public and 25 were from stakeholders.

3.1 Number of respondents

Most responses were from members of the public

Respondents	Total	%
Public responses	1495	98%
Stakeholder responses	25	2%
Total	1520	100%

Table 2: Number and type of respondents

3.2 How respondents heard about the consultation

Most members of the public who responded to the consultation heard about it by receiving an email from us. A significant portion of respondents also heard about the consultation via social media, or 'other' means.

How did you hear	Total	%
Received an email from TfL	349	27%
Received a letter from TfL	95	7%
Read about it in the press	93	7%
Social media	381	29%
Saw it on the TfL website	65	5%
Other (please specify)	324	25%
Total responses to this question	1,307	100%

Table 3: How did you hear about the consultation?

Of those who answered 'Other', the main ways that respondents indicated they heard were:

- Word of mouth (112 responses)
- Community group/residents association (79 responses)
- From a bus driver or a poster/notice at a bus stop (60 responses)
- From a School (46 responses)

3.3 Methods of responding

Response method	Total	%
Website	1314	86%
Email/letter	206	14%
Total	1520	100%

Table 4: How people responded to the consultation

3.4 Who responded

Type of respondent	Total	%
A local resident	1142	87%
A local business owner	4	0%
Employed locally	35	3%
A commuter to the area	68	5%
A visitor to the area	21	2%
Not local but interested in the scheme	22	2%
A taxi/private hire vehicle driver	0	0%
Other (please specify)	17	1%
Total responses to this question	1309	100%

Table 5: How would you identify yourself?

Most (12 respondents) of those who answered 'Other' indicated that they were the parent or carer of a child who used the bus routes to get to school

3.5 Distribution of respondents across Greater London

We asked respondents to the consultation to tell us their postcode. Three hundred and ninety-four respondents gave us a valid postcode which have been plotted on the maps below.

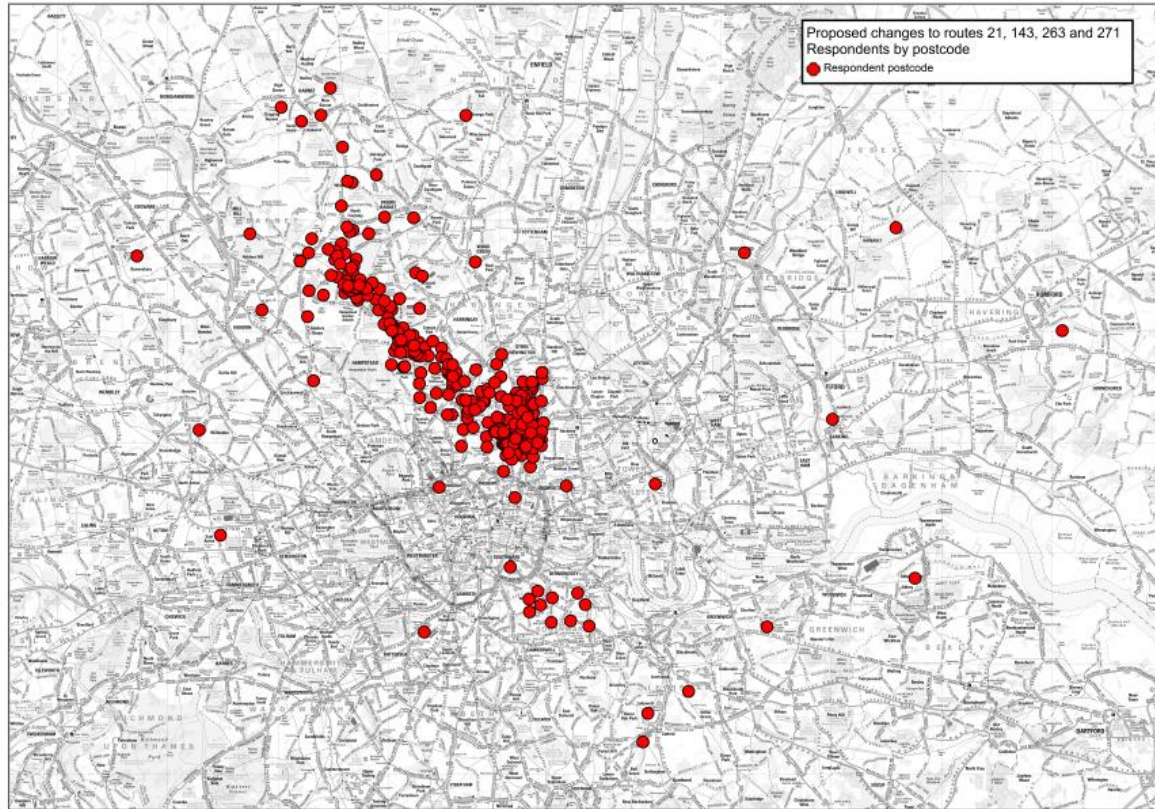


Figure 3: Respondents by postcode – wider London area

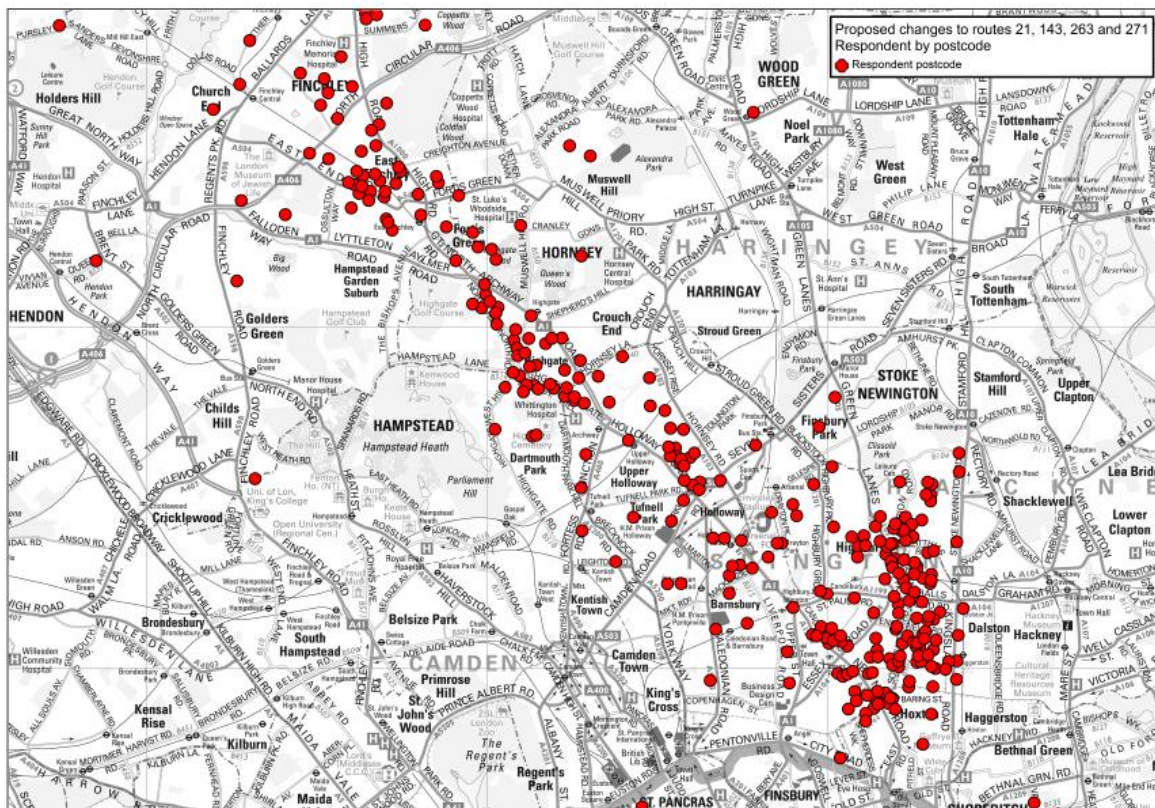


Figure 4: Respondents by postcode – area covered by proposed changes

3.6 Comments on the consultation process and material

We asked respondents to let us know what they thought about the following seven aspects of the consultation process:

- Website structure and ease of finding what you needed
- Written information
- Maps, images and related diagrams
- Online survey format
- Website accessibility
- Events and drop-in sessions
- Promotional material

Given the changing circumstances of the coronavirus pandemic at the time of the consultation, we did not hold any events or drop-in sessions for this scheme, and so associated promotional materials were not produced.

The graph below shows the responses to these questions. .

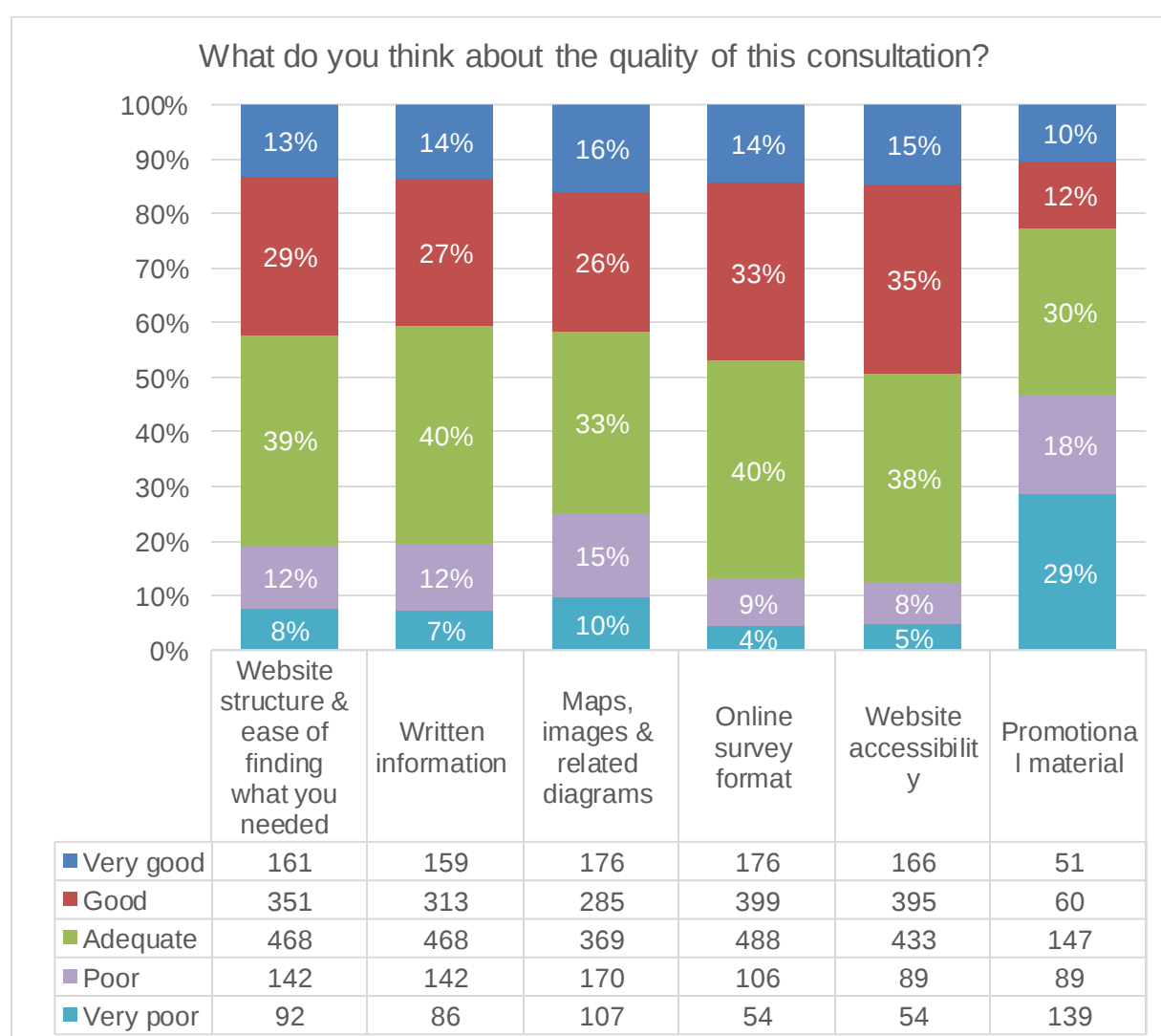


Figure 5: Responses to question 8 - What do you think about the quality of this consultation?

Respondents were also able to give us their comments about the quality of the consultation. The main concerns raised are shown in the table below. Please note, the sum of comments made in the table below is not equivalent to the total number of responses to the open question, as some responses contained multiple comments.

Quality of Consultation issues	No. of comments
Not enough publicity about consultation	98
More detailed information required (e.g. frequency/journey times/bus stops/roads affected)	49
Couldn't find maps on consultation web page	34
Proposals not clear	26
Maps not clear	23
Not happy having to register to leave comments	20
General negative comment	19
New consultation website difficult to use	17
Unhappy with survey	16
General positive comment	11
No engagement with people who don't use digital platforms	11
Consultation is tick box exercise	10

Table 6: Main issues raised about the quality of consultation

4. Next steps

After carefully considering the feedback we have received from members of the public and stakeholders, we have revised the proposals to reduce the impact on passengers.

Route 143 will remain on its current routing, helping to retain direct links to Highgate Village and Whittington Hospital. This also means a common bus stop for two routes (143 and 263) will be retained at Archway for trips via Highgate Hill. Route 234 will be extended from Highgate Wood to Archway via Archway Road instead of route 143, retaining links currently provided by route 263.

We intend to proceed with the revised proposals, which are set out below:

- Withdraw route 271 between Highgate Village and Moorgate, Finsbury Square
- Introduce a new night service, N271, between North Finchley Bus Station and Moorgate, Finsbury Square
- Re-structure route 21 so that it runs between Holloway, Nags Head and Lewisham
- Re-structure route 263 so that it runs via Highgate Village instead of Archway Road
- Extend route 234 from Highgate Wood to Archway via Archway Road

We will also introduce additional southbound buses on routes 76 and 141 during peak morning hours to help ensure there is sufficient capacity provided at Newington Green and on Southgate Road and Baring Street.

We have decided not to proceed with the introduction of new school route, 620, as route 143 will continue to operate on its existing route, continuing to provide service to schools along the route.

We anticipate these changes will be introduced in early 2023, but this may be subject to change.

Appendix A: Responses to issues raised

The most commonly raised issues and concerns raised during the consultation period are listed below, along with our responses.

Issue	Response
General	
What methodology has TfL used to identify routes or bus corridors where capacity exceeds demand?	Demand on the London bus network was falling prior to the COVID-19 pandemic; partly in response to improvements on other sustainable modes of transport, including new cycle facilities and rail upgrades. Bus demand has fallen further during the pandemic and is not expected to return to pre-pandemic levels owing to an increase in more flexible office hours and an increase in home-working. Demand has decreased more significantly in central and inner London and on radial corridors on which peak commuting trips would normally form a significant proportion of demand. TfL is working to identify corridors where there is surplus bus capacity. Holloway Road and Southgate Road are two corridors on which surplus capacity is provided with multiple bus routes paralleling each other for long distances. Capacity requirements on these corridors have been reviewed – this considered the frequency of service and the size of bus used on each route and compared this with the forecast future post-pandemic demand in the busiest period on each corridor. The review of bus provision found that by reducing the number of parallel routes, surplus capacity could be reduced, continuing to provide sufficient capacity on each corridor, while retaining high-frequency routes and key links through the re-structuring other routes.
Concern that monitoring bus usage during a pandemic and using reduced levels of ridership to justify cuts to services is inaccurate and unreliable.	The proposals to re-structure the local bus network are based on future demand forecasts. The forecast demand is higher than levels seen during the pandemic and takes into account an expected increase in office-based employment as well as an increase in demand associated with leisure and shopping bus trips. If the proposals are progressed, TfL would continue to monitor demand and capacity requirements of all corridors impacted by the changes to help ensure an appropriate level of

	bus service is provided.
Buses travelling northbound up Highgate Hill do not serve the same bus stops at Archway station under these proposals, reducing the effective frequency of buses between Archway and Highgate Village. Suggestion that TfL introduce a new bus stop at Archway Station that serves both 210 and 263 northbound buses up to Highgate Village to mitigate impact of the proposals. Alternatively, allow route 210 emerging from St John's Way a right-only turn so that it can serve stop E.	The original proposals would have resulted in two routes (210, 263) running between Archway and Highgate Village, compared with three routes currently (143, 210, 271). TfL recognises that routes 210 and 263 would have departed from different stops at Archway. To help retain more links to the Highgate Village area, including Whittington Hospital, we have revised the proposals so that route 143 would remain on its current routeing. As such, passengers travelling from Archway to Highgate Village would still be able to board two routes (143, 263) from the same bus stop at Archway, Stop E on Tollhouse Way, meaning there would be no loss of a common stop.
Buses travelling northbound up Archway Road do not serve the same bus stops at Archway station under these proposals, reducing the effective frequency of buses between Archway and Great North Road. Suggestion that TfL introduce a new bus stop north of Tollhouse Way that serves routes 43, 134 and 143 (northbound)	Passengers can currently travel via Archway Road on routes 263 and 43 from a common bus stop at Archway. TfL recognises that routes to Archway Road (43, 134, 143) would depart from different stops as part of the original proposals. The proposals have been revised so that routes 43, 234 and 263 would serve Archway Road with all three routes serving different stops at Archway. There is limited space to site a new northbound stop at Archway for the three routes; however, if the proposals are progressed, options to introduce a new stop on Archway Road would continue to be reviewed.
Concern that North Hill and other roads in Highgate Village are unsuitable for double decker buses. North Hill is currently subject to a weight limit to exclude heavy lorries except for access. Double decker buses (for proposed new 263 and N271 routes) would cause vibration and noise disturbance and could increase pollution	TfL considers that North Hill and North Road are suitable for the operation of double-deck buses. This alignment has been used as a diversion route for double-deck routes in the past. It is also currently used by double-deck buses for school journeys on route 143. The London bus fleet meets the Euro VI emissions standards, the same emissions standards as the Ultra-Low Emission Zone (ULEZ). Re-routeing the 263 via Highgate Village, including North Hill and North Road, would help to

	encourage use of public transport by retaining links between Holloway Road and Highgate Village and by introducing new links to areas such as North Finchley, Whetstone and High Barnet. The creation of new links and retention of direct links and a high frequency service would help to ensure that the local bus network continues to provide an attractive alternative to private car use; helping to minimise overall vehicle sound and the impact of traffic on the road.
Concern about the impact on school children. Broken journeys, lack of direct routes, compromised safety, increased journey or waiting time and reduced frequency will have a negative impact on journeys to school. This comment was flagged a number of times, both generally and for each specific route change	The impact on all passengers, including school children, has been taken into account as part of these proposals. The original proposals helped to retain direct links by re-routing the 263 via Highgate Village, re-routing the 143 via Archway Road; and re-routing the 21 via New North Road, Canonbury Road and Holloway Road. To help minimise the impact on passengers even further we have revised the proposals so that route 143 would remain on its current routeing with route 234 extended to Archway via Archway Road in its place. This would ensure that all current links to schools on route 143 would be retained. Route 620 would not be introduced as it would not be required. The proposals would also make it easier for some children to travel to and from school in the future, with new direct links created between areas such as Whetstone/North Finchley/Highbury Barn and Highgate Village/Highgate Hill. Some passengers may still have to change between buses to make their journey in future. However, high-frequency same-stop interchange would be available, with a shelter with seating provided at stops.
Concern that the proposed changes would restrict direct access to all hospitals along all the impacted routes	Providing public transport access to hospitals is a key objective for TfL. The Whittington Hospital is sited off Highgate Hill and is currently served by routes 143 and 271 (and other routes unaffected by these proposals). The original proposals would have seen the re-routed 263 retaining links currently provided by route 271 between Highgate Village and Highbury Corner; and by route 143 between East Finchley and Archway. We have taken account of feedback received during the consultation and revised the proposals

	so that route 143 would remain unchanged but with the 263 still being re-routed via Highgate Village. This would ensure that all current links to Whittington Hospital provided by route 143 would be retained. The proposals would also make it easier for some passengers to access hospital in the future, with new direct links created between Whittington Hospital and Whetstone, North Finchley and Highbury Barn by re-routeing the 263. As part of the revised proposals, route 234 would be extended from Highgate Wood to Archway. This would provide new nearby links to Whittington Hospital at Archway from locations such as Fortis Green, Coppetts Road and Friern Barnet Lane. Access at night currently provided by route 271 would be retained by the introduction of route N271, which would also provide new night-time links between Whittington Hospital and East Finchley and North Finchley. Moorfields Eye Hospital is sited on City Road close to bus stops on route 271. The re-routed 21 would retain hospital links currently provided by route 271 between Moorgate and Holloway. The introduction of route N271 would ensure that all night-time links to Moorfields would be retained. Some passengers might need to change between buses to make their journey in future. However, high-frequency same-stop interchange would be available with shelters with seating provided at interchange stops.
Concern about walking up steep hills to bus stops/ destinations as a result of proposals. Concern that reduced bus frequency or reduced number of buses operating up steep hills, such as Highgate Hill, North Hill and Archway Road, will impede people from being able to travel to their destination or continue their journey with ease. Walking and cycling up hill is not	TfL aims to provide an accessible bus network with bus stops sited in locations that benefit passengers wherever possible. High frequency bus routes would have provided a service to destinations such as Highgate Hill and North Hill as part of the original proposals. However, we have revised the proposals so that route 143 would remain on its current routeing; allowing for routes 143 and 263 to serve a common stop at Archway, helping to provide a high frequency of service on Highgate Hill from the same stop. Furthermore, by retaining the current routeing of the 143 and re-routeing the 263, the frequency of service to North Hill from Archway would increase

an option for some passengers or local residents and visitors. Reduction of bus services uphill will reduce their ability to get to destinations or will force them to have to walk up steep hills.	compared with the existing service. The revised proposals would mean that route 234 would run via Archway Road every 12 minutes from Stop G on Tollhouse Way at Archway. Route 134 would continue to serve stop U on Junction Road every 8 minutes, with route 43 serving stop D on Holloway Road every 8 minutes. As such, a high frequency bus service would remain available to all destinations via steep hills.
Concern that proposals restrict or remove access to public transport for some local areas. Concern about general loss of direct connections and need to change between buses	The original proposals sought to retain key links with high frequency services. Route 263 would have retained links currently provided by route 271 between Highgate Village and Highbury Corner; route 143 would have retained links currently provided by route 263 between East Finchley and Archway via Archway Road; the current service provided by route 43 would have retained route 263 links between Archway Road and Highbury Corner; route 21 would have retained current route 271 links between Moorgate and Holloway; and the current route 141 would have retained route 21 links between Newington Green and London Bridge. We have listened to concerns raised in response to the consultation and have revised the proposals to ensure that an even greater number of key links are retained. We are now planning to retain route 143 on its current alignment and extend route 234 from Highgate Wood to Archway via Archway Road in its place. This would ensure that all links currently provided by route 143 would be retained. An extended route 234 would also provide new links between Archway Road, Highgate Station and Archway and areas such as Fortis Green, Coppetts Road and Friern Barnet Lane. The proposals would also provide new direct links and improve access for passengers between areas such as Barnet Hospital/Whetstone/North Finchley/Highbury Barn and Highgate Village/Highgate Hill; and between Lewisham/New Cross and Highbury & Islington/Holloway. The introduction of route N271 would ensure that current night-time links on route 271 are retained and provide new night-time links to East and

	North Finchley. All passengers would be able to access the bus network at existing bus stops (with the exception of Stop T at South Grove, Highgate, and the final alighting point for route 21 at Newington Green; both of which would no longer be served by the bus network but are within 150-metres of alternative bus stops). However, some passengers would have to change between buses to make their journey in future. High-frequency same-stop interchange would be available for those passengers, with shelters and seating provided at stops.
Concern with increased costs for passengers associated with longer wait times, journey times or reduced frequencies	The original proposals sought to retain key links with high frequency services. We have revised the proposals so that an even greater number of links are retained by keeping route 143 on its current alignment and extending route 234 to Archway in its place. Passengers who currently travel on route 271 between Moorgate and Holloway would be able to make the same journey on route 21 without changing buses. Passengers who currently travel between Newington Green and London Bridge on route 21 would be able to use route 141 in the future. Passengers who travel on route 263 between East Finchley and Archway via Archway Road would be able to travel on route 234. Passengers would be able to carry on using route 143 without changing buses. Some passengers might need to change between bus routes in the future. However, the Hopper fare helps to prevent additional cost by allowing unlimited bus journeys in 60 minutes for the cost of one bus journey. If the proposals are introduced, it should be possible to make all existing journeys within 60 minutes, including those for which passengers might have to change between buses in the future. As such, interchange between services running to schedule would not be expected to result in additional cost to passengers.
Concern raised about closure of the Northern Line Bank Branch and how this could increase bus ridership. Concern proposals do not account for this closure or increased ridership into the city	The Bank Branch on the Northern Line is currently closed to allow for station improvement works. These works are expected to be complete in late-2022 when the line would be fully re-opened. The Northern Line closure is not expected to affect the proposed changes to the

	bus network changes as they would not be introduced until 2023.
Respondents would be more likely to opt to travel by car or private vehicle to complete their journeys under these proposals	TfL aims to encourage travel by sustainable modes of transport wherever possible. The proposals aim to simplify the bus network and reduce surplus capacity while retaining key links at high frequencies. We have considered all feedback received during consultation and revised our plans so that route 143 would not change; ensuring that an even greater number of direct links would be retained. The revised proposals would help to encourage use of public transport by retaining links to Highgate Village by re-routing the 263; retaining links to Archway Road and Highgate Station by extending route 234; and retaining links to Moorgate and Holloway Road by re-routing the 21. Public transport use would further be encouraged by the introduction of new links to areas such as North Finchley, Whetstone and High Barnet. The retention of key links and provision of a high frequency service would help to ensure that the local bus network continues to provide an attractive alternative to private car use; helping to minimise overall vehicle sound and the impact of traffic on the road.
Concern for the safety of children and women as a result of these proposals	TfL recognises the importance of safety for all passengers using the London bus network, particularly women, children and passengers with other protected characteristics. We have revised the original proposals to retain a greater number of direct links and high frequency routes to help minimise waiting times and the number of times passengers might need to interchange between routes. As part of the revised plans, route 143 would not change; ensuring existing passengers would be able to make the same journey without changing between buses – including to and from schools along the length of the route. Changes to routes 21, 234 and 263 would ensure that many direct links currently provided by route 271 would be retained.

	Some passengers may need to change between bus routes if the proposals are progressed. Same-stop interchange with a shelter and seating would be available for those passengers in the future. This would help to provide a comfortable and safe waiting environment for women and children. Bus stops with shelters and seating at which passengers would be able to change between routes are listed below (multiple interchange stops are available for most changes but not all are listed): Northbound Route 21 to route 141: Stop B on Moorgate close to Moorgate Station – with Countdown sign Route 21 to route 263: Stop A on Holloway Road close to Highbury & Islington Station – with Countdown sign Route 263 to route 43: Stop A on Holloway Road close to Highbury & Islington Station – with Countdown sign Route 43 to route 234: Stop X on Archway Road close to Waterlow Road – with Countdown sign Route 234 to route 263: Stop K on Great North Road close to Woodside Avenue Southbound Route 141 to route 21: Stop M on City Road south of Old Street Station – with Countdown sign Route 263 to route 21: Stop S on Holloway Road south of Tollington Road – with Countdown sign Route 43 to 263: Stop R on Sandridge Street at Archway – with Countdown sign Route 234 to 43: Stop HQ on Archway Road close to Northwood Road – with Countdown sign Route 263 to 234: Stop J on East Finchley High Road close to East End Road – with Countdown sign The proposals would also improve access to the bus network for some passengers, with new direct links created between areas such as Barnet Hospital/Whetstone/North Finchley/Highbury Barn and Highgate Village/Highgate Hill; and between Lewisham/New Cross and Highbury & Islington/Holloway.
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	The introduction of route N271 would ensure that current night-time links on route 271 are retained and provide new night-time links to East and North Finchley. This would improve safety and access to the bus network at night.
Concern that proposals will have significant negative impact on older, disabled or more vulnerable passengers or local residents due to reduced frequency, interchanging, increased waiting time and increased journey time	TfL recognises the importance of providing a comprehensive bus network that provides key direct links with low waiting times where possible. We have listened to feedback received during the consultation and revised our plans so that fewer passengers would need to change between buses in future. The impact on vulnerable passengers, including older and disabled passengers, would be mitigated by ensuring that routes are re-structured to retain links where changing between routes might otherwise be a necessity. Re-structured route 263 would retain links between Highgate Village and Highbury Corner; route 234 would retain links between East Finchley and Archway via Archway Road; and route 21 would retain links between Moorgate and Holloway. A high frequency service would be retained on all affected routes during the day on Mondays to Fridays with a maximum scheduled wait time of 12 minutes. In addition to the provision of direct links and high frequency services, we also aim to provide a bus network that is accessible to all London residents by having well-placed stops to provide good access to the network and help minimise journey times. Same-stop interchange with a shelter and seating would be available for passengers who might need to change between routes in the future as a result of these proposals. This would help to provide a comfortable environment for older, disabled or more vulnerable passengers. Bus stops with shelters and seating at which passengers would be able to change between routes are listed below (multiple interchange stops are available for most changes but not all are listed): Northbound Route 21 to route 141: Stop B on Moorgate close

	to Moorgate Station – with Countdown sign Route 21 to route 263: Stop A on Holloway Road close to Highbury & Islington Station – with Countdown sign Route 263 to route 43: Stop A on Holloway Road close to Highbury & Islington Station – with Countdown sign Route 43 to route 234: Stop X on Archway Road close to Waterlow Road – with Countdown sign Route 234 to route 263: Stop K on Great North Road close to Woodside Avenue Southbound Route 141 to route 21: Stop M on City Road south of Old Street Station – with Countdown sign Route 263 to route 21: Stop S on Holloway Road south of Tollington Road – with Countdown sign Route 43 to 263: Stop R on Sandridge Street at Archway – with Countdown sign Route 234 to 43: Stop HQ on Archway Road close to Northwood Road – with Countdown sign Route 263 to 234: Stop J on East Finchley High Road close to East End Road – with Countdown sign The London bus fleet is fully accessible with buses fitted with a kneeling facility to aid passengers when boarding and alighting, as well as accessible bus stops where drivers are able to pull-in close to the kerb. Having accessible buses serving accessible bus stops at interchange locations would help to mitigate the impact on older, disabled and more vulnerable passengers who might need to change between buses in the future. The proposals would also make it easier for some older, disabled and more vulnerable passengers to travel in the future, with new direct links created between areas such as Barnet Hospital/Whetstone/North Finchley/Highbury Barn and Highgate Village/Highgate Hill; and between Lewisham/New Cross and Highbury & Islington/Holloway. The night bus network would also become more accessible with route N271 replacing the current night service on route 271 with new direct links to East and North Finchley.
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Concern that proposals will have a negative impact on local businesses and access to local businesses	The original proposals sought to retain key links with high frequency services which would have helped to maintain access to local businesses for both staff and customers. We have revised the original proposals to retain an even greater number of links by keeping route 143 on its current routeing. As part of the plans, route 263 would retain links currently provided by route 271 between Highgate Village and Highbury Corner; route 234 would retain links currently provided by route 263 between East Finchley and Archway via Archway Road; the current service provided by route 43 would retain route 263 links between Archway Road and Highbury Corner; route 21 would retain current route 271 links between Moorgate and Holloway; and the current service provided by route 141 would retain route 21 links between Newington Green and London Bridge. Some passengers would have to change between buses to make their journey in future. However, same-stop interchange would be available, with a shelter and seating provided at stops; and high-frequency interchange provided at all locations. Some local businesses would also benefit from new direct links which would be created between areas such as Barnet Hospital/Whetstone/North Finchley/Highbury Barn and Highgate Village/Highgate Hill; and between Lewisham/New Cross and Highbury & Islington/Holloway.
The proposals result in 'involuntary interchange'. Where passengers may have to interchange, bus stops should be well lit and have shelters and seating.	Shelters with seating are provided at bus stops where passengers might need to change between bus routes in the future. Many of these stops are also fitted with Countdown signs which provide real-time information on expected bus arrival times. We have revised the proposals with route 143 retaining its current routeing. This means that fewer passengers would need to change between routes in the future. Bus stops with shelters and seating at which passengers would be able to change between routes are listed below (multiple interchange stops are available for most changes but not all are listed):

	Northbound Route 21 to route 141: Stop B on Moorgate close to Moorgate Station – with Countdown sign Route 21 to route 263: Stop A on Holloway Road close to Highbury & Islington Station – with Countdown sign Route 263 to route 43: Stop A on Holloway Road close to Highbury & Islington Station – with Countdown sign Route 43 to route 234: Stop X on Archway Road close to Waterlow Road – with Countdown sign Route 234 to route 263: Stop K on Great North Road close to Woodside Avenue Southbound Route 141 to route 21: Stop M on City Road south of Old Street Station – with Countdown sign Route 263 to route 21: Stop S on Holloway Road south of Tollington Road – with Countdown sign Route 43 to 263: Stop R on Sandridge Street at Archway – with Countdown sign Route 234 to 43: Stop HQ on Archway Road close to Northwood Road – with Countdown sign Route 263 to 234: Stop J on East Finchley High Road close to East End Road – with Countdown sign
TfL should electrify the fleet of buses serving these routes	TfL is committed to providing a bus network that offers an attractive alternative to private car use with buses that minimise emissions and pollution on London's streets. While there are no firm timeframes for introducing electric (or hydrogen) buses to routes included as part of these proposals, all buses on the routes meet or exceed Euro VI emission standards. This is the same emissions standard as the Mayor of London's Ultra Low Emission Zone (ULEZ). Euro VI is the latest emission standard for vehicles, reducing emissions of NOx by up to 95%. TfL will continue to roll out zero emission buses across the network with an aim of operating a fully zero emission bus fleet by 2037.
A cost-benefit analysis should be undertaken to show that changes will result in cost saving and/ or improvements for bus users	TfL has a responsibility to ensure that bus service provision is equitable across London. To achieve a balanced and appropriate level of service, a cost-benefit analysis process is used to develop a business case for proposals to change the bus

	network. Such a process was undertaken to inform the proposals for changes to routes 21, 143, 263 and 271, and the subsequent revised proposal including route 234.
Route 21	
Proposals would result in significant loss of transport links for Newington Green and surrounding areas	Route 141 operates on the same routeing and serves the same stops as route 21 between Newington Green and London Bridge. If the 21 were re-routed to terminate at Holloway instead of Newington Green as proposed, passengers who currently travel between Newington Green and London Bridge would be able to make the same journey on route 141 in the future. Passengers who currently travel on route 21 between Newington Green and areas south-east of London Bridge, such as New Cross and Lewisham, would be able to change between routes 141 and 21 with high-frequency same-stop interchange available at bus stops with shelters, seating and Countdown signs at the following locations: • Northbound route 21 to route 141: Stop B on Moorgate close to Moorgate Station • Southbound route 141 to route 21: Stop M on City Road south of Old Street Station
Route 141 does not have enough capacity to accommodate all passengers displaced by curtailing route 21. Route 141 frequency is not high enough.	Demand on key bus corridors was falling prior to the COVID-19 pandemic; and has fallen further during the pandemic. The number of passengers travelling on the bus network, particularly during peak hours into and out of central London, is not expected to return to pre-pandemic levels owing to an increase in more flexible office hours and an increase in home-working. Re-routeing the 21 away from Newington Green would reduce surplus capacity on the Newington Green and Southgate Road corridors. However, we recognise the importance of ensuring that sufficient capacity is provided across the network and the proposals include plans to introduce additional buses on routes 76 and 141 during the busiest period to help provide an appropriate level of service. If the proposals are progressed, we would monitor demand on the Southgate Road corridor in advance of and after changes are introduced to help ensure sufficient bus network capacity

	continues to be provided.
If route 21 is rerouted, some respondents suggested that it operates to and from Archway Station instead of Nags Head, Holloway. This would help mitigate the impacts of removing route 271 and could improve interchange and links	The proposals aim to reduce surplus bus network capacity on key corridors including Holloway Road. Four high frequency bus routes currently operate on Holloway Road between Nags Head and Archway – 17, 43, 263 and 271. The proposals would remove route 271 from this section; helping to provide a level of capacity that better matches passenger demand, while simplifying the bus network. Re-structuring route 21 to terminate at Archway would result in the continued over-provision of bus capacity on the northern section of Holloway Road and would not simplify the local network. Furthermore, TfL aims to operate a bus network that is reliable with buses arriving at bus stops on time wherever possible. It is difficult to ensure a high level of reliability for routes that have long end-to-end running times as typically they are more susceptible to varying traffic conditions as a result of congestion, road works and accidents. A route running between Archway and Lewisham would have significant running times and would be difficult to operate reliably. If the proposals are progressed, direct links on Holloway Road would be retained by route 43 between Archway and Highbury Corner, with high-frequency same-stop interchange between routes 43 and 21 available at stops with shelters, seating and Countdown signs for longer journeys.
Route 143	
Suggestion to extend the southern end of route 143 to Finsbury Square, Moorgate to mitigate impact of withdrawing route 271	The proposals aim to reduce surplus bus network capacity on key corridors including Holloway Road. Four high frequency bus routes currently operate on Holloway Road between Nags Head and Archway – 17, 43, 263 and 271. The proposals would remove route 271 from this section; helping to provide a level of capacity that better matches passenger demand, while simplifying the bus network. Re-structuring route 143 to terminate at Finsbury Square, Moorgate would result in the continued over-provision of bus capacity on the northern section of Holloway Road and would not simplify the local network.

	If the proposals are progressed, direct links between Highgate Village and Highbury Corner would be retained by the re-structured route 263, with high-frequency same-stop interchange between routes 263 and 21 available at stops with shelters, seating and Countdown signs for longer journeys.
Suggestion that the route 143 bus stand be relocated to St John's Grove, with the bus travelling down Holloway Road at turning at St John's Grove. This would prevent the empty running of the 143 via Vorley Road and there would be capacity at the stops at the top of Holloway Road due to removal of route 271	There is currently no bus stand, bus driver facilities or turning point at St John's Grove to allow buses to terminate. The introduction of a bus stand and turning point would require support from local stakeholders, including businesses, residents and the local authority. Detailed designs would need to be developed to demonstrate that buses could turn and stand safely, and it is anticipated that this would require the removal of parking spaces. Driver toilets would need to be provided in the immediate vicinity. We have considered feedback received during consultation and revised the proposals so that route 143 would not be re-routed. This would ensure that route 143 passengers would be able to make the same journey without changing between bus routes in the future. It would also mean that route 143 would continue to use its current stand on Archway Road. As such, extending route 143 to St John's Grove is not currently being considered.
Concern that Finchley residents would be disproportionately impacted by rerouting the 143 and would lose direct access to Highgate Village and Whittington Hospital	We have listened to concerns raised during consultation about the impact that re-routeing the 143 would have on passengers accessing Whittington Hospital and Highgate Village. To help maintain direct access, and to further limit the number of passengers who would need to change between buses, we have revised the proposals so that route 143 would not change. This means that access to Whittington Hospital and Highgate Village currently provided by route 143 would be retained. By retaining route 143 and re-routeing the 263, access to Whittington Hospital and Highgate Village would improve with a higher level of service provided from East Finchley and route 263 providing new links from areas such as North Finchley, Whetstone and High Barnet. Route 620 would not be introduced as part of the revised plans as it would not be required with

	route 143 retaining links between East End Road and the Highgate Village area.
Route 263	
Suggestion that route 263 should become a 24-hour route or a night service	The proposals include plans to introduce new night route N271. It would replicate the current night service on route 271 but would extend beyond Highgate Village to North Finchley, providing new night-time links to East and North Finchley. The N271 would replicate the routing of the 263 between Highbury Corner and North Finchley, but it would also retain night-time links on Canonbury Road, New North Road and Moorgate; a service that a night route on the 263 would not provide. Furthermore, night bus route N20 already provides a night service on the 263 alignment between North Finchley and Barnet Hospital, and this would limit the benefits of providing a night service on route 263. We are satisfied that the provision of a night service via the introduction of route N271 remains the best way to retain existing night-time bus network access while creating new direct links to East and North Finchley.
Concern that the frequency of route 263 is too low. The frequency of route 263 should be increased to mitigate the loss of route 271	Route 263 runs at a frequency of 6 buses per hour (bph) with a bus scheduled to arrive at bus stops every 10 minutes. This ensures that a high frequency service is provided with a sufficient capacity to accommodate demand. There are no current plans to change the frequency of route 263; however, the bus network is continuously reviewed to ensure that an appropriate level of service is provided.
Suggestion that route 263 continue to stop at the Wellington roundabout at the top of Archway Road to provide an option of buses for passengers	TfL has a responsibility to ensure that bus stops are sited in locations that are operationally safe and suitable. Bus stop L on Archway Road at the Wellington roundabout is located adjacent to the straight-ahead lane of traffic. Buses heading towards Highgate Village via North Hill would need to cross the straight-ahead lane to access the right-turning lane within a short distance of the stop. This movement would increase risk of accidents and could cause delays to journey times as buses crossing the junction might hold up other buses and traffic. If the scheme is progressed, route 234 would serve stop L; retaining a link to Archway Road,

	including Highgate and Archway stations.
Route 271 and route N271	
Opposition as withdrawal of route 271 removes direct access to central London	Re-structuring routes 263 and 21 would ensure that passengers could continue to travel between Highgate and central London with one change of bus. High-frequency same-stop interchange would be available at bus stops with shelters, seating and Countdown signs. Same-stop interchange would also be available between routes 263 and 43 for journeys between Highgate and Moorgate. Furthermore, the Northern line at Archway provides a direct rail link to central London. Passengers would be able to interchange between route 263 and the Northern line at Archway station.
Concern that removing route 271 will remove access to Whittington Hospital at night	Re-structuring route 263 would ensure that links currently provided by route 271 would be retained between the hospital and Highbury Corner during the day, with high-frequency same-stop interchange provided between routes 263 and 21 for longer journeys. The introduction of route N271 would ensure that all current night-time links to Whittington Hospital are retained. The N271 would also provide new night-time links between the hospital and East and North Finchley.
Concern that businesses that are currently served only by 271 day time service will be negatively impacted by removal of the route	The proposals seek to retain key links with high frequency services which would help to maintain access to local businesses for both staff and customers. Route 271 is currently the only bus route on Canonbury Road and the north end of New North Road. A re-structured route 21 would ensure that both roads would continue to be served in the future. Route 21 would also retain all current route 271 links between Moorgate and Holloway. Some passengers would need to change between buses to make their journey in future. However, same-stop interchange would be available, with a shelter and seating provided at stops; and high-frequency interchange provided at all locations. Local businesses may benefit from new direct links which would be created between areas such as Lewisham and New Cross and Canonbury

	Road and New North Road as a result of re-routing the 21.
Concern that removing the 271 bus stand at South Grove will be a problem if bus routes running through Highgate Village need to operate curtailed services	No current routes use South Grove for curtailment purposes. As such, the removal of the stand would not be expected to affect the performance of other local bus routes.
Suggestion that new N271 route is extended further than North Finchley	TfL aims to provide an extensive night bus network. New route N271 would provide new direct night-time links to East and North Finchley. Route N20 already provides night-time access north of North Finchley and to Barnet Hospital. The existing night bus provision north of North Finchley would limit the benefits of extending route N271 beyond its proposed terminus. We are satisfied that the provision of a night service via the introduction of route N271 would remain the best way to retain existing night-time bus network access while creating new direct links to East and North Finchley.
Route 620	
Concern that frequency and timetable of route 620 would not account for pupils who travel to school earlier or later than school pick-up times (e.g. for after school clubs or extracurricular activities)	We have listened to feedback received during the consultation regarding the timing and frequency of service that would be provided by route 620. In particular, we have taken account of concerns raised about the loss of direct links if route 143 were re-routed away from the Highgate Village area. In response we have revised the proposals so that route 143 would remain unchanged; ensuring that passengers, including school children, could continue to use the service without having to change between buses. Route 620 would not be introduced as part of the revised plans as it would not be required with route 143 retaining links between East End Road and the Highgate Village area.
Quality of consultation	
The consultation was not publicised widely enough	In order to reach as many people, communities and areas impacted by these proposals as possible, we undertook an extensive publicity campaign, including customer campaign emails, bus stop posters and letter deliveries in some local areas. Please refer to section 2.7 of this report or Appendix C for details on consultation materials.

	In addition to our emails, letters and publicity campaign, the consultation webpage received 15,600 visits over the course of the consultation period. We contacted over 700 stakeholders, including political representatives, local authorities and groups representing protected characteristics, asking for their views on our proposals. We also briefed local authorities ahead of the consultation launch and asked that they share the proposals with their local communities and encourage them to respond. As part of consultation surveys, we ask respondents to let us know their thoughts on the quality of the consultation and we use responses to improve our consultation materials and process. Several respondents raised the point that they had not received a letter or notice to their home about the proposals. We did undertake a letter drop (including maps) in three different areas at the launch of the consultation. These were along the proposed extension of the N271 route, in Highgate Village and, down Mildmay Park and a section of Southgate Road. We chose these areas as we considered them to be significantly impacted by the proposed changes. A total of 5,461 letters were distributed to residents and businesses in the aforementioned locations. However, we understand that respondents felt that other areas or roads would have benefitted from a letter or leaflet delivery, citing digital exclusion as one of the reasons. We have factored this into our 'lesson learning' for this consultation and for our future consultation publicity strategies.
Unhappy with having to register to respond to the online survey	While registration is required for the first time using the new Have your Say consultation portal to respond to the online questionnaire, it was also possible to submit responses by email and post. Registration is now required to respond online to our consultations to enable us to notify people of the outcome of the project or provide an update

	and allow us to notify people about other projects that may be of interest to them. It also helps us to ensure that people adhere to our community guidelines, underpinning a safe, constructive environment for everyone using Have your Say. Our new consultation portal went live in May 2021, and we will monitor feedback on the registration process across all the consultations we launch.
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Appendix B: Detailed analysis of comments

The analysis of the consultation responses has been carried out by our in-house Consultation Analysts.

A draft coding framework of the same or similar themed comments was developed by the Analyst for responses to the two 'open' questions. This was finalised following validation by the consultation lead, allowing the responses to be reviewed and grouped into themes

Themes are listed in the tables below, along with the number of comments we received for each theme.

Positive – general	No. of comments
Support changes	20
North Hill is suitable for double deck buses	2
Negative – general	
Concern about loss of direct access to hospitals	114
Will be more difficult for vulnerable passengers/those with disability/accessibility issues	107
Loss of direct connections/ more changes between buses	101
General negative comment on changes	92
General frequency/capacity/reliability concern	57
The proposals will reduce bus use/increase car use	55
Increased journey time/waiting time/costs	45
Concern about impact on schoolchildren	43
Impact on safety for girls/women and children	41
Concern about walking uphill to bus stops/ destination	41
Concern about cutting bus services	38
Increased walking distance to access transport	37
Will increase congestion	33
North Hill not suitable for double deck buses	26
Concern about lack of same stop interchange	15
It doesn't make sense that changes provide bus links already provided by Tube services	11
Concern about impact on local businesses	9
Route 21	
21 – negative comment about the changes	289

21 – frequency/capacity concerns (including on route 141)	241
21 – loss of link to Newington Green	125
21 – journey time/reliability concerns	32
21 - suggests 21 operates from Archway instead of Nags Head	15
21 – positive comment about changes	10
21 - suggests swapping southern termini of 21 and 141	2
Route 271/N271	
271 – negative comment about the changes	281
271 – concern about impact on schoolchildren	90
271 - Loss of direct connections/ more changes between buses	34
N271 – positive comment about the changes	19
271 – positive comment about removal of bus stand	19
N271 – negative comment about the changes	19
271 – journey time/reliability concerns	14
271 – Frequency/capacity concerns	13
271 – positive comment about the changes	6
N271 - suggestions for alternate route or extension	6
Negative comment about removal of bus stand - needed for curtailed services	3
Route 263	
263 – negative comment on changes	45
263 – Frequency/capacity concerns	40
263 – journey time/reliability concerns	25
263 – positive comment on changes	18
263 – concern about impact on schoolchildren	9
263 - make it a night bus service	9
263 - extend 263 to Finsbury Square Moorgate	2
Route 143	
143 – negative comment about changes	136
143 – concern about impact about schoolchildren	54
143 - Frequency/capacity concerns	19
143 – positive comment about changes	7
143 - suggest merging southern end of 143 with 271	2
Route 620	

620 – frequency/capacity concerns	14
620 - suggests route operates longer hours at school drop off and pick up	11
620 – negative comment about introduction	7
620 – positive comment about introduction	4
Other	
Suggestions for alternative route changes	111
Comment not relating to consultation	29
Suggests bus stops are reconsidered as part of the proposals	29
Question relating to consultation	7
Comment on EqlA	1
Quality of Consultation issues	
Not enough publicity about consultation	98
More detailed information required (e.g. frequency/journey times/bus stops/roads affected)	49
Couldn't find maps on consultation web page	34
Proposals not clear	26
Maps not clear	23
Not happy having to register to leave comments	20
General negative comment	19
New consultation website difficult to use	17
Unhappy with survey	16
General positive comment	11
No engagement with people who don't use digital platforms	11
Consultation is tick box exercise	10
Couldn't access consultation website	5
Biased survey	5
Consultation materials not accessible	4
New consultation site is clear and easy to use	2
Suggests extending the deadline	1

Table 7: Issues raised in consultation

Appendix C: Consultation publicity

Stakeholder email, sent 22 November 2021

Good afternoon

We are proposing to restructure bus routes 21, 143, 263 and 271 and introduce routes 620 and N271. As part of our proposals, route 271 would no longer run between Highgate Village and Finsbury Square. We want to hear your views on our proposals. Our public consultation on the suggested changes is now open, and you have until **9 January 2022** to have your say.

We continuously review the bus network to ensure services reflect changing demand and deliver value for money. We are suggesting the following changes because we want to better match levels of service with projected passenger demand, while retaining high frequency bus routes and key links and creating new direct links. Our proposed changes are as follows:

- **Route 271 would no longer run between Highgate Village and Finsbury Square. Routes 21 and 263 would be rerouted to provide a new structure for the local network.** The proposals would enable the removal of the bus stand on South Grove in Highgate Village as it would no longer be required
- **Retain and extend the night service on route 271, renumbered 'N271'.** The new night service would run on the current 271 route between Moorgate and Highgate Village but would extend from Highgate Village to North Finchley. This would provide a new night bus on the A1000 between East Finchley and North Finchley - a major road where there is currently no night service
- **Reroute the 263 via Highgate Village.** The 263 would still run between Highbury Barn and Barnet Hospital at existing frequencies but would be rerouted through Highgate Village instead of via Archway Road. This would retain existing passenger links on route 271 between Highgate Village and Highbury Corner, and create new links between Highgate Village and North Finchley, Whetstone, High Barnet and Highbury Grove
- **Reroute the 143 via Archway Road.** This would replace passenger links on Archway Road currently provided by route 263. It would also create new links between Archway Road, East End Road, Finchley Central, Hendon and Brent Cross
- **Introduce new school route 620.** This would run between Archway Station and East Finchley Cemetery via Highgate Village at school start and end times. It would replace the current school day only buses on route 143 between Archway Station and Bishop Douglass School
- **Cut back route 21 from Newington Green to New North Road and extend to Nags Head so it operates between Holloway and Lewisham Shopping Centre.** This would create new links between the section of route 21 south of Moorgate and Holloway Road, Canonbury Road and New North Road. Passengers could still use route 141 between Newington Green and London Bridge in place of route 21

Our proposals would help to make the bus network simpler, more efficient and keep key locations accessible. They would also help ensure resources are better invested and aligned to customer demand. Londoners would continue to experience an accessible, regular and reliable bus service.

You can read more about the proposals on our website. You can also make your views known by completing our online survey. You can visit the website here: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>.

Alternatively, you can email us at: haveyoursay@tfl.gov.uk or write to us at FREEPOST TFL HAVE YOUR SAY (Routes 21, 143, 263 and 271). If you would like to request paper copies of the materials and consultation survey, please email us to arrange.

Our consultation is open until **9 January 2022**. We look forward to hearing from you.

Stakeholder email, sent 21 December 2021

Dear Stakeholder,

Our consultation on proposed changes to routes 21, 143, 263 and 271 and proposed introduction of night route N271 and school route 620 is still open, and you have until **9 January 2022** to have your say. Thank you to all those who have already shared their views on our proposals.

We welcome any comments or concerns that you or your communities may have on our proposed changes. You can find [additional information and maps of proposed changes](https://haveyoursay.tfl.gov.uk/routes-21-143-263-271) on our <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271> website. We are also updating our [Frequently Asked Questions](#) throughout the consultation.

If you would like to respond to our consultation, you can complete our [online survey](#). We also have an [Easy Read version of our consultation material](#) and an [Easy Read version of the consultation survey](#) available.

Alternatively, you can submit your response by email to haveyoursay@tfl.gov.uk or write to us at FREEPOST TFL HAVE YOUR SAY (route 21, 143, 263, 271). If you would like to request copies of the materials and survey either via email or in hard copy, please email us to arrange.

We are suggesting the following changes to these bus routes in order to better match levels of service with passenger demand, retain high frequency bus routes and key links across London, and create new connections between areas. The proposed changes are as follows:

- **Route 271 would no longer run between Highgate Village and Finsbury Square. Routes 21 and 263 would be rerouted to provide a new structure for the local network.** The proposals would enable the removal of the bus stand on South Grove in Highgate Village as it would no longer be required
- **Retain and extend the night service on route 271, renumbered 'N271'.** The new night service would run on the current 271 route between Moorgate and Highgate Village but would extend from Highgate Village to North Finchley. This would provide a new night bus on the A1000 between East Finchley and North Finchley – a major road where there is currently no night service
- **Reroute the 263 via Highgate Village.** The 263 would still run between Highbury Barn and Barnet Hospital at existing frequencies but would be rerouted through Highgate Village instead of via Archway Road. This would retain existing passenger links on route 271 between Highgate Village and Highbury Corner, and create new links between Highgate Village and North Finchley, Whetstone, High Barnet and Highbury Grove
- **Reroute the 143 via Archway Road.** This would replace passenger links on Archway Road currently provided by route 263. It would also create new links between Archway Road, East End Road, Finchley Central, Hendon and Brent Cross
- **Introduce new school route 620.** This would run between Archway Station and East Finchley Cemetery via Highgate Village at school start and end times. It would replace the current school day only buses on route 143 between Archway Station and Bishop Douglass School
- **Cut back route 21 from Newington Green to New North Road and extend to Nags Head so it operates between Holloway and Lewisham Shopping Centre.** This would create new links between the section of route 21 south of Moorgate and Holloway Road, Canonbury Road and New North Road. Passengers could still use route 141 between Newington Green and London Bridge in place of route 21

Our consultation is open until **9 January 2022**. Please share this email with anyone you think might be interested in responding to this consultation. We look forward to hearing from you.

Yours faithfully,

Buses



Dear Jon,

We are proposing to restructure bus routes 21, 143, 263 and 271. We want to hear your views on the proposed changes.

We are now running a consultation on our proposals, open until 9 January 2022.

Our proposals would mean route 271 will no longer operate between Highgate Village and Moorgate, Finsbury Square.

Routes 21, 143 and 263 would be rerouted to create a new structure for the local network. We are also proposing to introduce a new night service numbered N271 and a new school route numbered 620. You can [read more about our proposals](#) and view maps of the proposed changes on our website.

Find out more and share your views on our website before the consultation closes on Sunday 9 January 2022.

Customers must continue to wear a face covering on our services and in stations for the duration of their journey unless they are [exempt](#). We are very grateful to the overwhelming majority of customers who have been complying with this requirement.

Yours sincerely,

Geoff Hobbs
Director of Transport Service Planning

Bus stop poster 1

Have your say

Proposed changes on routes 21, 143, 263 and 271

We are proposing to merge route 271 with routes 21 and 263 to provide a new structure for the local bus network. The 263 would be re-routed via Highgate Village and the 21 would re-route to run between Holloway and Lewisham. The day service on route 271 would no longer run, enabling removal of the bus stand on South Grove in Highgate Village. The 143 would be re-routed via Archway Road in place of route 263. New school route 620 would run between Archway Station and Bishop Douglass School, and new night route N271 would run between Moorgate, Finsbury Square and North Finchley.

Our proposals aim to provide a frequency of bus service that better matches passenger numbers and simplifies the bus network while retaining key direct links for passengers.

Current routes 21, 143, 263 and 271



Proposed routes 21, 143, 263 and 620



For further information and additional maps on our proposed changes, or to let us know your views visit: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>. Alternatively, email us at haveyoursay@tfl.gov.uk, or write to us at FREEPOST TFL HAVE YOUR SAY. To have your say, please contact us by 9 January 2022.



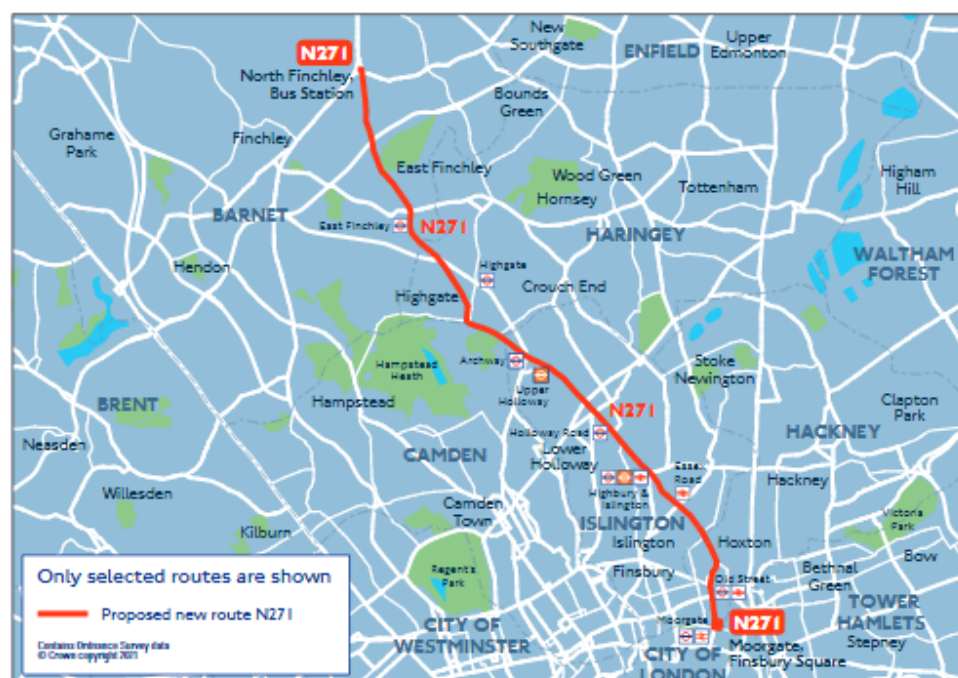
Bus stop poster 2

Have your say

Proposed new route N271

We are proposing to introduce a new night route N271 between Moorgate, Finsbury Square and North Finchley via Highgate Village. The N271 would replicate the current night service on route 271 between Moorgate, Finsbury Square and Highgate Village, but would be extended to North Finchley. The N271 would provide a new night bus service on the A1000 between East Finchley and North Finchley – a major road where there is currently no night route.

Please see the map below for details of the changes.



We are also proposing to make changes to routes 21, 143, 263 and 271. Route 271 would no longer run between Highgate Village and Moorgate, Finsbury Square and routes 21, 143 and 263 would be rerouted.

For further information and additional maps on our proposed changes, or to let us know your views visit: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Alternatively, email us at haveyoursay@tfl.gov.uk, or write to us at **FREEPOST TFL HAVE YOUR SAY**

To have your say, please contact us by 9 January 2022



Letter 1 – distributed along proposed new extension for N271

Transport for London



Transport for London
Local Communities and
Partnerships

FREEPOST TFL HAVE YOUR
SAY

Haveyoursay@tfl.gov.uk

22 November 2021

Dear Resident/Business,

Restructuring bus routes 21, 143, 263, 271 and introduction of new night bus route

We are proposing to make a series of changes to the bus network in your local area, and we want to hear your views on our proposals. Our public consultation has now opened and you have until 9 January 2022 to have your say.

As part of our plans, we are proposing to introduce a new night bus route in your local area. New night route N271 which would operate between North Finchley and Moorgate, Finsbury Square in place of the current night service on route 271. It would provide a new night bus link on the A1000 between East Finchley and North Finchley – a major road which currently has no night bus service. You can find a map of the proposed new N271 route included with this letter.

We are also making several other changes to bus routes in your local area. The proposed changes are:

- **Route 271 would no longer run between Highgate Village and Finsbury Square. Routes 21 and 263 would be rerouted to provide a new structure for the local network.** The proposals would enable the removal of the bus stand on South Grove in Highgate Village as it would no longer be required
- **Retain and extend the night service on route 271, renumbered 'N271'.** The new night service would run on the current 271 routeing between Moorgate and Highgate Village but would extend from Highgate Village to North Finchley. This would provide a new night bus on the A1000 between East Finchley and North Finchley – a major road where there is currently no night service
- **Reroute the 263 via Highgate Village.** The 263 would still run between Highbury Barn and Barnet Hospital at existing frequencies but would be rerouted through Highgate Village instead of via Archway Road. This would retain existing passenger links on route 271 between Highgate Village and Highbury Corner, and create new links between Highgate Village and North Finchley, Whetstone, High Barnet and Highbury Grove
- **Reroute the 143 via Archway Road.** This would replace passenger links on Archway Road currently provided by route 263. It would also create new links between Archway Road, East End Road, Finchley Central, Hendon and Brent Cross

MAYOR OF LONDON



VAT number 756 2769 90

- **Introduce new school route 620.** This would run between Archway Station and East Finchley Cemetery via Highgate Village at school start and end times. It would replace the current school-days only buses on route 143 between Archway Station and Bishop Douglass School
- **Cut back route 21 from Newington Green to New North Road and extend to Nags Head so it operates between Holloway and Lewisham Shopping Centre.** This would create new links between the section of route 21 south of Moorgate and Holloway Road, Canonbury Road and New North Road. Passengers could still use route 141 between Newington Green and London Bridge in place of route 21

Bus usage in central London and on surrounding bus routes has fallen during the COVID-19 pandemic and is not expected to return to pre-pandemic levels. As a result, we are providing a higher level of bus service than is required. Surplus bus capacity has been identified on the Holloway Road, New North Road and Southgate Road corridors.

Our proposals aim to better match bus capacity to passenger demand and simplify the bus network while retaining high frequency routes and key links for passengers. The proposed changes would also provide new bus journey opportunities with the creation of new direct links, including the new night bus route on the A1000.

Included with this letter are maps of the proposed changes to these routes. You can also read more about this consultation and why we are suggesting these changes via the consultation website: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Have your say

We would like to know what you think about our proposals. Our public consultation is now open, running until **9 January 2022**.

For further information and to give us your views please visit our website: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Alternatively, you can:

- Email us at haveyoursay@tfl.gov.uk
- or write to us at FREEPOST TFL HAVE YOUR SAY (Route 21, 143, 263, 271)

You can also use the above contact details to request paper copies of all the consultation materials and a response form.

Yours sincerely,

Maps of the existing routes, proposed new routes and proposed new N271 route were included with this letter.

Letter 2 – distributed in Highgate Village

Transport for London



Transport for London
Local Communities and
Partnerships

FREEPOST TFL HAVE YOUR
SAY

Haveyoursay@tfl.gov.uk

22 November 2021

Dear Resident/Business,

Restructuring bus routes 21, 143, 263 and 271 and introduction of new night bus route and school route

We are proposing to make a series of changes to the bus network in your local area, and we want to hear your views on our proposals. Our public consultation has now opened, and you have until 9 January 2022 to have your say.

Bus demand in central London and on surrounding bus routes has fallen during the COVID-19 pandemic and is not expected to return to pre-pandemic levels. As a result, bus service capacity now exceeds passenger demand on many routes. This means that we are providing a higher level of service than is required. Surplus capacity has been identified on the Holloway Road, New North Road and Southgate Road corridors.

Our proposals aim to better match bus capacity to passenger demand and simplify the bus network while retaining high frequency routes and key links for passengers. The proposed changes would also provide new bus journey opportunities with the creation of new direct links, and a new night bus route on the A1000 between East Finchley and North Finchley – a major road where there is currently no night bus service.

We are proposing to make the following changes to bus routes 21, 143, 263 and 271:

- **Route 271 would no longer run between Highgate Village and Finsbury Square. Routes 21 and 263 would be rerouted to provide a new structure for the local network.** The proposals would enable the removal of the bus stand on South Grove in Highgate Village as it would no longer be required
- **Retain and extend the night service on route 271, renumbered 'N271'.** The new night service would run on the current 271 routeing between Moorgate and Highgate Village but would extend from Highgate Village to North Finchley. This would provide a new night bus link on the A1000 between East Finchley and North Finchley – a major road where there is currently no night service
- **Reroute the 263 via Highgate Village.** The 263 would still run between Highbury Barn and Barnet Hospital at existing frequencies but would be rerouted through Highgate Village instead of via Archway Road. This would retain existing links on route 271 between Highgate Village and Highbury Corner, and create new links between Highgate Village and North Finchley, Whetstone, High Barnet and Highbury Grove

MAYOR OF LONDON



VAT number 756 2769 90

- **Reroute the 143 via Archway Road.** This would replace links on Archway Road currently provided by route 263. It would also create new links between Archway Road, East End Road, Finchley Central, Hendon and Brent Cross
- **Introduce new school route 620.** This would run between Archway Station and East Finchley Cemetery via Highgate Village at school start and end times. It would replace the current school day only buses on route 143 between Archway Station and Bishop Douglass School
- **Cut back route 21 from Newington Green to New North Road and extend to Nags Head so it operates between Holloway and Lewisham Shopping Centre.** This would create new links between the section of route 21 south of Moorgate and Holloway Road, Canonbury Road and New North Road. Passengers could still use route 141 between Newington Green and London Bridge in place of route 21

Included with this letter are maps of the proposed changes to these routes. You can also read more about this consultation and why we are proposing these changes via the consultation website: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Have your say

We would like to know what you think about our proposals. Our public consultation is now open, running until **9 January 2022**.

For further information and to give us your views please visit our website: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Alternatively, you can:

- Email us at haveyoursay@tfl.gov.uk
- or write to us at FREEPOST TFL HAVE YOUR SAY

You can also use the above contact details to request paper copies of all the consultation materials and a response form.

Yours sincerely,

Maps of the existing routes and the proposed new routes were included with this letter.

Letter 3 – distributed along Mildmay Park and section of Southgate Road

Transport for London



Transport for London
Local Communities and
Partnerships

FREEPOST TFL HAVE YOUR
SAY

Haveyoursay@tfl.gov.uk

22 November 2021

Dear Resident/ Business,

Restructuring bus routes 21, 143, 263 and 271 and introduction of new night bus route

We are proposing to make a series of changes to the bus network in your local area, and we want to hear your views on our proposals. Our public consultation has now opened. You have until 9 January 2022 to have your say.

Route 21 currently operates between Newington Green and Lewisham Shopping Centre. As part of this consultation, we are proposing to cut back route 21, so it no longer operates from Newington Green. Instead, it would operate between Nags Head, Holloway, and Lewisham Shopping Centre, replacing the link currently provided by the 271, which we are proposing to withdraw.

Passengers could still use route 141 between Newington Green and Tower Bridge to make their journeys. This proposed change would create new links between the section of route 21 south of Moorgate and Holloway Road, Canonbury Road and New North Road.

We are also making several other changes to bus routes in the local area as part of this consultation. These proposed changes are:

- **Route 271 would no longer run between Highgate Village and Finsbury Square. Routes 21 and 263 would be rerouted to provide a new structure for the local network.** The proposals would enable the removal of the bus stand on South Grove in Highgate Village as it would no longer be required
- **Retain and extend the night service on route 271, renumbered 'N271'.** The new night service would run on the current 271 routeing between Moorgate and Highgate Village but would extend from Highgate Village to North Finchley. This would provide a new night bus link on the A1000 between East Finchley and North Finchley – a major road where there is currently no night service
- **Reroute the 263 via Highgate Village.** The 263 would still run between Highbury Barn and Barnet Hospital at existing frequencies but would be rerouted through Highgate Village instead of via Archway Road. This would retain existing links on route 271 between Highgate Village and Highbury Corner, and create new links between Highgate Village and North Finchley, Whetstone, High Barnet and Highbury Grove

MAYOR OF LONDON



VAT number 756 2769 90

- **Reroute the 143 via Archway Road.** This would replace links on Archway Road currently provided by route 263. It would also create new links between Archway Road, East End Road, Finchley Central, Hendon and Brent Cross
- **Introduce new school route 620.** This would run between Archway Station and East Finchley Cemetery via Highgate Village at school start and end times. It would retain the links currently provided by route 143 between Bishop Douglass School and the Highgate Village area

We have identified several bus routes across London that run parallel journeys, meaning a number of buses operate between the same sections of roads at a high frequency. We have forecasted that there will be a reduction in post-pandemic bus demand, and our evidence suggests that there will be surplus bus capacity provided along sections of the 271 route.

Our proposals aim to simplify the bus network, matching bus capacity to demand, whilst maintaining key links and frequency of buses for our passengers. It will also provide new links between areas, including the new night bus route along the A1000 in Barnet.

Included with this letter are maps of the proposed changes to these routes. You can also read more about this consultation and why we are suggesting these changes via the consultation website: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Have your say

We would like to know what you think about our proposals. Our public consultation is now open, running until 9 January 2022.

For further information and to give us your views please visit our website: <https://haveyoursay.tfl.gov.uk/routes-21-143-263-271>

Alternatively, you can:

- Email us at haveyoursay@tfl.gov.uk
- or write to us at FREEPOST TFL HAVE YOUR SAY

You can also use the above contact details to request paper copies of all the consultation materials and a response form.

Yours sincerely,

Maps of the existing routes and proposed new routes were included with this letter.

Appendix D: List of stakeholders consulted with

Pan London stakeholders

Keir Starmer MP
Mike Freer MP
Matthew Offord MP
Theresa Villiers MP
Diane Abbott MP
Meg Hillier MP
David Lammy MP
Catherine West MP
Jeremy Corbyn MP
Emily Thornberry MP
Florence Eshalomi MP
Helen Hayes MP
Bell Ribeiro-Addy MP
Janet Daby MP
Vicky Foxcroft MP
Harriet Harman MP
Neil Coyle MP
Nickie Aiken MP
Anne Clarke AM
Joanne McCartney AM
Len Duvall AM
Sem Moema AM
Marina Ahmed AM
Unmesh Desai AM
All Londonwide Assembly Members
Abellio
Abellio London Limited/ Abellio West London Limited
Access in London
AccessAble
Action on Disability and Work UK
Action on Hearing Loss
Action Vision Zero
Advocacy for All
Age UK
Age UK London
Arriva London
Arriva London North Limited/ Arriva London South Limited/ Arriva Kent Thameside/ TGM Group Limited/ Arriva The Shires Ltd

Arriva London North Ltd,
Asian People's Disability Alliance
Aspire
Association of Muslims with Disabilities
Attitude is Everything
BlindAid
British Blind Sport
British Youth Council (BYC)
Buses4homeless
Campaign for Better Transport
Carers First
Carers Information Service
Central London NHS Trust
Centre for accessible environments
Chartered Institute of Logistics and Transport (CILT)
City of London Police
Citymapper
Clean Air London
Confederation of Passenger transport
Cross River Partnership
DABD (UK)
DeafBlind UK
Department for Transport
Disability Alliance
Disability Horizons
Disability Rights UK
Disability Rights UK
Disabled Go
Disabled Motoring
Disabled Persons Transport Advisory Committee
Dogs for Good
Driver & Vehicle Licensing Agency (DVLA)
Ehlers Danlos Support UK
End Violence Against Women
Epsom Coaches / Quality Line
European Dysmelia Reference Information Centre
Eyes for Success
Fawcett Society
Friends of the Earth
Galop
Gendered Intelligence
GIRES

Girlguiding
GLA Strategy Access Panel members
Golden Tours (Transport) Ltd,
Great Ormond Street Hospital for Children NHS Foundation Trust
Greater London Authority
Greater London Forum for Older People
Greater London Forum for the Elderly
Guide Dogs
Guide Dogs for the Blind Association
HCT Plus
Health Poverty Action
Human Rights & Equalities Network
Imperial College Healthcare NHS Trust
Inclusion London
Independent Disability Advisory Group
JAMI (Jewish Association for Mental Health)
Joint Mobility Unit
Leonard Cheshire
Living Streets
London Ambulance Service
London Ambulance Service (stakeholder team)
London Ambulance Service NHS Trust
London Councils
London Cycling Campaign
London European Partnership for Transport
London Faiths Forum
London Fire and Emergency Planning Authority
London Fire Brigade
London Fire Brigade (LFEPA)
London First
London General
London Living Streets
London Older People's Strategy Group
London Omnibus Traction Society
London Road Safety Council
London TravelWatch
London Vision
London Visual Impairment Forum
Look Ahead
Metroline Travel Limited/ Metroline West Limited
Metropolitan Police Heathrow Airport
Metropolitan Police

Metropolitan Police Service
Motorcycle Action Group
Mumderground
Mumsnet
National Autistic Society
National Autistic Society
National Express
National Federation of the Blind
National Federation of the Blind of the UK
NCT
Netmums
NHS Property Services
No Panic
NUS
Office for Disability Issues (DWP)
OnCue Transport
One Place East
Parkinson's UK
Parliamentary Advisory Council for Transport Safety
Portaramp UK Limited
President National Federation of the Blind of the UK
Pride London
Prince's Trust
PrioritEyes Ltd
Queen Elizabeth's Foundation for Disabled People
Refugee Action
Research Institute for Disabled Consumers
RNIB
Road Safety Markings Association
Royal Institute of British Architects
Royal Institute of Chartered Surveyors
Royal London Society for Blind People
Royal Society of Blind Children
Royal Town Planning Institute (RTPI)
Scope
Sense
South East London Vision
Stagecoach
Stay Safe
Stonewall
Stroke Association
Sustrans

Suzy Lamplugh
Team Margot
Terrence Higgins Trust
TfL's Valuing People
The Association of Guide Dogs for the Blind
The Big Bus Company Ltd,
The Bike Project
The British Dyslexia Association
The Lesbian and Gay Foundation - LGBT Carers Online Forum
The Royal Association of Deaf People (RAD)
The Royal Geographical Society
Thomas Pocklington Trust
Trailblazers, Muscular Dystrophy UK
Transport Associates Network (Ann Frye)
Transport Focus
Transport for All
Walk London
Wheels for Wellbeing
Whizz Kidz
Whizz-Kidz
Women in Transport

London Borough of Barnet

Relevant ward councillors of London Borough of Barnet
Relevant officers from London Borough of Barnet
Action for hearing loss
Age UK Barnet
Alzheimer's Society - Barnet
Ark Pioneer Academy
Barnet African Caribbean Association
Barnet and Southgate College
Barnet and Southgate College
Barnet Asian Old People's Association (BAOPA)
Barnet Association for the Blind
Barnet Bipolar Self Help support group
Barnet Borough Sight Impaired
Barnet Carers Centre
Barnet Hospital (Royal Free covering)
Barnet Lone Parent Centre
Barnet Mencap
Barnet Multicultural Community Centre (BMCC)

Barnet Museum
Barnet Parent Carer Forum
Barnet Pensioners Association
Barnet Society
Bishop Douglass School
Christ Church North Finchley
CommUNITY Barnet
CommunitySpace
Derwent Medical Centre
Disability Group Action in the borough of Barnet (DabB)
Disability Group Horizons
Disability Group Now Newspaper
East Finchley Baptist Church
East Finchley Bus Watch
East Finchley Library
East Finchley Methodist Church
Finchley Catholic High School
Finchley Jazz Club
Finchley Methodist Church
Finchley Progressive Synagogue
Finchley Reform Synagogue
Finchley Society
Finchley Victoria Bowling & Croquet Club
Friends of Victoria Park Finchley
Healthwatch
Hendon Way Surgery
High Road Baptist Church
Hillview Surgery
Holy Trinity East Finchley
Inclusion Barnet
Insight School of Art
Jewish Deaf Association
London Borough of Barnet
Martin Primary School
Metropolitan Police
Middlesex University
MIND in Barnet
Moorfields Eye Hospital
Nafsiyat Intercultural Therapy Centre
NCT- Barnet
Northside primary school
Phoenix Cinema Trust

Pilgrim Tabernacle
Press office Barnet
Roman Catholic Church of St Agnes
Roman Catholic Church of St Alban
Roman Catholic Church of St Margaret Clitherow
Sam Beckman Special Day Care Centre
Shree Aden Depala Mita Mandal
Squires Lane Medical Practice
St Mary At Finchley Church
St Mary's Roman Catholic Church
The Green Man Community Centre
The Samaritans (North London branch)
The United Synagogue
Torrington Park Health Centre
Tudor Primary School
Wingate & Finchley Football Club
Wingate and Finchley FC Disabled Fans' Forum
Your Choice Barnet

London Borough of Camden

Relevant ward councillors of London Borough of Camden
Relevant officers from London Borough of Camden
Action Space
Ageing Better in Camden
Camden Age UK
Camden Air Action
Camden Carers
Camden Carers' Group and Former Carers' Group
Camden Chinese Community Centre Chinese Housebound Project
Camden Clean Air
Camden Cutting
Camden Disability Group Action
Camden Greenpeace
Camden Learning Disabilities Service
Camden People First
Camden Safer Transport Team
Camden Society Choices
Camden Family Information Service
Canning Junior School
Castlehaven Community Association
Chainreaction

Climate Emergency Camden
Comms & press team Camden
Communities and Third Sector
Community Partners
Creative Support
Euston Design
Gendered Intelligence
Green School Runs
Healthwatch
Highgate URC Church
Highgate Junior School
Highgate Literary and Scientific Institution
Highgate Montessori
Highgate School museum
Highgate Society
(HS2) Community Liaison Group
LDN 4U Camden
London Vision Impairment Forum
Metropolitan Police
Mumsnet
NCT
NCT- Hampstead & Camden
NHS CCG Camden
NUS
Pro-Active Camden/Physical Activity partnerships
Race Equality Foundation
Respond
RNIB
Sensory Needs Forum
Somali Elderly and Disabled Centre
St Michael's Church of England School
The Association of Guide Dogs for the Blind
The Camden Society
Visually Impaired Camden
Voluntary Action Camden
Winvisible (Women with Visible and Invisible Disabilities)

City of London Corporation

Relevant ward councillors from City of London Corporation
Relevant officers from City of London Corporation
Age UK City of London

Barbican Association
British Youth Council (BYC)
Cheapside Business Alliance
City of London Access Group
City of London Police
City Community and Children's Services
Healthwatch
London Bridge Team
Prince's Trust
The Aldgate Partnership
Transport Focus

London Borough of Hackney

Relevant ward councillors of London Borough of Hackney
Relevant officers from London Borough of Hackney
Britannia Leisure Centre
Children's House School
Choice in Hackney
De Beauvoir Primary School
Hackney Community Transport
Hackney Community Transport HCT
Hackney CVS
Hackney Disability Group Backup
Hackney People First Big Group meeting
Hackney Safer Transport Team
Hackney Family Information Service
HBC Community Centre
Healthwatch
Hindu Temple and Meditation Centre
Homerton University hospital
Homerton University Hospital NHS Foundation Trust
Imece Women's Centre
Living Streets - Hackney
London Borough of Hackney
Mayor of Hackney
Metropolitan Police
Mildmay Community Centre
Mildmay Community Nursery
Mildmay Library
Mildmay Medical Practice
NCT- Hackney

NHS City & Hackney Clinical Commissioning Group
Our Lady and St Joseph Roman Catholic Primary School
Press office Hackney
Rosemary Gardens
Rosemary Works School
RSBC
Shoreditch Park Primary
St Leonards hospital

London Borough of Haringey

Relevant ward councillors of London Borough of Haringey
Relevant officers from London Borough of Haringey
A Brighter Future
ACCESS UK
ACORN Children and Young Peoples Service
All Saints Church Highgate
ARCA Generation
Arriva
Asylum Aid
B.A.P Theatre LTD
Barnet, Enfield, and Haringey Mental Health Trust
Bridge Renewal Trust
Bubic
Bus Watch West Haringey
Chestnuts
Children's Service
Community Cook Up
Copper Mill Heights Resident Association
Crutch Haringey
Dowsett Estate Residents' Association
Footsteps Football Academy
Freedoms Ark
Friends of Alexandra Park
Ghanaian Welfare Association
Grace Organisation
HAIL (Haringey Association for Independent Living Ltd)
Hale Village
Haringey Association for Independent Living (HAIL)
Haringey Association of Neighbourhood Watches
Haringey Borough Women's Football Club
Haringey Boxing Club

Haringey Clinical Commissioning Group
Haringey council
Haringey Council
Haringey Cycling Campaign
Haringey Hawks - male
Haringey Involve
Haringey Mencap
Haringey Phoenix Group
Haringey School Liaisons
Haringey Wheelchair User Group
Haringey Women's Forum
Haringey Additional Needs and Disabilities team
Healthwatch
Highgate Golf Course
Highgate Neighbourhood Forum
Highgate Primary School
Highgate School
Highgate schools transport coalition
Highgate Society
Home-Start Haringey
Hornsey Pensioners Action Group
Insight
Insight Platform
Kith & Kids
London Borough of Haringey
London Youth Support Trust
Metropolitan Police
NCT- Haringey
NCT- Tottenham
North Middlesex University Hospital
Parent Forum Resource Group
Park View School, West Green
Press office Haringey
St Ann's Hospital
Stroud Green Residents Association
The Metropolitan Police
Tottenham Hotspur Foundation
Tottenham Traders Partnership

London Borough of Islington

Relevant ward councillors from London Borough of Islington
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Relevant officers from London Borough of Islington
02 Academy Islington
Age UK Islington
Angel Association
Angel. London
Archway Children's Centre
Archway Leisure Centre
Archway Medical Centre
Better Archway Forum
Bows Factory Art Foundation
Bunhill Fields Burial Ground
Canonbury Primary School
Canonbury Society
Capital City Training College
CCG Islington
Central Foundation Boys School
Central St Martins
Centre 404
City and Islington College
City of London Academy
Deaf Ethnic Women's Association (DEWA)
Disability Group Action in Islington
Drayton Park Primary School
Hanover Primary School
Hargrave Hall children's centre
Healthwatch
Highbury Fields Association
Highbury Fields School
Highbury Roundhouse Community Centre
Highgate Care Home
Holloway Estate Community Centre
Islington Archaeology and History Society
Islington Boat Club
Islington Chinese Association
Islington Food Bank
Islington Parents Carers Forum
Islington Pensioners Forum
Islington Safer Transport Team
Islington Transport Aware
Islington Family Information Service
Keeping Safe Subgroup / Power and Control Group (Learning disabilities)
Learning Disability Partnership
Little Racoons Day Nursery

Living Streets
Living Streets - Islington
London Borough of Islington
London Borough of Islington cabinet lead
London Borough of Islington Leader
London metropolitan university
Media team Islington
Metropolitan Police
Metropolitan Police Service - NW TMU Islington, Barnet, Haringay, Camden
Moorfields Eye Hospital
Morelands Children's Centre
National Youth Theatre School
NCT- Islington
Northern Health Centre
Northern Medical Centre
Odeon Luxe Holloway
Pakeman Primary School
Rotherfield Primary School
Sadlers Wells Theatre
Samuel Rhodes School
Scope
St Aloysius R College
St Johns Upper Holloway church
St Mary Magdalene Academy
The Holloway Masjid (mosque)
The Islington Society
Westbourne Early Years Centre
Whitehall Park School
Whittington hospital
William Tyndale Primary School
Willow Children's Centre

London Borough of Lewisham

Relevant ward councillors of London Borough of Lewisham
Relevant officers from London Borough of Lewisham
Bright Horizons Day Nursery
Goldsmiths University
Healthwatch
Lewisham Art House
Lewisham Clinical Commissioning Group
Lewisham College

Lewisham community Transport group
Lewisham Disability Group Coalition
Lewisham Living Streets
Lewisham Local
Lewisham Nexus Service
Lewisham Safer Transport Team
Lewisham Shopping Centre
Lewisham Speaking Up
Lewisham Family Information Service
Lewisham Life
Lewisham SEN
Living Streets - Lewisham
Metropolitan Police
NCT- Lewisham
Press Office Lewisham
St Germans Terrace Association
TLG Lewisham School

London Borough of Southwark

Relevant ward councillors of London Borough of Southwark
Relevant officers from London Borough of Southwark
Barts Health Trust
Better Bankside BID
City of London Academy
Community Southwark
East Street Surgery
Hatcham College
Healthwatch
Living Streets Southwark
London Ambulance Service NHS Trust
London Borough of Southwark
London Fire Brigade (LFEPA)
London SE1 community website
London Senior Social
London Vision South East
Metropolitan Police
Press office Southwark
South Bermondsey Partnership
Southwark Disablement Association
Southwark resource centre SE17 2QB
Southwark Safer Transport Team

Southwark Family Information Service
UCO clinic